

Columbia Country Club Emergency Action Plan



**7900 Connecticut Avenue
Chevy Chase, Maryland 20815
301.951.5000**

Purpose

An Emergency Action Plan (EAP) has been developed by Columbia Country Club to define the actions to be taken prior to and immediately following a major incident or disaster. The objectives in an emergency are to protect the staff, members and guests from serious injury, property loss and/or the loss of life.

For the purpose of this plan, a major incident or disaster could be defined as any of the following:

- Fire
- Tornado
- Earthquake
- Bomb Threat
- Hazardous Chemical Spill
- Flood
- Firearms
- Power Failure
- Automobile Accident

The EAP intentionally omits violence in the workplace as a major incident or disaster. The procedures to reduce the probability of violence in the workplace and the actions to be taken should it occur are addressed in the Columbia Country Club Employee Handbook.

Location of EAP

A copy of the EAP will be maintained throughout the Main Clubhouse, Green Department, Family Activity Building, Tennis Professional Shop and Golf Professional Shop. Any questions concerning this plan should be directed to plan preparer, Matthew Werth.

Media Interaction

During an instance where the EAP is put into action, there may be pressure from the media to divulge information about the incident at the Club. Columbia Country Club has a very strict policy regarding interaction with the media. The Employee Handbook states the following:

“No employee may divulge any Club Member or Employee – Related information to the media. The current Club President or General Manager will address the media on behalf of the Club”

Report any inquires to the General Manager and/or Manager on Duty

Reporting Emergencies

Upon discovering an emergency situation an employee should immediately notify other employees, members and guests in the area and sound the appropriate alarm. When it is safe to do so, the situation should be reported to the appropriate outside emergency agency or department. In the event of an emergency, immediately dial 9-911 from a house phone. Below is a list of local numbers to call in a non-emergency situation.

<u>Local Agencies</u>	<u>Phone Number</u>
Fire Department	(301) 652-0707
Police Department	(301) 652-9200
Suburban Hospital	(301) 896-3100

<u>Type of Emergency</u>	<u>Contact</u>	<u>Phone Number</u>
Fire	Chevy Chase Fire Department	(301) 652-0707
Medical Emergency	Bethesda/Chevy Chase Rescue	(301) 652-1000
Bomb Threat	Bethesda Police Department	(301) 652-9200

<u>Federal Agencies</u>	<u>Phone Number</u>
Federal Emergency Management Team (FEMA)	(202) 566-1600
Red Cross Regional Office	(301) 295-1538
Center for Disease Control (CDC)	(888) 329-4232
Material Safety Data Sheets (MSDS)	(800) 451-8346

Within the Club, the following personnel are responsible for ensuring that outside emergency personnel have been contacted. These individuals are also responsible for coordinating outside emergency personnel on the scene and providing directions to the site of the emergency.

William Duthe , General Manager	(716) 531-6538
Robert Burley , Assistant General Manager	(301) 674-5492
Matthew Werth , Operations Director	(716) 417-9866
Brandon Sears , Assistant Manager	(716) 901-1017
Sally Weiner , Assistant Manager	(301) 602-3177
William Marlow , Chief Engineer	(301) 674-5494
Paul Twining , Starter	(561) 906-2076
Steve McCormick , Green Superintendent	(301) 573-4185
Joe Mesmer , Director of Tennis	(301) 351-0771
Frank Lopez , Assistant Manager	(301) 828-6715
Dimitar Ivanov , Pool Manager	(202) 644-6718

Making a 911 Call

In the case of an emergency, please follow the steps outlined below:

1. Determine if emergency assistance is required.
2. Determine if the area is safe for rescue personnel (check for fire, exposed electrical lines, chemicals, etc.) **DO NOT ATTEMPT A RESCUE IF THE SCENE SEEMS DANGEROUS TO YOUR WELL BEING**
3. From a house phone dial **9-911**. Stay on the line with the 911 operator until he/she tells you to do otherwise.

