

# **MENDENHALL RECRUITMENT CENTER**

## **EMERGENCY EVACUATION PROCEDURES CHAIN OF COMMAND FOR EVACUATION PROCEDURES OR UNEXPECTED EMERGENCIES**

In case of an emergency where crowd safety and well-being is jeopardized, a meeting will be held in the facility director's office in order to determine what course of action should be taken. The following individuals should be involved in this decision: Facility director (or highest ranking individual on chain of command listed below), ranking police officer, Fire Department, promoter, and any external safety officials (i.e. fire marshal, Metro, etc.)

In the event that a decision can not be mutually agreed upon, the ultimate decision and responsibility of the event lies with the Facility Director.



## **EMERGENCY EVACUATION PROCEDURES INTRODUCTION**

There may come a time when immediate evacuation of the Mendenhall Recruitment Center is necessary. Only if guests are in any physical danger would this be done. The role of all Athletic and Thomas & Mack Center employees is crucial in conducting an orderly evacuation.

The type of emergency will dictate which evacuation procedure will be followed. However, in all evacuations we will direct the guests out the nearest exit. Under the best conditions, we may have the chance to use the public address system and to turn on the house lights (at the Mendenhall Center), but neither of these factors can be assumed. There are many ways an evacuation may develop. One thing is certain: All Team Members cannot expect any previous warning.

It is hoped that during an emergency evacuation, there will be enough warning for the facility staff to create the "Ideal Conditions." But in the event of a spontaneous evacuation, we must depend on immediate judgment and previous training of our employees.

The following will serve as a basis for this training.

## **EMERGENCY EVACUATION PROCEDURES STAFF RESPONSIBILITIES**

Once the emergency on-site staff has determined that the Mendenhall Recruitment Center has to be evacuated the following should take place:

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### **ATHLETIC / OPERATIONS DEPARTMENT**

- Point Person: Athletic and or Production Manager on Duty
- The engineer on duty that is stationed in the fire alarm room will find the alarm location and dispatch another engineer to investigate the alarm.
- The highest ranking Athletics/TMC staff member will immediately report to the fire alarm room to have a script read over the emergency broadcast system or instruct the public address announcer of the event on what to say inside the arena.
- The engineer in charge of the sound and lights will remain in the sound booth to control the house lights and sound until a complete arena evacuation has been affected or is required.
- The heating, ventilation and air-conditioning (HVAC) engineer will go to the mechanical room for further directions.
- The custodians will search trash cans and custodial closets in case of bomb threats.
- Operations staff will search all non-public areas.
- Event Services staff will search all public areas, inconspicuously.

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### **EVENT SERVICES**

#### **BEFORE DOORS:**

If an evacuation is necessary *before* doors are opened to the public, all nonessential building personnel must exit the building and escort waiting guests into the parking lot areas.

The external public address system will inform guests of what is going on and when it is safe to return to the facility.

## **AFTER DOORS:**

If evacuation is necessary *after* the doors have been opened, and guests/performers are in the arena:

- All Team Members must remember to keep the guests calm.
- All performers and their associates will be evacuated out the building. This exit may also be used in extreme emergencies for guests.
- All guests in the Mezzanine and Bleacher seating areas will use the stairs to exit the building and proceed to the parking lot area.

## **TICKET TAKERS**

Ticket takers should clear all entrances of ticket boxes, tables, garbage cans, barriers, and ash trays and not allow additional guests to enter. They should stand by doors in order to offer any assistance possible on egress of guests -- this includes propping open all doors.

## **USHERS**

Ushers located at the locker rooms will check their respective areas to see that everyone is aware of the evacuation in progress. These areas must be secured so that guests do not mistakenly go into these areas.

The ushers' responsibility is first and foremost to assist the guests in leaving seating areas to the parking lot.

Ushers near exits will immediately go to the nearest exit and hold or prop open doors for exiting guests.

Ushers that are not by exits will immediately go to area between the exit doors and inform guests of the nearest exit. (See Map)

Mezzanine ushers are to remain in the mezzanine until all guests have evacuated the area.

After the arena is cleared, all ushers will vacate the arena and help in escorting people away from the arena and into the parking area.

