



# MONTEREY CONFERENCE CENTER



Emergency Procedure Plan  
For External Use  
2019

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## OVERVIEW

The Monterey Conference Center (MCC) is a state-of-the-art meeting facility in the heart of Monterey. After completing a \$60 million renovation, our facility has expanded to more than 40,000 square feet of flexible meeting space (80,000 square feet including the adjoining hotels) and 30,000 square feet of exhibit space.

## DEFINITION OF AN EMERGENCY SITUATION

The Monterey Conference Center defines an emergency situation as any incident or situation that affects the safety or security of persons in or near its facility, disrupts the normal facility operation and/or causes damages/destruction to the facility.

## PURPOSE

Ensuring guest and employee safety is at the forefront of MCC for management and staff. This Emergency Procedure Plan has been developed with the MCC's core value of safety in mind and intended to be a blueprint for the effective management of possible emergencies at the MCC. While every effort has been made to account for all possible emergencies that may arise, some situations may not be covered in the following document. The information in this plan is comprehensive enough in its scope that it can be translated into any emergency situation not addressed specifically. This plan will be updated, adapted, and maintained regularly.

Clients must, at all times, conduct their activities with full regard for public safety and observe and abide by all applicable regulations. Clients will familiarize themselves, their contracted vendors, and their employees with the safety procedures and regulations. The MCC asks for client assistance by supporting the procedures outlined in this plan through cooperation and active listening in the event of any emergency.

## SECURITY MISSION STATEMENT

The Monterey Conference Center's ultimate goal is to provide a safe and friendly environment for everyone.

# EMERGENCY PROCEDURE PLAN

## STAFF TRAINING

All MCC staff members undergo comprehensive emergency/crisis operational training. Topics covered in this training include procedures for responding to a variety of emergency situations at the MCC, identification and assignment of personnel to various tasks and responsibilities for emergency response operations and coordination of emergency responses with the local safety agencies.

## EMERGENCY TYPES

In the event of any life-threatening emergency at the MCC, **dial 911**. Provide your location within the facility to the 911 dispatcher (i.e. Serra Ballroom, Stevenson Terrace, and Steinbeck Lobby). After calling 911, notify MCC staff.

## MEDICAL EMERGENCIES/INJURIES

In the event of any medical emergency at the MCC (e.g. heart attack, stroke, seizure) **dial 911**. Provide your location to the 911 dispatcher. Do not move an injured person unless their current position is life threatening. Alert MCC staff so they may guide emergency responders to the injured person. **Do not perform first aid unless you are trained in first aid or CPR procedures.**

## AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

The First Floor AED is located on the left side of the De Anza lobby doors. The Second Floor AED is located in the Steinbeck Lobby across from Colton 2. Emergency services should always be called before using an AED. Below are the AED steps for usage.

1. Turn on the AED and follow the visual and audio prompts.
2. Open the person's shirt and make sure his/her chest is dry. Bras also need to be removed prior to using an AED. If the person is using any medication patches, they should be removed from the person's chest.
3. Attach the AED pads. One pad should be on the right side of the chest just below the collarbone and the other should be on the lower side of the chest.
4. Plug in the connector.
5. Make sure no one is touching the person, tell everyone to "stand clear."
6. Push the analyze button and allow the AED to analyze the person's heart rhythm.

7. If the AED recommends that you deliver a shock to the person, make sure that no one is touching the person by telling everyone to “stand clear.” Once clear, press the shock button.
8. Begin CPR after delivering the shock. If you have been trained in CPR, perform two minutes of CPR and continue to follow the AED’s prompts. If you notice signs of life, discontinue CPR and monitor breathing for any changes.

## **FIRE**

The Monterey Conference Center has many fire prevention features including an extensive fire sprinkler network, wall-mounted fire alarm pull stations located throughout the facility, a powerful horn and light alarm system and multiple fire extinguisher unites. All are monitored and serviced for quality assurance on a regular basis.

### Reporting Fires

If there is obvious evidence of a fire at the MCC, follow these steps in the order listed:

1. Leave the area of the fire immediately.
2. Call 911 and report the fire. Be prepared to give as much detail as possible about the fire (e.g. flames, smoke) as well as the location of the fire.
3. Report the fire to MCC staff after calling 911.

### Fire Extinguishers

Fire extinguishers are located throughout the MCC facility and are quality checked by a third party on a regular basis. If the client or employee discovering/reporting the fire feels that he/she may be able to extinguish the fire without endangering him/herself or others, then he/she should try to do so. Otherwise, the client or employee should clear the immediate area of building of staff, client staff, and guests, while remaining available to point out the fire’s location to responding MCC staff and Fire Department personnel.

