RISK MANAGEMENT AND EAP

Purpose:
The purpose of this policy is to explain the policies and procedures for responding to emergencies.

Scope:
This policy applies to all employees in the Competitive Sports program.

Policy & Procedure:

I. GENERAL RISK MANAGEMENT
   a. Competitive Sports supervisors, site managers and program assistants are required to complete and submit an Incident Report Form regarding any incidents, accidents, or emergencies that occur during their shift. Incidents, accidents, or emergencies, may include confrontations between people or groups of people, fighting, suspicious persons, or injuries. Statements from witnesses, including other intramural sports employees may be required. This form should be completed thoroughly and submitted electronically HERE.

II. EMERGENCY RESPONSE PROCEDURES
   a. This information is designed to provide general guidance in the event of an emergency. The procedures outlined, together with common sense, are intended to prevent injury to persons and to reduce damage to campus property.
   b. The first step in any emergency is to take care of you. When you know you are safe, follow the steps outlined in this section to promote the general safety and well-being of others. Remain calm, and think before you act.

   c. ROLE OF THE FIRST RESPONDER
      i. Assess the situation. Check the scene for any potential hazards and check individual(s) for signs of life.
      ii. Call 9-1-1, and be prepared to give as much detailed information as possible such as:
          • Caller’s full name
          • Location of call/incident
          • Directions to location
          • Phone number
          • Type of assistance needed
          • Number /condition of individuals involved
          • Level of consciousness of injured individual(s)
          • Treatment provided
          • Reminder: Diagnosis is not your responsibility or profession.

      iii. Provide immediate assistance to injured or incapacitated individual(s).
      iv. Notify the sport director on duty immediately. Send a staff member or participant to meet emergency personnel at the road nearest the entrance of the facility.
      v. Once the situation is under complete control, complete an Incident Report Form.

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d. RADIO PROCEDURES
   i. Competitive Sports utilizes two-way radios to facilitate communication within and between program areas.
   ii. The radio should be used to conduct Competitive Sports business and is not for general conversation. Profanity is not allowed. Only employees of Competitive Sports may use the radios. All Competitive Sport radios should be on Channel 1. When calling anyone, always identify yourself and the person you are addressing (i.e. "Mike to Jason"). Never leave a radio unattended.
   iii. Competitive Sports is responsible for evacuating the following areas during time of programming:
         1. First Floor Exit:
            - Use Gym East or Gym West or Bouldering Courtyard
            - Natatorium will exit through the Pool Court Yard
            - Keep patrons across Carlton Street
         2. Second Floor Exit:
            - Direct patrons to exit the facility from Main Lobby and guide them to the area in front of the East Campus Deck approximately 500 feet from the building
         3. Third Floor Exit:
            - All patrons should exit using Main Lobby

III. FIRE EAP
   a. This EAP will be implemented every time the Fire Alarm system is activated. WE DO NOT CONDUCT UNANNOUNCED DRILLS.
   b. Evacuation Plan: Evacuate the building immediately when the fire alarm is activated. Patrons and staff should be as far away from the facility as safely possible. The following areas should be used:
      - Across Carlton Street to the sidewalk. (use pedestrian crosswalks)
      - Walkway in front of East Campus Deck and Surface Lot.
   c. Avoid using the elevator and use only exit doors and stairwells.
   d. Evacuation Procedures: When the alarm goes off:
      - The Police and Fire Department will be notified of with the activation of the Alarm.
      - Managers should implement evacuation procedures to staff by informing staff on what to do (i.e. inform staff on what areas they need clear, the areas the manager will clear, and where everyone should go).
      - Everyone should make the announcement to patron(s) that they need to exit the facility immediately. Explain which exit they need to take to get out safely and that patrons need to be as far away from the facility as possible.
      - Assist individuals who may need assistance to move to a safe area.
      - Secure any departmental property that needs to be secured/locked (i.e. cash registers, computers, keys)
      - Take a walkie-talkie with you as you implement the EAP.
      - Staff should always be in front of the patrons so that once we receive an “all-clear” they can communicate to patrons when it’s time to come back in.
• Facility managers will remove the vehicle barriers in front of the surface lot and meet with emergency personnel.
• Prevent patrons from re-entering the facility until directed to do so by the police and Facility Managers.
• Managers need to notify the professional staff member ASAP.
• No one should give any statements as to what happen to any patrons or reporters.

