

**Travel Lane County
Eugene, Cascades & Coast Sports Commission**

DRAFT

EMERGENCY PREPAREDNESS & RESPONSE POLICIES

**This document shall be updated on an annual basis by the Director of Finance & Operations, on or before December 31st (or as needed, if more frequently). Staff will be asked to review document every year at the Annual Staff Retreat in late winter/early spring to ensure working knowledge of policies.*

EMERGENCY SUPPLIES LOCATION for MAIN OFFICE:

Emergency **lights** are plugged into the wall near the postage machine in the back workroom, in the staff kitchen, at the back of the reception area above the counter, in the conference room, and along the walls in both the main and annex office spaces. They come on automatically in a power outage, and will work as flashlights if removed from the wall.

A **First Aid kit** is in the kitchen, in the supply cabinet.

A **Fire Extinguisher** is mounted on wall near the back door.

EMERGENCY SUPPLIES LOCATION for the ADVENTURE CENTER:

Emergency **lights** are plugged into the wall in the Kitchen and main center wall, and each bathroom.

First Aid kit is in the kitchen/storage room.

A **Fire Extinguisher** is mounted on the wall next to the water fountain.

AFTER HOURS SAFETY COMMUNICATION:

Kari Westlund, President/CEO

541.915.3139

Aubree Nash, Director of Finance & Administration

541.579.6794

AFTER HOURS VISITOR CENTER REPRESENTATIVE PHONE NUMBERS:

Natalie Inouye, VP Tourism Marketing

541.521.4126

Carrie Hawks, Visitor Services Manager

541.731.0485

MEDIA SPOKESPERSONS:

Kari Westlund, President/CEO

541.915.3139

Andy Vobora, VP Stakeholder Relations

541.501.9398



**TRAVEL LANE COUNTY
EUGENE, CASCADES & COAST SPORTS**

SPEED DIAL CODES

Speed dial codes work at every phone – INCLUDING the Adventure Center – to call for assistance.

Speed Dial Number and how it will show up on your display:

- 11 – “Red Hats” (the Eugene Downtown Patrol) Downtown; CAHOOTS at Adventure Center
- 22 – “Eugene Police” (this is the non-emergency police (not 911)
- 33 – “Springfield Police” (this is the non-emergency police (not 911)

Here is how you do it:

1. Look at the silver metal circle “button” at the bottom right corner of the phone.
2. At ‘9 o’clock’ it says Redial.
3. Push that left side of the large silver metal circle button
4. Push the number (11, 22, or 33)
5. Then lift the receiver and it will dial.

-OR-

Then push ‘speaker’ and it will dial (make sure your “Mic” button is lit so they can hear you).

Note: AC and Visitor Center phones at the should have the Mic button lit at all times.

6. When they answer, tell them who you are and that we need assistance and the address:

Travel Lane County
754 Olive Street
Eugene, OR 97401

Adventure (Visitor) Center
3312 Gateway
Springfield, OR 97477

EMERGENCY TELEPHONE NUMBER

- **CALL 911 for EMERGENCIES OF ANY TYPE**

NON-EMERGENCY TELEPHONE NUMBERS:

- POLICE:
 - Eugene 541.682.5111
 - Springfield 541.726.3714
 - Downtown Eugene Patrol - Red Hats 541.501.9286
- Lane County Sheriff Dispatch: 541.682.4150 option 1
- Emergency Medical: 541.682.7104
- FIRE: 541.682.7100
- Ambulance - Critical Care Transport: Call 911 for EMS
- American Red Cross (Local): 541.344.5244
- FastAlertEugene.net for web broadcast information
- Property Owner: Contact Christy Davids 541.510.4666
- AC Property Owner: Contact Patti Lundeen 541.746.2590
- Road Division: 541.682.6901
- Technology Vendor: Partnered Solutions (IT) 541.255.4980

FRONT DESK SAFETY PROCEDURES

Standard operating procedure requires at least 2 people in the building (during open hours) always. The Visitor Services Manager oversees ensuring that schedules are coordinated to achieve this.

If an employee is ever in a situation which is uncomfortable, or in which their safety is compromised in any way the priority is to ensure personal safety. Please remember that individual safety is first priority, above Travel Lane County property.

