



OHFAMA Emergency Management Plan

Mission Statement: The primary purpose of the Ohio Foot and Ankle Medical Association is to act as a single voice for podiatric physicians in Ohio to ensure the highest quality of medical/surgical foot and ankle care to patients by representing Ohio's podiatric physicians in governmental relations, increasing public awareness and advancing professional education.

OHFAMA Vision: The Ohio Foot and Ankle Medical Association is committed to exceeding the expectations of its members by innovating, educating and advocating to empower the OHFAMA membership's success.

Chain of Command

1. Executive Director and or OHFAMA President
2. Executive Committee (1st VP; Immediate Past President; 2nd VP; Sec/Treasurer)
3. Board of Trustees (seniority of service has precedence)
4. Academy Presidents (if by locale)

Protocol for Certain Emergency Situations (On Location)

Power Outage

- The meeting staff is equipped with a flashlight.
- Turn off all electrical equipment in use.
- Await instructions from facility/hotel staff. Utilize walkie-talkies if provided by facility or hotel. Back-up generators, should be utilized for heat, ventilation, etc., so conserve emergency power resources.
- Emergency exit lighting (required in commercial buildings) will be utilized if necessary to evacuate the facility; use stairwells instead of elevators for all association staff and attendees (even though some may be designed to operate on emergency power back-up systems).

Suspicious Mail/Package

- ***Do not use cellular telephones or portable radios to notify staff of the situation.***
- Do not approach or touch the suspicious package.
- Notify hotel staff representative either in person or by landline telephone.
- Quarantine the area to not allow access by staff and/or participants.
- Await further instructions from Emergency Personnel (i.e., police bomb squad)

Suspicious Individual(s)

- Make note of individual(s) description (male, female, nationality, age, physical characteristics, unusual markings (tattoos, etc.) clothing, hats, hair color.
- Notify hotel staff representative immediately or security if necessary.

Disturbance and/or Confrontation

- Report any disturbance and/or confrontation to hotel staff representative immediately.
- Stay calm and use verbal skills to encourage the person to “vent”. Re-direct if possible.
- Take all implied threats seriously.
- Do not engage in behavior that is confrontational or defiant.

Medical Emergency

- A First Aid Center will be staffed in the coat room or registration desk with on-site personnel from OHFAMA staff, officers, and members during all phases of the seminar or meeting including Move-In, exhibit Show Days, and Move-Out. Expo vendors typically has an emergency kit on-site for small incident injuries.
- If a medical emergency arises, contact hotel staff via portable radio, cellular telephone or landline telephone immediately via **Code YELLOW**. **Dial 911 if a life emergency presents.**
- Provide accurate and concise information of exact location. Repeat notification until confirmed by hotel staff representatives so that emergency transport has exact location.
- To the best of your ability, stay with the individual and try to make them as comfortable as possible, letting them know that help is on the way.
- Do not administer any treatment or CPR activities unless you are adequately certified and/or qualified to do so.
- Do not leave the individual until appropriate emergency assistance arrives.

Specific Types of Emergencies

Bomb Threats

In the unlikely event that association should receive a bomb threat during a meeting, the following procedures should be followed. A bomb threat can be made both in writing and verbally. It can come as a telephone call to the convention center or to the association meeting office. If you are the person to receive the call or note:

- Take any bomb threat *seriously*.
- **Do not use your 2-way radio or Cell Phones! This could detonate the bomb.**
- Remain calm, congenial on the hotel phone, and attentive.
- Write down and identify any cues and clues about the caller’s statements.
- If there is someone else in the room with you, silently notify them of the situation by mouthing the words "bomb threat". Do not break contact with the caller. The second person should seek police immediately or physically go in search of security depending on the circumstance.
- Listen for voice identifying characteristics and distinguishing background noises if by telephone call.
- Attempt to gain as much information about the bomb as possible.
- Keep the caller on the telephone as long as possible.
- When the caller has hung up or leaves the area, notify the security, association convention management, and convention center management of the situation by telephone.
- Remain calm and wait for a follow-up threat from the caller.
- Do not tell anyone else about the threat. Panic can be more dangerous than the bomb itself.

