

While this booklet is not comprehensive, it does cover a variety of emergencies that might take place on property, describing the actions you should take in response to such emergencies. Good sense must prevail when instructions are not available or do not fit your particular situational need.

For questions or additional information, please contact the Security Department at ext. 3616.



MSDS QR Code



Emergency Preparedness Program



BARONA EMERGENCY PROCEDURES

EMERGENCY PHONE PROCEDURES

SECURITY / FIRE / MEDICAL
Dial 5-9-1-1

Emergency Phone Procedures

When you dial **5-9-1-1** to report an emergency, give the following information:

1. Nature of the emergency (describe the situation clearly and accurately).
2. Exact area, building, bank, section, floor, room, and/or department.
3. Telephone number/extension from which you are calling.
4. Your full name.

Do not hang up! Let Security end the call, as additional information may be needed. Calls can only be made to **5-9-1-1** from Barona phones. If using your personal phone, dial (619) 443-3130. When the answering message speaks, press "1", and then dial **5-9-1-1**. Program this number into your phone if it is likely to be your only form of communication.

Activating panic buttons will also alert Security to an emergency in your area.

Other Barona Phone Extensions:

- **Security Supervisor: 5912**
- **Security Dispatch: 3453**
- **Facilities: 3190**
- **Safety: 3616/3605**
- **EMS: 3947**
- **Human Resources: 3381**
- **Casino Manager: 3915**

NOTES

NOTES

INTRODUCTION

Emergencies, accidents, and injuries can occur at any time and without warning. The Barona Resort and Casino has established procedures for you to follow so that the effects of such situations can be minimized.

This guide will acquaint you with basic safety procedures. Please read it thoroughly **BEFORE** an emergency occurs, and become familiar with the property emergency response procedures. This will enhance your chances of protecting yourself and others during an emergency situation.

How to Prepare

What can I do to be better prepared?

- Read this booklet carefully and keep it handy.
- Understand what you must do and mentally practice your reactions.
- Know the floor plan for the building you work in. Know where the stairs, fire extinguishers, and emergency exits are located. Know the location of alternate exits from your work area.
- If you work in an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door. In heavy smoke, you may not be able to see the exit signs, but you can still count the doors you pass, so you will know when you reach the exit.
- Be prepared for a 72-hour stay on the property, in case of a serious emergency. Keep on hand such items as:
 - Medications (must be properly safeguarded)
 - Flashlight and batteries
 - Something to quietly pass the time (books, pack of cards, etc.)
 - Snack items, such as nutrition bars
 - Sweater, coat or jacket, and comfortable shoes
- Take advantage of training programs, such as:
 - Injury and Illness Prevention Program
 - Cardiopulmonary Resuscitation (CPR)
 - First Aid classes
 - Fire Extinguisher Classes
- Prepare yourself and your family at home, so they will know what to do, where to go, and how to cope with an emergency situation. For more information and additional training resources, please go to www.heart.org, <https://www.redcross.org>, and www.certsandiego.org.

MEDICAL EMERGENCIES

In the event a serious injury or illness occurs on the property, immediately call **5-9-1-1** from any company phone. If using a cell phone or outside line, dial (619) 443-3130, press "1", and then dial **5-9-1-1**. If you notice the injured or ill person is wearing a bracelet that contains medical information, inform Security when you call. Ask the person to remain seated or lying down until Security and/or EMS personnel arrive. Whenever possible, have someone escort first responders to the scene.

Do not move ill or injured persons.

FIRST AID TIPS

■ BLEEDING

Call **5-9-1-1**. Press directly onto the wound with sterile gauze, sanitary napkin, clean handkerchief, or bare hand. If there is a foreign object in the wound, do **NOT** remove it. Maintain steady pressure for at least 5 to 15 minutes.

■ CHOKING

Call **5-9-1-1**. Do nothing if the person is coughing, gasping, or wheezing. If they are unable to move air in or out, offer to help. Apply abdominal thrusts by grabbing the person from behind with your hands just above the belly button and forcefully squeeze in and up. If the person is pregnant or overly large, place your hands in the center of the chest, instead of around their belly.