Try to remain calm and proceed with one of the following suggestions:

- *Use our office protocol to call for help from the back.* Use all page to say, “**The Coffee is On**” or simply put all page on so we can hear what is happening.
- *Come to the back for assistance.*
- *Leave the building* - If you can leave the building through the front door, side door or back door, do so and proceed to a busy nearby business where you can call 911.
- Call 911 and be specific as to what the problem is and wait for instructions from the dispatcher.
- *If you are unable to get assistance from co-workers, and cannot leave the immediate area for any reason* press the speaker button on the telephone and dial 911. The dispatcher will be able to trace your call in the case you are unable to speak. If you feel comfortable talking, explain the situation and remain on the line until instructions are given. You can also take the phone off the hook and dial 911. By leaving the receiver on the desk, you may then be able to leave the area. The dispatcher will be able to hear any conversation and determine your location.

GENERAL INCIDENT & EMERGENCY RESPONSE PROTOCOLS

- Identify the crisis
- Isolate the crisis
- Manage the crisis
- Maintain “normal” operations, if possible

EMERGENCY RESPONSE PRIORITIES

- Protection of **human life**
- Protection of the **environment**
- Protection of **property**
- Protect the **reputation of the community**
- Return to **normal operations**

PRIMARY RESPONSIBILITIES FOR EMPLOYEES INVOLVED

- Render immediate aid to injured persons
- Assist Emergency Response Teams (Fire Dept., Police, Red Cross) in locating injured or trapped victims
- Protect visitors and employees from further danger of injury or entrapment
- Orderly and safely evacuate visitors and employees from the affected area or areas
- Protect company property and assets
- Restore order to any affected areas and return the office to normal operating conditions

ON PREMISE EMERGENCY INCIDENT RESPONSE

1. Assess situation and extent of action required.

2. If needed, call 911, and relay following information:

a. Address and telephone number:

**Travel Lane County
754 Olive Street
Eugene, OR 97401
541.484.5307**

**Adventure (Visitor) Center
3312 Gateway
Springfield, OR 97477
541.484.530**

b. Nature and seriousness of the accident

c. Number of injuries/casualties

d. Property damage

e. Stay on the line until either the Emergency Personnel arrive on the scene or you are told by the operator to hang up

f. If possible, have additional staff member wait outside to flag down emergency personnel when they arrive.

3. Before Emergency Personnel arrive on the scene:

a. Render immediate aid to injured persons

b. Evacuate area or relocate employees and visitors if necessary. Designated relocation areas are near big Dutch Bros sign downtown and center of Best Buy parking lot at Adventure Center.

c. Account for missing employees or visitors

d. Fight fires (if safe to do so) with fire extinguisher

e. Shut down any equipment, systems or utilities as required and if safe to do so

f. Stop danger (or control spread); protect against further injury or damage

g. Secure evidence (if protection of a perceived crime scene is needed, establish protective perimeter)

h. Notify key personnel if not already on premises and identify spokesperson (see #4)

i. Protect company property and assets

4. Determine the status of the situation:

a. Note the time of the accident

b. Obtain witness statements, if available and needed

c. Photograph the area and accident site for reference using your cell phone if it is safe to do so.

d. Fill out appropriate accident/incident forms, available from Director of Finance & Operations.

5. As soon as possible, establish communication with the President & CEO or VP of Stakeholder Relations and provide facts regarding safety of staff/visitors and condition of property.

6. VP of Tourism Marketing and Visitor Services Manager will keep the instructions for changing outgoing messages on the phone system at home and will change the messages to inform callers the status of the situation, establish back-up emergency phone answering for staff to handle incoming calls, and/or set call forwarding if necessary to meet plan.

7. Contact local or official agencies if required. This might include non-emergency police, CAHOOTS or other social services agencies, City or County offices, Red Hats, Chamber offices, etc. Department Heads or the President & CEO can determine the need for this and make calls or contacts as appropriate.

8. Determine if long-term supplies and equipment are needed. This might include food or bottled water if remaining on site for a prolonged period is deemed necessary.

9. After emergency is over commence normal operations.

IN CASE OF ELECTRICAL OUTAGE:

1. In the event of a power failure, employees will remain at their work sites until power is restored, or the lead staff person on site determines to evacuate the facility.

