



Emergency Code Guidelines

RED	FIRE/SMOKE
BLUE	NON-RESPONSIVE INDIVIDUAL/MEDICAL
ASSIST	RESPONSIVE INDIVIDUAL NEEDING HELP
UTILITY	UTILITY/ELECTRICAL FAILURE
K	INFANT/CHILD ABDUCTION
GREY	SEVERE WEATHER
YELLOW	HAZARDOUS MATERIALS/BODILY FLUIDS
B	BOMB THREAT
SILVER	ACTIVE SHOOTER/HOSTAGE SETTING
STRONG	SECURITY/COMBATITIVE INDIVIDUAL



Code Red

Fire Evacuation Procedures

In the event of a fire at the Fitness Center, team members will follow the universal **RACE** acronym

R – Rescue those in immediate danger

A – Alarm by activating the nearest fire pull box and call 8-911

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, or while others call EMS and beginning the evacuation procedures.
- If there are active flames, you are not expected to fight a fire; call EMS 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

Evacuate through the nearest exit. Stay clear of the building and clear of emergency vehicles.

Do not use elevators during evacuation. See Evacuation Responsibilities



Code Red Continued

Communication

- Member Services Team Members announce over the 2-way radios and overhead, “Code Red evacuate, this is not a drill, Code Red evacuate” and begin evacuating the lobby area to the nearest exit.

Evacuation responsibilities

Evacuation should be conducted efficiently without causing panic.

- Fitness Team Members evacuate the fitness floor and begin a sweep of all areas on the fitness floor level and track level to assure that all persons have ample assistance to evacuate to the nearest exit.
- Group Exercise Team Members evacuate class studios and assist with members who may need help getting down the stairs.
- Directors and Managers evacuate the offices, assist with the evacuation of the childcare area to the nearest exit, and begin sweep of all areas to back up the Fitness Team.
- Childcare Team Members evacuate children to the nearest exit. Bring check in list to assist in the accurate head count of children and the release of children to the parent or guardian.
- Guest Services Team Members evacuate pools, locker rooms, and pool storage areas to the nearest exit.

Do not use elevators during evacuation.

Management fills out an incident report and calls the incident in to the Risk Analyst.

Code Blue

Life Threatening Medical Emergency/Non-Responsive Individual

Unconsciousness/Unresponsiveness is considered a life threatening medical emergency requiring an immediate call to EMS.

General Facility Code Blue

Code Communication

- Discovering Team Member picks up the RED PHONE to alert the front desk that there is a non-responsive individual needing care and location for example:
 - “Code Blue – attention – we have a Code Blue in the Women’s Locker Room – all available personnel please respond”
- Front Desk Team Member announces over the 2-way radio, “Code Blue – attention – we have a Code Blue in the Women’s Locker Room”
- Front Desk Team Member then announces the same message on the overhead intercom
- Front Desk Team Member immediately dials 911 and communicates the need for an ambulance

First Responder

- Brings AED and large first aid kit to the scene
- Verifies that the scene is safe and 911 has been called
- Establishes unresponsiveness by tapping and shouting
- Exercises Universal Precautions
- Begins to care for individual using Basic Life Support training

Second and Third Responders

- Assist as needed; using bystanders to meet all needs
 - CPR assistance
 - AED usage
 - Relay of information to 911
 - Meeting the ambulance and directing them to the scene
 - Crowd Control/close area to traffic
 - Clear path for gurney
 - Alerting emergency contact of individual if known
 - Fill out incident report completely with witnesses and call in to Risk Analyst

Follow up

- Reopen area when safe to do so and communicate “Code Blue all clear” overhead
- Email incident report to Risk Analyst after 24 hour follow-up call



Code Blue Continued

Life Threatening Medical Emergency/Non-Responsive Individual

Pool Incident Code Blue

Code Communication

- First Responder
 - has someone pick up RED PHONE and state, "Code Blue, we have a Code Blue in the lap pool"
 - yells to clear the pool
 - performs the rescue and removes unresponsive victim from the water with assistance
- Front Desk Team Member announces the code over the 2- way radio, for example:
 - "Code Blue – attention – we have a Code Blue in the lap pool"
- Front Desk Team Member announces the same message over the overhead intercom
- Front Desk Team Member immediately dials 911 and communicates the situation
- Fitness Team Members respond to the location, bringing the First Aid kit and the AED

Second Responder

- Verifies that the scene is safe and EMS has been notified
- Assists in removing the unresponsive individual from the water
- Exercises Universal Precautions; using gloves and a breathing mask
- Begins to care for individual using Basic Life Support training

Third Responders

- Assist as needed; using bystanders to meet all needs
 - CPR assistance - AED usage
 - Relay of information to EMS
 - Meeting the ambulance and directing them to the scene
 - Crowd Control/close area to traffic - clear path for gurney
 - Alerting emergency contact of individual if known
 - Fill out incident report completely with witnesses and call in to Risk Analyst

Follow up

- Reopen area when safe to do so and communicate "Code Blue all clear"
- 24 hour follow up call and email incident report to Risk Analyst

Member Assist

Responsive Individual Needing Assistance – Medical or Non-Medical

A person who is able to answer questions may still need team members to call 911. The situation needs to be assessed by trained staff to determine action.