e. Location of Nearest Fire Pull Station or Extinguisher:
   i. Fire Extinguishers are located outside of and within the following areas
      • First Floor:
        o Boxing Studio
        o Equipment Checkout Cages Area
        o Laundry Room
        o Seating area under the stairwell
        o Beside Climbing Wall
        o Gym East
        o Gym West
        o Outside of Rec Pool Area
        o Women’s Locker Room
        o Men’s Locker Room
        o Natatorium
      • Main Floor:
        o Gym Central Hallway
        o Gym Central
        o Common Area outside of Gym Central
        o S&C 1
        o S&C 2
        o Spec Lobby
        o Natatorium Hallway
        o Volleyball Arena
      • Third Floor:
        o Outside Studio E
        o Inside Studio D
        o Martial Arts Studio
        o Outside Studio A&B
        o Track Area

f. Reopening after a Fire Alarm:
   i. When we are cleared to re-open the facility:
      • Facility Managers will call and say that it is clear for STAFF ONLY to return to the workstation and prepare for reopening. At least one staff person needs to stay outside with patrons and Admissions Desk Staff needs to prevent people from entering the facility until managers give the all-clear for patrons. As soon as area is ready, the managers will give an ALL CLEAR for patrons to re-enter the facility.

IV. TORNADO/SEVERE WEATHER
   a. A tornado watch is issued by the National Weather Service when tornadoes are possible in the area.
b. A tornado warning is issued when a tornado has been sighted, or indicated by weather radar, in the area. A warning is more serious than a watch.
c. Monitor local TV stations, radio stations, NOAA weather radio, weather related Websites, etc., for severe weather updates.
   i. NOAA weather radio will automatically turn on in the event of severe weather.
   ii. Listen to information about Athens-Clarke County and immediately relay information to managers on duty.
e. If a tornado warning is issued for our area:
   i. Facility Managers should notify all personnel via radios of the severe weather threat.
   ii. Employees should evacuate patrons to either the locker rooms or spectator hallway, whichever is closer.
   iii. Do not pull the fire alarm to alert others of a tornado warning.
   iv. Stay away from windows and exterior doors.
   v. Remain in locker rooms or Spectator Hallway until All Clear is given.
f. Admissions/Spec Lobby Desk Staff If directed by a Facility Manager, make the following PA Announcement: “A Tornado warning has been issued for our area. Everybody in the building must move to the first floor”.
   i. Lock cash register and take the key.
   ii. Take radio with you.
   iii. Direct patrons to the locker rooms. Inform them that they will not be allowed to re-enter activity areas until the All Clear signal has been given.
g. All patrons must remain on the first floor or Spectator Hallway until the warning has been lifted by the National Weather Service. Patrons should be encouraged to stay in the protected areas until the All Clear signal is given either from the Professional Staff or Facility Managers.
h. No one is allowed on the 3rd floor of the building during this time. However, if a patron decides to leave the building during a severe weather condition, they do so at their own risk.
   i. Special Events: If a tornado warning is issued during a special event and there are many spectators, it may not be possible to move everyone to the first floor. Direct spectators out of the main activity areas (Natatorium and Volleyball Arena) and into the hallway between the Volleyball Arena and the Natatorium and instruct them to remain away from all glass windows and doors.
j. Overflow Areas: Boxing Studio hallway, Squash Courts A & B, Custodial Hallway, rm.119

