



EMERGENCY ACTION PLAN



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Refinery Fieldhouse

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

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Regional General Manager
Refinery Fieldhouse

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EMERGENCY ACTION PLAN

The Emergency Action Plan (EAP) for the Refinery Fieldhouse sports facility is designed to contribute to a rapid, coordinated, and effective response to emergencies that may arise. Whether it involves a medical incident, safety threat, natural disaster, or facility-related hazard, this plan serves as a guide to protecting the health and safety of athletes, staff, and visitors. By clearly defining roles, responsibilities, and procedures, the EAP helps reduce response time, minimize risk, and uphold legal and professional standards—ultimately creating a safer environment for everyone who uses the facility.

Purpose of Plan

The RF Emergency Operations Plan may be activated whenever one or more of the following conditions occur as a result of a natural or human-caused disaster:

- Medical Emergency
- 911 Dispatched
- Severe Weather
- Missing Child (Code Adam)
- Active Shooter

THE SAFETY OF ALL PARTICIPANTS, MEMBERS, GUESTS, AND TEAM MEMBERS IS OF PRIMARY IMPORTANCE.

EMERGENCY PERSONNEL

In the event of an emergency, the safety and well-being of everyone depends on the swift, coordinated actions of trained emergency personnel. This section provides contact information for designated responders and facility points of contact. First Responders should be contacted immediately to initiate medical aid or emergency procedures, followed by prompt notification of a facility leadership team member to ensure full operational support and oversight.

Organization	Title	Name	Phone Number
Garden City Emergency Services	First Responders	NA	911
Garden City Police Department	Non-Emergent Responder	NA	620-276-1300
Sports Facilities Companies	General Manager	Denim Rogers	432-307-8901
Sports Facilities Companies	Assistant General Manager	Taylor Deniston	620-290-2676
Sports Facilities Companies	Regional General Manager	Amber Guthrie	858-842-7013
Sports Facilities Companies	Partner/Executive VP	Dave Pritchett	281-906-0269
The Refinery Fieldhouse	HJ Swender	Stakeholder POC	806-206-9910
The Refinery - Sonny's Pizza	Evan Gurrola	Manager	620-287-4658
The Refinery - Conference	Jenna McDonnel	Manager	913-203-8422
The Refinery - Energy Market	Caetlin Rolfe	Manager	719-38-1951
The Refinery - F&B	Carlos Jimenez	Manager	TBD

EMS Access Instructions

In any emergency situation, ensuring timely access for Emergency Medical Services (EMS) is vital to delivering life-saving care and support. Please communicate the following information.

Address: 3122 Cecil Dr. Garden City, KS 67846

Special instructions: Enter through the front entrance on the right side by the statue. If extra staff are available, have them stand outside to escort medical services in.

Responsibility for Coordinating Emergency Actions

The General Manager or his/her designee will assume the responsibility for coordinating emergency actions. The following personnel will take command in the following priority order:

General Manager

- Report to on-site EOC as soon as possible
- Provide estimated time of arrival
- Bring cellular phone and list of personnel currently on shift

Assistant General Manager

- Report to on-site EOC as soon as possible
- Provide estimated time of arrival
- Bring cellular phone

Programming Coordinator

- Report to on-site EOC as soon as possible
- Provide estimated time of arrival
- Bring cellular phone and list of personnel currently on-site

Administrative Assistant

- Report to on-site EOC as soon as possible
- Provide estimated time of arrival
- Bring cellular phone

Command Post

For emergency operations purposes, the RF employee recreation offices shall serve as the on-site Emergency Operations Center (EOC).

- During partial or full activation of the RF Emergency Operations Plan, all managers and supervisors shall report to the RF recreation offices office to fulfill coordination duties with emergency responders and city administration.
- During activation, all other RF personnel shall seek shelter in the west hallway and await further instruction from the RF EOC or emergency responders.
 - All reasonable efforts to secure buildings should be made, including locking and barricading doors and windows when necessary (e.g., active shooter, tornado).
- Priorities of the RF EOC are:
 - Preservation of life
 - Preservation of property
 - Preservation of records
 - Documenting the incident
 - Communicating with necessary agencies
- The RF EOC shall transfer incident command to the City of Garden City and EOC immediately

upon activation thereof or at the request of emergency services.

