

Building Supervisor Meeting Agenda

10/18/14

Emergency Action Plans

○ Scenario 1 – Fire

CALL NON EMERGENCY TO TELL THEM NOT TO DISPATCH FIRE ON ALARM – MAKE ANNOUNCEMENT TO ALL FACILITY

- The Scene
 - Building Supervisor in charge is the in the skate shop
 - 2 other building supervisor – in the skate shop and on the rink – are assigned to be the skate school coordinator and a skate shop attendant
 - 1 building supervisor goes into the medium activity room and when found says “I am the fire, I am not able to be extinguished with a fire extinguisher”
 - All other building supervisors are in the skate shop watching building supervisor in charge and taking notes (positive and negative)
- The Action: the fire alarm goes off
- The response: the building supervisor should instruct staff to begin evacuation of the building. Should make an announcement over the PA, and then go in search of the fire and call 911.
- The conclusion: all staff and patrons have cleared the building and gathered on the west side of the ball fields

○ Scenario 2 – Medical Emergency

- The scene
 - Building supervisor in charge goes to skate shop. All other building supervisors go to large activity room
 - 1 person in large activity room is a victim of a severe laceration , one person goes to alert the building supervisor, the rest of the people are members of the fitness class
- The action: a person goes to the skate shop and tells the building supervisor – we have a major medical emergency in the large activity room, someone fell, cut their leg, and is bleeding very badly.
- The response:
 - Building supervisor should pick up the first aid kit and the AED and go to the large activity room. Upon arrival they should start treating the bloody leg.
 - During treatment the guest will go unconscious

- The building supervisor should tell someone to go call 911 and come back, someone else to ready the AED, and begin assessing for breathing and if needed begin CPR.
- The conclusion
 - The paramedics should be called and met in the front of the building
 - The first aid equipment should be on-site at the incident and used
 - The AED should be on site and used

○ **Scenario 3 - Severe Weather**

- The Scene – 1 building supervisor in the skate shop, the rest scattered around the lobby and rink perimeter.
- The action – a phone call comes in from Mike saying that there is a tornado watch in effect and the facility must execute the severe weather EAP
- The response – the supervisor must go to each area and put people in safe “harbor in place” locations
- The conclusion
 - All people are in a safe area (preferable closest to where they were standing)
 - The location of the emergency rations are known

○ **Scenario 4 - Chemical leak**

- The scene
 - One building supervisor is in the skate shop, all others are skate guards on the ice and skate shop attendants in the skate shop
- The action
 - The hydrogen alarm above the Zamboni doors goes off
- The response
 - The supervisor should direct all staff to evacuate the building – find a buddy to ensure accountability that everyone gets out
 - The supervisor then calls 911 and notifies them
 - The supervisor should also check for any symptoms of patrons to help fire department
 - Time is of the essence – move quickly
- The conclusion
 - The entire facility is evacuated to the west side of the ball fields
 - The cause of the leak is determined and communicated to the fire department
 - All staff is accounted for outside of the building

○ **Scenario 5 – Code Adam**

- The scene
 - One building supervisor is in the skate shop, all others are skate guards on the ice and skate shop attendants in the skate shop
- The action – mike reports his child is missing (gives description of Gabe)

- The response
 - Building supervisor should start timer
 - Get description of child
 - Lock down major entrances/exits
 - Assign staff to search facility
 - Make an announcement
- The conclusion
 - The child is found OR
 - After 5 minutes the rink is cleared
 - After 10 minutes 911 is called

○ Scenario 6 – Violence in the workplace

- Talk through this scenario

Other Items:

- Operations Supervisor Hiring
 - Still on hold – no decisions yet (sorry for dragging our feet)
- New staff coming over
 - Deliveries to be placed on file cabinets in staff work room. Leave note for me or tell person who delivery is for.
 - We must be on our best behavior – the eyes of the Park District will be watching everything we do.
- Custodians now on 7 days a week
 - Check in with them
 - Help them clean
 - Make them feel like part of the team
- Keeping activity rooms clean
 - Set-up for next event right when first one is over
 - Frequent complaints from fitness instructors
- Skate sharpening
 - How is it going
 - How many people know how to sharpen skates yet?
- Working the clock/music
 - Please see me to get trained on these two areas at the end of training tonight.
- Checklists
 - Closing checklist is now reduced to just checking all locked doors. Complete every night
 - New checklists in paperwork bin for maintenance cleaning (you sign off on) and building supervisors
- Public skate improvement
 - Improving the experience – play music, use lights, have a contest, do “feature skates”

- Being supervisors – skate guards need to be skate guards or we will find people who want to (on-ice, professionalism, cleaning)
 - Do we need to have an all staff meeting with this group?
- Stacking blue bumpers neatly – don't just assume staff will do it
- Red walkers should now be stored in crate and wheeled in and out.
- Consistency needs to improve – I think half the staff is doing the work that needs to be done and the other half is not. Please do some self-reflection and find out which half of the staff you are in.
 - In the past week I have received 1 closing checklist (should have received 7)
 - Last week on Friday night and Saturday night the facility was left very dirty, where the morning supervisor spent almost their entire shift just getting the building back to an appropriate condition.
 - It's ok to leave a small amount of work for the morning supervisor, but to leave unmopped floors and overflowing garbage's is unacceptable.
 - This is the last time we are going to have this discussion as a group, going forward I'll be speaking to individuals directly in order to increase accountability.
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