- The lead staff person on site will contact appropriate person(s) to correct problem.
2. Automatic emergency lights will partially illuminate facility and exits.

IN CASE OF MEDICAL EMERGENCY:

1. Call 911 – Have additional person wait outside to flag down and direct emergency personnel when they arrive. Appoint one spokesperson to communicate with emergency personnel regarding the urgent situation.
2. Do not attempt to move injured employee or visitor unless they are in grave danger if not moved. Do not touch anyone who requests that you do not touch them.
3. Locate First Aid kit, in kitchen.
4. Do not treat any injury that you have not been trained to handle. Before touching any individual don rubber gloves and use other appropriate protection that is in the First Aid kit.
5. To stop bleeding: Apply pressure and hold wounded area above the heart, if possible. Perform Heimlich maneuver if the victim is choking. Open victim's airway by tilting victim's head back.
6. Maintain victim's body heat by covering with blanket or clothing.
7. Note time of incident. Watch for and note any changes in the victim's condition and report to emergency personnel upon arrival.

MAJOR EMERGENCY RESPONSE PLAN

MAIN CONTACT FOR TRAVEL LANE COUNTY STAFF IS CEO: Kari Westlund, 541.915.3139

Travel Lane County has a responsibility to be prepared to offer information, deliver services and field questions relevant to visitors in the event of a large-scale emergency.

DISASTER ACTION PLAN STEPS:

(After initial emergency situation has been addressed, staff are safe and operations can reasonably resume)

1. **LOCATION:** If office is accessible, utilities are available, and roads are safe, resume services as close to normal as possible. If not, resume services remotely if possible. Check availability and accessibility of website, CRM, telephone and email service for communications.
Assignments:
 - a. Email and telephone access, Director of Finance & Operations
 - b. Web, CRM access, VP of Integrated Marketing
 - c. Report systems viability to President & CEO
2. Collect **road condition, evacuation and shelter information** for visitors for public distribution by:
 - FlashAlertEugene.net or checking local tv station websites on your cell phone
 Assignments:
 - a. Gather information, VP of Stakeholder Relations (President & CEO is back-up)
 - b. Post to EugeneCascadesCoast.org, VP of Integrated Marketing (VP Tourism is back-up)
 - c. Post to social media channels, VPs – Tourism, Convention & Sports, Stakeholders
 - d. Set telephone communications in motion with call forwarding, messaging, etc. VP Tourism

STAFF COMMUNICATION PLAN IN EMERGENCY SITUATIONS

1. If an emergency occurs that blocks access to either or both work locations, each affected member of the staff should contact their Department Head, as they are able, to verify they are safe, and what their plan is if relevant and warranted by conditions.
2. The President & CEO and Department Heads will contact each other by phone (regular or cell) and communicate as soon as possible, with each Department Head reporting the status of their team.
3. Department Heads will determine status of emergency and if safe to travel to Travel Lane County office and Adventure Center to assess property damage and safety issues, assigning responsibility as conditions and proximity of individuals allow.
4. If not safe to travel, Department Heads will attempt to contact public agencies and/or monitor FlashAlertEugene.net to determine status of Travel Lane County office areas.
5. Emergency phone numbers should be posted near the front desk and in the break rooms for Fire/Police Departments or other emergency agencies to notify Department Heads of status and safety of building.
6. Department Heads will assess conditions and when/if it will be safe for staff to return to work.
7. After determination of conditions at Travel Lane County business locations, Department Heads will contact their respective Travel Lane County staff regarding status of the locations, determination of when/if it will be safe to return to work and any additional safety issues.
8. All staff should have a hard copy of the Staff Emergency Information List at home for use in an emergency, and staff phone numbers stored in your cell phone contacts.
9. **After a major natural disaster, staff should not return to Travel Lane County business locations until a Department Head has contacted them with approval to return to work.**

Administrative Staff Emergency Information

CEO and Department Heads

Kari Westlund, President & CEO, 541.915.3139
Aubree Nash, Director of Finance & Operations, 541.579.6794
Janis Ross, VP Convention & Sports Marketing, 541.915.9479
Natalie Inouye, VP Tourism Marketing, 541.521.4126
Andy Vobora, VP of Stakeholder Relations, 541.501.9398
Sally McAleer, VP Integrated Marketing, 541.954.5100