Emergency Structure

An emergency is any unplanned event, that may cause injuries and or death, to guests or employees; interrupt normal business operations; physical or environmental damage; or threaten the facility's financial standing or public image. Emergencies range from irritations that cause minor disruption to catastrophic events that forever scar individuals and organizations. It is important to be able to recognize an emergency situation and to react and respond in the appropriate manner.

The sequence of an emergency can be broken down as:

- Discovery
- Assessment
- Notification
- Take Action
- Clean up and Follow up

RADIO COMMUNICATION

All department heads of Refinery Fieldhouse and all sub-contractor services or their designee will bring their portable radios to the designated briefing area and will utilize the Sports Complex's main event channel for communications. All non-department heads of the Sports Complex and its sub-contractors will operate on designated event channels and remain on those channels for further instructions from the RF Management or their designee. Inter-departmental radio communications will take place on established channels. Channel communication templates can be found in the appendix.

Staff Radio Emergency Codes

Utilize the following codes for emergency communication.

- Code Red – Fire
- Code Yellow – Severe Weather/ Tornado
- Code Silver – Active Shooter/Weapon Threat
- Code Blue – Medical Emergency
- Code Pink – Missing Child
- Code Black – Facility Evacuation

PUBLIC INFORMATION

Prior to being released, information to either the news media or the general public concerning emergency activities within will be coordinated jointly between the Refinery Fieldhouse and the City's public safety departments, per established procedure in the Refinery Fieldhouse Emergency Operations Procedures. To further prevent the release of inaccurate information, all RF employees will direct any media inquiries to the General Manager or his designee immediately.

NO STAFF MEMBER is to discuss insurance, discuss liability or responsibility, or speak to any media—including venue patrons—regarding the incident or any related topics. All information must go through the General Manager.

During an event, the General Manager or his/her designee will direct the Security personnel to make the appropriate emergency announcements to RF patrons.

INCIDENT REPORT

An incident report is intended solely for documenting unexpected events that result in or have the potential to result in injury, property damage, or disruption of normal operations within the facility. Completion of this report does not constitute an admission of fault or liability by any party. Staff are required to fill out this report as soon as practical following any incident involving a participant, employee, or visitor that meets the above criteria. Reports should be factual, objective, and submitted within 24 hours of the occurrence. All incidents listed in the RF EAP must be documented and reported to RF management as required. This document may be used for internal review, safety improvement, and legal or insurance purposes. See template in the appendix.

SEVERE WEATHER

To ensure the safety of all occupants during severe weather events such as tornadoes, lightning storms, high winds, or extreme snowfall by implementing clear procedures for sheltering, communication, and operational decisions.

Tornadoes & High Winds

Indoor sports facilities may continue operations during high wind events; however, staff must remain alert to potential hazards. During periods of sustained or gusting high winds, departing guests are welcome to shelter until conditions stabilize.

Staff should monitor weather alerts through local weather news outlets (the City of Garden City has wireless emergency alerts (WEA) and 27 outdoor tornado sirens) and use facility guidelines to assess risk levels. If winds exceed **50 mph** or local advisories are issued, initiate enhanced safety procedures. Avoid areas near exterior doors, overhead signage, or unsecured equipment. Monitor for roof or structural movement, especially in large-span areas like gymnasiums.

Watch local weather warning systems for advanced action.

Tornado Watch: In event of severe weather with issued Tornado watch, staff should be on alert and prepared to implement Tornado safety protocol.

1. **Be Aware:** Staff should monitor weather conditions through the local weather warning systems to be ready for immediate action. It is recommended to review the EAP for effective execution of the severe weather protocol if conditions worsen.
2. **Safety Preparation:** Create clear access to safe areas by removing any obstructions that could hinder movement to designated shelter or be a risk for flying debris in designated areas.
3. **Continue Activities:** Remain alert to the weather, continuing normal activities with caution.

Tornado Warning: Once a tornado warning is issued for the area, staff should immediately begin directing facility guests, athletes, and staff to the designated safe shelters.