When to call 911

- Signs of a heart attack
- Signs of a stroke
- Trouble breathing/choking
- Severe burns
- Extreme disorientation/strange behavior
- Severe bleeding
- Inability to transport self for needed care

The decision to call 911 is not up to the ill or injured individual; this decision should be made by the team. Do not argue with the ill or injured individual or their companions, simply call for an ambulance and let them argue with the paramedics/EMTs when they arrive. The individual can refuse care and transport from them. Note refusal of care on the incident report.

Code Communication

- Discovering Team Member initiates communication by using the RED PHONE to alert the front desk that there is a responsive individual needing care, for example:
 - “Member Assist in (location) – attention – we have a Member Assist in (location)”
- Front Desk Team Member announces over 2-way radio and then the overhead intercom “Member Assist, we have a Member Assist in (location)”

First Responder

- Verifies that the scene is safe and begins assessing the individual
- Exercises Universal Precautions; using gloves
- Begins to care for individual

Second and Third Responders

- Assist as needed: crowd control, alerting emergency contact if needed...
- Fill out incident report completely with witnesses and call in to Risk Analyst

Follow up

- Reopen area when safe to do so and communicate “Member Assist all clear” overhead
- 24 hour follow up call and email incident report to Risk Analyst

Member Assist Continued

Responsive Individual Needing Assistance – Medical or Non-Medical

Pool Incident Member Assist

Code Communication

- First Responder
 - has someone pick up RED PHONE and state, “Member Assist, we have a Member Assist in (location)”
 - yells to clear the pool
 - directs another to retrieve the First Aid kit and AED
 - performs the rescue and removes unresponsive victim from the water with assistance
- Front Desk Team Member announces the code over the 2- way radio, for example:
 - “Member Assist in (location) – attention – we have a Member Assist in (location)”
- Front Desk Team Member announces the same message over the overhead intercom
- Fitness Team Member responds to the location, bringing the First Aid kit and the AED and assesses the need to call 911

Second Responder

- Assists in removing the individual from the water
- Exercises Universal Precautions
- Begins to care for individual

Third Responders

- Assist as needed; using bystanders to meet all needs
 - Relay of information to 911 – if needed
 - Meeting the ambulance and directing them to the scene
 - Crowd Control/close area to traffic - clear path for gurney
 - Alerting emergency contact of individual if known
 - Fill out incident report completely with witnesses and call in to Risk Analyst

Follow up

- Reopen area when safe to do so and communicate “Member Assist all clear” overhead
- 24 hour follow up call and email incident report to Risk Analyst



Code Utility

Utility Outage - Power/Phone

Entergy Louisiana, LLC is the electricity service provider for Thibodaux Regional. To report electric emergencies or power outages, they ask that you do not use email. Call the numbers below.

Emergencies: 1-800-368-3749 (1-800-ENTERGY)

Power Outages: 1-800-968-8243 (1-800-9OUTAGE)

In the case of a power outage, the pool and whirlpools must be cleared of patrons. If the pumps are not operating to circulate the water, it is not being disinfected.

According to the Center for Disease Control's Model Aquatic Health Code (MAHC), Section 6.6.3.1^A, Violations Requiring Immediate Correction or Closure:

Any of the following violations are IMMINENT HEALTH HAZARDS which shall require immediate correction or immediate POOL closure:

5) Failure to continuously operate the AQUATIC VENUE filtration and DISINFECTION equipment

During a power outage the facility phones may also become unusable. This creates a serious safety hazard. Emergency lighting will only last for a short period of time and is not meant to continue business as usual; it is designed to assist in safe egress, or evacuation of the facility. For that reason, if the duration of the power outage is more than 15 minutes, evacuation/closing procedures should be initiated.

Front Desk Team Members

- Announce facility closure
- Place sign on front door 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 understanding"
- Place message on incoming calls stating, "We are currently closed due to a power outage, please check back later"

All Team Members assist in the evacuation of the building.

Director will contact staff when building is ready to reopen.

Code K

Infant/Child Abduction

Code Communication

- Discovering Team Member initiates communication by using the radio or a nearby phone to alert the front desk that there is an infant or child missing.
- Front Desk Team Member communicates to all available staff over radio:
 - “Code K – attention – we have a Code K in the child care area”

All available Team Members

- Lockdown the facility and block the doors and check the bags of anyone wishing to leave the building using the same door responsibilities as in an evacuation
- If child is not found immediately in the facility, call 911 and Security to assist in searching the grounds without abandoning the doors
- Management communicates with parents, and begins gathering information about the infant/child
 - Sex
 - Age
 - Name
 - Description of child
 - Description of clothing
- Management cooperates fully with Law Enforcement

When the child is found or Law Enforcement is in complete control of the situation, Management fills out an incident report and calls the incident in to the Risk Analyst.

