# University of Denver Daniel L. Ritchie Center for Sports & Wellness

# CRITICAL INCIDENT MANAGEMENT PLAN

# Emergency Response Plan Business Continuity Plan

2015

SUBMITTED BY STUART HALSALL
Associate Vice Chancellor - Athletics and Recreation



2201 East Asbury Avenue, Denver, CO 80208

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#### DANIEL L. RITCHIE CENTER for SPORTS & WELLNESS

#### **EMERGENCY RESPONSE PLAN**

#### **INTRODUCTION**

The Ritchie Center is a multi-level sports, entertainment and office building employing several hundred people on any given day. Facilities of this size and nature are susceptible to a variety of potential disaster agents. The effective and continuous use of internal and external communications in planning day to day events and operations is the single most important factor in reducing risk, preventing loss, and increasing safety for employees and guests. This *Emergency Response Plan* is designed to provide basic guidelines for procedures, policies, organizational responsibility, physical needs and training procedures in the event of an emergency.

This response plan provides an outline for the basic administrative structure and emergency evacuation procedures necessary to safely direct patrons during any of the following emergency situations. All employees should familiarize themselves with these procedures so that should an incident occur you can act promptly and efficiently.

- Fire
- Tornado
- Bomb Threat
- Electrical Power Outage
- Medical Emergency

- Earthquake
- Bio-Medical
- Community Disaster
- Hazardous Material Spill (Chemical Agents)
- Active Shooter

#### **EMERGENCY PRIORITIES**

Our priorities in the event of a disaster are:

• The prevention of injury and protection of lives. All other items are given consideration only after human lives have been protected.

#### Security of:

- Vital records
- Money
- Equipment
- Property

#### FACILITY ADDRESSES/ENTRY LOCATIONS

The Ritchie Center has three different physical addresses:

#### 2201 East Asbury Avenue

 This address services the following venues within the Daniel L. Ritchie Center for Sports & Wellness - Gymnastics, Coors Fitness Center, Gates Field House, Stapleton Tennis Pavilion, Soccer Stadium/Strength and Conditioning Facility, South & West Floor Offices, and El Pomar Natatorium.

#### 2240 East Buchtel Boulevard

 This address services the following venues within the Daniel L. Ritchie Center for Sports & Wellness - Hamilton Gymnasium, Barton Lacrosse Stadium (east), Joy Burns Arena, Student Health Center, and North Floor Offices.

#### 2250 East Jewell Avenue

 This address services the following venues within the Daniel L. Ritchie Center for Sports & Wellness - Magness Arena, Loading Dock, Kitchen, Press Row, Recruiting Lounge, Technology, and Technical Services.

#### 1900 South High Street

 This address services the following venues within the Daniel L. Ritchie Center for Sports & Wellness - Diane Wendt Sports Fields and Barton Lacrosse Stadium (west).

In the event of an ambulance call to the 2201 East Asbury Avenue:

- Emergency Call Placed (911, x13000)
- Post Staff Member at loading zone on Asbury Avenue
- Direct Emergency Personnel to incident location

In the event of an ambulance call to the 2240 East Buchtel Boulevard:

- Emergency Call Placed (911, x13000)
- Post Staff Member at Ritchie Center North Entry Circle
- Direct Emergency Personnel to incident location

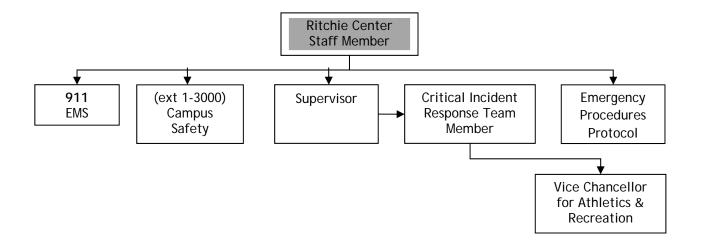
In the event of an ambulance call to the 2250 East Jewell Avenue:

- Emergency Call Placed (911, x13000)
- Post Staff Member Lot 401/Loading Dock Entrance on Jewell Avenue
- Direct Emergency Personnel to incident location

In the event of an ambulance call to the 1900 South High Street:

- Emergency Call Placed (911, x13000)
- Post Staff Member on High street and Jewell Avenue intersection
- Direct Emergency Personnel to incident location

#### **EMERGENCY COMMUNICATION PROTOCOL**



#### **CRITICAL INCIDENT RESPONSE TEAM**

A Critical Incident Response Team (CIRT) has been formed to deal with all emergency situations. The purpose of the CIRT is to evaluate emergency circumstances and execute decisions that will safeguard lives and property. Members of the CIRT will most likely be contacted via *Campus Safety* or the *Associate Vice Chancellor for Internal Operations* in the event of emergency conditions. Members of the CIRT should be familiar with all codes and responsibilities of the Response Plan. In the event that CIRT members are contacted they are to proceed directly to the Emergency Command Center unless directed otherwise.

Staff Name	Position	Home Phone	Cell Phone
Stuart Halsall	Associate Vice Chancellor	(303)781-2905	(303)246-5085
Ruth Brown	Associate Director of Internal Operations	(303)257-8012	(303)257-8012
Ron Grahame	Associate Vice Chancellor	(303)337-3002	(720)839-4227
Allan Wilson	Director of Building Services	(303)894-8084	(303)667-6315
Niko Blankenship	Assistant Director of Athletics and Recreation Publicity		(513)225-6560
Julie Campbell	Assistant Athletic Director of Sports Medicine	(303)400-9459	(303)905-4913

#### Additional members may be added to the CIRT for the following types of incidents:

Incident	Staff Name	Position	Office Phone	Cell Phone
Events	Chad McCallum	Director of Ritchie Center Events	ext 1-3821	(303)669-4182
NCAA Travel	Cindi Nagai	Associate Athletic Director/Senior Women's Administrator	ext 1-4532	(720)272-6656
Club Travel	Amy Catlin	Student Programs Manager	ext 1-3912	(352)474-0198
	Dan Wahl	Assistant Director of Ritchie Center Programming	ext 1-3396	(303)995-9786

#### CRITICAL INCIDENT RESPONSE CODES

To aid communication in responding to emergency situations within the Daniel L. Ritchie Center for Sports and Wellness the following color code system has been established. This system should be used across radio communication and in public areas to notify staff of the emergency situation occurring so they can respond in the correct manner.

