

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. All Competitive Sports staff are responsible for responding to emergencies and implementing the steps of this EAP when necessary.
- b. All student employees are required to obtain and maintain an active American Red Cross CPR/AED for the Professional Rescuer and First Aid certification.
- c. In the event of a medical emergency staff are required to complete an injury report electronically [HERE](#). This report must be completed when any care is provided as well as when a participant is injured and refuses care.

II. EMERGENCY RESPONSE PROCEDURES

- a. This information is designed to provide general guidance in the event of an emergency. The procedures outlined are in place 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 ensure your own safety as you approach the scene.
 - ii. Check the injured participant for signs of life as consistent with your certification.
 - iii. Radio to facilities staff to bring you an AED and any other emergency equipment you need.
 - iv. Direct someone with you, or you can CALL 911 yourself. Be prepared to give as much detailed information as possible such as:
 1. Caller's full name
 2. Location of call/incident
 3. Directions to location
 4. Phone number
 5. Type of assistance needed
 6. Number /condition of individuals involved
 7. Level of consciousness of injured individual(s)
 8. Treatment provided
 9. Reminder: Diagnosis is not your responsibility or profession.
 - v. Provide care consistent with your certification.
 - vi. Send coworkers to meet emergency personnel.
 - vii. Notify Competitive Sports professional staff when safe and able.
 - viii. Once the situation is under complete control, complete an online Injury Report and leave a detailed description of the event in your nightly report.

- d. Radio Procedures
 - i. The Department of RecSports 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 2. When calling anyone, always identify yourself and the person you are addressing (i.e., “Marty to Jason”). Never leave a radio unattended.
 - iii. Always be clear and direct. If you need specific medical emergency equipment, such as an AED, then ask specifically for that piece of equipment and ask for a specific position, i.e., Site Manager/Facility Manager/Staff, to bring you that equipment.

III. MEDICAL EMERGENCIES

a. General Information

- i. If a medical incident occurs, it is your responsibility to respond and provide care while you are on shift. The care you provide must be consistent with your certification.
- ii. Check – Call – Care is the primary approach all Recreational Sports staff should take toward addressing medical emergencies. Using this approach, staff should check on the patron in need of help first. Next, they will call 911 or an emergency healthcare provider if needed. Third, they will provide care of the injured patron up to and consistent with their certification. Lastly, staff will complete an injury report online. This report will be detailed and accurately describe the situation and care provided.
- iii. Heart Attack
 - 1. Common Signs and Symptoms: Chest pain or discomfort, upper body discomfort, shortness of breath, breaking out in a cold sweat, feelings of unusual fatigue, nausea, and vomiting
- iv. Stroke
 - 1. When you believe an individual is experiencing a stroke it is important to think FAST – Face, Arms, Speech, and Time.
 - 2. Common Signs and Symptoms: sudden weakness, paralysis, or numbness face/arms/legs especially on one side of the body, confusion, troubled or slowed/slurred speaking, disrupted vision/blurred vision, loss of consciousness, loss of balance and coordination, and sudden/severe headache.
- v. Heat Stroke and Heat Exhaustion
 - 1. Common Signs and Symptoms of Heat Stroke: high body temperature (over 100), altered mental state or behavior, cool/moist skin with goose bumps, nausea/vomiting, flushed skin, and rapid breathing/heart rate.
 - 2. Common Signs and Symptoms of Heat Exhaustion: Cool/moist skin with goose bumps, heavy sweating, faintness/dizziness, excessive fatigue, weak/rapid pulse, muscle cramps, nausea, and headache.
- vi. Seizures
 - 1. For any seizure, DO NOT hold the person down or attempt to stop their movements and do not put anything in the person’s mouth
 - a. Turn the person gently to one side to help keep the airway clear.
 - b. Remain with victim until EMS arrives.
- vii. Fracture

