

# OREGON

Oregon  
Convention  
Center

Living  
Our

# GO

# ACTIVATED.

# EMERGENCY GUIDELINES

July 2023 - June 2024



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## Introduction

Welcome to the Oregon Convention Center (OCC), where your safety and security are our top priorities. Our Department of Public Safety is dedicated to providing a safe and welcoming environment for all attendees, exhibitors, and staff. In this introduction, we will highlight some key aspects of our department, ensuring a secure and pleasant experience for everyone.

### About our Public Safety Agents

OCC staffs our own Public Safety team. Not all states are created equal when it comes to security, security requirements and training. The State of Oregon was a pioneer when setting standards for private security. Our team is comprised of highly skilled professionals with extensive experience in the profession and knowledge of the convention center. Their dedication to safety and security is unmatched, exemplified by many Agents who have professionally served in our venue for years.

Each Agent is certified through the Oregon Department of Public Safety Standards and Training, which requires a background check and specific public safety training for initial certification with biannual certification renewal. In addition, we require each Agent to complete an additional 15 hours of annual training on topics ranging from discrimination and harassment-free workplace expectations to occupational health and safety practices. Our Agents are proficient in de-escalation techniques, enabling them to handle situations with professionalism and empathy. Their comprehensive understanding of the distinctions between facility security and event security equips them to customize their approach to meet the unique requirements of each event.

### Code of Conduct

We uphold a strict code of conduct to maintain a respectful and inclusive environment. Our Public Safety team is responsible for supporting these guidelines to ensure everyone can enjoy their time at the convention center.

### Customer Service-Focused

We pair our dedication to security with a strong and complementary emphasis on customer service. Our Public Safety team is here to assist you and ensure your experience at OCC is enjoyable and trouble-free. We are here to provide the resources and support needed to address any special circumstances that may arise during your visit.

### 24-Hour Security Console

Our commitment to safety knows no time limits. We staff a 24-hour security console every day of the year, ensuring you can reach us at any time, day or night, should you require assistance or have concerns during your visit. Our day, swing, and night shifts have multiple Agents working simultaneously so we can appropriately respond to incidents.

### Check-In of Vendors and Decorators

We carefully monitor and oversee the check-in process for vendors and decorators to ensure only authorized individuals gain access to the venue through our back-of-house entry points. This ensures a secure and controlled environment for events.

## Designated Entry

OCC welcomes guests through our main entrance at the MLK Lobby. This helps ensure a secure and hospitable venue. The parking garage is available as an additional entry point for attendees who park at the center. Signage is placed on non-entry doors and external wayfinding for clarity and guidance to ensure visitors find their way to the appropriate entrance.

## Resources Available for Special Circumstances

At OCC, we understand events can present unique challenges. Whether it is coordination and escort for your VIP accessing the convention center, or using magnetometers at entry, we actively collaborate and support solutions to enhance your event's safety and security.

## Event Risk Assessments

Each event at the Oregon Convention Center is assessed for public safety risks. These risks might be internal to an event that are inherent regardless of the location, or internal challenges specific to a period or location. Based on prior event history, client discussion, and outreach to regional and national public safety partners, we customize our public safety staffing and event protocols. We can then help clients to mitigate these risks using our vast internal and external resources.

## Partnerships

Our Public Safety Department regularly communicates and collaborates with our regional and national public safety partners on city-wide and convention center neighborhood activities. We are part of a regional network of public safety professionals who meet regularly to discuss upcoming events and goings-on. If specific risks are identified, we often engage these partners to leverage their resources and expertise to identify mitigation strategies.

## Additional Public Safety Staffing

Our commitment to ensuring attendees have a great experience extends beyond conventional boundaries. We enhance our capacity for emergency response through vetted and approved third-party public safety providers. These trusted partners bring their expertise to the forefront, complementing the efforts of our dedicated internal Public Safety Agents. One of our key strengths lies in our ability to swiftly scale up the number of public safety and police staff in our center, thereby ensuring we can adapt and respond effectively to evolving event needs. By harnessing the collaborative power of these resources, we are steadfast in our mission to safeguard the well-being of our attendees and community.

## See Something, Say Something

All OCC and Contract Partner staff are trained in See Something, Say Something. We all have important roles to play in identifying and supporting public safety, and we set and affirm that expectation with those who work in the venue. Each department within OCC is skilled with their services. We take this one step further and provide additional training to observe and report unusual activity. This campaign has elevated everyone's awareness and the overall safety of our venue.

