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Wellness Center
by the Winter Park Health Foundation

Emergency Code Guidelines

FIRE ALERT
MEDICAL EMERGENCY
FIRST AID ASSISTANCE
MISSING PERSON
SECURITY ALERTS
EVACUATION/LOCKDOWN
UTILITY OUTAGES
WEATHER ALERTS

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Emergency Reference Phone List

Police & Fire

- Non-emergency police, Winter Park – 407.644.1313
- Non-emergency 24-hour fire department – 407.644.1212
- Station 62 (300 S Lakemont Avenue, Winter Park) – 407.599.3298

Security & Response

- Center for Health & Wellbeing Welcome Desk – 407.644.2492 ext. 430 and 431
- Security Operations Center (SOC)
 - Medical Emergency – 407.303.1515
 - Medical Assist – 407.303.1916
- Facility Manager – 407.848.9069
- Power Wellness Risk & Safety Department
 - Tracy Richter – 630.785.5202
 - Victoria (Tori) Carter – 630.785.5093

Weather Related

- Federal Emergency Management Agency (FEMA) – 800.621.3362 (800.621.FEMA)
- FEMA Tele-Registration Hot Line – 800.462.9029
- Orange County Emergency Management – 407.836.9140
6590 Armory Court, Winter Park, FL 32792
Hearing Impaired - 407.836.9041
Fax – 407.836.9147
ocoem@ocfl.net
<https://ocalert.net> (download the App “OCFL Alert”)
- Sandbag Pickup Locations:
 - WP Area/Downtown Orlando – 2530 N. Forsyth Rd, Orlando FL 32807
- Orange County Storm Water & Debris – 407.836.7900

FIRE ALERT

The purpose of this guideline is to identify the responsibilities of all building personnel in safely evacuating the building in the event of fire.

In the event of a fire, follow the universal **RACE** acronym

R – Rescue those in immediate danger

A – Alarm by activating the nearest fire pull box and call **911**

C – Confine by closing doors to prevent spreading

E – Extinguish or Evacuate

- If there is smoke or smoldering, you may use the fire extinguisher to minimize potential damage after calling 911 and beginning the evacuation procedures.
- If there are active flames, you are not expected to fight a fire; call 911 and concentrate on evacuating the facility.

To use a fire extinguisher, remember **PASS**

P – Pull the pin

A – Aim the nozzle

S – Squeeze the trigger

S – Sweep from side to side at the base of the fire

EVACUATION

Team members and patrons are to evacuate building completely. Use two-way radios to communicate during an evacuation (cleared areas, assistance needs, etc.) and report any individuals that may still be in the building to the Incident Commander.

EVACUATION MEETING AREA:

- Meeting area is ward park grass area across Perth Lane.

FIRST RESPONDER:

- Initiate R.A.C.E. protocol.
- Communicate using two-way radio the location of the fire/smoke.

SERVICE DESK:

- Activate emergency paging system and states “**Fire Alert**” two times.

ALL TEAM MEMBERS:

- Assist in evacuation of building to the nearest, safest exit.
- Use two-way radios to communicate during the evacuation (cleared areas, assistance needs, etc.).
- Report any individuals that may still be in the building to the Incident Commander.
- Emergency towels and warming blankets are available in the pool area.

INCIDENT COMMANDER:

- Collect information from managers of known individuals in the building at the time of the emergency
- Note any individuals that leave the evacuation meeting area
- Manage communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk

MEDICAL EMERGENCY

MEDICAL EMERGENCY – Non-responsive (unconscious) individual

The purpose of this guideline is to identify the responsibilities of all facility team members, security, and emergency personnel to respond to a non-responsive individual in need of basic life support assistance in and around the building. The decision to contact 911 for Emergency Medical Services (EMS) is NOT up to interpretation; unconsciousness is a life-threatening medical emergency.

If the AED, mask and valve have been used or taken by EMS, Incident Commander will coordinate their return/replacements.

DISCOVERING TEAM MEMBER:

- Verbally call for help or use two-way radio, and state **“Medical Emergency (and location)”** two times.
- Ensure the scene is safe.
- Check for signs and symptoms of cardiopulmonary or respiratory arrest and initiate basic life support procedures, as trained.
- If working without team members, appoint a bystander to assist.

SERVICE DESK:

- Communicate using emergency paging system and states **“Medical Emergency (and location)”** two times.
- Contact 911 and provide all information including:
 - Entrance directions
 - Individual’s condition; age, sex, responsiveness, breathing, pulse...
- Maintain communication with Incident Commander who is at the scene of the medical emergency.
- Notify the **CHWB Welcome Desk** of anticipated EMS Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Notify individual’s emergency contact, if individual is infant/child locate parent/guardian present.
- When directed to do so, use paging system to clear the code, **“All clear Medical Emergency, all clear.”**

FITNESS TEAM MEMBER/FIRST RESPONDER responds to location and brings primary First Aid bag and AED.

