



REGENCY FURNITURE STADIUM Medical Operations Plan

PLAN OF MEDICAL OPERATIONS FOR THE SOUTHERN MARYLAND BLUE CRABS
2016 BASEBALL SEASON

REGENCY FURNITURE STADIUM – MEDICAL OPERATIONS PLAN_2016_FINAL





I. Medical Operations Plan - General

This document is specifically written as the medical operations plan for the 2016 Southern Maryland Blue Crabs Baseball Season. It was designed for both career and volunteer personnel of the Charles County EMS Operational Program (EMSOP) providing emergency medical services (EMS) at Regency Furniture Stadium during the course of the regular and post season home baseball games. It was written in collaboration with the management of the Southern Maryland Blue Crabs (SMBC), the Charles County Department of Emergency Services (DES), the Charles County Association of EMS (CCAEMS) and the Charles County Government Safety Office.

For the purpose of providing a safe and healthy game experience for each fan and guest of the Southern Maryland Blue Crabs, it is the desire of both the Team and the County to provide professional and courteous emergency medical providers at each home game. The safety and well-being of each guest, fan, athlete, employee and volunteer at Regency Furniture Stadium is paramount to the success to the Team and the positive baseball experience at the ball park.

This plan shall be reviewed annually and edited as needed to meet the demands for service and professional expectations of the SMBC's organization.

II. Definition of Terms

The following is a list of common terminologies in relation to the operations of this baseball venue. Each provider should familiarize themselves with these terms in order to insure a common understanding of language and communications.

| Term | Definition |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Concession Stands | A concession stand is a place where patrons can purchase snacks, food and beverages at the ball park. |
| 2. Concourse | An open space or hall where crowds gather. The main concourse for Regency Furniture Stadium is located just passed the main gates. |
| 3. Dugout | The Dugout is where the Team's bench is located. There is both a home and away team dugout. |
| 4. Fan and or Guest | Fans or Guests are patrons and customers of the ball park. Their satisfaction with the baseball experience and the service delivered while at the ball park are job one. Fans may also be referred to as the "Crustacean Nation". |
| 5. Home Plate | The base in baseball at which the batter stands and which a base runner must reach safely in order to score a run, typically a slab of rubber set at the front corner of the diamond. |
| 6. Infield | The area of the field bounded by home plate and first, second, and third bases. |
| 7. Locker Room | The locker room is the place where the athletes prep prior to the game and shower and change after the game. There is a home locker room and an away locker room. |
| 8. Media Box | The suite located on the second level of the stadium where the media and press perform their duties. The Media Box is also where the game is announced. |
| 9. Medical and or Training Staff | The training staff are medical professionals that specialize in sports and orthopedic medicine. Training staff is assigned to attend to the needs of the athletes. |
| 10. Outfield | The playing area extending outward from the diamond, divided into left, center, and right field. |
| 11. Stands | A tier of seats in a sports stadium that the fans sit in to watch the game. May also be referred to as "bleachers". |
| 12. Suites | The suites are private sections/rooms at the stadium where guests and fans sit to watch the game. There are suites located on the main concourse and on the second level of the stadium. |
| 13. Usher | One who is employed to escort people to their seats at the stadium. |

III. Expectations of the Southern Maryland Blue Crabs

The Southern Maryland Blue Crabs Organization has a strong commitment to providing their fans and guests the best possible experience when they come to the ball park. As representatives and guests of their organization they expect the same level of commitment to customer service and professionalism from the EMS staff.

It is the expectation of the Southern Maryland Blue Crabs that all EMS personnel will:

- a. Conduct themselves in a professional manner at all times,
- b. Report for duty on time;
- c. Report for duty with the appropriate tools for the job;
- d. Report for duty in proper uniform attire which clearly identifies them as an EMS provider to the general public;
- e. Report for duty prepared to work and participate in the positive fan/guest experience;
- f. Be helpful and promote safety in a courteous manner;
- g. Be knowledgeable of the stadium and the services provided;
- h. Be a part of the TEAM.

In addition to the aforementioned expectations of the SMBC's, the Team has established a few ground rules for EMS personnel operating in the ball park:

- EMS personnel are not permitted to smoke (inclusive of all tobacco, non-tobacco and electronic vapor related smoking products) in the ball park.
- Personnel may bring their personal meal items into the stadium however consumption will be restricted to the First Aid Station.
- Profanity is not permitted in the ball park.
- "Friends" are not permitted to congregate in and around the First Aid Station. Only fans and guests in need of customer service or medical attention are permitted to visit the First Aid Station.
- Outside "guests" of EMS providers are not permitted in the stadium at any time without purchasing a gate ticket.
- Unless providing medical care or customer service to the fans and guests, one (1) EMS provider will staff the First Aid Station at all times.

