Emergency Operations Plan

Rapid City Area Chamber of Commerce

Planning and Preparation

All staff members will keep a copy of this plan at their homes, as well as their worksite. An additional copy of this plan will be kept in the Chamber's safe deposit box at Wells Fargo Bank.

A list of staff names with their home and cellular telephone numbers is included on the back page of this plan. These lists should be used for emergency phone tree notification in the event of an after-hour emergency. Each employee will be given a list to keep at home and it will be updated as necessary.

The President will arrange for a location that the Chamber can operate from if an event prevents the building from daily use.

In the event that an emergency preludes full use of the Chamber Foundation building

President will determine if the building facilities are accessible.

If an emergency or disaster occurs after the close of business, the President will make calls to staff and advise them of the situation. The Board Chair will be notified and will advise the members of the Board as needed.

The President will contact the insurance company to file the claim. Insurance agent may then advise in the clean-up of the facility.

If temporary relocation is necessary, the President will then contact the appropriate persons from the pre-determined location to arrange this.

The Vice President will be responsible for contacting the Chamber's telephone provider to make sure that all the necessary steps are taken to switch the current phone service over to the new temporary location.

The Communication Manager, along with the President, will issue a press release to the media within 24 hours of the incident. The press release will include the temporary location at which business will be conducted, along with other pertinent contact information the general public may find helpful.

Medical Emergencies

In the case of a medical emergency, the first person on scene must assess the situation and decide whether or not 911 will need to be contacted. If 911 should be contacted, the initial individual needs to stay with the victim and on the phone with the dispatcher until the emergency responders arrive.

If the employee is certified in CPR and the individual in distress is not breathing, CPR should be administered.

If the person in distress is an employee, it is the President's responsibility to contact that employee's next of kin, unless the President is incapacitated in which it will then become the responsibility of the next highest person in command. Once the next of kin is notified and permission is given, the President may then update the others of the employee's condition.

If a medical emergency has affected an employee during non-working hours, the President must obtain permission of release from the employee's next of kin before sharing this information with other employees. Once this permission is obtained the President will then keep the employees updated as needed.

If the injured/sick employee is deemed incapacitated it is the responsibility of the employee's direct supervisor to delegate their work as necessary.

As soon as the employee is able to give an update to their direct supervisor regarding their health status, the expectation would be for the employee to return to work with the attending physician's approval and discharge orders.

All questions from the media will be addressed to the President. If any staff or visitors are injured during a disastrous event, no information will be released to the public until the next of kin is notified and written release has been obtained from the injured person and/or next of kin.

Tornado Procedures

Upon sounding of the tornado siren in the city of Rapid City or any other notification of severe weather, the exterior doors to the building will be locked by the front office staff, under the direction of either the President, Vice President, or CVB Executive Director. All staff and visitors will immediately proceed to the Civic Center restroom across the hall from the Chamber offices. Once everyone has arrived at the Civic Center restroom area across the hall from the Chamber offices, the ranking employee will take a head count to ensure all staff is accounted for. A portable radio with batteries will be kept in the Chamber supply closet. There will be flashlights with extra batteries stored at the following locations: 1) the bottom drawer of the two drawer file cabinet behind the front desk 2) the Convention and Visitors Bureau supply closet and 3) at the Executive Assistant's desk at the back of the Chamber offices. Once you have reached the restroom on the first floor of the Rushmore Plaza Civic Center, kneel down and put your hands over your lowered head. When the "all clear" has been announced all staff and visitors may return to the Chamber offices.

Fire Procedures

Should a staff person or a visitor become aware of a fire in the building they should immediately notify the Fire Department by calling 911.

Using best judgment considering the size of the fire and whether or not staff can safely put out a fire using a fire extinguisher located in the kitchenette area, and by the Executive Assistant's desk; staff may attempt to extinguish the fire by using a fire extinguisher in the building as soon as possible, avoiding any injury.

In the event of a fire, all staff and visitors should quickly leave the building in an orderly manner, and proceed to the nearest fire-free and smoke-free exit and proceed to the front lobby of the Rushmore Plaza Holiday Inn. In the event the hallway is full of smoke, crawl low, under the smoke to breathe cleaner air. Test doors for heat before opening them by placing the back of your hand against the door so you do not burn your palm or fingers. Do not open a hot door, instead find another exit route. Keep "fire doors" closed to slow the spread of smoke and fire. Do not use elevators when evacuating a burning building.

Once everyone has arrived at the front lobby of the Rushmore Plaza Holiday Inn, the President or Vice President should take a head count to make sure all staff is accounted for.

The building is not to be re-entered until authorization by the Fire Marshall or senior responding officer is given.

Winter Weather Procedures

If inclement weather occurs after business hours and the President has determined to close the office, the President will contact all employees by implementing the calling tree. If for some reason the President is unable to do so, it then becomes the responsibility of the Vice President, or the next highest person in charge.

