

NEW HAVEN PUBLIC SCHOOLS

**NEW HAVEN REGIONAL
ATHLETIC CENTER**

**PREPARATION AND RESPONSE
CRISIS MANUAL**

2008-2009

OVERVIEW

The purpose of this document is to assist the Supervisor of Athletics or his designee to respond to athletic event crisis. It will describe specific duties for an Event Management Team to follow for various incidents involving emergencies.

Dealing with a crisis concerns both the physical and emotional well being of individuals. Issues as fire, bomb threats, bio-terrorism, crowd control issues to and medical emergencies need to be handled appropriately and efficiently. While no document can prepare personnel for every type of crisis situation, this document will help ensure that everyone's safety is foremost that is connected with the New Haven Regional Athletic Center.

The Supervisor of Athletics will make certain all auxiliary personnel associated with the Athletic Center will have this document to include visiting athletic teams and renters of the complex. For additional copies of this document, please contact the office of Athletics at (203) 946-8493

DRAFT

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GUIDELINES TO REPORT CRISES, CRISES TEAM MEMBERSHIP

Event Team Member, Coach, Security, Spectator Should:

1. Inform the Event Supervisor/Representative, School Athletic Director, Security
2. Provide as much detail as possible dealing with the potential crisis

The Event Supervisor/Representative will:

1. Investigate the reported information
2. Confirm information
3. Convene Crisis Team (see below)

Members of the Athletic Center Crisis Management Team

Supervisor of Athletics
Assistant to the Supervisor of Athletics
School Administrator
School Athletic Director
Athletic Center Supervisor
Team Coach(s)
Athletic Trainer
Team Physician
Athletic Center Custodians
Event Security
Ticket collector/Seller
City Police

Responsibilities regarding the Crisis Management Team:

Supervisor of Athletics: will oversee the crisis event and direct specific actions to the team to facilitate proper care and actions to all personnel within the athletic center.

Assistant to the Supervisor of Athletics/School Athletic Director/Athletic Center Supervisor:

Will assist the Supervisor in all functions and representative in the event of the unavailability of the supervisor. More importantly handle the communication process. Process all incoming calls, contacting appropriate personnel, accessing buses if needed, additional security or event management team members. Maintain a recorded log of specific actions occurring during the emergency.

Security:

Responsible for the safe passage, movement of people to secure locations, door security and restricting access to specific areas of the Athletic Center and overall crowd control management.

Team Physician/Athletic Trainer:

Ensure the medical attention is to the athletic participants, and if necessary assist EMT's with Triage in large scale medical emergencies with spectators.

Remainder of Staff Members:

Provide supervision where needed. Assist with unforeseen issues that affect the safety with the athletic teams, spectators and staff.

Triage

Designate a First Aid Supervisor. As injured individuals arrive, have someone assign them to a critical or non-critical care. Bring individuals to the causality collection point (near shot put area). Depending on the nature of the disaster, non-critical care usually involves minor bleeding, broken bones, sprains, or any other medical necessities that are not life-threatening. Critical care involves heavy bleeding, unconsciousness, and other life-threatening situations. If death occurs, remove remains to another separate area.

Communication

A crisis may or may not ultimately undermine confidence in an institution; however, mismanagement of communications during a crisis is almost certain to damage the institution integrity and reputation. The Athletic Center has a fundamental responsibility to provide accurate and timely information to those affected by the crisis to the proper authorities. The Supervisor of the Athletics or his representative will refer media coverage through the Office of Communications (ext.8450/8455) Do not allow media access to athletic teams or school personnel. Prohibit media from speaking to athletes, coaches or staff. Monitor communication within the crisis and correct any misinformation or misconceptions as quickly as possible.

Guidelines for the Event Management Team**First Reporting Steps:**

When ever a crisis occurs, the following steps represent the basic steps the EMT personnel should perform.

Step 1. Request for emergency personnel and athletic supervisor to validate situation. Prepare to secure safe area for public.

Step 2. Identify is crisis is either life-threatening emergency or non-life threatening emergency.

Step 3. If crisis is life threatening, the athletic supervisor will begin contacting the Crisis Management Team and activate this plan. If non-life threatening, process the situation with appropriate supporting personnel.

Step 4. If decision that the crisis is life-threatening select one of the following crisis event procedures that is occurring at the Athletic Center.

Step 5. Suppressing fear and panic is very important. Following these hints will greatly diminish fear and panic within the center.

- Remain yourself calm
- Discourage rumors
- Reassure spectators through the use of the PA system tasks they must perform: i.e. exiting the center, which way.

