

Emergency Procedures



DeVos Fieldhouse
Hope College
Holland, MI

PURPOSE

This plan has been written to organize and guide the action of building management and employees in a constructive manner to save lives and property. Experience has shown that prior planning and the actions of management and employees during an emergency greatly affect the final outcome. In order to accomplish the goal of this plan, each of us needs to be continually in prevention mode. Eliminating any possible sources of danger and/or notifying an immediate supervisor of possible sources of danger is imperative.

All personnel should familiarize themselves with this plan and be able to render assistance as needed in order to reduce injury, loss of life and property damage.

Your radio call to alert the Manager on Duty (MOD) of a problem should be: We need the Manager on Duty to come to the Ticket Office immediately.

In the event of a crisis situation (i.e building evacuation, loss of life or limb, multiple injuries, riot, fire, etc.), the MOD will institute the "DEVOS FIELDHOUSE CRISIS COMMUNICATIONS PROCEDURES."

During any emergency, never should any information concerning the nature of the problem be relayed to the patrons.

CONTACT INFORMATION

Event / Ticket Office Manager

Anne Bakker
abakker@hope.edu
(616) 403-7253

Asst. Event Manager / Ticket Office

Curt Copeland
copeland@hope.edu
(616) 402-2985

DeVos Fieldhouse Director

Brian Morehouse
morehouse@hope.edu
(616) 403-5254

DeVos Fieldhouse Maintenance

Doug Wehrmeyer
wehrmeyer@hope.edu
(616) 836-4409

Campus Safety
(616) 395-7770

Emergency Services
DIAL 9-1-1

OTHER IMPORTANT PEOPLE

CFO, Hope College

Thomas Bylsma
bylsma@hope.edu
(616) 395-7781

Kinesiology Department Chairman

Richard Ray
ray@hope.edu
(616) 395-7708

Director of Public Relations

Thomas Renner
trenner@hope.edu
(616) 403-2588

Conference Services

Heather Roden
roden@hope.edu
(616) 395-7221

SEVERE WEATHER

Severe weather typically involves conditions which may pose health or safety risks. Most common examples include tornado, thunderstorm, high winds, freezing rain and blizzards.

Severe weather WATCH identifies a large area in which conditions are right for severe weather. Management staff should monitor broadcasts about the WATCH and be prepared for the next step.

Severe weather WARNING indicates severe weather has developed and is a statement of imminent danger for the relatively small areas near the storm. In the event of a WARNING for the DeVos Fieldhouse, patrons and employees should evacuate TO THE LOWEST LEVEL WITHIN THE COMPLEX. The Manager on Duty, in conjunction with Campus Safety, will determine when this evacuation will take place. When the warning expires from notice from the National Weather Service sounds, activities may resume.

MEDICAL EMERGENCIES

The degree to which medical services are provided may vary from event to event. When the promoter fails to recognize the importance of adequate medical provisions, it is up to the building staff to make a case on insisting that there be adequate medical coverage.

The number of medical personnel available will depend on the nature of the event. The First-Aid station is located in the Ticket Office

Campus Safety will manage medical emergencies for all guests and facility users, except when event promoters have staffed an event with EMT's or Paramedics. The Hope College Sports Medicine staff will manage medical emergencies involving Hope College athletic teams during contests.

A gurney, wheelchair and spine board are available at all times at the Fieldhouse and are located at concourse level behind the AV booth in the Northwest corner of the building

It is also important to ask the following:

1. Exact location of emergency so emergency personnel can respond properly.
2. Exact cause of injury if requested by EMT personnel.

FIRE

If any employee sees a fire, the following steps should be taken:

1. Dial 911
2. Notify the Manager on Duty.
3. Maintenance will go to the location and at that time Campus Safety will alert them to the panel read out.

Panel Alarms: Campus Safety will go to the location to check. If ok, they will give out the all clear to reset the panel and go back to their posts.