1. This is a complete break, chip, or crack in a bone. Only a medical professional with the appropriate equipment and training can diagnose a fracture.
- viii. Abrasions
1. Notify EMS when the following signs and symptoms are present: bleeding cannot be stopped, wounds show muscle/bone/involved, joints/deep to the hands and feet, large/deep wounds, human or animal bites, wounds to the face, and skin/body parts have been torn away in any capacity.
- ix. Joint Injuries
1. Common Signs and Symptoms of Joint Injuries: pain or discomfort in or around the joint, bruising/swelling/discoloration of the skin around a joint, impaired mobility about a joint, and the area surrounding the joint is cold or numb.
- x. Snake Bites
1. For any snakebite, DO NOT apply ice, cut the wound, apply suction, apply a tourniquet, and use electric shock.
- xi. Helpful Tips
1. Do not move the person unless there is an immediate threat to the injured person in that location.
 2. 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.
- b. Evacuating People with Disabilities
- i. 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.
 - ii. 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.
 - iii. 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.
 1. The Evac Chair is located on the third floor outside of Studio D and outside the track area.
 2. How-to guide plus demonstration video can be found here:
http://www.evac-chair.com/video_demo/
- c. Biohazard Clean Up
- i. Block off any area with blood to ensure that no one can 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.
 - ii. Use appropriate personal protective equipment: Latex gloves are the minimum amount of protection needed. Goggles and face shields are recommended.
 - iii. Contain any visible blood or body fluid. Prevent the fluid from spreading by absorbing it with paper towels as needed. Wipe up the spill from the outer edges to the inside. Clean up the mess so that no blood or body fluids are left to the visible eye.

- iv. Remove solidified material. 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.
 - v. Once all fluid is picked up, decontaminate the area. Use a 10% chlorine bleach solution or spray with Lysol.
 - vi. 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 important that you allow the area to air dry for 15 minutes. Be sure to keep the area isolated while this is going on.
 - vii. 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 laundry room or the lifeguard office in Ramsey. Make sure that all spill contents are double bagged and properly sealed.
 - viii. 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.
 - ix. 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.
- d. Ramsey Student Center
- i. Responding to an Unconscious Participant
 - 1. Check to ensure the scene is safe and put on PPE.
 - 2. Radio the following information to staff:
 - a. Location of the Emergency
 - b. Site Manager bring AED
 - c. Facility Manager call 911, UGA PD, and meet any emergency personnel
 - 3. Provide care consistent with your certification
 - a. If the victim is unconscious and not breathing, immediately begin CPR
 - i. Continue providing CPR to victim until AED or EMS arrives to the location
 - 4. Notify professional staff to let them know of the incident that occurred when safe
 - 5. Complete the appropriate Injury Report through Finance and Administration Online
 - ii. Responding to a Conscious Participant
 - 1. Check to ensure the scene is safe and put on PPE
 - 2. Radio the following information to staff:
 - a. Location of the event
 - b. Site Manager to bring any additional medical equipment needed
 - c. Facility Manager call 911, UGA PD, and meet any emergency personnel, if needed
 - 3. Provide care consistent with your certification
 - a. If the victim is conscious and breathing, monitor them and provide care while you wait for EMS to arrive
 - 4. Complete the appropriate Injury Report through UGA Finance and Administration online

- iii. Location of nearest Automatic External Defibrillator (AED):
 - 1. Admissions Desk
 - 2. S&C 2
 - 3. 1st floor staircase lounge area
 - 4. The Lifeguard Office
 - 5. Outside of Studio A near the track
 - e. Rec Sports Complex
 - i. Responding to an Unconscious Participant
 - 1. Check to ensure the scene is safe and put on PPE
 - 2. Radio the following information to staff:
 - a. Location of the Emergency
 - b. Field Crew Bring AED
 - c. Competitive Sports Site Manager call 911, UGA PD, and meet any emergency personnel
 - 3. Provide care consistent with your certification
 - a. If the victim is unconscious and not breathing immediately begin CPR
 - i. Continue providing CPR to victim until AED or EMS arrives to the location
 - 4. Notify professional staff to let them know the incident occurred when safe
 - 5. Complete the appropriate Injury Report through UGA Finance and Administration online
 - ii. Responding to a Conscious Participant
 - 1. Check to ensure the scene is safe and put on PPE
 - 2. Radio the following information to staff:
 - a. Location of the Emergency
 - b. Field Crew bring AED
 - c. Competitive Sports Site Manager call 911, UGA PD, and meet any emergency personnel
 - 3. Provide care consistent with your certification
 - a. If the victim is conscious and breathing, monitor them and provide care while you wait for EMS to arrive
 - 4. Complete the appropriate Injury Report through UGA Finance and Administration online
 - iii. Location of nearest Automatic External Defibrillator (AED):
 - 1. Field House next to Lockers (wall closest to field 3)
 - 2. Backside of the Tennis Pavilions
 - 3. Beneath Lake Herrick Pavilion (Post closest to roll up door)
 - f. Club Sports Complex
 - i. Responding to an Unconscious Participant
 - 1. Check to ensure the scene is safe and put on PPE
 - 2. Delegate to participants who are not injured and team safety officers:
 - a. Get any additional medical equipment, AED
 - b. Call 911, UGA PD, meet medical personnel at the facility entrance
 - 3. Provide care consistent with your certification
 - a. If the victim is unconscious and not breathing, immediately begin CPR
 - i. Continue providing CPR until an AED or EMS arrive

