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# EMERGENCY ACTION PLAN



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## INTRODUCTION

Emerald Acres Sports Connection is concerned with the safety of all participants, members, guests, and Team Members. This is especially true when an emergency occurs. Emergencies can come without warning at any time. Being prepared physically and psychologically to handle emergencies as an individual and as an organization is critically important to Emerald Acres Sports Connection.

This guide has been developed to assist the facility in minimizing effects from such events. Please read the contents thoroughly. Once you are familiar with the information, you will be prepared to respond to an emergency.

The information included in this guide is intended to cover most emergency actions but is not all – inclusive. Common sense must prevail when instructions are not available. No matter what the emergency, think before you act, then act swiftly to minimize exposure to danger

### **THE SAFETY OF ALL PARTICIPANTS, MEMBERS, GUESTS, AND TEAM MEMBERS ARE OF PRIMARY IMPORTANCE.**

**All these scenarios warrant the Facility Emergency Response protocol outlined on page 4:**

- An injury to a guest or Team Member requiring urgent ambulance transport that could be life threatening.
- A fatality of a guest or Team Member within the facility or on the property
- Hospitalization of multiple guests or Team Members due to a food borne illness
- Potential of Media involvement
- Violence in the workplace
- Entrapment / High Angle Rescue
- Confined Space Rescue
- Threats and / or acts of Terrorism
- Demonstration or Trespass
- Kidnap, Extortion, or Threat of Harm
- Bomb Threat
- Severe Weather that causes injuries and / or significant damage (Lightning, Hail, Wind, or Hurricane)
- Utility Loss
- Tornado / Flooding
- Fire
- Explosion

## EMERGENCY RESPONSE TEAM AND PROTOCOL

1. In the event of a serious incident/emergency (multiple serious injuries, fire, power outage or something else deemed very serious), notify the Manager on Duty (MOD) immediately. After the MOD is notified and a response is in process, call these Team Members until you reach someone and convey the details immediately:

|   | TITLE                           | NAME               | OFFICE PHONE       | CELL PHONE   |
|---|---------------------------------|--------------------|--------------------|--------------|
| 1 | Emerald Acres Sports Connection |                    | 217.961.1100       |              |
| 2 | General Manager                 | Tyler Yoder        | 217.961.1100 x 102 | 217.898.5508 |
| 3 | Facilities Maintenance Manager  | Shawn Hamilton     | 217.961.1100 x 116 | 217.294.1534 |
| 3 | Events Manager                  | John (J.R.) Hodges | 217.961.1100 x 103 | 217.218.0305 |
| 4 | Programming Manager             | TBD                | 217.961.1100 X 107 |              |
| 5 | Food & Beverage Manager         | Karen Pope         | 217.961.1100 x 105 | 217.543.5469 |
| 6 | Finance Manager                 | TBD                | 217.961.1100 x 106 |              |

In the event of an emergency call the above contacts starting from top of the list (1-6). **DO NOT DISTRIBUTE CELL PHONE NUMBERS.** See next page for proper protocol.

2. If 911 is needed, please radio the MOD immediately. **The MOD will make the call and coordinate the response according to the Medical Emergency protocols (2.0).** If it is an extenuating circumstance, then of course make the call immediately and have someone else notify the MOD.
3. If there are injuries involved in the incident, immediately radio the EMT/Athletic Trainers (or MOD if no EMT/Athletic Trainers are on duty). Be sure to convey the appropriate call level and location.
4. The MOD will notify the General Manager (GM). The GM will then notify whoever else on the Emerald Acres Sports Connection Team is needed to coordinate the appropriate response.
5. The GM will coordinate with the Finance Manager (FM) and Events Manager (EM) to create a message to all Team Members if needed.
6. The Marketing and Sales Director (MSD) will coordinate the website alert and applicable social media alerts to inform our stakeholders of the situation.
7. If possible, onsite Managers and/or Directors will post signage in applicable areas to inform guests. Example: "Due to a power outage, our cafe is closed. We are sorry for this inconvenience and are diligently working to resolve this issue."
8. The Events, Programming, Guest Services and Facilities Teams will meet or have a conference call to discuss what programming and/or events will be impacted by the situation.
9. Stakeholders of impacted programming or events will be informed of the situation via phone, email and/or social media. This communication will come from the Marketing, Events, Programming and Guest Services Teams as decided by the appropriate Department Manager.
10. All media inquiries will be immediately directed to the GM.

