

City of Neenah

Special Event Emergency Response Protocol

This protocol shall be used in the event of the following emergencies for special events hosted in the City of Neenah. The procedures in this document may not be altered unless approved by the Neenah Police Department.

1. Severe Thunderstorms
2. Tornadoes
3. Emergency Shelter Procedure
4. Medical Emergency
5. Found/Missing Child
6. Fire
7. Bomb Threat
8. Civil Disturbance/Disorderly Conduct

The following responsible parties shall be identified in the Special Event Permit Application upon submittal. The Police Department should be notified of any changes in staffing for the event.

- Event Coordinator – The individual(s) responsible for managing the event and following through with the directives in this plan.
- Event Staff – All volunteers or paid staff purposed for aiding in the event operations, including the Event Coordinator.
- On-Site First Responder – On-site contact who is responsible for performing first aid and transporting first aid equipment to medical emergencies.
- Attendees – All participants and spectators attending the event.

1. Severe Thunderstorms

A severe thunderstorm can produce one inch hail or larger in diameter and/or winds equal or exceed 58 miles an hour. These storms also have lightning strikes and can produce tornadoes with little or no advance warning. Common hazards from severe thunderstorm during an outdoor event:

- Straight-line winds: risk of collapsing tents, flying debris, and down tree branches causing injuries and/or fatalities
- Lightning strikes: risk of fire, injuries and/or fatalities
- Hail: risk of injuries and damage to temporary structures and unprotected equipment
- Flash flooding: 6” of water can cause vehicles to stall or loss of control and 12” of water will cause many cars to float.

The **Event Coordinator** and or **Event Staff** shall monitor the weather using NOAA weather radio or text notification system. The NWS Green Bay website is a resource for monitoring weather along with the local media.

A. Severe Thunderstorm Watch

This is issued by the National Weather Service when conditions are favorable for the development of severe thunderstorms in and close to the watch area over the next 4 - 8 hours.

1. The Police Supervisor will notify the **Event Coordinator** and public safety personnel.
2. The **Event Coordinator** shall notify **Event Staff** of the watch.
3. The **Event Staff** shall notify **Attendees** of the watch.
4. The Police Supervisor and the **Event Coordinator** will assess which activities are scheduled during the watch time period and the potential impact on the schedule if shelters are required.
5. The Police Supervisor and the **Event Coordinator** review the plans for Severe Thunderstorm Warning and solve any issues if sheltering is required.
6. The Police Supervisor and the **Event Coordinator** shall monitor the radar and the weather watch.

B. Severe Thunderstorm Warning

This is issued when a severe thunderstorm produces hail one inch or larger in diameter and/or winds equal or exceed 58 miles an hour. People at outdoor events in the affected area should seek safe shelter immediately.

1. Upon notification of the Severe Thunderstorm Warning for Winnebago County, the Police Supervisor will assess if the event is in the path of the storm and notify the **Event Coordinator**.
2. The **Event Coordinator** shall notify **Event Staff** of the warning and direct **Event Staff** to assist **Attendees** to the shelters.
3. The **Event Staff** shall announce the warning to all **Attendees** and direct **Attendees** to the shelters (see Section 3 – Emergency Shelters).
4. All **Event Staff** must take shelter five minutes before the storm's arrival and shall monitor the weather for the storm to pass.
5. After the threat from the thunderstorm has passed the **Event Coordinator** shall notify **Event Staff** and **Attendees** that it is safe to leave the shelter.

2. Tornadoes

A Tornado is a violently rotating column of air within a thunderstorm able to cause devastating destruction. The most common hazard from a tornado during an outdoors event are winds from 65 – 200+ mph winds causing:

- Flying debris including cars
- Destroyed buildings
- High potential for injuries and fatalities
- Blocked roads preventing travel

In rare cases the National Weather Service will predict a tornado outbreak and the Police Supervisor and **Event Coordinator** should decide if the event is cancelled, postponed, or shortened.

