

Once it has been established and/or confirmed that an evacuation is necessary:

- 1.) Sound the fire alarm system, if not already activated.
- 2.) Notify the authorities of the peril that resulted in the evacuation by calling 911.
- 3.) Announce over the PA system that the building needs to be evacuated, and that the alarm is not a test. Remind patrons of emergency exits.
- 4.) First priority is to evacuate the immediate area of concern. Second priority is to evacuate the floor above and below the area of concern. Third priority is to evacuate the remainder of the building
- 5.) Those needing assistance in evacuation should be identified.
  - a. People who used the handicapped lift to reach the mezzanine.
  - b. People with an injury in immediate danger.
  - c. People with small children/large families that don't have assistance available.
- 6.) The elevators should be recalled to the ground floor automatically by activation of the fire alarm system. Guests should be informed that elevators are not to be used during the evacuation.
- 7.) Advise the fire department (once they arrive) of the situation by letting them know:
  - a. The condition that resulted in the evacuation
  - b. Persons that need special assistance or have not yet been evacuated
  - c. Persons still in the building
- 8.) Proceed to the designated Muster Point; located in the front main parking lot. This is the established meeting point for staff where a head count can be made to verify that all personnel have evacuated from the building. Anyone not accounted for should be verified and the fire department should be notified immediately.
- 9.) Notify senior management that evacuation has been carried out.
- 10.) Only return to the building when it is safe and you have been instructed by the Fire Department to do so.

## Designated Evacuation Procedures:

### BUILDING ATTENDANTS

- Verify that the need for evacuation is legitimate
- Call 911, explain situation to emergency personnel.
- As appropriate, deal with emergency situation (extinguish fire, attempt to contain/stop leak, etc.), consulting with Maintenance Manager as appropriate.
- Facilitate evacuation
  - First priority is immediate area of concern
  - Second priority is floors above and below the area of concern
  - Third priority is to evacuate the remainder of the building
- Identify persons who need assistance. Evacuate those in immediate danger first.
  - People with injuries
  - People with disabilities (wheelchair, crutches, etc.)
  - Parents with small children/lots of children
  - Elderly
- Safety permitting, verify the following areas have been evacuated, and direct people to the closest/best exit. Leave dressing room doors unlocked to facilitate emergency responders. Check door handles for heat prior to opening:
  - All dressing rooms
  - All washrooms (ensure individual stalls are empty)
  - Janitorial areas/maintenance areas on lower level at the end of the dressing rooms
  - Concourse
  - Stairwell emergency exits from concourse
  - Lost and Found
  - Recycle Room
  - Laundry Room and any additional storage rooms
  - First Aid room
  - Storage areas behind fields
  - Player and referee boxes (confirm that fields are empty, too).
- Proceed to Muster Point (large green sign) located in front parking lot; this is the designated meeting area for staff
- Identify to emergency responders which areas have been checked and what has been done.
- Report incident to Senior Management.
- Fill out any general reports necessary (including injury reports as needed)
- Assist Maintenance personnel in identifying damages

### CONTROL ROOM PERSONNEL (During summertime hours, one Building Attendant will be required to complete these tasks)

- Announce over loudspeaker that an evacuation must be carried out.
  - Remind patrons that it is not a test
  - Remind patrons of emergency exits at the end of each hall, at each end of the mezzanine level, though the back of the lounge, and the back of the building
  - Identify appropriate muster point based on type of evacuation. Muster point should be far enough away from the danger to ensure safety, and allow clear access for emergency responders.
  - Announcement must be made 2-3 times.
- Ensure front offices, meeting rooms, and pro-shops are evacuated.
- Proceed to Muster Point (large green sign) located in front parking lot; this is the designated meeting area for staff
- Maintain radio contact with Building Attendants to identify anyone missing or needing assistance in exiting.

### CONCESSION STAFF

- Responsible for kitchen emergency shutoffs
- Evacuate kitchen
- Exit from the nearest safe exit to do so (usually the back exit)
- Proceed to Muster Point (large green sign) located in front parking lot; this is the designated meeting area for staff
- Maintain radio contact with Building Attendants to identify anyone missing or needing assistance in exiting.

### LOUNGE STAFF

- Evacuate Lounge Patrons through back exit (if safe)
- Check to make sure evacuation from concourse is going smoothly
- Radio Building Attendants to identify anyone in need of assistance evacuating building
- Safety permitting, verify the following areas have been evacuated, and direct people to the closest/best exit. Leave dressing room doors unlocked to facilitate emergency responders. Check door handles for heat prior to opening:
  - Men's and Ladies washrooms in lounge (check each stall)
  - Check under tables, around corners to ensure nobody is remaining in lounge
  - Count room
  - West only – Back office beside count room
  - East & South only – Janitorial room in lounge
  - Back stairwell(s)
- Proceed to Muster Point (large green sign) located in front parking lot; this is the designated meeting area for staff
- Maintain radio contact with Building Attendants to identify anyone missing or needing assistance in exiting.

Once approval has been gained from emergency responders, assist all patrons in re-entering building as needed.