



Emergency Procedures Manual

Updated July 2024

INTRODUCTION

The safety of our guests is a top priority while they are visiting our facility. Safety involves the carousel ride itself, but also physical threats (such as a gun threat or violence), suspicious individuals, fire, bio-hazards, natural disasters and minor first-aid incidents (scrapes, small cuts, etc).

The Emergency Information and Protocol document will provide Carousel staff with specific procedures and guidelines for dealing with a variety of crisis situations which may occur. A crisis can be described as an abnormal, dangerous or life-threatening situation requiring urgent action to protect people and property. This Plan provides for specific actions by volunteer staff and managers. These procedures apply for all events and operations inside the Carousel.

The Emergency Information and Protocol document is written in a way that may not directly relate to a certain situation. It is the responsibility of the Manager in Charge to adapt or revise according to the situation at hand.

Department managers should review this plan with each volunteer or staff member upon their initial start date and when the plan changes so they are aware of what they must to do protect themselves and others in an emergency. The full written plan is available to all staff members and volunteers at any time.

EMERGENCY CONTACTS

All Life Threatening Situations	911
Kennewick Police Department	911 or 509-628-0333 (non-emergency)
Kennewick Fire Department	911 or 509-628-0333 (non-emergency)
Non-Emergency Dispatch	509-628-0333
Parker Hodge, Executive Director	509-378-4625(c)
Mariah Brush, Assistant Director	509-551-5449(c)
Pat Nagle, Training Operator	509-378-1706(c) or 509-582-6893(h)
Brandon Lange, City of Kennewick	509-750-4469(c)

ADDRESS

All staff members should know the address of the Carousel for emergency situations. Remember, if you call from your cellular phone, the address of the Carousel will not transmit to emergency dispatchers.

**2901 SOUTHRIDGE BOULEVARD
BUILDING F**

DEFINITIONS

For the purpose of this manual, the following definitions are used:

- **Staff** – All volunteers and paid employees.
- **Manager on Duty** – Any member of the leadership team (or designee) working at the time of an incident. The leadership team is comprised of the Executive Director, Training Operator, Concession Lead and Event Sales Manager. When there are multiple members of the Leadership Team in the facility, the senior-most member will assume the role of Manager on Duty.
- **Manager in Charge** – The manager who has assumed responsibility for the situation and is acting as a liaison between the building and safety officials. Generally, this is the senior-most manager present. There will always only be one Manager in Charge of a situation.

PERSONAL SAFETY

Although the Gesa Carousel of Dreams strives to maintain a safe environment for all staff members, everyone should take basic precautions for their personal safety:

1. Dial 911 if a situation represents immediate danger or harm.
2. Report events, occurrences, threatening situations, and patrons who demonstrate behaviors of concern that may be disruptive to themselves or others to the Manager in Charge.
3. Early in the morning or late at night, park as close to the building as possible in a well-lit area. Stay away from secluded and/or dimly-lit areas.
4. When exiting the building after dark, try to use the “buddy system” whenever possible to avoid being a lone target. You may ask a manager to walk you to your car if you wish.
5. Vehicles should be locked in the parking lot. Don’t leave personal valuables in a vehicle or at a minimum keep them out of sight. Always check the back seat before getting into a vehicle to ensure no one is visible in the vehicle.
6. Keep money, purses, and other personal valuables out of sight and if possible, locked in a locker in the storage room.
7. Avoid being in the building alone at night or early in the morning.

ALARM SYSTEM

The Gesa Carousel of Dreams facility is equipped with an emergency alarm system that consists of an audible alarm and visual strobes. The system is in place to provide staff and volunteers with an early warning to evacuate the facility during an emergency.

The alarm system will automatically activate when it detects smoke, heat, or flow from the sprinklers system. A staff member or volunteer can manually activate the alarm system by pulling the manual pull station, which is in the storage room near the volunteer check-in kiosk.

The Executive Director will employ a third-party company to test the operation of the alarm system at least annually. The test will check the operation of the system to include the condition of fire sprinklers, smoke detectors, strobes, and audible alarms. The test will be scheduled for a time the building is unoccupied and notice should be given to the City of Kennewick staff and those who may be in the park behind the carousel as there is an exterior strobe and audible alarm.

The alarm will not cancel on its own. It must be turned off and the system reset by the Manager on Duty, Fire Department personnel or a service technician. The building may not be occupied again until the alarm system is fully reset and monitoring the building.

Any staff member or volunteer may also initiate an evacuation of a facility by verbal command and use of the public address system. Other staff members will not question such a command until safely gathered in a designated assembly area outside of the facility.