V. BOMB THREAT

a. Bomb threats usually come by telephone. If you receive a bomb threat call, remain calm and obtain as much information as possible from the caller:
   i. Where is the bomb?
   ii. When will it go off?
   iii. What does it look like?
   iv. What kind of bomb is it?
   v. What will make it explode?
   vi. Did you place the bomb?
   vii. Why?
   viii. What is your name?
b. UNDER NO CIRCUMSTANCES IS IT PERMISSIBLE TO USE A CELL PHONE.
   i. Notify the Police at 9-911 or 9-(706) 542-2200 immediately to give the information you have obtained. Describe the caller’s voice, any background noises you heard, and the exact wording of the message
   ii. Do not touch suspicious packages. Be sure to inform the UGA Police of any suspicious packages, items or people in the area
   iii. Follow instructions from the Building Safety and Security Representative and the first responders in regards to evacuation assembly areas
   iv. Call admissions desk from a land line at (706) 542-1454 to begin EAP and to physically locate Facility Managers. Then, report to the main lobby to meet UGA Police

c. If UGA Police issue an order to evacuate
   i. The Facility Managers have the responsibility to notify building staffs to evacuate the facility and to coordinate the evacuation of the building.
      1. Facility Managers should notify other departments via radio that there is a threat of violence and the facility needs to be evacuated.
      2. Lock the cash register drawer and take the key and a radio.
      3. Each area should evacuate their respective areas listed above
      4. Direct patrons to exit facility using nearest exit.
      5. Remove vehicle barriers outside building.
      6. Meet emergency vehicles at the road and tell them any information you have.
      8. Prevent patrons from re-entering the facility until directed to do so.
   ii. If patrons ask why they are being evacuated, tell them the UGA Police have instructed us to evacuate.

VI. SUSPICIOUS PACKAGE
   a. Do not open the suspicious item. If you have opened it, remain calm.
   b. Notify the Police at 911 immediately.
   c. Do not move the letter or package or examine it further.
   d. Keep others out of the area. Close off the area if possible.
   e. If possible, limit the use of two-way radios and cell phones near the suspicious item.
   f. If the package is leaking a substance or powder and you came into contact with the substance, keep your hands away you’re your eyes, nose, mouth, or any part of your face. Do not touch others or let others touch you.
   g. Wash your hands and arms from the elbow down with soap and hot water.
   h. Do not attempt to clean or cover anything that might have spilled from a package.
   i. Follow all instructions given by the Police.
VII. ACTIVE SHOOTER

a. Ensure your own safety first. If it is possible for you to safely aid patrons and other staff members, use the following information to help clear the facility.
   i. Notify the Police at 911 or (706) 542-2200 immediately
   ii. Take the necessary precautions and actions to protect your well-being
   iii. Flee the area if you are able to do so safely and avoid danger
   iv. If flight is impossible, lock (or barricade) all doors, and secure yourself in a safe area
   v. Remain in place until an “all clear” is given by law enforcement
   vi. Take action as last resort and only when your life is in imminent danger. Attempt to incapacitate the active shooter by either throwing items or with physical aggression
   vii. Get to safety
      1. Pull fire alarm as exiting
      2. Notify all other managers via radio that there is a threat of violence and the facility needs to be evacuated
      3. Direct patrons to exit facility using nearest exit
      4. Remove all vehicle barriers outside building
      5. Meet emergency vehicles at the road and tell them any information you have such as location of threat
      6. Keep patrons as far away from the building as possible
   viii. If patrons ask why they are being evacuated, tell them UGA Police have instructed us to evacuate

VIII. MEDICAL EMERGENCIES

a. If a medical incident occurs, contact the Facility Managers via radio immediately. If the situation is determined as in need of medical personnel:
   i. Notify the Police at 911 immediately. This can be done at the admissions desk by dialing 9-911 or via cell phone by facility managers.
   ii. Provide the emergency dispatcher with your name, the exact location of the emergency in the facility, number of people injured, and a description of the medical emergency.
   iii. Stay on the phone for instructions of how you can assist.
   iv. Send staff and manager personnel to remove emergency vehicle barriers and to meet first responders Direct first responders to the location of the injured patron(s).
   v. Do not move the person unless there is an immediate threat to the injured person in that location.
   vi. Be sure to wear personal protective equipment and avoid body fluids. If a body fluid spill occurs, follow Biohazard clean-up procedures to properly clean the area and dispose of materials used to clean the area.
   vii. Report the medical injury to your supervisor once the victim receives professional medical attention.
   viii. Managers: Make sure to document an incident report for the event and gather as much information about patron as possible (without causing further injury or stress) during the emergency period.

