



Emergency Procedures for Clients as of November 2007

We are happy to welcome you to our facility, and we want you to know that your event is very important to us. We plan to do everything possible to ensure that your event is successful and safe.

The emergency procedures detailed in this document are intended to inform you of the steps you can take to ensure safety for yourself and others--should an emergency occur here at the Center. Outlined below, are a number of basic emergency procedures you should be aware of and follow.

These safety procedures address potential emergency situations that could occur here at the Center, and include brief, yet specific safety instructions that you should follow to effectively address those emergencies. The topics include:

- Medical Emergency Procedures
- Fire/Smoke Emergency Procedures
- Bomb Threat Procedures
- Suspicious Package Emergency Procedures
- Evacuation Procedures
- Instructions for "Sheltering in Place" During an Emergency

We would also like to make you aware of the key role that MCCA personnel play in our Emergency Response Process. MCCA personnel are responsible for assisting our Emergency Response Leaders in emergencies at the Center. Their role includes the following:

- Carrying out the Center's response to emergency procedures
- Notifying local emergency response providers (police, fire medical personnel)
- Communicating emergency procedures to guests
- Leading building evacuations

During an emergency, requiring the evacuation of the facility these individuals will wear an orange Evacuation Captain vest to make it easy for you to identify them. It is important that you follow the instructions they give during such an event and be prepared to respond quickly.

Please review the information below and feel free to contact our Public Safety Department with any questions at 617-954-2222.

Medical Emergencies

If you see an ill or injured person, one of the most important things you would do to assist the person is request medical help. Medical personnel may be stationed at the First Aid Station located in your event area and will assist you immediately. You can use any MCCA black house phone telephones located in the Center to dial the Public Safety Command Center at extension 2222.

Should a medical emergency occur, you should follow the guidelines below:

- Remain calm.
- Keep the injured person lying down and covered to keep them warm.
- Do not move him/her.

If possible, ask someone to stay with the person while you proceed to the next steps:

Do not call 9-1-1 from your cellular phone. Calling 9-1-1 delays the response to the emergency by our first responders.

- Locate the nearest MCCA telephone and dial our Public Safety Command Center at extension 2222, or dial 617-954-2222 from any cellular phone.
- If you are calling from a cellular phone, the number is 617-954-2222.
- Notify the Command Center of the location of the person requiring medical attention, along with a description of the person and their injury. The Command Center will contact your contracted medical service provider.
- Return to the individual.
- Reassure the individual and try to keep him/her as comfortable as possible.
- ***Do not attempt to perform first aid unless you are trained and certified to do so.***
- Stay with the individual until emergency personnel arrive.

Fire/Smoke Emergency

If you see fire or smell smoke, follow these guidelines to report the situation and exit the building:

Do not call 9-1-1 from your cellular phone. Calling 9-1-1 delays the response to the emergency by our first responders.

- Remain calm. Our facility has a sophisticated and efficient fire alarm and suppression system and many exit doors.
- Locate the nearest MCCA telephone and dial our Public Safety Command Center at extension 2222, or dial 617-954-2222 from any cellular phone.
- Give the Public Safety Officer the exact location of the fire or smell of smoke if known (room number, aisle number, area description, etc).
- When reporting a fire or smell of smoke and no telephone is available, notify the nearest Public Safety Officer or MCCA facility personnel.
- Proceed calmly to the nearest Emergency Exit, (exit signs are located above the door or stairwell) and exit the building immediately.
- If there is an actual fire, 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 visitors to the emergency.
- Do not attempt to use elevators or escalators.
- **Try to assist disabled or elderly persons who may need assistance exiting the building.**
- Do not re-enter the building until instructed to do so by MCCA Public Safety or fire department personnel.

Bomb Threat

The MCCA treats every bomb threat as a serious matter. Most bomb threats are received by telephone. If you receive a bomb threat, keep the caller talking and get as many details as possible. This can provide important information that can help diffuse the situation, or sometimes, gives clues to the location of a bomb.

In the event of a bomb threat, follow these instructions:

Do not call 9-1-1 from your cellular phone. Calling 9-1-1 delays the response to the emergency by our first responders.