Code Grey

Severe Weather

Lightning

Severe Thunderstorm Warnings issued by the National Weather Service include the dangers of severe lightning.

- If lightning is occurring in the immediate area of the Center, Management halts any outside activity until safe to continue. 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.

Hurricane

In the event of a travel debilitating hurricane, the Director will make all decisions about the following:

- Employee attendance
 - Team Members contact their immediate supervisor to report the inability to travel to work
 - Management will contact team members if the facility is closed
- Class cancellation
 - Participants will be notified by Management via social media
- Building closure
 - The Director will decide whether or not to close for business

Tornado Watch

When the conditions are favorable to produce a tornado the National Weather service will issue a Tornado Watch.

- Front Desk Team Members will monitor the situation for the duration of the weather event. Business continues as usual with heightened awareness
- Front Desk Team Members will make members aware, 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 locker rooms for shelter

Tornado Warning

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

- Front Desk Team Members announces over the two-way radio, "Code Grey – Attention all available personnel – We are under a Tornado Warning – Please direct patrons to the locker rooms for shelter.... We are under a Code Grey Tornado Warning – Please direct all patrons to the locker rooms for shelter."
- All Team Members assist in leading all adult patrons to the adult locker rooms for shelter
 - Anyone not willing to go to the locker room has to leave the building
 - Children are taken to the Family Locker Room
 - Assist with clean-up

Code B

Bomb Threat

In the event of a Bomb Threat phone call, the Department of Homeland Security advises as follows:

- Attempt to keep the person in conversation while signaling others to evacuate (write down that it is a bomb threat), let the caller talk and listen with polite interest about their cause
 - Gather as much information about the following facts about the call/caller:
 - Voice: Male or female? Old or young? Tone? Disguised or taped?
 - Background noises: Machinery? Animals? Motors? Traffic? Static?
 - Displayed phone number
- **Do not hang up phone, even after call is over; keep the line open.**

Receiving a written bomb threat:

- Call 911
- Save all materials including envelope or container
- Minimize the number of people who touch the articles

E-mailed bomb threat

- Call 911
- Do not delete message

Management fills out an incident report and calls the incident in to the Risk Analyst.



Code Strong

Security Assistance

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 other threatening event that involves members, guests, patrons, or team members.

Safety of all individuals is the top priority.

First Responder

- Ask the parties to lower their voices or continue their conversation outside of the facility.
- Ask participants to separate and provide their statements.
 - Never try to physically intervene, maintain a safe distance and follow management directions
- Maintain communication with other responders and management after they arrive on scene.

Code Communication

- Front Desk Team Members call over the two way radio and overhead, "Code Strong, assistance to the (location) – Code Strong, assistance to the (location)"
- Front Desk Team Members contact Hospital Security and state: "Code Strong in the Fitness Center – Code Strong in the fitness Center"
- When directed to do so, uses paging system to clear the code, "Code Strong, all clear" two times.

All Available Team Members

- Move quickly to the location to assist in the support for the threatened team member.
- Thibodaux Security is on the way. If Security cannot de-escalate the situation, they will call for Law Enforcement assistance to remove the individual from the premises.
- Bring First Aid Bag and AED to scene.
- Stay calm when approaching the situation, do not engage unless directed by Thibodaux Security.
- Allow Thibodaux Security to take charge of the scene
 - Support any de-escalation activities occurring.
- Assist with crowd control.

Incident Commander/Management:

- 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.
- Document the incident in an Incident report and notify the Center Director.

Code Silver

Active Shooter/Armed Combatant/Hostage Situation

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.

Cooperate with Law Enforcement after the event to help them gather as much information as possible. What you saw and heard is important information for the debriefing data collection process.

Code Communication

Front Desk Team Members (or other available discovering team member)

- Call over the radio, “Code Silver – we have a Code Silver” and state the location 3X to allow the safe evacuation through the least dangerous doors possible
- Dial *0 and state: “Code Silver in the Fitness center – Code Silver in the Fitness Center”
 - Dial 911 from a cell phone to alert Law Enforcement of the situation
 - Inform them 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

Incident Commander/Management

- Collect information of known individuals in the building at the time of the emergency.
- Note any individuals that leave the evacuation meeting area
- Center Director will manage communications with Emergency Responders, Team members, Center Director, and Power Wellness Risk

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.



STANDARD OF CARE

The care provided for a medical emergency at Fitness Center of Thibodaux Regional (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 Fitness Center of Thibodaux Regional.

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 _____