



# EMERGENCY PROCEDURE

## *EXAMPLE*

### (GUIDELINES)

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#### **Emergency Preparedness and Response Statement**

Emergency situations can arise at any time during racing events. When they do, swift and effective action is essential to ensure the highest level of care for participants, guests, and personnel in the event of injury or life-threatening conditions.

Proper emergency preparation includes the development of a comprehensive emergency action plan, ensuring adequate coverage at events, maintaining essential emergency equipment and supplies, utilizing qualified medical personnel, and ongoing training in emergency response protocols.

While proactive planning can help prevent many emergencies, accidents and injuries are an inherent risk in motorsports. With thorough preparation and coordination among all event personnel, we can respond to emergencies effectively and responsibly.

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# EMERGENCY RESPONSIBILITY

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There are two types of emergencies: racing-related emergencies and facility-related emergencies. The response for the first is directed through the sanctioning body or the track if it is an independent event. Response to the facility-related emergencies are directed by the track.

In the case of sanctioned events where sanction officials may or may not be present, the following may still be used as a guide.

Note: Any incident involving a race car is a racing-related incident.

These Emergency Guidelines focus on racing-related emergencies, but may serve as a guide for other race-day emergencies as well.

## EMERGENCY RESPONSE PERSONNEL

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The following is representative of the core personnel team at most racing events.

- Series Director (PIC)
- Race Director (EMERGENCY DISPATCH)
- Track Announcer
- EMS & FIRE
- Security (SECURITY LEAD)
- PR Lead (SPOKESPERSON)
- Track Operator or Promoter (TRACK LEAD)

In addition to onsite personnel, the following (potentially offsite) personnel should be contacted during an Emergency Response situation.

- Name and E-Mail for Directory
- PR Manager

For life-threatening incidents (defined on page 8), this may also include:

- Key Executives
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# PRIOR TO EVENT

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## Emergency Procedures Overview

All officials and personnel are responsible for reviewing and understanding the Emergency Procedures outlined in this manual. Prior to each event, teams should meet to discuss protocols and expectations for a variety of emergency scenarios.

When working with other sanctioning bodies, series, tracks, or promoters, it is essential that all parties have a shared understanding of the Emergency Procedures to ensure coordinated response efforts.

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## Key Emergency Response Roles & Responsibilities

Below is a list of key functions that may be assigned in advance of an event. Individuals may be designated to perform more than one function as needed.

### ☒ **Decision Making (Series Director unless otherwise noted)**

A single individual should be designated as the Person in Charge (PIC). This person is responsible for:

- Making or approving key decisions, including event continuation or cancellation
- Communicating with and receiving direction from senior leadership, whether on- or off-site

### ☒ **Emergency Dispatching (Race Director unless otherwise noted)**

All emergency situations must be immediately reported to the Control Tower/Command Center. Emergency dispatch will coordinate the response with fire/EMS teams and other necessary personnel.

### ☒ **Security**

A designated Security Lead will:

- Respond to security directives issued by the PIC
- Coordinate with law enforcement, fire/EMS, and event security staff
- Maintain direct and secure communication with the PIC and other key roles
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☒ **Communications (Series PR Coordinator unless otherwise noted)**

- No public statements should be issued by anyone other than the PR Lead
- One consistent message will come from one designated source
- All personnel must defer external inquiries to the PR Lead

☒ **Repairs**

The Repair Supervisor is responsible for:

- Identifying and securing the necessary equipment and materials for emergency repairs
- Coordinating with operations and safety teams to implement repairs quickly and safely

☒ **Track Operations (Track Operator or Promoter unless otherwise noted)**

This individual leads all non-competition-related responses, including:

- Communicating with track and front gate/office staff during incidents
- Supporting safety coordination with racing and non-racing operations

☒ **All Other Personnel**

- Remain calm, professional, and focused
- Do not speculate or share unconfirmed information
- If asked for a status update, reply:  
*“The situation is being addressed. We’ll provide an update as soon as more information becomes available.”*

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**Emergency Equipment and Communications**