Columbia Country Club's Address:

7900 Connecticut Avenue, Chevy Chase, Maryland 20815

We are located at the intersection of Connecticut Avenue and East West Highway.

Telephone Number

(301) 951-5000

Evacuation

- When dialing 911 from a house phone, you must dial 9 first **(9-911)**.
- In the event of an emergency, employees are alerted by the sounding of an alarm or by verbal announcement from a supervisor. When making a verbal announcement, be sure to speak loudly and clearly. An example of what to say is:
“Ladies and Gentleman, we have a situation that requires us to evacuate the premise, please proceed to the nearest exit.” or “We have an emergency situation that requires everyone to vacate this area, please follow name supervisor to the nearest exit.”
- Depending upon the evacuated location, members, guests and employees are to gather in the following location(s):
 - Front of the Clubhouse:** On the putting green #20.
 - Parking Lot:** South corner.
 - Golf Course:** On the cart path in-between the First Tee Box, 18th and 19th greens.
- In the event of a fire or other emergencies, **all** patrons and employees must evacuate immediately by means of the nearest available marked exit.
 - Tennis:** Once evacuated, direct everyone to the front of the Clubhouse, gathering on putting green #20.
 - Golf Shop:** Once evacuated, direct everyone to the golf course, gathering on the cart path in-between the First Tee Box, 18th and 19th greens.
 - Green Maintenance:** Once evacuated, direct everyone to the golf course, gathering on the 10th fairway.
 - Clubhouse:** Once evacuated, direct everyone to the front of the Clubhouse, gathering on putting green #20.
 - Bowling Center:** Evacuate using the West Emergency Exit. Once evacuated, direct everyone to the South corner of the parking lot.
 - Fitness Center:** Evacuate using the West Emergency Exit. Once evacuated, direct everyone to the South corner of the parking lot.
 - Teen Clubhouse and Kid City:** Evacuate using the East Emergency Exit. Once evacuated through the Summer Lobby, direct everyone to the South Corner of the parking lot.
- Any employee, member or guest with an injury should immediately report to the nearest supervisor to seek medical attention.
- Once all members, guests and employees have been evacuated, each departmental supervisor will take a roll call of all employees and members they recall being at the club. He/she will report to the Manager on Duty (MOD) whether or not all employees are accounted for. If someone is unaccounted for, ask others of the person’s last known location and notify rescue teams upon their arrival. **DO NOT RE-ENTER AN EMERGENCY EVACUATED BUILDING.**
- The MOD, in conjunction with the Chief Engineer and rescue teams, will determine when it is safe to re-enter the Club and formulate a plan to resume operations.

Accounting for Employees, Members & Guests & Notification Procedures

After exiting the Main Clubhouse, all employees, members and guests are to assemble for roll call at the **Front Putting Green**.

In the event of severe weather conditions, members and guests are to assemble for roll call at the **Underground Garage**.

The following supervisors are responsible for ensuring that employees comply with this requirement, conduct roll call and report to outside emergency personnel the last know location of any missing employees, members and guests.

<u>Name</u>	<u>Department</u>
William Duthe	Administration
Robert Burley	Administration
Matthew Werth	Administration
Brandon Sears	Food and Beverage
Molly Fowler	Accounting
Elizabeth Blanco	Housekeeping
Eric Yonda	Banquets
Franz Manser	Culinary
Frank Lopez	Swimming, Skating & Bowling
Garrett Witts	Swimming, Skating & Bowling
Paul Twining	Golf
Joe Mesmer	Tennis
Rich Bausch	Tennis
Andrea Needles	Fitness
Kimberly Jackson	Youth Activities, Kid City, Camp Columbia
Cesar Carillo	Terrace Room
Luis Lopez	Columbia Room

Notification Procedure: If the Emergency Action Plan is initiated, the Club will send an email from the Columbia Administration Account notifying Members of the situation.