■ SEIZURE

Call **5-9-1-1**. Protect the person from self-injury by removing objects from their vicinity and placing pillows, folded towels, or soft clothing under their head. Keep the person comfortable and watch for vomiting.

■ SHOCK

Call **5-9-1-1**. Keep the person warm and calm, with legs slightly elevated (when possible).

■ UNCONSCIOUS/UNRESPONSIVE

Call **5-9-1-1**.

Check for Breathing: Scan the person's body, from waist to head, for at least 5 seconds, but no more than 10 seconds. If the person is not responding and not breathing, or is only occasionally gasping, he/she needs CPR.

Chest Compressions: Place the heel of one hand on the center of the person's chest. Place the heel of your other hand directly on top of your first hand. With your elbows straight and shoulders directly above your hands, press down hard and fast, approximately two inches. Let the chest rise to normal, and then press down hard and fast again. Continue compressions until Security and/or EMS personnel arrive to take over, or you are too tired to continue.

Caller's voice:

Male

Female

Emotional Content:

Type/Quality:

Unique Characteristics:

Normal

Nasal

Disguised/Altered

Calm

Lisp

Artificial/Computerized

Deliberate

Stutter

Deep Breathing

Sincere

Soft

Slow

Angry

Harsh

Rapid

Excited

Deep

Child

Giggling/Laughing

High/Squeaky

Teen/Adult

Stressed

Whispered/Hushed

Elderly

Frightened

Cracking Voice

Raspy

Crying

Slurred

Broken English

Accent (_____)

Other: (_____)

If the voice was familiar, whom did it sound like?

Background noises (mark all that apply):

Clear

Static

Voices

Music

Animal Sounds

Near/Distant Traffic

Kitchen Noises

House Noises

Office Equipment

P.A. System

Tool/Engine Noises

Factory Machinery

Electronic Games

Open Area

Confined Space

Far from the Phone

Close to the Phone

Other (specify with details):

BOMB THREATS

Bomb threats are usually made by telephone, but can sometimes be received by note or letter. Most bomb threats are made by callers who want to create an atmosphere of anxiety and panic. The caller may have no intention of actually carrying out their threat, but **ALL SUCH THREATS MUST BE TAKEN SERIOUSLY**.

If you receive a threat of any kind, call **5-9-1-1** as soon as safely possible. If you cannot call yourself, press a panic button or try to get a co-worker to get help while you continue talking with the caller:

- Permit the caller to say as much as possible, without interruption.
- Grab a piece of paper and begin taking notes on the call as soon as you can.
- Write down everything the caller says and anything you may notice about the call.
- Security will advise you if evacuation is necessary. Follow all instructions given by Security personnel. If there has been a threat, and you see an unusual package or foreign object, **DO NOT TOUCH IT**. Immediately call **5-9-1-1**.

Bomb threats are assumed to be real and considered a threat to the Resort and its operations. If an explosion occurs at any time, report it immediately to **5-9-1-1**.

EXACT WORDS OF THE CALLER:

QUESTIONS TO ASK:

1. When is the bomb going to explode? _____
2. Where is the bomb? _____
3. What does the bomb look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. Where are you calling from? _____
9. What is your name? _____
10. What is your address? _____

EARTHQUAKE

What happens during a major earthquake?

- Things may fall and break, such as ceiling tiles, bookcases, filing cabinets, and other furniture that has not been anchored to the wall or floor.
- The motion may be severe and you may be thrown to the ground if standing.
- Lights, telephones, elevators, and other services may stop working.
- Windows may break, causing shattered glass and strong drafts.
- Damaged natural gas lines and electrical circuits may cause fire.
- The shaking may last only a minute or two, but there may be a number of aftershocks, which can last days/weeks/months and could be more severe.

During the earthquake:

- If you are outside, move quickly to an open area, away from roads, buildings, trees, and power lines.
- If you are inside, **stay inside**. Do not exit the building during the quake, as falling debris can cause serious injury.
- Take cover under a sturdy desk, table, or doorway, and keep away from windows, furniture, and overhead fixtures.
- Assist any disabled individuals in the area.
- **DO NOT USE THE ELEVATORS.**

What if you are in an elevator?