SECOND RESPONDER:

- Ensure the scene is safe.
- Assist in care of individual, using basic life support, as trained.
- Use AED as soon as it arrives.
 - Use pediatric AED pads when necessary
 - Keep all two-way radios and cell phones six (6) feet away when AED is being used.
 - **Remember to yell “clear” before pushing the shock button.**
- Communicate and transfers care of individual to EMS.

ALL TEAM MEMBERS:

- Ensure the scene is safe and assist in care of individual using basic life support, as trained.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared.
- Manage communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk.

****Any instructors/trainers with participants outside must have two-way radio on them at all times.***

MEDICAL EMERGENCY – Pool

The purpose of this guideline is to identify the responsibilities of all facility team members, security, and emergency personnel to respond to a non-responsive individual in need of basic life support assistance in the pool. The decision to contact 911 for Emergency Medical Services (EMS) is **NOT** up to interpretation; unconsciousness is a life-threatening medical emergency.

- Ensure the scene is safe and use rescue equipment to remove individual from the water.
- Provide in-line stabilization if head, neck or back injury is suspected.
- Do not remove a seizure victim from the water until seizure is over.
- If the **AED, mask or valve** has been taken by EMS, Incident Commander will contact the Center Director to get replacements as soon as possible.

DISCOVERING TEAM MEMBER:

- Initiate communication by using a two-way radio or a nearby pool area emergency phone to alert the team members - state **“Medical Emergency (and location)”** two times.
- Ensure the scene is safe.
- Yell to clear the pool.
- Perform the rescue.
- Begin to care for individual, as trained.

SERVICE DESK:

- Communicate using emergency paging system and state **“Medical Emergency (and location)”** two times.
- Contact 911 and provide all information including:
 - Entrance directions and Individual's condition; age, sex, responsiveness, breathing, pulse...
- Notify the **CHWB Welcome Desk** of anticipated EMS Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Maintain communication with Incident Commander after they arrive on scene.
- Notify individual's emergency contact.
- When directed, use emergency paging system to clear the code, **“All clear Medical Emergency, all clear.”**

FITNESS TEAM MEMBER/FIRST RESPONDER responds to location and brings primary First Aid bag and AED and assist, as trained.

SECOND RESPONDER:

- Ensure the scene is safe.
- Assist in removing the individual from the water, using bystanders to meet all needs.
- Exercise Universal Precautions, if needed.
- Begin to care for individual, as trained.
- Communicate and transfers care of individual to EMS.

ALL TEAM MEMBERS:

- Ensure the scene is safe and assist in care of individual using basic life support, as trained.
- Use AED as soon as it arrives.
 - Keep all two-way radios and cell phones six (6) feet away when AED is being utilized.
 - **Remember to yell “clear” before pushing the shock button.**

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared.
- Manage communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk.

FIRST AID ASSISTANCE – Responsive (conscious) individual

The purpose of this guideline is to identify the responsibilities of all facility team members and emergency personnel to respond to individuals in need of medical assistance in and around the building.

A person able to answer questions may still need team members to call Emergency Medical Services (EMS). The situation needs to be assessed by trained team members to determine action.

WHEN TO CALL 911

- Signs of a heart attack/stroke
- Trouble breathing/choking
- Severe burns
- Extreme disorientation/strange behavior or inability to transport self for needed care
- Severe bleeding or suspicion of internal bleeding
- A head or major bodily injury

The decision to call EMS is not up to the individual, their guardian, or family; this decision should be made by the team member. Do not argue with the ill or injured individual. Call for an ambulance if additional support or advanced care is needed. The individual has the right to refuse care and transport from EMS responders. Notate “refused care from EMS” on the incident report.

DISCOVERING TEAM MEMBER:

- Ensure the scene is safe.
- Stabilize individual, as trained.
- Use two-way radio or dials/instructs someone to call the Service Desk and state “**First Aid Assistance (and location)**” two times.
- Return to the scene and care for individual, as trained.
- If working without team members, appoints a bystander to assist.

SERVICE DESK:

- Communicate using emergency paging system and states “**First Aid Assistance (and location)**” two times.
- Maintain communication with Incident Commander after they arrive on scene of the medical emergency.
- Notify individual’s emergency contact if under 18 years of age.
- When directed to do so, use paging system to clear the code, “**All clear First Aid Assistance, all clear.**”
- If a Medical Assistance is called for an incident outside of the building, include a call to Hospital Security.