1. **S** TOP all activities in the facility.
2. **T** RAVEL to designated safe shelter spaces within the facility that are on the lowest central location of the building. Staff onsite should assist with directing guests to safe spaces.
 - a. **DESIGNATED SAFE SHELTERS** are the middle office and classroom spaces between the court and turf spaces. Doors to shelter spaces should be closed to reduce debris risk.
3. **O** BTAIN a count of people in each location by establishing a leader to count in each area if possible.
4. **R** EMAIN calm and direct guests to stay away from windows & doors. Encourage a crouched position covering the head and neck from debris.
5. **M** ONITOR weather conditions and resume normal activity once conditions are safe. Assess for guest injuries and facility damages, contacting emergency personnel accordingly.

Lightning Storms

Indoor sports facilities typically continue operations during lightning storms; however, staff should remain vigilant and proactive to ensure guest safety. During lightning storms, departing guests are welcome to shelter until conditions stabilize.

Safe Shelter Locations Within the Refinery Fieldhouse:

- Interior **lobby area** positioned away from:
 - Windows and glass doors
 - Electrical outlets or devices
 - Restrooms, water fountains, or plumbing fixtures
- If available, use the **inner corridors** as safer gathering points.

Extreme Snowfall

To ensure the safety of staff, guests, and athletes during periods of heavy snowfall and icy conditions staff will implement proactive monitoring, surface treatment, and operational decisions. Extreme snowfall implementation will be determined and communicated by facility leadership.

1. Apply pre-treatment of walkways with sand, salt, or eco-friendly de-icing agents when snow accumulation is expected.
2. Inspect entryways, ramps, and parking lots for ice buildup and apply additional materials as needed.
3. The facility will close temporarily for excessive snowfall or ice conditions in accordance with GM direction.

Closure decisions will be communicated by facility leadership via website, social media, and direct alerts to affected staff and guests.

Power Outages

Power outages can occur suddenly and disrupt normal operations within an indoor sports facility. This protocol outlines the steps staff must take to ensure the safety of all occupants, protect equipment, and maintain clear communication during such events.

1. Suspend all activities immediately
2. Contact emergency facility personnel
3. Secure equipment and shut down sensitive electronics to prevent damage when power returns.
4. If a long term outage, evacuate guests

Fire

In the event of a fire or suspected fire at the Refinery Fieldhouse (RF) the following actions must be taken to protect the safety of park patrons, staff, and participants while ensuring emergency responders can quickly and effectively access the facility. The purpose of this plan is to educate and prepare RF staff on proper response procedures, including notification, evacuation, and coordination with the Fire Department, in order to minimize risk to life and property.

1. **Fire Alarms:** Activate fire alarm system and notify emergency services (911).
2. **Fight the Fire:** ONLY if all following conditions are met
 1. The Fire Department has been notified.
 2. The fire is small and is not spreading to other areas.
 3. Escaping the area is possible by backing up to the nearest exit.
 4. The fire extinguisher is in working condition and personnel are trained to use it.
3. **Evacuate:** Announce evacuation (if safe). Guide guests to their nearest designated exits. Assemble guests to stand on the far end of the parking lots (grass curb borders), away from the building and away from the road/oncoming traffic. Do not re-enter the building until cleared by fire officials.
4. **Emergency Personnel:** Greet the first responders and assist with direction and information accordingly. When available and safe, contact emergency facility personnel.
5. **Assess:** After the building is cleared by fire officials, assess for injuries and damages. Resume activities if applicable or follow facility leadership instructions. Document all fire-related incidents and report to RF management as required.

MEDICAL EMERGENCY

At a busy sports facility, the risk of injury is an inherent part of athletic activity. While not all staff members may be certified in CPR or AED use, they still play a critical role in responding to medical emergencies.

In the event of a severe injury,

1. Ensure the scene is safe for both the injured person and the responder
 - a. Do not move victim unless absolutely necessary
2. Call 911 immediately
3. Retrieve the first aid kit and any emergency equipment
4. If personnel trained in First Aid is not available, at a minimum, attempt to provide the following assistance while wearing proper PPE:
 - a. Stop the bleeding with firm pressure on the wounds (avoid contact with blood and bodily fluids)
 - b. Clear the air passages using the Heimlich Maneuver in case of choking
 - c. Only use CPR if you are certified

In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt First Aid ONLY if trained and qualified.

Once the staff at RF has been notified that emergency personnel has been dispatched to the venue, the following people need to be notified if they have not already:

1. RF Manager on Duty
2. General Manager

Incident reports will be filled out any time first responders, AEDs are used, or are called or if a serious injury occurred onsite causing outside medical attention.