- Remain calm. The elevator will lock in place and not fall down the shaft.
- Be patient, as it may take 4-10 hours before rescuers can open the elevator.
- If the power fails, the lights and ventilation will not function. Security will respond as quickly as possible. Once you exit the elevator, remain with emergency response personnel until you are cleared to leave.

After the earthquake:

- Check yourself for injuries. Do not move injured persons unless absolutely necessary.
- Call **5-9-1-1** for any emergency situations.
- Replace telephone handsets that have fallen. Do not use the phones, except to report emergencies.
- Check doors for heat with the back of your hand before opening. **DO NOT OPEN DOORS IF THEY ARE HOT.**
- Use handrails in stairwells, stay to the right, and do not use elevators.
- Walk calmly – **DO NOT RUN**. Do not push or crowd.
- Keep noise to a minimum, so you can hear emergency instructions.

EVACUATION

Determine in advance the nearest exit from your work location and establish alternate routes to be used in the event the quickest route or nearest exit are blocked or unsafe. Evacuation will be initiated by Security or the automated alarm. If time and conditions permit, make sure to grab important items like keys, purse, medication, and glasses. Once the evacuation has begun, all staff members are required to go to the nearest staging area, to be counted as safe.

- Leave the building when instructed to do so.
- Follow instructions from emergency personnel.
- Check doors for heat, using the back of your hand, before opening. **DO NOT OPEN IF HOT.**
- Walk calmly – **DO NOT RUN.** Do not push or crowd. Assist players to safety.
- Individuals with disabilities must be given priority assistance.
- Keep noise to a minimum, so you can hear emergency instructions.
- Use handrails in stairwells, stay to the right, and **DO NOT USE ELEVATORS.**
- Proceed to the nearest designated staging area, using the safest route possible.

When you are outside:

- Move quickly away from any buildings.
- Watch for falling debris.
- Keep roadways and paths clear for emergency vehicles.
- **DO NOT RE-ENTER THE BUILDING** until instructed to do so by Security.
- Contact your supervisor/manager.
- Do not leave the property until instructed to do so by Security.

If you cannot evacuate, “Shelter In Place”:

- For fire, explosions, gunshots, or chemical events that occur outdoors, remain inside with all exterior doors and windows firmly closed.
- If this is an active killer situation, choose a hiding place that will provide concealment and an alternate escape route. Barricade the entrances with heavy objects, staying out of sight and away from windows.
- If this is any other kind of emergency, try to remain near entrances/exits.
- Keep noise to a minimum and silence cell phones and radios.
- Await further instructions from Security or other emergency response personnel.

What are the staging areas?

Wait at the 1st Hole of the Barona Creek Golf Course, Golf Course Driving Range, A1 section of the South Parking Lot, or other area designated by Security, until you have been cleared to leave by Security.

After the emergency:

Barona will restore normal operations as soon as possible. Personnel and facilities are designated to carry on all essential Resort functions on a limited basis. Alternate office facilities will be established, if necessary.

ARMED ROBBERY

Perpetrators are usually experienced criminals and will not hesitate to cause harm. They want to get in and out as quickly as possible – **let them.** When confronted with armed robbers, evacuate. If you cannot escape, do the following:

- Discreetly press the panic button (if safe and available).
- Do not attempt to disarm the person.
- Do exactly what you are told and keep your hands visible at all times.
- Lay flat on the floor and avoid making eye contact.
- Do not turn your back to the person, unless instructed to do so.
- Make mental notes of his/her speech, words, and physical characteristics.

Do not attempt to be a hero.

AGGRESSIVE ACTS OF VIOLENCE

Violent behavior can be encountered anywhere, at any time, and may involve any number of people. Some acts of violence are far more dangerous and destructive than others, but they all must be dealt with immediately to prevent injury and loss of life. If you are in harm's way, you will need to decide rapidly what the safest course of action is, based on the scenario that is unfolding before you:

