Emergency Preparedness Planning For Meetings & Events

Location Specific Contacts
- Local emergency numbers
- Venue emergency number (if applicable)
- Event owner contact information
- Organization Security on-site contact (if on-site)
- Lead Planner and on-site staff
- Hotel/Venue Security

Location Specific Information
- Event command center and venue command center
- Indoor relocation area and outdoor evacuation area
- Nearest 24 hour pharmacy and hospital
- Alternate airports
- Weather (www.weather.com or www.noaa.gov)
- Travel health info (wwwnc.cdc.gov/travel)
- Recent emergency/disaster activity (www.fema.gov)
- CVB for information on other groups/events
- Doctor on call? AED’s? Public address system?
- CPR Certified staff? 24 hour security?
- Physical security & information security checklists
- Venue fire plan

Your Organization Specific Guidelines
- What to report? When to report? Who to call?
- Incident Report Form and who to submit to
- Who accompanies an attendee to the hospital/clinic and how long do they stay?
- Home office support services/roles/responsibilities
- Financial expenditures/responsibilities
- Post event support
- On-site lead, staff and security responsibilities
- Attendee management
- Control room location, equipment, staffing
- Communication – attendee, staff, home office, media, emergency contacts
- Cancellation – last minute and while on-site
- Early mass departures/evacuation

Supporting Documents – Event Specific
- Venue Floor Plan
- Vicinity Map
- Attendee list with mobile number, emergency contacts and special needs
- Arrival/Departure Manifest
- Fly/Drive Report
- Rooming list with room numbers
- Off-site activity reports

Responding to Emergencies
Detailed response to each type of emergency
- Air Travel Disruption
- Bomb Threat/Terrorism
- Civil Unrest
- Earthquake
- Evacuation/Relocation
- Fire
- Flood
- Hurricane
- Information Breach
- Intruder
- Limited/Loss of Communication
- Medical/Death
- Missing Attendee
- Pandemic
- Power Outage
- Social Disturbance
- Structure Collapse
- Tornado
- Toxic Chemical Spill

Plan Communication
Full Emergency Plan with supporting documents (as needed)
- Meeting Event Owner
- Home Office Emergency Team and/or Security Team
- On-site staff and on-site security team

Attendee Communication - General

Pre-event
- “While Away” contact information
- 24 hour emergency hotline number
- Air travel emergency contact direct dial

On-site
- Indoor relocation/outdoor evacuation areas
- Note the nearest exit while in meeting rooms
- Know evacuation route from guest room
- Nearest hospital and pharmacy
- Where to report an emergency

Resources
Contact information for all resources that may be needed during or after an emergency situation
- Transportation – airlines, airports, car rental, bus companies, train, taxi
- Flight status website to track delays/airport closings
- CDC, FEMA, DHS, WHO, TSA, US Department of State, Red Cross, Passport/Visa contacts, HR and Legal department contacts, weather
General Risk Management Resources

Risk Management Resource Websites
- AirFleet (airline accident/fatality statistics) - http://www.airfleets.net/crash/stat_airline.htm
- International Association for Medical Assistance to Travelers (IAMAT) - http://www.iamat.org
- iJET Travel Risk Management - http://www.ijet.com
- Nonprofit Risk Management Center - http://www.nonprofitrisk.org
- Travel Medicine - http://www.travmed.com
- World Health Organization - http://www.who.int

Associations
- Association of Contingency Planners (ACP) - http://www.acpinternational.com
- American Society of Industrial Security (ASIS) - http://www.asisonline.org
- Business Continuity Planners Association (BCPA) - http://www.bcpa.org
- Disaster Recovery Institute - http://www.dri.org

Laws & Regulatory (U.S.)
- ADA Home Page (U.S. Department of Justice) - www.ada.gov
- Broadcast Music, Inc. (BMI) - www.bmi.com
- FindLaw - http://www.findlaw.com
- U.S. Copyright Office - http://www.copyright.gov

Contributions by Tyra Hilliard (Tyra.Hilliard@gmail.com) and Amy Zellmer.

Publications
- Contingency Planning Magazine - http://www.contingencyplanning.com

Communications

U.S. Government
- Centers for Disease Control and Prevention - http://www.cdc.gov
- National Weather Service (NOAA) - http://www.nws.noaa.gov/
- Occupational Safety & Health Administration (OSHA) - http://www.osha.gov
- Transportation Security Administration - http://www.tsa.gov
- U.S. Department of State Travel Registration with Embassy or Consulate (for U.S. citizens) – http://travelregistration.state.gov/ibrs/

Crisis Plans & Information
- International Association of Exhibitions and Events (IAEE) (Resources – Center for Exhibition Safety & Security) – www.iaee.com
- Convention Industry Council (CIC) (Industry information – Resource Center – Travel Safety) - www.conventionindustry.org