Travel Lane County Office and Adventure Center Phone Number

541.484.5307 both, or 541.743.8767 for AC

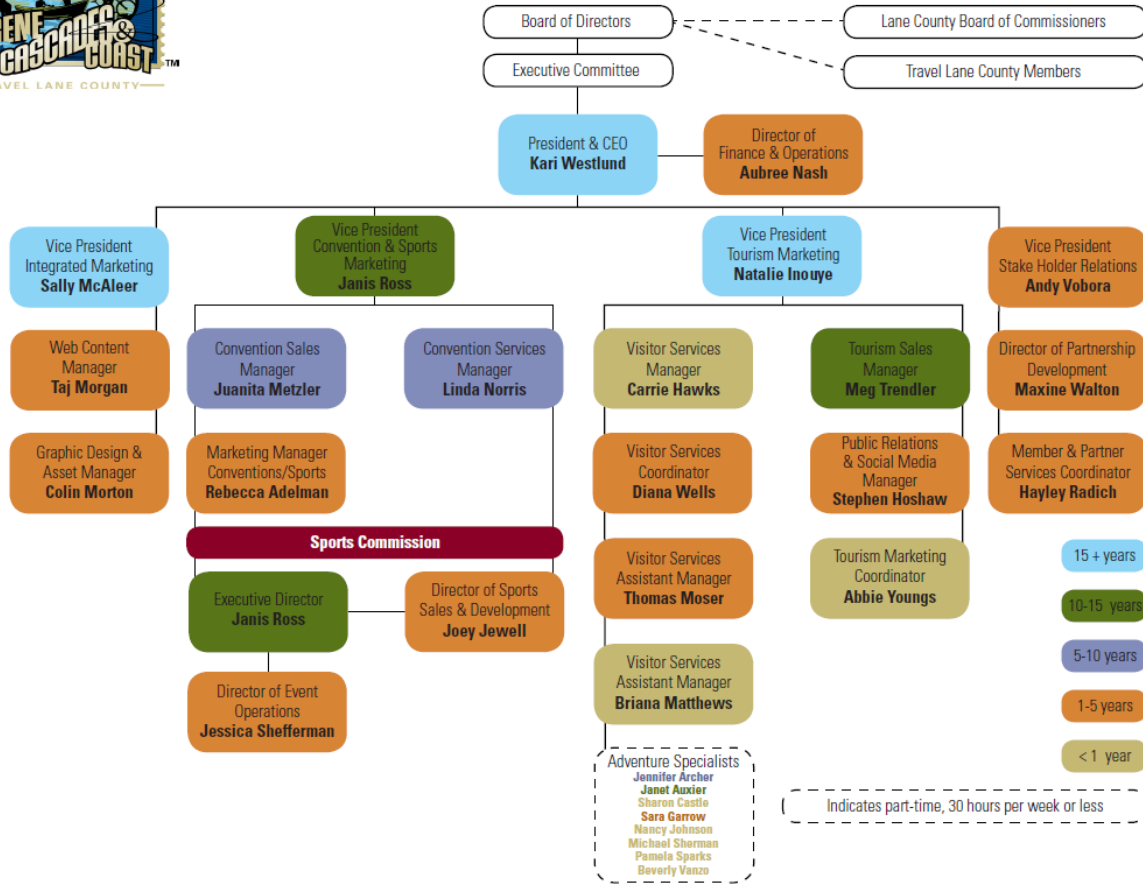
Visitor Services Staff

Carrie Hawks, Visitor Services Manager, 541.731.0485
Thomas Rathbun-Moser, Assistant Visitors Services Manager, 541.556.8259
Briana Matthews, Assistant Visitor Services Manager, 571.246.6148

Phone Tree Follows Org Chart UPWARDS. Contact your supervisor, who will report your status up the chart.



