

Fall Championships Crisis Plan

A crisis is a significant disruption, which has the potential to stimulate extensive news media coverage and public scrutiny that interferes with the organization's normal business activities. A crisis may have one or more of the following elements: occur suddenly; demands quick response; interferes with organizational performance; creates uncertainty and stress; threatens the reputation, assets and bottom-line of the organization; escalates in intensity; causes outsiders to scrutinize the organization; and permanently alters the organization.

A crisis may be, but not limited to, any of the following:

- Any loss of life for any reason (including natural causes) of any athlete, coach, volunteer, spectator, staff member or conference attendee.
- Any accident or injury posing potential loss of life.
- Any accident involving multiple people (bus accident, etc.)
- Any athlete missing for more than two hours.
- Any severe weather situation that may result in serious injury or property damage.
- Any large scale disaster, whether by natural causes (e.g. hurricane) or other (e.g. terrorist activity).
- Any criminal action of an athlete, coach, volunteer or staff member.

Communication

In the event of an emergency, the Special Olympics Crisis Management Team will prepare a statement for public release. The Crisis Management Team will then release the statement. Under no circumstances should volunteers, staff, board members or persons other than the President and the Chairman of the Board of Directors, make a statement to the media in the event of a catastrophe, death, or related crisis.

Should an event like this happen, you may be approached by a media representative for a reaction or statement. Keep the following suggestions in mind if you are approached for a comment, and refer all inquiries to the Operations Center.

- Remember, the welfare of the athletes, families and volunteers always come first.
- Concentrate. Think before speaking.
- Never say "no comment" or "go off the record."
- If you are asked what happened, say you do not know.
- Never speculate or answer "what ifs."

If you witness a catastrophe or become aware of an emergency or crisis situation, locate a communications person and/or medical personnel immediately. Give the communications person/medical personnel a brief description of the incident, location of the incident, the Area

involved (if applicable), and persons involved, and any other pertinent information. Give as much information as possible. Stay calm and help those around you to remain calm.

Serious Injury, Loss of Life, Multiple person incidents:

- All injuries should be treated by the personnel designated for initial treatment at each venue (SOVA Medical Team, Rescue Squad). The status of all emergency situations should be assessed and evaluated by the appropriate medical team and action taken should be summarized and given to the appropriate SOVA staff.
- The Coordinator of Medical Services should inform the Director of Sports and Competition or the Director of Events regarding the situation through the communication volunteers as established for the event.
- The Director of Competition and Director of Events will communicate all details of situation to the Assistant Vice President, Sports & Mission Integration if the injury or instance warrants the involvement of the Crisis Management Team.
- The Assistant Vice President, Sports & Mission Integration will summarize all existing information if Crisis Management Team involvement is necessary regarding the situation.
- In the case of an incident involving severe injury or death, the Assistant Vice President, Sports & Mission Integration will organize and communicate with the Crisis Management Team.
- Any competition or practice being performed where the incident takes place will be suspended by the Assistant Vice President, Sports & Mission Integration while the situation is being evaluated if necessary.
- The Director of Competition will be notified and will instruct all athletes and volunteers that competition has been suspended temporarily. If necessary Areas will be instructed to return to their place of residence for the weekend until the situation is resolved.
- The Assistant Vice President, Sports & Mission Integration will assemble the Crisis Management Team. The use of SOVA cell phones will be used unless the lack of signal renders this impossible. Hand held radios will be substituted for cell phones if the cell phone system is rendered inoperative.
- The Assistant Vice President, Sports & Mission Integration will brief the Crisis Management Team of the situation.
- The Vice President, Program (or designee) will research all individuals involved and summarize name, address, phone number and emergency contact information available on the SOVA database. This list will be included in the summary report for the situation.
- A fact sheet will be drawn up summarizing all known facts regarding the incident. The summary sheet will be drafted by the Assistant Vice President, Sports & Mission Integration and entered and printed by the Vice President, Development & Communications. (A Crisis Report Form can be found in Appendix A)
- Upon the briefing of the situation, the staff will do the following as necessary:
 - The President will open dialogue with the appropriate spokesperson for the facility involved in the incident.

