

# Emergency Response Plan

## Sport and Recreation Services Events

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4A Basketball Provincials – March 17-18, 2017

## EVENT EMERGENCY RESPONSE PLAN RECORD OF CHANGE

Date of Change	Section Changed	Person Making Change
February 14, 2017	Created	Colleen Sullivan

## DISTRIBUTION LIST

List of Departments to Receive Copies
1. Security Services
2. Risk and Safety Services
3. Mike Myndio – Chinook High School
4. SRS Operations
5. Emergency Response Coordinator
6.
7.
8.

## 1.0 PLAN APPROVAL

This Event Emergency Response Plan has been submitted for consideration to Campus Safety.

Colleen Sullivan

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*Manager, facility Operations and Events*

Date: February 14, 2017

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OEM

Date: \_\_\_\_\_

Approved Date: \_\_\_\_\_

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## 2.0 INTRODUCTION

The University of Lethbridge relies on various levels of Emergency Response Plans to guide staff and faculty when presented with unexpected circumstances that threaten life, property or the environment. Likewise, the Sport and Recreation Services endeavours to enhance the safety of patrons, property and the environment wherever possible.

## 3.0 PURPOSE, SCOPE & GOALS

### 3.1 Purpose.

The Emergency Response Plan (ERP) is intended to be used as a guide to safety for students, staff, event goers and visitors; protect property; and protect the environment, wherever possible in the event of an emergency.

### 3.2 Scope.

This Emergency Response Plan has been developed to provide for the safety of the University community, but also to comply with Alberta Occupational Health and Safety Act, Regulation and Code (OHS). The Plan is kept on file with the Sport & Recreation Services Operations Department and at Campus Safety.

### 3.3 Goals.

All personnel assigned to the event will respond to the specific emergency as outlined in this plan.

- Safely evacuate, shelter, or relocate
- All event staff will be familiar with this plan
- Maintain and restore order, if necessary

## 4.0 ROLES AND RESPONSIBILITIES

**4.1 Departments.** The University of Lethbridge Sport & Recreation Services (SRS) is responsible as follows:

- Provide training to event staff and other personnel
- Exercise the plan prior to the event
- Execute the plan as submitted

The SRS will also commit resources necessary to support the Office of Emergency Management (OEM) and the Emergency Preparedness Coordinator (EPC).

4.1.1 The following should be considered during the planning of evacuation or sheltering:

- Ensure notification to Emergency Services and Campus Safety.
- Assist in building response (evacuation/shelter).
- Report to the Assembly Point(s).
- Account for personnel and event goers wherever possible.
- Collect essential information for emergency personnel (i.e. location of the incident, persons still in event venue, and special hazards related to the event, unique conditions, persons' with functional needs requiring evacuation).
- Specific procedures to assist staff, faculty, students or visitors that may have functional needs.
- Implement appropriate U of L procedures.
- Take part in the After Action Review (AAR), if required

4.1.2 Plan-maintenance. The following criteria should be used as a guide for reviewing and/or updating the plan:

- Annually and/or prior to event whichever is most recent
- Upon any change in event management
- When the event venue has been altered or undergone significant construction and/or remodelling.
- When a response protocol has been changed, especially as it relates to evacuation or sheltering procedures.
- Whenever any component of this plan has been altered / updated.

## 4.2 Sports & Recreation Services Senior Staff.

While other Departments or external groups may be directly responsible for the administration of the event, SRS Senior Staff are acting in a supporting capacity and are responsible for hosting, or providing the facility for the event. All decisions regarding event safety will be made by the SRS Senior Staff and will be final. If circumstances arise that cause the event staff acting on behalf of the university, participants, or property of the University to be compromised, either by injury, situation, emergency, or other unexpected means, the SRS Senior Staff will take the appropriate action.

SRS Senior Staff is also assigned the responsibility ensuring their event workers are properly certified and trained in the performance of their respective tasks relating to the event, as required.

In addition the SRS Senior Staff will assign staff who will assume all roles and responsibilities necessary to facilitate the event.

The responsibilities of the Staff regarding emergency response will include:

- Incident Commander Responsibilities (Scene management until relieved)
- Monitor the event
- Be present at the event in its entirety
- Report incident to the Incident Commander / Campus Safety / SRS Senior Administration.
- Respond to all situations as appropriate
- Contact Security Services as required to request assistance or advise of plan adjustments.
- Participate in the After Action Review (AAR) process where required.
- Traffic and/or pedestrian management, including emergency vehicles will be handled by security personnel.