b. If it is necessary to perform CPR on an unconscious patron: Begin proper CPR protocol immediately. Continue CPR procedures until emergency personnel arrive on the scene to take over the situation.
c. Location of nearest Automatic External Defibrillator (AED):
   - Admissions Desk
   - S&C 2
   - The Graduate Assistant Office
   - The Lifeguard Office
   - Outside of Studio A near the track

d. Biohazard Cleanup
   i. If you are confronted with a situation that involves blood and other potentially infectious materials, utilize universal precautions/body substance isolation precautions. Biohazard Clean-Up Kits can be found at Admissions, the Equipment Cage Storage Area, S&C 1, S&C 2, IM Gym Central Office, Lifeguard Office, Lake Herrick and IM/Complex Staff Office.
   ii. TREAT ALL BLOOD AND BODY FLUIDS AS IF THEY ARE INFECTIOUS MATERIALS!
      1. Contact Facility Managers and inform them to isolate the spill and the area to ensure that no one is able to walk into the area or inadvertently come into contact with blood or other body fluids or create a bigger mess by trudging blood around everywhere.
      2. Use appropriate personal protective equipment: Latex gloves are the minimum amount of protection needed. Goggles and face shields are recommended. Lifeguards should wear shoes as needed.
      3. Contain any visible blood or body fluid. Prevent the fluid from spreading by absorbing with with paper towels as needed. Wipe up spill from the outer edges to the inside. Place paper towels in red biohazard bags. Clean up the mess so that no blood or body fluids are left to the visible eye.
      4. Remove solidified material and place in the red biohazard bag. If any spill is mixed with sharp objects, such as broken glass and needles, Use two pieces of cardboard to pick up any objects. DO NOT USE YOUR HANDS.
      5. Decontaminate the area. Use a 10% chlorine bleach solution or spray with Lysol.
      6. Allow to air dry for 15 minutes. Afterwards, remove any extra decontaminate by wiping it up. This is how pathogens are destroyed, so it is very, very important that you allow the area to air dry for 15 minutes. Be sure to keep the area isolated while this is going on.
      7. Place all materials used to contain or disinfect a spill (including gloves) in red bag. Place the red bag in approved biohazard containers located in the wash room or lifeguard office. DO NOT USE A REGULAR GARBAGE BAG OR PLACE A RED BAG IN A GENERAL WASTE DISPOSAL CONTAINER. MAKE SURE THAT ALL SPILL CONTENTS ARE DOUBLE BAGGED AND PROPERLY SEALED.
8. Wash your hands thoroughly with soap and water immediately after providing care. This is a basic precaution and must be done. Do a good job washing between your fingers and getting the whole hand. Some areas provide hand sanitizers: if you can, wash first then use sanitizer. If no wash station is available, use the sanitizer and wash when you can.

9. Report all exposure incidents, regardless of how minor they appear to be, to your supervisor. If you have been exposed to blood or believe you have been exposed to blood, wash off any blood from your skin with soap and warm water. Contact your supervisor immediately.

10. THE LIFEGUARDS ARE RESPONSIBLE FOR DISPOSAL OF FULL BIOHAZARD CONTAINERS TO THE HEALTH CENTER BIOHAZARD DISPOSAL AREA. CONTACT THE LIFEGUARD OFFICE IMMEDIATELY IF A CONTAINER IS FULL.

IX. EVACUATING PEOPLE WITH DISABILITIES
   a. Visually Impaired Persons – Announce the type of emergency, offer your arm for guidance, tell the person where you are going, and ask if further help is needed once you reach safety. People with Hearing Limitations – Turn lights on/off to gain the person’s attention, or indicate directions with gestures, or write a note with evacuation directions, and assist to safety as needed.
   b. People Using Crutches, Canes or Walkers – Evacuate these individuals as injured persons, assist and accompany to the evacuation site if possible, or use a sturdy chair (or one with wheels) to move the person, or help carry the individual to safety.
   c. Wheelchair Users – Check with the individual on their preference, determine if an evacuation chair is available, remove any immediate dangers, and immediately advise arriving first responders of special evacuation cases.
      i. The Evac Chair is located on the third floor outside of Studio D. The official Evac Chair
      ii. How-To guide plus demonstration video can be found here: http://www.evac-chair.com/video_demo/