- Assistant Vice President, Sports & Mission Integration or designee will go directly to the Emergency facility where involved parties are being treated and act as SOVA liaison.
- The President will contact all family members and emergency contacts for any individuals involved in the incident through the use of the incident summary.
- The Vice President, Development & Communications will work with the President to prepare a statement, in conjunction with the appropriate person(s) from the facility involved regarding any statements made to anyone outside SOVA. All inquiries regarding such incident should be directed at the President of SOVA.
- The President will inform American Speciality of the situation and engage any necessary services (crisis hotline, etc...) on an as needed basis.
- The Assistant Vice President, Sports & Mission Integration will assemble the key management team coordinators and communicate with the key management team leaders (Games Chair, Coordinator of Medical Services, Coordinator of Communication Services, etc.) on the situation and their role. The Vice-President will utilize the Fall Championships Communication system to assemble the Heads of Delegation for a briefing if needed and will have the Director of Competition work with the Competition Directors to announce the meeting time, date and place at competition venue.
- The Vice President, Development & Communications will post the meeting time and place in areas of view throughout the venue.
- The Assistant Vice President, Sports & Mission Integration will organize all event staff and Crisis Management Team to summarize the plan for the remainder of the event. This plan and any relevant information will be summarized and utilized for the Head of Delegation meeting. (A Crisis Report Form can be found in Appendix A
- The Games Communication System will be utilized to identify all Heads of Delegation for a briefing. The briefing should occur when the summary report is completed and the public statement is prepared. The Vice President, Program will assist in locating all Heads of Delegation and taking a role at the meeting. The meeting will take place in a spot TBD. The Assistant Vice President, Sports & Mission Integration will conduct the meeting and give necessary information and plan for the remainder of the event.

Missing Person (s) Procedure

0-30 Minutes

1. Areas or volunteers should notify the Competition Director or the staff members present at the competition venue who will then notify the Director of Events. Make sure to record the athlete's name, Area number, place and time the athlete was last seen.

If the athlete is missing at the hotel overnight, area volunteers should notify their HOD who will then notify Leisha Santilli.
2. Search the area where athlete was last seen.
3. Report back to the Competition Director and/or Staff Members helping with the search.

30 minutes -1 HOUR

1. The Assistant Vice President, Sports & Mission Integration or President will notify the police as necessary.
2. Utilize the communication system to announce the athlete's name, sex, Area number and a description of his/her appearance (all important information that would enable people to recognize the athlete).
3. The SOVA Crisis Management Team will be assembled and briefed at the location of the incident.
4. The Assistant Vice President, Sports & Mission Integration will work with the Event Management staff, Event Security, Medical personnel, and the local police department to help coordinate a search of the venue.
5. Depending on the venue, SOVA handheld radios will be brought to a central distribution point for search volunteers to use. A sheet will be available to record radio serial numbers. Search locations will be assigned and the search will continue with set time frames to report in to the central security command center.

1 + HOURS - Police will give instructions as necessary.

Severe Weather Situations

Outdoor events can be affected in many ways by inclement weather.

Weather Issues occurring during the Championships:

- The Director of Events and the Director of Sports and Competition will receive information through the National Weather Service and local sources including the Communications Command Center (if available) on incoming weather issues.
- The Event Directors will inform the Assistant Vice President, Sports & Mission Integration if weather interferes with or presents a safety issue with the scheduled and normal course of the event.
- The Assistant Vice President, Sports & Mission Integration will summarize all existing information regarding the situation.
- Any competition or practice being performed may be suspended by the Competition Director or the Director of Sports and Competition for all sports and the Director of Events for all non-competition venues. Cancellation of play must be approved by the Assistant Vice President, Sports & Mission Integration.
- The Director of Competition or Director of Events will be notified and will instruct all athletes and volunteers that competition/training has been suspended temporarily. The areas may at that time be asked to vacate the premises and return to their place of residence for the weekend.
- The Assistant Vice President, Sports & Mission Integration will assemble the Crisis Management Team and will clear the area of everyone except for the Crisis Management Team. The use of SOVA cell phones will be used unless the lack of signal renders this impossible. Hand held radios will be substituted for cell phones if the cell phone system is rendered inoperative.
- The Assistant Vice President, Sports & Mission Integration will brief the Crisis Management Team of the situation.