The Youth Activity Director will reply all to their registration email notifying parents the EAP has been initiated, and the kids are safely located in the evacuated location. Parents should be asked to pick their child up. Phone calls will follow after one hour notifying parents of the situation.

Fire

In the event of a fire, the Club's fire alarm will sound. This system should provide warning for necessary emergency action and sufficient time for employees, members and guest to evacuate the Club. The fire alarm monitoring company, Emergency 24, (1-800-827-3624) will also notify management when the alarm system is activated.

If you **see a fire, pull a fire alarm.** Fire alarms are located throughout the Clubhouse.

If you suspect there is a fire, pull a fire alarm.

1. **Dial 9-911 from a house phone.**
2. **Evacuate the building**
3. **Notify the Manager on Duty**

Do not attempt to go into a fire. Possible hazards include burns, smoke inhalation, fallen debris, chemical explosions and electrocution.

Before opening a door, touch it near the top to see if it is hot. Do not open a hot door. A fire on the other side could blast through the smallest opening with tremendous force and heat.

Do not use water on any fire if it's around or involved with electricity or chemicals of any kind.

Fire Extinguisher Locations

	Main Building	FAB	Golf Course
Attic - Top of Steps	Seasons Lounge - Under Bar by Front Door	Net Room - Left Side of Practice Area	Snack Bar #8 - Next to Ice Machine
Third Floor - Storage Hall	Ball Room Stage	Cart Barn (2) - Right of Door	Greens - Chemical Shed
Engineering - Near Entrance	Ball Room - Northeast Corner	Golf Pro Shop - Mechanical Room	Greens - Gas Pump
Terrace Room - Closet	Ballroom Storage - East End	North Stairs at Roof Door	Greens - Front of Shop
Grill Kitchen - by Automatic Doors	Liquor Room	Fitness Center - By North Stairs Door	Greens - Blade Sharpener
Corridor Between Columbia Room and Grill Room	Mechanical Room	Teen Room - By Catwalk Doors	Greens - Storage Area Front
Elevator Machine Room - Lower Level	Third Floor Elevator - Elevator Lobby	Third Floor - By Elevator	Greens - Storage Area Back
Service Hallway - Brown Hallway Door	Third Floor - Top of Stairs by Employee Lunch Room	Winter Lobby - by South Stair Door	
Main Electric Rooms - 1 &2	Third Floor - Asst. Managers Office	Hallway by Pool Office and Swim Locker Rooms	
Main Boiler Room - Upstairs	Third Floor - Communications Directors Office	Elevator Machine Room - Lower Level Car 1	
Main Boiler Room - Downstairs	Third Floor - By Payroll Office	Bowling Alley - Mechanical Room Behind Bar	
Main Kitchen - Top of Stairs	Third Floor - Employee Break Room	Bowling Alley - Hallway Behind Bar	
Main Kitchen - West Wall	Upper Level MLR - Attendant's Station	Bowling Alley - Bar	
Main Kitchen - Bake Shop	Corridor Between Grill Room and MLR	FAB Boiler Room	
Main Dining Room - Service Area		Hallway Between Pool Pump Room and Electric Room	
Gold Room - Northeast Corner		Pool Pump Room	
Front Desk		Hallway by Group Exercise Studio	

Active Shooter

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Notify and Inform

Notify everyone an active shooter is on property or has entered the building

- Pick up any house phone and press the last programmed soft key. Once you hear a tone, alert all of the shooters location and inform everyone to evacuate.
- Be as specific as possible as to the shooters location and which direction people should evacuate.
- Do not use code words.

2. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

3. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

4. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Create a distraction
- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling

Hazardous Chemical Spill

Treat people for contamination first.

Call the 3E Company at: 1-800-451-8346

Be sure to have the chemical product information available:

Product Name

Product Number

Manufacturer Name

Manufacturer Phone Number

UPC Code

If readily available consult Material Safety Data Sheets (MSDS) for proper first-aid treatment. An MSDS binder is located in the Assistant General Manager's office.