☒ **Required Equipment (All must be inspected and accessible):**

- Emergency Response Equipment (e.g., ambulance, AED, spine boards)
- Incident Control Tools – cones, caution tape, crowd ropes, tarps
- Repair Equipment – readily available and operable
- Communication Equipment – fully functional and pre-checked

## **Communication Tools**

- Race Radios (Primary method) – Know designated emergency channel
- WhatsApp – Installed and monitored by all officials in the “Emergency” group
- Smartphones – Serves as secondary communication
- Fixed Landline – Know the location of the closest working telephone at each facility
- Designated Help Phone – Confirm its presence and location (if applicable)

 Note: All communication equipment must be tested before each practice or competition. Pre-arranged phone access is critical at facilities with poor cellular coverage.

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## **Emergency Transportation & Response**

- EMS Units and Ambulances must be present on-site during all racing activity
  - Ambulances must have clear ingress/egress routes to and from the facility
  - The highest-trained medical professional on-scene is responsible for determining patient transport needs
  - Officials must not transport injured individuals using personal or inappropriate vehicles
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## **Designated Emergency Locations**

(Must be identified and confirmed prior to each event)

- Emergency Command Post
  - Control Tower
  - Conference Room
  - Mobile Command Center
- Hospitals of Choice
  - For Minor Injuries

- For Trauma
- Other Essential Locations
  - Coroner's Office
  - Medical Helicopter Landing Zone
  - County of Jurisdiction
  - Closest Severe Weather Shelter (*default: vehicle with headlights on*)

## RACE DAY EMERGENCY INFO

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### LOCATION AND DATE:

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### CONTACTS FOR A TRANSPORT INCIDENT:

Title	Name	Cell No.	Email
Manager			
Public Relations			
Person in Charge			
Emergency Dispatch			
Security			
PR Lead			
Repairs			
Track Operations			
(Other)			

**ADDITIONAL CONTACTS FOR A CODE #1 INCIDENT:**

Key Executives			

**Locations:**

**EMERGENCY COMMAND POST:**

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**MEDICAL HOSPITAL LANDING SITE:**

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**CLOSEST WEATHER SHELTER: (car with headlights on)**

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**RACE DAY EMERGENCY INFO page 2**

Hospital of Choice for Minor Injuries:

NAME:

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ADDRESS:

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PHONE:

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Hospital of Choice for Trauma:

NAME:

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ADDRESS:

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PHONE:

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Number of Ambulances on Track: \_\_\_\_\_

Name of Ambulance Service:

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Who has Jurisdiction:

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Law Enforcement CONTACT:

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Coroner's Phone:

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# EMERGENCY RESPONSE GUIDELINES

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## RACING-RELATED INCIDENTS

In the event of an incident, the safety of our guests, participants, and personnel will depend on our ability to respond in a calm, planned and professional manner. We should be prepared to respond to even the most unlikely incidents.

In the event of a serious incident in an sanctioned event, the sanctioning body should lead the dissemination of statements and information.

If such an event should occur, all personnel are to respond ONLY when directed by the designated Person in Charge (PIC) or local law enforcement.

## RACING-RELATED INJURIES FALL UNDER THREE CATEGORIES

CODE #1: Life threatening injury, or threat to public safety

CODE #2: non-life-threatening transport

CODE #3: non-transports

## RACING-RELATED RESPONSE

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In the case of an incident, personnel should work toward the following objectives:

- Attend to the Injured (led by EMS)
- Secure the Environment (PIC guides Security and Officials)
- Secure Outbound Communications (PR Lead)

### Incident Response: Safety First

- FIRST REPORT: Incidents should be reported to the Emergency Dispatcher.
  - Speak slowly and clearly.
  - Provide the location of the incident.
  - Remain on the scene for additional reports until directed by PIC.
- Emergency Dispatch notifies the following via radio from tower
  - Emergency Services
  - Security Lead
  - PIC
- Security works with Officials to secure Emergency Service access, incident and triage area, and maintain crowd control.

- Emergency Service assesses situation and advises Emergency Dispatch of needed support.
- Emergency Dispatch calls 911 when additional emergency services are required.