Ushers in the handicapped areas will escort disabled guests to the area of safe Refuge and away from the facility. This may involve physically carrying guests from arena to exterior of facility.

## **ELEVATORS**

Elevator(s) will immediately go to the ground level and stay open. Elevator ushers are to inform all guests that the elevators are not to be used for any reason. An usher will be assigned to stay in front of the elevator at all three levels in order to direct guests to the nearest exit.

## **CLEAN-TEAM**

Clean-Team members will check the restrooms for guests and inform them of the nearest exit. A Clean-Team member will remain in front of the restroom to direct the guest to the nearest exit.

### **ATHLETICS / OPERATIONS**

Athletics and Operations will assign small groups to search office and other areas for total evacuation. Ushers will search the public access areas (restrooms, etc.) to evacuate all guests. Operations will search all locked areas. (See Addendum 1)

### **FOOD & BEVERAGE SERVICES**

Food & Beverage Services department personnel will see that their areas are searched, locked and secured in all regards. No staff should remain in the building.

### **PARKING ATTENDANTS**

Parking attendants will direct guests across the road to the parking lots.

# **EMERGENCY EVACUATION PROCEDURES PLAN FOR BOMB THREATS MENDENHALL CENTER**

## Pre-Planning and Practice

- Secure all radio transmissions within the facility.
  
- Assign areas for a search by personnel most likely to recognize unusual objects in each search area (i.e., - Athletic staff will search locker rooms, maintenance engineer will search equipment and storage rooms, etc.) (See Addendum #1)
  
- Provide training for all personnel in bomb threat procedures and conduct quarterly practice drills.
  
- Have security personnel check the facility for any explosive devices before opening the building to the public.

## Person Taking Call -- Remain Calm. (Don't Exhibit Emotion!)

- Record exact information received.
- Keep the person talking if possible, and find out all you can.
- Use Emergency Check-List in order to know what to and what not to say.

## After the Person Hangs Up

- Report to the Athletics or Operations Director and/or Event Service staff only.
- Do NOT tell anyone else! Do NOT use the radio!

## Facility Director (Person in Charge of the Facility -- for a chain of commands, see attached.)

- Inform Campus Police ranking office on duty.
- Gather information from person taking call.
- Assemble key personnel, without alarming guests.
- Instruct key personnel to conduct a preliminary search and report back. Use Building Search Check-List. Warn them against touching, moving, or jarring any unusual objects.
- The director in charge will coordinate search activities from a central point (the Director's Office), near telephones and a location where reports from personnel can be monitored. If the Director's office is not available, the Food Service's office will serve as an alternate site.

## If a Potential Bomb is Found:

- Report any unusual object that seems "out of place" (i.e., - a box in an equipment room, a purse or suitcase in a restroom, a package under a bench, etc.)
- DO NOT TOUCH! Many devices explode with even the slightest touch.
- The ushers should block any area they believe may contain a bomb until Public Safety officers arrive, and they, in turn, contact the bomb squad (Fire Department) for assistance.

When Police And/Or Firemen Arrive:

- The director or his designated representative should meet the bomb squad at a predetermined place -- Thomas & Mack Center (curb parking at main Swenson entrance) -- with the telephone log and all available information.
- If officers, employees and police conduct a search and nothing is found, the arena director will decide whether evacuation of the building is required. The Athletics Director and or Thomas & Mack Center Director will determine the course of action, with input from Campus Police, Medical Services, and the promoter of the event.
- Police will assist with a crowd evacuation, if deemed necessary by the Athletics Director and or the Thomas & Mack Center Director, Fire Department, University Police.

Points to Remember:

- Bombs are usually placed in inconspicuous places where people are not likely to see them.
- Although most bomb threats are made by cranks, treat all calls seriously.
- Remember any object may conceal a bomb, so look for anything out of the ordinary. Instruct all personnel not to touch, move or jar any unusual objects.
- The person operating the public address system should remain calm, and announce the message provided.

