

**OREGN**

Oregon  
Convention  
Center

**EMERGENCY  
GUIDELINES**

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## INTRODUCTION

The following pages contain the proper procedures to be followed during emergencies. All personnel working in the Oregon Convention Center (OCC) are required to review and possess a working knowledge of all procedures.

### PRIMARY CHAIN OF COMMAND

Chain of Command is an official hierarchy of authority that dictates who is in charge of whom and of whom permission must be asked. When an emergency arises, the first person aware must notify their manager, who will then notify the primary chain of command. The first person reached on the primary Chain of Command is then responsible for notifying all others on the primary Chain of Command. When the “all clear” is given, the manager who initiated the primary chain of command must notify the first person reached who will then notify others listed on the Primary Chain of Command. In cases of evacuation, the General Manager of Visitor Venues must be notified.

Primary Chain of Command	
<b>Craig Stroud</b> Executive Director	503-235-7583
<b>Matt Pizzuti</b> Deputy Director	503-235-7577
<b>Matt Uchtman</b> Director of Facilities & Operations	503-731-7841
<b>Erin Jepson</b> Director of Events & Guest Services	503-731-7890
<b>Cindy Wallace</b> Director of Sales & Marketing	503-731-7901
<b>Nicholas Brown</b> Public Safety Manager	503-731-7850
<b>Josh Lipscomb</b> Facilities Manager	503-731-7872
<b>Bill Stratton</b> Technical Services Manager	503-731-7859
<b>Darryl Jones</b> Setup & Operations Manager	503-731-7864
<b>Heather Back</b> Communications, Visitor Venues	503-797-1811
<b>Dave Woodman</b> General Manager, pacificwild	503-731-7952
<b>Scott Cruickshank</b> General Manager, Visitor Venues	503-797-1790

## SECONDARY CHAIN OF COMMAND

If, after hours or on the weekend, use the secondary chain of command to determine the most senior available (on-site) manager. If it is a dark day and no Event Manager is on duty, the Console Public Safety Agent becomes the most senior on-site manager and must begin notifying the primary chain of command.

<b>Secondary Chain of Command</b>
<b>Event Managers:</b>
Marie McLean
Tim Libra
Olivia Lofstedt
McKenzie Masten
Nadia Maimon
Bart Sylfae
Jouline Tropic
David Jeppeson
Paul Steinberg
Jason Todd
Oliver Neill
Tyler Jones
Olivia Tang
<b>Additional Emergency Personnel</b>
<b>Senior Setup Supervisor:</b>
Nathan Dickie
<b>Set Up Supervisors:</b>
Craig Cotugno
Tara Mayhew
Dugan Gauer
Scott Meyer
Tim Pirnie
<b>Engineers:</b>
Bryan Brown
Lead Engineer
Engineer's Office
<b>Security Console</b>
<b>Electrician's Office</b>

## COMMAND CENTER

The Command Center is located in the OCC Administrative Office - King Boardroom. The telephone number for the Command Center is 503-731-7838. If, for some reason, this location is not available, the Command Center will be the OCC Security Console at 503-731-7849.

## IF YOU ENCOUNTER A SUSPICIOUS PACKAGE

Consider the specific circumstances when evaluating the following signs. The presence of one characteristic may not necessarily mean a package is dangerous, but if in doubt, contact the OCC Security Console x7849.

- Remain calm.
- Stay away from the package. **DO NOT OPEN IT.**
- DO NOT allow anyone to handle or go near the package.
- Clear the immediate area.
- If a suspicious package is discovered while handling, avoid dropping, throwing or any other abrupt movement, gently set the package down in a secluded area that has been evacuated.
- DO NOT use any cell phones, radios, or other wireless devices around the package.

### Call OCC Security Console at x7849, or 503-731-7849:

- State the location of the package and provide a description.
- Stay on the phone until released by the Public Safety Agent.
- If you touched the package, immediately wash your hands, arms, etc. with soap and water for 15 minutes.
- If 911 is contacted, notify the Public Safety Agent. They will meet with police and or fire departments.
- Police or fire will likely still want to get information directly from the initial reporter.
- The Department of Public Safety will notify a Chain of Command member. They will determine if the facility needs to be evacuated, air-handlers turned off or other appropriate actions.

## EARTHQUAKE PROCEDURES

During an earthquake, remain calm. Call out to others, "Earthquake! Duck, cover and hold on!"