4. Notify professional staff to let them know the incident occurred when safe
5. Complete the appropriate Injury Report through UGA Finance and Administration online
- ii. Responding to a Conscious Participant
 1. Check to ensure the scene is safe and put on PPE
 2. Delegate to participants who are not injured and team safety officers:
 - a. Get any additional medical equipment, AED
 - b. call 911, UGA PD, and meet any emergency personnel
 3. Provide care consistent with your certification
 - a. If the victim is conscious and breathing, monitor them and provide care while you wait for EMS to arrive
 4. Complete the appropriate Injury Report through UGA Finance and Administration online
- iii. Location of nearest Automatic External Defibrillator (AED):
 1. Equipment Room

IV. FIRE EAP

- a. General Information
 - i. This EAP will be implemented every time the Fire Alarm system is activated.
 1. Helpful Hints
 - a. 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.
 - b. No one should give any statements as to what happened to any patrons or reporters.
- b. Ramsey Student Center
 - i. 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:
 1. Across Carlton Street to the sidewalk. (use pedestrian crosswalks)
 2. Walkway in front of East Campus Deck and Surface Lot.
 - ii. Avoid using the elevator and use only exit doors and stairwells.
 - iii. Evacuation Procedures: When the alarm goes off:
 1. The Police and Fire Department will be notified with the activation of the Alarm.
 2. 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.
 3. Competitive Sports is responsible for evacuating all areas where programming is occurring.
 - a. First Floor – Gym East, Gym West, any other area utilized by Club Sports for practice
 - i. Exit through the emergency exit doors in the gym and go all the way across Carlton Street to the sidewalk
 - b. Second Floor – Gym Central, Volleyball Arena, any other area utilized by Club Sports for practice

- i. Exit through the main lobby and walk all the way to East Campus Deck, approximately 500 feet from the building
 - c. Third Floor – any area utilized by Club Sports for practice
 - i. Exit through the main lobby and walk all the way to East Campus Deck, approximately 500 feet from the building
 - 4. Assist individuals who may need assistance to move to a safe area.
 - 5. Secure any departmental property that needs to be secured/locked (i.e. cash registers, computers, keys).
 - 6. Prevent patrons from re-entering the facility until directed to do so by the police and Facility Managers.
 - 7. Managers should notify professional staff as soon as it is safe to do so.
 - 8. Take a walkie-talkie with you so you can communicate with other staff and know when it is clear to reenter the building.
 - a. Facility Managers will call and say that it is clear for STAFF ONLY to return to their workstations and prepare for reopening.
 - b. Officials staff should stay outside with participants to prevent people from entering the facility until the all clear is given for patrons.
 - c. As soon as all staff are in place, a Facility Manager will give the all clear for patrons to reenter the building.
 - iv. Location of Nearest Fire Pull Station or Extinguisher:
 - 1. If you see a fire please find the closest Fire Pull Station to alert the facility and emergency personnel.
 - 2. Fire Extinguishers can be used to cover small fires and are important to help limit exposure.
 - 3. Fire Extinguishers and/or Fire Pull Stations are located outside of and within the following areas:
 - a. First Floor: Boxing Studio, Equipment Checkout Cages Area, Laundry Room, Seating area under the stairwell, Beside Climbing Wall, Gym East, Gym West, Outside of Rec Pool Area, Women’s Locker Room, Men’s Locker Room, and Natatorium
 - b. Main Floor: Gym Central Hallway, Gym Central, Common Area outside of Gym Central, S&C 1, S&C 2, Spec Lobby, Natatorium Hallway, and Volleyball Arena
 - c. Third Floor: Outside Studio E, Inside Studio D, Martial Arts Studio, Outside Studio A&B, and Track Area
- c. Rec Sports Complex
 - i. When a fire is spotted outside, immediately clear the area to ensure the safety of the participants and staff. Everyone should be at least 500 feet from the fire.
 - ii. Call 911, UGA PD and provide them specific information about the location of the fire and any additional information.
 - iii. Use staff on the field for crowd control and ensure that everyone stays in a safe place.
 - iv. Field Crew will meet emergency personnel at the entrance of the complex and take them to the fire.

