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Key Contacts

Baltimore Convention Center (BCC) Contacts

Department	Primary Contact		Secondary Contact	
	Name, Title	Contact Information	Name/Department	Contact Information
Security/ Safety Command Center (Public Safety Dept.)	Keith Runk Director of Public Safety	O: 410-649-7055 (House phone: 7055) O: 410-649-7109 M: 410-370-0318 Email: krunk@bccenter.org	David J. Galyon Assistant Director of Public Safety	O: 410-649-7055 (House phone: 7055) O: 410.649.7081 M: 434.478.6951 Email: dgalyon@bccenter.org

Department	Primary Contact		Secondary Contact	
	Name, Title	Contact Information	Name/Department	Contact Information
Event Management & Operations	Jennifer Guevarra, Title Assistant Director of Convention Services	O: 410.649.7150 M: 443.938.0855 Email: jguevarra@bccenter.org	1ST EVENT MANAGEMENT BACKUP (FRI. 5/1 & SAT. 5/2): Vanessa Schauer, CEM Convention Services Manager	O: 410.649.7122 M: 443.938.1345 Email: vschauer@bccenter.org
			2ND EVENT MANAGEMENT BACKUP SUN. 5/3-THU. 5/4): Rashaan Rhoden, Convention Services Manager	O: 410.649.7101 M: 443.928.3818 Email: rrhoden@bccenter.org
Facilities Department	Ethan Lang, FMP Director of Facilities & Engineering	O: 410.649.7049 M: 443.401.8049 Email: elang@bccenter.org	Mohammed Mohammed Assistant Director of Facilities/Engineering	O: 410.649.7049 M: 443.401.8049 Email: mmohammed@bccenter.org

Hotel Contacts

Multiple hotels:

Hotel Name	Front Desk	Security Dept.	Address
Hyatt Regency Baltimore	410-528-1234	<i>Andre Street, Director of Security</i> M: 410-458-8566 O: +1.410.605.2833 Email: andre.street@hyatt.com <i>Back up:</i> <i>Larry S. Taylor, Security Supervisor</i> O: 410.528-1234 Ext. 4000 E larry.taylor@hyatt.com	300 Light St, Baltimore, MD 21202
Royal Sonesta Harbor Court Baltimore	410-234-0550	<i>Larry Causion, Jr. Director of Security</i> Direct: 667-406-1948 Email: - L.Causion@sonesta.com <i>Back up:</i> Jason Abbey, Director of Operations Direct: 667-406-1934 Email: Jason.Abbey@sonesta.com	550 Light Street, Baltimore, MD 21202

Renaissance Baltimore Harborplace Hotel	410-547-1200	<i>Cherponica Coleman, Director of Loss Prevention</i> M: N/A O: N/A Email: cherponica.coleman@renaissancehotels.com Backup: Markquise Hair, Convention Service Manager M: 443.432.4033 O: 410.986.4867 E: markquise.hair@renhotels.com	202 E Pratt Street Baltimore, MD 21202
Baltimore Marriott Inner Harbor at Camden Yards	(410) 962-0202	<i>Rhonda Damon, Director of Security</i> M/O: 443 622-7876 Email: rhonda.damon@dmacsecurity.net Back up: Officer Young, Assistant Director M/O: 443 622-7876 Note: They use external security company. Copy Lauren Leach, Senior Conferences Services Manager & Allison Vozzola if emailing security: lleach@baltimoremarriottinnerharbor.com avozzola@baltimoremarriottinnerharbor.com	110 South Eutaw Street Baltimore, MD 21201
Lord Baltimore	(410) 539-8400	Kevin Hampton, Director of Security M: 410.812.8575 O: 443.451.1452 Email: KHampton@lordbaltimorehotel.com Back up: Eric Wallace, Asst Dir of Security M: 443.386.0310 O: 410.539.8400 Email: Security@lordbaltimorehotel.com	20 W Baltimore St Baltimore, MD 21201
Sonesta Hotel Baltimore	(667) 899-5880	David Brandon, Assistant General Manager M: 410-999-4590 O: 667-899-5880 Email: dbrandon@sonestabaltimore.com	1 E Redwood St, Baltimore, MD 21202

Emergency Reporting Procedures

External Reporting

- For life threatening situations, call 911.
- Notify BCC Public Safety 410-649-7055 see [Baltimore Convention Center Contacts](#) above.

APHL Internal Reporting

- **APHL staff/fellows/interns:** Report emergencies to the APHL information desk or APHL Crisis Management Team (see above).
- **Info Desk or CMT:** Notify BCC Public Safety 410-649-7055 see [Baltimore Convention Center Contacts](#) above.

Emergency Notifications

The following methods will be used to communicate emergency messages / urgent actions:

- **Baltimore Convention Center and Hotels:** PA systems will be used to communicate when possible/available.
- **APHL:** Use official channels to contact attendees directly (official event email, event app, etc.).

Incident Response Procedures

For a full list of incidents and more extensive best practices/protocols, see the “Incident Response” section of the full Emergency Plan.