- **Duck** under a sturdy table, desk or other protection.
- **Cover** your head either by getting under something protective or by using your arms.
- **Hold on** to cover or brace against a wall until the shaking stops.

During an earthquake, make sure to move away from windows, the two towers or the south skylight as quickly as possible. Stay away from items that can tip, drop, or fall (such as windows, mirrors, cabinets, bookcases, shelves, overhead lights or flimsy walls).

When the shaking stops:

- Upon leaving cover, assess the situation. Look for the following potential situations:
  - Individuals injured on the ground floor and/or the exhibit hall areas;

- Leaking gas lines
- Running equipment
- Dangerous exits
- Hazardous weather
- Aftershocks
- The venue may and is likely to be at risk of collapse.
- Minor earthquakes may not warrant evacuation. Significant earthquakes call for people to take caution at all exits until they have been examined for stability or hazards.

## **FIRE PROCEDURES**

The first person (including contractors and show managements) to notice a fire (smoke, flames, etc.) should immediately contact 911 and then contact the 24-hour Security Console via two-way radio or dialing x7849 or 503-731-7849.

Information for Security Console/911 from caller:

- Type of fire: smoke, electrical, rubbish, oil, etc.
- Specific location of the fire/problem.
- Specify the status of the problem: uncontrollable, controllable, already extinguished, unknown

## **MEDICAL EMERGENCY PROCEDURES**

When any person learns of a medical situation, they should:

- *For life-threatening situations*, immediately call 911. Life-threatening situations include an apparent heart attack, stroke, serious accident or other major injury.
- *For non-life threatening first-aid occurrences*, contact the Security Console (x7849) or the OCC Receptionist (extension "7575") and provide the specifics of the occurrence. The Public Safety Agent will contact the Med Tech and/or other Agent on duty and the Event Manager. Non-threatening occurrences include minor cuts or abrasions, minor illnesses, etc.
- An injured party should always be asked if they want transportation to the hospital. If they do not, the Med Tech and/or Public Safety Agent will make an indication on the report. If the injured party does want to go to the hospital, a Public Safety Agent will call 911 to request transport.
- If there is any question as to the seriousness of the occurrence, 911 should be called.
- When calling to report an occurrence, give the best description possible regarding the situation and the individual's location. If calling 911, tell the operator the exact entrance the ambulance should enter.
- The caller should always identify themselves and identify their location.
- After calling an ambulance, a Public Safety Agent should proceed to the designated entrance and wait for the ambulance.
- During a medical emergency, the Event Manager should be notified as soon as possible and given the details. They will contact the Show management(s).
- Upon notification, the Event Manager is to proceed to the injured/ill person. If a Med Tech is on location, they will take charge of the injured/ill person(s). If a Med Tech is not

available, the Public Safety Agent will take charge.

- Most OCC full-time staff are CPR certified, and AED certified. If necessary, CPR should be initiated immediately and 911 informed of the action.
- When the ambulance arrives, the waiting Public Safety Agent will take the attendants to the injured/ill person. They will stay at the scene to assist and gather information to make a complete incident report.
- As a final step, the responding Public Safety Agent will complete a thorough report of the incident.

## **INFECTIOUS DISEASE OUTBREAK**

In the event of an infectious disease outbreak, Metro, as the regional government that owns and operates OCC, will institute a Metro-wide Incident Command Structure (ICS) and manage operations, communications and decisions affecting employees across the organization. OCC will identify key staff and align specific actions with the Metro ICS response plan. Resources which Metro will rely on for public health and response expertise includes:

- Multnomah County Public Health: [multco.us/health](http://multco.us/health)
- The Center for Disease Control and Prevention: [cdc.gov](http://cdc.gov)
- The American Red Cross: [redcross.org](http://redcross.org)
- The U.S. Department of Health and Human Services: [hhs.gov](http://hhs.gov)

In the event of an infectious disease outbreak, it is expected that Metro ICS will communicate:

- Employees should stay home when sick.
- Employees that become symptomatic at work will be required to return home promptly.
- Encourage frequent hand washing and good respiratory etiquette.
- Regularly clean surfaces that have frequent hand-contact
- Place signs in restrooms reminding staff and patrons to properly clean hands
- Distribute appropriate hand washing/sanitizer stations throughout the venue
- Assess and order necessary cleaning and personal protective equipment supplies, including soap, bleach, disinfectant, minimum 60% alcohol based-sanitizer, paper towels, disposable gloves and masks (N95 surgical)

Additionally, the OCC Public Safety Manager will collect the numbers of patrons visiting first-aid rooms who are describing the infectious disease symptoms.