# ADDENDUM #1

## MENDENHALL EXPLOSIVE DEVICE SEARCH CHECKLIST

Director: \_\_\_\_\_

Date: \_\_\_\_\_

AREA	RESPONSIBILITY	TIME
Restrooms Ground Level Mezzanine Level	Operations Clean Team	_____ _____ _____
Supply Rooms-All Levels	Athletics/Operations	_____
Cabinets-All Levels	Athletics/Operations	_____
Closets-All Levels	Athletics/Operations	_____
Desks/Drawers-All Levels	Athletics/Operations	_____
Wastepaper Containers and Cigarette Receptacles	Athletics/Operations	_____
Locked Doors	Athletics/Operations	_____
Ventilation Ducts	Operations	_____
Lights/Ceilings	Operations	_____
Tables	Athletics/Operations	_____
Hose Cabinets	Operations	_____
Locker Rooms/Training Rooms	Athletics/Operations	_____
Food & Beverage Services		
Food Preparations Area	Food & Beverage	_____
Food Storage Area	Food & Beverage	_____
Athletics Offices	Athletics	_____
Mechanical Room	Operations	_____
Stage Area	Operations	_____
Catering Area	Operations	_____



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**MENDENHALL CENTER EXPLOSIVE DEVICE SEARCH CHECKLIST - Page 2**

If possible, the rooms should be sealed after the search is completed. A device (tape, strap, a plastic device) that will indicate at a glance if the room has been reentered after the initial search.

Possible motive for a bomb threat in your area. (Explain) \_\_\_\_\_

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**EXAMPLES:**

Previous Threats: \_\_\_\_\_  
Suspicious Persons: \_\_\_\_\_  
Employee or Ex-Employee: \_\_\_\_\_  
Problem: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Signature: \_\_\_\_\_

# BOMB THREAT CHECKLIST

Record exact words of the threat: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INFORM CALLER:** Detonation of the bomb could result in serious injury or death to many innocent people.

## QUESTIONS TO ASK:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What kind of explosive is it? \_\_\_\_\_
4. What does the bomb look like? \_\_\_\_\_
5. Why did you place the bomb? \_\_\_\_\_

## DESCRIPTION OF CALLER'S VOICE:

Male: \_\_\_\_\_  
Female: \_\_\_\_\_  
Child: \_\_\_\_\_  
Estimated Age: \_\_\_\_\_  
Race: \_\_\_\_\_  
Voice Tone: \_\_\_\_\_  
High: \_\_\_\_\_  
Low: \_\_\_\_\_  
Slow: \_\_\_\_\_  
Rapid: \_\_\_\_\_  
Broken: \_\_\_\_\_  
Disguised: \_\_\_\_\_  
Accent: \_\_\_\_\_  
Background Noises: \_\_\_\_\_  
\_\_\_\_\_

Notified/Time: \_\_\_\_\_

Your Name: \_\_\_\_\_ Dept.: \_\_\_\_\_

Phone: \_\_\_\_\_

**DO NOT DISCUSS THE CALL WITH OTHER PERSONNEL AFTER INFORMING  
ATHLETICS/OPERATIONS DIRECTOR AND/OR EVENTS MANAGER**

**MENDENHALL CENTER  
EMERGENCY EVACUATION PROCEDURES  
FIRE**

If the caller only smells smoke, the dispatcher will:

- < Notify the engineer in the fire alarm room and he will request security and engineering departments to check the area.
- < Only upon confirmation by these sources that smoke and/or fire exists, the Clark County Fire Department be notified.

If the Alarm Sounds:

- < The Alarm will sound in TMC Fire Control Room and at the University Police Headquarters.

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**DUTIES OF FACILITY ENGINEER:**

When notified by an Alarm that fire or smoke is actually visible, the engineer will:

**I. For Troubled Alarms**

- A. University Police (UNLV) will be notified through the Simplex System Panel, on the automatic dialer. UNLV will alert Clark County Fire Department immediately.
- B. Engineer in the Mendenhall fire control (Alarm) room will inform assistants about the location, and which level the fire is on.

**II. For Active Alarms**

- A. University Police (UNLV) will be notified through the Simplex System Panel, on the automatic dialer. UNLV will alert Clark County Fire Department immediately.
- B. University Police are dispatched to the TMC Fire Control Room
- C. Facility Operations has 4 minutes to verify if the Alarm is valid before the horns sound in the arena.