## 4.3 Sports & Recreation Services Contracted or Volunteer Workers.

The SRS is responsible for any and all of the contracted workers. Volunteer or other workers engaged in duties specific to this event will be advised and responsible to know:

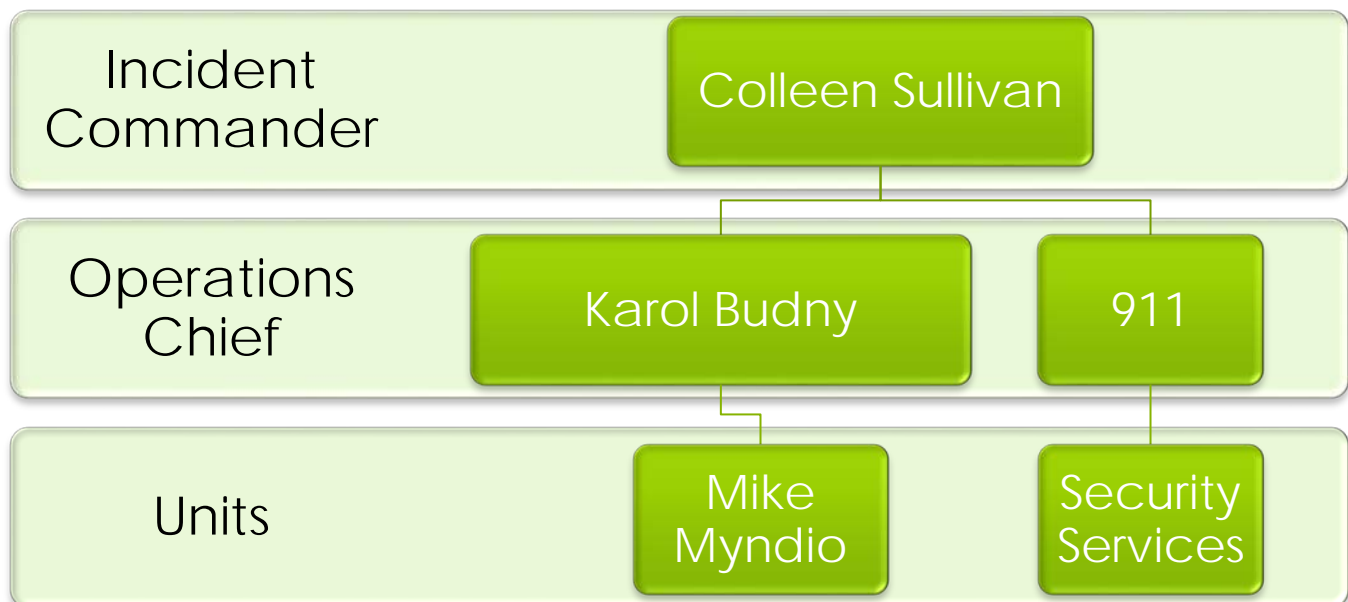
- Evacuation Procedures
- Medical Procedures
  - Directing guests to designated first aid personnel
  - Location of First Aid station and equipment
- Fire Procedures
  - R.E.A.C.T. procedures
    - Remove those in immediate danger
    - Ensure doors are closed
    - Activate the Fire Alarm

- Call the Fire Department 911
  - Try to extinguish if small
- How to properly conduct a survey of the area while activating the Knock, Walk, Talk and Report procedure, and as much as safely possible, attempt to verify the evacuation of the following areas: restrooms, secluded or private breakout areas, common areas, storage closets, and other public or private areas that may contain human or animal life.
- Assembly Point Locations
  - Protocol regarding assembly at the designated Assembly Point. Conduct accountability of all personnel and event-goers as much as possible.
  - Report incident to the Incident Commander / SRS Senior Staff / Security Representative.
  - Immediately report to the SRS Senior Staff or emergency responders, any person requiring assistance in evacuation.
- Participate in the After Action Review (AAR) process if required.
- Demonstrate knowledge of the plan.

**Operations Staff:** an operations staff will be available throughout the facility for the duration of the event. They will coordinate cleanup after the event. They are also available to assist with technical problems, facility issues or liquid spills that may occur. All Operations staff are trained in First Aid.

**Customer Service Staff:** Staff can also be located at the Customer Service Desk at the participant entry gates to the facility on Level 1 during the event. They are designated First Aiders. The Customer Service Desk will be the primary First Aid Station.