CODE	COLOR	ISSUE
BLUE		Medical Emergency
WHITE		Security/Crisis/Altercation Incidents
RED		Fire/Evacuation
BLACK		Bomb Threat
GREY		Weather Emergency
YELLOW		Lock Down of Facility
ALL CLEAR	"CLEAR"	When it's okay to return to normal radio use

#### CRITICAL INCIDENT RESPONSE CONFERENCE CALL SYSTEM

Ritchie Center Operations, with the help of UTS, has developed a conference call-in number that may be used as a tool to assist with communication during an emergency at the Ritchie Center. This conference call system can be used as an efficient place for as many as 8 people to communicate in a single conversation in response to an emergency on campus. It can be accessed from any telephone service available.

When an emergency occurs and it is determined by the Incident Commander (or designee) that a conference call would be useful, all members of the response team will be notified to join a conference call. All response team members should follow the following call-in directions.

#### Call In Directions

- 1. Call into the conference using one of the numbers below:
  - **303-871-4777**
  - 1-866-807-0128 toll free
- 2. You will be connected to a call center that will ask for your conference number
- 3. The conference ID number for critical incident conference calls will be 2201
- 4. You will then be transferred to the existing conference
- 5. You will be joining the call in progress so you may enter in the middle of a conversation. When appropriate please speak up and identify yourself so that others will know who is on the line.

This capability can be used under the following types of circumstances:

- Critical incidents that occur after hours when key personnel are not on campus or are out of town.
- Prior to or in lieu of activating the Emergency Operations Center to allow for group information sharing, planning and decision making.
- Coordinate response from non-university personnel (i.e. insurance carriers, contractors).

#### **AED TRAINING**

#### 1.0 Introduction

This policy serves as guidance to outline the availability, maintenance, and proper use of Automated External Defibrillators (AEDs) at the University of Denver. The policy also outlines roles and responsibilities to ensure program compliance and success.

#### 2.0 Purpose

The purpose of an AED program is to increase the survival chances of individuals in the DU community who go into cardiac arrest. While several electrical abnormalities can result in sudden

cardiac arrest, the majority begin with ventricular fibrillation. Rapid treatment of ventricular fibrillation, through the application of a controlled electrical shock, is essential to the victim's survival. Defibrillation is an electric "shock" delivered to the heart to correct certain life threatening heart rhythms.

#### 3.0 AED Program Specific Responsibilities

•	artment of ipus Safety	The Department of Campus Safety (Mark Wilson, Lead Contact) is responsible for the oversight of the program. Responsibilities include:
		<ul> <li>Updating the AED policy as needed</li> <li>Updating the AED map as needed</li> <li>Overseeing compliance of the monthly inspections</li> <li>Coordinating First Aid, CPR, and AED training</li> <li>Training Building Coordinators on their roles and responsibilities</li> </ul>
3.2 Prog Advi	gram Medical isor	The Program Medical Advisor (Denver Health/Health and Counseling Center) is responsible for medical direction and control for the University's AED program. Responsibilities include:
		<ul> <li>Develop and/or approve all medical aspects of the program</li> <li>Approve the type(s) of AED unit(s) that satisfy Colorado state law for the University</li> <li>Select and/or approve ancillary medical equipment and supplies for the University's AED program</li> <li>Provide written authorization for acquisition and placement of each AED unit</li> <li>Approve type(s) and frequency of AED training provided to University personnel that will satisfy Colorado state law and best practice</li> <li>Perform a medical review each time an AED unit is used at the University Act as the medical liaison with local emergency medical services (EMS) and Denver Fire Department</li> <li>In cooperation with the University AED Program Coordinator, perform an annual review of all components of the University AED program</li> </ul>

#### 3.3 Program Coordinator

The Program Coordinator is responsible for administrative oversight of the University's AED Program, in consultation with the University AED Program Medical Advisor. Responsibilities include:

- Develop and maintain a written program for the University AED Program
- Identify Building Coordinators and assist them in their responsibilities
- In cooperation with the Program Medical Advisor, provide timely written notification to Campus Safety about the acquisition of AED units, the type acquired, and placement of units
- Identify and communicate relevant federal and state laws and regulations
- Conduct annual reviews of departmental AED programs

#### 3.4 Building Coordinator

The Departmental AED Building Coordinator (Stuart Halsall/Tiffany Ulatowski/Julie Campbell) is responsible for the day-to-day management of her/his building's AED program, in consultation with the University AED Program Coordinator. Responsibilities include:

- Ensure AED units are properly maintained and tested in accordance with manufacturer's guidelines
- Conduct and document the required monthly inspections
- Educate faculty, staff and students on the location of AEDs in their buildings
- Ensure department personnel are trained in accordance with guidelines established by the Program Medical Advisor
- Ensure that adequate AED-related supplies and recommended ancillary medical equipment are kept onhand
- Maintain required personnel training records
- Complete unit maintenance and maintain testing records related to the University's AED program
- Ensure that the Program Coordinator and Campus Safety are notified of any use of the department's AED unit
- Participate in annual program reviews
- Notify the Program Coordinator if he/she leaves the University or is no longer able to fulfill the duties of Building Coordinator

#### 4.0 Expected / Authorized Users

Technically, anyone (including untrained bystanders) are protected from civil litigation when using an AED in good faith (under Colorado Good Samaritan Law 13-21-108). However, we encourage personnel to have prior training. The University will offer training for all identified Emergency Coordinators and other DU personnel as requested. Staff should be aware that they are not required to use an AED. Except trained medical professionals, all University employees are considered volunteers when rendering assistance to any individual suffering a medical emergency.