Perform spill cleanup procedures as outlined by the MSDS sheet using the proper equipment.

Medical Emergency

1. If an adult or adolescent needs medical attention you must first make sure the scene is safe.
2. Proceed to see if the person is responsive. If a person is non responsive, shout for help.
3. Direct the first person who comes to help to **CALL 9-911**.
4. Direct the second person whom comes to help to obtain an AED.
5. Begin CPR
6. Use the AED as soon as it arrives.

If no one can help

1. Call 9-911 yourself
2. Retrieve an AED
3. Begin CPR

Steps of CPR

1. Check Breathing

Make sure the person is on a firm, flat surface.

Check breathing by observing chest movement.

If the person is not breathing or he/she are gasping for air, give CPR.

No Response + No Breathing or Only Gasping = GIVE CPR

2. Chest Compressions:

Move the clothes out of the way.

Put the heel of one hand on the lower half of the breast bone. Put the heel of your other hand on top of the first hand.

Push straight down at least 2 inches at a rate of 100 compressions per minute.

After each push, let the chest come back up to its normal position.

3. AED

Turn it on by pressing the “on” button. Follow the prompts.

Continue to give CPR until the person responds or someone with more advanced training takes over.

Choking:

If a victim is choking, use the Heimlich maneuver. The Heimlich maneuver quickly pushes air from the victim’s lungs, forcing out the blocking object like a cork from a bottle. To perform the Heimlich maneuver:

1. Stand behind the victim and make a fist with one hand.
2. Place the thumb side of the fist on the victim’s abdomen, slightly about the navel and below the breastbone.
3. Grasp the fist with your other hand and provide quick upward thrusts into the victim’s abdomen.

AED

The Club has nine (9), Automated External Defibrillators (AED), which can restart the heart of someone experiencing cardiac arrest. AEDs are located in the following areas:

Front Desk – Lobby Coat Check
 Snack Bar #8
 Pool Office
 Green Maintenance Building
 Golf Professional Shop & Golf Bag Room
 Fitness Center
 Columbia Room
 Tennis Professional Shop

CPR Certified Staff at Columbia

The following Club personnel are CPR and AED certified. In the event of a medical emergency, the individuals below can assist until the outside emergency personnel arrive at the scene.

