

CRISIS EMERGENCY PLAN – 2024 SYTA ANNUAL CONFERENCE – ATTENDEES

REVIEW THIS INFORMATION FOR EMERGENCY AND CRISIS PLAN FOR THE SHERATON TIMES SQUARE HOTEL prior to arrival at the conference.

MEDICAL EMERGENCY

HOSPITAL: Mount Sinai, Emergency Room, 1468 Madison Avenue, 212.241.6500

WALK IN CLINIC/URGENT CARE: CityMD West 57th Urgent Care, 315 W 57th Street, 212.315.2330

PHARMACY AND DRUG STORES: numerous locations for a variety of brands are located within a few blocks of the hotel.

Hotel Emergency – call 911, or Dial 0 from a hotel phone, if available

Hotel Non-Emergency – Dial 0 from a hotel phone or call the hotel at 212.581.1000 and explain the situation.

SHERATON TIMES SQUARE HOTEL

MEDICAL CONDITIONS

For serious conditions at SHERATON HOTEL:

- All hotel security is First Aid trained, hotel staff should be the first source of contact, if within sight, so they can reach security.
- While in a hotel guest room Dial 0 for operator OR Dial 911 which also alerts the hotel.
- While in public/meeting space at the hotel
 - dial 0 from a phone in the room or hallway, if hotel staff is not within sight
 - OR Dial 911
 - OR call the hotel 212.581.1000 and have operator call 911.
- Reassure the individual assistance is on the way.
- Notify SYTA Staff, Betty Ford 651.238.4179 OR Amy Cannon, 703.966.2712 as soon as possible.
- If an ambulance is called, have someone from SYTA staff go with the individual in the ambulance.

For minor conditions:

- Have someone DIAL 0 from any house phone OR call the hotel 212.581.1000 and explain the situation, stay with the individual, if possible.
- Hotel staff/security will evaluate the situation and next steps.
- Notify SYTA Staff, Betty Ford 651.238.4179 OR Amy Cannon, 703.966.2712 as soon as possible.

FIRE AND OTHER EMERGENCIES

- **Fire** - The hotel will make an announcement and direct the evacuation of the building occupants. Guests should remain calm and move quickly to the nearest exit in an orderly manner.
- Guests should NOT use the elevators and should identify and use only stairwells.
- In general, guests will be evacuated 3 floors below the floor of the fire. In the event of a large emergency requiring an evacuation of all guests, they will be evacuated to West 52 and West 53 St. between 6th and 7th Avenues.
- **Shelter In Place** – Ballrooms on the second and third floors will be utilized.

Procedure for Identifying guests with special needs:

- Hotel staff shall ask hotel guests during the check-in process if they need assistance for evacuation. They would ask the guest what type of assistance they need in the event of a fire or emergency.
- A list of special needs guests is generated each shift and maintained at the fire command station and security base in case of an emergency.

- In the event of a fire or emergency, Fire Brigade members will coordinate assistance to building occupants with special needs. They will evacuate to a safe area and direct responding emergency personnel to assist.

OFF SITE EVENTS

For serious conditions at an EVENT:

- Have someone reach an event staff member if within sight.
- If necessary, call 911 and explain exactly where you are; follow up by having someone reach out to an event staff member.
- Reassure the individual assistance is on the way.
- Notify SYTA Staff, Betty Ford 651.238.4179 or Amy Cannon, 703.966.2712 as soon as possible.
- If an ambulance is called, have someone from SYTA staff go with the individual in the ambulance.

For minor conditions at an event:

- Have someone reach out to event staff to evaluate the situation and next steps.
- Notify SYTA Staff, Betty Ford 651.238.4179 or Amy Cannon, 703.966.2712 as soon as possible.

CITY-WIDE EMERGENCY

- The Hotel will be in contact with SYTA staff, and they will provide procedures and updates on the conference mobile app to registered attendees.

ACTIVE SHOOTER

1. Evacuate

- a. attempt to evacuate the premise, do so even if others do not agree. Access the situation, if necessary, run in a zigzag pattern
- b. keep hands visible
- c. do not attempt to move wounded people
- d. when safe, call 911

2. Hide out if evacuation is not possible

- a. lock door
- b. blockade the door
- c. silence phones
- d. hide behind large items
- e. call 911

3. Take action against shooter – last resort

- a. Act aggressively
- b. Throw items as shooter
- c. Improvise weapons
- d. Yell
- e. Commit to your actions