## Emergency Medical Services and Fire Life Safety

OCC places the safety and well-being of its patrons at the forefront of its priorities, with a robust Emergency Medical Services (EMS) Team and Fire Life Safety system in place. Through a strategic partnership with the Portland Fire Department, we ensure fire professionals are familiar with our facility, enabling a rapid and effective response to any emergency. Our protocols for responding to

medical emergencies are finely tuned to support seamless ambulance response.

### Technology

OCC operates more than 200 digital cameras inside and outside the venue to ensure our Agents in the Public Safety Console can observe and support activities. Communication between agents and our teams working around the venue is supported by a state-of-the-art digital radio system. In addition, each of our 52 meeting rooms is equipped with a house phone to enable immediate communication between clients and visitors to our Public Safety Console in the event of a public safety issue or medical emergency. Automated Emergency Defibrillators (AEDs) are deployed around the center in the event of a cardiac emergency.

### Trained Crowd Managers

Event security is unique and to be effective, OCC staff are trained in crowd management. Trained crowd managers support safe and orderly events and gatherings through the knowledge and skills to handle large crowds, mitigate potential risks, and respond effectively to emergencies. Their expertise in crowd control techniques, communication, and situational awareness helps prevent panic and maintains crowd flow when needed. In an increasingly interconnected world where mass gatherings are common, the presence of trained crowd managers is important for creating secure and enjoyable experiences.

### Crime Prevention Through Environmental Design

OCC exemplifies a commitment to safety and hospitality through its implementation of Crime Prevention Through Environmental Design (CPTED) principles. With meticulous attention to detail, the facility has sculpted its physical environment to foster a secure and inviting atmosphere. From well-lit pathways and clear signage to strategically placed security cameras and well-structured layouts, every aspect of the center has been carefully designed to deter criminal activity and promote a sense of safety among visitors.

### Blue Light Kiosk

In our parking structures, we have emergency phones strategically located. They are connected directly to our 24/7 Security Console. These well-lit emergency blue light phones provide:

- Immediate Access to Help
- Reduced Response Times
- Crime Deterrence
- Community Security

### Communication and Transparency

At OCC, we believe in over communicating when it comes to public safety and security. Immediate communication with clients, after-action discussions, and implementing a cooperative support plan if an incident occurs are all key communication strategies.

Whether it's a medical emergency, a lost person, or any other special circumstance, our Public Safety team is equipped with the resources and training to handle a wide range of situations.

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.

## General Rules

- The Executive Director has overall responsibility for the implementation of all OCC emergency procedures. If the Executive Director is unavailable, the next most accessible member of the Chain of Command will assume responsibility.
- Emergencies occasionally occur on nights/weekends when a senior Chain of Command member is not on site. The Secondary Chain of Command is used in these instances.
- As soon as it is safe to do so, a message will be sent to the Chain of Command via phone or text to inform them of the emergency.
- In all activities, protecting human life is the highest priority, followed by property and the environment.
- Always speak clearly and stay calm while executing procedures.
- All employees who are aware of an emergency should use caution when speaking in public spaces. Employees must maintain two-way radio silence unless they are a) involved in the emergency or b) communicating important information to a member of the Chain of Command.
- In cases of emergencies, any employee may make an evacuation decision and activate the Chain of Command.
- Only the Executive Director is authorized to communicate with media concerning an emergency (during or after) unless the Executive Director designates them.

## Chain Of Command

### Primary Chain of Command

Chain of Command is an official hierarchy of authority dictating who oversees whom and who must ask permission. When an emergency arises, the first person aware must notify their manager, who will then notify the primary Chain of Command. Cell phone numbers can be found in our emergency pocket guide.

Chain of Command	Contact Number
Craig Stroud, Executive Director	503-235-7583 Office
Matthew Uchtman, Senior Director of Facilities and Operations	503-731-7841 Office
Cindy Wallace, Senior Director of Strategy and Business Development	503-731-7901 Office
Nikki Simmons, Senior Director of Event Operations	503-731-7864 Office
Michelle Hedegard, Director of Equity, Culture, and Communications	503-731-7924 Office
Derek Bliss, Director of Public Safety	503-731-7941 Office

### Secondary Chain of Command

If members of the primary Chain of Command are not onsite, the secondary Chain of Command is activated. When an emergency arises, the first person aware must notify their manager, who will then notify the secondary Chain of Command. The secondary Chain of Command must inform the primary Chain of Command.

