

# WACO CONVENTION CENTER

## Emergency Procedures for Event Planners

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254-750-5810 • 800-321-9226

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# I. Medical Emergency

Depending on the type of event and expected number of attendees, the Waco Convention Center may require certified medical personnel to be on site. A first aid area can be staffed with medical professionals at the licensee's expense. The final staffing level is at the discretion of the WCC Management.

In the absence of on-site medical personnel, please call 9-1-1 for medical emergencies.

After calling 9-1-1, please contact WCC Operations staff at 254-640-2565 to inform Convention Center staff. WCC staff will be required to complete an incident report on any emergencies.

The Waco Convention Center has two (2) AEDs onsite. One is located in the lower level next to the passenger elevator, and the other is located in the upper level lobby near the Chisholm Hall entrance. Both AEDs are signed appropriately. WCC Operations personnel are trained in First Aid, CPR and the use of Automated External Defibrillator (AED).

## If You Witness a Medical Emergency

1. Have the following information ready:

- 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.)

2. Give your name and the location you are calling from:

Waco Convention Center  
100 Washington Avenue

Please also indicate which meeting room or lobby area you are calling from.

3. The Waco Fire Department (WFD) First Responders or EMT personnel will respond to the call.

4. WCC Staff or another conference attendee should assign someone to meet the First Responders or EMTs outside the building and direct them to the incident scene.

5. Return to the injured person until the WFD First Responders or EMTs arrive. Assist the First Responders or EMTs by making sure that a clear pathway is available for them into the room or area and keeping onlookers from impeding their path.

6. The WFD First Responders or EMTs will assess the nature and extent of injury; perform any necessary treatment, and call for ambulance should further emergency medical services be necessary.

## While Waiting for Medical Assistance:

- Do not move any injured person unless his/her present position is life threatening.
- Do not let the injured person see his/her injuries.
- Do not give an injured person anything to eat or drink.
- Speak to the patient in a calm voice. Reassure him/her that help is on the way. Remain calm.
- Please make sure there is ample room around the patient. Do not let the crowd get too close to the patient.

The following are the list of local hospitals in Waco:

- Baylor Scott & White Hillcrest – (254) 202-2000
- Ascension Providence Hospital – (254) 751-4000

### In the Event of a Medical or Other Disaster:

In the event of a large number of victims, call 9-1-1 if you are not sure they have been contacted.

WCC staff will notify the Waco Police Department and will assist in securing the emergency site and surrounding streets for ambulance access, patient triage, and evacuation.

In the case of a major disaster, the Waco/McLennan County Emergency Operations Center, a central command post, will be established where decisions can be made in a unified manner.

## II. Fire, Flames, or Smoke

If you see a fire, flames, or smell smoke, and you are not sure anyone has contacted emergency personnel, please pull a wall-mounted fire alarm, and then call 9-1-1 and report the following:

- Location: Waco Convention Center, 100 Washington Avenue
- Please also indicate whether you are on the upper or lower level, and the name of the meeting room
- Extent of fire/severity (smell and/or see smoke, flames blazing, etc.)
- Leave your name and telephone number

WCC Staff or another conference attendee should assist by assigning someone to meet emergency personnel outside the building and direct them to the incident scene.

The fire suppression system has an audible voice that makes announcements when the fire alarm is triggered. If you hear an alarm or see fire, flames, or smell smoke, proceed calmly to the nearest exit door or stairwell.

If you encounter smoke on your way to an exit, turn around and use another exit. Follow all instructions relayed over the public address system. Leave the building at once, closing all doors behind you. WCC staff or emergency personnel will check the building to ensure everyone is out.

Do not attempt to use elevators during a fire. All elevators return immediately to the ground level of the building, without stopping.

Do not re-enter the building until instructed to do so by the Waco Fire Department.

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 fire damage the WCC will work with proper authorities and the customer to assess damages.

## III. Disturbances

Emergencies of this nature include issues such as threatening or aggressive behavior, physical confrontations, destruction of equipment, fights, or other disturbances.

### If you witness a disturbance within the facility

- Call 9-1-1, then contact the WCC Operations Supervisor at 254-640-2565.
- Do not attempt to enter into, defend either side or subdue any person(s) in any type of disturbance.
- Do not stand between disagreeing parties in an attempt to alleviate the problem.

- Do not loiter. Leave the area of confrontation as you may innocently become involved in the disturbance.

#### If you witness a disturbance outside the facility

- Call 9-1-1, then contact the WCC Operations Supervisor at 254-640-2565.
- Leave the area of confrontation as you may innocently become involved in the disturbance.
- The WCC Operations and Management will close and lock all entrances to the building or perform other action as appropriate.

## IV. Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Active shooter situations are often over within 10 to 15 minutes. Before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

#### Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits wherever you are in the facility
- If you are in a meeting room or exhibit hall and the shooter is outside the hall, stay there and secure the door(s). Attempt to blockade the doors with furniture or equipment.
- If you are in the lobby area or a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is greater if you try to incapacitate him/her.
- Call 9-1-1 when it is safe to do so

#### How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers. Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

## V. Tornado or Severe Weather

#### Outdoor tornado warning siren system

The City of Waco tests the sirens on the first Friday of each month at 10 a.m. If you hear the sirens at any other time, there is the possibility of a weather-related or other emergency that could require you to take precautions. For weather-related emergencies, the City of Waco will activate the sirens during a tornado warning if a tornado is imminent.

#### What to do in case of a tornado or severe weather

The City of Waco is protected by an outdoor early warning siren system with 34 sirens to alert the public in case of tornado or other emergency.

