

# Managing Facilities Through An Emergency

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# Landry's

RESTAURANTS, INC.



**AQUARIUM**  
AN UNDERWATER DINING ADVENTURE



**DOWNTOWN  
AQUARIUM**  
AN UNDERWATER ADVENTURE  
HOUSTON, TEXAS





## **KEMAH AQUARIUM KEMAH, TEXAS**



**DOWNTOWN AQUARIUM  
HOUSTON, TEXAS**



# INDIFFERENCE

IT TAKES 43 MUSCLES TO FROWN AND 17 TO SMILE,  
BUT IT DOESN'T TAKE ANY TO JUST SIT THERE WITH A DUMB LOOK ON YOUR FACE.

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# EMERGENCY PLANS

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- Predicted on a realistic approach to the problems likely to be encountered during a major emergency or disaster.

# ASSUMPTIONS

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- An emergency and disaster can occur at anytime – day or night, with little or no warning.
- Succession of events is not predictable – plans are guidelines and checklists, and may require modifications.
- Emergencies may be declared if information indicates that such conditions are developing or probable (i.e., Hurricane, tornados).
- Disasters may be community-wide. So it is necessary to prepare and carry out all response and recovery in conjunction with local resources.

# Types of Emergencies

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- Hurricanes
- Animal Escapes
- Bomb Threats
- Fire
- Flood
- Toxic Chemical Release





# TROUBLE

LUCK CAN'T LAST A LIFETIME UNLESS YOU DIE YOUNG.

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# PLAN DEVELOPMENT

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- Know your facilities
- Set Specific Objectives
  - personnel safety, animals safety etc..
- Establish your response teams
- Communication!!!

# Landry's Challenges

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- Moving animals to pre-established locations (depending on emergency).
- Securing equipment and resources quickly (competition).
- Increasing inventory of supplies.  
i.e., Fuel, Food, Exhibit Water
- Things happen fast!!



# Landry's Benefits

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- Entire Company Support
- Multiple facility Collaboration.
- Continuous Training
- Significant Resources!!!
  - Fuel trucks, Helicopters, Boats, warehouses, and stored supplies.



# PROBLEMS

NO MATTER HOW GREAT AND DESTRUCTIVE YOUR PROBLEMS MAY SEEM NOW,  
REMEMBER, YOU'VE PROBABLY ONLY SEEN THE TIP OF THEM.

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# BE PREPARED!

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- PRE - EMERGENCY CHECKLISTS
  - Generators tested.
  - Vendors notified of potential needs
  - Equipment PM
  - Up to Date Employee Info.

Example: MAY HURRICANE MEETING



# EXECUTE

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**Everyone must know their role  
and complete their assigned tasks.**

# FLEXIBILITY

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**All staff should understand that variables and conditions can change during an emergency ....**

**Unless directed .....**

# STICK TO THE PLAN!

- HURRICANE PLAN

- Initiated at 96 hrs. from impact.





# COMMUNICATION

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- 2 X Daily Before – During and After.
  - Issue Cell phones to managers with a different area codes.
  - All Staff are required to report their location Before and After emergency.



# MISTAKES

IT COULD BE THAT THE PURPOSE OF YOUR LIFE IS  
ONLY TO SERVE AS A WARNING TO OTHERS.

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