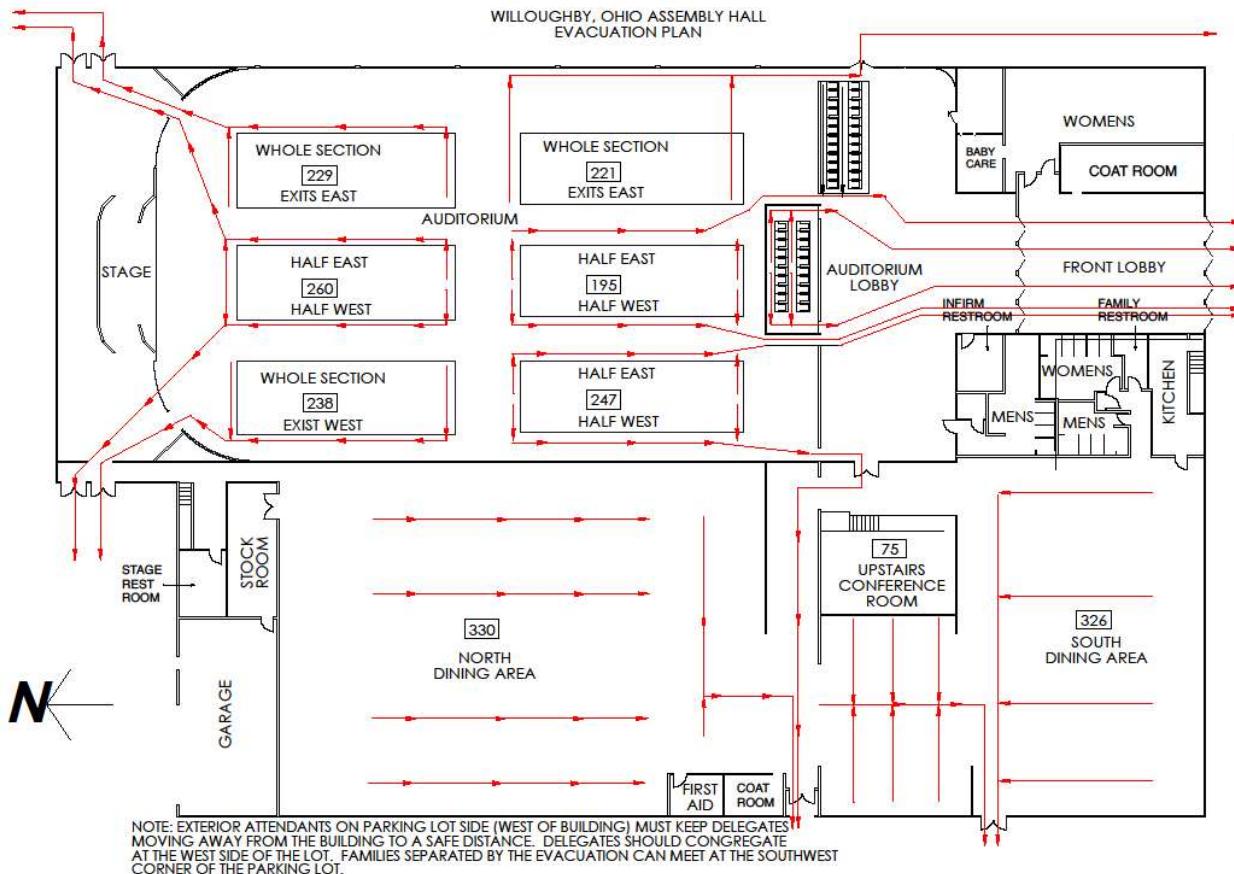


EMERGENCY PROCEDURES

2. The emergency and evacuation procedures should be reviewed with all of the attendants and department overseers prior to every event. If any emergency service is contacted, those on site responsible for the Assembly Hall should be notified immediately. Local emergency services will arrive and the location should be cleared for access by ambulance personnel. Parking Attendants will work to maintain a clear path for emergency vehicles in Parking Lot #1 at the Dining Room entrance. Attendants will immediately provide a clear path from the Dining Room entrance through to the First Aid Department or accident site Emergency Personnel ingress and egress.

3. If the building needs to be evacuated to protect the attendees, please follow the established emergency preparedness plan.