**1. If an engineer receives a report that the alarm is False, the engineer will reset the Alarm Panels and Clark County Fire Department is notified.**

**2. If an engineer receives a conformation that the alarm is Actual, the Alarm Panel is left Active and Horns will sound in the Area.**

## **DUTIES OF COMMAND POST:**

- Command Post will be established in the office of the Facility Director (if this location is unavailable, Athletic Directors offices will be the alternative command post at the Thomas & Mack Center).
- Personnel of the Command Post will include Athletic Director, Facility Director, Associate Directors, highest ranking University Police officer, Event Services Director, Event Manager, American Medical representative and fire marshal (if present).
- Responsibilities of the Director of the Command Post:
  - A. Verify Clark County Fire Department has been contacted.
  - B. Maintain constant communication with fire marshal and fire chief and Campus Police.
  - C. Make determination about initiating evacuation procedures.
  - D. Place Metropolitan Police Department and Campus Police on alert for possible assistance.
  - E. Coordinate efforts of all personnel.
  - F. Make determination in conjunction with CCFD Fire Chief and Thomas & Mack Center Fire Marshal for assistance from outside sources, i.e., - Nellis Air Force Base.

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## **FLOODING**

If flooding should occur, parking lot gates must be opened immediately to avoid trapping motorists.

Flooding preparations and guidelines during events are primarily targeted for the parking lots. The security dispatcher will contact the Public Safety Department and other appropriate agencies to determine which roadways adjacent to the Mendenhall Center properties are inaccessible to vehicular traffic, then:

- Makes proper notification through the chain of command.
  - Dispatch parking lot personnel to block all roadways leading toward the flooded areas.  
Use of barricades and personnel are to be used to accomplish this.
  - Dispatch additional security personnel to the parking lots to direct vehicular traffic to the appropriate escape routes.
  - Dispatch security personnel to open entry gates so guests can leave the property.
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## **ELECTRICAL OUTAGE**

In the event of an electrical outage, the facility emergency power plan will be activated immediately and remain in effect until all power is restored. Guests and employees will be kept informed by use of the public address system.

Again, keep the guests calm until Athletic / Facility Director or the highest ranking facility representative determines whether or not to continue the event. The Evacuation Plan will then be followed if event is not completed and/or must be ended early.

The public address announcement will include any ticket refund information.

**EMERGENCY EVACUATION PROCEDURES  
LOCATION OF FIRE ALARM PULLERS, HOSE CABINETS  
AND CHEMICAL FIRE EXTINGUISHERS  
MENDENHALL CENTER**

**MENDENHALL CENTER MEZZANINE LEVEL:**

- Pull stations are located at stairs near each set of exit doors.
- Chemical fire extinguishers are at the midpoint of the west wall.

**MENDENHALL GROUND LEVEL:**

- Pull Station Locations:
  - At every exit on Ground Level
  
- Chemical Fire Extinguishers:
  - Near the Court entrance.
  - Near the North and West Entrance

**MENDENHALL LOWER LEVEL:**

- Pull Station Locations
  - Hallway next to Stair #2
  - Hallway next to Stair #3
  - Cox Tunnel entrance
  
- Chemical Fire Extinguisher Locations
  - Hallway across from Training room
  - Outside Coaches Locker room

**MENDENHALL RECRUITMENT CENTER  
EMERGENCY EVACUATION PROCEDURES  
EMERGENCY TELEPHONE NUMBERS**

Simplex (Fire Alarms).....	948-1852
Clark County Fire Department.....	9-1-1
Command Post (Mike’s Office).....	895-1003
Back Up Command Post.....	895-4729
Facility Director (Mike’s Cell).....	376-8211
Athletic Directors Office.....	895-4729
Athletic Directors Cell.....	279-4563
Fire Control Room.....	895-2813
Las Vegas Metro Police.....	9-1-1
Night Telephone.....	9-1-1
Public Safety (University Police).....	895-3669
Security Dispatcher (TMC).....	895-3077

**AIRPORTS**

McCarran International.....	261-5743
Nellis Air Force Base.....	652-1110

**AMBULANCE**

24-hour Dispatch.....	9-1-1
Flight for Life (Helicopter).....	383-1000
American Medical Response.....	386-9985