FIRE EQUIPMENT

A 5-pound All-purpose ABC fire extinguisher is in the Operator's booth. It should be used for non-electrical fires inside the carousel circle. **This extinguisher is serviced by a contractor annually and no routine maintenance is needed by carousel staff.**

Larger 5-pound ABC fire extinguishers are located on the carousel room east wall (near the entry/exit doors), on the carousel room west wall (near the entry/exit doors) and in the event center (on the south wall). The cabinets containing the extinguishers are locked, however in an emergency they may be opened with a sharp pull, which breaks a plastic locking tab. These extinguishers are serviced by a contractor annually and the cabinets should not be opened unless in the case of an emergency. If you find a broken lock on a cabinet or an extinguisher that has been tampered with, notify a manager.

A carbon dioxide extinguisher is in the center of the carousel near the motor. This extinguisher should only be used for a fire with the electronic equipment in the center of the circle. This extinguisher is serviced by a contractor annually and no routine maintenance is needed by carousel staff.

FIRST AID

First aid kits are available for the treatment of minor cuts, scrapes, sunburns, splinters, nosebleeds, etc. More extensive injuries will necessitate the need to call an ambulance to check the injured person or, if not life-threatening, transport the person to urgent care or the Trios emergency department.

Staff and volunteers should not attempt to render first aid if they are not trained to do so. Provide care to the level you are comfortable and able to do so and summon assistance if necessary.

Small first aid kits are located on the wall in the concession kitchen near the door to the carousel room and on the wall of the operator's booth just below the control panel. These kits contain adhesive bandages, gauze

pads, alcohol wipes and gloves. All the materials contained within are for first aid usage only and should not be used for any other purpose or removed from the first aid kit.

A large first aid kit is in the Executive Director's office on the wall near the exterior exit door. It is stocked with larger quantities of adhesive bandages, antiseptic wipes, CPR masks, ice packs, gauze and compression bandages, creams and ointments and aspirin tablets. It can also be used to restock the smaller kits, as needed. All the materials contained within are for first aid usage only and should not be used for any other purpose or removed from the first aid kit.

All first aid kits are serviced annually by a contractor to replace missing items and destroy items which are beyond their useful life. If service is needed prior to the annual date, a manager may contact the contractor to restock the cabinet.

Staff and volunteers shall report all injuries which require treatment with anything other than an Band-Aid to the Operator (if it occurred inside the circle) and/or the Manager On Duty as soon as identified. An incident report summarizing the situation should be completed before you leave for the day.

FACILITY EVACUATION

When an alarm sounds or when staff and volunteers receive notification to evacuate, everyone must leave the building immediately. Staff and volunteers should not make or take phone calls or gather personal belongings. This should be encouraged to patrons in the building as well.

Volunteers and staff may activate the alarm system (if not already triggered) or may order an evacuation for emergencies such as fires, explosions, hazardous material spill or release, earthquakes (after any initial shaking), floods, structural damage, terrorism, or sabotage.

When the alarm sounds, staff and volunteers and patrons must evacuate the facility and proceed to the designated gathering location, which is the loading zone in front of the City's Plaza building. Staff and volunteers should guide patrons from their work areas out of the building to the gathering location. Encourage patrons to gather here, but do not force or argue.

Everyone should use the nearest exit point. For large crowds, the large bi-fold windows may be opened to expedite this process.

All volunteers and staff should must remain at the gathering location until released by the Manager On Duty. Volunteers and staff should not leave the gathering location, go to a vehicle, leave the premises, or re-enter the building unless cleared to do so by the Manager On Duty or first responders. At the gathering location, the Manager On Duty will verify all known volunteers and staff members and all known patrons have been successfully evacuated.

Evacuation Process

1. Remain calm and keep carousel patrons calm as well.
2. Dial 911 if you can do so. Remember that if the fire alarm sounds, it will automatically notify the alarm emergency monitoring center which will notify the fire department. Know if you are unable to call yourself, help will still be sent. You may also call 911 if you can add details to the situation which may assist first responders (location of fire in the building, someone who is burned, trapped individuals, etc).
3. The Operator should stop the carousel ride, if it is motion, using the red stop button.

4. Direct patrons to exit the building in an orderly fashion using the nearest exit. Staff should check their area to ensure all patrons have exited. Staff should assist patrons with physical disabilities exit the building.
5. The Operator should take the ride count sheet with them to the gathering location. This will assist with a count of people who were in the building at the time. (It will only include individuals inside the fence, but will help with an overall tally to ensure everyone is out, especially with smaller crowds).
6. Do not take time to obtain personal belongings as this will slow departure from the building.
7. The Manager in Charge will conduct a sweep of the building — in areas in which it is safe to do so — to ensure all work spaces, restrooms, storage rooms and janitor's closets are cleared. Safety must be a factor when performing this activity.
8. The last person to leave an area should close – but not lock – the door.
9. Keep patrons calm. Direct them not to run, push or overtake others.
10. Go to the gathering location and await further instructions.
11. Wait for further instructions or an “all-clear” from the Manager in Charge or public safety officials.