#### 5.0 Automated External Defibrillators (AED)

#### 5.1 Authorized Equipment

The approved AED Unit to be used is the Phillips Heartstart FRx Defibrillator. Only equipment approved by the Program Medical Advisor will be utilized. Defibrillation pads to be used must be compatible with the Phillips Heartstart FRx AED. In the event a University AED unit is used to treat a person, the AED unit that is used shall be taken out of service and turned over to the Program Coordinator for evaluation before it will be placed back in service.

- AED Units should be uniquely identified for reporting purposes.
- AED Units will be placed in service by designated Program Coordinator and a log will be maintained that details each unit, location and service/maintenance date.
- AED Units removed from service will be kept by the Program Coordinator. The Program Coordinator should be notified immediately whenever a unit is removed from service.

#### 5.2 Criteria for Placement of AEDs and Supplies

Written requests for AED units must be submitted for approval to the Program Coordinator, who will consider such requests in consultation with the Program Medical Advisor. Placement of AEDs and supplies will be considered by utilizing, in part, the following criteria:

- 1. Departments or other functional areas that are staffed with trained First Aid/CPR/AED personnel.
- 2. Locations considered to present a higher than normal risk for occupants to suffer sudden cardiac arrest, such as athletic facilities.
- 3. Wherever mandated by regulatory requirements.
- 4. An inventory, including the location, of all AEDs will be maintained by the Program Coordinator.
- 5. The Program Coordinator will provide the inventory to Campus Safety Dispatch and Denver Health.

#### 5.3 Monthly Physical Inspections

The Building Coordinator will complete the required monthly physical inspections and log them using the software provided by the Program Coordinator. Each Building Coordinator will receive an autogenerated email on the first of every month indicating that the monthly inspection is due. They will document the inspection using the link contained in the email.

Below are the components of the monthly physical inspection:

- Visually inspect AED and cabinet (ensure that it is clean, undamaged, free of excessive wear)
- Verify battery and pads are within the expiration date
- Adequate supplies present: CPR mask, eye shield, 2 pairs nitrile gloves, antiseptic wipes, towel, razor, shears, and a bio-hazard bag in a nylon carry case
- Access to AED is unobstructed and visible
- Green check on handle is illuminated
- AEDs that fail the physical inspection must be removed from service by Campus Safety and the Program Coordinator must be notified to coordinate the repair of the AED before returning it to service.

#### 5.4 Post Incident Equipment Procedures

The following steps must be completed after the use of an AED.

- 1. Campus Safety will remove the AED from service and take it to the Campus Safety office for inspection by the Program Coordinator
- 2. The Program Coordinator will ensure any necessary paperwork is complete.
- 3. If necessary, the Medical Advisor will download the incident data from the AED
- 4. The Program Coordinator will replace the pads and batteries per the manufacturer's guidelines

#### **6.0 Medical Emergency Procedures**

In case of a life-threatening emergency, make the following TWO calls:

- 1. 911
- 2. 303-871-3000

In any cardiac emergency the following procedures should be followed:

- 1. The responder/rescuer on the scene will assess the scene in accordance to their training and activate the EMS System by calling "911" and then 1-3000 to inform them of the location and nature of the emergency themselves or by having a bystander complete this task.
- 2. AED responder/rescuer shall follow the approved procedures when delivering patient care. Upon arrival of first responders (police, fire, or EMS) the AED responder/rescuer shall follow their instructions. The AED Unit will stay with the patient until removed by the medical staff and later be returned to Campus Safety.
- 3. The Department of Campus Safety Dispatcher will dispatch a Campus Safety Unit and advise the local municipal responders as appropriate. The Department of Campus Safety Dispatcher will update the additional responding personnel as appropriate.

#### 6.1 Post Event Debriefing Procedures

Promptly after the event the following should be conducted:

- 1. It is mandatory that the Program Medical Advisor and Program coordinator be notified within 24 hours by the Department of Campus Safety Shift Supervisor.
- 2. The Program Coordinator will work with the AED Program Medical Advisor to provide any required documentation from the AED before the unit is put back in service.

- 3. It is recommended that the responder/rescuer and assisting personnel speak to someone from the University's Employee Assistance Program (EAP) at University Health and Counseling Center. Follow up appointments are not required but encouraged.
- 4. The AED Program Medical Advisor, University AED Program Coordinator, Department of Campus Safety representative and other personnel as appropriate will conduct a "debriefing meeting" where all aspects of the performance of the system, personnel, AED Unit, protocols will be addressed for validating or improving effectiveness and identify any problem areas that need to be addressed. Every effort should be made to schedule the "debriefing meeting" within two weeks of any incident.

#### 7.0 Records Retention

The maintenance and testing records required by this program shall be maintained for a period of two years (e.g., current year and immediate past year). Records that reflect the current status of employee training should be maintained until the next training cycle is complete. All other records, including those associated with AED use or post event debriefings, should be maintained indefinitely.

#### 8.0 Annual Program Review

The Program Coordinator and Medical Advisor will annually conduct a review of all components of the University's AED program and make appropriate recommendations for improvement or remediation.

