



EMERGENCY PROCEDURES CLIENT HANDOUT

Welcome:

The following overview is meant to help show managers, exhibitors, event attendees and the general public to understand the Colorado Convention Center ("CCC") emergency procedures. This is an overview and, for obvious security reasons, does not *detail* the various *specific* safety and security procedures and responses. That level of detail is used by the emergency response agency professionals and the CCC Emergency Responders that have been specifically trained in the execution of those procedures.

Security:

- There are varied security measures taken by the professional Security Department at the CCC. Many of these security measures are not visible or public knowledge. However, those measures can be discussed in general as follows:
- Security officers that routinely patrol the facility and surrounding property on a 24-7 basis.
- An in-house **Security Base Station** (Security Command Center) that is staffed 24-7.
- 24-hour Security phone number **303.228.8030**.
- 24-hour Security entrance located at Welton Street and 12th Street.
- A state-of-the-art security system that includes, but is not limited to; a sophisticated CCTV system that includes over 225 cameras.
- Advanced protocols with the Denver Police/Fire/Medical Dispatch (911).
- Current updates from Local, State and Federal authorities.
- The CCC is also a training site for the Denver Police Department's METRO S.W.A.T. Unit.

Medical:

- In many cases, it may be recommended or required that your event contract with the CCC for emergency medical service Paramedic(s). Your Event Manager will be able to help you with the details of providing this service to you.
- The CCC is less than one mile from a Level 1 Trauma Center.
- Event staff, exhibitors, attendees and members of the general public **SHOULD NOT CALL 911** in the case of a medical emergency. It is **ALWAYS** best to report emergencies to your Event Manager or the CCC's Security Department. CCC Security can be contacted by dialing 200 from any beige House Phone (there is a placard above each of these phones with this number on it) or **303.228.8030**. This request is due to the CCC covering a very large area and the CCC Security Department has pre-set protocols with the Denver Emergency Communications Center...911) for the "best entrance" for the responders for various scenarios of medical emergencies.
- If someone has called 911, please contact your CCC Event Manager immediately so we can assist in directing emergency response to the correct area.

Severe Weather:

- The CCC Security Department continuously monitors the National Weather Service. In the event that there is any type of weather emergency near the CCC, an announcement will be made throughout the entire building via the public address system with simple instructions for all patrons to evacuate to a safe area within the facility.
- When the severe weather threat has passed, the CCC Security Department will issue an "all-clear" announcement on the same public address system notifying all patrons that the threat has passed.

Fire/Evacuation

- There are state-of-the-art fire detection and suppression systems in the CCC. The CCC Security Department also has its own Security Base Station that is staffed on a 24-7 basis. This, in conjunction with the many Security Officers throughout the building and the trained CCC Emergency Response Team (ERT), provide early notification of, and immediate response to, any fire threat.
- The CCC has the fortunate circumstance of having a Denver Fire Department station 100 feet directly behind the facility.
- The CCC also has pre-determined fire response protocols in place with the Denver Fire Department and the 911 dispatch to ensure timely and proper response by the fire department.
- Upon verification of a genuine fire event, area or building evacuation will take place utilizing:
 - Standard fire strobe light and tone alarms throughout the building.
 - Pre-Recorded and Live voice notifications.
 - CCC Security Staff and Building Staff assisting patrons to the nearest evacuation exit,
 - When the fire event has been resolved by the Fire Department, the CCC Security staff will notify all patrons of the "all-clear" via the public address system.

Suspected Active Shooter

If an active shooter is in the building, an alert will be broadcast over the public address system.

- **Evacuation:** Get out of the building/area even if others won't follow. Help others escape, if possible. Take an evacuation path that's away from the suspect. Warn others of the situation as you escape. Do not attempt to move wounded people. Do not rush towards officers, keep your hands visible at all times, and follow all of their commands. Update police with the suspect's description and location.
- **Lockdown:** Gather those around you and go to the nearest room with a locking door. Do not leave your current location if you feel the suspect will see or find you. Once you're inside, lock the door and barricade it with heavy objects. Try to prevent being seen. If you can, turn off the lights and close the drapes or blinds to cover any windows. Sit or lie on the floor next to the wall with the door and be as quiet as possible. Silence the ringer and vibration mode on your cell phone. Do not answer or open the door for anyone. If you are found and unable to get away, be aggressive and prepared to fight for your life by using any items you can as weapons. Throw objects, yell, and continue to defend yourself.

Suspicious packages / Bomb Threats

- In many cases, it may be recommended or required that your event contract with the CCC for emergency medical service Paramedic(s). Your Event Manager will be able to help you with the details of providing this service to you.
- The CCC is less than one mile from a Level 1 Trauma Center.
- A suspicious item is defined as any item (e.g., package, vehicle)
- Identified as potentially containing explosives, an IED, or other hazardous material that requires bomb Technician diagnostic skills and specialized equipment for further evaluate.
- Suspicious indicators are based upon the prevailing and/or communicated threat, placement and proximity of the item to people and valuable assets, and more tangible aspects to include, but not limited to; unexplainable wires or electronics, other Visible bomb-like components, unusual sounds, vapors, mists, or odors.
- If Suspicious Item is Found:
- DO NOT touch, tamper with, or move the item
- Immediately report item to Management (s) and local law enforcement/first Responders
- Management must:
- Ensure area is secured & cleared of personnel
- Notify Search Teams
- Ensure emergency responders are briefed
- Evacuation & Search teams should remain available to assist and inform evacuees, media, staff, and others.
- Once the Police arrive on scene they control the situation and Management and staff will assist as needed.

If Evacuation is initiated

- Select evacuation routes and assembly areas that are not in the vicinity of the suspicious item; ensure these routes have been searched and cleared
- Notify police/fire/EMS of evacuation and request assistance
- Account for all personnel
- Evacuation Team confirms the building is empty