Evacuation/Shelter-in-place

Assembly Points

Outdoors (Evacuation)

Designated outdoor assembly areas in the event of an evacuation (see the **Baltimore Convention Center Evacuation Location below** for reference):

Assembly Point 1: Pratt St 200/300 levels/Ballroom's/ West Bldg. & Halls, Located at Pratt and Howard St.

Assembly Point 2: East Bldg. and Halls/ West Bldg./ 300 level, located at Pratt St. and Sharp St.

Assembly Point 3: Lower Charles / East Bldg., & Halls. Located across the Street Kona Grill area or on the other side of Pratt St. (Pratt and Charles St.)

Assembly Point 4: Lower 100 Level, East Halls and Public Safety. Located on Charles St. at BCC Public Safety Gate Entry. Use the median area or the sidewalk area near the Hyatt.

Assembly Point 5: Sharp St and Otterbein Lobby's/East and West Bldg.'s & Halls. Located at the Church Lot and the Sheraton Fenced in Parking Area

Indoors (Shelter-in-place)

Designated indoor assembly areas in the event of severe weather/tornado, or other outside disturbance:

- **Assembly Point 1:** No specific designated shelter in the BCC (see below). BCC Public Safety will provide instructions via the PA system.

Shelter in the interior of the BCC away from:

- Windows/other glass
- Doors
- Exterior walls
- High or wide-span roofs
- Non-structural hazards, such as heavy equipment on shelving.

Reporting Procedures

- **Fellows/interns** Report to an evacuation assembly point or a safe location outside the facility and check in with an APHL Fellowship and Internship Team member when it is safe to do so. Email is ideal.
- **APHL staff:** Notify CMT if any APHL staff member have not been accounted for or are missing. Note: C&E has a master list of all attendees with contact information (name, mobile number, email and emergency contact).
- **CMT:** A CMT member will notify **BCC Public Safety 410-649-7055** of the unaccounted APHL staff member(s)/fellows/interns so they can commence an official search of the facility.

Baltimore Convention Center Evacuation Visual

Medical Emergencies

Response Protocol

If an event attendee feels ill or needs urgent medical care offsite:

- For life threatening situations, call 911. If 911 called first, notify BCC Public Safety 410-649-7055 (see pink box below).
- Remain calm.
- Identify yourself to the individual.
- If alert, ask the individual for their name and try to obtain as much information as possible.
- Keep the injured person lying down and covered to keep them warm (if possible).
- Do not move them.
- Avoid contact with blood and body fluids.
- Call BCC Public Safety and report the location and symptoms of the victim. Chief of Security will respond immediately and render first aid if warranted.
- Try to stay at the scene. If you need to leave the area, ask someone to stay with the person while you get help.
- 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.
- Report this incident to a member of APHL's crisis management team—they will coordinate with venue management and local authorities.

Call 911. If 911 is called prior to informing anyone from the facility, please notify **Public Safety 410-649-7055 (House phone 7055)**, so Public Safety can greet the EMTs and get them to the right location of the emergency.

Medical Resources

Basic First Aid kit available at the Information Desk.

Automated External Defibrillator (AED) units are available:

- **Level 100 – Charles Street Lobby, Hall D, Hall G, Pratt Street Loewer Lobby**
 - **Level 200 – Otterbein Lobby**
 - **Level 300 – Charles Street Terrace (near 304), Market Fresh Café (near 311), Outside 316, 336, 342, 348**
 - **Level 400 – Outside Ballroom 1, Ballroom 3,**
- **NOTE:** On-site paramedics: **Yes, at Charles Street Lobby near APHL registration desk.**

BCC Public Safety staff are trained in CPR, First Aid, AED & Crowd Management & Customer Service.

Other medical response options available:

- On-site paramedics: **Paramedic on site**
- Some APHL staff are certified in CPR and AED use
- See hospital, pharmacy, urgent care options nearby. Hardcopy of medical resources available at the APHL registration desk.

Civil Disturbances

Alert Authorities

If you encounter a civil disturbance/protest or unrest at or near the event facility or hotel.

- Notify APHL Registration Desk, C&E, CMT or Hotel Info Desk immediately.
 - **CMT:** Immediately notify **BCC Public Safety 410-649-7055 (House phone 7055)**.

Safety Measures

- Remain calm.
- Do not confront or antagonize demonstrators.
- Avoid the area of the demonstration, if possible.
- While inside:
 - Close blinds/curtains in areas where demonstrators are visible.
 - Avoid areas with doors and windows leading to the exterior of the facility where demonstrators are present.
 - Move to the furthest wall away from windows and doors.
- While outside:
 - Seek unobstructed facility entrances, even if you must walk around to the other side of the building.
 - Be prepared to present identification and/or your convention badge.
 - If you need help getting in the building, seek a location away from the demonstration site to call your Supervisor or member of CMT. APHL registration desk or CMT will escalate accordingly with BCC Public Safety.