Name	Department	Certification Date	Expiration Date	Name	Department	Certification Date	Expiration Date
Jorge Zuniga	#8	2/12/2015	2/28/2017	Milton Hines	Front Door	2/12/2015	2/28/2017
Zaria Feria	#8	2/12/2015	2/28/2017	Andrew Haldeman	Golf	6/12/2015	6/31/2017
Bandon Sears	Admin	3/1/2014	3/31/2016	Leo Gottgens	Greens	2/12/2015	2/28/2017
Matthew Mowery	Admin	2/12/2015	2/28/2017	Leuri Piti	Housekeeping	2/12/2015	2/28/2017
Matthew Werth	Admin	2/12/2015	2/28/2017	Juan Fonseca	Housekeeping	2/12/2015	2/28/2017
Robert Burley	Admin	6/12/2015	6/31/2017	Nelson Hernandez	Housekeeping	2/12/2015	2/28/2017
Gabriele Rivera	Bowling	2/12/2015	2/28/2017	Colin Caby	Housekeeping	2/12/2015	2/28/2017
Carlos Mendez	Bowling	2/12/2015	2/28/2017	Elizabeth Blanco	Housekeeping	2/12/2015	2/28/2017
Moriah Soon	Catering	2/12/2015	2/28/2017	Andres Hernandez	Housekeeping	2/12/2015	2/28/2017
Laura Gaige	Catering	6/12/2015	6/31/2017	Franz Manser	Kitchen	2/12/2015	2/28/2017
Bill Marlow	Engineering	6/12/2015	6/31/2017	Alexa Abdelrazek	Youth Activities	6/12/2015	6/31/2017
Raul Lazo	F&B	2/12/2015	2/28/2017	Kimberly Jackson	Youth Activities	2/12/2015	2/28/2017
Alberto Chavez	F&B	2/12/2015	2/28/2017	Matt Lally	Youth Activities	6/12/2015	6/31/2018
Eric Yonda	F&B	2/12/2015	2/28/2017	Janqueline Munguia	Youth Activities	2/12/2015	2/28/2017
Luis Lopez	F&B	2/12/2015	2/28/2017	Kevin Snyder	Youth Activities	6/12/2015	6/31/2019
Edward Dennis	F&B	2/12/2015	2/28/2017	Sonia Quintanilla	Youth Activities	6/12/2015	6/31/2020
Natacha Delicieux	F&B	2/12/2015	2/28/2017	Laura O'Brien	Youth Activities	6/12/2015	6/31/2021
Hugo Lauture	F&B	6/12/2015	6/31/2017	Milroy Don	Purchasing	6/12/2015	6/31/2017
Michael Launi	F&B	6/12/2015	6/31/2017	John Dillon	Tennis	2/12/2015	2/28/2017
Conor Higgins	F&B	6/12/2015	6/31/2017	Rich Bausch	Tennis	2/12/2015	2/28/2017
Nicole Ippolito	Front Desk	2/12/2015	2/28/2017	Joe Mesmer	Tennis	2/12/2015	2/28/2017
Lea Natnael	Front Desk	2/12/2015	2/28/2017	Liam McMahon	Tennis	2/12/2015	2/28/2017
Regine Laroche	Front Desk	6/12/2015	6/31/2017				

Thunderstorms, Tornadoes & Severe Weather

If a thunderstorm is approaching the area, an audible alarm will sound across the course warning golfers, swimmers, tennis players and employees. At the sound of the horn (one long blast) members and guests *must* clear the outdoor areas and seek shelter in a building (Clubhouse, pool locker rooms, Poolside Cafe, Family Activities Building). If the horn does not sound and you see lightning or hear thunder, please stop all outdoor activities and seek shelter immediately. Members and guests may return to their activities only after hearing three short blasts of the horn and management has confirmed it is safe to return to the deck. This system is in place for the safety of our members and their guests, and will be strictly enforced in all areas, including but not limited to the Golf Course, Driving Range, Tennis Courts, and Swimming Pools.

In the event of severe weather, please follow these steps below:

- Notify all persons (employees and members) of the impending storm/tornado.
- Evacuate all persons to the interior of a building or to the underground areas (parking garage). Stay away from doors and windows. In the event of a tornado cover yourself and others with cushioned materials such as coats, linens, towels, etc.

Anyone outdoors that cannot make it indoors should move to one of the shelters on the golf course.

After the storm, it is very important that you check the area for any hazardous conditions. Be aware of electrical wires, natural gas leaks, chemical spills, etc. Notify the Manager on Duty of any areas you think might cause problems.

Hurricanes are severe tropical storms with sustained winds of 74 miles per hour or greater. Hurricane winds can reach 160 miles per hours and extend inland for hundreds of miles.

Pre-Storm Procedure:

- When a tropical storm watch is issued all department heads will be notified by the General Manager to attend an emergency meeting. The following will be covered:
 - All emergency checklists and time frames will reviewed so that the club is secured in the event that a hurricane watch is issued from the National Hurricane Center. The Golf Course Superintendent and the Chief Engineer will be responsible for managing response activities.
 - Each department head must acquire an accurate phone list of all key employees in their department. Establish a notification procedure for their department.
 - The engineering department should create an emergency cart that will be stocked with emergency supplies. The supplies should include extension cords, flash lights, axes, chain saws, emergency generator, hard hats, face shields, rain gear, boots, gloves, pry bar, portable lights, large first aid kit, bolt cutter, two spools of 250 feet 3/8 nylon line and a stock of plywood.
 - Monitor state and local emergency information. Update workers on time frames and storm status.
 - Determine closing time of the Clubhouse and notify members & employees.