Concussion Protocol

A concussion is a traumatic brain injury caused by a bump, blow, or jolt to the head or even a hit to the body that causes the brain to move rapidly within the skull. While often invisible on imaging scans, the effects can be serious and long-lasting. Following RCI Sport Management Solution's company concussion protocol, the concussion protocol emphasizes not just identification and treatment, but also the severity and risks associated with improper management.

1. Any youth athlete who shows signs, symptoms and behavior consistent with a concussion shall immediately be removed from the activity or competition for evaluation by a licensed medical doctor, or other physician with concussion training.
2. An incident report will be filled out by staff.
3. No youth athlete who has been removed from play due to a suspected concussion shall return to the event until the youth athlete is evaluated by a health care provider and receives written clearance from the health care provider for a full or graduated return to play. They will be required to show written clearance to a staff member to re-enter the event as a participant.

MISSING CHILD

If a child has been reported missing on RF's campus, the following actions need to be taken to ensure time is not wasted and every attempt has been made to locate the child. The purpose of this plan is to prepare and educate RF staff on how to respond when a missing child is reported.

Immediately notify the Manager on Duty (MOD) or GM and initiate Missing Child procedures.

Within the first FIVE (5) minutes:

- Broadcast the child's description and name over staff communication channels
- Secure and monitor all entrances and exits to the venue
- Notify tournament staff and request messaging assistance if available

After TEN (10) minutes:

- Initiate a venue-wide search including courts, restrooms, storage spaces, parking lots, specialty rooms, and common areas
- Assign all available staff to assist

After TWENTY (20) minutes:

- Call 911 and provide full child description
- Contact the child's parent/guardian if not already notified

After THIRTY (30) minutes:

- Law enforcement may assume incident command and direct all

staff actions. If the child is not located within the designated response

timeframe, call 911.

- Provide the following information:
 - Nature of emergency (missing child)
 - Location last seen (court number, building, restroom, or general location within RF)
 - Child's name, age, and physical description
 - Time child was last seen
 - Your name and phone number from which you are calling
- Remain calm and follow all instructions provided by RF management and emergency personnel.

Immediate Actions Prior to Arrival of Emergency Personnel

- Obtain a detailed description of the child using the Missing Child Profile Sheet (see appendix).
- Immediately communicate the child's name and description over staff communication channels using calm, clear language.
- Secure and monitor all park entrances and exits.
- Do not allow unauthorized individuals to leave the facility until cleared by the MOD.
- Assist with search efforts only as directed and without abandoning assigned posts unless instructed.

Staff Assignments

- Assistant General Manager – search first floor sport and recreation spaces, store, bathrooms, and offices
- Administrative Staff - search second floor spectator seating, restaurant, bathrooms, and team suites
- Programming Coordinator – searching parking lots and perimeter areas
- Facility Attendants – Monitor entrances/exits and assist with
- Food & Beverage Staff – Search assigned concession and nearby areas
- Tournament Staff – Assist RF staff as directed

Staff roles may be adjusted at the discretion of the MOD to ensure adequate coverage.

- Remain at assigned posts unless reassigned
- Immediately report any sightings or information to the MOD
- Do not release the child to anyone except verified parent/guardian or law enforcement

Documentation

Proper documentation and procedures must be completed promptly and provided to the General Manager, who will submit the information to RF's legal department for further review or any necessary follow-up.

- After the incident has been resolved, all actions taken to locate the child must be documented and turned in to the Manager on Duty (MOD) as soon as possible in the form of an incident report.
-

Child Abuse

Refinery Fieldhouse staff is instructed on the right and wrong ways to deal with children and understand that abuse of any RF guests will not be tolerated. The purpose of this plan is to ensure that all staff understand their responsibility to promptly report suspected child abuse or neglect and to ensure appropriate authorities are notified in accordance with Kansas law.

Immediately notify the RF General Manager if suspected or confirmed child abuse is observed. If necessary, law enforcement may be contacted by calling 911.

Provide the following information:

- Nature of the incident (suspected or confirmed child abuse or neglect)
- Location of the incident (address, building, court, or general location within RF)
- Name(s) of the child and involved individual(s), if known
- Your name and phone number from which you are calling

Do not confront the suspected individual or attempt to conduct an investigation. Follow all instructions provided by RF management and law enforcement.