Travel Lane County Organizational Chart



Name	Ext	Direct	Cell/Home	Name	Ext	Direct	Cell/Home
Kari Westlund	316	541.743.8750	541.915.3139 (C) 541.935.4906 (H)	VISITOR SERVICES - ADVENTURE SPECIALISTS			
Aubree Nash	315	541.743.8751	541.579.6794 (C)	Carrie Hawks (DVTN)	338	541.743.8773	541.731.0485(C)
STAKEHOLDER RELATIONS				Briana Matthews	343		571.246.6148 (C)
Andy Vobora	332	541.743.8770	541.501.9398 (C)	Tom Rathbun - Moser	343		541.556.8259 (C)
Maxine Walton	333	541.743.8766	541.520.0577 (C)	Janet Auxier			
Hayley Radich	337	541.743.8772	541.285.0143 (C)	Sara Garrow			
CONVENTION SALES & SERVICES				Michael Sherman and ext 327 for Video work			
Janis Ross	313	541.743.8753	541.915.9479 (C) 541.505.8743 (H)	Jennifer Archer			
Juanita Metzler	321	541.743.8758	541.968.3012 (C) 541.484.0787 (H)	Pamela Sparks			
Linda Norris	317	541.743.8756	541.852.1656 (C) 541.461.0953 (H)	Beverly Vanzo			
Rebecca Adelman	336	541.743.8771		Nancy Johnson			
SPORTS COMMISSION (also Janis Ross)				Tickets West Customer Line 1.800.992.8499			
Joey Jewell	320	541.743.8757	512.799.6674 (C)	Adventure Center	342	541.743.8767	
Jessica Shefferman	318	541.743.8765	954.822.2773 (C)	AC Office/Kitchen	343	Fax	541.357.5398
INTEGRATED MARKETING				Dwtn Eugene Office	311	541.484.5307	800.547.5445
Sally McAleer	314	541.743.8752	541.954.5100 (C) 541.746.4946 (H)	Copy Room	310	Fax	541.343.6335
Taj Morgan	322	541.743.8763	541.632.2447 (C)	Conference Room 324			
Colin Morton	323	541.743.8764	608.306.2839 (C)	Meeting Room 335			
Videos - Michael	327	541.743.8762	541.520.4774 (C)	Copy Room 331			
TOURISM				Willamette Nati. Forest # rings to AC 541.743.8777			
Natalie Inouye	312	541.743.8754	541.521.4126 (C)	McKenzie River Chamber of Comm # rings to VC 541.896.3330 transfers to our line			
Meg Trendler	329	541.743.8759	541.359.5809 (C)	McKenzie River Chamber Dir. info@mckenziechamber.com			
Stephen Hoshaw	330	541.743.8760	541.543.0187 (C)	Lee, Clyde, Robert: Partnered Solutions (our IT) 541.255.4980			
Abbie Youngs	328	541.743.8761	816.719.0557 (C)	Christy Davids, Eugene Office Bldg Manager 541.510.4686 (C)			
Alexis Amavisca	319	541.743.8755	951.816.0600 (C)	cdavids@personnelsource.com 541.342.5310			
VISITOR CENTER / Office Admin				Patti Lundeen, AC Property Manager 541.284.0612			
Diana Wells	311		541.852.1381	plundeen@sycon.com 541.746.2590 (emrgncy mtc)			
VOLUNTEER / 2nd Desk in VC				Diamond Parking Eugene Office 541.343.3733			
Lori Syphers	310		541.988.9594 (H)	Dwtn Eugene Patrol "Red Hats" Speed Dial: 11 541.501.9286			
				Eugene Police Non-Emer. Speed Dial: 22 541.682.5111			
				Springfield Police Non-Emer. Speed Dial: 33 541.726.3714			
				Emergency 911			

EMERGENCY RESPONSIBILITIES

President/CEO

CRITICAL FUNCTIONS	DISASTER ROLES	RECOVERY RESPONSIBILITY
<ul style="list-style-type: none"> • Organizational Management and Board Engagement • Back up provided by – ECT • Back up for – Director of Finance & Operations and all VP's 	<ul style="list-style-type: none"> • Primary communicator with the Executive Committee of Board • Ensures assembly of ECT to assess specific situation • Determine whether facility evacuation is necessary 	<ul style="list-style-type: none"> • Triage with the Director of Finance & Operations for any unplanned contingencies • Communicate plans to Board Chair, Dept. Heads and Executive Committee • Implement phone tree to inform staff of updates on situation