BOMB THREAT

REQUIRES FORMING CRISIS MANAGEMENT TEAM

Immediately report to both fire and police departments. Dial 9-911 (check) from centrex phone

Ask for “Emergency Communications” (conversation will be recorded):

1. identify yourself
2. give athletic center address
3. give all available information – type emergency, time bomb threat received, exact quotes, if possible, etc.
4. Event Supervisor will notify event security and activate Bomb Threat Plan.

Bomb Threat Plan

Confirm Bomb Threat

1. Evacuate the building (make sure individuals are leave the building. Primary location for displacement is across the street at Bowen field. Secondary Location is the Golf Street Park.) Use of public announcer/system is the key to successfully accomplish this task.
2. Re-entry to building will be done when a thorough search has been conducted and nothing was found. Event supervisor will notify members of the CMT and school administrators. Decision to complete event should be determine at this time.
3. Within twenty-four hours a written report must be submitted to the Superintendent.
4. After bomb threat has been concluded, a review of the bomb threat plan will be performed to revise any issues that need to be addressed.

Add bomb threat checklist 6114.3b

COLLAPSE OF BLEACHERS/BUILDING

1. Avoid panic. Quickly remove injured spectators from area.
2. Secure bleacher area from other spectators.
3. Contact key personnel (athletic center staff) to assist with maintenance personnel in resolving this issue.
4. Set up medical site to treat the injured.

INJURY TO ATHLETE

Accidents and untimely deaths do occur at athletic contests. The Athletic Center is prepared to handle most injuries take place in an athletic event. When an athlete becomes injured, the athletic trainer/coach will:

1. Administer first Aid
2. Decide whether to stay on site or transport to nearest hospital via ambulance.
3. Notify athletic supervisor of injured student(s) status

EXPLOSION

1. Inform fire department of explosion.
2. Respond to fire suppression if needed until fire depart arrives
3. Provide medical assistance to those injured
4. Identify damage to building and inform proper authorities.
5. Evacuate the building (make sure individuals are leave the building. Primary location for displacement is across the street at Bowen field. Secondary Location is the Golf Street Park.) Use of public announcer/system is the key to successfully accomplish this task.

FIRE

1. Inform Fire Department of a fire. (9-911)
2. Evacuate the building (make sure individuals are leave the building. Primary location for displacement is across the street at Bowen field. Secondary Location is the Golf Street Park.) Use of public announcer/system is the key to successfully accomplish this task.
3. Fire victims should be identified for medical personnel for treatment
4. Wait until Fire Department gives the approval to re-enter facility.

HAZARDOUS MATERIAL SPILL & RADIATION EXPOSURE BIO-HAZARDS TERRISTIC THREATS

Though these situations are very remote, they can still occur. The CMT will assemble and determine if the situation warrants the evacuation of the Athletic Center. If so, please follow the steps in case of fire.

SUSPICIOUS MAIL/ PACKAGE

If a package or mailings are suspicious:

1. Do not handle the letter or package.
2. Do not shake, bump, or sniff the suspected material.
3. Contact the Police and Fire Department, after notifying the CMT.
4. Quarantine the area, keep everyone away from site.

PLANE/HELICOPTER CRASH OUTDOOR FIELDS

It is potentially feasible for a private airplane or a helicopter to make an emergency landing in an open field. Much of our athletic events occur in such fields. Though the Athletic Center does not operate such fields, the New Haven Athletic Department does. Therefore, procedures for this possible incident are:

1. Clear field area of athletes, other team members, and spectators from site.
2. Notify the immediate site supervisor.
3. Contact the Fire and Police Department for security and fire fighting capabilities.
4. Assist who ever is in the crashed aircraft.
5. Be aware of blood borne pathogens.
6. Do not touch the aircraft.
7. Quarantine the crash site.
8. Be aware of spilled fuel.

CROWD CONTROL/PHYSICAL ASSUALT or PROTESTS

The possibility of protests occurring at an athletic event is remote. However, if such a demonstration occurs, contact the CMT and the police.

SEVERE THUNDERSORM or TORNADO

In an event of a severe weather related storm is approaching the Athletic Center that places the occupants at risk of injury, the CMT will determine whether to disperse everyone or arrange a safe location within the Athletic Center. In an event outside the center, such as Bowen field, or the baseball field, athletic teams and its spectators will take refuge inside the center.

POST CRISIS EVAULATION

The crisis management team will meet as soon as possible, immediately following the resolution of the crisis or emergency in order to evaluate the teams' response to the situation. The team should discuss the following and any other issues pertinent to the crisis:

Time taken to notify and assemble the CMT
Effective communication within the CMT and outside departments
Knowledge of CMT members of the plan
Outside sources knowledgeable of the plan
Accomplishment of goals
Fulfillment of objectives
Time taken to resolve crisis
Opinion of those involved on how the crisis was managed
Evaluation of media coverage, if any