



Emergency Procedures for Show Management



DIAL 1911 FOR EMERGENCIES

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TABLE OF CONTENTS

	<u>Page #</u>
Medical Emergency Procedures	2
Fire or Smoke Emergency Procedures	3
Civil Disorder/Riot/Protest Emergency Procedures	4
Hurricane	5
Bomb Threat	6
Suspicious Packages/Objects Procedures	7
Building Evacuation Emergency Procedures	8
Hazardous Materials/Bio-Hazards Emergency Procedures	9

MEDICAL EMERGENCY PROCEDURES

The **MCC** has an on-site Registered, ACLS-certified nurse, stationed in permanent Medical Rooms located in Lobby B, Lobby E, and Lobby H, during move-in, move-out, and event hours. Medical facilities are clearly identified with visual and Braille signs. Outside each room is an emergency phone, directly connected to the **MCC** Public Safety Department.

TO REPORT AN EMERGENCY:

- **PICK UP THE RED EMERGENCY TELEPHONE IN ANY TELEPHONE BANK;**
- **DIAL 1911 OR 3040 FROM ANY NON-COIN OPERATED TELEPHONE;**
- **CONTACT YOUR EVENT COORDINATOR VIA YOUR SHOW RADIO;**
- **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU WITNESS A MEDICAL EMERGENCY:

1. **Have available the information needed by the MCC Medical Staff.**
 - a. Is the patient breathing?
 - b. Is the patient responsive?
 - c. How did the injury occur (if known)?
 - d. What is the patient's complaint? (i.e. chest pain, shortness of breath, etc.)
 - e. Is the nurse needed at the scene or can the **MCC** Public Safety Department safely transport the patient to the nearest Medical Aid Room?
 - f. Give your name and the location you are calling from.
2. Return to the injured person until the **MCC** Medical Staff arrives.
3. The **MCC** Medical and Public Safety personnel will respond immediately.
4. The **MCC** Medical Staff will assess the nature and extent of injury; perform any necessary treatment, and call for ambulance should further emergency medical services be necessary.
5. The **MCC** Public Safety Department will determine which entrance and route the emergency unit will use, and will guide the EMS unit to the patient quickly.
6. An official representative of the **MCC** will advise Show Management of patient's condition, and provide updates as necessary.

WHILE WAITING FOR MEDICAL ASSISTANCE:

1. Do not move any injured person unless his/her present position is life threatening.
2. Perform first aid only if you are trained and validated in proper techniques.
3. Do not let the injured person see his/her injuries.
4. Do not give an injured person anything to eat or drink.
5. Speak to the patient in a calm voice. Reassure him/her that help is on the way. **REMAIN CALM.**

IN THE EVENT OF A MEDICAL DISASTER, where there may be a large number of victims, the **MCC** Public Safety Department will contact the New Orleans Health Emergency Service, who will report to the location of the emergency with the appropriate personnel and equipment required. The **MCC** Public Safety Department will notify the New Orleans Police Department, and will assist in securing the emergency site and surrounding streets for ambulance access, patient triage, and evacuation.

FIRE OR SMOKE EMERGENCY PROCEDURES

If you see a fire, flames, or smell smoke, **REMAIN CALM**. The **MCC** has a sophisticated and efficient fire alarm and suppression system, many exit doors, and personnel specifically trained in fire suppression. **PANIC IS FAR MORE DANGEROUS THAN FIRE.**

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- **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E OR LOBBY H.**

IF YOU SEE FIRE, FLAMES OR SMELL SMOKE:

1. REPORT THE FOLLOWING:

- a. Location (Level in building, Exhibit Aisle Number, Column Number, Lobby, Loading Docks, Ballroom, Meeting Room Number, etc.)
- b. Extent of fire/severity (smell and/or see smoke, flames blazing, etc.)
- c. Leave your name and the telephone number you're calling from.
- d. State if you are in any danger or if anyone else is.

2. If a fire exists, an audible alarm will sound, activating a voice message instructing attendees to leave the building via the nearest emergency exit. Exit signs and strobe lights will flash, alerting hearing-impaired attendees to the alarm. Proceed calmly to the nearest exit door or stairwell.