*Is transport to hospital necessary?*

IN THE EVENT OF A CODE #1 OR CODE #2 INCIDENT:

- Security clears emergency routes.
- Emergency Dispatch advises EMERGENCY WHATSAPP GROUP of the situation, including any relevant information, names, and hospital of transport.
- PIC assesses additional risks and directs appropriate action as needed.
  - Temporary delay or Suspension of on-track activity
  - Secure site as appropriate
  - Request necessary repairs
- PIC advises when the situation is secure with a “Stand Down.”

*Does the incident involve a driver injured during racing?*

IN THE EVENT OF CODE #1 OR CODE #2 INCIDENT WITH INJURED DRIVER

- Chain of Custody should be respected for driver's safety equipment and vehicle.
  - Personal driver safety equipment, including helmet, should travel to hospital with injured party for evaluation.
  - Any other safety equipment that does not accompany driver may be sequestered by Series Director for evaluation.
  - The vehicle may be retained for inspection at the direction of the PIC. Photos may be taken when possible.
  - In the event of a known fatality, the car should remain in its place and the accident scene secured until released by officials.

*Did the incident involve a guest, or is a driver in a life-threatening situation?*

IN THE CASE OF CODE #1 OR CODE #2 INCIDENT INVOLVING A GUEST, OR A CODE #1 INCIDENT INVOLVING A DRIVER:

- PIC and Track assign a representative to attend to the injured party at the hospital following the event.
  - Identify and communicate with family or friends on site.
  - Contact family if none on site. Help with necessary travel arrangements.
    - In the case of a driver, PIC should identify emergency contact.
    - In the case of a guest, hand over to local law enforcement when no emergency contact is secured.

- Monitor condition and needs.
- Provide condition updates to Director of Communications as provided by the hospital and family.
- Support the injured party and family with additional needs.
- Respect any complaint. If warranted, offer to “check with the insurer” and get back to them “after talking with a knowledgeable person.” If necessary, give them the Concord Office number, attention Tracey McDaniels, for requesting assistance and insurance information.

## COMMUNICATIONS

### IN THE EVENT OF A CODE #1 INCIDENT:

- PR Lead works to secure outbound communication.
- PR Lead communicates updates to/from EMERGENCY WHATSAPP GROUP.
- PR Lead directs Track Lead to advise gate and office personnel of the incident.
  - Media arriving onsite should be told to wait until the PR Lead has information for them.
  - Never speculate or opine. If asked, simple answer, “The situation is being assessed and we will know more shortly.”
  - Family and friends of participants or spectators may come or call to find out what has happened. Never say, “I don’t know.” Simple tell them the situation is being assessed and information will be provided (on websites and social channels) as it becomes available.
- PR Lead compiles and records all relevant information about the incident.
- PR Lead provides a media update every 30 minutes (per HIPPA guidelines).
- After “Stand Down,” PR Lead issue a Press Release on the incident.
- PR Lead provides updates if and when there are changes in the situation.

### FOLLOW UP ON ANY INCIDENT:

1. Series Director completes Incident Report within 24 hours and submits it to Concord Office.
2. Series COO alerts Insurance and Legal Agents as necessary.

IN THE EVENT OF AN INJURED GUEST: Promoter sends copy of relevant waiver(s) to Concord Office.

## POST-TRANSPORT CHECKLIST

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IN THE CASE OF CODE HOSPITAL TRANSPORT INVOLVING A GUEST, OR A LIFE-THREATENING TRANSPORT INVOLVING A DRIVER: A representative will attend to injured party at hospital following event.

Hospital – Who, if anyone, stays?

\_\_\_\_\_

Hospital Address and Phone

\_\_\_\_\_

Biographical information of participant(s)

☐ Full Name \_\_\_\_\_

☐ DOB \_\_\_\_\_

☐ Soc Sec Number \_\_\_\_\_

☐ Address \_\_\_\_\_

☐ Insurance Information \_\_\_\_\_

☐ Emergency Contact \_\_\_\_\_

BE PREPARED: Cell phone & Charger, Laptop & Charger, Business Cards for medical staff, family and others.