FITNESS TEAM MEMBER/FIRST RESPONDER

- Ensure the scene is safe.
- Respond to location and bring primary First Aid bag and AED.

ALL TEAM MEMBERS:

- Ensure the scene is safe.
- Care for individual, using basic life support, as trained.
- Assist with crowd control, retrieve items and cover other areas as needed.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared.
- Manage communications with Emergency Responders, Team members, and Power Wellness Risk.

MISSING PERSON

The purpose of this policy is to provide employees with a procedure for facility team members and emergency personnel in the event of a missing person. Additional team members may be needed to search for a missing person.

DISCOVERING TEAM MEMBERSMEMBER:

- Contact Service Desk and state **“Missing Person”** two times.
- Describe missing person by name, age, clothing and whether the individual is male or female.

SERVICE DESK:

- Communicate using emergency paging system and state **“Missing adult”** two times.
- If the person has not been found within a reasonable time, call 911 to report the missing person.
 - If the missing person is a child, call 911 immediately. **CHECK POOL AREA FIRST**
- Notify the **CHWB Welcome Desk** of anticipated EMS Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Maintain communication with Incident Commander after they arrive on scene.
- When directed, use emergency paging system to clear the code, **“All clear, Missing Person alert, all clear”** two times.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared.
- Direct the facility search until Emergency Responders arrive or person is found.
- Communicate with the family, parent/guardian, or emergency contact of missing person.
- Manage communications with Emergency Responders, team members, Winter Park Health Foundation, and Power Wellness Risk.

SECURITY ALERTS

The purpose of this guideline is to provide team members with procedures to be followed in the event of a verbal altercation, threats of violence, physical altercations, or if there is an armed intruder event that involves members, guests, patrons, or team members.

Safety of all individuals is the top priority.

VERBAL ALTERCATION

A verbal altercation is a verbal disagreement where **no threats of physical harm or violent actions occur**.

Common Verbal Altercation Identifiers:

- Angry/Confrontational language
- Loud voices
- Name calling
- Foul language
- General statements of anger - no specific target, time, or method identified
- Individual(s) is/are cooperative when approached

A verbal altercation may escalate to a Security Alert if not resolved promptly.

FIRST RESPONDER Politely ask the parties to lower their voices or continue their conversation outside of the facility as **their interaction is making our team members and members uncomfortable**.

- If the behavior immediately stops, note any information you have on the individuals involved and notify the Center Director.
 - If the behavior stops:
 - Document known information
 - Notify the Center Director
- If the behavior does not immediately stop after team member intervention, the incident is upgraded to a **“Security Alert”**.

SECURITY ALERT - UNRESOLVED VERBAL ALTERCATION

If a verbal altercation does not end after team member intervention, the incident is upgraded to a **“Security Alert”**.

FIRST RESPONDER Politely ask the parties to lower their voices or continue their conversation outside of the facility. If the situation does not immediately stop, the incident is upgraded to a **“Security Alert - Assistance”**.

- Communicate using emergency paging system and state: **“Security Alert – Assistance (and location)”** two times.
- Ask participants to separate and provide their statements.
- Maintain communication with other responders and Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** two times.

SERVICE DESK:

- Communicate using emergency paging system and announce **“Security Alert Assistance (and location)”** two times.
- Maintain communication with Incident Commander after they arrive on scene.
- Stay ready to activate a **“Security Alert – Emergency.”**
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** two times.

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED to scene.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

ALL TEAM MEMBERS: If a **“Security Alert - Assistance”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- If the Security Alert ends without threats of violence or physical altercation, document the incident in an Incident report and notify the Center Director. Center Director will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

SECURITY ALERT - THREATS OF VIOLENCE

Threats of Violence: Any statement, behavior, or conduct that communicates with intent to cause physical harm to another person, or that a reasonable person would interpret as expressing such intent.

Threats of violence may include, but are not limited to:

- intimidation,
- bullying,
- physical or mental abuse,
- antagonizing (ex: aggressively lunging toward someone),
- involuntary detainment (hostage),
- or coercion.

Threats of violence toward team members or patrons will not be tolerated
On-site security and/or police must be notified if a threat of violence is made
Any altercation or threat of violence may escalate to an ARMED INTRUDER situation

Vague Threat: A statement or suggestion that implies harm or danger but lacks specific details or clarity.