- Verbal and Physical Altercations
 - Do not stand in between participants of a verbal altercation. This may provoke physical violence.
 - Call **5-9-1-1** as soon as possible. Do not wait for the situation to escalate before calling for help.
- Threats of Violence
 - If someone appears/claims to be armed, assume they will use a weapon.
 - Pay attention to what they say and to any physical traits, such as clothing, scars, tattoos, or unusual piercings.
 - Leave the area immediately and call **5-9-1-1** as soon as it is safe to do so.
- Active Killer (gun, knife, axe, vehicle, or other weapon)
 - **Run** – Evacuate using the nearest exit away from the emergency. Stay out of the aggressor(s)' line of sight as much as possible.
 - **Hide** – *only* when evacuation is not possible. Barricade the entrances to your chosen hiding place, silence cell phones and radios, and take cover behind heavy objects. Call **5-9-1-1** and first responders as soon as it is safe to do so.
 - **Fight** – Attempt to defend yourself and subdue the aggressor(s) only as a last resort and **ONLY** after *all* other safety measures have failed. Arm yourself with whatever is at hand. Attack as a group, if trapped with others, and use the maximum level of aggression possible.

POWER OUTAGE

- Keep calm. Backup power should come on within 10 seconds.
- Turn off all ovens and stoves, to prevent gas leaks while the pilot lights are out.
- If the power does not come back on, ensure all large appliances are in their off state, or otherwise unplugged, to prevent overload during a power surge.
- If evacuation of the building is required, assist any disabled individuals and exit cautiously. Use flashlights or glow sticks to find your way and assist any players who may have become lost or confused.
- Use the stairs. **DO NOT USE THE ELEVATORS.**
- Once outside, proceed to the designated staging area.

If someone is trapped in an elevator:

- Tell the passengers of the elevator car to remain calm.
- Call **5-9-1-1** as soon as possible.
- If you are also inside the elevator, pressing the emergency call button will automatically contact Security.
- Keep the passengers calm until Security and Facilities personnel arrive to assist.

WORKPLACE VIOLENCE

If one or more of the following situations or activities are present in your workplace, then there may be potential risk for violent behavior:

- Working alone, during dark hours of the night/morning.
- Large amounts of cash transactions, especially high-value money exchanges.
- Large amounts of valued items, such as money and jewelry.
- Working with players who are known or suspected to have a history of aggressive or violent behavior.
- Staff members, or former staff members, with a history of assaults or who exhibit belligerent, intimidating, or threatening behavior.
- Staff members who exhibit signs of being on the receiving end of assaults or belligerent, intimidating, or threatening behavior from family members, romantic partners, or co-workers.

If you observe violent acts or behavior, **immediately move away from the incident**, and then dial **5-9-1-1**. If you hear about an incident on property, please stay away from the area and call **5-9-1-1**.

Every office or department should perform regular assessments to identify the workplace security issues particular to that area. If the assessment determines staff members are at significant risk, the manager or supervisor should contact Security or Human Resources for additional information and training.

Notify Security *and* Human Resources for all staff harassment cases.

Evacuation of Disabled Individuals

Persons with disabilities:

A person with disabilities is more likely to need assistance. They may be injured and confused, and will likely be experiencing anxiety. Advise them that you are there to assist them.

Depending on the circumstances, evacuation may not be advisable, or even practical. Stairwells are designed to provide temporary protection from fire or other danger. Unless it is not safe to do so, an able-bodied volunteer should stay with a physically disabled person in the stairwell while a second person notifies emergency personnel of their location.

Visually impaired individuals:

Most visually impaired persons will only be partly familiar with their surroundings. In an emergency situation, describe the nature of the emergency and offer to act as a sight guide. Offer your elbow and escort the individual to the nearest exit from the affected area, or to a safe place if evacuation is not possible. As you walk, describe where you are and warn the individual of any obstacles. When you have reached safety, inform the individual about where they are and ask if they require any further assistance.

Hearing impaired individuals:

Individuals with impaired hearing may not perceive emergency alarms, so an alternate warning technique may be required. Two possible methods are:

- Get their attention through gestures and attempt to have them follow you out.
- Write a note describing the emergency and nearest evacuation route.