Security and convention center management will be responsible for notifying the local police department and evaluating the bomb threat notes from your conversation. If time permits a thorough search of the facility, this will be conducted by security and others trained to do this. Evacuation of the building may be implemented. Security and facility's management will make the evacuation decision. If the decision is made to evacuate, it will be handled in the same manner as a fire drill. In the event of an evacuation:

- Walk --- do not run.
- Do not use the elevators.
- Leave through the main doors or fire exits in an orderly manner.
- Move to a safe location at least 300 feet from the building.
- **Do not discuss the situation with the press or attendees.** Reassure attendees that things are under control.
- Assemble as a staff group in a pre-designated location. Call roll to make sure staff is safely out of the building.
- **Do not re-enter the building until told to by building security.**

Natural Disasters

Be aware that in some cities, the convention center and large hotel meeting space may be used as an official emergency shelter. Some facilities can act as morgues, mass care facilities, shelters, hospitals, and perform other services. The association staff and convention center staff will work together in the case of a natural disaster to manage the situation for the safety, health, and well-being of everyone involved.

Fire

Fire prevention is everyone's responsibility. Although most convention centers have many built-in fire prevention features, fire is still a possibility. If you see a fire, pull the alarm and contact security immediately. Security will be responsible for informing the appropriate authorities and will give you further instructions. Do *not* try to fight the fire yourself!

In the case of a hotel fire, please keep in mind the following tips:

- Know where the emergency exits are in relation to the location of your hotel room.
- Keep a set of clothes and shoes near the bed in case evacuation is necessary. It is also a good idea to travel with a small flashlight and keep this near your bed.
- If the hotel's fire alarm goes off, unless informed otherwise, prepare to evacuate the hotel immediately. Do not stop to gather possessions. Do not use the elevators.
- Feel door for temperature. If it's hot, do not open as a flash could occur.
- If the fire is located on your floor and you cannot evacuate your room, place wet towels around the door(s). Do not open any windows. In some cases, the water supply may be cut off. It is a good idea to leave water in the bathtub at night.
- Do not re-enter the building until management informs you that it is safe to do so.

In case of fire or smoke, notify a staff and hotel representative immediately via walkie-talkie. Provide concise, accurate information and severity of the fire and/or smoke.

· For minor fires (waste basket, etc.), try to extinguish fire with fire extinguisher.

For Fire extinguisher procedure: **PASS** procedure:

- _ **P** – **Pull** the pin on the extinguisher
- _ **A** – **Aim** the nozzle or hose at the base of the fire
- _ **S** – **Squeeze** or press the handle
- _ **S** – **Sweep** from side-to-side at the base of the fire until it is extinguished.

- If the fire is serious and begins to spread – remember **RACE**:
 - o **R** – **Rescue** any participants in immediate danger, paying close attention to your own personal safety
 - o **A** – **Activate** the building alarm
 - o **C** – **Confine** the area as best as possible
 - o **E** – **Evacuate** the area and pay close attention to handicapped/disabled persons that may require your assistance.

Weather Emergencies

- Generally, weather related situations are preceded by a warning to allow ample time to protect the safety of attendees and exhibitors.
- Depending on your location in the hotel or complex, move participants to an interior room or hallway on the lowest level. If a single-floor complex, avoid any ballroom area with inadequate roof support.
- Move participants away from all windows and areas with glass.
- Keep telephone lines available for emergency use and do not call 911.
- The staff and participants must stay inside the designated area until instructed by emergency personnel.
- Await further instruction from hotel staff.

Weather emergencies can take the forms of water, ice, fog, wind, heat, or cold. The most severe concerns are:

- **Tornado**: The majority of these occur in late spring through late September. Weather conditions and the sky give visual clues to an impending storm, and heavy rains may precede or follow the storm. The sighting of a tornado doesn't mean it will touch down, and its path of destruction is shorter and narrower than other wind generated storms. Tornadoes usually come from the Southwest. In case of a tornado, the safest place to be is in a windowless basement or underground room. If this is not possible, a windowless room in the center of the building is the next choice. If possible, crouch in a southwest corner during the storm.
- **Flooding**: While floods can't be predicted, they can be forecast based upon the amount of rain contributing to the same waterway. Often there is adequate time to prepare for a flood and evacuate the area.

