



CAROWINDS

TOTAL EMERGENCY EVACUATION

Total evacuation of the park during an operating day may be required for a variety of reasons. However, total evacuation will never be attempted unless it is a last resort, necessary to assist with the handling of a complicated situation such as: known explosive devices, major fire or ride disaster, etc.

The decision to totally evacuate the park will only be made by one or all of the following people after due consideration of the situation.

General Manager  
Director of Park Operations  
Loss Prevention Operation Manager  
Marketing Officer of the Day  
Officer of the Day  
Attraction Operations Manager

If there is sufficient time before a call for a partial or total evacuation is made, the call, "\_\_\_\_\_ for a possible \_\_\_\_\_" will be initiated. Examples: power failure, bomb threat, etc.

If total evacuation is necessary, Communications will be notified by one of the above persons and will initiate standard procedures for evacuation.

- Partial  
- Total

Any other emergency procedures having special requirements for total evacuation, such as the bomb threat procedure, must be considered when necessary, and those requirements complied with.

CAROWINDS

TOTAL EMERGENCY EVACUATION  
COMMUNICATIONS/SECURITY CHECK LIST

Notification by Priority

Notified

1. General Manager
2. Park Officer of the Day
3. Director of Park Operations
4. Loss Prevention Operations/Security
5. Marketing

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*\*NOTE:** Communications will call for approval before continuing notification.

Additional Steps

Dept. Notified

Dept. Ready

6. Advise all units to stand-by and clear all frequencies.
7. Advise all Security units of a \_\_\_\_\_ to stand-by for further instructions.
8. Notify Parking of a \_\_\_\_\_ to close all entrances and Avenue of Carolinas and to stand-by for further instructions.
9. Notify Front Gate and Chapel Hill Admissions offices of a \_\_\_\_\_ to close all ticket sales and report back when complete. (Ext. 226)
10. Notify Marketing of a \_\_\_\_\_ to prepare complimentary tickets for distribution at the parking lot exits and to report back when ready.
11. Notify Guest Relations of a \_\_\_\_\_ and that all of their available personnel should report to the Front Gate and Chapel Hill and establish

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11.  
(cont'd)

a temporary information and holding area for lost or confused guests. The Stagecoach may be used for an emergency holding area.

Dept. Notified      Dept. Ready

\_\_\_\_\_

After steps 1 through 11 have been completed and all of the involved departments have indicated that they are ready, Communications will proceed with the following:

- 12. At the direction of the Security Officer in charge, advise all Security Officers what exits will be used for evacuation and what post positions they should take. Security Notified and in position
- 13. The Communications Operator, at the direction of the Security Officer in charge, will notify all department Directors that we plan to close the park due to circumstances beyond our control. Directors and Managers of each department will be responsible for notifying each individual work station. Employees will not leave their work stations at this time. Departments are to notify Communications when all guests have left.

<u>Department</u>	<u>Phone Number</u>	<u>Notified</u>	<u>Complete</u>
1. Resale	<u>324</u>	_____	_____
2. Attractions	<u>540</u>	_____	_____
3. Guest Relations	<u>459</u>	_____	_____
4. First Aid	<u>347</u>	_____	_____
5. Marketing	<u>220</u>	_____	_____
6. Wardrobe	<u>372</u>	_____	_____
7. Accounting	<u>249</u>	_____	_____
8. Group Sales/ Promotions	<u>267</u>	_____	_____
9. Maintenance	<u>290</u>	_____	_____
10. Personnel	<u>250</u>	_____	_____

As soon as all steps 1 through 13 have been completed, a pre-arranged park closing announcement will be made.