- Non-specific statements that could be interpreted as threatening
- No specific target, time, or method identified

Imminent Threat: a credible threat where physical harm is likely or about to occur

Examples of Imminent Threat Scenarios

- Specific target identified
- Pattern of prior aggressive behavior
- Refusal to de-escalate or leave premises
- Others report feeling unsafe

FIRST RESPONDER

- Communicate using emergency paging system and state: **“Security Alert – Emergency (and location)”** two times.
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** two times.

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED.
- Maintain a safe distance.
- Do not engage unless directed.
- Support de-escalation and crowd control.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

SERVICE DESK:

- Communicate using emergency paging system and announce **“Security Alert – Emergency (and location)”** two times.
- Notify the **CHWB Welcome Desk** of anticipated Police Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Maintain communication with Incident Commander after they arrive on scene.
- When directed to do so, uses paging system to clear the code, **“Security Alert, all clear”** two times.

ALL TEAM MEMBERS: If a “**Security Alert- Emergency**” is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.

- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
- Attempt to de-escalate the situation, as trained.
- Direct other team members to support with crowd control and any other actions needed to maintain safety on scene.
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk.
- After the scene is cleared:
 - Call Risk & Safety and Center Director.
 - Document the incident in an Incident report and notify the Center Director.

CENTER DIRECTOR will communicate with the Director of Operations and Risk and Safety Director to investigate the situation and determine next steps.

BOMB THREAT

The purpose of this guideline is to initiate a prompt response to a bomb threat that addresses the personal safety of team members and patrons.

TELEPHONE BOMB THREAT

FIRST RESPONDER attempts to keep the person in conversation while signaling others to evacuate (write down that it is a bomb threat). Be Calm, Be Courteous, Listen, Do Not Interrupt

- Let the caller talk and listen with polite interest about their cause
 - Gather/write down as much information about the following facts about the call/caller:
 - Caller’s voice: Male or female? Old or young? Tone? Disguised or taped?
 - Background sounds: Machinery? Animals? Motors? Traffic? Static?
 - Displayed phone number
- Do not hang up phone, even after call is over; keep the line open.
- If able, have another team member call 911 and report threat or call 911 when call is over and await instructions.

WRITTEN BOMB THREAT

FIRST RESPONDER

- Avoid handling the note as much as possible, keep others from touching it
- Call 911 and wait for further instructions.

SUSPICIOUS PACKAGE

FIRST RESPONDER

- Do not touch the suspicious package
- Clear everyone from the area of the suspicious package. If possible, close doors and/or secure access to the area
- Call 911 and wait for further instructions.

INCIDENT COMMANDER manages communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk

SECURITY ALERT - PHYSICAL ALTERCATION

A confrontation involving intentional physical contact or force, with or without injury. Indicators include:

- Physical violence is occurring or has just occurred
- Weapon is visible, referenced, or suspected
- Stalking or repeated harassment despite warnings
- **Maintain a safe distance from all altercations, if necessary, leave the area and notify others via the two-way radio that you are leaving the area.**
- **Team members should never physically intervene unless necessary to protect life and they are trained to do so.**
- **If an individual has a weapon, activate Armed Intruder code (“Run, Hide, Fight”).**

FIRST RESPONDER

- Verbally call for help or use two-way radio or phone
- **“Security Alert – Emergency (and location)”** two times over the two-way radio.
- Give location of the situation and brief description of the situation (number of people involved, description of those involved).

SECOND RESPONDER/FITNESS

- Bring First Aid Bag and AED to scene.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

SERVICE DESK:

- Communicate using emergency paging system and state: **“Security Alert – Emergency (and location)”** two times
- If necessary and safe to do so, **Push Panic Button** or call 911
- Notify the **CHWB Welcome Desk** of anticipated Police Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Maintain communication with Incident Commander after they arrive on scene
- When directed to do so, uses paging system to clear the code, “Security Alert, all clear” two times

ALL TEAM MEMBERS:

- If a **“Security Alert- Emergency”** is activated, all available team members, if safe to do so, respond to the location and maintain a safe distance.
- Stay calm when approaching the situation, do not engage unless directed by the First Responder or Incident Commander.
- Allow the First Responder and Incident Commander to take charge of the scene, if safe to do so.
 - Support any de-escalation activities occurring.
- Assist with crowd control.
- Observe and be ready to complete a written witness statement after the incident.

INCIDENT COMMANDER:

- Arrive and remain on scene until code is cleared, if safe to do so.
 - Notify Service Desk to clear code.
- Coordinate responding team members
 - Crowd control and any other support deemed necessary for the situation

- Manage communications with Emergency Responders, team members, Center Director, Facility Management and Power Wellness Risk.
- Ensure completion of the Incident Report

CENTER DIRECTOR will manage further communications with Client, Power Wellness Risk, and Senior/Operations Director. If the threat of violence is toward a team member the Human Resources Department will also be contacted.

