



Client Overview and Table of Contents

Daily Procedures

Media Directory

Media Directory

Daily Procedures

Media Directory  
Media Directory  
Injury  
Employee Vio-  
Theft  
Armed Robbery  
Severe Weather

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**Wicklow Wine and Spirits**

**722 South Western Road  
Stillwater, OK 74074**

**405-377-9365**

*Client Overview and Table of Contents*

Wicklow Wine and Spirits believes in striving to keep its employees' and customers' safety a priority at all times. In case of an emergency, DIAL 911 and follow the procedures outlined in this Crisis Response Plan. This manual follows standard safety measures, however, it is your responsibility to use good judgement and protect yourself in a crisis.

***Table of Contents***

Important Contacts	2
Crisis coordination	3
Daily Procedures	4
Power Outage	5
Severe Weather	6
Armed Robbery	8
Theft	10
Employee Violence	11
Injury	13
Legal Issues	17
Fire/Gas Leak	19
Media Directory	20





*Important Contacts*

**Emergency Phone Numbers**

Stillwater Police Department	911
Stillwater Fire Department	911
Send for an ambulance	911
Stillwater Medical Center	405-372-1480

**City of Stillwater Emergency Phone Numbers**

24-Hour Electric Problem Assistance	405 372-3292
Environmental Hazards	405 372-4171
Water & Sewer During Work Hours Mon-Fri	405 533-8048
Water & Sewer After Hours, Weekends & Holidays	405 372-3292

**In Emergency, Dial 911**





## **Key Publics:**

- Management
- Employees
- Customers
- Media
- Surrounding Business and Residential

## **Crisis Team Members:**

- Owner
- Management
- Employees
- Attorney
- Communication officer of appropriate government agency

## **Communications Control Center:**

Wicklów Leasing Office  
(405) 372-1796





## **Daily Safety Procedures:**

Every day, follow these steps to keep Wicklow Wine and Spirits a safe and clean environment for customers and employees.

1. Keep back door locked at all times
2. Keep walkways in store dry and clutter-free
3. Check telephone to make sure it is working properly
4. Be aware of unusual smells
5. Lock front door on breaks
6. Keep store clean and orderly
7. Lock doors at night





## **In the Event of a Power Outage:**

1. Between 8 a.m. to 5 p.m. on Monday through Friday, notify the City of Stillwater 405-742-8230. After hours, report outage to 405-372-3292.
2. Evacuate building and provide assistance to customers.
3. Lock front door.



# Tornado

## Be prepared:

### 1. Tornado kit:

- Two flashlights and back-up batteries
- Large wool blanket
- Rain ponchos
- Multi tool with blade, screwdriver, saw and wire cutter
- Fire extinguisher
- First aid kit
- Battery powered radio

### 2. Check weather reports daily

- Tornadoes are most prevalent in the spring, summer and fall months, but can occur any time of year.

### 3. Keep Safe Area clean

- Rest room

## In the event of a tornado warning:

- Take cover immediately, preferably in the designated safety area
- Stay away from windows
- Crouch face down and cover your head with blanket
- Stay inside until the threat has passed
- Listen to radio for all clear
- Do not leave building to “escape” the tornado





# Tornado (cont.)

**In the event a tornado hits the store:**

- Call 911 as soon as the threat has passed
- Evacuate the building as soon as the treat has passed
- Account for all employees who were working at the time
- Do not re-enter the building. It may no longer be safe.
- Report all injuries and missing people to first responders as soon as they arrive

# Ice Storm

In case of heavy icing from a winter storm, precautions should be taken to reduce the chance of injury.

- Spread ice melt on sidewalk in front of the store
- Caution signs should be placed inside, without blocking aisles
  - If a customer or employee slips on the ice, the nearest employee should attend to them. **See Injuries pages**

# Flooding

If flooding occurs because of heavy rains, precautions should be taken to prevent injury and loss of life.