- A fact sheet will be drawn up summarizing all known facts regarding the situation. The summary sheet will be drafted by the Assistant Vice President, Sports & Mission Integration and entered and printed by the Vice President, Development & Communications.
- Upon the briefing of the situation, the staff will do the following as necessary:
 - The President will open dialogue with the appropriate spokesperson for the facility where the situation has occurred.
 - The Vice President, Development & Communications will work with the President to prepare a statement, in conjunction with the appropriate person(s) from the involved facility regarding any statements made to anyone outside the event management staff. All inquiries regarding such incident should be directed at the President of SOVA.
- The Assistant Vice President, Sports & Mission Integration will assemble the key management team coordinators and communicate with the key management team leaders (Chair, Medical Coordinator, Communications Coordinator, and the Security Coordinator) on the situation and their role.
- The Vice President, Development & Communications will post the meeting time and place in areas of view throughout the venue.
- The Assistant Vice President, Sports & Mission Integration will organize all event staff and Crisis Management Team to summarize the plan for the remainder of the event. This plan and any relevant information will be summarized and utilized for the Head of Delegation meeting.
- The Communications system and Text Alert system will be utilized to identify all Heads of Delegation for a briefing. The briefing should occur when the summary report is completed and the public statement is prepared. The Assistant Vice President, Sports & Mission Integration will conduct the meeting and give necessary information and plan for the remainder of the event.
- The Event Directors and event staff will communicate with the Operations staff of the appropriate facility and update the Assistant Vice President, Sports & Mission Integration as necessary.

Special Olympics Virginia Lightning Policy

Lightning has consistently been 1 of the top 3 causes of weather-related deaths in the United States. In order to protect the welfare of the athletes, volunteers and event staff, it is imperative that each venue take proper safety measures to best avoid a lightning related accident. At all competition sites, the Competition Director will be directly in charge of the stoppage and continuation of play unless the Director of Competition for Special Olympics is involved in the decision.

Suspension of outdoor competition and pool competition: Special Olympics Virginia bases their weather decisions on the most current weather app available to determine lightning distance from facility and risk factors involved. In the absence of the ability to utilize a mobile phone app such as Weatherbug(Spark) Special Olympics Virginia bases the suspension and resumption of play based on the flash-to-bang method. The method is based on the fact that light travels faster than sound. To use the flash-to-bang method, begin counting on the lightning flash, and stop counting when the associated clap of thunder is heard. When the flash-to-bang ratio is 30 seconds or less (lightning is within 6 miles), competition directors should do the following:

Suspension of Play: A flash-to-bang count of 30 Seconds or less requires outdoor activities and indoor or outdoor pool activities to be suspended.

To suspend play, the Competition Director should utilize a local sound system or air horn, depending on the size of the venue, as a signal to suspend or resume play. Special Olympics Virginia Director of Competition should be notified immediately. The Text Alert system can be utilized to notify all participants of current status of the event.

Resumption of Play: Once play is suspended, the Competition Director should not resume competition until 30 minutes after the last lightning flash is seen.

All competitors and volunteers should be instructed to seek a safe structure or location once play is suspended. At most venues, safe harbor can be taken in a number of buildings. In the event that no safe indoor structure is within walking distance, volunteers, coaches and athletes should seek shelter in their vehicles.

Natural Disaster or Large Scale Disaster

In the event of a natural disaster or large scale disaster, SOVA participants would follow the evacuation and safety plan as laid out for by the facility they are residing in or competing at during the time of the incident.

The above-described communication plan for severe injury, loss of life, etc. will be engaged at the earliest possible point.