In the event of a tornado, the lower level of the Waco Convention Center is the safest place to be. People should move to the interior of the building, near loadbearing and supporting walls and away from windows. Everyone should be directed to move calmly to these areas using stairs to descend from the upper level.

After the tornado passes, attempt to account for members of your party. Report any missing person(s) and their last known location to First Responders.

### For the Event Planner

If a tornado warning is issued, WCC Management will monitor the threat and take direction from the City of Waco Emergency Operations Center. WCC Operations and Management will notify the Event Planner to begin emergency preparations to move people to the safest part of the building.

### Tornado watches vs. tornado warnings

A tornado watch simply means conditions are favorable for tornadoes to develop. During a watch, be alert for changing weather and tune in to your local radio and television weather reports.

A tornado warning means a tornado has been sighted in the area. If a tornado warning is issued, seek shelter immediately. Do not wait until a siren sounds to decide what to do.

## VI. Bomb Threats

Bomb threats should always be taken seriously.

### What to do if you receive a bomb threat via telephone

- Remain calm. Do not hang up.
- Listen to the caller and do not interrupt him/her. 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 about the location, components, or method of detonation of the explosive device.
- Record the time the call is received and the exact extension/number that was called.
- 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.

### Key questions to ask a caller

- What time will it go off?
- What part of the building is it in? What floor? Where?
- What does it look like and type of package? Size? Color?

Try to identify the caller. Make notes of words, phrases, voice characteristics, gender, accent, background noises, etc.

### What to do after the caller hangs up

- Call 9-1-1 and inform WCC management. Although in rare cases, use of a cell phone may trigger a bomb, it is generally thought to be safe.
- Do not tell anyone else about the call so as not to cause panic.

- WCC Management will notify the Waco Fire Department and the Waco Police Department. The authorities will ultimately decide if limited or general building evacuation is necessary, and will attempt to convey such decisions to the Event Planner prior to any decision being implemented.

#### What to do if an evacuation is ordered

- If possible, take with you your briefcase, purse, personal packages, lunch boxes, or any personal carrying case. This will reduce unnecessary searches.
- Evacuate the building in a calm and orderly manner, as directed.
- Avoid using your cell phone as in rare cases it may trigger a bomb.
- Do not re-enter the building until instructed to do so by authorities or by WCC Management.

## VII. Building Evacuation

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 substances or materials, or other emergency conditions could also arise that would determine the need for an evacuation.

WCC Management will be responsible for communication and coordination with local municipal emergency responders such as Waco Police Department and Waco Fire Department.

#### Chisholm Exhibit Hall Exits

Chisholm Exhibit Hall exits are located on the front, sides, and back of the hall.

- The doors located on the Washington Avenue side allow access to an exterior staircase leading to Washington Avenue.
- The rear doors lead to the dock/parking area on Third Street.
- The main entrance doors lead to the main upper lobby, which has multiple exit points.
- The doors on the Franklin Avenue side lead to an interior corridor. If you follow the corridor to the left, you will come to an exit to the upper lobby. If you follow the corridor to the right, you will come to an exit to the dock/parking area facing Third Street.

All emergency exits should be accessible and should not be blocked or locked at any time.

During a tradeshow, show management should instruct the show security posted on the exhibit hall perimeter doors to do the following during an evacuation:

- Upon instructions of WCC Staff, push open as many doors as possible and leave open.
- Do not prop doors open if there is a fire or hazardous material release in any part of the facility. With the doors shut it will help confine the fire, smoke or hazardous materials release to one area of the building. We do not want it to spread.
- Follow the emergency exit plans posted throughout the building for the nearest and quickest exit.
- Guide all persons you encounter toward the nearest exit in the building.
- Roving WCC Staff to assist WCC Management in checking to ensure all persons have evacuated.
- Upon completion of these duties, all personnel should immediately evacuate from the building.

#### Meeting Rooms and Ballrooms

All meeting room areas in the Waco Convention Center have an adequate number of exit doors.

#### Exit Signs

Exit signs are designed to guide people to exit doors. Exit signs are illuminated for maximum visibility. These exit signs function even during periods of power outages via the emergency power system. All exit doors have these signs above them.

#### Evacuation Safety

- Leave the facility through the nearest exit.

- Do not take time to retrieve personal property.
- Be calm, courteous and quiet.
- Do not attempt to use elevators.
- 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 until the authorities have given an all-clear signal.

## VIII. GBAC STAR™ Accredited Facility

### Health and Safety Precautions

The Waco Convention Center's top priority is the safety of its guests, employees, and all who pass through our doors.



In December, 2020, the Waco Convention Center was awarded the Global Biorisk Advisory Council® (GBAC) STAR™ accreditation, the gold standard for prepared facilities. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, the Waco Convention Center has implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention in its facility.

## IX. Visitor Safety Tips

The following are common sense safety tips that visitors should be encouraged to follow.

- Familiarize yourself with the location of all exits and stairs in case there is an emergency.
- For emergency aid of any kind, call 9-1-1.
- Pay attention when walking through parking lots. Avoid suspicious people or areas with no light.
- Travel with a companion in the evening.
- In the unlikely event you are confronted by an assailant, do not resist if demands are made. Be a good witness and try to remember as many details regarding the suspect as possible. Note characteristics such as physical description, clothing, tattoos, speech and vehicle description and provide this information to the police.
- Always lock your vehicle. Lock valuables in the trunk, glove box, or luggage compartment so they are out of sight.
- For security purposes, don't wear your convention name badge outside the conference.

Pay close attention to what is going on in the community you are visiting, including:

- Weather Conditions
- Construction Zones
- Any events that may impact your visit