Food Poisoning

If it is suspected that a case of food poisoning may have overtaken the meeting, the following actions should be taken:

- The convention facility management will be notified of the problem.
- If emergency medical services may be needed, hotel or convention center staff will advise paramedics as to the potential extent of the problem and alert area hospitals.
- Local public health officials in the community will be notified. These people are charged with investigating all claims of this nature to look for common denominators, which can tell them if the problem does exist and where it may have affected the meeting.
- Staff will take the names of the people who claim the illness and where they can be reached in case investigators need to contact them. Staff should make sure to keep calm so that panic does not set in.
- Facility management should be kept informed of all association's actions.

Social Disturbance/Riot/ Labor Strikes

Emergencies of this nature range from verbal confrontations, protests, strikes, and fist fights to all out riots. These disturbances are not limited to persons only. The disturbance could also come in the form of willful physical damage to the facility itself. In the case of disturbances within the facility:

- Do not attempt to enter into, defend either side or subdue a party in any type of disturbance. Do not become an accessory to the disturbance.
- Do not stand within a mob or between two disagreeing parties in an attempt to alleviate the problem.
- Call 911 or security staff immediately.
- Do not loiter. Leave the area of confrontation as you, too, could be swept into the violence. Return to the association on-site office for further instructions.

If the disturbance occurs outside of the building, follow all steps outlined above and close and lock all entrances to the building. Try not to let either party into the facility.

Act of Terrorism or War

In most instances, if war was to break out during the meeting, unless attacks were actually taking place on the meeting site, the effects on the event may range from minimal interruption to possible panic. Expect early departures, particularly if the military calls on its reservist troops. Communication is critical at such a time and those in charge of meeting programming should be prepared to provide attendees and exhibitors with continual updates. While it may seem a distraction from meeting activities, it is a good idea to provide televisions or radios in public areas which provide continual news coverage.

Should an act or acts of terrorism occur at the meeting site or within the meeting city, association staff should take the following steps:

- First and foremost, ensure your own safety. If the building you are in is threatened, leave immediately for a safe place. Help others if you feel you are in a safe position to do so.
- When it is safe, report to your hotel team leader or on site supervisor who will advise you on next steps based on what has previously been outlined in this plan.

Death

While unlikely, it has happened that death at a meeting can occur. In most cases, the death of an attendee is the result of natural causes. It could occur at a general session, reception, workshop, in a guestroom or anywhere. It could also be the result of an accident or act of violence. When an attendee dies away from home, especially at a hotel, there are legal obligations placed upon the hotel relating to the body and personal property of the deceased. Government red tape and public safety or health issues further complicate matters. In most states, it may be necessary to notify the medical examiner or coroner. If the death is a result of anything other than natural causes, the police will also be involved. Generally, notification is the responsibility of the hotel or convention center facility where the death occurred.

In the case of an attendee death, association staff will notify the hotel or convention center security staff immediately, and work with security as well as the hotel or facility staff involved. When the police are involved, security will work with them, maintaining a detailed log of activities. As in any meeting crisis, the association president will serve as the official spokesperson, handling all communications with the membership, the family of the deceased, and the general public.

Incapacity of the Leadership

If any member of the association leadership should become incapacitated and unable to perform his or her duties, the position will be filled on an interim basis in accordance with the governing document of the organization.

In the event that the association president cannot perform his or her duties -- whether owing to death, serious injury, or sudden, serious prolonged illness -- the first available designee on the list (see Page 1) and the association bylaws will assume authority. If the executive director is unavailable, the president of the executive committee will be consulted with the next in command. If both this designee and the executive director or president agree, after consultation with legal counsel, that the president is indeed incapacitated, one of the designated individuals if it is not the First Vice President will be appointed acting president. This appointment will remain in effect until such time as the president is able to resume his or her duties, as determined by the president and the chairman of the board, or until the board appoints a new president as prescribed in the Bylaws.

If this has not already been done, immediately upon his or her appointment, the acting president will notify the association's executive officers of the president's incapacity. One other staff person, normally the executive director, will be designated as the chief contact for purposes of public relations. This person will be notified and briefed by the acting president about how to handle inquiries from association members, staff, media, and other publics.