IDENTITY AND COMMUNICATE WITH FAMILY AND FRIENDS ON SITE.

Phone Numbers Needed:

☐ Family/Emergency Contact \_\_\_\_\_

☐ Local Medical Staff (names and phone numbers)

• Hospital \_\_\_\_\_

• Local Physician \_\_\_\_\_

☐ Clergy \_\_\_\_\_

☐ Other \_\_\_\_\_

*Respect any complaint. If warranted, offer to “check with the insurer” and get back to them “after talking with a knowledgeable person.” If necessary, give them office phone — CHOSEN REPRESENTATIVE — for insurance information.*

## NOTES AND EVENTS AS DESCRIBED BY INJURED PARTY AND/OR FAMILY

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CONTACT FAMILY IF NONE ON SITE. HELP MAKE NECESSARY TRAVEL ARRANGEMENTS. In the case of a driver, PIC should identify emergency contact. In the case of a guest, hand over to local law enforcement when no emergency contact is secured.

Notification: ☐ Family/Emergency Contact

### SUPPORT THE INJURED PARTY AND FAMILY WITH ADDITIONAL NEEDS:

- ☐ Local transportation to/from hospital
- ☐ Transportation Home once released
- ☐ Hotel for those staying
- ☐ Food for those staying

MONITOR CONDITION and provide updates to Director of Communications as provided by hospital/family.

- Notification:
- ☐ Senior Leadership
  - ☐ PR MGR / DIR
  - ☐ All-Staff
  - ☐ Members/Community: Info and/or Memorial Service

### KEEP NOTES OF ALL CONVERSATIONS AND EVENTS THAT FOLLOW

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# COMMUNICATIONS

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## Crisis Communication Protocol

### General Policy

All statements and announcements will be issued as promptly as possible once accurate, confirmed information becomes available. In accordance with HIPAA guidelines, updates to the media should be provided approximately every **30 minutes**, when feasible.

### Communication Guidelines

- Always **tell the truth** and **only share confirmed information**.
- Communicate updates in a **timely and consistent manner**.
- Maintain **calm, controlled tone** in all communications.
- Express **concern, sensitivity, and thoughtfulness** while staying focused and factual.
- Share what you know when you know it; inform the media when to expect the next update.
- Never guess, speculate, or offer personal opinions.
- **Do not release the name of any injured person** without confirmed family approval.
- If an “investigation” is announced, be prepared to conduct one and follow through.
- Avoid engaging with eyewitness reports or public speculation — do not confirm, deny, or debate their accounts.
- All messaging must be coordinated through the designated **PR Lead** and cleared by the **Person in Charge (PIC)** before distribution, including social media updates.
- Document all relevant details related to the incident.



- Do **not** assign fault, make promises, discuss medical costs, or comment on insurance.
  - Maintain a respectful, attentive attitude — **never appear dismissive or impatient.**
  - Record any significant circumstances or conversations related to the incident.
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## Media and Public Sensitivity

In serious incidents, especially those involving Fire/EMS response, local media may arrive before full details are known. Refrain from speculation — doing so may violate HIPAA laws.

Family members may hear about the incident through news or social media before receiving formal updates. **Track office personnel must be briefed and should never respond with “I don’t know.”** A prepared, coordinated message must be shared at all points of contact.

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## Key Messaging Examples

“We are gathering information and will share it as soon as we can. Our next update will be at \_\_\_\_\_.”

*“At this time, we can confirm the following:”*

(e.g., “X individuals were transported off-site,” “X were treated at the Infield Care Center,” “No fatalities have been confirmed at this time.”)