- In the event of severe flooding, the store may be closed
- Do not attempt to cross deep water in an automobile or on foot
- If the store can not be safely evacuated, dial 911





## **During Hours of Operation**

*Armed Robbery*

1. Dial 911 if possible, and report the situation
2. If unable to access a phone, remain calm and evacuate the store if possible
3. If unable to evacuate, seek cover, hide or get down on the ground
- 4.. Turn cell phone to silent
5. Do not panic or make sudden movements
- 6.. Follow demands appropriately, but slowly
7. Take your own safety into account before thinking about protecting things with monetary value

### **Upon Gunman/Robber Leaving:**

1. Promptly call police if haven't already
2. Check store of injured people
3. Call an ambulance if necessary
4. Notify the owner, crisis team and attorney

### **If Gunman Remains in the Building with Hostages:**

1. Stay close to the ground and take cover, if possible
2. Be prepared to wait for police to make an appropriate move before taking other actions
3. Heed the demands of the gunman, especially if they are detrimental to employees and customer safety
4. If there are no other options, defend yourself to the best of your ability





## After Hours of Operation

*Armed Robbery*

1. Dial 911 and report the incident.
2. If you notice a broken window or forced entry, wait until police arrive to make sure store is safe to enter.
3. After the perimeter has been secured, enter the store and check inventory and the cash register to assess what is missing.
4. Contact Crisis team, the attorney and insurance agent to report damages and loss.

### **When Communicating with the media:**

1. Designate a key speaker to give interviews.
2. Prepare the speaker for all possible questions.
3. If media asks question that speaker does not know, speaker should reply with “I do not know the answer, but will let you know when I do.”



## **If a Customer is Caught Stealing:**

**If you catch a person shoplifting before her or she exits the store.**

1. Call 911 and report the incident
2. Confront the shoplifter and ask if they have the item
3. If they give the item back, have them wait until police arrive
4. Contact the crisis team and have the owner decide if charges should be pressed
4. If they say they do not have the item, tell them you are calling the cops

**If the person runs, do not, under any circumstance, chase them.**

1. Contact police
2. Give a description of the person and car or license plate number if possible





## Prevention

**Stay aware of the warning signs and telltale behavior that could result in employee violence.**

1. Mood swings or outbursts of anger or sadness
2. Increasingly negative outlook on life
3. Anger toward customers or other employees
4. Short temper or hot headedness
5. Suspicious behavior (drinking on the job, nervousness)

**If employees notice any of this behavior, they should inform the owner or management.**

**The owner should take the employee who has been acting out aside and explain the no tolerance policy and options the employee has.**

1. No Tolerance Policy: Violence in the workplace will result in immediate termination
2. Recommend professional help as appropriate
3. Ask what can be done to ease any tense situations in the work environment for employee





# Occurrence

*Violence*

**In the event of violence between employees or an employee and a customer, take these actions:**

1. Without putting yourself in harm's way, take necessary steps to break up the fight.
2. If you are unable to stop the fighting, call 911.

**Once the fight has been broken up:**

1. Apply necessary first aid (See page ???)
2. If customer is involved, seek aid for the customer first and write down their information for any legal matters
3. Explain the no-tolerance policy to the employee and let them know that they will be immediately terminated



# For life-threatening or severe injuries, **DIAL 911**

## **First Aid**

Keep a stocked first-aid kit under the cash register, or another easily accessible space, at all times. Contents should include:

1. Antibiotic ointment
2. Antiseptic solution or toilettes
3. Bandages in assorted sizes
4. Cotton balls and cotton-tipped swabs
5. Disposable latex or synthetic gloves, at least two pairs
6. Duct tape
7. Instant cold packs
8. Gauze pads and roller gauze in assorted sizes
9. First-aid manual
10. Plastic bags for the disposal of contaminated materials
11. Scissors, tweezers and a needle
12. Soap or instant hand sanitizer
13. Thermometer
14. Aspirin or anti-inflammatory pain reliever
15. Antacid (for upset stomach)





## **Burns**

1. For minor burns, cool the burn with cool (not cold water) and covert with sterile bandages or cool, moist cloth.
2. For major burns, DIAL 911
3. Don't remove burned clothing. However, do make sure the victim is no longer in contact with smoldering materials or exposed to smoke or heat.
4. Don't immerse large severe burns in cold water. Doing so could cause a drop in body temperature (hypothermia) and deterioration of blood pressure and circulation (shock).
5. Check for signs of circulation (breathing, coughing, movement) If there is no breathing or other sign of circulation, begin CPR
6. Elevate the burned body part or parts.