Follow all directions given by Law Enforcement.

After the event, cooperate with Law Enforcement to help gather all necessary information, such as witness statements.

SECURITY ALERT - ARMED INTRUDER

ALL BUILDING OCCUPANTS:

RUN - Evacuate if possible.

HIDE If evacuation is not possible, move to a room/area with a door and barricade/lock if possible.

- Direct everyone to:
 - Silence phones and turn off lights to give the appearance of an empty room or area.
 - Wait quietly for the all clear before leaving the barricaded area or reentering the fitness center.
 - Present your hands above your head, follow instructions of law enforcement when they arrive.

FIGHT If you cannot run or hide, you have no choice but to fight in an attempt to disarm the assailant.

FIRST RESPONDER:

- If safe to do so, contacts 911 and states “**there is an armed intruder**”
- Inform the Operator of the following, if possible, without jeopardizing yourself: location, number of individuals, male or female, physical description of the armed intruder(s) (height, weight, hair, clothing, etc.), what kind of weapon and how many, did they say anything, the last direction they were heading.
- If safe to do so, contact the Service Desk.

SERVICE DESK:

- If safe to do so, alert all team members on two-way radio.
- If safe to do so, communicate using emergency paging system and state “**Armed Intruder (and location)**” two times.
- If safe to do so, **Push Panic Button**
- If safe to do so, leave buildings, evacuating all encountered individuals, and use a cellular phone to contact 911.

ALL TEAM MEMBERS:

- If safe to do so, immediately attempt to evacuate the building, following Evacuation Procedures where possible.

INCIDENT COMMANDER:

- Collect information from managers of known individuals in the building at the time of the emergency.
- Note any individuals that leave the evacuation meeting area
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk

SECURITY ALERT POST INCIDENT PROCEDURES

- **WRITTEN STATEMENTS:** All team members involved, witnessing, and/or responding to the incident will complete a written statement and submit it to the Center Director and The Director of Risk & Safety within 24 hours of the incident.
 - Date, time, and location of incident
 - Name of reporting employee and any other known witnesses
 - Name of individuals(s) involved (if known)
 - Verbatim statements or detailed description of behaviors witnessed
 - Actions taken and de-escalation steps followed
 - Final outcome and response actions taken

INVESTIGATION/FUTURE ACTION: The Center Director, Director of Risk & Safety, Legal, and the Director or Human Resources (when applicable) will conduct an investigation to determine actions to be taken regarding the incident with those involved, up to and including termination of membership, employment, and legal proceedings.

ALTERCATION/THREAT OF VIOLENCE QUICK ACTION GUIDE

REMEMBER:

- Your safety comes first
- Maintain distance
- Follow direction of the Incident Commander
- Complete written statements within 24 hours

If you observe a verbal altercation:

- Politely ask parties to lower voices or move conversation outside
- If resolved → Notify Center Director
- If unresolved → Activate **Security Alert – Assistance**, immediately

If there is a threat of violence

- Activate **Security Alert – Emergency** immediately
- Contact Police
- Maintain distance and do not engage

If there is physical violence or a weapon is present

- Activate **Security Alert – Emergency** immediately
- If weapon present → Activate **Armed Intruder Protocol (Run, Hide, Fight)**
- Do NOT physically intervene unless necessary to protect life

EVACUATION/LOCKDOWN ALERTS

The purpose of this guideline is to identify the responsibilities of all facility team members in the case of a building evacuation or lockdown due to an emergency or threat.

EVACUATION PROCEDURES

Team members and patrons are to evacuate building completely. Use two-way radio to communicate during the evacuation (cleared areas, assistance needs, etc.) and report any individuals that may still be in the building to the Incident Commander.

EVACUATION MEETING AREA:

- Meeting area is ward park grass area across Perth Lane.