*“Further information regarding conditions will come from local hospitals as they are able to assess and release updates.”*

*“Our thoughts and prayers are with [Driver Name], their family, and all those affected during this time. In the case of a fatality: ‘We are all feeling a very personal loss.’”*

*“The safety of our competitors and fans remains our top priority. We take every possible step to ensure their safety at all of our events.”*

*“Our safety and emergency teams responded immediately and followed all established protocols. Local law enforcement and on-site security were also engaged to secure the area.”*

*“An incident of this magnitude will be thoroughly investigated in cooperation with [Local Law Enforcement] and other relevant partners. We are committed to transparency and safety improvements.”*

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### **Fatality Protocol Messaging**

*“We are deeply saddened to confirm the passing of [Name] as a result of injuries sustained during the incident at [Event/Track Name]. The entire Series community extends our heartfelt condolences to their family and friends.”*

*“Our sport is like a family. When one member is lost, it affects us all. We will do everything we can to support [Name]'s loved ones during this time.”*

*“We remain committed to safety and will continue to take every measure possible to protect our participants moving forward.”*

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### **Sample Q&A – CODE #1 INCIDENT**

**Q:** *Do you have any information on the seriousness of the injuries?*

**A:** *We refer all condition updates to the hospital. Our thoughts remain with those injured and their families.*

**Q:** *Can you identify what section or area the incident occurred in?*

**A:** *We are in the early stages of our investigation. As more is confirmed, we will share details appropriately. Critical injuries were transported for further medical care.*

**Q:** *Will racing continue tonight or tomorrow?*

**A:** *Our facilities are reviewed before and after every event. A full evaluation is ongoing. If repairs are needed, we’re prepared to address them promptly.*

**Q:** *Are any lawsuits being filed?*

**A:** *We are not aware of any legal filings at this time and cannot comment on pending or potential litigation.*

**Q [Fatality]:** *Do you know the cause of death?*

**A:** *Out of respect, we will not speculate. Further details will be made available following investigation and official release.*

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### **Holding Statement (For Fatal Incidents)**

*"It is with heavy hearts that we express our deepest condolences to the family and friends of [Name]. [He/She/They] was a talented competitor, a respected member of our racing community, and above all, a kind and generous person. Racing is one big family — and today, our family grieves. Our immediate focus is on supporting [Name]'s loved ones during this difficult time."*

# PRESS RELEASE TEMPLATES

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Driver Injured in Crash at [SPEEDWAY NAME]

CITY, STATE — DATE — [SERIES/DIVISION] racer [DRIVER NAME] was injured [TIME FRAME] at [SPEEDWAY NAME].

[DRIVER], of [CITY, STATE], is [##] years old.

During [STAGE OR LAP OF EVENT NAME], [DRIVER] was involved in a [BRIEF DESCRIPTION] on the [SIZE] oval. Emergency crews quickly attended to [DRIVER], and he was transported by [AMBULANCE/ MEDFLIGHT] to [HOSPITAL NAME] in [HOSPITAL CITY/STATE] following a [TYPE OF CRASH] at [SPEEDWAY NAME].

FAMILY STATEMENT IF AVAILABLE: The [DRIVER LAST NAME] family has conveyed their appreciation of the prayers and support expressed by the racing community and requests their privacy be respected at this time.]

Additional information will be made when available and appropriate.

## **FATALITY**

Driver Dies from Injuries Sustained in Crash at [SPEEDWAY NAME]

CITY, STATE — DATE — [SERIES/DIVISION] racer [DRIVER NAME] died [TIME FRAME] at [HOSPITAL NAME] in [HOSPITAL CITY/STATE], where he was transported following a crash at [SPEEDWAY NAME].

[DRIVER], of [CITY, STATE], is [##] years old.

During [STAGE OR LAP OF EVENT NAME], [DRIVER] was involved in a [BRIEF DESCRIPTION] on the [SIZE] oval. Emergency crews quickly attended to [DRIVER] and transported him to [HOSPITAL NAME].

FAMILY STATEMENT IF AVAILABLE: The [DRIVER LAST NAME] family has conveyed their appreciation of the prayers and support expressed by the racing community and requests their privacy be respected at this time.

Additional information will be made when available and appropriate.

# SOCIAL TEMPLATES

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Twitter: [SERIES/DIVISION] racer [DRIVER NAME] was injured [TIMEFRAME] at [SPEEDWAY NAME] and has been transported to a local hospital. (Link to statement on Website.)

Facebook: [SERIES/DIVISION] racer [DRIVER NAME] was injured [TIMEFRAME] at [SPEEDWAY NAME] and has been transported to a local hospital. (Link to statement on Website.)