Director of Finance & Operations

CRITICAL FUNCTIONS	DISASTER ROLES	RECOVERY RESPONSIBILITY
<ul style="list-style-type: none"> • Financial Functions and Human Resource • Back up provided by – President & CEO & Dept. Heads • Back up for President & CEO and Dept. Heads 	<ul style="list-style-type: none"> • Implement facility relocation as directed by President & CEO • Work with President & CEO to determine if evacuation is necessary and then direct safe and orderly evacuation of all visitors and employees 	<ul style="list-style-type: none"> • Financial transactions – Payroll, Property and other Insurance coordination and payment of emergency expenses • Responsible for opening facility after all-clear has been given • Coordinate set-up of temporary office location along with appropriate supplies if necessary. The AC is the first option for temporary office location • If Travel Lane County has to be relocated, alert Phone / IT Vendor that re-direction of phone lines to temporary location is needed

All Vice Presidents

CRITICAL FUNCTIONS	DISASTER ROLES	RECOVERY RESPONSIBILITY
<ul style="list-style-type: none"> • Daily Operations • Back up provided by Senior Staff Leads, as identified • Back up provided for President/CEO and Director of Finance 	<ul style="list-style-type: none"> • Assess crisis magnitude and work with ECT on steps for dissemination of information • Update staff to review concerns, perceptions and media coverage and internal message • Coordinate with Director of Finance & Operations if temporary office location is necessary 	<ul style="list-style-type: none"> • Contact all hotels for inventory update - relocate meeting and event attendees and visitors as necessary (VP Convention & Sports Marketing) • Contact all events scheduled to occur within 90 days with assistance of staff team – relocate if necessary – keep everyone involved informed • VP Leisure Marketing - record phone message with informational update/office open or closed status

VP Stakeholder Relations

CRITICAL FUNCTIONS	DISASTER ROLES	RECOVERY RESPONSIBILITY
<ul style="list-style-type: none"> • Lead ECT - Emergency Communications Team • Back up is President & CEO 	<ul style="list-style-type: none"> • Deploy Emergency Communications Plan • Maintain Relationship and Communications with Area Public Information Officers (PIO Group) 	<ul style="list-style-type: none"> • Coordinate follow-up communications to all audiences, using ECT roles for assignments, to convey normal operations are resumed.

PR Managers for Leisure, Conventions & Sports

CRITICAL FUNCTIONS	DISASTER ROLES	RECOVERY RESPONSIBILITY
<ul style="list-style-type: none"> • Maintain websites and social media streams, Media Relations, communications/PR • Back up provided by Department Heads • Next Back up is President & CEO 	<ul style="list-style-type: none"> • Coordinate with VP of Integrated Marketing to activate ALERTS as needed on all Travel Lane County websites • Implement social media crisis communications plan as directed by ECT • Website notifications and PR updates to the public during the crisis • Coordinate with ECT on message content and frequency of updates 	<ul style="list-style-type: none"> • Use ECT official statement(s) in all communication efforts – direct questions to appropriate spokesperson • Keep a log of media calls and forward to appropriate spokesperson for follow up as soon as possible • Monitor media reporting to track market concerns • Develop positive angle news coverage and distribute photographs to show the entire region isn't out of commission

VP Integrated Marketing

CRITICAL FUNCTIONS	DISASTER ROLES	RECOVERY RESPONSIBILITY
<ul style="list-style-type: none"> • IT/Server/Technology functions – Simpleview CRM Database maintain emergency contacts and Board Roster • Back up for/by Director of Finance & Operations and 3rd party IT Specialists 	<ul style="list-style-type: none"> • Assist ECT with communications as directed by President & CEO 	<ul style="list-style-type: none"> • Establish reconnection of disabled technology • Contact critical vendors and initiate technology recovery plan • Deploy photo and video capture as needed and safely available to convey accurate destination information.

Employee Receipt of Emergency Response Policies

I, have read, understand, and have been supplied a copy of the Travel Lane County and Eugene, Cascades & Coast Emergency Response Policies.

Print Name: _____

Signature: _____

Date: _____