Evaluation of Crisis During Post Incident Timeframe

Upon the conclusion and resolution of any crisis, the Crisis Management Team will meet to evaluate the handling and end result of all crisis situations. This evaluation will include an evaluation from the key Management Team personnel, the Event Management staff and the Crisis Management Team. This evaluation should be conducted no later than 14 days after an event. A summary of the evaluation should be recorded and kept. Edits or additions to the Crisis Management Plan will be made by the Assistant Vice President, Sports & Mission Integration at that time.

Fire or Evacuation Plan for Emergencies at Fall Championships

-Plan in Case of Fire of Indoor Residences, Ceremonies, Festivals and Competitions

Heads of Delegations should make sure their Area volunteers do the following:

-Develop a Fire Escape Plan. Check the exits. Surviving a motel fire begins right after you check-in. When you get to your room, take a few moments to check out possible escape routes.

-Walk Down the Corridor and Find the Fire Exits.

Remember; never use the elevator in a fire. The call buttons may take you to a floor filled with smoke or flames.

-Count the Doorways and Any Other Features Between Your Room and the Exits. If the corridor is dark and full of smoke, you'll need to know your way as you crawl along the wall to the exit.

If the Motel Has a Fire Alarm System, Find the Nearest Fire Alarm. Be sure you know how to use it. You may have to activate it in the dark or dense smoke.

-Check Your Rooms. It is important to know the layout of your room because you may have to stay in it if smoke in the corridor cuts off your escape. Many people have lived through a motel fire by remaining in their rooms protected against smoke and gases while awaiting rescue.

-Begin by Putting Your Room Key Close to Where You Sleep so You Can Find it Easily. HOD's should also keep the area number they will be given at registration close at hand. They should also keep their housing lists and rosters handy as well.

-Look Out the Windows to See What's Outside. Is escape possible? You may be only a few feet from the ground and you can get out this way if the hall is not usable. If you are on an upper floor there may be a roof or deck within safe dropping distance. Dropping from more than two floors usually results in injury.

-Fire - If a fire begins in your room, report it to the hotel operator immediately and only then try to put it out if you're sure you can handle it. If you are at all in doubt, get out of your room and close the door behind you to keep smoke and flames out of the corridor. Sound the alarm and arouse your neighbors.

If you discover that there is a fire, here is what to do in easy steps:

-Grab Your Key and Make for the Door. HOD's should grab their Area number, housing lists and rosters that they kept handy. If there is any evidence of smoke in the room, roll out of your bed and crawl to the door. Don't stand; smoke and deadly gases rise.

-Feel the Door with the Palm of Your Hand. If the door or knob is hot don't open it. If the door is not hot, open slowly and be ready to slam it shut if necessary.

-Check the Hall. If everything is clear, walk to the nearest exit. If there is any smoke in the corridor, crawl into the hallway. Stay close to the wall so you can count the doorways to the exit. If the nearest exit or stairway is blocked, use an alternate one. Remember; don't use the elevator.

-Walk Down to the Ground Level. Fires generate heat, smoke, and panic, so hold the handrail for guidance and protection against being knocked down by exiting occupants. If fire or smoke is dense at lower levels, turn around and walk up to clearer air or to the roof if it is accessible.

-Go to the designated gathering point for your Area. The designated points for your Area to gather are based on the hotels that you are occupying. The designated meeting points according to residence would be:

Holiday Inn North Beach: Across the street in the Church Parking Lot. (where the area buses are parked.) (Marked X on the picture below)



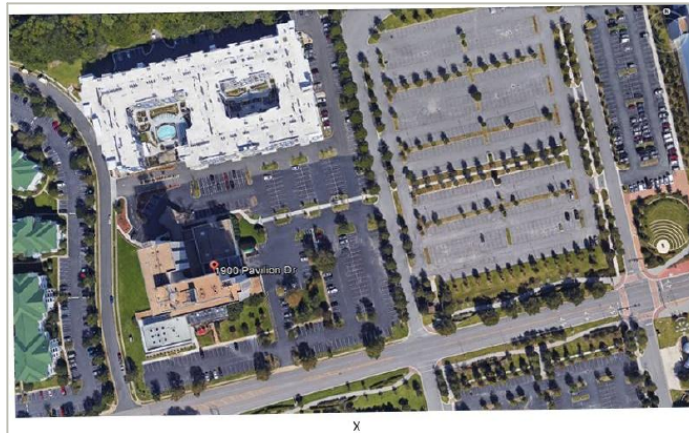
Atlantic and Pacific Avenues are heavily traffic areas so Areas should exercise caution when evacuating to the meeting area.