3. IF YOU ENCOUNTER SMOKE ON YOUR WAY TO AN EXIT, TURN AROUND AND USE ANOTHER EXIT.

4. Follow all instructions relayed over the Building Management Public Safety Address System.

5. Leave the building at once, closing and locking office doors behind you. Proceed to the location predetermined by the **MCC** Public Safety Department.

6. YOUR PREDETERMINED LOCATION IS: _____

7. **DO NOT ATTEMPT TO USE ELEVATORS DURING A FIRE.** All elevators return immediately to the ground level of the building, without stopping.

8. Do not re-enter the building until instructed to do so by the **MCC** Public Safety Department.

9. After the building has been deemed safe to re-enter, elevators must be manually reset to resume service. There will be a brief delay until all elevators are returned to service.

In the event of an after-hours fire, the **MCC** Public Safety Department will contact **MCC** President/General Manager, Public Safety Director, Event Coordinator, and other Directors as necessary.

The **MCC** Public Safety Department will contact Show Management to assess damages and any alternatives necessary.

CIVIL DISORDER EMERGENCY PROCEDURES

Emergencies of this nature range from verbal confrontations, protests, strikes or riots. These disturbances are not limited to persons only. The disturbance could also come in the form of willful physical damage to the building, event or exhibitor equipment.

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- **CONTACT YOUR EVENT COORDINATOR VIA YOUR SHOW RADIO;**
 - **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E OR LOBBY H.**

IF YOU WITNESS A DISTURBANCE WITHIN THE BUILDING:

1. Do not attempt to enter into, defend either side or subdue any person(s) in any type of disturbance. Do not become an accessory to the disturbance.
2. Do not stand between disagreeing parties in an attempt to alleviate the problem.
3. If the confrontation escalates beyond the control of in-house security, the **MCC** Public Safety Department will notify the New Orleans Police Department.
4. Do not loiter. Leave the area of confrontation as you may innocently become involved in the violence.

IF YOU WITNESS A DISTURBANCE OUTSIDE OF THE BUILDING:

1. Do not attempt to enter into, defend either side or subdue a person(s) in any type of disturbance. Do not become an accessory to the disturbance.
2. Do not stand between disagreeing parties in an attempt to alleviate the problem.
3. The **MCC** Public Safety Department will close and lock all entrances to the building, and report disturbance to the New Orleans Police Department.
4. Do not loiter. Leave the area of confrontation as you may innocently become involved in the violence.

HURRICANE EMERGENCY PROCEDURES

The **MCC** Public Safety Department monitors all tropical depressions, which may become hurricanes threatening the Gulf Coast area.

The **MCC** official representatives will coordinate all activities necessary to protect attendees, employees, and the building. **MCC** President/General Manager and Directors will meet on a regular basis with Show Management to discuss the storm's path, severity, and any possible impact on your event.

An informative video on hurricane/weather alerts will also run simultaneously on the video monitors in the lobby if a tropical depression is threatening the area.

BOMB THREAT EMERGENCY PROCEDURES

BOMB THREATS SHOULD **ALWAYS** BE TAKEN SERIOUSLY.

TO REPORT A BOMB THREAT:

- **PICK UP THE RED EMERGENCY TELEPHONE IN ANY TELEPHONE BANK;**
- **DIAL 1911 OR 3040 FROM ANY NON-COIN OPERATED TELEPHONE;**
- **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E OR LOBBY H.**
- **DO NOT REPORT A BOMB THREAT OVER YOUR SHOW RADIO!**

IF YOU RECEIVE A BOMB THREAT:

1. **REMAIN CALM. DO NOT HANG UP: LISTEN TO THE CALLER.** Do not interrupt the caller.
A calm response to the bomb threat caller can gain additional information. If he/she is told that the building is occupied or cannot be evacuated in time, the caller may be willing to give more specific information location, components, or method of detonation of the "bomb".
2. Record the time the call is received and the exact extension/number that was called.
3. Keep the caller talking by asking specific questions about the bomb. Be as objective as possible and try to record the exact words of the caller.
4. **FILL OUT BOMB THREAT INFORMATION SHEET IMMEDIATELY. IT IS THE LAST PAGE OF THIS BOOKLET.**
 - a. What time will it go off?
 - b. What part of the building is it in? What floor? Where?
 - c. What does it look like and type of package? Size? Color?
 - d. Try to identify the caller.
 - e. Make notes of words, phrases, voice characteristics, accent, background noises, etc.
5. As soon as the caller hangs up, dial **1911** or **582-3040**. The **MCC** Public Safety Department will collect Bomb Threat Information Sheet from you.
6. **DO NOT TELL ANYONE ELSE ABOUT THE CALL. DO NOT CAUSE UNNECESSARY PANIC.**

The **MCC** Public Safety Department will notify the **New Orleans Fire Department** and the **New Orleans Police Department**. The **MCC** President/General Manager and the Director of Public Safety will ultimately decide if limited or general building evacuation is necessary, and will attempt to convey such decisions to Show Management prior to any decision being implemented.

IF AN EVACUATION IS ORDERED DO THE FOLLOWING:

1. **DO NOT USE TWO-WAY RADIOS. ALL COMMUNICATIONS MUST BE MADE VIA TELEPHONES ONLY.**
2. Unlock all doors, file cabinets, closets, and doors to all storage areas.
3. Remove your briefcase, purse, personal packages, lunch boxes, or any personal carrying case. This will reduce unnecessary searches.
4. Evacuate the building in a calm and orderly manner. Proceed to the location predetermined by the **MCC** Public Safety Department.
5. **YOUR PRE-DETERMINED LOCATION IS:** _____
6. Do not re-enter the building until instructed to do so by the **MCC** Public Safety Department.

SUSPICIOUS PACKAGES/OBJECTS EMERGENCY PROCEDURES

Definition

A suspicious package can be considered any type of package, box, object, envelope or electrical device that may conceal and/or may appear to be an explosive device.

Discovery

Upon discovery of any kind of suspicious package/object, Public Safety must be notified immediately.

The steps for handling suspicious packages/objects will be as follows:

1. **Response:** MCC Public Safety will notify the Special Operations Division of the New Orleans Police Department of any sighting of a suspicious package/object. Notification should be done through the police dispatch at 827-3220. NOPD will dispatch personnel to the scene. MCC Public Safety Department routinely employs New Orleans Police Officers from the Special Operations Division on regular detail during show activities. Having an S.O.D. officer on site was a primary consideration in reducing response time.
2. **Evaluation:** During this stage, the package/object will be evaluated for a period of time specified by the NOPD. They will commence their investigation and examination when they feel the package/object can be safely worked with.
3. **Examination:** Following the evaluation stage, the package will be examined by Law Enforcement explosive technicians to determine types of risk present. Only trained NOPD personnel will examine suspicious objects.
4. **Containment and/or Evacuation:** This stage is to establish a perimeter around the package/object for safety purposes. The object should be isolated when found. The Public should be immediately cleared from the area. The safe perimeters and/or evacuation of the building will be determined by NOPD. Show Management will be informed of any decision to evacuate before it is announced over the Building Management Public Safety Address System.
5. **Disable or removal:** if the decision is made to disable the package/object on site, NOPD specialists will do it. If the decision is made to remove the package/object, appropriate equipment will be used to move it to a site where NOPD can further investigate it.
6. **Communication:** During the entire process from response to removal, Public Safety Management will keep pre-determined show management personnel informed of all activities as they are known. Of concern during a suspicious package/object evaluation are (1) loss of life (2) structural damage to the Morial Convention Center and (3) inconvenience to the event, which is also the order of importance applied by NOPD. The amount of time required during the several evaluation stages may vary, as safety of the public cannot be compromised during such occurrences.

BUILDING EVACUATION EMERGENCY PROCEDURES

An evacuation may be called for any situation that is likely to threaten the safety of the building occupants. The most probable conditions requiring evacuation are anticipated to be fire, or bomb threat. However, suspicious packages, severe weather, civil disturbances, hazardous materials, or other emergency conditions could also arise that would determine the need for an evacuation.