#### 8.1 The annual review will include at least the following components:

- Review of the University AED written program
- Review of Colorado state laws and applicable guidelines related to AED use
- Review of written communications with Campus Safety
- Discussion and review of Program Medical Advisor's responsibilities and activities
- Discussion and review of each Building Coordinator's responsibilities and activities
- Review of all departmental AED written program
- Review of all departmental records related to personnel training and AED locations, use, service, and testing
- Review of all departmental AED quality assurance programs
- Discussion of program review results with the Director of Environmental Health and Safety,
- Director of Risk Management and the University AED Program Medical Advisor
- Written report to the Director of Campus Safety

#### Appendix A

#### **Definitions**

#### **Automated External Defibrillator (AED)**

An AED is a device that automatically analyzes heart rhythms and advises the operator to deliver a shock if necessary. Lay responders can use AEDs safely and effectively with minimal training.

#### **AED Building Coordinator**

An employee in the user building who oversees the AED Program, maintenance of the AED Units, and training of the employees.

#### **Emergency Coordinator**

Each department has an Emergency Coordinator to supervise evacuation in case of emergencies. Emergency Coordinators receive two hours of training annually and regular updates from Campus Safety. They are responsible for assessment and response in case of emergency, training employees in their department for emergency readiness, assisting with evacuation drills, and recognize and report safety hazards.

#### First Responder

The first medically trained responder to arrive on scene (police, fire, EMS).

#### Lay Responder/Rescuer (LRR)

An employee who is appropriately trained and certified to operate an AED Unit during his/her time at work.

#### **Medical Advisor**

The medical advisor for the University's AED program is Denver Health. Denver Health will provide medical oversight for each AED and conduct detailed site assessments to determine AED needs on campus. During site assessments, Denver Health will determine the number of recommended AEDs at each facility, as well as the recommended location for AEDs at said facility. Denver Health will guide and oversee the safety, installation and post-installation of the AEDs and will work with the Program Coordinator to ensure safety and compliance.

#### **EMPLOYEE TRAINING GUIDELINES**

Training employees is vital to successful implementation of the *Emergency Response Plan*. Each employee must know what their responsibilities are and how to execute them properly.

Annual training for all employees is necessary to ensure that everyone remains aware of their emergency responsibilities. All employees will be trained and updated by the following staff members for their respective areas:

Director of Ritchie Center Events Division of Athletics & Recreation Full-Time Staff

**Event Contracted Staff** 

Facilities Management Event Crew

Director of Gymnastics & Figure Skating and/or

Gymnastics Operations Manager

Youth Gymnastics Part-Time Staff Figure Skating Part-Time Staff

Director of Sales and Service

and/or Youth Hockey Operations Manager

Assistant Director of Programming
Director of Ritchie Center Programming

Front Desk Part-Time Staff

Youth Hockey Coaches/Personnel Adult Hockey Coaches/Personnel Lifeguards, Swim Instructors Hilltoppers, Masters Coaches

Fitness Instructors, Personal Trainers

Director of Campus/Community/Marketing

and/or Youth Activities Manager

Student Programs Manager

Marketing Part-Time Staff

Youth Activities/Sports Personnel
Club Sport Coaches/Personnel

Intramural Sport Officials/Personnel

**Contracted Staff** 

**Rental Supervisors** 

Business Operations Manager

Scheduling & Retail Manager

Director of Sports Medicine Doctors

and/or Assistant Athletic Trainer Medical Personnel

Volunteer/Intern Trainers

#### **FULL-TIME EMPLOYEES:**

Training for full-time employees will consist of hands-on-experiences in each of the following areas:

- Proper communication procedures
- Review the Emergency Response Plan
- Fire Extinguisher use
- CPR, First Aid and AED
- Emergency shut off procedures
- Appropriate way to handle a fire within their work area
- Correct method to stabilize and call for proper officials for an injured person

It is important for each full time employee to recognize their responsibility to understand and execute the Emergency Response Plan.

#### PART-TIME EMPLOYEES:

Part-Time employees must be able to execute their part in the *Emergency Response Plan*. Annual training will consist of:

- Proper communication procedures
- Review necessary portions of the *Emergency Response Plan*
- CPR, First Aid and AED
- Safety Training
- Appropriate way to handle a fire within their work area
- Correct method to stabilize and call for proper officials for an injured person
- How to communicate information

#### **CONTRACTED STAFF:**

Contracted Staff must be able to execute their part in the *Emergency Response Plan*. Annual training will consist of:

- Proper communication procedures
- Review necessary portions of the *Emergency Response Plan*
- Correct method to stabilize and call for proper officials for an injured person
- How to communicate information

#### **ANNUAL TRAINING CALENDAR:**

Fall (Oct/Nov) Full-Time Staffing Training Update (New ERP release)

Monthly CPR/First Aid/AED and Safety Training Course

September Part-Time Staff Review at In-Service Monthly Training

Contracted Staff Review at Services Meeting

January Part-Time Staff Review at In-Service Monthly Training

May Part-Time Staff Review at In-Service Monthly Training

#### **EMERGENCY PROCEDURES**

#### **SUMMARY:**

#### Fire

- Pull fire alarm
- Call 911, Notify Campus Safety x13000
- Close doors, windows, exit
- Do not use an elevator

#### **Tornado**

- Go to basement or interior room
- Move away from windows
- Do not exit building until warning siren stops

#### **Bomb Threats**

- Call 911, Notify Campus Safety x13000
- Coordinate with Campus Safety to search premises
- Complete bomb threat report

#### Gas Leak/Chemical Release

- Call 911, Notify Campus Safety x13000
- Evacuate building

#### Hailstorm

- Do not leave building
- Move away from windows
- If inside, look for cover

#### Earthquake

- Take cover under table/desk
- Move with table, hold legs
- If outdoors, stay in open space

#### **Work Place Violence**

- Call 911, Notify Campus Safety x13000
- Locate "safe" area
- Warn other occupants
- Stay calm Do NOT confront aggressor

#### **Active Shooter**

- Call 911, Notify Campus Safety x13000
- Determine "safe" area or evacuate
- Warn other occupants
- Stay calm Do NOT confront aggressor

#### **Snow Closure**

- Non-essential personnel leave building
- Weather monitored
- On-Campus personnel staff facility

#### Lightning

- If lightning is within 8 miles of site move to the closest "safe shelter"
- Do not resume play until there has been no lightning within 8 miles of site for 30 minutes.