## 5.0 ORGANIZATIONAL FLOWCHART



**The Emergency Command Centre will be located at the Customer Service Desk**

## 6.0 COMMUNICATIONS

**NOTE:** The SRS has portable radios that will be distributed to event staff and emergency personnel in order to improve communication with all necessary parties.

- 1) The primary method of communication will be the SRS portable radio system.
  - a. Channel 1 is designated for all SRS
  - b. Channel 15 is designated Private to Security Services **ONLY!**
  - c. **Channel 16 is designated for SRS + Security Services**
- 2) Raise the alarm, if necessary
  - a. Notification of the emergency and procedures will be announced through a microphone by designated event staff.
  - b. The message will be:
    - i. "Please proceed to the nearest marked exit to the parking lots."
  - c. Communication to 911 should include
    - i. Location
    - ii. Describe nature of information or problem
    - iii. Contact UofL Security Services if emergency response services are initiated at 403-329-2345 and advise that 911 has been called
    - iv. Caller to provide name and call back number
- 3) External communication will be coordinated by the University Communications office to notify the public.

## 7.0 EVACUATION

**Emergency designated assembly point (Primary): Lot FS, Lot G Parking lots.**

**Emergency Designated Assembly Point (Alternate): LINC and Anderson Hall in inclement weather.**

Although the SRS will endeavour to deliver an emergency notification message when required, circumstances may arise when individual campus users have to make an immediate decision to self-evacuate. Several factors will assist campus users in determining their best individual evacuation routes. These factors include, but may not be limited to:

- Type of emergency
- Location
- Weather
- Mobility
- Access or egress
- Personal ability
- Evacuation for people with disabilities will be handled by designated event volunteers.

### Stop All Activities

Stop what you are doing immediately! Await further instructions or information (eg. fire alarms, an emergency notification, Campus Incident Response Team (CIRT) member etc.)

### Remain Calm

Follow the instructions of the emergency notification message, alarm and CIRT member

## Prepare to Evacuate

If instructed, or a Stage I alarm sounds, standby:

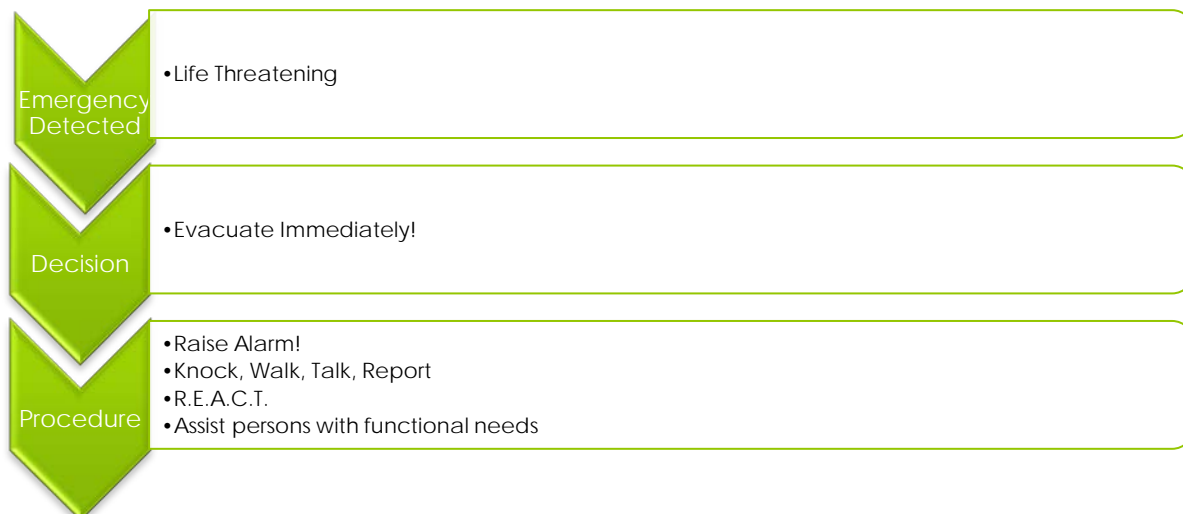
- Await further instructions and remain calm
- Get prepared to evacuate
- If time permits and there is no immediate threat to safety (e.g., visible smoke or fire):
  - Place exposed records in cabinets or desk drawers and classified documents in a safe or other secure location.
  - Do not go back to get your personal things.

