



For NCA,  
Evergreen USA Presents:

**Emergency!!!**  
**Are You Prepared?**



# Why to Have an Emergency Action Plan

- Emergencies **can** and **do** occur
- Emergencies can reduce income and increase expenses
- Planning can reduce liability
- Standard of Due Care

# Making the Case for Emergency Planning

- Regulatory Requirements
- Avoid Panic
- Minimize or Avoid Property Loss or Damage
- Help in Recovery Process
- Minimize or Avoid Injuries
- Reduce Liability
- Possible Long-term Reduction of Insurance Costs
- Standard of Due Care

# Outline

- Introduction
- Terms
- Statistics
- Developing a Guide/Binder
- Procedures
  - Emergency Evacuation
  - Electrical
  - Fire
  - Medical
  - Area Wide
- “After the Emergency” Planning
- Conclusion

# Terms

## What is an Emergency

An emergency is an unplanned event that can cause significant injuries or even death to employees, customers or the public; or that can shut down your business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image.

# Terms Definitions

- Emergency Management & Planning
  - The planning process
- Emergency Action Plan
  - The written document

# Terms

## Due Care

- Due Care is the standard of conduct that a *Reasonably Prudent Person* would observe in a given situation.
- Adequate Due Care can be determined by answering two questions:
  - Did the park owner/staff do something they should not have done?
  - Did the park owner/staff fail to do something they should have done?
- a **If the answer to either of these questions is ‘YES’ then the park owner has failed to provide “Due Care”**

# Statistics

- In 2001 there were 47 Major Disasters Declared by the U.S Government
- Authority was given in nearly 50 instances for Federal Fire Suppression
- The average person will be directly effected by 3.2 disasters in their lifetime
- Less than 10% of businesses have disaster plans
- Businesses with disaster plans are **14** more times likely to remain in business after a disaster



# The Process - Planning

- **Planning** – the focus of this seminar
- Training
- Conducting Drills
- Testing Equipment



# Planning Kinds of Emergencies

- Fire
- Hazardous Materials
- Hurricane
- Tornado
- Winter Storm
- Earthquake
- Communications Failure
- Medical



# Planning: Requirements

- Advance Preparation
- Unique to Your Location
- Developed Jointly
  - Management
  - Staff
  - Support Services
- Communicated
- Practiced, Tested & Reviewed
- Subject to Fail if Not Done as Stated



# Planning: Developing the Guide

- Identify
  - Localized
    - Accident
    - Structural Failure
    - Fire
    - Violation of Law
    - LPG/LNG, Hazardous Chemical Spill
    - Others
  - Area Wide
    - Earthquakes
    - Forest / Brush Fire
    - Floods & Storms
    - Release of Hazardous Chemicals
    - Others

# Planning: Develop a Resource List

- Personnel
  - On-Site & Off-Site
  - Inventory Special Abilities or Skills
    - Leadership Abilities
    - Plumbing, Electrical, Etc.
    - First-Aid, CPR, Etc.
    - Fire Fighting





# Planning: Develop a Resource List ...continued

- Phone List
  - Employees Home Numbers
  - Mechanical
  - Professional
  - Emergency Services



# Planning: Identify Critical Services & Operations

- Suppliers
- Lifeline Services
- Electrical Power
- Water, Sewer, Gas
- Communications
- Transportation



# Planning: Chain of Command

- List by Degree of Responsibility
  - Owner / Top Management
  - Middle Managers
  - Dept. Managers / Front Line Managers
  - Front Lines Personnel



# Planning: Creating an Emergency Guide

- Readily Accessible Location
- Procedures for Each Event
- Detailed, Easy to Follow Instructions

## Include These in Guide

- Maps
- Utilities
- Sections
- Special Tools List
- MSDS Sheets
- Emergency Log
- A Sample Plan

# Planning: Developing Your Procedures

- Emergency Evacuation
- Electrical Emergency
- Fire
- Medical Emergency
- Area-Wide



# Planning: Developing Your Procedure – Emergency Evacuation

- Who Makes the Decision?
- List of Staff Responsibilities
- Evacuation Routes
- Develop “First Warning” Procedure
- Develop “Final Notice” Procedure
- Develop Checklist... “Who Turns out the Lights?”



