



Always Safe, Always Prepared Emergency Response Drill Scenario

Purpose

- The best emergency is a well-rehearsed one
- Assess Associate and facility preparedness in the event of an emergency
- Clarify the roles and responsibilities of those expected to respond in an emergency
- Improve coordination among those responding to an emergency
- Increase Associate and member confidence for handling emergency situations

Objectives

- Incorporate active participation
- Provide an opportunity for de-briefing at the conclusion of each drill by identifying and addressing successes and learning opportunities

Locations

- All Bay Club locations

SCENARIO: Power Outage

- Location at the Club: **ALL**

ACTIONS

1. Remain calm
2. One Associate is designated point person. This person will take control and lead/quarterback the process from Front Desk.
3. All Associates should report to the Front Desk for assignments
4. Point person assigns the following actions:
 - a. One Associate to assess the extent of the outage
 - i. Call power provider to get an estimate of when the power will be restored
 1. Contact local power company to confirm emergency phone line to call in case of outage
 - ii. If the outage is estimated to be more than 30 minutes, evacuate and close club
 - iii. Point person stays at the front desk but assigns other Associates to assist with the evacuation of each area of the club and then report back to the front desk
 - b. One Associate to notify:
 - i. General Manager and/or Club Manager – GM must contact EVP/SVP to coordinate updates and notifications to members
 - ii. Maintenance/Facilities Director
 - iii. Surrounding clubs to inform them that members should be given access until further notice
 - c. Send one or more Associates to manage each of the critical areas:
 - All Entrances – politely stop members from entering
 - All exits
 - Studios



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- Clubhouse
 - Spa
 - Locker Rooms
 - Pools
 - Fitness Floors
 - Courts
5. Complete a safety walkthrough of the club, during which the drill leader will identify and remind Associates where the following items are located:
- Generator (confirm last inspection and that it is in working order)
 - Emergency lighting (confirm last inspection and that it is in working order)
 - Fire Panel Room
 - Alarm (fire, security)
 - Water Shut Off
 - Gas Shut Off
 - Elevator emergency plan
 - Club First Aid Kits
 - AED machines
 - Fire extinguishers and pulls
 - Flashlights within each department
6. Review emergency contacts including non-emergency number for Police, Fire, and local power and gas companies. Ensure that these numbers are placed in a central location for easy access.
7. Questions to consider/review with the team:
- a. Are walkie-talkies available? Where are they stored? Who are they dispersed to in an emergency?
 - b. If there is a generator, how long does it last and what specifically does it power?
 - c. How do you safely and effectively evacuate members? How are children on property without parents handled?
8. Manager / Safety Rep reviews documentation and reporting procedures

DEBRIEF :

- Identify where the team excelled as well as where they need improvement and complete report
- Manager completes the Debriefing & Evaluation Log as a part of the group discussion
- Each participant signs and dates the Participation Log
- Participation Log is emailed to hr@bayclubs.com immediately following the drill