Audible Alarm: Patrons should be informed by ushers and Campus Safety to keep calm and wait for further instructions. A live announcement over the PA systems will indicate the evacuation procedures.

The Manager on Duty, Campus Safety and the Holland Fire Department will determine the magnitude of the fire and the course of action to be taken.

SERIOUS, LIFE THREATENING FIRE:

- Call Campus Safety (give information regarding magnitude and location in building if possible).
- Notify Manager On Duty: set-up command post in a specific location outside building, involving Building, Police and Fire Officials.
- Campus Safety will cordon off dangerous parts of the building.
- Physical Plant will check sprinkler system.
- Fire Department will control the fire.
- If flames are part of a chemical fire, Manager on Duty will EVACUATE THE AREA IMMEDIATELY. (see evacuation)
- The MOD will appoint someone to wait for Fire Department in a specific location outside and direct them to fire location.
- The MOD will maintain constant communication with Event Staff, Campus Safety, Police and Fire Officials.
- Upon order from the Manager on Duty, assist in evacuation if required (see EVACUATION).
- After fire has been extinguished, Manager on Duty, Campus Safety, Physical Plant and the Fire Department Officials will survey the scene and record damages.
- MOD will file an evaluation of Fire Department, facility personnel, Police and any other group present during the incident and distribute a copy to Campus Safety.
- Within 24 hours the Manager on Duty will do a debriefing of the situation and write a report and distribute a copy to Campus Safety
- Campus Safety will go to the location to check. If ok, they will give the all clear to reset the panel and go back to their posts if fire is found.

SMALL SCALE FIRE

- Campus Safety will be notified immediately (giving information regarding magnitude and location in building if possible) and alert the MOD.
- Manager on Duty to report to the scene immediately.
- Cordon off dangerous area from public, if necessary. If fire is in one of the office areas, employees who have been trained should locate the nearest fire extinguisher and attempt to extinguish the fire. If the employee encounters any difficulty, they should contact the Manager on Duty immediately and evacuate the building.
- Manager on Duty should instruct Campus Safety of the situation so the fire department can extinguish the fire.
- After fire has been extinguished, Manager on Duty and Campus Safety should report, document and investigate fire.
- Usher staff and Event Coordinators will maintain their positions, stay in communication with fire officials and assure the public that everything is under control.

CIVIL DISTURBANCE

If a civil disturbance is taking place, Campus Safety should be notified and will report to the scene immediately. Campus Safety will:

1. Attempt to end the disturbance in a non-violent manner.
2. Investigate and document causes.
3. Report and document any injuries or damage incurred to the coordinator of the event and the Manager on Duty.
4. Contact the Holland Police Department as appropriate.

POWER OUTAGE

If a power outage occurs:

1. Notify the Manager on Duty and the in-house maintenance staff immediately and have him/her report to the scene.
2. The MOD will inform patrons if necessary about the situation, via public address system, (or Fire Security System if outage affects the sound system) and remind them to stay calm. See below for sample announcement.
3. Physical Plant will be called to immediately attempt to correct the situation.
4. Evacuate if necessary as determined by the Manager on Duty in conjunction with Campus Safety.

POWER OUTAGE ANNOUNCEMENT

The public address announcer (the coordinator of the event) shall read the following message below UPON NOTIFICATION BY THE MANAGER ON DUTY.

The reader shall remain calm and pleasant, while repeating the message several times.

“LADIES AND GENTLEMEN... MAY I HAVE YOUR ATTENTION PLEASE. WE ARE EXPERIENCING A POWER OUTAGE AND ASK THAT YOU REMAIN IN YOUR SEATS OR WHERE YOU ARE NOW. PLEASE DO NOT ATTEMPT TO LEAVE THE SEATING AREA OR MOVE AROUND. THERE IS NO DANGER. THANK YOU FOR YOUR COOPERATION.”

