



Club Safety Solutions

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Midwest Regional Education Forum March 2023 Ten minutes to Plan and Prepare for an Emergency Crisis Management Scenarios

Guidelines

First - elect you group's spokesperson & scribe – ensure the Scribe emails Rollie the results

Develop your action plan for your scenario.

What are your first 5 steps?

Tell us your game plan?

Who is on your call list?

What are your priorities?

Determine what team members will be involved? What are their duties?

Is there any specialized or required personal protective equipment or other necessary equipment?

What will you share with the club president?

What communications will go to the Board? To the membership?

Will you have to respond to the media?

Consider other potential crisis management team members (legal, finance, operations, security, public relations, health & safety and human resources) and what are they to do?

Scenario 1 SHELTER IN PLACE

Tornado Warning just issued by Weather service

Background: Severe Thunderstorms; Horn sounded; Lightning strikes and hail

Wednesday 10:30 AM 75° F Ladies' 9 hole – 27 golfers on course

100 employees at clubhouse including administration, kitchen, servers, pro shop, maintenance, locker room staffs... an additional 18 on the ground's crew

Supplies needed?

Processes: How do you get the ladies in?

Club house staff duties

Ground department staff duties?

Roll call procedures club house? / Ground employees

Equipment shut down - list?

Where are your shelter-in-place locations for employees, members & vendors?

Scenario 2 Active Shooter

You hear guns shots and screams from down stairs.

Your cell phone rings and the front desk /receptionist says Marsha has been shot and the man with the gun was going towards the accounting department.

911 has been called

What will you tell the Police on arrival

Directions to accounting offices?

employees on the way to accounting

of offices?

employees on duty

Roll call areas

intruders

Is a building diagram available for the first responders?

Fatalities caused by work place violence have to be reported to OSHA

First assignment: give your initial assessment

Second: See video link: Run, Hide, Fight

<http://www.youtube.com/watch?v=5VcSwejU2D0>

Scenario 3 CHEMICAL SPILL – OUT DOOR POOL

A Sunday in July 2 PM; the pool is at full capacity when a pool employee calls the receptionist - one of the life guards is unconscious in the pool. chemical room; the pool director went in to get him.

What are you going to do?

What are the potential hazards?

Do the first responders know the location? Is the parking lot accessible for emergency vehicles?

What Personal Protective Equipment is available? Should be available?

What training does the staff have?

Scenario 4 FOOD SAFETY OUTBREAK

It is Monday morning, the office manager just called stating that she has just received the 2nd call stating that people were ill from the food at Saturday's wedding.

The office manager took the names and numbers of both callers. One was a guest and the other - the father of the bride is a past president of the club. Also mentioned by the father of the bride is that he has received other calls regarding illnesses.

The complaints have been nausea, vomiting, diarrhea and headaches.

What are the first 5 items you going to do?

What is on your checklist?

Scenario 5 THE MEDIA

The club president is out of town. He is the normal spokesperson for the club. He has just responded to your inquiry of who should address the media concerns for the pool chlorine spill that occurred last night and said that **you** are to develop a sheet of talking points prior to meeting with the press.

You will have to address both the radio and television cameras sharing information on the chlorine spilled from a burst valve; the spill of 20,000 gallons of pool water; 3 employees who are hospitalized; the evacuation about 30 people from the country club.

Other details:

Three lifeguards were in the process of closing the pool, which included adding chlorine into a valve to be released into the pool, when a valve burst.

No one was in the pool at the time.

The Fire Marshal's Office estimated about eight units responded to the scene, including a hazardous-material clean up team.

List your talking points.

Scenario 6 Flash Mob

Breakfast meeting at club.

7:30 Guests registration 8:00 sit down Breakfast served 8:30 Presentation

Set for 120 guests 15 Rounds of 8 plus

Head table (8) on raised platform; 4 seats on each side of Microphone/podium

All attendees are properly attired.

Guest speaker is Mayor

Fund raising event is sponsored by one of the members

Shortly after the introduction the Mayor's presentation is interrupted by various individuals at different tables. One of the rogue participants says something out loud and the other rogues repeat the same statement.

The rogue agents are interspersed throughout the audience.

What should the staff's reaction be?

What is management's course of action?

What are your recommendations for the group?