4. Emergency announcements found in the emergency preparedness plan can also be found Backstage on the Information Board. The attendants will wait for direction from the platform before beginning to evacuate their assigned section. An area identified in the emergency plan may be designated for "shelter in place," if applicable. The attendants should also be aware of the locations of the fire extinguishers and/or water hoses. Only properly trained personnel should use this equipment.

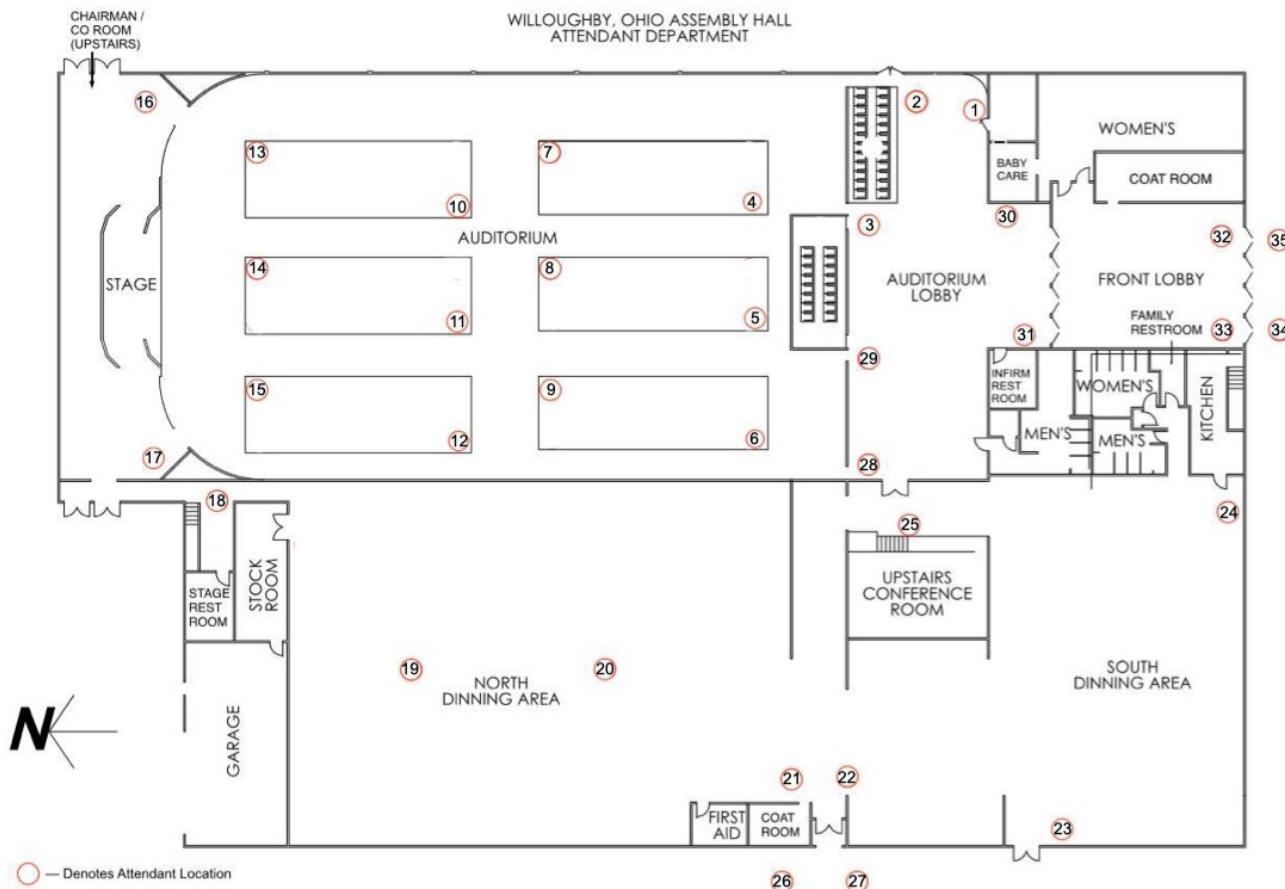
CHAPTER 3 DEPARTMENT DETAILS

ATTENDANT

3. Well in advance of the assembly, the attendant overseer and his assistant(s) should meet to discuss the instructions in *Assembly Organization Guidelines* (S-330) or *Convention Organization Guidelines* (CO-1), and *Assembly Attendant Instructions* (S-176) or *Convention Attendant Instructions* (CO-23), depending on the event. They must become very familiar with any local facility requirements, including any potential security and safety concerns. Training should be provided prior to the event for all serving as attendants.