BOMB THREAT

Bomb threats are a form of non-violent terrorism. Their purpose is to cause fear, panic or disrupt normal business activities. Every bomb threat should be taken seriously. Therefore, any employee that should receive a bomb threat should:

- Treat the call seriously.
- Remain calm, friendly and congenial.
- Listen carefully to what the person is saying.
- Have the emergency threatening phone call sheet in front of you. Be sure to ask the caller questions. (Posted in Ticket Office, Kinesiology Office and Campus Switchboard)
- Keep the person talking and on the line.
- Try to be attentive for voice identifying characteristics and background sounds.

After the caller hangs up, relax a moment and reflect on what was heard.

Call the Manager on Duty. **DO NOT** tell anyone else about the call.

- The Manager on Duty will set up a control center and work with Campus Safety in conducting a preliminary search.
- All radio traffic and cell phone use to cease.
- The MOD may request telephones be used to communicate
- Teams will be set-up to search the complex for any object that looks out of place, such as a box, suitcase, briefcase, paper bag, etc.
- All search personnel are cautioned not to touch any suspicious objects if found. Report such findings to control center (via telephone or in person).
- The Holland Police Department and Campus Safety will investigate all suspicious items and together with the management, will decide if evacuation is necessary.

POINTS TO REMEMBER

1. Treat every bomb threat seriously.
2. Bombs are usually placed in inconspicuous places where they are not likely to be seen.
3. Almost any object can conceal a bomb, so look for items out of place or unattended.
4. Never touch a suspicious package when searching for a bomb.

5. Most bombs are placed away from "people" areas.
6. If evacuation is necessary (by the MOD), do so calmly and orderly. More people are injured by panic.
7. Do not use miniature radios during a bomb threat.

HAZARDOUS MATERIALS

If it has been suspected that hazardous material has been spilled in the building or the surrounding area:

1. Notify the Manager on Duty and the in-house maintenance staff immediately and have him/her report to the scene.
2. Manager on Duty or Maintenance will determine if it is necessary to contact Campus Safety.
3. Maintenance/Operations will cordon off the dangerous area and contain the spill.
4. Attempt to correct the problem with in-house maintenance or in-house maintenance may feel it necessary to call Physical Plant or Campus Safety.
5. If necessary, the building will be evacuated. This will be determined by the Manager on Duty in conjunction with Campus Safety.

FLOODING

When a flood has been recognized, notify the Manager on Duty, in-house maintenance and have them report to the scene immediately.

For a flood:

- Physical Plant will cordon off the flooded area and post wet floor signs as needed.
- Have in-house maintenance attempt to correct the problem.
- Evacuate the building if necessary. (see evacuation)

If necessary, contact Campus Safety and the Physical Plant for assistance. This will be determined by the Manager on Duty and Maintenance. Event Coordinators/Head Ushers will notify ushers/show contacts to keep patrons calm and redirect traffic flow if necessary

EARTHQUAKE

Earthquakes usually come without warning and few are life threatening. The important things to remember are:

1. Keep everyone calm.
2. Keep everyone in their seats, away from walls, windows and stairs. The ushering staff will calmly move patrons out of potentially hazardous areas.
3. Once the earthquake has stopped, evacuate the building if necessary. The Manager on Duty, in conjunction with Campus Safety, will make the determination if evacuation is necessary.

EVACUATION

The primary goal is to provide an orderly and safe departure from the building for both patrons and building personnel in the event of ANY emergency that can potentially create a threat to lives or property.