It is then the responsibility of the President to decide when it is safe to return to work. Once this is decided, it is then the responsibility of each employee to return to work in a timely manner. If an employee is unable to return to work in the time frame decided by the President due to impassable roads or inclement weather, it is the employee's responsibility to make sure that their direct supervisor or the President is aware of their situation. The employee is then responsible for making any arrangements that may be needed to ensure that any pressing issues in their daily work are taken care of.

Flood Procedures

Flash flooding is typically the most damaging and deadly of flood type disasters.

If flash floods were to occur, all employees and visitors must move to higher ground as soon as possible. Before employees move to higher ground, they are asked to unplug all electronic devices in their workspaces, as long as they are not in an area of standing water or are water soaked in any way. Move any electronic devices to the highest area you can find, if time allows.

When leaving the Rushmore Plaza Civic Center, all employees should turn right on Mt. Rushmore Road and continue towards Silver Street to reach higher elevation. All employees should avoid driving anywhere the roads are completely covered, or anywhere a flash flood is in effect. It only takes six inches of water to reach the bottom of a passenger car which could cause it to stall and leave you stranded in the middle of a potentially dangerous situation.

If an employee is outside of the office, they are required to call either the President or their direct supervisor to let them know of their whereabouts and their situation.

Bomb Threat Procedures

All bomb threats should be treated as a serious matter. Employees will be trained so that in the event of a bomb threat, whoever receives the call:

- Write down an estimate of the caller's age, sex or distinguishing voice characteristics, such as an accent;
- Note the time of the call;
- Write down the exact words by the caller;
- Determine from the caller, if possible, what time the bomb is set to explode;
- Try to find out where the bomb is located;
- Ask what kind of bomb it is;
- Ask for information on what the bomb looks like;
- Immediately after call 911 and give the authorities all of the information obtained.

In the event of a bomb threat the building will be evacuated until a safety determination is made by the appropriate safety personnel and the President. In the event of a bomb threat, all staff and visitors should quickly leave the building in an orderly manner, and proceed directly across the street to the Central High School Parking lot. Once everyone has arrived at the parking lot of Central High School, the Vice President will take a head count to make sure all staff is accounted for.

Threatening / Hostile Visitors

In the event a visitor becomes threatening or hostile in nature, employees should take immediate action. If the visitor refuses to calm down the employee must assess the situation and decide whether or not 911 will need to be contacted.

- Remain calm and try to diffuse the situation.
- Control your body language.
- Don't enter the visitor's personal space.
- Listen to the visitor's grievance.
- Ask questions to better understand the problem
- Try to find a solution to the problem.
- Lay out repercussions for the visitor's behavior.

If the visitor refuses to calm down the employee should be prepared to ask the visitor to vacate the premises and / or notify law enforcement if needed.

- Explain why you are asking the visitor to leave.
- Escort the visitor out of the building.
- Do not place your hands on the visitor.

If 911 is contacted, the employee must stay with the hostile visitor until law enforcement arrives. Write down an estimate of the visitor's age, sex or distinguishing characteristics, as well as all witness accounts of the incident and give the authorities all of the information obtained.

Workplace Violence Policy and General Procedures

The Rapid City Area Chamber of Commerce maintains a position of zero tolerance toward workplace violence, or the threat of violence, by any of its employees, customers, the general public, and/or anyone who conducts business with the Chamber of Commerce.

Workplace violence includes, but is not limited to, threats, physical attack, or property damage. A threat is the expression, verbally or through personal observation of a physical act, of intent to cause physical or mental harm regardless of whether the person communicating the threat has the present ability to carry out the threat and regardless of whether the threat is contingent, conditional or futuristic. Physical attack is unwanted or hostile physical contact with another person such as hitting, fighting, pushing, shoving, or throwing objects. Property damage is intentional damage to property that includes property owned by the Chamber, employees, or others.

The Chamber provides a safe work environment and supports the prevention of workplace violence. Prevention efforts include, but are not limited to, informing employees of this policy, instructing employees regarding the dangers of workplace violence, communicating the sanctions imposed for violating this policy, and providing a reporting hierarchy within which to report incidents of violence without fear of reprisal.

Each incident of violent behavior, whether the incident is committed by another employee or an external individual such a customer, vendor, or citizen, must be reported to the direct supervisor. The supervisor and President will assess and investigate the incident and determine the appropriate action to be taken. The supervisor will document any reported incident and forward the documentation to the President.

In critical incidents in which serious threat or injury occurs, emergency responders such as police, fire, and/or ambulance personnel must be immediately notified.

Any employee who acts in good faith by reporting real or implied violent behavior will not be subjected to any form of retaliation or harassment. Any action of this type resulting from a report of violence must be reported to the appropriate management staff and proper action will be taken.

It is a violation of this policy to engage in any act of workplace violence. Any employee who has been determined to be in violation will be subject to disciplinary action up to and including termination and, depending upon the violent act, may be subject to criminal sanctions.

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Linda Rabe, IOM, CCE
President & CEO

Rapid City Area Chamber of Commerce
Emergency Calling Tree