Immediate Actions Prior to Arrival of Emergency Personnel

- Ensure the child is in a safe environment if possible without placing others at risk.
- Immediately report the incident to the RF General Manager or Manager on Duty.
- Preserve all information related to the incident and avoid discussing the matter with unauthorized individuals.
- Law enforcement and/or emergency services may be contacted if the situation requires immediate intervention.

Notification of Dispatch / Activation

If a case of child abuse arises, the following individuals and agencies must be notified:

- RF General Manager
- Garden City Police Department (as directed by the General Manager)
- Child's parent(s) or legal guardian(s)

Definition of "Child in Need of Care"

Under Kansas law **K.S.A. 38-2202** (Revised Kansas Code for Care of Children)

- has been physically, mentally or emotionally abused or neglected or sexually abused or
- has been residing in the same residence with a sibling or another person under 18 years of age, who has been physically, mentally or emotionally abused or neglected, or sexually abused

ACTIVE SHOOTER/LIVE THREAT

Profile of an Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good Practices For Dealing With An Active Shooter Situation

- Be aware of your environment and any possible dangers.
- Take note of the nearest two exits in any facility that you visit.
- If you are in an office or storage space, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

How To Respond When An Active Shooter Is In Your Vicinity

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

Evacuate

- If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering the area where the active shooter may be
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

Take Cover

If the evacuation is not possible, find a place to hide where the active shooter is less

likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if the shots are fired in your direction (i.e., an office with a closed and locked door)

- Not trap or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

If the active shooter is nearby:

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

If evacuation and hiding out are not possible:

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

Take Action Against The Active Shooter

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

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

How To Respond When Law Enforcement Arrives

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

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

How to react when law enforcement arrives:

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

Information to provide to law enforcement or 911 operators:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive at the scene will not stop to help injured persons. EXPECT rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Recognizing Potential Workplace Violence

An active shooter in your workplace may be a current or former employee or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department or Manager/Supervisor, if you believe an employee or coworker exhibits potentially violent behavior.

Indicators of Potential Violence by an Employee

Employees typically do not just “snap” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism: vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to changes in policy and procedures.
- Repeated violations of company policies
- Increased severe mood swings.
- Noticeable unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order.”
- Behavior, which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons, and violent crimes.

Managing The Consequences Of An Active Shooter

After the active shooter has been incapacitated and is no longer a threat, management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured.
- Determining a method for notifying families of individuals affected by the active shooter, including notification of casualties.
- Assessing the psychological state of the individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization because of the active shooter.

BOMB THREAT

In the event of a bomb threat or suspected explosive device where it has been deemed necessary for law enforcement to be dispatched to the Refinery Fieldhouse (RF), the following actions must be taken to protect park patrons, staff, and participants while allowing emergency personnel to respond safely and efficiently. The purpose of this plan is to educate and prepare park staff on how to respond appropriately to a bomb threat in the best interest of public safety.

CALL EMERGENCY SERVICES IMMEDIATELY:

Provide the following information:

- Nature of emergency (bomb threat / suspected explosive device)
- How the threat was received (phone call, text, email, written note, verbal)
- Exact wording of the threat if available
- Location of the suspected device or threatened area
- Your name and phone number from which you are calling
- **Do not touch, move, or investigate any suspicious object.**
- **Do not use radios or cell phones near a suspected device if one has been located.**
- **Remain calm and follow all instructions provided by law enforcement.**

Immediate Actions Prior to Arrival of Emergency Personnel

If the threat is received by phone, keep the caller on the line as long as possible and note:

- Time of call
- Voice characteristics
- Background noises
- Any specific details about the threat

Notify the Manager on Duty (MOD) immediately.

If evacuation is ordered, assist with clearing the affected areas in a calm and orderly manner.

Appendix

BOMB THREAT CALL CHECKLIST

INSTRUCTIONS:

Remain calm. Be polite and do not interrupt the caller. Keep the caller on the line as long as possible. Do **not** place the caller on hold.