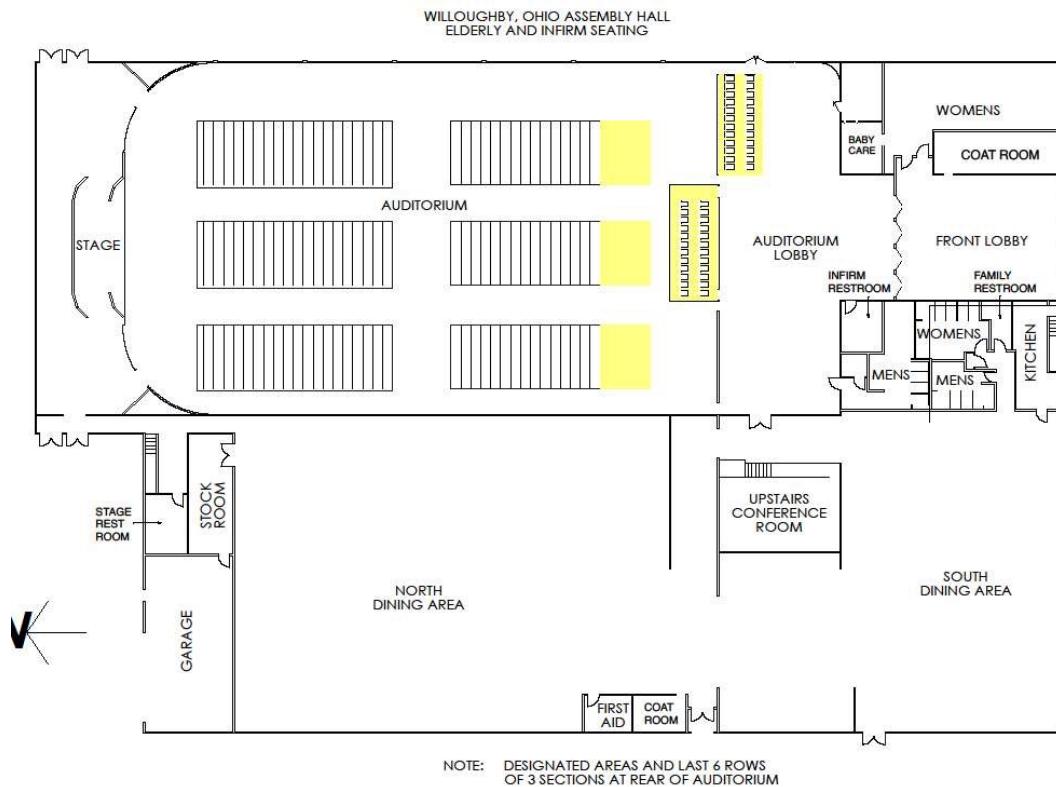
4. **Communications:** 2-way radios are available to be used by the Assembly/Convention organization especially for communication in the Parking Department. Please check make a record for check-out/check-in of the radios. These should be charged at the end each day that they are used. For communication within most Departments it is recommended to use cell phones.

5. **Personnel:** Having a sufficient number of trained and qualified attendants is vital for the proper care and protection of those invited to eat at “the table of Jehovah.” (1 Cor. 10:21) As indicated in the *Attendant Organization Chart for Assembly Halls* that was provided in conjunction with the “Attendant Training Program,” some roles of the assistant overseers and the key men have been combined. There will need to be at least 35 for this assignment. You may want to have more trained and available to rotate in shifts so as not to tire out the brothers. Every location indicated below must be manned.



6. Early Entry for Personnel: The schedule for early entry is 6:30 am through the last door on the right at the Front Lobby entrance (Vine Street).