Chain of Command
Event Operations Manager – On Duty
Event Manager – On Duty
Setup Supervisor – On Duty
Public Safety Console

### Chain of Communication

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

Chain of Communication	Contact Numbers
Steve Faulstick, General Manager Visitor Venues	503-797-1897
Lia Waiwaiole, Director of Communications, Metro	503-797-1728

### Crisis Communication Protocol

In the event of damage or threat at crisis level at OCC, the Metro Visitor Venues General Manager should be contacted with a briefing of the apprised situation. The Metro Visitor Venues Communications and Policy Manager will support the GM, OCC Executive Director and OCC team to develop messaging and protocols. When the scope, severity or safety concerns are deemed necessary, the General Manager will update Metro’s COO and senior leadership team.

### Command Center

The Command Center is in the OCC Administrative Office – Cascade Conference Room. 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 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.

### Two-Way Radios

Staff will use plain language on the two-way radios.

**The person initiating the transmission must:**

- Speak clearly.
- Identify themselves.
- Identify who is being called.
- Identify the emergency.
- Repeat the above steps if no one answers.

### Lockdown Procedure

Threats that are 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.

## Protocol

- An identified exterior threat requiring immediate action to ensure the safety and security of OCC employees and guests with the inability to enact OCC's Chain of Command.
- The Public Safety Agent radio calls the security staff working the South Ginkgo and MLK Lobby doors to communicate they are initiating a lockdown of those entrances to the venue remotely. The Agent provides a brief description of the threat to enable the security staff to take proactive actions for their location, such as keeping guests inside the building and moving away from the lobby doors.
- The Public Safety Agent notifies the security contact the venue is in lockdown and provides a brief description of the threat to enable the security contact to take necessary response steps for their team.
- The Public Safety Agent notifies the Event Manager on duty of the threat and actions taken.
- The Public Safety Agent contacts the proper authorities, such as police at 911 dispatch.
- The Public Safety Agent contacts the OCC Chain of Command for notification and to initiate the crisis communication protocol.
- The Event Manager on duty notifies the Client of the threat, actions taken, and discusses further actions.  
The Public Safety Agent, Event Manager on Duty, onsite security contact, and Client will assess the threat and decide whether to reopen the venue or not.
- Upon agreement to reopen, the Public Safety Agent unlocks the doors remotely and notifies the security staff at those locations.
- The Public Safety Agent prepares a draft incident report and submits it to the Public Safety Manager per the incident reporting process.
- If necessary, a debrief may be scheduled with the appropriate parties.

## Evacuation Procedure

The official evacuation assembly area is the OCC North Plaza at the corner of NE MLK Boulevard and NE Holladay Street. The overflow area is the Convention Center Plaza.

- The Chain of Command will initiate an evacuation.
- The Public Safety Department will announce the need for an evacuation.
- Remain on your designated radio channel.
- Immediately upon an audible and visual signal for an evacuation, all employees must proceed quickly and calmly to the nearest exit areas and standby to help control and expedite the egress of our guests.
- Staff may be assigned an entry/exit location to assist with egress and to ensure no one enters the venue other than emergency response personnel.
- Ensure anyone you encounter as you evacuate is aware of the evacuation notice and encourage them to evacuate with you. In the moment and if safe to do so, try to think of locations on your

way out you can check for individuals who may not have heard the evacuation notice and inform them.

- If any employee believes a fellow teammate has not exited the building, please notify your manager and first responders.
- OCC staff and contractors must ensure our guests have moved away from the venue and remain with them.
- Once outside, our guests may be told why they were evacuated if they ask, but only in general terms (fire alarm, gas leak, power failure, etc.)
- No one is allowed back into the venue until the police department, fire department and/or the Chain of Command approves and directs re-entry.

## Power Outage

In the event of a power outage, the emergency generators start automatically and will supply power to critical system equipment for life safety/smoke exhaust and egress lighting only. The venue's equipment and lighting will not be operational to sustain an event. If necessary, the Chain of Command will initiate an evacuation. Radios and phones will still be operational, and the distributed antenna system (DAS) has its own generator so all forms of communication should still be functioning. The north passenger elevator 1 serving pre-function A, Holladay Lobby, and Oregon Ballroom and the south passenger elevator 17 serving both parking garage levels, pre-function E, and the Portland Ballroom are the only two elevators that will operate during a power outage. If someone is trapped in any of the inoperable elevators, the elevator contractor and fire department will be called to retrieve them.