## EMERGENCY RESPONSE ORGANIZATIONS

| AGENCY / COMPANY                                                     | EMERGENCY #                                                | NON-EMERGENCY #              |
|----------------------------------------------------------------------|------------------------------------------------------------|------------------------------|
| Mattoon Fire Dept.                                                   | 911                                                        | 217.234.2442<br>217.235.0931 |
| Mattoon Fire Dept.<br>Station #1<br>1812 Prairie Avenue              | 911                                                        | 217.235.0931                 |
| Mattoon Fire Dept<br>Station #3<br>2700 Marshall Ave Ste 3           | 911                                                        | 217.235.0933                 |
| Mattoon Police Department<br>1710 Wabash Avenue                      | 911                                                        | 217.235.5451                 |
| Coles County Emergency<br>Services & Disaster<br>520 Jackson Avenue, | 217.348.0581                                               | 217.348.0581                 |
| Mattoon Water Dept.<br>208 N 19 <sup>th</sup> Street                 | 217.235.5483                                               | 217.235.5483                 |
| Ameren Illinois Power                                                | 1.800.755.5000                                             | 1.800.755.5000               |
| Sprinkler System / Irrigation                                        | Automatic Fire Sprinkler, LLC<br>Eric Kunkel: 309.386.1822 | 888.781.9665                 |
| HVAC                                                                 | United Mechanical<br>Chad Graham: 217.954.8929             | 217.954.0211                 |
| Fire Alarm System<br>Base Six- Dean Jones                            | Commercial Electric<br>Derrick Bartlett: 217.254.8397      | 217.235.0616                 |
| Plumbing                                                             | United Mechanical<br>Chad Graham: 217.954.8929             | 217.954.0211                 |
| Consolidated Communications<br>Internet/Phone (Elevator/Alarm)       | 244.968.7224                                               | 244.968.7224                 |
| IPacket Networks<br>Phone                                            | 1.877.912.1550                                             | 1.877.912.1550               |
| Insurance Carrier                                                    | <b>TBD</b>                                                 | <b>TBD</b>                   |
| Elevator                                                             | Otis<br>Alex Dobre: 773.668.2334                           | 800.233.6847                 |
| Illinois Poison Control                                              | 1.800.222.1222                                             | 1.800.222.1222               |

## 1.0 OPERATIONS/ MOD/ SUPERVISOR RESPONSE TIERS

### CODE 1 RESPONSE

Non-Urgent / Semi-Urgent

ETA: 5 – 10 minutes

Radio example:

Lisa: *"Lisa to Operations do you copy?"*

Mikey: *"Go for Operations this is Mikey"*

Lisa: *"Umpires dressing room at is locked, need it open for umpire pre-game"*

Mikey: *"Copy that I'll be there in 5 mins to unlock it, Thank you!"*

Lisa: *"Copy Mikey, Thank you!"*

- Door needing unlocked
- Customer complaint about restroom cleaning
- Locker needs unlocked

### CODE 2 RESPONSE

Urgent (MOD / Supervisor will respond and dictate further level of response)

ETA: 0-5 minutes / immediate after notification

Radio example:

Buddy: *"Buddy to Patrick, do you copy?"*

Patrick: *"Go for Patrick"*

Buddy: *"Medical emergency in the cafe, we are on the phone with EMS now."*

Patrick: *"Copy that Buddy, I'm on my way and I'll notify GM, Thank you!"*

Buddy: *"Copy that, Thank you!"*

- Missing child
- Verbal altercation in progress
- Theft in progress or reported
- Suspicious bag or package
- 911 call
- Suspicious person / people

All 911 Calls Radio Example: *"Lisa to MOD, this is Eric go ahead, 911 call needed immediately for an injury on court 1."*

## CODE 3 RESPONSE

Emergency (all available roaming MOD, and / or Supervisors respond)

ETA: Immediate

Radio example:

Holly: *"Holly to Eric Code 3, fight on court 3."* – Nothing else needs to be communicated

Eric: *"Copy that I'm on my way, and I will notify GM."* - Nothing else needs to be communicated.

*"Code 3, fire in the Kitchen"* - Nothing else needs to be communicated.

*"Code 3, intruder in the Entertainment Center. Evacuate, Hide, Fight immediately."* - Nothing else needs to be communicated.

- Fire
- Fight in progress
- Benches clearing during a game
- Intruder or Possible Intruder

Whenever possible / applicable, be sure to include the alpha-numeric door or field # during all Code 2 and Code 3 radio calls. This will improve the response time and eliminate radio traffic.

## 2.0 MEDICAL EMERGENCY

If it is a severe medical incident that requires immediate emergency services, please call 911 immediately.