## FATALITY

Twitter: With a heavy heart & great sadness we share the news that [DRIVER NAME] has passed away. (Link to statement on Website.)

Facebook: With heavy hearts, we inform you of the passing of [DRIVER NAME]. Our thoughts and prayers are with his family and friends. (Link to statement on Website.)

## **NON-RACING-RELATED INCIDENTS, NATURAL & MANMADE DISASTERS**

In the event of a serious incident on track property (not racing related) during a race weekend, Officials will assist the track in leading dissemination of statements and information in conjunction with local law enforcement. Scenarios include but are not limited to severe weather, active shooter, missing persons, on-property accident, unruly fans, etc.

The track should respond to severe weather & facility degeneration. Law Enforcement should handle controllable threat to public safety.

### **EVACUATION GUIDELINES**

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The sudden need to evacuate and secure the track may arise from: (1) severe weather (electrical or wind); (2) unexpected catastrophe (such as riot, active shooter, bleacher collapse, or plane crash); or (3) potential catastrophe (such as bomb threat).

Whichever, the goal is to bring order into the disorder of the circumstances being suddenly faced.

TRACK LEAD: On a race day, a chief decision maker should be known, accessible, and with the authority to move within established policies, procedures, and criteria for action. This person should communicate status and needs to Security Lead, office personnel, gate and parking lot supervisors, concessionaires, key personnel.

SECURITY LEAD will provide important information and implement the decisions of the Track Lead.

- Confirm exit gates are open before announcements are made.
- Enable emergency response vehicles to enter as patrons exit.

Course of Action: Directions to patrons and facility staff for evacuation should be effective yet as simple as possible. The routes of evacuation should be monitored against obstruction and be other than the routes of entry by fire, police, and rescue personnel. Plans should include alternatives for premises, and routes for incoming emergency vehicles/personnel.

Communication System: Command Post should be the hub for processing all information and directions involving the all key personnel. Track Lead should know and communicate what local experts and authorities believe is the best way to handle the respective causes for evacuation to minimize panic among fans.

## **SEVERE WEATHER CONDITIONS**

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Establish a point-person onsite for gathering weather information.

Point-person will alert PIC regarding any impending weather risks. Point-person will work with PIC and key personnel—including Emergency Dispatch and Track Announcer—for the sudden evacuation of patrons.

Announcer will deliver pre-written announcements warning patrons at the direction of the PIC. Encourage use of existing cover. And know how to reverse the process with the “All Clear.”

## **THREAT BY PHONE**

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During the call:

- DON'T HANG UP!
- Stay as calm as possible.
- Attempt to find out why the caller is upset; reason for threat.
- Identify the type of threat and who is the threat directed at.
- Try to calm the caller down.
- Get as much information as possible about the threat and motive. (See “Bomb/Other Threats Checklist”)
- Notify police or local law enforcement.

After the Call:

- Write down the exact threat, the entire statement if possible.
- Notify your supervisor in reference to the threat.
- If directed to evacuate, proceed in accordance with the “Evacuation” section.

## **SUSPICIOUS PACKAGE**

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- DO NOT HANDLE.
- Secure the area.
- Contact police or local law enforcement.
- If the item has been opened and is threatening, or appears to be a suspicious device, DO NOT HANDLE ANY FURTHER.
- Keep everyone away until police arrive.

## TRACK RACE DAY INFO SHEET

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☐ Track Lead:

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- Communicate status and needs to Security Lead, office personnel, gate and parking lot supervisors, concessionaires, key personnel.
- Communicate with local law enforcement when necessary.
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☐ LAW ENFORCEMENT: \_\_\_\_\_

☐ Security Lead:

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- Confirm exit gates are open before announcements are made.
- Confirm evacuation routes are clear when necessary.
- Confirm emergency response vehicle routes are clear.

☐ Severe Weather Shelter(s): \_\_\_\_\_

- Designated areas, or return to cars,

☐ Severe Weather PA

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☐ Evacuation PA

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☐ Severe Threat PA

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