

OREGON

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.

CHAIN OF COMMAND

Chain of command is an official hierarchy of authority that dictates who oversees 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.

Chain of Command	
Craig Stroud Executive Director	craigstroud@oregoncc.org
Matthew Uchtman Director of Facilities & Operations	mattuchtman@oregoncc.org
Cindy Wallace Director of Strategy & Business Development	cindywallace@oregoncc.org
Nikki Simmons Director of Event Operations	nikkisimmons@oregoncc.org
Michelle Hedegard Equity & Belonging Manager	michellehedegard@oregoncc.org
Nicholas Brown Public Safety Manager	nickbrown@oregoncc.org

Chain of Communication

In cases of evacuation, the General Manager of Visitor Venues must be notified.

Chain of Communication	
Steve Faulstick General Manager Visitor Venues	steve.faulstick@oregonmetro.gov
Neil Simon Director of Communications, Metro	neil.simon@oregonmetro.gov

COMMAND CENTER

The Command Center is in the Cascade Conference Room of the OCC Administrative Office. 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 located at the OCC Public Safety Console at 503-731-7849. If a full building evacuation occurs, the primary chain of command will designate an alternative location for a command center.

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 Public Safety 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 Public Safety 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.

LOCKDOWN PROCEDURE

Threats that present on the exterior of OCC, such as protests, civil unrest, and incidents involving a person/people with weapon(s) near the venue, are all reasons OCC could be placed into a facility lockdown. These threats may happen suddenly or could provide time to develop a plan of action. The purpose of a lockdown is to prevent individuals from accessing the venue from exterior access points to provide safety to staff and guests present in the venue. When doors are locked individuals inside the venue must be more than three feet away from the doors or they will unlock automatically.

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 to notice a fire (smoke, flames, etc.) should immediately contact 911 and then contact the 24-hour Public Safety Console at 503-731-7849.

Information for 911/Public Safety Console 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.

A smoke detector activated three-minute delay is programmed into OCC's fire alarm system. This delay allows time for trained staff to respond and verify the issue prior to a full fire alarm system activation. This prevents the triggering of the audible and visual messaging and full venue evacuation. Public Safety, Engineers, Electricians and Setup Supervisors on duty will investigate the issue and notify the Public Safety Console if the smoke detector activation is real or false. If the smoke detector activation is real, the fire alarm activation system is initiated.

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, or other major injury.
- *For non-life threatening first-aid occurrences*, contact the Public Safety Console (x7849) or the OCC Receptionist (extension "0") and provide the specifics of the occurrence. The Console 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.
- 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. (using street entry directions helpful as most people do not know "Ginko entrance" etc. the caller should always identify themselves and identify their location.

- 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.
- After calling 911, 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 client management(s).
- Upon notification, the Event Manager is to proceed to the injured/ill person.
- Upon notification, a Med Tech will proceed to the injured/ill person. The Med Tech 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
- The Center for Disease Control and Prevention: cdc.gov
- The American Red Cross: redcross.org
- The U.S. Department of Health and Human Services: 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)

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.

HEAT ILLNESS

HEAT DISORDER SYMPTOMS

- **Sunburn:** Redness and pain. In severe cases swelling of skin, blisters, fever, headaches.
 - First aid: Ointments for mild cases if blisters appear and do not break. If breaking occurs, apply dry sterile dressing.
 - Serious, extensive cases should be seen by physician
- **Heat Cramps:** Painful spasms usually in the muscles of legs and abdomen, accompanied by heavy sweating.
 - First aid: Firm pressure on cramping muscles or gentle massage to relieve spasms.
 - Give sips of water. If nausea occurs, discontinue water.
- **Heat Exhaustion:** Heat exhaustion is one of the heat-related syndromes. Symptoms range in severity from mild heat cramps to heat exhaustion to potentially life-threatening heatstroke.

Heat exhaustion can begin suddenly, usually after working or playing in the heat, perspiring heavily or being dehydrated.

- Heat exhaustion signs and symptoms include:
 - Faintness or dizziness
 - Nausea or vomiting
 - Heavy sweating often accompanied by cold, clammy skin
 - Weak, rapid pulse
 - Pale or flushed face
 - Muscle cramps
 - Headache

Untreated, heat exhaustion can lead to heatstroke, which is a life-threatening condition. If you suspect heat exhaustion, take these steps immediately:

- Move the person out of the heat and into a shady or air-conditioned place.
 - Lay the person down and elevate the legs and feet slightly.
 - Remove tight or heavy clothing.
 - Have the person drink cool water or other nonalcoholic beverage without caffeine.
 - Cool the person by spraying or sponging with cool water and fanning.
 - Monitor the person carefully.
 - Call 911 emergency number if the person's condition deteriorates, especially if they experience:
 - Fainting
 - Confusion
 - Seizures
 - Fever of 104° F (40° C) or greater* Weakness or fatigue.
- **Heat stroke** (or sunstroke): High body temperature (106° F or higher), hot dry skin, rapid and strong pulse, possible unconsciousness. Heat stroke is a severe medical emergency. Summon emergency medical assistance or get the victim to a hospital immediately. Delay can be fatal.

While waiting for emergency assistance, move the victim to a cooler environment and reduce body temperature with cold bath or sponging. Use extreme caution. Remove clothing, use fans and air conditioners. If temperature rises again, repeat process. **DO NOT GIVE FLUIDS.** Persons on salt restrictive diets should consult a physician before increasing their salt intake.