## Bomb Threat Procedure

Report the call immediately to the Public Safety console 503-731-7849, providing the following information:

- Exact date/time of call
- Exact words of caller
- Person receiving call
- Telephone number call received at
- Tone of caller's voice

## Search Procedure

Staff members should be divided into one or two-person teams to perform a quick and thorough search of all areas inside and outside the facility. When events are in progress, this should be done as inconspicuously as possible. Event Managers will notify their assigned show managers of the threat, and the search is underway.

## Designated Search Areas

Responsible Party	Area of Responsibility
Engineers/Maintenance	Central plant, mechanical rooms, and catwalks
Setup Supervisors	Restrooms in the exhibit halls and lobbies
Utility Workers	Exhibit hall perimeters and meeting rooms

Event Custodians	Lobbies and registration areas
Public Safety	Entrances, locked areas, loading dock areas, and parking garage
Levy Management	In and around all concession areas, bars, and the kitchen

#### After the search:

- All search parties will report their findings to the Chain of Command.
- The Event Manager(s) will contact the Show Manager(s).

## Suspicious Package Procedure

### Characteristics of a suspicious package

- Package or envelope with a suspicious powdery substance
- Bags or backpacks left unattended for long periods
- Unexpected package sent by someone unfamiliar to you
- Excessive postage
- Poorly written or typed address
- Incorrect title(s) with no names
- Misspelling of common words or names
- Addressed to someone no longer at the address
- Outdated postmark.
- No return address or one that can't be identified as legitimate.
- Return address not consistent with the postmark.
- Unusual weight, given package size, lopsided, or oddly shaped
- An unusual amount of tape, string, or other wrapping material
- Marked with restrictive labels like "fragile," "personal," "confidential," or "rush-do-not-delay"
- Strange odor, stains, or noises (i.e., rattling, clicking, ticking, etc.)
- Appears to contain electrical wire or aluminum foil
- Mailed from a foreign country or unfamiliar to the recipient

### 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.
- If there has been no bodily harm or exposure to any suspicious substance, contact the OCC

Public Safety Console on x7849.

- If medical attention is required, contact the OCC Public Safety Console on x7849. They will dial 911 and provide the facility address and the exact incident location to emergency responders.
- State the location of the package and provide a description.
- Stay on the phone until released by the Public Safety Agent.
- If you touch the package, immediately wash your hands, arms, etc. with soap and cold water for 15 minutes.
- If 911 is contacted, notify the Public Safety Agent. They will meet with the police and or fire departments.
- Police or fire will still want to get information directly from the initial reporter.
- 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.

**If the Chain of Command confirms an emergency:**

- Evacuate all event patrons, exhibitors, and tenants.
- Start from the areas closest to the secured area. Traffic should be directed away from the area.
- Establish an emergency triage area away from the secured area. As needed, this location will be updated through two-way radio communication.
- Provide clear access for responding emergency vehicles, equipment, and personnel.
- As directed by a member of the Chain of Command, assistance should be provided to Portland Police personnel.
- The Chain of Command should receive progress reports at regular intervals.
- All evacuated persons must be moved away from the facility, preferably to the side of the venue farthest from the point of danger.

## Earthquake Procedure

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.

Move away from windows, the spires and crescent 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, evacuate immediately, and be aware of the following:

- Injured individuals
- Leaking gas lines
- Running equipment
- Dangerous exits
- Hazardous weather
- Aftershocks

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. Aftershocks are sometimes just as hazardous as the earthquake itself.

Local emergency services may already be overwhelmed with calls. Only call 911 if it is known that immediate lifesaving, fire suppression or hazardous material help is needed. We cannot prevent earthquakes, but we can prevent needless injury from minor to moderate earthquakes.

The Oregon Convention Center has three seismic-activated gas shutoff valves located at the natural gas mains on the exterior of the facility. In the event of a significant earthquake, these shutoff valves will trip, shutting off the gas supply coming directly into the venue. If a natural gas valve has tripped NW Natural Gas must be notified at 1-800-882-3377 prior to resetting the gas valves.

## Damages

Facility and Operations staff, if safe to do so will inspect the facility and report damage to their immediate supervisor or a Chain of Command member. Once the venue is determined to be safe, events will continue. If the Chain of Command staff determines the venue is unsafe, they will initiate an evacuation.

The following locations will be inspected if an earthquake occurs: Main exterior gas valves, boiler room, kitchen, concessions, main waterlines, main electrical rooms and generator rooms, spires, building structure and foundation for damage.