## Evacuate

If instructed, or in the event of emergency notification message, or a Stage II alarm sounds:

- Close all office doors but lock only those leading to a secure area
- **DO NOT** use the elevators. Proceed to the stairs.
- Walk quickly and calmly to the nearest marked exit and ask others to do the same. Exercise caution as you exit the building.
  - Proceed to the nearest exit.
  - Stay to the right if emergency workers come up the stairs while you are evacuating.
  - Hold the handrail so that you don't fall.
  - If necessary, remove high-heeled shoes to effect a safe and rapid evacuation.
  - If you need to rest, move to a landing. Don't stop on the stairs.
  - If someone should fall but can be moved, relocate the individual to a landing until help arrives.
  - Continue if the alarm stops during the evacuation. Silencing of the fire alarm does not necessarily mean that it is safe to occupy the building.
- Assist persons with mobility or other challenges.
- Proceed to the designated assembly point location.
  - Exit the building and move directly to your assembly area. Use caution when walking into the street because oncoming traffic may be unaware that the building is being evacuated.
  - Once at the assembly area, report to your supervisor or site leader, remain quiet, and stay with your group.
- Report to the CIRT member.
  - If required, you will receive direction to another location

## 7.1 In a Life Threatening Emergency, **EVACUATE!**



## 7.2 In a Non-Life Threatening Emergency

Evacuation may be required.



## 7.3 Evacuation Routes

Be aware of the posted evacuation routes in each area of the university you frequent.

### Outdoor events and fenced areas

Exits will be clearly marked. Evacuation routes will be highlighted on a campus map and / or event site map and be posted at the event exits. As much as possible all event staff will report to the designated Assembly Point(s) and event goers should be directed to report as well.

### Indoor events

If the event is being held inside University property the exits are clearly marked and the evacuation routes are posted at all building / floor exits. As much as possible all event staff will report to the designated Assembly Point(s) and event goers should be directed to report as well.

- If an evacuation is required, all spectators in the track area are to exit out any of the four corner emergency exits and move away from the building.
- Participants on the floor are to exit the gym on Level 1 (ground level) through either the NW or NE corner of the gym and up the stairs. Patrons with mobility issues may also exit the east side doors and travel along the hallway past the climbing wall and down the hallway near PE110, proceeding up the stairs to Level 2 and to the South Patio Muster Point.

## 8.0 MEDICAL EMERGENCY

Location of first aid kit: SRS staff have been trained in First Aid. The Customer Service Centre PE160 will be the Primary First Aid Station. The Customer Service Desk Staff are also trained in First Aid.

Locations of AED: Top of lobby stairs – Level 2, North End of the Track on level 2, Customer Service Centre PE160, and Security Services.

### Life Threatening

☐

☐ Call **911**

☐ Notify First Aid

☐ Notify SRS Senior Staff

☐ Notify Security Services

### Non Life Threatening

☐

☐ Notify First Aid

☐ Notify SRS Senior Staff

☐ Notify Security Services

☐ Call **911**, if necessary

SRS staff and / or Security Services will provide initial on-site medical response for this event. In the event of an injury that would require immediate medical attention:

- Ensure first aid is provided by staff members at the event.
- 911 will be called if deemed necessary by a first aid provider and the following information supplied:
  - Location
  - Describe nature and severity of injury/medical problem
  - Caller to provide name and call back number
  - Contact U of L Security Services if emergency response services are initiated at 403-329-2345 or Channel 16 and advise that 911 has been called

Additionally:

- Critically injured or ill person will not be moved unless it is essential for their safety
- Casualties requiring relocation will be moved to the nearest safe location or the Command Centre –Customer Service Desk

## 9.0 FIRE EMERGENCY

### Large Fire



- ☐ Call **911**
- ☐ **R.E.A.C.T.**
- ☐ Notify SRS Senior Staff
- ☐ Notify Campus Safety

### Small Fire



- ☐ **R.E.A.C.T.**
- ☐ Notify SRS Senior Staff
- ☐ Notify Campus Safety
- ☐ Call **911**, as required

In the event of a fire all patrons and event staff are required to evacuate the PE facilities through the nearest and safest exit point.