OCC employs Emergency Medical Technicians for events larger than 1000. These trained first-aid responders will assess and escalate medical attention from local first-responders, as the situation dictates. For smaller events, public safety or event staff will often be notified of and address medical conditions, again, escalating to local first-responders, as the situation dictates. See Medical Emergency Procedures, above.

## **SUSPICIOUS ACTIVITY**

Should any person observe or receive information about suspicious activity, they must immediately contact the Department of Public Safety and report the location and the type of suspicious activity.

Public Safety personnel will notify the chain of command and proceed to the specified location. If the situation escalates the most senior manager in the chain of command may have essential personnel gather in the Command Center for next steps.

## **ACTIVE SHOOTER PROCEDURES – “RUN, HIDE, FIGHT”**

An active shooter is defined as an armed person or persons who have used deadly physical force on other persons and continues to do so while having unrestricted access to additional victims. They may act alone or in pairs. Historically, they are armed with one or more firearms with ample amounts of ammunition. Most active shooters have significantly planned their assaults with the intent to kill as many people as possible before intervention occurs. Most active shooter events are over within 5 minutes.

### **ACTIVE SHOOTER OUTSIDE THE VENUE**

- Go to a room that can be locked or barricaded by using available material.
- Close the window blinds, turn off the lights and get everyone down on the floor so that no one is visible from outside the room.
- Spread out and seek concealment behind walls, desks, file cabinets, etc.
- Call 911 using a cellular telephone or call 911 from any house telephone.
- When you reach the dispatcher, describe the situation, and give your name and location; remain in place until given instructions by the police.
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space. Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

### **ACTIVE SHOOTER INSIDE THE VENUE**

- If possible, secure the room you are in by either locking or barricading the door using available material and follow the same procedures described above.
- If you cannot secure the room, determine if there is a nearby location that you are able to reach safely and then secure or if you can safely exit the venue.

### **ACTIVE SHOOTER IS IN THE ROOM**

- If the active shooter enters your office or event space, there are no set procedures. The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances.
- Try to remain calm; it will aid you in decision making.
- Call 911 if possible and alert police to the shooter's location.
- If you can't speak, leave the line open so the dispatcher can hear what is taking place. Usually, the location of a caller can be determined without speaking.
- If there is absolutely no opportunity of escape or concealment, and the shooter is not actively firing on victims, it might be possible to surround and contain the shooter with the help of others.

- After all other options have been exhausted, you may be faced with the decision to overpower the shooter with force by whatever means necessary.

### **ACTIVE SHOOTER LEAVES ROOM**

- If the shooter leaves the area and the environment appears safe, proceed immediately to a safer place.
- Do not touch anything that was in the area of the shooter because of the possibility of explosives being left and the destruction of crucial evidence.

### **WHAT YOU SHOULD DO**

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly
- Keep your hands visible, and follow instructions given by any police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Remain at the designated assembly point until you have been released.
- Do not attempt to enter the parking garage to drive off until told it is safe to do so by police.
- Do not try to move any injured people; leave them where they are and notify authorities of their location as soon as possible.

### **WHAT YOU SHOULD EXPECT**

- Responding police officers are trained to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of additional officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will more than likely be a patrol officer dispatched to the facility. Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. There may also be officers in civilian clothes wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns. Do as the officers tell you.