A. Tornado Watch

This is issued by the National Weather Service when conditions are favorable for the development of tornadoes in and close to the watch area over the next 4 – 8 hours.

1. The Police Supervisor will notify **Event Coordinator** and public safety personnel of the warning.
2. The **Event Coordinator** shall notify **Event Staff** of the watch.
3. The **Event Staff** shall notify **Attendees** of the watch.
4. The Police Supervisor and the **Event Coordinator** will assess which events are scheduled during the watch time period and the potential impact on the schedule if shelters are required.
5. The Police Supervisor will assess how long it will take to evacuate the event attendees and reach the shelter location.
6. The Police Supervisor and the **Event Coordinator** review the plans for Tornado Warning and solve any issues if sheltering is required.
7. The Police Supervisor and the **Event Coordinator** shall monitor the radar and weather watch.

B. Tornado Warning

A tornado has been sighted or indicated by weather radar. Take shelter immediately.

1. Upon notification of the Tornado Warning for Winnebago County, the Police Supervisor will assess if the event is in the path or near the storm and notify the **Event Coordinator** and public safety personnel.
2. The **Event Coordinator** shall notify **Event Staff** of the warning and direct **Event Staff** to assist **Attendees** to the shelters.
3. The **Event Staff** shall announce the warning to all **Attendees** and direct **Attendees** to the shelters.
4. All **Event Staff** must take shelter five minutes before the storm arrives and monitor the weather for the storm to pass.
5. After the threat from the storm has passed the Police Supervisor will notify the **Event Coordinator**. The Event Coordinator shall notify **Event Staff** and **Attendees** that it is safe to leave the shelter.

3. Emergency Shelter Procedure

- A. In the event that a situation arises that is or may potentially be hazardous to the health and safety of the **Attendees** of the event. **Event Staff** shall direct **Attendees** to an emergency shelter. The shelters shall be opened under the direction of the **Event Coordinator** and the Police Supervisor.
- B. Critical indicators for sheltering in place:
 - The event is short term, < 1 hour
 - There is no time to evacuate the grounds or the process of evacuating will do more harm.
 - Significant infrastructure damage has occurred to the grounds or the immediate area preventing self-evacuation of the grounds.
- C. A decision to shelter in place must be made prior to the total time for **Attendees** to access designated shelters, including making any special accommodations for minors and handicap individuals, before severe weather event impacts the event grounds. Failure to reserve enough time for **Attendees** and **Event Staff** to evacuate the grounds places lives at risk.
- D. Minors without adult supervision and other seeking assistance or transportation shall be brought to a shelter with at least two **Event Staff** for supervision and accountability.

4. Medical Emergency

The following guidelines shall be followed during a medical emergency by **Event Staff**:

- A. Contact the **On-Site First Responder** of the medical emergency, call 911, or instruct a by-stander to call 911. Provide the following information:
 - Your name
 - Location of the emergency
 - Any available details of accident or illness
- B. Contact the **Event Coordinator**.
- C. The **Event Coordinator** shall send **Event Staff** to meet the emergency unit if dispatched and assist emergency personnel to the location of the victim.
- D. Do not move injured or ill person unless it is necessary to avoid further injury, such as a fire or tornado. Do not touch any bodily fluids.
- E. Reassure the accident victim or ill person that emergency assistance is on the way.
- F. If trained, begin rendering first aid including CPR if necessary. Know the location(s) of the **First Aid Station(s)** and request a first aid kit and/or an Automated External Defibrillator (AED) by contacting the **On-Site First Responder**.

5. Found/Missing Child

A lost child is not uncommon, but consideration must always be given to the possibility of criminal involvement in such cases. In the event that a child is reported missing, the following guidelines should be followed by **Event Staff**.

