

# EMERGENCY PROCEDURES FLIPCHART



**READ AND UNDERSTAND ALL INSTRUCTIONS THOROUGHLY.  
THE LIFE YOU SAVE MAY BE YOUR OWN!**

## **INTRODUCTION**

Emergencies and disasters are unpredictable and strike without warning. Failure of emergency preparation in advance may result in death and injury to personnel, loss or damage to facilities, property, equipment and the ability to serve the public.

This flipchart contains quick reference information and procedures on how to report an emergency. The flipchart describes whom to contact, what to do, who may assist you, and what help will come from departments and professional agencies during such emergencies.

## **INTRODUCTION**

# EMERGENCY PHONE NUMBERS

POLICE	<b>911</b>	Non-emergency	Insert #
FIRE DEPARTMENT	<b>911</b>	Non-emergency	Insert #
AMBULANCE	<b>911</b>		

	Radio	Desk	Cell	Home
(Insert Name)	Insert #	Insert #	Insert #	Insert #
(Insert Name)	Insert #	Insert #	Insert #	Insert #
(Insert Name)	Insert #	Insert #	Insert #	Insert #

*If unable to contact one of the individuals listed above, contact*

(Insert Name)	Insert #	Insert #	Insert #	Insert #
(Insert Name)	Insert #	Insert #	Insert #	Insert #

**During Loss of Power, use any available cell phone**

# EMERGENCY PHONE NUMBERS

# EMPLOYEE OR PUBLIC ACCIDENT

In the event that an accident or illness involving an employee or visitor takes place in your work area:

## WHAT YOU DO

1. Assess the emergency.
  - For life threatening emergencies (heart attacks, seizures etc.), immediately contact **911**.
  - For non-threatening emergencies, notify one of the individuals listed below.
2. After calling 911, notify one of the following:
  - (Insert Name)
  - (Insert Name)
  - (Insert Name)
3. Advise any person that you contact of the following:
  - A) Exact location of emergency.
  - B) Any details available regarding accident or illness.
4. DO NOT move injured or ill person. Try to make them comfortable.
5. Continue to contact management personnel until someone from the above list arrives.

## WHAT HAPPENS

1. A member of management will respond to situation, and take charge of scene.
2. Emergency first aid or CPR will be administered as necessary.
3. Fire Department will arrive and provide more advanced medical care as necessary.
4. Ambulance will arrive and take injured or ill person to hospital or for professional help if necessary.

# EMPLOYEE OR PUBLIC ACCIDENT

# **TORNADO PROCEDURE**

## **"TORNADO WARNING"**

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and movement. Wind will be 75 mph or greater.

## **EMPLOYEE NOTIFICATION**

The staff at the Pro Shop will receive notification of impending severe weather from the Point Mallard Administrative Office or Park Ranger. This alert will be made via Southern Linc radio or telephone. When obvious weather conditions indicate the potential for severe weather, the Pro Shop staff will monitor a local television or radio station for weather reports.

## **WHAT YOU DO**

1. Move patrons and employees into main building.
2. Advise individuals to keep away from windows and doors leading to the outside.
3. Locate patrons and employees in restrooms of main building - Close door
4. Instruct individuals to protect themselves by putting their head as close to their lap as possible, or kneel protecting their head.
5. If time permits, secure cash register.
6. DO NOT go outside the building.

If you are caught outside main building with little warning

1. If threat is immediate; Seek protection in a low lying area.
2. If possible, move to bathrooms located in main building.

## **WHAT HAPPENS**

1. REMAIN IN RESTROOMS OF MAIN BUILDING UNTIL ALL CLEAR IS RECEIVED

# **TORNADO PROCEDURE**

## FIRE PROCEDURE

Upon discovery of a fire:

### WHAT YOU DO

1. Evaluate situation to determine if fire can be extinguished safely with an extinguisher.
2. If possible contact (or have someone else begin contacting) the people listed below.  
(Insert Name)  
(Insert Name)  
(Insert Name)

**If fire is already out of control or escalates beyond your control:**

1. Immediately call **911** and evacuate area.
2. Advise any person that you contact of the following:
  - A) Exact location of emergency.
  - B) Any details available regarding fire.
3. Proceed to evacuation point (Pro Shop - putting green near cart barn. Maintenance building - #9 tee box).
4. Do's and Don'ts
  - A) Do not attempt to fight a fire that has escalated beyond your capabilities.
  - B) Do not let items be stored, so as to block an Exit.
  - C) If caught in heavy smoke - take short breaths; breathe through your nose, then crawl to escape.
  - D) Do report to your evacuation point.
  - E) Do not return to building for coats, purses or other items, once out of the building.
  - F) Do not go to your car, or leave the premises.
  - G) Do not leave evacuation point, unless instructed to do so.

### WHAT HAPPENS

1. Fire Department is notified.
2. Building or area where fire is located will be evacuated.
3. The on-duty employee with the highest pay-grade will confirm that building is cleared.
4. Employees and patrons will remain at evacuation point until "All Clear" is given, or until directed to do otherwise.