### **LOST CHILD/PERSON PROCEDURE**

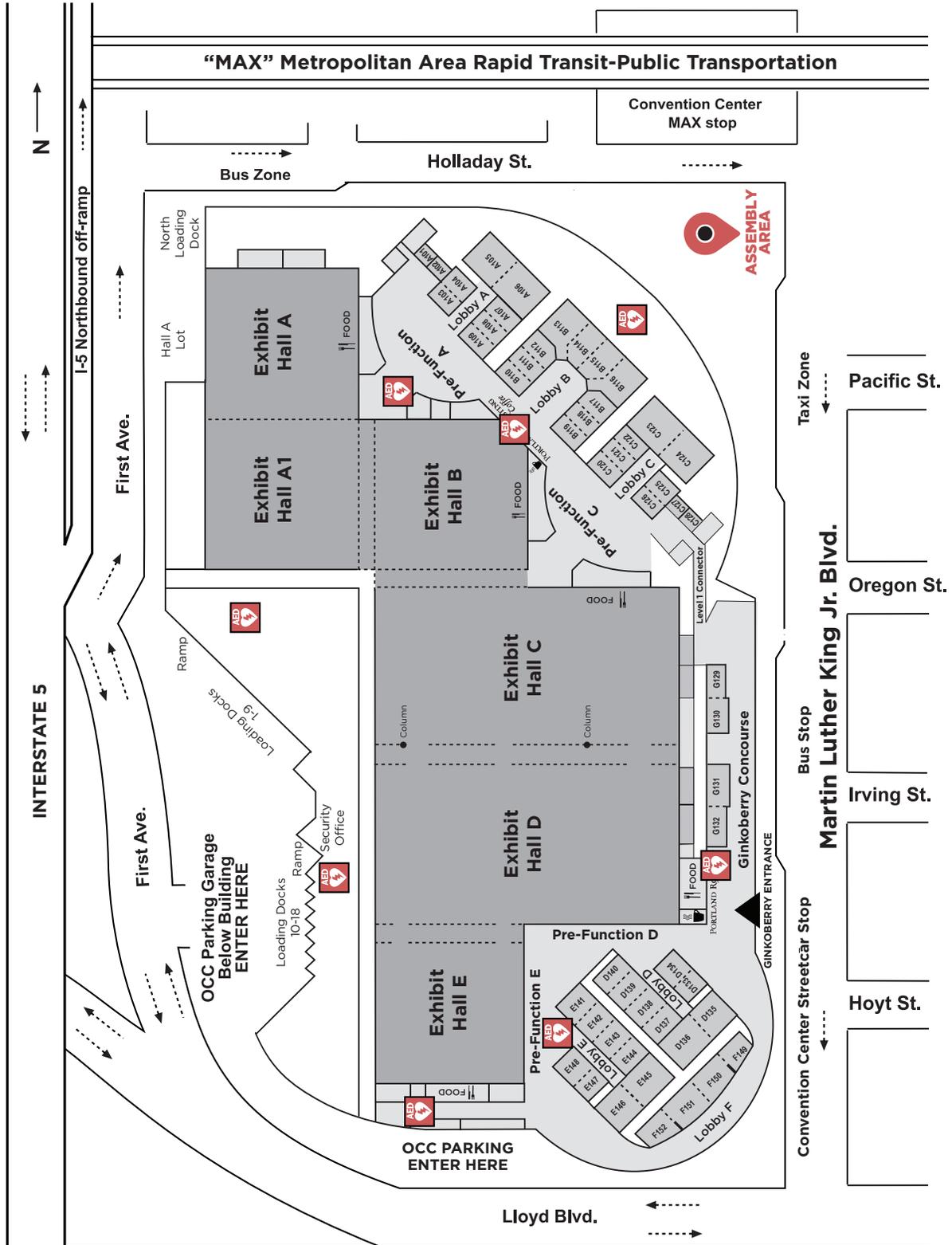
If a child/person is reported lost or missing...

- Any staff member contacted by the parent or guardian of a lost child/person will immediately contact the OCC Administrative Office front desk. Administrative Office personnel will contact OCC Public Safety and the on-duty Event Manager.
- Public Safety personnel will meet with the parent or guardian and obtain a detailed description of the missing child/person.
- OCC Public Safety and/or the Event Manager will contact the Show Manager to determine whether the event has a paging system and whether an announcement can be made using said system.

- If the Show Manager agrees to make an announcement, this communication should include instructions to escort the child/person to a central location inside the show area where the Event Manager should go to wait for the child/person.
- Public Safety personnel will make an all-channel radio announcement instructing employees to search their areas for the lost child/person. The radio announcement should include a detailed description of the lost child/person. (This announcement does not replace a show management page.)
- The on-duty Public Safety console agent will search for the child/person utilizing in-house surveillance equipment, paying close attention to the entrance/exit doors and the building perimeter.

**Please Note:** If the child/person is not located within one hour, the Portland Police should be contacted. However, if the parent or guardian wishes to contact the police immediately, the Public Safety Agent should assist them as appropriate.

# ASSEMBLY AREA AND AED LOCATION MAPS – Level 1



# ASSEMBLY AREA AND AED LOCATION MAPS – Level 2