FIRST RESPONDER/WITNESS contact Service Desk and gives location and description of situation

SERVICE DESK communicates using emergency paging system and states “**Evacuation Alert, all members, guests and employees must evacuate the building**” two times

ALL TEAM MEMBERS assist in evacuation of building to the nearest, safest exit

- Emergency towels are available at member services area and warming blankets in each first aid kit.
- Check elevator for any individuals. **DO NOT USE ELEVATORS DURING EVACUATION**

INCIDENT COMMANDER:

- Arrives at evacuation location and remains on scene until code is cleared
- Collects lists from managers of known individuals in the building at the time of the emergency, notes any individuals that leave the evacuation meeting area
- Manages communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk

LOCKDOWN PROCEDURES

SERVICE DESK

- Communicates using emergency paging system and states “**Shelter In Place. The building is under lock down until further notice. No one is to leave or enter**” two times

ALL TEAM MEMBERS:

- Ensure all doors are secured and locked where possible
- Ensure signage is posted on entrances/exits regarding lockdown
- Ensure team members and patrons keep away from windows

INCIDENT COMMANDER manages communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk

UTILITY OUTAGE

The purpose of this policy is to provide employees with procedures on how to initiate safety measures in the event of a power, telephone, or elevator failure, or IT system loss. If core business systems are down, utilize backup check-in procedures as outlined in the Service Desk Handbook

Emergency lighting is designed to assist in safe egress, or evacuation of the facility. If power is not restored in 15 minutes, Incident Commander will begin Evacuation Procedures. Pools and showers cannot be used during a power outage. Individuals may retrieve their personal belongings, from locker rooms and offices, as determined by Incident Commander.

Team members should remain until this process is completed and remain until posted closing hour at the discretion of the Incident Commander. A sign should be placed on main entrance stating, "We are currently closed due to a power outage, please call before traveling back to the Center to check for reopening. Thank you for your understanding."

After Facility Closure, secure internal security doors

TELEPHONE FAILURE

SERVICE DESK OR ADMINISTRATIVE TEAM MEMBERS contact the Winter Park Health Foundation (407.848.9069).

IT SYSTEM LOSS

SERVICE DESK OR ADMINISTRATIVE TEAM MEMBERS contacts the Power Wellness IT department (866.637.3499). If core business systems are down, utilize backup check-in procedures as outlined in the Service Desk Handbook.

ELEVATOR OUTAGE

The purpose of this guideline is to identify the responsibilities of all facility team members, security, and emergency personnel to respond to an elevator outage in the building.

FIRST RESPONDER:

- Using two-way radio, immediately report elevator outage to Center Management (Center Director, Manager on Duty) and notify the Service Desk of the elevator outage.
- Elevator Occupant Check Procedure
 - **Do NOT attempt to pry open doors or access the elevator shaft** under any circumstances. This is extremely dangerous and should only be done by trained elevator technicians or emergency personnel.
 - Assess for Occupancy
 - Verify that the elevator is out of service.
 - Stand clear of the elevator doors. DO NOT attempt to open the doors manually.
 - Listen for signs of elevator occupancy – voices, movement, banging/knocking, emergency alarms.
 - If it is confirmed or likely that there are occupants in the elevator, have Service Desk or another responder/bystander call Emergency Services (911) immediately.
 - If possible, communicate with occupants to stay clear of the doors and not attempt to exit the elevator.
 - Notify individual's emergency contact.

SERVICE DESK:

- Communicate using two-way radio and emergency paging system and state “**Elevator Outage**” two times.
- Notify the **CHWB Welcome Desk** of anticipated EMS Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- Maintain communication with Responders and Incident Commander to determine if additional emergency support is needed. If there are occupants in the elevator, contact Emergency Services (911) immediately.

FITNESS TEAM MEMBERS: Respond to location and brings primary First Aid bag and AED.

SECOND RESPONDER(S):

- Place “Out of Order” signage at all elevator access points.
- Ensure the scene is safe and assist in crowd control, if needed.

INCIDENT COMMANDER:

- Arrive and remain on scene until all occupants of elevator have been rescued.
 - If there are no occupants in the elevator, ensure that “Out of Order” signage has been placed at all access points.
- Identify individuals requiring elevator access (e.g., those using wheelchairs, walkers, or with mobility impairments).
 - If a member or guest **cannot safely navigate the stairs** and **must exit or relocate within the building**, the following protocol applies:
 - **Do not attempt to carry or assist them down the stairs manually.**
 - Contact **non-emergency medical transport services** (e.g., local EMS or third-party providers) to provide safe stair descent using appropriate mobility devices (e.g., stair chair)
 - Remain with the individual or designate a team member to stay with the individual until assistance arrives. Provide comfort, communication, and reassurance
- Provide updates to members and team members periodically, especially those affected by mobility concerns.
- Manage communications with Center Director, Emergency Responders, Team Members, Winter Park Health Foundation, and Power Wellness Risk.
- Complete Incident Report.

HAZARDOUS MATERIALS ALERT

The purpose of this guideline is to identify the responsibilities of all facility team members and emergency personnel when responding in the event of bodily fluid contamination, hazardous spill, or chemical release.

FIRST RESPONDER:

- Call Service Desk and give location and description of situation.
- Begin to evacuate the spill area.