#### FIRE

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS FIRE EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Incident Responder	<ul> <li>Pull Fire Alarm</li> <li>Report Fire to 911</li> <li>Communicate with Campus Safety at:         303.871.3000 (emergency)</li> <li>Begin evacuation procedures</li> </ul>	<ul> <li>Initiates Emergency Response         Procedures         Advises Directors and other supervisory staff     </li> </ul>
2. Campus Safety Dispatch	<ul> <li>Receives call, verifies information</li> </ul>	<ul><li>□ Dispatches Safety Officer</li><li>□ Communicate with Denver Fire</li></ul>
3. Associate Director of Ritchie Center Operations	<ul> <li>Notifies Directors and Other Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> </ul>	<ul> <li>Direct people to safety areas away from building; 50 ft. minimum</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>
4. Directors and Other Supervisory Staff	<ul><li>Assist with Building Evacuation</li><li>Secure Building</li></ul>	<ul> <li>Direct people to safety areas away from building</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Contact Campus Safety</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>Assure that Building is being evacuated</li> <li>Meets Campus Safety and Denver Fire at Fire Command Center at Lower North Entrance</li> <li>Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>
6. Campus Safety or Denver Fire	<ul><li>Determines 'All Clear"</li><li>Contacts Directors and other</li></ul>	☐ Communicate 'All Clear' with Associate Vice Chancellor
7. Associate Vice Chancellor	<ul> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	☐ Gives 'All Clear' ☐ Updates Vice Chancellor

#### The following staff is assigned to clear the following areas:

Area	Staff Name	Position	Office Phone	Cell Phone
4North	Bob Willis	Associate Vice Chancellor for External Relations	ext 1-4966	720-253-2844
	Angel Field	Assistant Athletic Director Marketing	ext. 1-7973	720-840-5797
4West	Cynthia Rail	Associate Athletic Director of Student Athlete Support Service & Compliance	ext. 1-4637	530-902-0622
	TBD	Assistant Director of Compliance	ext. 1-3398	
4South	Chad McCallum	Director of Ritchie Center Events	ext. 1-3821	303-669-4182
	Megan Kelly	Assistant Director of RC Events	ext. 1-3854	720-840-6375
3 <sup>rd</sup> Floor	Toni Dietz	Business Operations Manager	ext. 14797	
	Cindi Nagai	Associate Athletic Director for SASS	ext. 1-4532	720-217-6656
Coors Fitness Center/El Pomar/Locker Rooms	Tiffany Ulatowski	Director of Sales & Service	ext. 1-7684	303-547-7173
	Carin Orr	Director of RC Programming	ext. 1-7689	970-331-5391
Gates Field House	Michael Simon	Director of Youth Gymnastics	ext. 1-4042	
	Kristin Baker	Gymnastics Operations Manager	ext. 1-4916	303-910-8810
Joy Burns Arena/Magness/ Locker Rooms	Dan Wahl	Assistant Director of Youth Sport Programs	ext. 1-3396	303-995-9786
	Shawn Reid	Youth Hockey Manager	Ext. 1-3388	303-717-2884
Hamilton Gymnasium	Nick Meldrum	Director of Equipment Room Operations	ext. 1-3903	586-292-7699
	Mike Depaolo	Athletics Equipment Manager	ext. 1-3282	
	Kristina Norton	Scheduling and Retail Manager	ext. 1-7577	720-314-3420
BTC/Lower Varsity Area / Locker Rooms	Julie Campbell	Assistant Athletic Director of Sports Medicine	ext. 1-3918	303-905-4913
	Kathryn Whartenby	Director of Strength & Conditioning	ext. 1-7411	203-535-4888
Press Row	Deb Welke	Director Of Technical Services	ext. 1-2690	303-514-9654
	Jon Aderhold	Information Systems & Database Manager	ext. 1-2003	303-884-8233
Sodexho Kitchen	Tim Lawler	General Manager for RWC	ext. 1-7583	303-906-2714
	Jason Kaiser	Concessions Manager	ext. 1-4378	720-937-4869

#### BOMB THREAT

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS BOMB THREAT EVACUATION PROTOCOL