The acting president will assume all powers normally held by the president unless expressly limited in writing by the board. The acting president will have as his or her top priority the continuation of all association programs with a minimum of disruption to members or staff. He or she will at all times work closely with the chairman and staff to ensure that the officers, board, members, staff, and industry are kept informed about developments at association.

Earthquake

Of all natural disasters, earthquakes occur most suddenly, and may include widespread damage. Earthquakes can occur in most areas of the country. Since earthquakes occur without warning, immediate injuries and deaths may be caused by falling objects and collapsing structures. Fires may occur due to ruptured gas mains. Telephone communications may be interrupted, along with computer and fax transmissions. Police, fire, ambulance, and other emergency response may be slowed or made impossible by fallen buildings, collapsed bridges and roads, an excess of emergencies to which response is needed, etc.

Most convention centers, (particularly those in California or in fault zones), have very strict seismic design and construction codes imposed on them, and these codes emphasize life safety rather than property damage.

Staff and attendees should adhere to these basic survival tips if an earthquake occurs:

- Get under a desk or table.
- Cover your head and face to protect from broken glass.
- Stand under a doorway where the support beams are stronger.
- Do not run outside of the building.
- If driving, stay in the car, avoiding bridges, under and overpasses, and power lines.

If an earthquake occurs during the association event, the seriousness of the earthquake will determine whether or not the meeting will continue. This will be determined after the emergency has been brought under control. The most important priority in making this decision will be the safety of attendees and staff. Association management, the convention center and hotel staff will all work together closely to see that our crisis plan is activated immediately.

In an earthquake, it is likely that the power supply will be interrupted. There is a section on power emergencies that will apply to the possibility of an earthquake. It is also likely that most modes of transportation and communication will be disabled.

Harassment Policies

Harassment Policy (bullying)

Unlawful harassment of any type extends to meetings. Events may sometimes trigger inappropriate comments to attendees or staff. The policy is as follows:

It is policy of OHFAMA to strive to maintain a work environment free from verbal, physical, visual or other harassment or discrimination because of race, color, religion, sex, national origin, age, disability or any other basis protected by applicable federal, state or local laws. We expect the full cooperation of every employee in making this policy effective. If necessary, however, appropriate disciplinary action will be taken for violation of this policy.

The kinds of conduct prohibited by this policy include, but are not limited to, actions by any supervisor or employee which directly or indirectly threaten any employee's employment, promotion, wages or other working conditions. Such unacceptable conduct includes verbal abuse (such as offensive racial, ethnic, disability or sexual "jokes") and unwanted physical contact.

Any employee who feels he or she is being subjected to discriminatory behavior should object to the behavior and must report the behavior to the executive director or a supervisor. Any individual who receives a complaint about discriminatory behavior or who has reason to believe discriminatory behavior is occurring shall promptly report those concerns to the executive director or the association president.

An investigation of the complaints of discriminatory behavior will occur promptly and will, when the facts warrant such action, take prompt and appropriate remedial action, which may include discharge of staff by the executive director. Accordingly, OHFAMA prohibits any retaliation to be taken towards anyone that makes a complaint or participates in an investigation conducted pursuant to this policy. Employees who feel that they have been retaliated against for complaining about discriminatory behavior, or for participating in an investigation conducted pursuant to this policy, should report the conduct which they believe to be retaliatory to the executive director.

Sexual Harassment

Unlawful sexual harassment also extends to meetings. The policy is as follows:

- Uses of suggestive comments, sexual language, obscene jokes;
- Pressure for sexual activity;
- Remarks about a person's body or sexual activities;
- Patting, pinching or unnecessary touching by vendors or attendees;
- Demanding sexual favors accompanied by implied or overt threats concerning one's employment, compensation, promotion and/or job assignment;
- Physical assault; and
- Demeaning treatment of another due to that person's gender

All instances of harassment should be reported immediately to the executive director or the president so that association can take appropriate corrective action. All information related to a complaint and the subsequent investigation of the complaint will be kept confidential only with those who have a need to know.

Any employee who engages in discriminatory behavior in violation of this policy may be subject to disciplinary action, which may include discharge by the executive director.

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