7. Elderly and Infirm: Special care of elderly and infirm ones is a priority. At 8:00 am, the Elderly & Infirm (and 1 care-giver for each) may enter either through the Dining Room Entrance or through the right-side doors at the Front Lobby entrance (Vine Street). Reserved seating for the Elderly has been provided in the last 6 rows of each rear seating section in the Auditorium. Wheel-chair accessible seating has been reserved for the Infirmed in the designated areas at the rear of the Auditorium and the Auditorium Lobby.

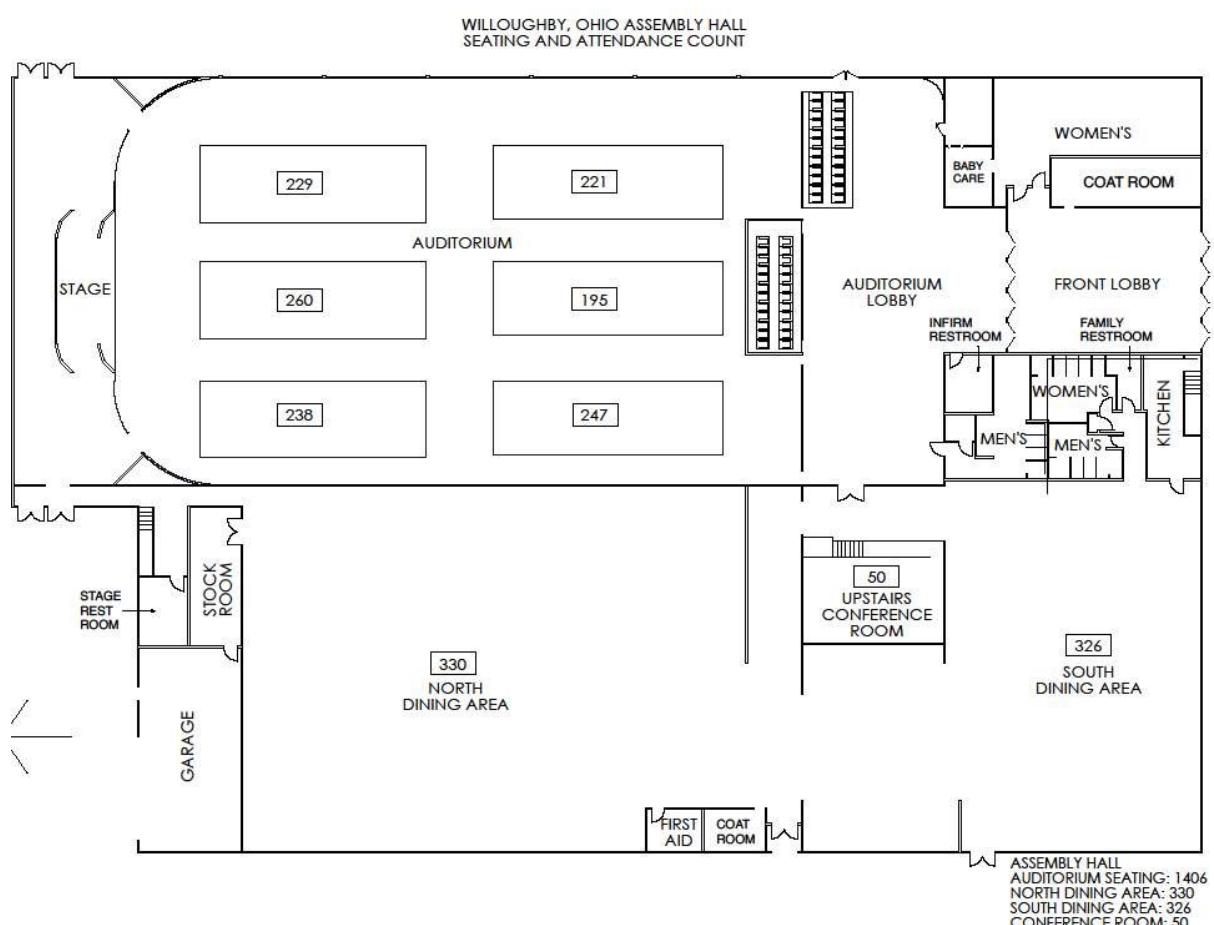


8. Drop-off Locations, Main Doors, Gates, and Exits: All passenger drop-offs should be made in Parking Lot #1 at the Dining Room entrance. There is no passenger drop-off permitted on Vine Street. Two additional Attendants should be stationed outside of the Dining Room entrance prior to the morning session and after the conclusion of the afternoon session to help those needing assistance in and out of their vehicles. According to Attendant Instructions, wives of assigned Attendants may assist their husbands in helping attendees from their cars into the facility.