## Fire Procedure

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

Information to provide for 911 and Public Safety Console from caller:

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

## Fire Alarm Procedure

**When a report of fire or smoke is received, the following steps will take place:**

1. The Public Safety Agent will announce over the two-way radio via the "All Call" channel and report a "Fire Alarm condition" with a location where the fire has been reported. All unnecessary two-way radio traffic will immediately be restricted.
2. Once the location is given over the two-way radio, Public Safety, Engineers, Setup Supervisors, and Facility and Operations management staff on duty will respond to the location to investigate the issue.
3. Responding staff will determine and report if alarm notification and evacuation procedures need to be initiated.

## Smoke Detector Activation

If a smoke detector is activated, an automatic announcement will broadcast across the two-way radio

channels, notifying Public Safety, Engineers, Setup Supervisors, and the Facility and Operations management staff on duty to turn their two-way radio to the Public Safety channel for direction. All unnecessary two-way radio traffic will immediately be restricted.

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 triggering of audible and visual messaging and evacuation. Public Safety, Engineers, Setup Supervisors, and Facility and Operations management staff on duty will investigate the issue and notify the Public Safety Console if the smoke detector activation is real or false.

The following steps will take place if the alarm is false:

1. Public Safety Agent will "Silence" the alarm.
2. Public Safety Agent will "Reset" the fire alarm system when directed.
3. All responding staff will debrief in the Public Safety console.

The following steps will take place if the alarm is real:

1. The Public Safety Agent will let the three-minute delay lapse or immediately engage the fire alarm pull station located in the Public Safety console, initiating a full fire alarm system activation and evacuation process. The fire alarm monitoring company will automatically dispatch the fire department if the pull station is activated.
2. Public Safety Console will initiate the Chain of Command and begin the evacuation process.
3. Follow the instructions of the fire alarm announcements and remain on your designated radio channel to receive further directions.

If a fire sprinkler has been activated by an actual fire:

1. The fire department will be automatically dispatched, and full fire alarm system activation and evacuation process will be initiated.
2. The Public Safety Agent will give the location of the activated water flow over the two-way radio channel so it can be investigated by Public Safety, Engineers, Setup Supervisors, and Facility and Operations management staff.
3. Public Safety Console will initiate the Chain of Command and begin the evacuation process.
4. If safe to do so, an individual from Public Safety, Engineering, Setup Supervisors, or Facility and Operations management staff must immediately go to the main Fire Sprinkler Control room located in the P2 Level Parking Garage Maintenance Shop to monitor the fire pump operation. Only with the direction from the fire department shall the fire pump be turned off and the active water flow control valve shut off.
5. During an alarm activation, follow the instructions of the announcements and remain on your designated radio channel to receive further directions.

If a fire sprinkler has been activated by accident and no fire is present:

1. The fire department will be automatically dispatched, and full fire alarm system activation and evacuation process will be initiated.
2. The Public Safety Agent will give the location of the activated water flow over the two-way radio channel so Public Safety, Engineers, Setup Supervisors, and Facility and Operations management

staff can shut off the active valve causing the water flow.

3. An individual from Public Safety, Engineering, Setup Supervisors, or Facility and Operations management team must immediately go to the main Fire Sprinkler Control room located in the P2 Level Parking Garage Maintenance Shop and turn off the fire pump.
4. Public Safety, Engineers, and Setup Supervisors shall assist the fire department with equipment, shutting down and securing building systems in the affected areas.

*Remember, OCC employees are to assist the fire department, not be firefighters. Unless needed, stay out of the way of danger. Follow all fire department directions.*

**The following steps will take place when the alarm condition has been cleared by staff or the fire department:**

1. Once the alarm condition is cleared, the Public Safety Agent will announce on the "All Call" channel "Situation Normal."
2. Public Safety Agent will press the "All Clear" button on the fire alarm panel to initiate all clear announcement.
3. All responding staff will debrief in the Public Safety console.
4. Public Safety will complete an incident report immediately.