## **Head Injury**

1. DIAL 911
2. Keep the person still. Keep the injured person lying down and quiet, with the head and shoulders slightly elevated. Don't move the person unless necessary, and avoid moving the person's neck
3. Stop any bleeding (See page 19)
4. Watch for changes in breathing and alertness. Begin CPR if no signs of circulation (breathing, coughing, movement)



## **Unconscious Person**

1. DIAL 911.
2. Try to wake the person by asking questions. Do not shake the person
3. Check the person's airway. If the person is not breathing, begin CPR
4. If the person is breathing and has a pulse, place the victim on his/her side

*Injury*

## **Shock**

1. DIAL 911
2. Have the person lie down on his or her back with feet about a foot higher than the head. If raising the legs will cause pain or further injury, keep him or her flat. Keep the person still
3. Check for signs of circulation (breathing, coughing or movement). If absent, begin CPR
4. Keep the person warm and comfortable. Loosen belt and tight clothing and cover the person with a blanket. Even if person complains of thirst, give nothing by mouth
5. Turn the person on his or her side to prevent choking if the person vomits or bleeds from the mouth

## **Heart Attack**

1. DIAL 911
2. Lay person down on back
2. Check for signs of circulation. If there are none, begin CPR





## Seizure

*Injury*

1. DIAL 911
2. Lay person on their side. Provide protection for head and body
3. Make the person as comfortable as possible
4. Keep onlookers away
5. Do not hold the person down
- 6.. If the person having a seizure thrashes around there is no need for you to restrain them. Remember to consider your safety also
7. Do not put anything in the person's mouth
8. Do not give the person water, pills, or food until fully alert

## Severe Bleeding

1. DIAL 911
2. Stop bleeding
3. Apply pressure to area using gauze
4. Clean area using a gauze or cotton pad
5. Use gauze pad to wrap entire wound to maintain pressure
6. If blood soaks through the bandage, do not remove it. Instead, continue to apply pressure for 7-10 minutes
7. A tetanus shot may be necessary

## Dislocations, Fractures, Sprains

1. DIAL 911
2. Stop any bleeding, apply pressure using gauze or piece of clothing. Treat open wound with clean dressing
3. Apply ice pack to area
4. Keep injured person as comfortable and calm as possible until emergency assistance arrives



## Employee Theft/ Misconduct

1. If an employee suspects a fellow employee of stealing, they will be able to anonymously report it to the manager or owner
2. No Tolerance Policy: An employee caught stealing is immediate grounds for termination
3. No Tolerance Policy: An employee caught drinking on the job, is grounds for termination
4. Employer should invoke a three strike policy for other misconduct, such as arriving to work late

## Selling to Minors

**Request ID from ALL customers**

**Look for the signs of a fake ID:**

1. Watch the person who has the ID for signs of nervousness
2. Compare the person to the picture - height, eye color
3. Look for signs of tampering
4. Check the expiration date
5. Get out a recent book of each state's driver license details and compare to the ID
6. Ask the person for a second, or even third form of ID if you are still unsure
7. Ask personal questions - birthday, address, height, eye color and address

**No Tolerance Policy: An employee caught intentionally selling alcohol to minors is grounds for termination**





## **Liquor License Loss**

Prevention:

1. The license should be checked monthly to avoid expiration
2. When necessary, it should be renewed with the Oklahoma ABLE Commission

## **Product Recall**

If a product carried by Wicklow Wine & Spirits is the subject of a recall or a moratorium, consult the ABLE Commission for information on whether or not to discontinue selling the product to customers.





## **Fire**

1. DIAL 911.
2. Cover mouth and nose to block from smoke
2. Extinguish fire if small enough.
  - Fire Extinguisher near back door
3. Evacuate store
4. Account for all customers and employees who were in store during fire.

**If you or your clothes catch fire, roll on the ground back and forth to extinguish fire.**

## **Gas Leak**

1. Be aware of an strange smells (rotten eggs) in store.
2. Report gas leak to the City of Stillwater, 405 372-3292.
3. Evacuate store.



## **Media Directory**

### **Daily O'Collegian:**

Editor in Chief:  
Kenneth J. Higgs  
405-744-6363  
editor@ocolly.com

### **Stillwater News Press:**

Editor, J.B. Bittner  
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