- Remain calm.
- Do not hang up on the caller; attempt to keep the caller talking as long as possible and ascertain as much information as you can.
- Listen for voice-identifying characteristics and background sounds.
- Try to remember the exact words used by the caller.
- Try to write the conversation down.
- Locate the nearest MCCA telephone and dial our Public Safety Command Center at extension 2222, or dial 617-954-2222 from any cellular phone.
- Provide the Public Safety Officer with all of the details of the call including any specific information received from the caller.
- MCCA's Public Safety Department will notify the Boston Fire Department and the Boston Police Department of the situation.
- Follow the instructions of the MCCA's Public Safety Personnel.
- Any decisions concerning a building evacuation will be made by the MCCA's Emergency Response Team and the appropriate authorities.

Suspicious Packages

Should you encounter a suspicious package, follow these Public Safety guidelines to report the package and keep yourself and others safe.

- ***Do not touch or move the package.***

Do not make any calls from your cellular phone while in the vicinity of the package.

- Do not call 9-1-1 from a MCCA telephone. Calling 9-1-1 delays the response to the emergency by our first responders
- Locate the nearest MCCA telephone and dial our Public Safety Command Center at extension 2222.
- Note the location and general description of the package.
- Inform the Public Safety Officer with of all of the details concerning the package (location, size, color, shape, etc.).
- Follow the instructions of the Public Safety Officer.
- The Public Safety Officer will send the appropriate emergency response personnel to investigate.

Building Evacuations

In the event of a serious emergency, MCCA's Emergency Response Team may find it necessary to evacuate the building. Should that become necessary, you will receive instructions about what to do and where to go by our Emergency Response Leaders and/or our Public Address System. In such an instance, you should follow these instructions:

- Remain calm.
- Listen for instructions via the public address system.
- Leave the facility through the nearest exit as instructed. Do not take time to retrieve personal property.
- Do not attempt to use elevators and/or escalators.
- If possible, assist elderly and disabled persons.
- Do not loiter or wait for others.
- Do not try to re-enter the building.
- Listen for the "All Clear" signal before attempting to return to the building.

"Sheltering in Place" During an Emergency

In some emergencies it will be safer for those in the building to remain inside. Should MCCA's Emergency Response Leaders determine the need for you to stay in doors and "Shelter in Place" (or doing what you can to shelter yourself from outside contaminants or danger), you should follow these guidelines to stay informed and protect yourself:

- Remain calm.
- Follow the instructions of MCCA's personnel.
- Listen for emergency instructions via MCCA's public address system.
- Go into an interior room with few windows, if possible.
- Lock doors, close windows and air vents if possible.
- Turn off fans and air conditioning units in the room if possible.
- Be prepared to improvise and use what you have on hand to seal gaps in doors and windows so that you create a barrier between yourself and any contamination.
- Assist any elderly or disabled persons.
- Do not try to leave the building.
- Stay in your assigned area.
- Listen for the "All Clear" sign given by MCCA Emergency Response Leaders or other emergency officials before attempting to leave the building.

Handicapped Persons in an Emergency

The Americans with Disabilities Act (ADA), requires both MCCA personnel and our clients who lease space for events, to provide accessible accommodations to disable persons. In meeting those requirements, the MCCA has taken measures to ensure that disabled people can readily identify emergency situations in the building.

Our facility has a visual alarm system. When an audible fire alarm or emergency notification is made in the building, flashing lights in public areas and common use areas, (including bathrooms, locker rooms and along public corridors) are activated. In addition, signs that identify exit doors and room numbers are posted in Braille, raised letters and numbers so that they can be read visually and identified by touch.

Before each event, MCCA's Event Manager requests that Show Managers identify the names and locations of all persons with disabilities attending that event. The Event Manager will then provide MCCA's Public Safety Services Department with that information.

If an event was in progress and an emergency situation occurred, MCCA's Emergency Response Leaders and Event Management will advise Show Managers of the situation. The following Public Safety procedures would be initiated:

- If the decision to evacuate the building is made by the Incident Commander, the handicap person(s) will be contacted by a Zone Leader, MCCA Public Safety Officer, a or MCCA Staff and will be assisted out of the building to a safe area.
- If the decision is to remain in the building, an Evacuation Captain, MCCA Public Safety Officer, MCCA Staff will assist the disabled person(s) to a safe area.