SERVICE DESK:

- Communicate using emergency paging system and states “**Hazardous Materials Alert (and location)**” two times.
- Maintain communication with Incident Commander after they arrive on scene.
- Notify the **CHWB Welcome Desk** of anticipated Police/EMS Arrival – 407.644.2492 ext. 430 or 431
- Contacts **Security Operations Center (SOC)** – 407.303.1515
- Contacts **Facility Manager** – 407.848.9069
- When directed to do so, use paging system to clear the code, “**All clear Hazardous Materials Alert, all clear**” two times.

FITNESS TEAM MEMBERS respond to location and bring primary First Aid bag and AED.

ENVIRONMENTAL SERVICES (EVS):

- If spill is small, uses Personal Protective Equipment (PPE) and spill kit to clean up, as trained
- If the size of the hazardous spill is beyond the capabilities of team members to clean up and/or threatens the safety of team members and patrons, activate **Evacuation Procedures**.

SECOND RESPONDER(S):

- Respond to the Hazardous Materials Alert and assist with crowd control/evacuation
- Identify and print appropriate Safety Data Sheets (SDS), by locating the closest SDS binder, or utilizing the SDS online website <https://chemicalsafety.com/sds-search/>

INCIDENT COMMANDER Ensure bio-hazardous materials are placed in designated bio-hazard containers. Manage communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk.

WEATHER ALERT

The purpose of this guideline is to identify the responsibilities of all facility team member responsibilities to help ensure the safety of team members and patrons, and to provide procedure for team members to assist during severe weather situations.

Severe weather procedures for snowstorms, ice storms, flooding, and similar conditions will be based on the weather alerts issued by county emergency services. The facility, programs and services will operate as follows depending on the level of weather alert issued.

<u>LEVEL 1: FACILITY OPEN</u>	<u>LEVEL 2: FACILITY OPEN</u>	<u>LEVEL 3: FACILITY CLOSED</u>
Programs & Services run as scheduled All team members report to work as scheduled	Programs and Services Cancelled Designated Team members report as scheduled	Team members do NOT Report to Work

LIGHTNING

Severe Thunderstorm Warnings issued by the National Weather Service include the dangers of severe lightning, ice or snow. Business continues as usual with heightened awareness. Indoor programs continue as usual; any team member who is uncomfortable performing their assigned task during severe lightning will have the full support of Management. Must inform Incident Commander.

TORNADO WATCH

When the conditions are favorable to produce a tornado the National Weather service will issue a Tornado Watch. Business continues as usual with heightened awareness.

INCIDENT COMMANDER:

- Monitor an online weather station or app for the duration of the weather event.
- Manage communication with members, guests and team members, as they enter the building, that the area is under a Tornado Watch and if conditions worsen, they will be asked to go to the appropriate tornado shelter.

TORNADO WARNING:

When a tornado has been sighted, or is approaching, the area the National Weather Service will issue a Tornado Warning.

INCIDENT COMMANDER:

- Communicate using emergency paging system and states **“Severe Weather Alert – Attention all available personnel – We are under a Tornado Warning – Please direct patrons to the locker rooms for shelter.”** two times
- Manage team in assisting leading all patrons to designated Tornado Shelters
- Manage communications with Emergency Responders, Team members, Winter Park Health Foundation, and Power Wellness Risk

ALL TEAM MEMBERS assist in leading patrons to designated Tornado Shelters

- Anyone not willing to go to the locker room must leave the building
- If safe to do so, parents/guardians are permitted to meet their child(ren) in the designated Children’s area Tornado Shelter to be with their children. Children may not be in the adult locker rooms.

50+ MPH SUSTAINED WIND, HURRICANE WARNING, PREDICTED FLOOD, ETC.

Team members and patrons may need to prepare for evacuation due to floods, high winds, hurricane alerts, or hurricane damage, etc.

When 50+ mph sustained wind or a Hurricane prediction alert is issued, team members should prepare to close the facility, evacuate, and take care of personal preparation plans.

When directed by Winter Park Health Foundation, begin to prepare patrons, equipment, and team members for evacuation.

Contact **Orange County Emergency Management** (407.836.9140) for more information.

ALL TEAM MEMBERS:

- The center will be under direction of the Winter Park Health Foundation.
- Unplug and wrap computers using plastic trash can liners; only unplug from wall sockets, leaving cords connected to hard drive. Hard drives should be stored off the floor.
- Unplug all other electrical equipment such as:
 - Printers
 - Televisions
 - Treadmills and other electrically powered exercise equipment
 - Lastly, Telephones

SERVICE DESK

- Announce facility closure over the communication system
 - “We are currently closing due to unsafe weather conditions, please collect your belonging and exit the building. Please call before traveling back to the center, to verify status. Thank you for understanding.”
- Before telephones are unplugged, change greeting message for incoming calls to reflect closed status using the verbiage below.
 - “We are currently closed due to unsafe weather conditions, please call back, to verify status, before traveling to the center. Thank you for understanding.”