**COMMUNICATIONS**

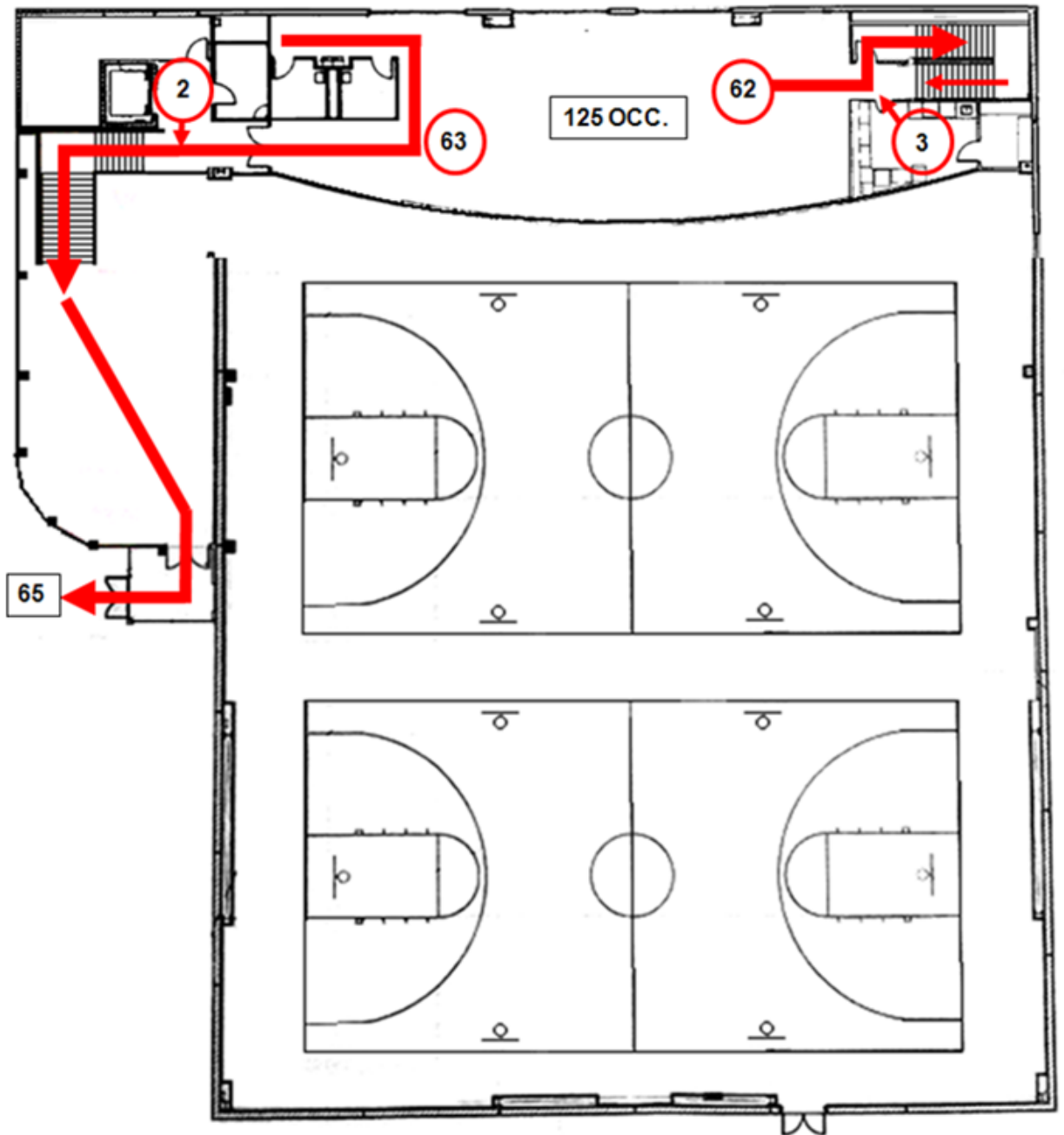
Communications Engineering, Inc.....	362-6850
Sprint/Central Telephone Company.....	385-2211