IV. Staffing, Scheduling, Reporting and End Times/Procedures

a. Staffing

- i. Medical staffing of stadium shifts and events at Regency Furniture Stadium will be the responsibility of the Charles County Department of Emergency Services.
- ii. Both career and volunteer personnel may be utilized to staff events based upon availability.
- iii. Minimum staffing for Regency Furniture Stadium is two (2) Basic Life Support (BLS) providers in an EMSOP certified "Chase" style vehicle. Dependent upon the level of response, this vehicle is to be stocked in accordance with the State's Voluntary Ambulance Inspection Standards (VAIP).

b. Scheduling

- i. Scheduling of personnel shall be established via the County's "eSchedule" calendar.
- ii. Personnel without access to eSchedule may contact the Special Events Coordinator to manually sign up for available shifts.
- iii. All open shifts will be posted and tracked on eSchedule.
- iv. Failure to report to an assigned shift will result in future shift selection prohibitions.
- v. Personnel are free to swap shifts with proper notification to the Special Events Coordinator. The Special Events Coordinator will make the appropriate adjustments on eSchedule.
- vi. Personnel needing to cancel a shift must contact the Medical Duty Officer no less than twenty four (24) hours prior to the start of their shift.

c. Reporting Time/Procedures

The reporting time for each shift is one (1) hour prior to the start of the game. Personnel will report to the SMBC's main gate office at the designated time. SMBC's staff will issue EMS personnel a key to the First Aid Station door and the stadium non-public safety portable radio.

Personnel should inspect the First Aid Station for cleanliness and inventory their equipment/supplies.

A DES chase vehicle designated as "CAR 16" is assigned to the stadium and kept on premises. The vehicle may be found locked inside the grounds crew gate and should be moved to the designated parking spot at front of the stadium at the beginning of each game.

Personnel should report all discrepancies immediately to the appropriate party.

EMS personnel will notify the 911 Communications Center on **SECURE ADMIN** once they have taken position and begin their shift.

Apparatus may be parked along the designated emergency vehicle parking space located at the front of the stadium.

d. End Time/Procedures

The end of shift time is thirty (30) minutes post the completion of the game.

At the conclusion of the game, EMS personnel are expected to insure that the First Aid Station is clean and ready for service for the next game. Equipment is to be re-stocked and cleaned as needed. "CAR 16" should be placed back inside of the designated gated area and locked. Personnel should report discrepancies, maintenance needs, vehicle damage or low fuel conditions immediately to the Medical Duty Officer.

The stadium's First Aid Room keys and non-public safety portable radio must be returned to the Main Office upon checking out.

Assistance General Manager: Theresa Coffey - 301-374-1132

Off-going personnel will notify the 911 Communications Center on **SECURE ADMIN** once they have completed their shift and are leaving.

V. Minimum Equipment Standards

a. First Aid Station

The following minimum equipment and supplies shall be stocked in the First Aid Station (FAS):

| Item | Quantity | Location |
|------------------------------------|--------------------|-------------------|
| Stretcher | 1 | First Aid Station |
| Stair Chair | 1 | First Aid Station |
| AED (pediatric capable) | 1 | First Aid Station |
| Cervical Spine Board | 1 | First Aid Station |
| Pediatric Cervical Spine Board | 1 | First Aid Station |
| Patient Extrication Litter | 1 | First Aid Station |
| Flashlight | 2 | First Aid Station |
| Portable Radio and Charger | 2 | First Aid Station |
| Mobile Data Terminal | 1 | First Aid Station |
| Oxygen Bag (MD VAIP compliant) | 1 | First Aid Station |
| Portable Suction Unit w/ Supplies | 1 | First Aid Station |
| Cooler | 1 | First Aid Station |
| Exam Gloves | 1 box of each size | First Aid Station |
| Biohazard Waste Container (w/ Lid) | 1 | First Aid Station |
| Sharps Container | 1 | First Aid Station |
| BLS Aid Bag (MD VAIP compliant) | 1 | FAS Cabinet |
| Spare BLS Supplies | See Appendix C | FAS Cabinet |
| Immobilization and Splint Kit | 1 | FAS Cabinet |
| Spare Linen | 5 sets | FAS Cabinet |
| Medical Operations Plan | 1 | FAS Cabinet |
| Log Book | 1 | FAS Cabinet |

EMS Providers should inventory the First Aid Station once a week and report deficiencies to the Special Events Coordinator.

b. Apparatus

Apparatus provided to the venue must meet the minimum standards as established by the Maryland Institute for Emergency Medical Services Systems (MIEMSS) VAIP program.