MANAGEMENT

- Cancel all scheduled classes and trainings across all social media platforms and communication systems
- Center Director will perform final walkthrough to verify all preparation is complete and fitness center is empty, then closes overhead coiling security gate.
- Center Director will contact Managers to contact team members when building is ready to reopen.

APPENDICES

DEFINITIONS

This page is to be used as a reference to define roles during a code. Staff may be required to fill multiple roles based on staffing at the time of the code and additional duties may be assigned as/if needed.

INCIDENT COMMANDER

An Incident Commander (IC) is the lead in any emergency in which they are present. The IC will work with responders to manage the emergency.

1. Center Director
2. Manager on Duty
3. Operations Manager
4. Fitness Manager
5. Member Services Manager
6. Safety Lead
7. Fitness Staff

INCIDENT COMMANDER responsibilities include but are not limited to:

- Direction and management of staff, members & guests in building emergencies and evacuation
- Communication with Emergency Responders on-scene.
- Communication with Emergency Responders regarding re-entry into the building after an evacuation
- Contact Center Director to report the incident, when required
- Contact the Primary Contact at Power Wellness to report the incident, when required
- Direct all Media Inquiries to the appropriate Piedmont department/representative
- Ensure all necessary paperwork related to the Incident is completed, reported and filed as per the incident report checklist
- Communicate the cancellation/completion of code with Service Desk/Staff

SERVICE DESK is anyone at the Member Services Desk that receives the call or code notification. Responsibilities include but are not limited to:

- Activating the overhead paging system
- Initiating and maintaining communication with 911, when needed
- Cancelling the code as directed by the Incident Commander by announcing "all clear" over the communication system

FITNESS STAFF is any person on the fitness staff responsible, at the time the code is called, for bringing the AED and First Aid bag to the scene of the incident. This may be a specific person or the person on the Fitness staff who is closest to the AED and First Aid bag.

FIRST RESPONDER is the first staff member arriving at/responding to scene of the incident, this can be any team member from any department. Responsibilities include but are not limited to:

- Ensuring the scene is safe
- Beginning care, as trained
- Communicating with Incident Commander and additional responders to effectively deliver care

SECOND RESPONDER(s)/ALL TEAM MEMBERS includes anyone that arrives to the scene after the first responder or assist in the procedures related to the code. Responsibilities include but are not limited to:

- Ensuring the scene is safe
- Assisting in care, as trained
- Crowd control, clearing a path for EMS, assisting in evacuation
- Assisting First Responders, Incident Commander, as needed

REFERENCE

Found within Emergency Guidelines Binder

EVACUATION LOCATION(S)

INCIDENT REPORTING

INCIDENT REPORTING POLICY & PROCEDURE

INCIDENT REPORTING CHECKLIST

WORKERS COMPENSATION

WORKER'S COMPENSATION POLICY & PROCEDURE

WORKER'S COMPENSATION CHECKLIST

WORKER'S COMPENSATION HIPAA FORM

STANDARD OF CARE

The care provided for a medical emergency at Crosby Wellness Center (the Center) is consistent with industry standards endorsed by the American Heart Association and the American College of Sports Medicine.

The standards are different from care protocols in a hospital setting.

- The center provides reasonable care including:
 - basic life support
 - basic first aid
 - involve security when appropriate
 - contact EMS when appropriate

Providing supplemental oxygen is not an industry standard and therefore is not available to the fitness team during an emergency. The member receives basic life support until paramedics arrive, at which time EMS protocols take precedence. It is essential to follow industry standards at the Center in order to assure consistent emergency care during all operational hours, as well as essential from a medical legal prospective. Our Emergency Procedure Guidelines and this Standard of Care were approved by the Center Medical Advisory Committee.

EMERGENCY GUIDELINES ACKNOWLEDGEMENT FORM

This is to acknowledge that I, _____, have received a copy of, reviewed, and
(Team Member Name)
understand my responsibilities according to the Emergency Code Guidelines outlining responsibilities
in the event of an emergency at the Crosby Wellness Center.

It is my responsibility to consider the safety of members, guests, and fellow employees. I have been trained in emergency response as well as CPR/AED and will act in a manner that is appropriate for my position.

Signed _____ Date _____