After notification of a bomb threat, Communications should follow the procedures listed below in order of priority:

1. Notify by radio to change to frequency . Communications will then inform the following personnel of a Signal and location of same, if known.

a.	Director of Park Operations	901
b.	Security Manager	310-
c.	Loss Prevention Operations	301
d.	Officer of the Day	102
e.	General Manager	101
f.	Attractions Operation Manager	501
g.	Seasonal Security Supervisor	311
h.	Resale Operations Manager	601
i.	Maintenance Operations Manager	401
j.	Marketing Officer of the Day or Director	200 or 201
k.	Mecklenburg County Police Department -- ONLY if a bomb is found!	374-3333
l.	Public Relations	202

2. Follow any directions given to you (in regard to the Signal ) by the Security Manager.
3. Give first priority to radio calls pertaining to the Signal . Handle routine calls when possible.
4. Each department will be responsible for clearing their respective areas and will be responsible for reporting this back to dispatch. (Please be sure that the departments are aware of this responsibility.)
5. Each Operations Manager or Director will be responsible for notifying their own respective departments.

## PARK EVACUATION PROCEDURES

### 1. Total Park Evacuation

#### A. Exit Gate Evacuation Plan:

1. Front Mall exit gates NOTE: Always the FIRST choice.
2. Country Crossroads
3. Secondary evacuation as located on map (See Appendix)

#### B. Department Procedures

1. Security officer (Area ) will be dispatched to the appropriated Guest Relations office and will stand-by.
2. Security Officers will be assigned their duties by the Seasonal Security Supervisor (i.e. block points sweeps, etc.)
3. Special pre-printed tickets will be picked up from the Cash Control vault by the Marketing personnel.
  - a. Marketing personnel will distribute the tickets as guests leave the parking lot.
4. Attractions Department will evacuate and close all rides. The Security Department will be notified by Attractions as soon as possible when completed.
5. Parking lot personnel will close the main gate entrance and employees entrance. No incoming traffic will be admitted except law enforcement, fire and rescue vehicles.
6. As soon as all exit gates are reported ready by Security, the park closing announcement will be made over the Park PA system.
7. Separation of guests from their family or friends will be a problem. All Guest Relations personnel will report to the gates being used for evacuation and immediately outside the gate establish a temporary information and holding area for lost and confused guests. The Stagecoach will also be used as a holding area for lost and confused guests.
8. If a Paladium show is in progress, the Paladium will be evacuated first. The Paladium exit gates will be closed and patrons routed through perimeter Paladium gates.

### II. Park Section Evacuation

- A. The park has been broken out into evacuation sections and each section has been assigned a block point number.
- B. The first Security personnel to reach the block point or - points will take up positions as Block Point Guards. The remaining or necessary personnel will enter the section and begin the evacuations.

STANDARD EVACUCATION PROCEDURES  
SECURITY

I. In the event an evacuation becomes necessary:

- A. The Security Manager, Loss Prevention Operations Manager, Operations Director, and/or General Manager will determine the areas to be sealed off and the appropriate exits to be utilized.
- B. The Security Supervisor and/or Captain will instruct officers to evacuate the area in questions and establish block points. (Put up ropes.)
- C. The 213 Officer will report to the exit gate in use (if both exits are used, the Lieutenant will report to the main gate and 215 will report to the back gate) to assist in crowd control and establish holding areas for friends and family if guests are involved in the incident.
- D. Once the block points are established, the sweep will begin, with officers advising the Supervisor and/or Captain as each area is secured. The sweep may be aided by rides personnel.
- E. Upon completion of sweep, officers will be instructed to assist in areas as needed (i.e., first aid, parking lot, cash control, post #1).
- F. Evacuation procedures may be subject to change or variation as deemed necessary by the severity of the incident.

1. In the event only a part of a section needs blocking, the Security Supervisor in charge will decide and make proper assignments.
2. If circumstances require more than the assigned personnel on Block Point duty, they will advise either the Supervisor in charge at the scene or the Security Officer.
3. Under no circumstances will anyone be permitted to enter a blocked area except personnel who are needed for the task at hand.
4. Assigned roving patrols will insure all guests within given sections are evacuated and that the section remains clear until the section is cleared for reopening.