**When any alarm is initiated in the fire alarm system, an automatic email and/or text message is sent to the following:**

- Craig Stroud, Executive Director
- Matt Uchtman, Senior Director of Facilities and Operations
- Cindy Wallace, Senior Director of Strategy and Business Development
- Nikki Simmons, Senior Director of Event Operations
- Derek Bliss, Director of Public Safety
- Nick Brown, Public Safety Manager
- OCC Public Safety shared cell phone
- OCC Engineer shared cell phone

## Medical Emergency Procedure

When any venue staff 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, the other Agent on duty and the Event Manager. Non-threatening circumstances 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 is 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, escorting them to the specific location if needed.
- 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. The Public Safety Agent should 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 that 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 Metro ICS will communicate:

- Employees should stay home when sick.
- Employees who become symptomatic at work will be required to return home promptly.
- Encourage frequent hand washing and good respiratory etiquette.
- Regularly clean surfaces, having frequent hand contact.
- Place signs in restrooms reminding staff and patrons to properly clean their 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.



Additionally, the Director of Public Safety 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.

## If You See Something, Say Something

Public safety is the responsibility of the entire OCC team. Always practice the “If You See Something, Say Something” frame of mind. Open communication about potential concerns provides all involved with time to prepare for various situations.

Action	
Assault	An individual brandishing a weapon with the intent to do bodily harm.
Fight	Between attendees, exhibitors, labor, etc.
Solicitation	An individual soliciting products or services beyond the parameters set up by the Show management or without permission of the Show management or the OCC Executive Director.
Theft	Any individual removing items from an exhibitor booth, show office, meeting room, or administrative office without approval.
Vagrancy	Persons who harass others, are improperly dressed, unclean, obviously intoxicated or under the influence of drugs and are a potential safety hazard to the public or themselves, who are “disturbing the peace” in some unusual or unacceptable manner, or who are blatantly disregarding the rules and regulations of the facility.
Vandalism	Persons who are damaging or abusive to the venue or its contents, including Show management’s property

### Fight, Theft, and Vandalism if the Suspect is on Property.

- Staff must immediately notify the Public Safety Console and provide the exact location of the suspect. The Public Safety Agents may apprehend and hold the suspect in an isolated area within the proper safety parameters.
- A Public Safety Agent is to call 911.

### Theft and Vandalism if no Suspect is Known.

- Staff must immediately notify the Public Safety Console and report on the problem area.
- At the scene, the Public Safety Agent will make a complete report and take photographs for verification if necessary.
- The Public Safety Agent will submit the report through DPS reporting program.

## Solicitation and Vagrancy

- If a vagrant person is noticed on the property, staff should notify the Public Safety Console by telephone x7849 or by radio. Give a specific location, description, and state the nature of the problem.
- Public Safety Agents are to be cautious when interacting with solicitors or vagrants and use proper precautions to resolve the situations. Upon arriving at the location, the Public Safety Agent:
  - Monitor the individual's activity.
  - Determine the danger, if any, to public safety.
  - If public safety is threatened, the investigating Agent will contact, by two-way radio, the Public Safety Console, give their location, and ask 911 called for police assistance.
  - Before communicating with the person causing the problem, the Agent will wait for back-up.
- If necessary, the Public Safety Agent will try to calm the person down and move them to a location away from the public.
- If danger is not initially detected, the Agent will ask the individual to leave the facility.
  - If the individual refuses to leave, they will be warned that a criminal trespass can be issued.
  - If the individual still refuses to leave, the Public Safety Agent will verbally trespass the individual.
  - If, after the trespass order is issued, the individual still refuses to leave, the Public Safety Agent will call Portland Police, who can arrest the individual for criminal trespass.

## 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 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.

In the event a suspicious package is located, see the Suspicious Package Procedure on page 8.

## Assault and/or Hostage

- Immediately upon detection of this situation, 911 must be called for police and ambulance. Be very specific to the operator and state the exact situation, the problem location, and where the police and ambulance should arrive.
- After 911 has been contacted, call the Chain of Command and the Public Safety Console.
- Be prepared to give a description of the people involved. A member of the Chain of Command should take over incident management immediately.
- Next steps likely include directing a Public Safety Agent to the location, securing the area, and sending someone to greet the police or ambulance at the building's exterior.

- The situation may be cause for evacuation and/or partial evacuation of the facility; when a police officer arrives, they will take control of the situation. All other personnel should stay clear of the area.
- If the suspected aggressor flees the scene, no one from the facility should pursue.

## Active Shooter Procedure – “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 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, they are being issued by a police officer.