Courtyard Marriot North (3737 Atlantic Avenue):

Parking lot across the street. Please be careful crossing Atlantic Avenue



Doubletree Hotel (1900 Pavillion Drive)



Virginia Beach Sports Center



Exit to the nearest emergency exit. Proceed to the SC1 Parking lot if possible.

-The Head of Delegation should find a clear, safe spot in the parking lot and hold up the Area sign so that volunteers and athletes can gather in one location.

-Once outside, the HOD for each Area should instruct all chaperones and coaches to do a roster check of all athletes and volunteers.

-If the head count does not account for all individuals in the delegation, do not return inside the building. Report to the Command Center in the designated meeting area and report any missing persons there. Security will communicate the missing person to the appropriate emergency personnel on the scene.

What to do if Your Room Door is Hot or Smoke is Dense in the Hall:

Don't panic. You can stay in your room and still survive a fire.

Here are some things you should do:

-Open Window to Vent Room if there is Any Smoke. If you are on the first or second floor you may be able to drop to ground safely. If you are up any higher, you are usually better off staying put. Although some people survive jumps from 35 feet or more, they are usually seriously injured.

-Let Someone Know you are in Your Room. If the phone works, call for help. Hang a bed sheet out the window to signal fire fighters, but don't try to climb down.

-Fill the Tub with Water. It might be needed for fire fighting. Turn on the bathroom fan if it helps to clear your room of smoke.

-Wet Towels and Sheets. You'll need them to put around doors and cracks if smoke seeps in. Use your ice bucket to bail water.

-Get Fresh Air. Make a tent over your head with a blanket at a slightly opened window to get fresh air. If the windows do not open, you may have to break one with a chair or drawer. If heat and flames are rising outside the window from a lower floor, don't breathe smoke-laden air.

Criminal Action of an Athlete, Coach, Volunteer or Staff member

Behavior of athletes, coaches, volunteers and staff is subject to Special Olympics Virginia's Policy Manual and the volunteer, coach and athlete code of conduct. Criminal acts perpetrated at Special Olympics events will be first dealt with by the SOVA staff or local law enforcement. Any potential criminal act must be reported immediately to the Assistant Vice President, Sports & Mission Integration at 804-467-6006.

- The SOVA staff or law enforcement will inform the event management staff of the situation. The event management staff will communicate with the Assistant Vice President, Sports & Mission Integration.
- All information will be recorded on a Conduct Report Form.
- If an onsite Security Team is utilized, the police will be notified by the Assistant Vice President, Sports & Mission Integration if the situation warrants.
- The individual(s) involved in the situation may be removed from the event and will be dealt with according to the Special Olympics Virginia Policy Manual and/or when warranted with the local police authority.

SOVA CRISIS REPORT FORM

Date of Incident:
Time of Incident:
Location of Incident:
Event Where Incident Occurred:

Name of Athletes/Volunteers Involved:	

Witnesses to Incident	
Names	Role in SOVA Program

Please Describe the Incident

Action Taken at the Time of Incident

Information on Person Completing the Form		
Form Completed By:		
Date Form was Completed:		
Street Address:		
City	State	Zip Code
Telephone Number:		
E-Mail:		



SOVA CONDUCT REPORT FORM

Name of Athlete/Volunteer:						
Please check:	☐	Athlete	☐	Coach	☐	General Volunteer
Date of Incident:						
Event Where Incident Occurred:						

Witnesses to Incident	
Names	Role in SOVA Program

Please Describe the Incident

Action Taken at the Time of Incident

Information on Person Completing the Form		
Form Completed By:		
Date Form was Completed:		
Street Address:		
City	State	Zip Code
Telephone Number:		
E-Mail:		