A. Found Child

- Contact the **Event Coordinator**.
- **Event Coordinator** shall request a Police Officer to the location.
- **Event Staff** should attempt to obtain child's and the parent's name if possible.
- **Event Staff** shall announce the parent's name and location to meet. If unable to obtain the child's or parent's name, use a description of the child in the announcement.
- **ONLY** the Police Officer may verify the adult(s) reporting to pick up the child are the parents or legal guardian. The Police Officer will also determine if the child was lost because of negligence or by accident.
- After the Police Officer verifies the child belongs with the adult, the child can be released.

B. Missing Child

- Immediately contact the **Event Coordinator**
- **Event Coordinator** shall request a Police Officer to the location.
- If a missing child notice is given by a parent, guardian, or other responsible individual, note the present time and gather the following information: family member's name, address, child's name, description/clothing, location child was last seen and time the child was noted missing.
- The Police Officer will request to make an immediate announcement over the public address system.
- The person reporting the missing child should be requested to remain at the location while others look for the child. If the individual insists on searching, advise that it is necessary that they return to Lost Child Recovery Site if they are successful in finding the child because a report to law enforcement will be made after a designated lapse of time.
- If the search for the lost child is not successful, after a 5 minutes the Officer shall radio the 911/Communication Center to notify authorities of a missing child.

6. Fire

The following guidelines should be executed by **Event Staff** in the event of a fire:

- A. Upon discovery of a fire, call 911 from a safe area and provide the following information:
 - Your name
 - Location of the fire
 - Any available details of the fire emergency
- B. Notify the **Event Coordinator** and have **Attendees** evacuate the immediate area.
- C. Police Supervisor will send Fire Fighters and/or Police Officers to the location to control the scene.

7. Bomb Threat

In the event that a bomb threat is reported, the following guidelines should be followed:

- A. Any person receiving a bomb threat should remain calm and obtain as much information as possible, including:
 - Where is the bomb?
 - When will it go off?
 - What does the bomb look like?
 - Why was the bomb put there?
 - How did the bomb get there?
- B. Listen for any possible background noises, e.g., music, train, machinery, or other identifiable sounds.
- C. Write down the exact words of the caller and characteristics of the caller's voice and speech. Note the time.
- D. Call 911 and then notify the **Event Coordinator**.
- E. If a local area search is directed, Police will direct the public safety agencies and request **Event Staff** to make a visual check of their area for anything unusual or suspicious. **DO NOT TOUCH** or move anything unusual or suspicious.
- F. If a suspicious package is discovered, do not turn on/off lights, use a cell phone, or use other electronic devices. Clear the area immediately and call 911.
- G. In the event that evacuation is ordered, **Event Staff** shall assist **Attendees** with evacuating the grounds.

8. Civil Disturbance/Disorderly Conduct

Event Staff are encouraged to notice and pay attention to any situation that seems unusual, even during the light atmosphere of the event. If any scene looks extremely suspicious, **Event Staff** should report the suspicious activity to the either to the **Event Coordinator** or on-site Public Safety Personnel.

A. Non-Emergency

If an individual is acting in a suspicious or hostile aggressive manner (distraught, harassing, or abusively angry person), even if that person is not violent and no immediate threat is present, **Event Staff** should:

1. Notify the **Event Coordinator**.
2. Do not argue with him/her. Act in a courteous manner and try to calm the person down. There may be situations where you can use your customer service skills, best judgment and experience to help defuse the situation.
3. Keep distance between yourself and the individual.
4. Become aware of escape routes.
5. Be ready to summon law enforcement if the situation escalates to an emergency situation.
6. Contact 920-886-6000 to report non-emergency events involving suspicious activity that is not life threatening.

B. Emergency

If it is reasonable to believe that an individual is acting in a manner that poses an immediate threat to you or others, staff/volunteers should:

1. Seek safety by leaving the area if possible.
2. Call 911 and provide their name, location, and the specifics of the situation in a clear and concise manner.
3. Notify the **Event Coordinator**.
4. Make no attempt to control a violent individual.