### Active Shooter Inside the Venue

- If possible, evacuate the area immediately, leaving any belongings behind.
- If evacuation is not 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 you are able to reach safely and then secure it, 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.
- As a last resort, if you can't hide or flee, and if you have absolutely no other option, confront the active shooter. Be aggressive, yell, and commit to your actions. Do not fight fairly – throw items and use improvised weapons. Survive by any means necessary.
- 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, immediately evacuate the building.
- 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 the police.
- Do not try to move any injured people; leave them where they are and notify the authorities of their location as soon as possible.

### What You Should Expect

- Responding police officers are trained to proceed immediately to the area where shots were last heard with protection of life a priority.
- 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 ballistic 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 Person Procedure

This Lost Person Procedure has been established to ensure the safety and well-being of all attendees and visitors during our events. Our dedicated staff is committed to responding efficiently and professionally in these situations to provide assistance and facilitate reunions.

In the event of a lost person or someone reporting a lost individual, our staff is committed to ensuring a swift and organized response:

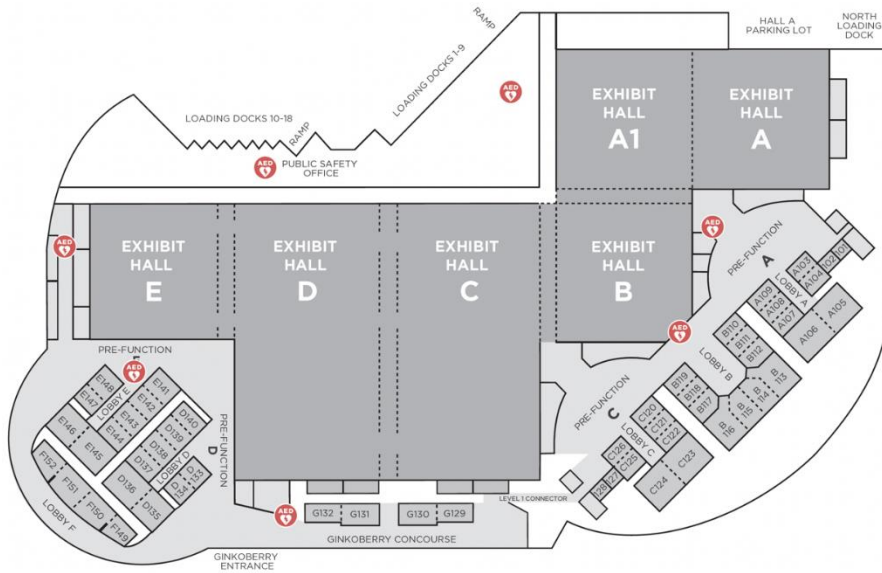
**Initial Contact:** Any staff member approached by a lost person or someone seeking assistance due to a lost companion shall promptly initiate the following steps:

1. Contact the OCC Public Safety Department immediately.
2. Notify the onsite Event Manager.
3. Obtain the person's mobile phone number, if possible, in case they leave the area.
4. Obtaining Information: The Public Safety Agent will gather essential information by obtaining a detailed description of the lost person.

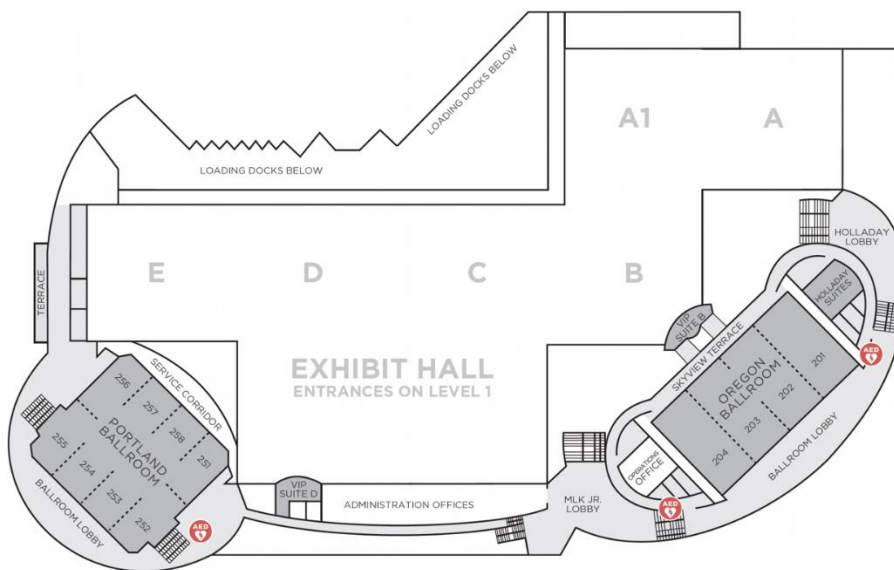
5. Assigning Support: The onsite Event Manager will designate an OCC staff member to stay with the lost person or the individual reporting the loss.
6. Paging System Check: The onsite Event Manager will communicate with the Show Manager to assess the availability of a paging system within the event venue. Additionally, they will determine if an announcement using this system is feasible.
7. Show Manager's Decision: If the Show Manager consents to making an announcement, the communication should include specific instructions to guide the found person to a central location within the show area. The Event Manager will proceed to this location to await the found person.
8. Public Safety Broadcast: Our Public Safety personnel will make an all-channel radio announcement, instructing all employees to conduct a search within their designated areas for the lost person. This announcement will provide a comprehensive description of the lost individual. Please note that this radio broadcast is mandatory, regardless of any show management announcement.
9. Surveillance and Monitoring: The Public Safety Console Agent will actively monitor in-house surveillance equipment, paying particular attention to entrance/exit doors and the building perimeter, in the pursuit of locating the lost person.