The chase vehicle assigned to stadium operations is designated as “CAR 16”. It is kept on premises inside the grounds keeper’s fenced enclosure. This unit should be moved and parked in the designated parking space at the front of the stadium before each game. Keys for the vehicle and the gate lock are kept in the FAS’ supply cabinet. This unit must be returned to the locked fenced enclosure after each game.

Periodically the vehicle should be cleaned and fueled as needed. Fuel, maintenance and other apparatus related needs may be coordinated through the Medical Duty Officer.

Larger venues may warrant the use of a medical utility vehicle. DES will make available the use of a patient transport capable all-terrain utility vehicle (UTV) when needed. Only certified UTV operators will be permitted to drive the UTV.

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VI. Area of Operations

EMS staff is responsible for the provision of BLS services in the main ball park and the adjacent stadium parking lot. Any service requests outside of the stadium and the adjacent parking grounds are the responsibility of the EMSOP's 911 response system.



VII. Communications

a. Intra-stadium Communications

F

Intra-stadium communications or communications between stadium staff and volunteers is performed utilizing non-public safety portable radios provided by the SMBC's. Calls for emergent and non-emergent service within the stadium property will be communicated with these radios using **"CHANNEL 1"**. Unless responding to an emergent call for services or facilitating a customer service request, EMS personnel should refrain from extraneous radio traffic on the stadium radios.

Intra-stadium communications may also be conducted utilizing the stadium's standard hard wired phone system, personal cellular phone or on the public safety portable radio's **"1 SPEV1"** channel.

b. Emergency Radio Communications

Communications with the Charles County 911 Communications Center should be conducted utilizing the provided public safety portable radios. DES will provide two (2) public safety portable radios for EMS personnel to use during each event. The portables are programmed as **"STADIUM 1"** and **"STADIUM 2"**.

i. Requesting Additional Assets

Personnel requesting additional resources from the 911 Communications Center should transmit through Charles County's **"SECURE ADMIN"** channel directly.

ii. Administrative Communications

Personnel addressing administrative items may contact the Medical Duty Officer directly using the **"SECURE ADMIN"** channel.

EMS personnel should notify the SMBC's management staff whenever they are called upon to provide medical care or come across a person in need of medical services via the stadiums' radio.

VIII. Medical Responses

a. Requests for Medical Services

Requests for medical services may come in many forms to include but not limited to:

- Fans or guests may request help in person at the First Aid Station,
- Fans or guests may ask an usher or other SMBC staff and or volunteer for medical aid. The staff member will then notify EMS personnel where they are needed;
- A roving EMS provider may discover or notice a fan/guest in need of medical attention.

- In rare instances, an emergency call for service may come through the Charles County 911 Communications Center.

b. Medical Treatment of Fans, Guests, Staff and Volunteers

The medical treatment provided to fans, guests, staff and volunteers should be conducted in accordance with the Maryland Medical Protocols.

If a patient requires transport to a treatment facility, personnel should stabilize the patient on-scene and request the appropriate transport unit through the Charles County 911 Communications Center. Once the transport unit arrives, patient care should be transferred to the appropriate level ambulance crew. In the event that stadium EMS personnel are required to continue medical care throughout the transport, the Medical Duty Officer should be immediately notified so that appropriate coverage and backfill may be obtained.

c. Medical Treatment of Athletes

The SMBC's Training Staff is responsible for medical care of the athletes. In the event that EMS is requested for the athletes by the Training Staff, EMS personnel should follow the Maryland Medical Protocols.

If a patient requires transport to a treatment facility, personnel should stabilize the patient on-scene and request the appropriate transport unit through the Charles County 911 Communications Center. Once the transport unit arrives, patient care should be transferred to the appropriate level ambulance crew. In the event that stadium EMS personnel are required to continue medical care throughout the transport, the Medical Duty Officer should be immediately notified so that appropriate coverage and backfill may be obtained.

IX. Guest Services

In order to insure that each fan and or guest receives the best customer service experience at the ball park, EMS staff is expected to be part of the customer service team. Personnel should familiarize themselves with the stadiums' services, amenities and lay out in the event that they are asked for directions or about services provided at the ball park by fans and or guests. Personnel who do not know the answer to questions or are unsure of the answer should at least know where to direct fans and or guests to get the proper information they are requesting.

EMS personnel should also be vigilant of the general safety and cleanliness of the stadium and its facilities. If you notice a deficiency, say something to the appropriate person. An example of this would be if an EMS provider was using the bathroom on the main concourse and noted that it was out of paper towels. Instead of ignoring the deficiency, it is expected that the EMS provider report it to stadium staff in a timely manner.

Teamwork and good customer service is everyone's job.