SHELTER IN PLACE (NON-EVACUATION)

During other types of emergencies, those in the building should not evacuate and should remain inside the building to ensure their safety. Generally, volunteers and staff should not activate the alarm system or order and evacuation for an emergency such as storms (wind, ice, snow, hail, lightning), tornadoes or hurricanes.

Shelter in Place Process

1. The Manager on Duty will be notified of a severe weather event by public safety officials or by City of Kennewick staff. In the case of such notification, an announcement will be made over the public address system.
2. Remain calm.
3. The Operator should stop the carousel ride, if it is motion, using the red stop button. Assist carousel slowing to a stop so patrons can dismount sooner.
4. Direct all patrons to remain in the building and away from doors and windows to the extent possible.
5. Manager(s) on Duty should be near entrances (if safety permits) to direct individuals as necessary.
6. Wait until the Manager in Charge has been notified it is “all clear” to exit the shelter areas.

THREATS, TERRORISM OR SABOTAGE

Any volunteer or staff member who receives an imminent threat directed at a volunteer or staff member, another volunteer or staff member, a group of volunteers or staff members, or the Carousel facility must immediately call 911 emergency dispatch. This includes an imminent threat made in person, by telephone, by email, by social media, or communicated by any other means.

After calling 911 emergency dispatch the reporting volunteer or staff member must notify the Manager on Duty immediately. The Manager On Duty will notify the Executive Director (if not already aware) and will determine an appropriate course of action to ensure employee safety.

Any employee who receives or becomes aware of a non-imminent, future threat must notify the Executive Director by phone immediately. The Executive Director will determine an appropriate course of action to ensure employee safety.

ACTIVE SHOOTER/THREAT

An active shooter is an individual actively engaged in harming or attempting to cause physical harm, often in confined and populated areas. Active shooter situations are unpredictable and evolve quickly, and typically require immediate deployment of law enforcement to end the situation and mitigate harm to victims. Volunteers and staff should be prepared, both mentally and physically, to respond in an active shooter situation until law enforcement arrives to the scene.

Volunteers and staff must remain aware of their work environments, to be able to quickly determine the most reasonable ways to protect themselves based on each unique situation. As a general principle, employees should be prepared to run, hide, or fight in that order.

Run

Volunteers and staff should run and escape the premises only when there is an accessible escape route. Volunteers and staff should consider the following general guidance:

1. Have a specific escape route and escape plan in mind.
2. Run whether or not others agree to follow.
3. Help others escape, if possible.
4. Prevent others from entering an area where the shooter may be present.
5. Never run in a straight line.
6. Leave your belongings behind.
7. Do not activate the alarm system. The alarm system will signal to other occupants that they should evacuate and may put them in danger.
8. Always keep your hands visible if you encounter law enforcement.
9. Follow the instructions of law enforcement.
10. When you are safe, call 911 and provide emergency dispatch with any known information about the active shooter, including name, description, location, type of weapon, etc.

Hide

If escape is not possible, volunteers and staff should find a place to hide where the active shooter is less likely to find them. Volunteers and staff should consider the following general guidance:

1. Hide in a location out of the active shooter's view.
2. Hide behind protection in case shots are fired in your direction. This could include hiding behind a thick wall made of steel or brick, behind a solid door with a lock, or behind heavy furniture, a large file cabinet, or an office desk.
3. Lock the door behind you. If the door cannot be locked, block the door with heavy furniture, a large file cabinet, a door wedge, etc.
4. Turn off all lights.

5. Cover any windows or visible openings with a direct line of sight into the room if possible.
6. Remain quiet, silence your cellular phone, and turn off any sources of noise if possible.
7. When you are safe, call 911 and provide emergency dispatch with your location in the building, any known information about the active shooter, including name, description, location, type of weapon, etc.
8. If you are unable to speak to emergency dispatch, leave the phone line open and allow emergency dispatch to listen.

Fight

As a last resort, and only when in imminent danger of loss of life, volunteers and staff should attempt to disrupt and/or incapacitate the active shooter. Volunteers and staff should consider the following general guidance:

1. Act as aggressively as possible against the active shooter.
2. Improvise weapons to use against the active shooter, or to throw at the active shooter.
3. Yell.
4. Commit to your actions – your life may depend upon them.

Law Enforcement Arrival

The immediate purpose of law enforcement is to end the active shooter situation as quickly as possible. Law enforcement will proceed directly to the location at which the active shooter was last known to be present.

1. Remain calm and follow law enforcement's instructions.
2. Keep your hands visible at all times and put down any items in your hands. This includes bags, jackets, etc.
3. Avoid making any quick movements.
4. Avoid pointing, screaming, or yelling.
5. Do not ask law enforcement for help or for directions and continue in the direction from which law enforcement enters the location.
6. You may expect rescue teams, which may consist of secondary officers or emergency medical personnel, to arrive and provide assistance separate from law enforcement personnel who address the active shooter.