## FIRE PROCEDURES

# BOMB THREAT PROCEDURES

If you receive a telephone bomb threat:

## WHAT YOU DO

1. Be courteous. Ask the caller to repeat the message.
2. Keep this flipchart by your phone; it has a copy of the required CHECKLIST attached to it.
3. Keep the caller talking as long as possible, while you get the Checklist (or something else to write on).
4. Write down the callers "Exact Words", if possible. Take notes using the BOMB THREAT CHECKLIST.
5. Listen carefully to the caller's voice (tone, accent, and grammar). Pay attention to any background noises.
6. Do not hang up the phone: even after caller hangs up. Immediately go to another phone and **\*Contact** at least one of the following people in order to report the threat:

**\* Contact** the person, or people, listed below by phone only. Discontinue radio use, until directed.

(Insert Name)                      **(Insert #)**

(Insert Name)                      **(Insert #)**

(Insert Name)                      **(Insert #)**

7. Listen for directions from person(s) above; remain available for assistance.
8. To avoid confusion, do not talk to anyone except as directed. Remember to discontinue radio use.
9. Complete the Bomb Threat Checklist in detail.

## WHAT HAPPENS

1. The Attendant on duty will notify Police and Fire Departments.
2. Discontinue all radio, cell-phone, and pager usage until notified it is safe to use electronic devices.
3. A building evacuation may be ordered. DO NOT reenter the building until you are directed to.
4. Police or bomb squad may report to facility; and may question the person who received the bomb threat.
5. An "ALL CLEAR" will be announced verbally, for return to business once situation is determined to be safe.

# BOMB THREAT PROCEDURE

# BOMB THREAT CHECKLIST

Exact Time of Call: \_\_\_\_\_  a.m.  p.m. Date of Call: \_\_\_\_\_

Record "Exact Words of Caller": \_\_\_\_\_  
\_\_\_\_\_

INFORM CALLER THAT: "DETONATION OF THE BOMB COULD RESULT IN SERIOUS INJURY OR DEATH TO MANY INNOCENT PEOPLE."

**IMPORTANT: DO NOT HANG PHONE UP AFTER RECEIVING CALL**

## Questions You Should Ask the Caller:

- 1) When is bomb going to explode? \_\_\_\_\_
- 2) Where is the bomb located? \_\_\_\_\_
- 3) What does the bomb look like? \_\_\_\_\_
- 4) What kind of explosive is in it? \_\_\_\_\_
- 5) What will cause the bomb to explode? \_\_\_\_\_
- 6) Why did you place the bomb? \_\_\_\_\_
- 7) If you didn't place the bomb, Who did, and how do you know about it? \_\_\_\_\_
- 8) Where are you calling from? \_\_\_\_\_
- 9) What is your name? \_\_\_\_\_

## (Check all appropriate choices below)

CALLER'S VOICE			SPEECH		
<input type="checkbox"/> Male	<input type="checkbox"/> Loud	<input type="checkbox"/> Soft	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	
<input type="checkbox"/> Female	<input type="checkbox"/> High Pitch	<input type="checkbox"/> Deep	<input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted	
<input type="checkbox"/> Child	<input type="checkbox"/> Raspy	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stutter	<input type="checkbox"/> Nasal	
<input type="checkbox"/> Adult	<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Other _____	<input type="checkbox"/> Slurred	<input type="checkbox"/> Other _____	
LANGUAGE / GRAMMAR			ACCENT		
<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Local	<input type="checkbox"/> Race _____		
<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Foreign	<input type="checkbox"/> Regional _____		
<input type="checkbox"/> Foul	<input type="checkbox"/> Other _____	<input type="checkbox"/> Broken	<input type="checkbox"/> Other _____		
Unusual use of words: _____ _____					

MANNER		BACKGROUND NOISE	
<input type="checkbox"/> Calm	<input type="checkbox"/> Angry	<input type="checkbox"/> Office Machines	<input type="checkbox"/> Airplanes
<input type="checkbox"/> Rational	<input type="checkbox"/> Irrational	<input type="checkbox"/> Factory Machines	<input type="checkbox"/> Trains
<input type="checkbox"/> Coherent	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Bedlam	<input type="checkbox"/> Voices
<input type="checkbox"/> Deliberate	<input type="checkbox"/> Emotional	<input type="checkbox"/> Animals	<input type="checkbox"/> Party
<input type="checkbox"/> Righteous	<input type="checkbox"/> Laughing	<input type="checkbox"/> Quiet	<input type="checkbox"/> Music
		<input type="checkbox"/> Mixed	<input type="checkbox"/> Atmosphere
		<input type="checkbox"/> Street Traffic	<input type="checkbox"/> Other _____

Person Receiving Call \_\_\_\_\_ Call Reported To: \_\_\_\_\_

Location Call was Received: \_\_\_\_\_

# BOMB THREAT CHECKLIST