

Super 2020 Emergency Procedures

How To Report A Crisis:

- **In-Person** to Dorsai Irregulars (DI), Gaylord Employees, Uniformed Police/Fire/EMS
- **By Radio** on channel 2 (security)
- **On Slack** in #securityquestions
- **Via Text/Call** to the Security Hotline: 1-833-337-8732 (1-833-FEST-SEC)

Crisis Is Announced:

- **In-Person** from Manager, Department Head, or DI where available
- **By Radio** on all channels
- **On Slack** @channel in #announcements and #magsuper
- **By Text** to numbers marked as Staff, if necessary

When in doubt, call 911

Gaylord Safety Services: 333 on any hotel phone or 301-965-4500. **Save to your favorite contacts.**

Dorsai: radio channels 1 & 2, or via text/call to the Security Hotline, 1-833-337-8732 (1-833-FEST-SEC). **Also on back of badge.**

Dorsai Irregulars (DI) can be recognized by their **Red Vests and Black Berets.**

When you are reporting a Crisis upwards, or when a Crisis is reported downwards from the DI to staff and attendees, the Crisis should be identified both by its location and by its level of severity, indicated by the color coded alert levels on the back of this sheet. An example report may sound like:

"I'm reporting a yellow alert in Chesapeake 7. There is a male in a blue shirt and black pants having an asthma or anxiety attack."

DI generally acknowledges reports within 0-3 minutes. The responder will communicate if any further action is required from you, and will dispatch the appropriate personnel to the Crisis.

If the Crisis is a Yellow or Orange Crisis, and it is not in your area, you may continue operations as normal unless instructed otherwise. Do NOT go to the location of a Crisis.

Please do not announce a Crisis or Crisis Response on social media until it has been made public by MAGFest official accounts.

IMPORTANT TIPS

- **Know your location** within the Gaylord (Chesapeake 7, Expo Hall D, etc.).
- Familiarize yourself with marked exits, fire extinguishers, first aid kits, and AEDs.
- Evacuation route maps are printed on some room signage, by the room cap.
- Not all exits are evacuation exits; know which ones to point out to attendees in the event of an evacuation.
- Help yourself before helping others. Do not risk your own safety.
- Proactive reporting can prevent a Crisis from occurring. If you see something, say something.

Chain of Communication

Dorsai Irregulars (DI)

Department Heads +
Trained Crowd Managers

Other Managers

Floor Staff

Attendees

Reporting

Directing

Failure to report, giving conflicting instructions, or delaying in disseminating instructions can have serious consequences during a Crisis. Please defer to the DI in all cases.

Yellow Alert

An incident that is confined to a small area. EMS and/or Police may be needed.

Examples:

- Minor medical emergency (broken bone, allergic reaction, altered mental state, etc.)
- Minor illegal activity (unauthorized sales, marijuana use/possession, etc.)
- Verbal altercation
- Suspicious bag left unattended

Action:

- Report incident to DI
- Quarantine and deny access to area
- Guide responders to incident

Orange Alert

A localized incident that may increase in size and scope. EMS and/or Police should be called.

Examples:

- Major medical emergency (unconscious person, etc.)
- Major illegal activity (theft, assault, hard drug use/possession, etc.)
- Physical altercation or riot

Action:

- Report incident to DI
- Quarantine and deny access to area, if it is safe for you to do so
- Guide responders to incident

Red Alert

A life-threatening event that causes significant, widespread disruption and requires the evacuation of MAGFest. EMS and/or Police should be called.

Examples:

- Fire alarm
- Shooting
- Bombing
- Terrorist activity

Action:

- Report incident to 911 and to DI

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Please do not announce a Crisis or Crisis Response on social media until it has been made public by MAGFest official accounts.

Take Action according to your level of comfort.

Taking Action may include:

- Providing light assistance such as directing Responders to the Crisis.
- Avoiding the area and/or closing it off.
- Sheltering in Place until the Crisis is resolved.
- Evacuating the area. All individuals working the event should feel comfortable directing people towards exits. Personal property should be left behind as it could be recovered later.
- In the case of an active shooter, and you are on scene at the Crisis, you may need to fight to address the situation. Breaking the train of thought of an assailant by throwing objects can distract them until additional help arrives.

SPECIAL NOTE ON FIRE ALARMS

Fire Evacuations at the Gaylord are not complete evacuations; they are zoned by floor or area. If you are not in an area where an alarm is going off, you may stay in your area unless instructed otherwise. Crash doors may close, separating the convention center side from the hotel side. If you hear a fire alarm, notify attendees in your area that they need to evacuate. Look for emergency EXIT signs in your area and calmly and clearly direct attendees in that direction. Lock down your area as appropriate. Gaylord staff assigned to assist with evacuations will also guide you.

Once evacuated, do not return to the area until an "all clear" is communicated via the DI or Gaylord staff. Once the "all clear" is given, staff will be the first people readmitted so they can prepare the area for regular attendees.

When in doubt, call 911

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