CALL DETAILS

- Date of call: _____
 - Time call received: _____
 - Time call ended: _____
 - Phone number call came from (if available): _____
-

EXACT WORDING OF THREAT

(Write down the caller's exact words)

QUESTIONS TO ASK (IF POSSIBLE)

- When is the bomb going to explode?
-

- Where is the bomb located?
-

- What does the bomb look like?
-

- What kind of bomb is it?
-

- What will cause the bomb to explode?
-

- Why was the bomb placed?
-

- Who is calling?
-
-

CALLER INFORMATION

- Caller's gender: ☐ Male ☐ Female ☐ Unknown
 - Approximate age: ☐ Child ☐ Teen ☐ Adult ☐ Elderly ☐ Unknown
 - Voice characteristics (check all that apply):
☐ Calm ☐ Angry ☐ Excited ☐ Nervous ☐ Slurred ☐ Stutter ☐ Laughing ☐ Crying
 - Speech:
☐ Fast ☐ Slow ☐ Clear ☐ Muffled ☐ Accent (describe): _____
-

BACKGROUND NOISES

(check all that apply)

- ☐ Music
 - ☐ Traffic
 - ☐ Voices
 - ☐ Machinery
 - ☐ Office sounds
 - ☐ Outdoor noises
 - ☐ Silence
 - ☐ Other: _____
-