GENERAL BUILDING EVACUATION

1. The Manager on Duty, in conjunction with Campus Safety, Police and/or Fire Officials, will make the decision to evacuate the building.
2. The Manager on Duty will initiate chain of communication from the Ticket Office.
3. The Public Address Announcer, as designated by the MOD, will notify patrons (via the PA system) of evacuation plans, only after being notified by the proper authorities. In case of electrical problems, announcer should utilize the Fire Security System (which is located in the Ticket Office).
4. All Campus Safety, Police, Ushers, Ticket Takers and available Hope College employees will assist patrons in an orderly fashion.
 - The MOD will notify ushers of evacuation.
 - Ushers or Ticket Takers will check all exits for any obstructions, open doors and move any objects that might hinder the procedures
 - Areas that are dangerous or impassable will cordoned off by Campus Safety. This should be supervised by at least 2 Police/Campus Safety Officers, who should keep all unauthorized personnel clear of the area.
5. All patrons will be directed to exit closest to their location and directed away from the facility.
6. A "Command Center" may be activated by the MOD, and is typically located in the ticket office.
7. A central area will be utilized for all lost children, guests, and injured persons. .
8. Concession employees will lock their stand immediately and leave the building by the nearest exit. Concession stand employees should be sure to turn off all heating devices. All merchandise and money should be secured in their stand; under no circumstances should employees attempt to leave their stands with money or merchandise.
9. A specified number of ushers will be responsible for assisting wheelchairs. The number of ushers needed will be determined by the MOD and discussed at the usher meeting preceding each event. The procedure is as follows:
10. Police or Campus Safety will sweep all seating areas, concourse, hallways and restrooms to ensure that the evacuation is complete. Upon completion, Campus Safety should report to the MOD.
11. Emergency Personnel will notify the MOD if reentry into the building is possible, the Manager on Duty in turn notify all the staff. If show personnel were evacuated, the MOD will notify the promoter or team officials when the building has been cleared for reentry.

ANNOUNCEMENT TO BE USED IF EVENT IS CANCELLED:

"LADIES AND GENTLEMEN... TONIGHT'S EVENT HAS BEEN CANCELLED. ALL REFUNDS WILL BE HANDLED AT YOUR POINT OF PURCHASE. PLEASE CHECK THE TICKET OFFICE WEBSITE (www.hope.edu/ticketoffice) OR CALL TOMORROW AFTER 10:00 AM AND YOU WILL BE ADVISED OF THE REFUND/RESCHEDULE POLICY."

PERFORMER/TENANT EMERGENCY EVACUATION

- Manager on Duty will notify Event Manager or Coordinator of situation and surrounding circumstances.
- The designated building official (event coordinator or MOD) will report to the loading dock to coordinate the performers exit through the back door.
- If there is a problem with evacuation through the back door, the building official will lead performers through building to nearest exit.
- It is the Event Coordinator's responsibility to alert all show personnel of primary and secondary emergency exits. The Event Coordinator must also alert drivers of show transportation units about alternate sites to pick up performers.

ANNOUNCEMENT FOR COMPLETE EVACUATION

The coordinator of the event shall read the message below upon notification by the Manager on Duty.

READER SHALL REMAIN CALM AND PLEASANT, WHILE REPEATING THE MESSAGE SEVERAL TIMES (AT LEAST 3).

“LADIES AND GENTLEMEN... MAY I PLEASE HAVE YOUR ATTENTION. IT HAS BECOME NECESSARY AT THIS TIME TO ASK FOR EVERYONE'S COOPERATION IN LEAVING THE BUILDING. THERE IS NO DANGER AND THIS EVACUATION IS ONLY A PRECAUTIONARY MEASURE.

WE ASK THAT YOU EXIT IN AN ORDERLY FASHION AND THAT YOU OBEY ALL REQUESTS FROM THE USHERING AND SECURITY STAFF AS YOU EXIT.

WE THANK YOU FOR YOUR COOPERATION AND ASK THAT YOU CHECK ALL PERSONAL BELONGINGS AS YOU LEAVE.”

Upon completion of the announcement, an orderly evacuation will begin with each usher assisting patrons in his/her designated area. The PA Announcer will exit at a normal pace.