Physically impaired individuals:

Consult with a disabled person to find out how to best assist them. If immediate evacuation is necessary, be aware of the following considerations:

- Consider the number of people needed for assistance.
- You may need to remove or carry large batteries and medical equipment.
- Wheelchairs have moveable parts and may not be designed to withstand stress or lifting.
- Attempt to bring a pad or cushion, if a wheelchair is going to be left behind.
- Individuals with respiratory issues should be removed from smoke or fumes immediately, before speaking with them about their needs.
- In a life-threatening situation, it may be necessary to carry an individual, but lifting a person with minimal ability to move may become dangerous.
- Be careful when bending or extending extremities if the individual has pain, injuries, catheter leg bags, braces, or has difficulty with spasticity.
- Keep in mind that moving the person yourself may not be a viable option and the assistance of paramedics may be required.
- Whenever possible, notify Security that an evacuation chair is needed, instead of carrying a person up or down stairs manually.
- If using an evacuation chair will not be realistic, try to avoid moving backwards when carrying someone down a flight of stairs.

FIRE SAFETY

Know the locations of alternate exits from your area. If there is a fire emergency in your work area, do the following:

- Evacuate the immediate area and encourage others to come with you.
- Close doors as you leave, to limit the spread of fire, smoke, and toxic fumes.
- Call **5-9-1-1** as soon as you are safely away from the fire.
- If clothing catches fire, **STOP – DROP – ROLL**.

If the fire is in its incipient (beginning) stages and you have been trained on the use of portable fire extinguishers, or if the use of an extinguisher is necessary to create a path for you to escape, do the following:

- First, activate the fixed fire suppression system (if applicable).
- Do not tamper with fire sprinkles, as this could lead to serious injury.
- Hold the extinguisher firmly and stand at least 8 feet away, then:

FIRE EXTINGUISHER INSTRUCTIONS

- P** – **PULL** the ring-pin from the handle.
- A** – **AIM** the nozzle at the base of the fire.
- S** – **SQUEEZE** the handle.
- S** – **SWEEP** the nozzle from side to side.

When the evacuation alarm is activated:

- Stop what you are doing and immediately proceed to the nearest exit.
- Before opening an interior door, feel the door for heat with the back of your hand. If the door is hot, **DO NOT OPEN IT**. If the door is not hot, stand behind the door and open it slowly. Be prepared to close it quickly if fire is present.
- Use the stairways. **DO NOT USE THE ELEVATORS**. Close stairwell doors as you enter and exit.
- If you must move through heavy smoke to evacuate, stay low to the ground and cover your mouth and nose with a cloth.
- Once outside, do not loiter by the exit. Instead, proceed to the designated staging area and do not go back inside until instructed to do so by Security.

If trapped in a room:

- Place cloth material under/around the doors, to prevent smoke from entering.
- Retreat and close as many doors as possible between you and the fire.
- Be prepared to signal from a window, but **DO NOT BREAK THE GLASS** unless absolutely necessary.

CHEMICAL/BIOLOGICAL HAZARDS

How to respond to chemical spills:

- If an immediate hazard exists, or medical assistance is required, call **5-9-1-1**.
- For small spills, or those that do not involve immediate danger to life and property:
 - Notify your supervisor.
 - Confine the spill as best you can, using clean towels, sandbags, or similar items.
 - Evacuate and secure the immediate area.
 - Do not allow anyone who is not authorized to enter the area.
- If the spill involves injury, remove contaminated clothing and flush affected body parts with warm water for at least 15 minutes. Call **5-9-1-1** as soon as possible.

Any spill that could potentially cause injury to a person or to property **MUST** be reported to Security at ext. **5-9-1-1** and to Facilities at ext. **3190**.

What to do if there are toxic fumes:

- If you smell fumes, or some kind of noxious gas, evacuate the area immediately.
 - Also evacuate immediately if you suddenly experience a rapid onset of one or more of the following symptoms: metallic taste in the mouth, difficulty breathing, dizziness, nausea, dimming of vision, muscle spasms throughout the body; irritation or burning to skin, eyes, throat, and/or lungs.
- If you smell fumes in a dark room, do not touch, activate, or de-activate any power switches, alarms, lights, equipment, etc. Doing so may ignite any flammable gas in the area and cause fire or explosion.
- Notify Security of the emergency as soon as it is safe to do so. Do not re-enter the area until instructed to do so by Security.

If a bodily fluids exposure or needle-stick injury has occurred:

- Go to the nearest sink and wash the affected body part(s) with soap and warm water.
- Call **5-9-1-1** and ask for EMS.
- If you encounter any needles, call **5-9-1-1** so they can be disposed of safely.