Firearms

For a person in possession of a firearm:

Dial 9-911 from a house phone.

Notify Management.

Await the arrival of the police.

In the case of an abandoned firearm/dangerous weapon:

DO NOT touch the firearm.

DO NOT leave the weapon unattended.

Send someone to call 9-911 from a house phone.

If there is a waste basket nearby, carefully empty it and place it over the firearm, being careful not to touch it.

Wait for emergency personnel to arrive.

Power Failure

In the event of a power failure, notify the following individuals:

Front Desk

Manager on Duty

Engineering Department

Retrieve lanterns from the Engineering Office located across from the Terrace Room (lanterns are located just inside the office on the wood shelves to the left).

Only light votive candles in areas where they will be monitored (ex. dining rooms).

While the power is out, take note of any emergency lighting malfunctions (exit signs, etc.). Be sure to report any issues or outages to the Engineering Department and/or the Manager on Duty.

Update members of any changes in the operation due to the power failure. If power is to be restored, inform members and employees of the timeline.

Monitor the situation until power is restored

Bomb/Bomb Threat

Bomb/Suspicious Item

If you find a bomb/suspicious item, notify management immediately and DO NOT TOUCH the item.

Bomb Threat

It is important that, in spite of the stress of the situation, the recipient attempt to obtain as much information as possible. The recipient should listen to the sound of the caller's voice, and any background noises, for as long as possible.

Operator/Receptionist Guidelines:

- Be calm, courteous, listen; do not interrupt the caller. This keeps the caller talking.
- Write down the exact words used by the caller and any details you can think of, such as caller's sex, age, any characteristics of the caller's voice; accent, loud, intoxicated, deep voice or high pitched, raspy, manner of speech.
- Try to collect the essential information, such as:
 - When will the bomb go off?
 - Where is the bomb located right now?
 - What does the bomb look like?
 - What kind of bomb is it?
 - What will cause the bomb to explode?
 - Why did you call me?
 - Why did you plant the bomb?
 - Who are you?
- Advise the caller that the bomb could cause injury or death to innocent persons.

Special Instructions

A bomb threat must be reported to emergency authorities immediately, dial 9-911 from a house phone. Once you notify emergency personnel, notify the General Manager and/or the Manager on Duty. The person you notify will initiate the appropriate actions.

Earthquake

If you are indoors when shaking starts:

- Remain calm.
- “DROP, COVER AND HOLD ON.” If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
- Avoid windows, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects.
- Do not try to run out of the structure during strong shaking.
- Stay away from buildings. Glass from tall buildings does not always fall straight down; it can catch a wind current and travel great distances.
- Do not use elevators.

If you are outdoors when shaking starts:

- Move to a clear area if you can safely walk. Avoid power lines, buildings and trees.

In the event of a fire resulting from an earthquake, follow the Club's emergency procedure for fire.

Special Instructions

Following a major earthquake the Emergency Action Plan will be activated. The General Manager or Manager on Duty with the assistance of the Engineering Department will determine the appropriate actions to be taken by the staff, members and guests. The Engineering Department and Manager on Duty will determine the damage that comes as a result from the earthquake and take the appropriate steps.

Should you detect the odor of gas or observe a water leak, immediately notify the General Manager, Engineering Department or the Manager on Duty.

Automobile Accident On-Site

Dial 9-911 from a house phone.

Inform the Manager on Duty of the accident and its location.

If members are involved, call their spouse, family and/or guardians.

Photograph the scene for insurance purposes.

File a written report to include the names of the persons involved, series of events, license plate numbers and witness accounts.

Changes for Next Update