**If someone is injured and requires medical assistance, please take the following steps:**

1. Radio for MOD (EMT or Athletic Trainer if one is on duty.) If MOD, EMT, or Athletic Trainer is not available by radio, assign someone to bring them to the scene. If the EMT or Athletic Trainer is available, make sure the MOD is notified immediately. **DO NOT** attempt to move a person who has fallen or appears to be in pain. The EMT, Athletic Trainer or MOD will decide if 911 needs to be called.
2. In an urgent medical situation, THE MOST IMPORTANT FIRST STEP IS ASSIGNING SOMEONE TO CALL 911.
  - a. Our team is responsible for communicating to other guests that we are calling 911 and to advise everyone else NOT to call 911.
3. The MOD, or someone that the MOD assigns, will make the 911 call. IT IS STRONGLY PREFERRED TO MAKE THE 911 CALL FROM A LANDLINE.
4. Calling 911 from a landline or calling 217.235.5451 ensures that the call goes directly to Mattoon dispatch. MAKE SURE THE PROPER ADDRESS IS PROVIDED TO DISPATCH (1201 Wooddell Way, Mattoon, IL 61938).
  - a. Dispatch is going to ask for the following information: age, gender, conscious/unconscious, and nature of the injury or issue. IT IS IMPERATIVE THAT WE PROVIDE DISPATCH WITH ACCURATE INFORMATION.
5. Immediately alert (or assign someone to) GM, and the Event Coordinator.
6. Make sure OPERATIONS knows where the Ambulance is coming to, they will guide them to the injured person. Facilities will help guide arrival and exit to and from the park.
7. Unless trained and certified, **DO NOT** attempt to render any medical treatment.
8. If you are certified, **DO NOT** render any care above and beyond your scope of training.
9. Secure the scene and protect the safety of the injured people (and all surrounding people)
10. Comfort the victim and reassure them that medical assistance is on the way.

11. Be aware of hazards associated with blood-borne pathogens. AVOID any contact with bodily fluids or blood unless you are trained and have the proper protective equipment (PPE)
12. Complete a detailed incident report immediately. Get statements from everyone that witnessed the incident. Photographs of the incident site should be taken when appropriate as well.
13. Submit a request for video surveillance immediately (if that area is covered)

**If a Team Member is injured during a shift, his / her supervisor will follow the Worker's Comp Protocol. Be sure the appropriate supervisor is notified of all Team Member injuries that are work related. If you call 911 provide the following information:**

- Your name and CLOSEST Emerald Acres Sports Connection address.
- The area within the park where EMS is needed. **BE VERY SPECIFIC**
- What type of medical emergency it is, gender, approximate age, conscious / unconscious, symptoms and the exact location of the injured person.
- Inform the 911 operator that an Emerald Acres Sports Connection Team Member will meet and direct EMS to the proper entrance / door.
- Follow all other Medical Emergency Protocols

### **3.0 FIRE EMERGENCY & EVACUATION**

#### **SMALL FIRE PROCEDURES**

Fire is contained, no threat of spreading, able to be put out with extinguisher:

- Notify MOD, Operations, and Facilities on the radio
- If trained, attempt to put fire out with fire extinguisher.
- If the fire grows or starts to spread, see procedures below.

#### **LARGE FIRE PROCEDURES**

Fire is growing, widespread, and cannot be put out with an extinguisher.

When fire is discovered

- Activate the nearest fire alarm
  - Call 911. IT IS STRONGLY PREFERRED TO MAKE THE 911 CALL FROM A LANDLINE.
  - Put an immediate evacuation call on the radio on all channels, use the nearest exit door that is safe and get a minimum of 100 yards away from the building.
  - Notify Facilities on the radio
  - Close all fire doors. Fire doors should close automatically when the fire alarm is activated.
- DO NOT USE DOOR WEDGES!**

Attempt to extinguish the fire ONLY if...

- The Fire Department has been notified
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and Team Members are trained to use it



- If you deem the situation as unsafe or do not feel comfortable trying to mitigate the situation, find the nearest exit immediately. Feel the door and door handle prior to exiting. If the door is warm or hot, go to the next closest door.
- If there is smoke in the area where you are, get as low as possible and crawl toward the closest exit.

**Upon activation of any fire alarm in any zone, the entire facility will be evacuated immediately:**

- All Team Members and guests are to use the closest exit door that is safe and proceed outside to the closest rally point as soon as the alarm in that zone is activated. Supervisors are expected to help our guests find the closest exit and rally point.
- Each department Manager / Supervisor / Lead will be responsible to help evacuate their area, and make sure everyone goes to the closest evacuation rally point location that is safe.
- During the evacuation, everyone should be a minimum of 100 yards from the exterior of the building.
- When the fire alarm is activated, the MOD and Operations will immediately go to that location and confirm the imminent risk that it poses.
- When the fire alarm is activated, the Mattoon Fire Department is dispatched immediately. Depending on the severity of the situation, multiple other Fire Departments will arrive to help.
- If the MOD confirms it is a legitimate fire with imminent risk for safety, the evacuation plan will continue. No one should go back inside the building until the All-Clear is given by first responders.
- If the MOD confirms that it is a false alarm and there is no imminent safety risk, an All-Clear will be given via the radio on all channels. Once the All-Clear is communicated, everyone can proceed back inside the building.
- The MOD and Operations will determine, as quickly as possible, what the cause of the fire alarm was.