## **PARTIAL OR CATASTROPHIC LOSS OF ELECTRICAL SERVICE**

In the event of a power outage, the MCC is supplied by emergency generators on the roof. These generators will activate within the first few minutes of any power disturbance. All lighting in the MCC has battery operated backup to provide lighting. These emergency lights are designed to provide minimum illumination of building areas.

Please note that in the event of power failure, all doors with magnetic hold openers will

close. They should be propped open with door stops to allow light inside. In any power outage event, guest and employees are advised to stay in place until power returns or MCC/public safety personnel arrive to assist.

## **GAS LEAKS**

If there is suspicion of a gas leak, notify the MCC staff. Our Building Maintenance staff will assess the situation and determine whether or not to evacuate the building. If there is a confirmed gas leak, the facility will be evacuated.

## **EARTHQUAKES**

In the event of an earthquake, clients, employees, and guests should stay calm, keep away from glass, and take cover under a table, chair, or doorway. If outside one should remain in the open and refrain from running through or near buildings. Those in elevators should exit the elevator after the earthquake stops. The shaking from an earthquake can last for a minute or two and there may be a number of aftershocks following an earthquake. Injuries should be reported to MCC staff when it is safe to do so.

## **TSUNAMIS**

The MCC is located outside the tsunami inundation zone; however, precautions should still be made during a tsunami warning. Once a tsunami warning has been issued, clients, guests, and staff should move to the second floor areas of the MCC. After a tsunami, wait for evacuation orders from local authorities before leaving the facility. If evacuated, follow the evacuation routes provided by authorities. Do not go near the beach/wharf once a warning has been issued.

## **BOMB THREAT**

Bomb threats should always be taken seriously. The following steps should be taken in the event of a bomb threat:

1. Remain calm.
2. Do not upset or hang up on the caller/person.
3. Be careful not to say or do things that will scare the caller/person away.
4. Record the time the call is received and the exact extension /number was called or the description of the person.
5. Keep the person talking by asking specific questions about the bomb. The MCC has a bomb threat checklist available which clients can request for show office use.

6. Try to identify the caller/person.
7. Upon termination of the conversation, immediately notify your Event Coordinator, who will notify police.
8. Do not tell anyone else about the threat.

During a bomb threat situation, please refrain from using two-way radios.

### **SUSPICIOUS LETTERS, PACKAGES, OR OBJECTS**

The following procedure should be followed in any instance of a letter, package, or object that appears suspicious:

1. Do not move or touch the object.
2. Report the suspicious object to MCC staff. Two-way radios increase the chance of detonation and are not a secure communication line so should not be used. Share with MCC staff what about the package, letter, or object is suspicious (i.e. no return address, unknown odor, or leaking emanating from within, looks bulky or oddly-shaped).
3. Keep the immediate area clear of guests and employees until the responding specialized personnel arrive and take control of the area.
4. Listen to instructions from responding personnel, including any evacuation orders.

### **ACTIVE SHOOTER**

In the event of an active shooter, getting away from the shooter(s) is the top priority. Leave your belongings and get away. If possible, help others to escape. Warn others about the situation and where the shooter may be. Once you are safe, call 911 and describe shooter, location, and weapon.

If it is not possible to escape, hide away from the shooters view. Silence all electronics, and do not hide in groups. Try to communicate with police silently. Stay in place until authorities give you the all clear. As an absolute last resort, work with others to ambush the shooter with makeshift weapons (such as chairs, fire extinguishers, scissors, books, etc.).

After a shooting, keep your hands visible and empty. Listen to law enforcements instructions and evacuate the facility in the direction instructed.

## EVACUATION AND ASSEMBLY PLAN

The Emergency Evacuation and Assembly Plan procedures for the Monterey Conference Center are intended to provide safe evacuation guidelines to protect life and property.

### **AUTHORITY**

The MCC General Manager or their designated alternative is the only person who can authorize the evacuation of the MCC facility due to an emergency situation prior to the arrival of responding authorities.

### **EVACUATION PLAN**

In the event an emergency is announced, safely proceed to your nearest exit or follow the direction of MCC staff or local authorities.

### **ASSEMBLY PLAN**

In the event of an evacuation, clients and guests should be directed towards Del Monte Terrace. MCC staff will be on-hand to assist with directing guests to this safe location.

1. Evacuate the building immediately upon notification of an emergency.
2. Walk directly outside and away from the building towards Del Monte Terrace.
3. If applicable, follow the directions from Monterey Police/CHP/Monterey County Police.
4. Wait quietly for further instructions.
5. Do not leave the relocation area unless instructed to do so.



# FLOOR PLANS