9. Exterior Public Areas: At all times that the building is occupied, 2 Attendants should be stationed outside of the Front Lobby entrance (Vine Street) and 2 Attendants should be stationed outside of the Dining Room entrance. These Attendants for the exterior entrances should remain until the end of the day when the doors are locked by the Assembly Hall Overseer (or Assistant). Attendants need to be especially attentive during the lunch hour to maintain order in these areas. Children may be inclined to run or play and may be a hazard to themselves and others. Maintaining order will provide a fine witness to those observing. This includes keeping all exits and entrances secured and monitored at all times.

10. Stairs and Chair Lift: An Attendant should be stationed at the stairs leading to the Conference Room in the Dining Room Foyer. An Attendant should be stationed at the rear stairs leading to the Assembly Hall Overseer's Apartment, Offices and Guest Apartment. An Attendant should be posted at all times in the Auditorium Lobby at the door next to the drinking fountains.

11. Seating and Attendance Count: There are 1,406 seats available in the Auditorium including the seating for the Infirmed. Additional seating is available in the North Dining Room (330) and South Dining Room (326) as overflow. Extra attention by the Attendant Department should be given to help those seated in the Dining Rooms to remain quiet and not distract others, so that all can benefit fully from the program.



12. Emergencies and Evacuation: (See Chapter 2:2-4) If a child is separated from a parent/guardian during an evacuation, the Attendant Department will escort the child to the southwest corner of Parking Lot #1 and remain with the child until they are reunited with a parent/guardian.

13. Lost Child: Good communication and quick action is needed if the Attendant Department is informed of a lost child. The Attendant Department should have an Attendant (perhaps with the assistance of a mature sister) escort any lost child to the Lost & Found Department located at the Checkroom in the Front Lobby until a parent or guardian is located.

14. Dealing with Difficulties: Follow protocol outlined in CO-1 or S-330.

15. Snow Removal: If it should begin to snow during a circuit event, the attendants will want to give priority to the safety of the attendees. The Attendant & Parking Departments will provide sufficient volunteers to keep all sidewalks & walkways around the Assembly Hall safe and clear of snow before, during and after spiritual programs. Arrangements are in place for all Parking Lots to be plowed/cleared by an outside contractor.

DISRUPTIVE INDIVIDUAL

It is best to ignore trivial or minor disturbances created by individuals. However, if someone persists in this course of action and is distracting others, he should be asked to leave. If the disruptive individual refuses to leave, you should inform him that if he does not leave and continues to distract others, you will contact the police. If the individual does not cooperate, the police or the facility security personnel should be called. When the police arrive, they may be informed that the individual is causing a disturbance and that his implied invitation to attend the convention has been revoked. The police may also be informed that we are willing to file trespassing charges if it seems prudent and necessary under the circumstances.

Attendants wisely avoid being provoked into physically removing a disruptive person from the premises, as the individual may be attempting to create a basis for legal action. Thus, the attendants should generally not try to remove a disruptive individual forcibly from the facility. If an individual is violent from the outset, the police or the facility security personnel can be called immediately. There is no need to warn him. In the event that a person is physically attacked, that person has the right to defend himself from harm and the attendants should do what they reasonably can to help protect the individual. If those who are being physically attacked are unable to flee from an assailant who appears determined to cause injury, a Christian may try to ward off such attacks and even strike out in defense if necessary. Of course, any such defensive action would solely be to protect oneself or others from the attacker until the police arrive. —g 6/08 p. 11; g87 11/22 p. 28.

Steps when disruptive person not respond to attendant.

1. Contact Captain
2. Captain Contact Keyman
3. Keyman contact Attendant Office
4. Attendant office contact convention office
5. Convention Office contact campus police.

Attendant office will provide direction

Invitation is revoked

We will press charges

Convention Office will press charges not individual attendant.

Transgender: Attendant stay with person when in line for the restroom

If in line for sister restroom have a sister that can report what the actions of that person is while in the restroom.