**THE EVACUATION RALLY POINT LOCATIONS ARE AS FOLLOWS:**

- **RP #1 (East side Parking Lot):** Everyone who exits the East side of the venue will rally at this location.
- **RP #2 (West side Parking Lot):** Everyone who exits the West side of the venue will rally at this location.
- **RP#2 (North Parking Lot):** Everyone who exits the at the North entrance of the venue will rally at this location.
- If there is a situation where the rally point is not accessible, or you deem it to be unsafe for any reason, assist with guiding people towards the closest exit and direct them 100 yards away from the building to a safe location.
- Everyone will remain outside in the designated staging area until the competent authority (Incident Commander or designated First Responder Leader) announces that it is safe to re-enter the building.
- Each department Manager / Supervisor / Lead will immediately begin to verify that all Team Members who were working are present and accounted for.
- All unaccounted-for Team members will be reported immediately to the MOD and first responders. The MOD will attempt to see if the missing Team Member(s) is in another location via our radio communication and/or cell phone.

**MOD, Facilities and Operations must:**

- Ensure that all Team Members and guests have evacuated the building – as much as possible prior to first responders arriving
- Report any problems to the MOD and/or first responders.
- Coordinate with Mattoon Police/Fire Departments on evacuation status and progress
-

## 4.0 SEVERE WEATHER

### TORNADO

#### Tornado Watch

Conditions are favorable to the development of tornadoes in and close to the watch area. Usually watches cover thousands of square miles so it does NOT mean that severe weather is imminent. However, it DOES mean that the radar needs to be closely monitored.

In the event of a tornado watch, the Operations Team will do the following:

- The MOD will dedicate a member of the Operations Team to monitor the conditions and radar via the facility weather alert system. The Operations Team and Facilities will also monitor the conditions outside on our property.
- The MOD will provide status updates a minimum of once per hour on the radio while the watch is in effect for our area
- If inside a building onsite, everyone should be as far away as possible from the exterior walls and windows.

#### **Tornado Warning**

A tornado is imminent in the area based on specific criteria and existing reports received by the National Weather Service. This does NOT mean that a tornado is going to strike the property. It means that the current and forecasted conditions strongly favor a tornado, or sustained 55+ mph winds, within Coles County or somewhere close to the property. This is a much higher alert level compared to a watch.

In the event of a tornado warning, the Operations Team will do the following.

- All outdoor areas will be evacuated immediately.
- The MOD will announce the evacuation notice via radio.
- The MOD will also announce the shelter-in-place alert via radio. *“Emergency! A tornado warning has been issued. Evacuate all outdoor activities and go to the nearest shelter-in-place location.”*
- All Team Members who are working outside will be immediately called inside by the MOD and Operations.
- The MOD, Event Coordinator, Operations, and Facilities will direct guests into the Indoor Fieldhouse building and/or the nearest restroom if necessary. All Team Members may need to assist during this process.
- Shelter-In-Place locations are indicated on the evacuation maps which are located at most room exit doors. If you do not have access to an evacuation map, these are the optimal shelter-in-place locations listed in order of priority (all on the first floor).
  - The Indoor Fieldhouse building hallways, dressing rooms and restrooms against block walls.
  - Outdoor bathrooms / concessions against block walls
  - Any area away from exterior walls and windows that are made of reinforced concrete.
- The shelter-in-place sign (picture is listed below) is posted through the facility at most of the locations. All Team members will direct guests to the following shelter-in-place locations
  - Gym/Indoor Fieldhouse
    - First Floor hallways, locker rooms and restrooms against block walls.
- All Team Members will recommend all guests to sit down against the wall and use their arms to protect their head and neck in a crouched position.

- The MOD, Facilities, Event Coordinator, and Operations will provide status updates a minimum of every five (5) minutes on the radio while the warning is in effect for our area.
- If a tornado is seen on or anywhere near the property, 911 will be called immediately. The MOD will work with the first responders appropriately and establish an incident command center onsite or nearby if necessary.
- All guests and Team Members will remain sheltered in place until the threat of the tornado has expired and announced. The MOD will announce on the radio when the warning has been lifted. Each department Manager/Supervisor/Lead will help communicate this to all Team Members.

## **5.0 POWER LOSS**

In the event of a power loss, the following protocol will be followed.

- Immediately notify Operations and the MOD on the radio
- If no one from Facilities is onsite, please call the Facilities Manager, on his cell phone.
- Facilities or the MOD will call Ameren to notify them of the outage.