X. Documentation

a. Medical Care Reports

Per COMAR, all patient contacts for medical services (excluding minor incidents such as the issuance of a bandaid) shall be notated in the EMSOP's electronic patient care reporting system, eMEDS. In addition to an eMEDS report, the SMBC's require that their ***Southern Maryland Blue Crabs Liability Incident Report*** (Appendix D) be completed by a stadium representative for every fan or guest that is provided medical care.

b. Fan/Guest Contacts

Fan/Guest contacts for services unrelated to medical attention shall be recorded in the ***Fan/Guest Contact Log*** (Appendix B). This document will be collected each week by the Special Events Coordinator and shared with the SMBC's management staff.

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XI. Authorizing Signatures

Courtney Knichel, General Manager
Southern Maryland Blue Crabs

Date

William Stephens, Director
Charles County Department of Emergency Services

Date

James Mitchel, MD
Charles County Jurisdictional Medical Director

Date

XII. Appendices

- a. Stadium Map**
- b. Fan/Guest Contact Log**
- c. First Aid Room & Cabinet Inventory Sheet**
- d. Southern Maryland Blue Crabs Liability Incident Report**

APPENDIX A:

REGENCY FURNITURE STADIUM MAP



Empowering business to compute with clarity



APPENDIX B:

FAN/GUEST CONTACT LOG

APPENDIX C:

FIRST AID ROOM & CABINET INVENTORY SHEET

Appendix C

Stadium Supplies

Bandage Supplies

Tape - Various Sizes
 Paper Tape for those
 with adhesive allergies
Band-Aids – Various Sizes
Eye Patches
Trauma Pads
2x2's
4x4's
5x9's
Kling – Various Sizes
Cold Packs

Splinting Supplies

Cravats
Splints - Various Sizes
Disposable Straps
Backboard
Collar Bag
Stretcher
Stair chair
Mega Mover

Personal Protective Equipment

Surgical Masks
Container of Sani-Cloth Wipes
Hand Sanitizer
Gloves – Various Sizes
Red Bags & Trash Bags
Sharps Containers
Emesis Bags

BLS Medications

Epi pens
Tylenol
Aspirin
Glucose Paste
Narcan and Nasal Atomizer
Charcoal
Sterile Water

IV Supplies

IV Catheters – Various Sizes
Extension Sets
Tegaderms
Alcohol Preps
Lactated Ringers 500cc and 1000cc bags
Drip Sets – 15drop

Oxygen Supplies

Oxygen Bag
Non-rebreathers – Adult
Non-rebreathers – Pediatric
Nasal Cannula – Adult
Nasal Cannula – Pediatric

Other Equipment

Trauma Sheers
Ring Cutter
Portable Suction Unit
BP Cuffs – Various Sizes
Statoscope
BLS Stat Pack
Glucometer

APPENDIX D:

SOUTHERN MD BLUE CRABS LIABILITY INCIDENT REPORT

**SOUTHERN MARYLAND BLUE CRABS
LIABILITY INCIDENT REPORT**

INFORMATION ONLY? _____

DATE OF OCCURRENCE: _____

EVENT: _____

INJURED PARTY: _____

TIME: _____ AM PM

SOCIAL SECURITY NUMBER: _____

DOB: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE (HOME): _____ TELEPHONE (WORK): _____

DATE INCIDENT REPORTED: _____

LOCATION: _____

DID YOU INSPECT LOCATION IMMEDIATELY AFTER ACCIDENT? _____ EXACT TIME: _____

WAS LOCATION CLEAN? _____ WAS FLOOR DRY? _____ ANY WATER PUDDLES? _____

FLOOR TYPE? _____ ANY FOREIGN SUBSTANCES OR OBSTRUCTIONS? _____

DESCRIBE ANY DEFECTS: _____

DESCRIBE LIGHTING CONDITIONS: _____

WAS INJURED PARTY WEARING GLASSES? _____

CARRYING BUNDLES OR OTHER OBJECTS? _____ WHAT TYPE OF SHOES? _____

DID CROWD CONTRIBUTE TO ACCIDENT? _____

INJURED PARTY'S ATTITUDE: _____

DESCRIPTION OF INCIDENT: _____

DESCRIPTION OF INJURY: _____

WITNESS: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE (HOME): _____ TELEPHONE (WORK): _____

WAS FIRST AID ADMINISTERED? _____ BY WHOM? _____

WAS INJURED PARTY TAKEN TO THE HOSPITAL? _____

EMPLOYEE REPORTING INCIDENT (PRINT LEGIBLY): _____

SIGNATURE OF EMPLOYEE REPORTING INJURY: _____

(Note: This form must be completed with legible printed handwriting and filled out in its entirety.)
Fax this form to Jolene Aragon at Willis HRH. Telephone: 806/345-3640/Fax: 806/376-5136.

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