- o At the sound of the audible fire alarm bell, please prepare for evacuation but wait for further instruction unless smoke and fire is visible. Announcements will be made.
- o Evacuate immediately if smoke and fire is visible.
- o U of L Security on site, will investigate and direct an evacuation if necessary. Event staff will assist with evacuation and directions.
- o The fire bell sounds in two stages: the first stage is a slow beat and patrons are advised to prepare for evacuation but wait for further instruction. The second stage is a more frequent beat – should it reach this stage, evacuate the facility immediately, unless you hear an announcement to remain inside the facility.
- **R.E.A.C.T.** procedures
  - o **R**emove those in immediate danger
  - o **E**nsure doors are closed
  - o **A**ctivate the Fire Alarm
  - o **C**all the Fire Department 911
  - o **T**ry to extinguish if small
    - **P**ull the pin
    - **A**im at the base of the fire
    - **S**queeze the handle and trigger
    - **S**weep from side to side

If the fire is small and contained to a single object (EG: wastebasket, chair, etc.) On-site emergency response may be activated by using on-site fire extinguishers located in the following areas:



Fire Extinguisher Locations PE & MBRAC.pdf

Notification of the emergency and subsequent process will be announced on a microphone by designated event staff. This will be located at the score table in the Main Gymnasium Level 1.

"Please proceed to the nearest safe exit and proceed to parking Lot FS, Lot G or the South Patio adjacent to the Centre for Sports and Wellness"

- 911 will be called if deemed necessary by event staff and the following information supplied:
  - Location
  - Describe nature of occurrence/ problem
  - Caller to provide name and call back number
  - Contact UofL Security Services if emergency response services are initiated at 403-329-2345 or Channel 16 and advise that 911 has been called.

## 10.0 EXPLOSION

In the event of an explosion within the venue the site will be evacuated through the nearest and safest exit points.

Notification of the emergency and subsequent process will be announced on the microphone by designated event staff.

"Please proceed to the nearest safe exit and proceed to parking Lot FS, Lot G or the South Patio adjacent to the Centre for Sports and Wellness"

- 911 will be called if deemed necessary by event staff and the following information supplied:
  - Location
  - Describe nature of occurrence/ problem
  - Caller to provide name and call back number
  - Contact UofL Security Services if emergency response services are initiated at 403-329-2345 or Channel 16 and advise that 911 has been called.

## 11.0 UNRULY CROWD / DISTURBANCE

If threat of physical harm to persons or damage to University facilities and property, 911 will be called, if deemed necessary by event staff, and the following information supplied:

- Location
- Describe nature of occurrence/ problem
  - Request an ambulance for anyone injured
  - Notify others in the area of the situation using any means possible (telephone, runners etc.)
- Caller to provide name and call back number
- Contact U of L Security Services if Emergency Response Services and advise that 911 has been called.
  - Telephone 403-329-2345
  - Channel 16 on portable radios

## 12.0 SEVERE WEATHER

In the event of severe weather or weather advisory (blizzard, high winds, and extreme temperatures) the event will be reviewed and communicated to the crowd via microphone by event staff at the event. In the event of impending severe weather prior to the event notifications wherever possible in person, by signage, social media, email and in-house TV monitors will be used to implement messaging surrounding the event.

Shelter in University facilities will be made available if weather turns suddenly and shelter is immediately required.

## 13.0 MISSING PERSONS

The Customer Service Centre (PE160) is the meeting point for any lost children or lost parents. If necessary, announcements can be made. The Customer Service staff and Event Staff will assist with finding a missing child through their regular missing children protocol. All areas will be contacted with a description of the missing child. If a child remains missing longer than 10 minutes, Security Services will be notified and facility doors will be monitored.

All communication should be coordinated through the SRS Staff / Security Services.

Lost & Found items can be dropped off at the Customer Service Desk (PE160)

## 14.0 EMERGENCY PHONE NUMBERS

For Situations where property or people are at immediate risk please contact **911** directly and then contact **U of L Security Services at 403-329-2345 or Channel 16 on the Radio**

<b>CONTACT</b>	<b>PHONE / Radio Channel</b>	<b>Work Schedule</b>
<b>POLICE, FIRE, AMBULANCE</b>	<b>911</b>	
<b>U OF L Security Services</b>	<b>403.329.2345 Channel 16</b>	
<b>Colleen Sullivan Manager, Facility Operations and Events</b>	<b>403-331-4631</b>	<b>During Event</b>
<b>Sandy Williston SRS Bookings and Events Coordinator</b>	<b>403-894-6715</b>	<b>Prior to event</b>
<b>Karol Budny SRS- Facility Operator</b>	<b>587-370-2121 Channel 16</b>	<b>3:30-11pm Fri 4-11:30pm Sat</b>
<b>Mike Myndio Chinook High School</b>	<b>TBA Mike.myndio@lethsd.ab.ca</b>	<b>During Event</b>