### **SHORT TERM POWER LOSS**

- If power does not restore in 15 seconds, refer to extended power loss procedures

### **EXTENDED POWER LOSS**

IF the power does not restore within 15 seconds:

- Stay calm and re-assure guests so that they do not panic
- Use a flashlight (or phone light) to illuminate the area
- Move guests towards lighted areas of the facility
- If power does not restore in a timely manner, the facility will cease operations and will initiate the evacuation plan for that zone(s). Facilities/Operations and the MOD will make the call based on current and future assessments of the problem.
- If it is determined that we need to evacuate, the MOD/Operations will make an announcement on the radio, and everyone will go to their respective rally point (same procedure as a fire evacuation) based upon location in the facility.
- Keep freezer and refrigerator doors closed to maintain temperature.
- The MOD and Facilities/Operations will check all elevators for stranded Team Members and/or guests.
- The MOD will provide status updates on the radio a minimum of every five (5) minutes

The backup generators will restore power to these critical systems:

- Security Systems
- Fire Alarm Systems
- Emergency Lighting
- Office Complex/Outlets/Computers

## 6.0 CHEMICAL SPILLS / RELEASE

In the event of a chemical spill/release within the property:

- Immediately radio Facilities/Operations and the MOD on the radio to determine what was released, the amount released and the need of reporting.
  - If there is no one from Facilities onsite, please call the Facilities Manager on his cell to report details.
- If it is airborne turn off all rotation units
- If the MOD and/or Facilities/Operations deem it necessary, contact the Mattoon Fire Department
- Provide first aid assistance as needed
- Keep area of spill/release clear of Team Members and guests
- Consider the need for immediate evacuation. In some cases, it is better to stay put and not go outside depending on the type of spill/release. Operations, MOD, and First Responders will make the final call regarding evacuation.
- If an evacuation is warranted, the MOD and/or Operations would initiate the evacuation plan for each zone and applicable. Team Members would direct everyone to the appropriate rally point.

## 7.0 ACTIVE ASSAILANT

**In the event of an Active Assailant call 911 (Describe the shooter in as much detail as possible).**

- Immediately radio the MOD or Facilities and describe as much detail as possible
- The first Manager/Director/Supervisor that evacuates to safety will make the following announcement on the radio: *"Possible active assailant on the premises, EVACUATE-HIDE-FIGHT immediately!"*

## EVACUATE-HIDE-FIGHT

### 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 an area where active shooter may be
- Always keep hands visible
- Follow instructions from any police officers or security
- Do not attempt to move wounded people

### Hide

If 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 shooters view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

If the active shooter is nearby:

- Lock the door
- Silence your cell phone
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desk)
- Remain quiet

### Fight

As a last resort, act against the active shooter, and only when your life is in imminent danger:

- Attempt to disrupt and/or incapacitate the active shooter(s)
- Acting as aggressively as possible against him/her
- Use objects at your disposal as improvised weapons
- Use objects at your disposal to protect yourself against gun fire

## **ARRIVAL OF LAW ENFORCEMENT / ARMED SERVICES**

What to expect when Law Enforcement / Armed Security arrive:

- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment – they may also be in plain clothes
- Officers may be armed with rifles, shotguns and/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 / Armed Security arrives:

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

Information to provide to Law Enforcement or 911 operator

- Location of the active shooter – be as specific as possible
- Number of shooters, if more than one
- Physical description of shooter(s), color of clothing, hair color, gender, race, build, etc.
- 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 – EMTs/Athletic Trainers and certified First Aid/CPR Team Members can assist with this effort if it is safe to help. Once you have reached a safe location or rally 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.

## 8.0 BOMB THREAT

Most bomb threats are received by phone. Bomb threats are always deemed as serious until proven otherwise. Act quickly but remain calm and obtain information written on bomb threat worksheet.

### DO NOT

- Evacuate the building until police arrive and evaluate the threat. If evacuation is warranted by police, then the MOD should immediately initiate the building evacuation procedure.
- Activate the fire alarm.
- Touch or move a suspicious package.

### If a bomb threat is received by phone:

- Remain calm, Keep the caller on the line as long as possible. **DO NOT HANG UP**
- Immediately write down the phone number of the incoming call if it is visible
- Listen carefully and document the call using attached bomb threat checklist
- If able to do so, signal another Team Member to notify the MOD and/or Facilities.

### If a bomb threat is received by handwritten note:

- Call 911- Mattoon Police Department will dispatch accordingly
- Immediately radio the MOD and/or Facilities after you reach one of these individuals and bring them to your location.
- Handle note as minimally as possible
- The MOD will handle the situation from there and implement proper protocols accordingly

### If a bomb threat is received by email:

- Call 911 – Mattoon Police Department will dispatch accordingly
- Do not delete the email
- Print a hard copy of the email and immediately submit it to the MOD and/or Facilities so there is a copy of it



## BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call 911
- Handle note as minimally as possible.

### If a bomb threat is received by e-mail:

- Call 911
- Do not delete the message.

### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery
- Poorly handwritten
- Misspelled Words
- Incorrect Titles
- Foreign Postage
- Restrictive Notes

### DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

### Follow your local guidelines

- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

## BOMB THREAT CHECKLIST

Date:  Time:

Time Caller Hung Up:  Phone Number where Call Received:

### Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

### Exact Words of Threat:

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### Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

| Caller's Voice                           | Background Sounds:                         | Threat Language:                      |
|------------------------------------------|--------------------------------------------|---------------------------------------|
| <input type="checkbox"/> Accent          | <input type="checkbox"/> Animal Noises     | <input type="checkbox"/> Incoherent   |
| <input type="checkbox"/> Angry           | <input type="checkbox"/> House Noises      | <input type="checkbox"/> Message read |
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Kitchen Noises    | <input type="checkbox"/> Taped        |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Street Noises     | <input type="checkbox"/> Irrational   |
| <input type="checkbox"/> Coughing        | <input type="checkbox"/> Booth             | <input type="checkbox"/> Profane      |
| <input type="checkbox"/> Cracking voice  | <input type="checkbox"/> PA system         | <input type="checkbox"/> Well-spoken  |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Conversation      |                                       |
| <input type="checkbox"/> Deep            | <input type="checkbox"/> Music             |                                       |
| <input type="checkbox"/> Deep breathing  | <input type="checkbox"/> Motor             |                                       |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Clear             |                                       |
| <input type="checkbox"/> Distinct        | <input type="checkbox"/> Static            |                                       |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Office machinery  |                                       |
| <input type="checkbox"/> Female          | <input type="checkbox"/> Factory machinery |                                       |
| <input type="checkbox"/> Laughter        | <input type="checkbox"/> Local             |                                       |
| <input type="checkbox"/> Lisp            | <input type="checkbox"/> Long distance     |                                       |
| <input type="checkbox"/> Loud            |                                            |                                       |
| <input type="checkbox"/> Male            |                                            |                                       |
| <input type="checkbox"/> Nasal           |                                            |                                       |
| <input type="checkbox"/> Normal          |                                            |                                       |
| <input type="checkbox"/> Ragged          |                                            |                                       |
| <input type="checkbox"/> Rapid           |                                            |                                       |
| <input type="checkbox"/> Raspy           |                                            |                                       |
| <input type="checkbox"/> Slow            |                                            |                                       |
| <input type="checkbox"/> Slurred         |                                            |                                       |
| <input type="checkbox"/> Soft            |                                            |                                       |
| <input type="checkbox"/> Stutter         |                                            |                                       |

**Other Information:**

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**Homeland Security**

## 9.0 SUSPICIOUS MAIL / PACKAGE

A suspicious package could be delivered by the postal service, a delivery company or may have just been left on site. If you have found what you believe to be a suspicious package and/or bag, radio the MOD, Operations, and/or Facilities immediately. The MOD will immediately investigate and follow the appropriate protocols from there.

This may include but is not limited to:

- Any type of unattended bag: backpack, luggage, gym bag, purse
- An unattended delivery company box or cardboard box

Sign of a suspicious package (see attached "Suspicious Mail or Packages" diagram on next page)

- No return addresses
- Handwritten note(s)
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly written
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

**\*Do not attempt to open or move the suspicious package**



## 10.0 MISSING CHILD / PERSON

In the event of a missing child/person, follow this protocol:

- Obtain an accurate description of person (i.e., gender, age, name and / or nickname, hair color, height and build, description of clothing, jersey number, etc.)
- Code 2 radio call to the MOD, Operations, and Facilities *"Code 2 missing child, last seen in arcade, 7 years old female named Jackie, wearing a white shirt and black pants. Parents are with me at Guest Services"*
- Starting with that last known location, Team Members will sweep the entire property and all exiting vehicles until the person is found. If there is not a last-known location, we will start at Guest Services and eliminate each area of the facility.
- If the child is lost and/or last seen in a contained area on the property, (Arcade for example) all exits will be blocked immediately with Team Members until the child is found.
- All available Team Members will assist if needed.

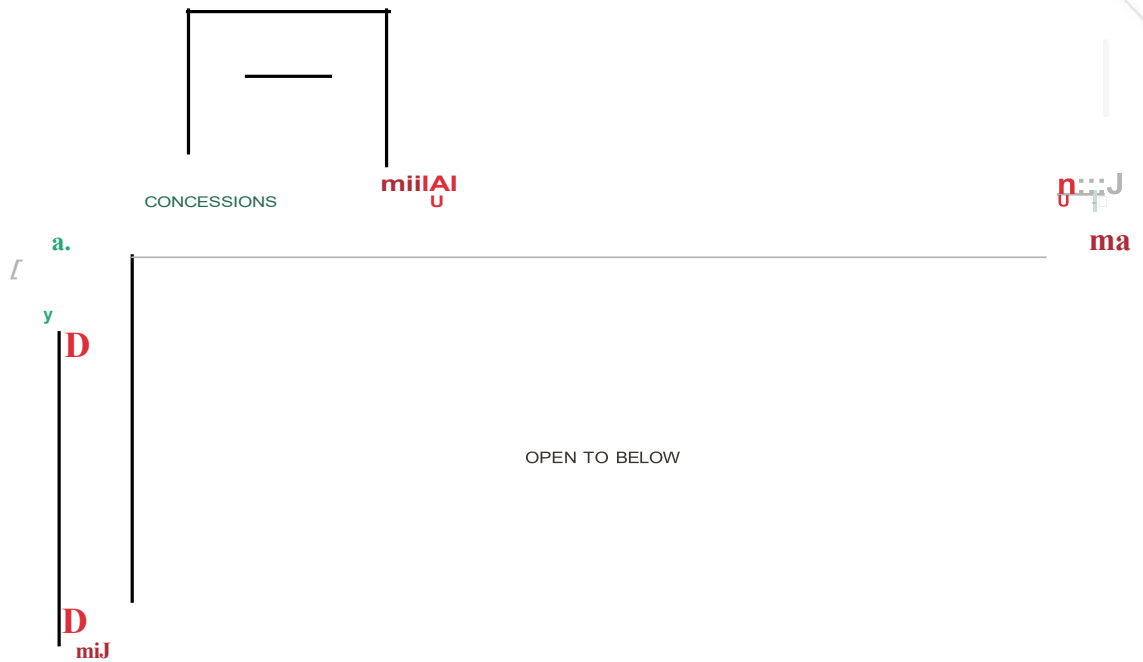
Once the child/person is found:

- The reunification point will be the Guest Services Desk or a central location outside where the parent/guardian is.
- Notify the MOD, Operations, Facilities, and Guest Services on the radio once the child/person is found.

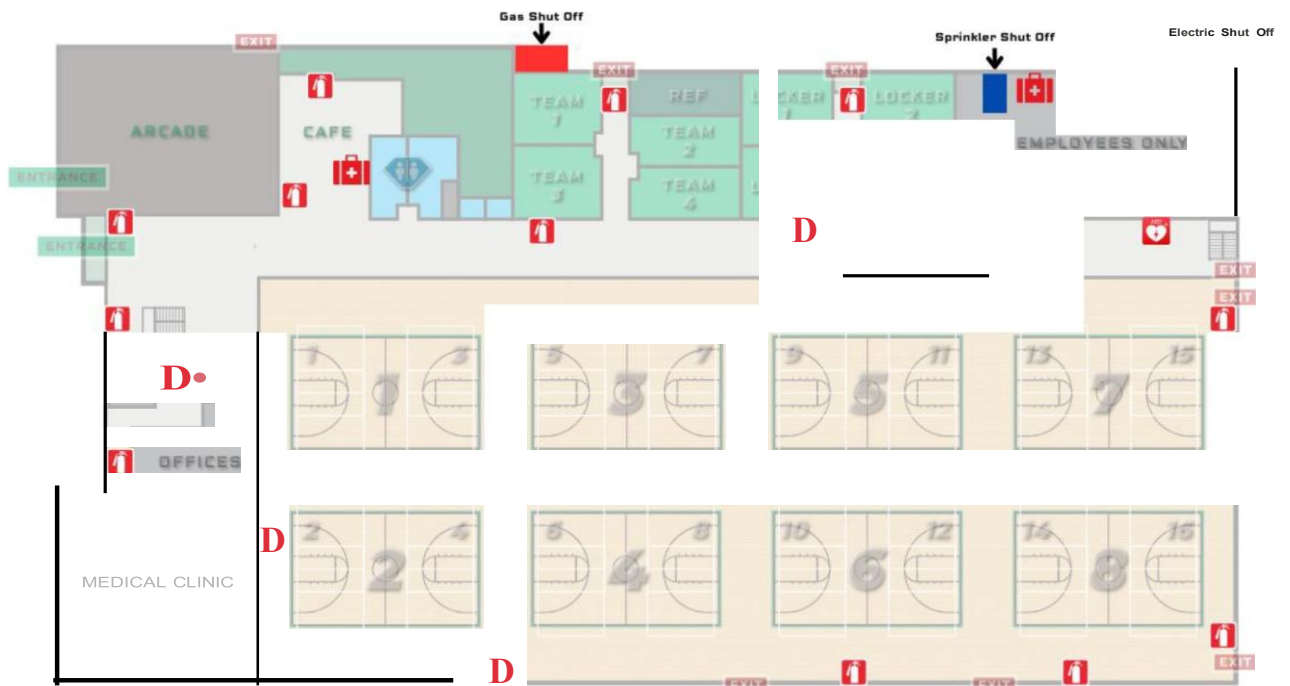
If the child/person is not found

- If the child/person is not found after two thorough sweeps of the entire property, the MOD, Operations, and/or Facilities will immediately call the Mattoon Police Department to file a missing person report.
- Keep actively searching for the individual until the Police Department arrives. When the Police Department arrives, they will take over command but keep actively searching if directed to do so.