Responsible Party	lask	Action	
<ol> <li>Individual Receiving Call</li> </ol>	<ul> <li>Document details of phone call</li> </ul>	☐ Report to Supervisor	
2. Building/Event Supervisor	<ul> <li>Report Bomb Threat to 911</li> <li>Communicate with Campus Safety 303.871.3000 (emergency)</li> <li>Contact Associate Director of Ritchie Center Operations</li> </ul>	<ul> <li>Initiates Emergency Response         Procedures         Advises Directors and other supervisory staff     </li> </ul>	
<ol><li>Campus Safety Dispatch</li></ol>	<ul> <li>Receives call, verifies information</li> </ul>	<ul><li>Dispatches Safety Officer</li><li>Communicate with Denver Police/Fire and Rescue</li></ul>	
4. Associate Director of Ritchie Center Operations	<ul> <li>Initiates Search Teams</li> <li>Notifies Directors and Other Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> </ul>	<ul> <li>Sweep/Search Building</li> <li>Determine the location of any suspicious object</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>	
5. Bomb Threat Search Teams	<ul> <li>Determine location of any suspicious object/verify venue(s) are cleared</li> <li>Report findings to Associate Director of Ritchie Center Operations</li> <li>Initiate Evacuation Procedures is necessary</li> </ul>	<ul> <li>Search pre-assigned area(s) for any suspicious/unusual object(s)</li> <li>Direct people to safety areas away from building</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> </ul>	
6. Directors and Other Supervisory Staff	<ul> <li>Assist with Building Evacuation</li> <li>Secure Building</li> </ul>	<ul> <li>Direct people to safety areas away from building</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>	
7. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Contact Campus Safety</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>Assure that Building is being evacuated</li> <li>Meets Campus Safety and Denver Police/Fire at Fire Command Center at Lower North Entrance</li> <li>Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>	
8. Campus Safety or Denver Fire      9. Associate Vice Chancellor	<ul> <li>Determines 'All Clear"</li> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>□ Communicate 'All Clear' with Associate Vice Chancellor</li> <li>□ Gives 'All Clear'</li> <li>□ Updates Vice Chancellor</li> </ul>	

#### SNOW CLOSURE

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS CLOSURE PROTOCOL DUE TO INCLEMENT WEATHER

Responsible Party	lask	Action
Director of Building     Services	<ul> <li>Communication with Director of Facilities on state of campus</li> <li>Monitors weather conditions as to whether or not the Ritchie Center pathways, entrances and exits can remain open.</li> </ul>	☐ Advises Associate Vice Chancellor ☐ Conversations occur frequently throughout the day.
2. Associate Vice Chancellor	<ul> <li>Considers information</li> <li>Reviews event, program and service schedule and determines which events and operations will remain open</li> </ul>	<ul> <li>Closes all non-essential programs, events, and services.</li> <li>Staffs essential programs, events and services with personnel that live on campus.</li> <li>Closes any venues that do not have events or operations in.</li> <li>Communicates information to Director of Building Services and Vice Chancellor of Athletics, Recreation and Ritchie Center Operations.</li> </ul>
3. Associate Vice Chancellor	<ul> <li>Contacts Campus Safety Dispatch at: 303.871.2334 (non-emergency)</li> <li>303.871.3000 (emergency)</li> </ul>	<ul> <li>Notifies Campus Safety of which venues will be closed.</li> <li>Notifies Campus Safety of which events, programs and services will remain operational.</li> </ul>
4. Campus Safety Dispatch	<ul> <li>Receives call, verifies information</li> </ul>	<ul> <li>Calls Associate Vice Chancellor back to confirm and verify the authenticity of closure.</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Prepares to notify:</li> <li>University Communications, (Associate Vice Chancellor of University Communications)</li> <li>Ritchie Center Web Services Manager</li> <li>Division of Athletics and Recreation Senior Staff</li> <li>Ritchie Center Directors</li> <li>External Clients</li> </ul>	<ul> <li>Contacts University Communications</li> <li>Contacts Ritchie Center Web Services Manager</li> <li>Contacts Division Senior Staff</li> <li>Contacts Ritchie Center Directors</li> <li>Contacts External Clients</li> <li>A CLOSURE IS FOR THAT CALENDAR DAY ONLY - ADDITIONAL CLOSURES WILL BE ANNOUNCED AS NEEDED. EVENT CLOSURES WILL BE DETERMINED WITH CLIENT.</li> </ul>
6. University Communications	<ul><li>Notifies appropriate media;</li><li>Updates web</li></ul>	<ul><li>□ Notifies Media</li><li>□ Updates website</li></ul>
7. Ritchie Center Web Services Manager	<ul> <li>Prepares to update Ritchie Center websites</li> </ul>	<ul> <li>□ Updates recreation.du.edu</li> <li>□ Updates ritchiecenter.du.edu</li> <li>□ Notifies media relations to update</li> </ul>

		denverpioneers.com
8. Division of Athletics and Recreation Senior Staff	<ul> <li>Prepare to notify Division Senior Staff of closure information.</li> <li>May convene key administrators to discuss whether to continue various activities/events.</li> </ul>	<ul><li>Convene through use of the Conference Call.</li><li>Individual calls.</li></ul>
9. Ritchie Center Directors	<ul> <li>Prepare operational protocols and staffing based upon information received.</li> </ul>	<ul> <li>Manage events, programs, and services</li> <li>Remain in communication with Associate Vice Chancellor.</li> <li>Provide recommendations.</li> </ul>
10. Associate Vice Chancellor	<ul> <li>Monitors events, programs and services.</li> <li>Remains in communication with the Director of Building Services.</li> <li>Address any staffing issues or concerns.</li> </ul>	<ul> <li>Monitor events, programs and services         <ul> <li>recommendations from Directors.</li> </ul> </li> <li>Ensure that all staff is in place.</li> <li>Contact Vice Chancellor.</li> </ul>
	<ul> <li>Determine if closure is necessary based upon information or changing conditions - verify with Vice Chancellor of Athletics, Recreation and Ritchie Center Operations.</li> </ul>	
11. Vice Chancellor of Athletics, Recreation and Ritchie Center Operations.	<ul><li>Approve closure.</li><li>Identify any additional issues.</li></ul>	<ul> <li>□ Approve closure</li> <li>□ Recommendations for handling any additional issues.</li> </ul>

#### **CBS 4 Snow Closure Reporting Directions: ONLINE**

#### ONLINE:

Screen Name: Daniel L. Ritchie Ctr: Sports & Wellness

Password: 33144

#### SCREEN NAME: DANIEL L. RITCHIE CTR: SPORTS & WELLNESS

<u>User</u>	<u>USERNAME</u>	<u>Password</u>	EMAIL ADDRESS
RUTH BROWN	RUTH_BROWN	33144	ruth.brown@du.edu
STUART HALSALL	STUART_HALSALL	33144	stuart.halsall@du.edu

#### **INSTRUCTIONS:**

- Go to <u>cbsdenver.com/closure</u>
- Log in with your username and password (shown above)
- Click on profile and add your email address (first-time users)
- Click on add new event
- Choose Location
- Choose Event (duration of closure)
- Choose Expiration
- Click "SUBMIT"

Users do not have the option to edit an entry. To change an entry, click on the entry and hit "expire" to remove and then create a new event.