CRISIS SITUATION DUTIES

A. Manager on Duty

- Use face-to-face communication as much as possible with anyone involved with the situation.
- Notify Campus Safety officer in Charge, Operations/Event Supervisors, essential show personnel, Box Office Supervisor and other Building Management employees that are in the building, of situation and location of Command Center.
- Only Hope College designated Media Liaison will communicate with the media.
- Notify all staff of situation, telling them to stand by for further instructions.
- Dispatch staff to assist any special areas, if necessary.
- Remain in contact with supervisors for additional information or advice.
- Alert Campus Safety of any significant problems.
- Notify Ushers and Ticket Takers of situation, reminding them not to act until instructed.
- Keep radios clear.
- Close Box Office (any refunds will be handled the following day).
- Notify Box Office employees of situation.
- In the event of an evacuation: Lock safe, close doors, clear box office personnel from facility when ordered by the MOD.

B. Campus Safety Officer

- Notify all on-duty units of any emergency, including the Holland Police Department as necessary.
- Work closely with the MOD to determine the necessary procedures.
- Keep crowds under control and regulate exiting traffic.
- Direct all media inquires to Public Relations Office

C. Physical Plant and Custodians

- Upon notification from MOD, inspect all units that could be involved with problem.
- Shut off main gas line, if necessary.
- Assist the MOD on any duties deemed necessary.
- In case of evacuation, secure the maintenance shop and equipment prior to leaving the building.

D. Concession Management – Supervisors

- Manager will immediately notify the MOD of any emergency situations.
- Management will proceed with actions to secure areas and assure safety of staff and patrons.
- If situation calls for evacuation, ushering staff will assist if needed. All crisis communication to patrons should be done through the MOD.
- In case of evacuation, the staff will immediately lock cash registers, merchandise and concession stands.
- Once out of the building, the staff should report to their supervisor. The supervisor should inform the MOD that all Food & Beverage staff are accounted for.

EMERGENCY/THREATENING PHONE CALL FORM

(Remain Calm. Get phone number off Caller ID)

- 1. Date: _____
- 2. Time: _____
- 3. Callers' Message (EXACT WORDS): _____

- 4. For Bomb Threat:
Where is it? _____
What time will it go off? _____
What kind of bomb? _____
What does it look like? _____
Why are you doing this? _____
Who are you? What is your name?

- 5. Information on Caller (Operators' educated guess)
Male _____ Female _____
Age: Under 10 _____ 10-20 _____ 20-40 _____ 40-60 _____ Over 60 _____
Voice: Loud _____ Soft _____ Raspy _____ Nasal _____ Deep _____
High _____ Intoxicated _____ Dialect _____ Pleasant _____
Manner: Calm _____ Nervous _____ Angry _____ Irrational _____
Righteous _____ Vulgar _____
Speech: Fast _____ Slow _____ Distinct _____ Distorted _____ Stutter _____
Nasal _____ Lisp _____ Slurred _____
Background Noise: Machinery _____ Trains _____ Cars _____ Planes _____
Animals _____ Music _____ Other Voices _____ Kids _____ Party Noises _____
Silence _____ Other Noises _____
Language: Poor Grammar _____ Good Grammar _____ Profanity _____
Accent: Local _____ Southern _____ Northeastern _____ Foreign _____
Other _____

CODE WORDS

UTILIZE IN EMERGENCY SITUATIONS ONLY

Situation involving a bomb.....	GREEN
Situation involving a fire (give location if possible).....	RED
Situation that will delay event.....	GRAY
Civil Disturbance outside the building.....	WHITE
Power Shortage affecting event.....	BLACK

Receptionist should only use the phone to communicate with Campus Safety

If situation requires evacuation, the Manager on Duty, who is on-site at the time, will describe the nature on the situation to all supervisors using code words above.

THE MANAGEMENT PERSON IN CHARGE WILL BE THE ONLY AUTHORITY THAT CAN ORDER AN IMMEDIATE, FULL SCALE EVACUATION. THIS DECISION WILL BE MADE IN CONJUNCTION WITH THE CAMPUS SAFETY, POLICE AND THE FIRE DEPARTMENTS.