**Please Note:** If the person is not located within one hour, the Portland Police should be contacted. However, if the person reporting a lost person wishes to contact the police immediately, the Public Safety Agent should assist as appropriate. Each Public Safety Agent involved in the incident will document times, names, and type of identification in a formal OCC Incident Report.

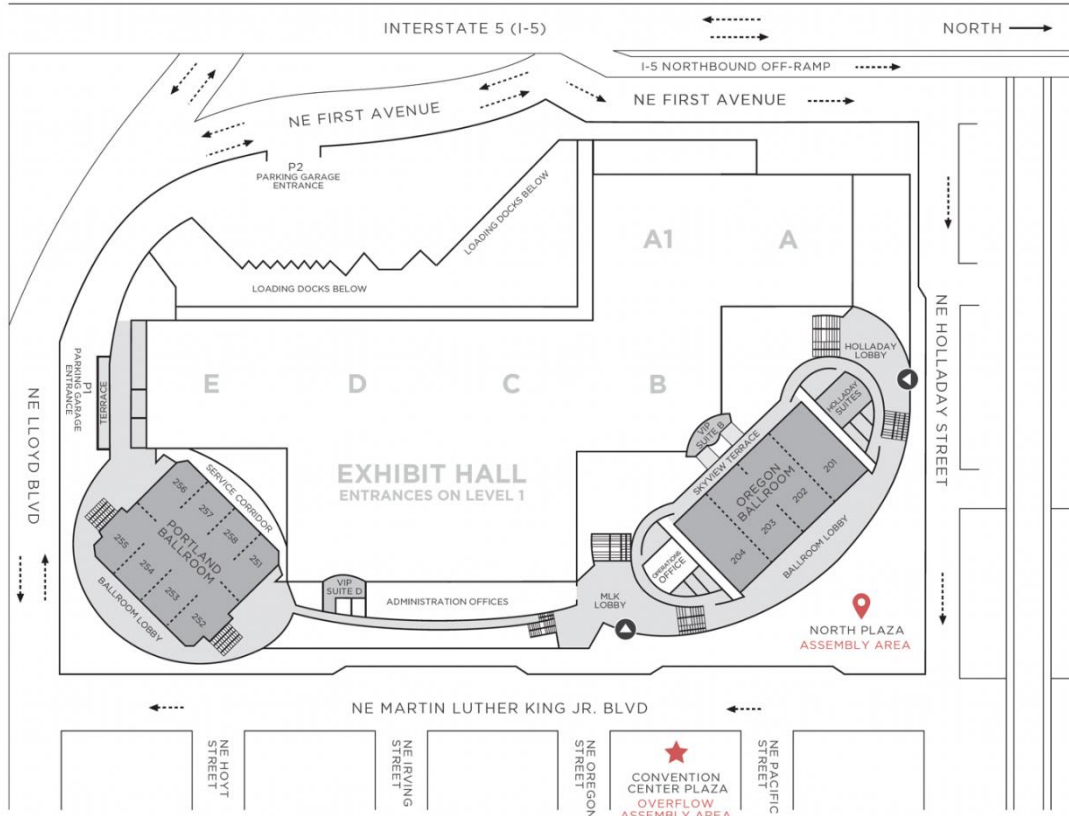
## AEDs: Level 1



## AEDs: Level 2



# Assembly Areas



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 the Oregon Convention Center.

Living  
Our

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