Schools and businesses can have multiple entries:

Example: ABC High School – Early Dismissal

ABC High School – No Evening Classes

If you have problems with the system, or have a closure not covered by the system, please call **303-830-6464** or **800-444-5262**.

Please remind your students and employees that we will announce closings and delays on **CBS4 at 5AM** and on our website at <u>cbsdenver.com</u>.

#### **CBS 4 Snow Closure Reporting Directions: BY PHONE**

#### BY PHONE:

To report a closure call 303.894.6093 and enter the Daniel L. Ritchie Ctr: Sports & Wellness ID# 33144. After you have entered the ID you will be asked to enter your pin number.

Contact Pin #

Stu Halsall 80470#

Ruth Brown 40147#

Kim DeVigil 48306#

Once you've connected to the system:

Press 1 for a closure

Press 2 for a 1-hour delay

Press 3 for a 90-min delay

Press 4 for a 2-hour delay

Press 5 for an early dismissal

Press 6 to cancel evening athletics and activities

Press 7 to cancel evening classes

If a mistake is made, just call the system back and repeat the process. If you have problems with the automated system, or have a closure that is not covered by any of the options above, please call 303.830.6464 or 800.444.5262.

Closures will be posted on CBS 4 beginning at 5:00 am and on their website, cbs4denver.com.

#### TORNADO/EARTHQUAKE/HAILSTORM

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS TORNADO/EARTHQUAKE/HAILSTORM EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Building/Event Supervisor	<ul> <li>Contact Associate Director of Ritchie Center Operations</li> <li>Communicate with Campus Safety at: 303.871.3000 (emergency)</li> <li>Begin safety relocation procedures</li> </ul>	<ul> <li>Initiates Emergency Response Procedures</li> <li>Advises Directors and other supervisory staff</li> </ul>
Associate Director of     Ritchie Center     Operations	<ul> <li>Notifies Directors and Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> <li>Monitors weather reports</li> </ul>	<ul> <li>Ensure that all people are relocated to safe areas on lower concourse</li> <li>Ensures that all venues are secured</li> <li>Report to Associate Vice Chancellor</li> </ul>
3. Directors and Other Supervisory Staff	<ul><li>Assist with Safety Re-location</li><li>Secure Building</li></ul>	<ul> <li>Direct people to safety on lower level of building</li> <li>Ensure that their area(s) of responsibility are re-located and secure</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>
4. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Monitor weather reports</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>□ Assure that people are being relocated to safe areas on lower concourse</li> <li>□ Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	☐ Gives 'All Clear' ☐ Updates Vice Chancellor

#### LIGHTNING

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS LIGHTNING EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Building/Event Supervisor.	<ul> <li>Contact coaches / event leaders hosting events outside of building</li> <li>Begin safety relocation</li> </ul>	<ul> <li>Initiates Emergency Response Procedures</li> <li>Advises Directors and other supervisory staff</li> </ul>
	<ul><li>procedures to safe shelter</li><li>Monitors Telvent Weather Monitoring site.</li></ul>	
	<ul> <li>Gives all clear after 30 minutes of no lightning within 8 miles of site</li> </ul>	
Associate Director of     Ritchie Center     Operations	<ul> <li>Notifies Directors and Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> <li>Monitors weather</li> </ul>	<ul> <li>Ensure that all people are relocated to safe areas</li> <li>Report to Associate Vice Chancellor</li> </ul>
3. Directors and Other Supervisory Staff	<ul><li>Assist with Safety Re-location</li><li>Assist with weather monitoring</li></ul>	<ul> <li>Direct people to safe shelter</li> <li>Ensure that their area(s) of responsibility are re-located</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>
4. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Assist with weather monitoring</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>Assure that people are being relocated to safe shelter</li> <li>Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	☐ Updates Vice Chancellor

#### GAS LEAK/CHEMICAL RELEASE

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS GAS LEAK/CHEMICAL RELEASE EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Building/Event Supervisor	<ul> <li>Call 911</li> <li>Communicate with Campus Safety at:         303.871.3000 (emergency)</li> <li>Contact Associate Director of Ritchie Center Operations</li> <li>Communicate with Campus Safety at:         303.871.3000 (emergency)</li> <li>Begin evacuation procedures</li> </ul>	<ul> <li>Initiates Emergency Response         Procedures         Advises Directors and other supervisory staff     </li> </ul>
2. Campus Safety Dispatch	<ul> <li>Receives call, verifies information</li> </ul>	<ul><li>Dispatches Safety Officer</li><li>Communicate with Denver Fire</li></ul>
3. Associate Director of Ritchie Center Operations	<ul> <li>Notifies Directors and Other Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> </ul>	<ul> <li>Direct people to safety areas away from building</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> <li>Report to Associate Vice Chancellor</li> </ul>
4. Directors and Other Supervisory Staff	<ul><li>Assist with Building Evacuation</li><li>Secure Building</li></ul>	<ul> <li>Direct people to safety areas away from building</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> <li>Report to Associate Vice Chancellor</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Contact Campus Safety</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>Assure that Building is being evacuated</li> <li>Meets Campus Safety and Denver Fire at Fire Command Center at Lower North Entrance</li> <li>Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>
6. Campus Safety or Denver Fire	<ul><li>Determines 'All Clear"</li></ul>	☐ Communicate 'All Clear' with Associate Vice Chancellor
7. Associate Vice Chancellor	<ul> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	☐ Gives 'All Clear' ☐ Updates Vice Chancellor