- v. Contact the professional staff to let them know of the incident when everything is safe. Keep a detailed description of the event in your nightly report.
- d. Club Sports Complex
 - i. When a fire is spotted outside, immediately clear the area to ensure the safety of the participants and staff. Everyone should be at least 500 feet from the fire.
 - ii. Call 911, UGA PD and provide them specific information about the location of the fire and any additional information.
 - iii. As staff, you should make sure that everyone is maintaining a safe distance away from the fire.
 - iv. Safety officers and club members will meet emergency personnel at the entrance of the complex and take them to the fire.
 - v. Contact professional staff to let them know of the incident when everything is safe. Keep a detailed description of the even in your nightly report.

V. TORNADO/SEVERE WEATHER

a. General Information

- i. A tornado watch is issued by the National Weather Service when tornadoes are possible in the area.
- ii. 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.
- iii. Monitor local TV stations, radio stations, NOAA weather radio, weather related websites, etc., for severe weather updates.
 - 1. NOAA weather radio will automatically turn on in the event of severe weather.
 - 2. Listen to information about Athens - Clarke County and immediately relay information to managers on duty.

b. Ramsey Student Center

- i. If a tornado warning is issued for our area:
 - 1. Facility Managers should notify all personnel via radios of the severe weather threat.
 - 2. Competitive Sports Staff is responsible for evacuating patrons in areas used for programming.
 - a. Evacuate to either Locker Room, Spectator Hallway
 - b. Overflow Areas: Boxing Studio hallway, squash courts A&B, Custodial Hallway, Room 119
 - 3. Do not pull the fire alarm to alert others of a tornado warning.
 - 4. Stay away from windows and exterior doors.
 - 5. Remain in locker rooms or Spectator Hallway until All Clear is given.
- ii. 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.

c. Rec Sports Complex

- i. Clear all fields and courts
- ii. Relocation immediately to the appropriate location until the storm has passed and tornado warning is no longer in effect
 - 1. Basement floor of the IM Parking Deck
 - 2. Restrooms (next to field 3) and/or Tennis Court Restrooms
- iii. Continue to check the complex every 20 minutes to ensure patrons remain off the premises
- iv. Keep a detailed account of the event for your nightly report

- d. Club Sports Complex
 - i. Clear all fields
 - ii. Relocate immediately to the appropriate location until the storm has passed and tornado warning is no longer in effect
 - 1. Club Sport Complex Equipment Room
 - iii. Continue to check the complex every 20 minutes to ensure patrons remain off the premises
 - iv. Keep a detailed account of the event for your nightly report

VI. 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 regard 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.
 - 7. Keep patrons behind sidewalk in front of East Campus Parking Deck, towards rear entrance of deck.
 - 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.

VII. 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 from 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.

VIII. 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 can 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

IX. Fight and/or Unruly Patron/Spectator

- a. If an altercation occurs between patrons and/or spectators, perform the following:
 - i. Notify 911 immediately
 - ii. Notify a Supervisor or Site Manager immediately
 - 1. If a professional staff member is not present, notify them when safe
 - iii. Do not attempt to negotiate the altercation
 - iv. Move non-participating patrons away from the altercation
 - v. Wait for the arrival of UGA PD

X. Suspicious Person

- a. Reports of a suspicious person(s) on or around the Outdoor Complexes should be treated with a uniform seriousness. A Staff person should alert any present managers and professional staff. Staff should then monitor the person and notify 911 immediately if the person(s) appear to intend to harass or injure one or more individuals.