## MEZZANINE



## FIRST FLOOR



**Legend** - ELEVATOR RESTROOMS

**D** Fire Extinguisher **m** Automated External Defibrillator **IIJI** First Aid Kit

## **HEAT STRESS SYMPTOMS: HEAT STROKE**

- Heatstroke is a condition caused by your body overheating, usually as a result of prolonged exposure to or physical exertion in high temperatures.
- This most serious form of heat injury can occur if your body temperature rises to 105 F (40 C) or higher
- Heatstroke requires emergency treatment. Untreated heatstroke can quickly damage your brain, heart, kidneys, and muscles. The damage worsens the longer treatment is delayed, increasing your risk of serious complications or death

Heatstroke signs and symptoms include:

- High body temperature
- Altered mental state or behavior, confusion, agitation, slurred speech, irritability, delirium, seizures, and coma can all result from heatstroke
- Alteration in sweating. If heatstroke is brought on by hot weather, your skin will feel hot and dry to the touch. However, if heatstroke is brought on by strenuous exercise, your skin may feel hot and slightly moist
- Nausea and vomiting
- Flushed skin
- Rapid and/or shallow breathing
- Racing heart rate

## **HEAT STROKE TREATMENT:**

What to do if you believe someone is having a Heat Stroke:

- Call 911 immediately, and activate the Medical Emergency protocol
- Take immediate action to cool the overheated person while waiting for emergency treatment
- Get the person into the shade or indoors
- Remove excess clothing
- Cool the person with whatever means available:
  - Put in a cool tub of water or a cool shower
  - Emersion in tub is best method to reduce core body temperature
  - If a tub and emersion is not available employ the trap method as depicted in Slide 8
  - Place ice packs or cold, wet towels on groin

## **RECOMMENDED ONSITE EQUIPMENT AND SERVICES WHEN HEAT STRESS CONDITIONS EXIST:**

- Certified Sports medical trainer
- Athletic Medical Trainer station and recovery area
- Cooling Towels
- Ice and water, and water supply
- Hydration
- Emersion tub
- Tarp for cooling alternative
- Fans for dugout and athletic medical trainer station
- WGBT Meter- for artificial turf

## **OUTDOOR TEMPERATURES:**

- During hot seasons, a WBGT meter will be utilized daily 30 minutes prior to the start of each game.
- Results of each test will be recorded and compared to the WBGT heat index chart and cross checked utilizing a typical heat stress index chart the combination of these two graphs will yield a reading which will indicate the level of precaution or restriction in play to reduce a heat stress incident.

Readings recorded below 82.0 listed on WBGT index or Heat Index of below 80.0 (WHITE FLAG) Event will have no restriction for play or time limits. Players should stay hydrated.

Readings recorded between 80-84.9 (GREEN FLAG) listed on WBGT Index or Heat Index reading of 80-90.

- Players, coaches and tournament providers will be notified that proper rest 5 min rest break and water every 25 mins. Hydration should be emphasized. Fans deployed in player areas.

Readings recorded between 85-87.9 (YELLOW FLAG) listed on the WBGT Heat Index or Heat Index 91-103

- Players, coaches, and tournament providers will be notified that proper rest 5 min rest and water every 20 mins. Hydration should be emphasized; immersion pool should be onsite and available. Fans deployed in Player areas.

Readings recorded between 88-89.9 (RED FLAG) Listed on WBGT Heat Index or Heat Index 104-124

- Players, coaches, and tournament providers will be notified that proper rest 5 mins rest and water every 15 mins. Hydration should be emphasized; immersion pool should be onsite and available. Fans deployed in player areas.

Readings recorded between 90 and above (BLACK FLAG) Listed on WBGT Heat Index or Heat Index 125 and up.

- Players, coaches, and tournament providers will be notified that play will be suspended.

## **COMMUNICATION:**

72 hours prior to each scheduled outdoor tournament the following communication will be distributed:

- Website posting of expected weather conditions including heat and humidity forecasts
- Email sent to tournament providers which should be forwarded to teams, coaches, players, athletic medical trainers, umpires, and scorekeepers depicting forecasted conditions
- Flags will be posted indicating the heat index rating: White, Green, Yellow, Orange, Red, and Black at the facility and may change during the day based on evolving conditions

## **EMERGENCY SERVICES:**

- Athletic Trainer or EMT: Onsite
- 911 Services: 3.0 miles
- Fire Station #1: 3.0 miles
- Urgent Care Facilities: On Site
- Hospital with trauma services: 3.2 miles

## **SAFETY TIPS FOR SAFE PLAY:**

### **Tournament Providers:**

- Creatively schedule games to avoid the heat of the day competitive matches. Stretch scheduling to later in the evenings and cooler environments
- Limit the number of games an individual team can play per day
- Proactively communicate with coaches and team representatives the potential for heat related conditions
- Educate coaches and team representatives on the symptoms of heat related illness

### **Coaches, Team Representatives, and Players**

- Understand and communicate the conditions of where your players will be playing, weather forecast, types of playing surfaces, grass, and/or synthetic turf
- Hydration and rest should be emphasized
- All coaches and players should understand basic symptoms of heat related illness to better help themselves or other team members