**CLARK COUNTY AGENCIES**

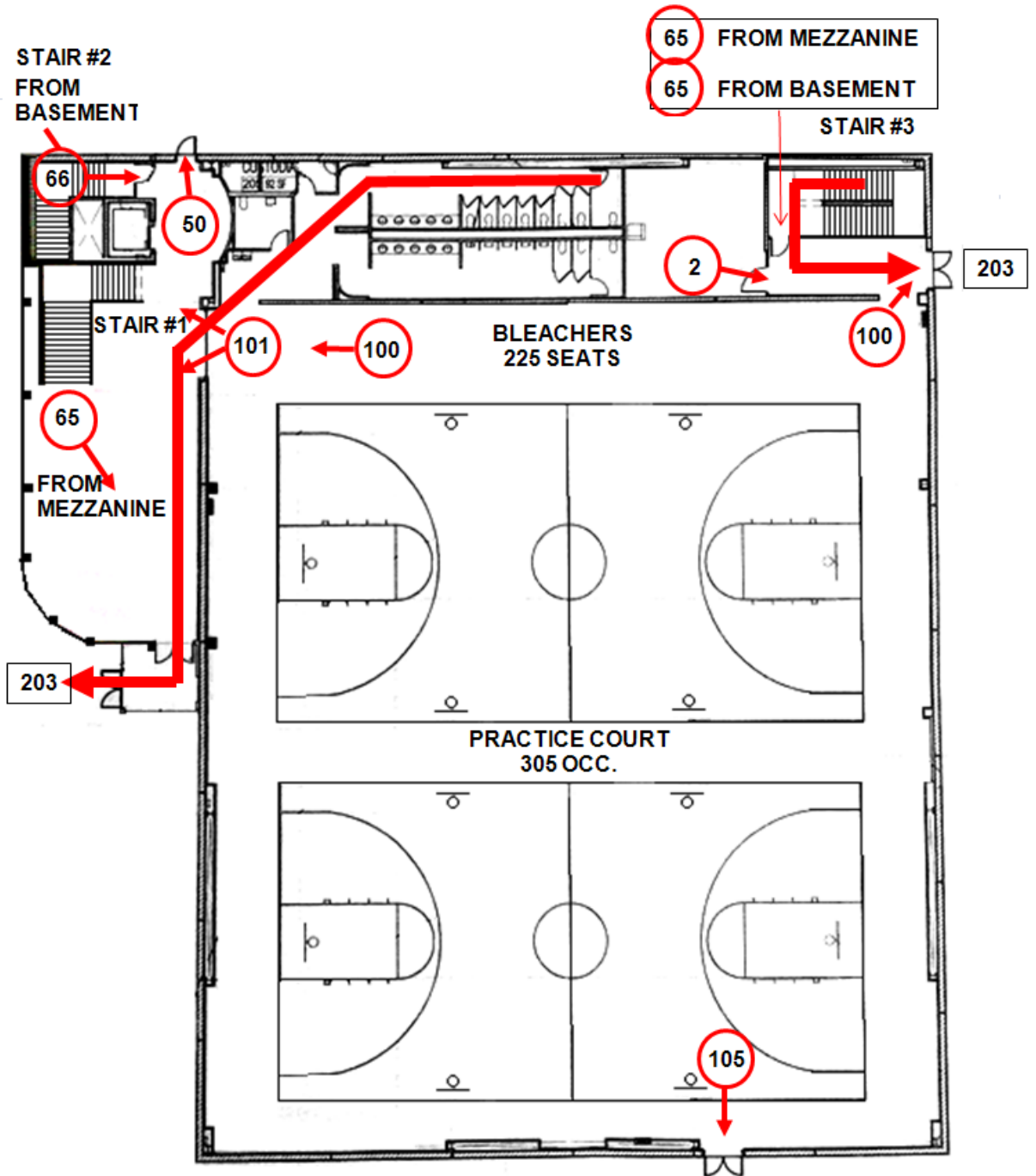
Clark County Civil Defense.....	455-8220
Clark County Fire Department.....	9-1-1
Clark County Managers Office.....	455-3530
Clark County Road Department.....	455-7540
Clark County Sanitation Department.....	434-6600

(Attached Diagrams)

# EGRESS PLAN - MEZZANINE LEVEL







**EGRESS PLAN – MAIN LEVEL**