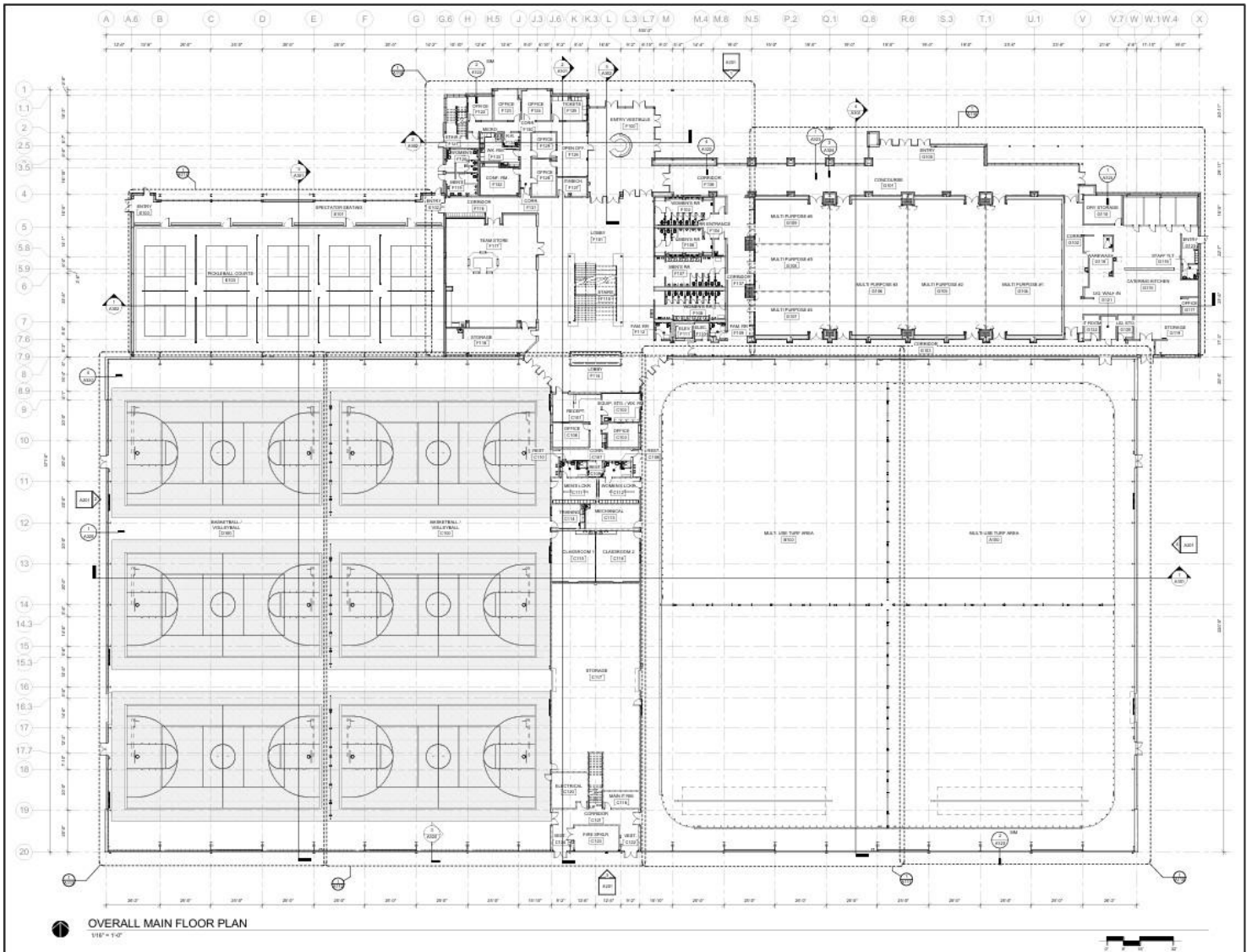
THREAT ASSESSMENT

- Did the caller seem familiar with the facility?
☐ Yes ☐ No ☐ Unknown
 - Any specific locations mentioned (fields, buildings, entrances)?
-
-

AFTER THE CALL

- ☐ Immediately notify the **Manager on Duty (MOD)**
- ☐ Call **911** and provide all collected information
- ☐ Do NOT discuss the threat with anyone other than RF management or law enforcement
- ☐ Do NOT activate alarms unless directed
- ☐ Complete a **Facility Incident Report** once safe to do so

EAP Map



What body part was injured, if any?

Head Face Forehead Eye Cheek Nose Lip(s) Teeth Neck Shoulder Arm
Elbow Hand Finger(s) Torso Back Hip Thigh Knee Shin Calf
Ankle/Foot Toe(s)

Specifically indicate what part of the body part was injured (e.g., Right pinky toe):

Did you observe any of the following?

Blood Bruising Abrasions Cut(s) Burn(s) Fainting Dizziness Seizure
Vomiting Intoxication Possible Drug-Related Behavior

Examine the incident location and report any findings regarding facility conditions, surroundings, etc.:

Sport Involved:

Practice or Competition?

Equipment Involved?

Equipment Age:

Description of Injury:

Type of Injury:

Type of Aid Given:

Administered By:

Was 911 Called:

Was the Subject taken to the Hospital? ☐ Yes ☐ No

If yes, what hospital?

If the Subject was not taken to hospital, what action was taken?

Do you question the validity of the claim? ☐ Yes ☐ No

If yes, why?

WITNESSES

Witness #1:

Relationship:

Address:

Phone:

Comments:

Witness #2:

Relationship:

Address:	Phone:
Comments:	
Witness #3:	Relationship:
Address:	Phone:
Comments:	

Name and signature of person completing report

Signature of Manager

Missing Child Information Form

(Use this form to obtain a description of a missing child)

Child's Legal Name: _____

Nickname: _____

Age: _____

Height: _____ Weight: _____

Sex: ☐ Male ☐ Female

Race: _____

Hair Color: _____

Eye Color: _____

City / State Child Is From: _____

Team Associated with Child: _____

Parent / Guardian Contact Information:

Name: _____

Phone Number: _____

Last Known Location at Facility:

Clothing Description (shirt, pants, shoes, hat, etc.):

Additional Identifying Information (glasses, braces, scars, medical needs, etc.):

Employee Completing This Form: _____

Date: ____/____/____ Time: _____

The Refinery Fieldhouse – Emergency Procedures & PA Announcements

<i>Emergency</i>	<i>PA Announcement</i>	<i>Staff Response</i>
Fire	Attention: Fire emergency. Please calmly exit the building using the nearest exit.	Direct guests to exits and assist evacuation. Call 911.
Tornado / Severe Weather	Attention: Severe weather warning. Please move immediately to designated storm shelter areas.	Guide guests to interior shelter areas away from windows.
Active Shooter / Armed Threat	Attention: Security alert. Please secure yourself immediately and follow staff instructions.	Initiate lockdown procedures and call 911.
Medical Emergency	Attention: Medical assistance needed at [location]. Staff please respond.	Trained staff respond and contact EMS if necessary.
Missing Child	Attention staff: Missing child alert. Please monitor exits and report to the front desk.	Staff monitors exits and assist with search.
Facility Evacuation	Attention: The building must be evacuated immediately. Please proceed to the nearest exit.	Clear facility and guide guests outside.

Staff Radio Emergency Codes

Code	Meaning
Code Red	Fire
Code Yellow	Severe Weather / Tornado
Code Silver	Active Shooter / Weapon Threat
Code Blue	Medical Emergency
Code Pink	Missing Child
Code Black	Facility Evacuation

Attention: The building must be evacuated immediately. Please proceed to the nearest exit.