MCC Public Safety will be responsible for the communication and coordination with local municipal emergency response systems such as NOPD and NOFD, along with show management.

Emergency Conditions

Emergency conditions shall be confirmed by Public Safety Management and communicated to **MCC** and Show Management Personnel.

Exhibit Hall Exits

All exhibit hall exits are located front and back of the hall. The front doors allow access to the lobbies, which exit on Convention Center Boulevard. The rear doors lead to the receiving dock area. Directions on where to assemble will be given by Public Safety via the Building Management Public Safety Address System. Also, Public Safety Officers will be in place to direct people to the proper route to the designated assembly areas.

Show management should instruct the Show Security posted on the exhibit hall perimeter doors to do the following during an evacuation:

- Upon instructions of Public Safety, push open as many doors as possible and leave them in the open position.
- Guide persons toward the nearest exit in the building.
- Officers posted in the rear of the halls should direct people from the halls and towards the nearest dock exit. (Henderson Street or Julia Street)
- Use Roving personnel to assist Public Safety in checking the hall to insure all persons have evacuated.
- Upon completion of these duties, immediately evacuate all Show Security personnel from the building.

Meeting Rooms and Ballrooms

All meeting room areas in the Morial Convention Center have more than adequate amounts of exits and availability to them. Meeting rooms on the second and third floor have exit stairwells within a few steps of each room. The stairwells lead to one of two places: the lobby or directly outside of the building. If the stairwell leads to the lobby, there is always an outside exit door in sight to give immediate egress.

Exit Signs

The exit signs will easily guide persons to exit doors. Exit signs in all areas are illuminated to aid in visibility. These exit signs function even during periods of power outages via the emergency power system. All exit doors have these signs above them, no matter what their locations.

Evacuation Safety

- Leave the facility through the nearest exit as instructed. Do not take time to retrieve personal property.
- Be calm, courteous and quiet.
- Do not attempt to use elevators and escalators.
- Assist elderly and disabled persons.
- Listen for instructions via the public address system.
- Do not loiter or wait for others.
- Proceed directly to the designated assembly area.
- Do not try to re-enter the building.
- Listen for the "All Clear" signal before attempting to return to the building.

HAZARDOUS MATERIALS EMERGENCY PROCEDURES

Hazardous Materials

Hazardous Materials can be defined as any dangerous Chemicals, Noxious Fumes, Unstable Gases or Flammable substances that can pose a possible threat to people or the environment. The **Morial Convention Center** has a program in place to control the entry of hazardous materials or chemicals to the show floor. Also, there is an air monitoring system in place to test air quality for percentages of normal industrial gases such as Carbon Monoxide. This system is monitored by the Engineering and Public Safety Departments.

Information for all chemicals and gases allowed in the **Morial Convention Center** can be found in the **MCC** Exhibitor Rules and Regulations.

Biological Terrorism

Biological Terrorism can be defined as the intentional use of Biological Agents, Viruses, or Toxic Substances for the expressed purpose of taking lives. A more common term is Germ Warfare.

Detection

Detection of Hazardous Materials may come in several different forms. Notification may come through a threat such as a phone call. The detection may come as a result of noticing an improper package, or chemical being brought into the building, or may be as simple as someone noticing unfamiliar fumes in an area. Also, a group of people from a certain area that become ill all of a sudden is another way to detect a problem with a potentially hazardous substance. However, the release of some biological agents may not have an immediate effect, because of incubation periods.

Notification

Any threat of suspicion of Hazardous Materials or Biological Hazards should be reported to the **MCC** Public Safety Department immediately. Public Safety will notify the proper local authorities. Local authorities will include New Orleans Fire Department Hazardous Material Division, New Orleans Police, State Police, Department of Environmental Quality, Port of New Orleans, the Coast Guard, FBI, and in some cases the local medical facilities. The local agency in charge of the incident will control the situation once they arrive on the scene. The City of New Orleans has a response plan in place for incidents of exposure to Biological Hazards.

Evacuation

Public Safety will coordinate evacuation procedures, in conjunction with local authorities. Designated Show Management Personnel will be informed of each stage of the evacuation as it unfolds. Please refer to the Evacuation section of this document.