#### WORK PLACE VIOLENCE

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS WORK PLACE VIOLENCE EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Building/Event Supervisor	<ul> <li>Contact Associate Director of Ritchie Center Operations</li> <li>Communicate with Campus Safety at: 303.871.3000 (emergency)</li> <li>Begin evacuation procedures (if deemed necessary)</li> </ul>	<ul> <li>□ Initiates Emergency Response         Procedures</li> <li>□ Advises Directors and other supervisory         staff</li> </ul>
2. Campus Safety Dispatch	<ul> <li>Receives call, verifies information</li> </ul>	□ Dispatches Safety Officer
3. Associate Director of Ritchie Center Operations	<ul> <li>Notifies Directors and Other Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> </ul>	<ul> <li>Direct people to safety areas away from area(s) of incident</li> <li>Ensure that their area(s) of incident are being evacuated and secured</li> <li>Report to Associate Vice Chancellor of Internals Operations</li> </ul>
4. Directors and Other Supervisory Staff	<ul><li>Assist with Building Evacuation</li><li>Secure Building</li></ul>	<ul> <li>□ Direct people to safety areas away from area(s) of incident</li> <li>□ Ensure that their area(s) of responsibility is evacuated and secure</li> <li>□ Report to Associate Vice Chancellor of Internals Operations</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Contact Campus Safety</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>Assure that area(s) of incident is being evacuated</li> <li>Meets Campus Safety</li> <li>Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>
6. Campus Safety or Denver Fire	<ul><li>Determines 'All Clear"</li></ul>	☐ Communicate 'All Clear' with Associate Vice Chancellor
7. Associate Vice Chancellor	<ul> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	☐ Gives 'All Clear' ☐ Updates Vice Chancellor

#### **ACTIVE SHOOTER**

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS ACTIVE SHOOTER EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Building/Event Supervisor	<ul> <li>Call 911</li> <li>Communicate with Campus Safety at:         303.871.3000 (emergency)</li> <li>Contact Associate Director of Ritchie Center Operations</li> <li>Communicate with Campus Safety at:         303.871.3000 (emergency)</li> <li>Begin Safety and Relocation Procedures</li> </ul>	<ul> <li>□ Initiates Emergency Response         Procedures</li> <li>□ Advises Directors and other supervisory         staff</li> </ul>
2. Campus Safety Dispatch	<ul> <li>Receives call, verifies information</li> </ul>	<ul><li>Dispatches Safety Officer</li><li>Coordinates with Denver Police</li></ul>
3. Associate Director of Ritchie Center Operations	<ul> <li>Notifies Directors and Other Supervisory Staff</li> <li>Notifies Associate Vice Chancellor of Ritchie Center Internal Operations</li> </ul>	<ul> <li>□ Direct people to safety areas away from area(s) of incident</li> <li>□ Ensure that their area(s) of incident are being evacuated and secured</li> <li>□ Report to Associate Vice Chancellor</li> </ul>
4. Directors and Other Supervisory Staff	<ul><li>Assist with Building Evacuation</li><li>Secure Building</li></ul>	<ul> <li>Direct people to safety areas away from area(s) of incident</li> <li>Ensure that their area(s) of responsibility is evacuated and secure</li> <li>Report to Associate Vice Chancellor</li> </ul>
5. Associate Vice Chancellor	<ul> <li>Communicate with Directors</li> <li>Contact Campus Safety</li> <li>Contact Vice Chancellor for Athletics &amp; Recreation</li> </ul>	<ul> <li>□ Assure that area(s) of incident is being evacuated</li> <li>□ Meets w/Denver Police Department to ensure directions are followed</li> <li>□ Meets Campus Safety</li> <li>□ Advises Vice Chancellor for Athletics &amp; Recreation</li> </ul>
6. Campus Safety or Denver Fire	<ul> <li>Determines 'All Clear"</li> </ul>	☐ Communicate 'All Clear' with Associate Vice Chancellor
7. Associate Vice Chancellor	<ul> <li>Contacts Directors and other Supervisory Staff</li> <li>Contacts Vice Chancellor for Athletics &amp; Recreation</li> </ul>	☐ Gives 'All Clear' ☐ Updates Vice Chancellor

#### PANDEMIC/COMMUNITY DISASTER

### UNIVERSITY OF DENVER DANIEL L. RITCHIE CENTER FOR SPORTS & WELLNESS PANDEMIC/COMMUNITY EVACUATION PROTOCOL

Responsible Party	Task	Action
1. Associate Vice Chancellor	<ul> <li>Meet with Campus Critical Incident Response Team</li> <li>Determine roles/responsibilities of Ritchie Center and Staff</li> </ul>	☐ Communicate to Executive Senior Staff☐ Communicate to Directors
2. Executive Senior Staff	<ul> <li>Communicate to Direct Reports</li> </ul>	☐ Execute Assigned Roles/Responsibilities
3. Directors	<ul> <li>Communicate to Direct Reports</li> </ul>	☐ Execute Assigned Roles/Responsibilities
4. Campus Critical Incident Response Team	<ul> <li>Communicate when incident is over</li> </ul>	☐ Communicate with Associate Vice Chancellor
5. Associate Vice Chancellor	<ul> <li>Restore Ritchie Center to Daily Operating Protocols</li> </ul>	<ul> <li>Communicate to Executive Senior Staff and Directors</li> </ul>