# Planning: Developing Procedures – Electrical Emergency

- Locate
  - Section Layout Map
  - Breakers, Disconnects, Etc.
  - Special Tools
  - Barricade List
  - Emergency Phone List
- Evaluate Emergency & Call Professional
- If Needed Meet the Repair Person
- Gather Equipment
- Identify Yourself
- Isolate the Problem
- Cordon Off the Area
- Notify Any Tenants
- Check Binder for Special Considerations
- Put Everything Away After
- Document Everything

# Planning: Developing Procedures – Electrical Emergency... continued

- Chain of Command
- Phone List
- Backup Procedure
- Avoid Overloading
- Reinitializing and/or reprogramming electrical equipment
- Emergency Log





# Planning: Developing Procedures - Fire

- Call 911 & LP Gas Supply Company
- Meet Emergency Team at Entrance
- Go To or Send Someone to Scene
- Identify Yourself & Take Control
- Clear Access Route to Scene
- Cordon Off the Area
- Direct Crowd Control



# Planning: Developing Procedures - Fire

- Notify and Relocate Tenants if Needed
- Identify Yourself to Fire Chief
- When Problem Resolved Check Binder for Special Considerations
- Put Away Equipment
- Log & Document Everything
- Chain of Command

# Planning: Developing Procedures - Fire

- Phone List
- Barricades
- Layout Map
- Backup Procedures
- Refill Fire Extinguishers / First-Aid Kits





# Planning: Developing Procedures - Medical

- Call 911
- Meet Emergency Team at Gate
- Go to Site, Identify Yourself & Take Control
- CPR and/or First-Aid
  - If trained – administer
  - If not trained – DO NOT administer
- Assist Emergency Team

# Planning: Developing Procedures - Medical

- Document Emergency
- Chain of Command
- Phone List
- Special Tools
- Barricades



# Planning: Developing Procedures – Area Wide

- Review / Revise Any Policies or Contracts Before and Emergency
  - Lines of Credit
  - First and Second Mortgage
  - Outstanding Loans
  - Agreements to Purchase
  - Lease Agreements
- Review Your Insurance Policy

# Planning: Developing Procedures – Area Wide

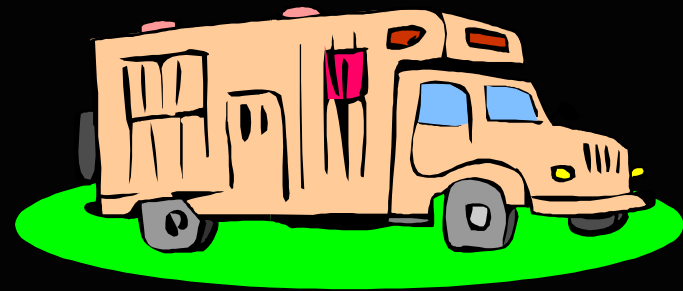
- Identify Vital Records
- Under What Conditions is Emergency Assistance Summoned
- Develop Search & Rescue Procedures
- What Services or Facilities May Become Unavailable
  - Communications
  - Utilities, Electricity, Water, Etc.
  - Normal Medical Transport
  - Facility Egress
- Develop a Media Policy

# Planning: Developing Procedures – Area Wide

- Establish Contact with the Insurance Carrier
- Establish a Recovery Management Team
  - Park Staff
  - Security Services
  - Financial Institutions
  - Insurance Carriers
  - Trade Associations
  - State and Local Government Agencies
- Notify employees of employment

# Planning: Developing Procedures – Area Wide

- On-Site Customer Needs
- Newly Arriving Customers
- Incoming Product Shipments



# More Areas to Consider

- Water or Sewer Emergency
- Communications Emergency
- LPG or LNG Emergency
- Robbery, Troublemaker or Theft
- Drunk or Disorderly People
- Others



# See How Easy It Is

- Develop the Plan
- Train Your Staff
- Involve the Local Authorities
- Monitor Results
- Review the Plan Regularly and Modify as Needed



# Questions & Answers



1-800-343-7900

Evergreen USA, RRG



For NCA,  
Evergreen USA Presents:

**Emergency!!!**  
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**Thank You for Attending!**