Heatstroke symptoms include:

- High body temperature: A body temperature of 104° F (40° C) or higher.

- Altered mental state or behavior: Confusion, agitation, slurred speech, irritability, delirium, seizures and coma.
- Alteration in sweating: In heatstroke brought on by hot weather, skin will feel hot and dry to the touch. Heatstroke brought on by strenuous exercise, skin may feel moist.
- Nausea and vomiting
- Flushed skin
- Rapid breathing
- Racing heart rate
- Headache

If you think a person may be experiencing heatstroke, immediately call 911.

- While waiting for emergency treatment, take immediate action to cool the overheated person with whatever means available: put in a cool tub of water or a cool shower, spray with a garden hose, sponge with cool water, fan while misting with cool water or place ice packs or cold, wet towels on the person's head, neck, armpits and groin.
- Get the person into shade or indoors.
- Remove excess clothing.

SUSPICIOUS ACTIVITY

Should any employee observe or receive information about suspicious activity, they must immediately contact the Public Safety Console and report the location and the type of suspicious activity. It is important to remember that it is the actions of individuals or groups that comprise suspicious activity, not any protected class, such as race or age, of the individual or group.

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 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 Inside 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 the 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.

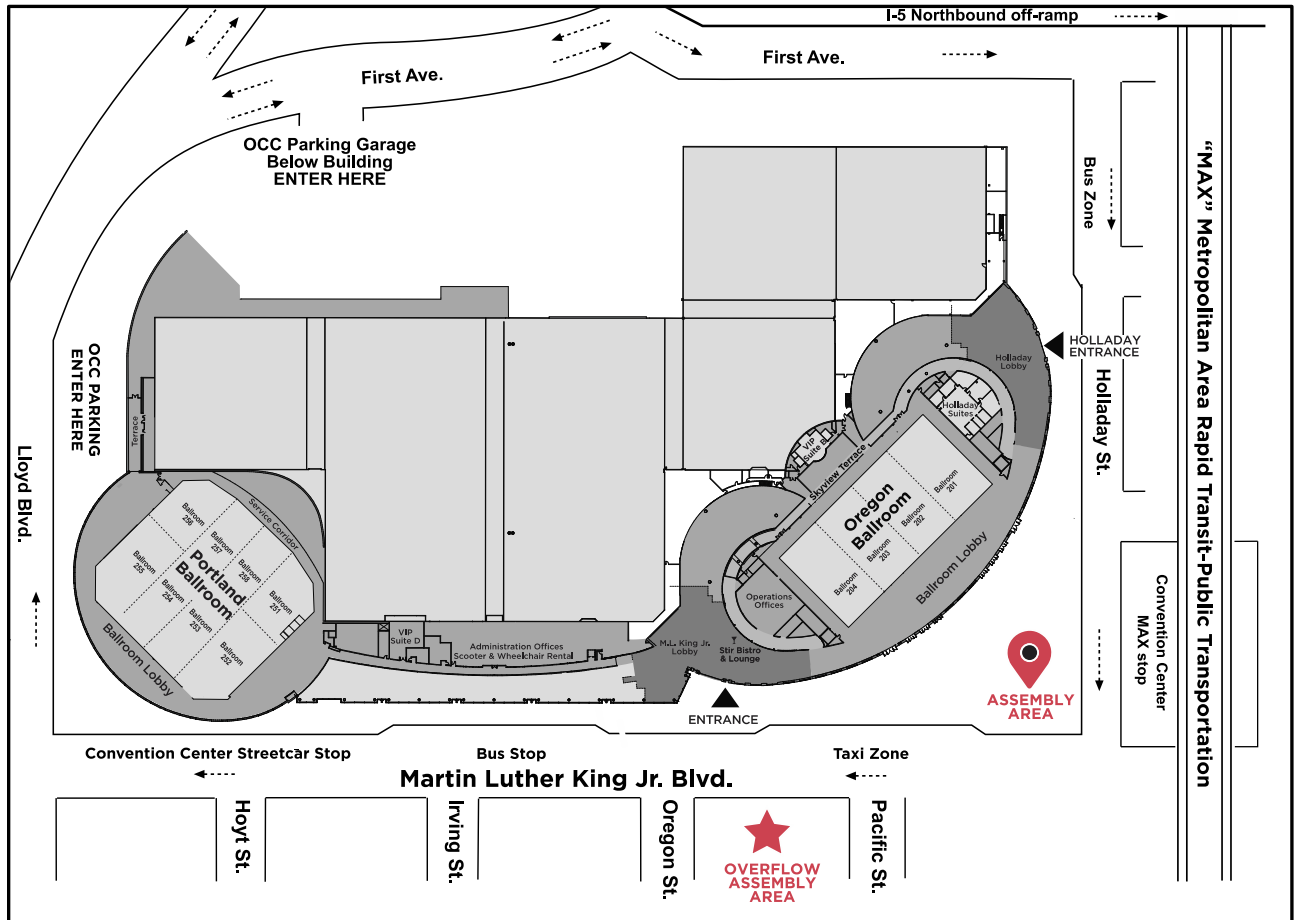
LOST CHILD/PERSON PROCEDURE

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 as appropriate.

ASSEMBLY AREA



The safety and security of our staff, clients and guests is a core tenet of the Oregon Convention Center. We thank you for familiarizing yourself with the procedures and protocols herein so we can safely welcome the world to Portland and the Oregon Convention Center.