

Emergency Procedures Guide



Boise Centre Mission Statement

As Idaho's premier event venue,
our mission is to **WOW** our guests
with unforgettable experiences.

Our team of passionate, creative professionals
are devoted to excellence in food, service,
amenities, and venue management.

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Thank you for selecting
Boise Centre for your
upcoming event.

We have prepared this
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the event of an emergency.



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General Information

Thank you for selecting Boise Centre for your upcoming event. We have prepared this document as a reference tool to help guide your actions in the event of an emergency. Emergencies can and do happen in public facilities. This guide will assist you in how to respond safely and lessen the severity of the emergency, should one arise.

This plan should be considered as a guide only and not the only possible procedure to be followed. Common sense and flexibility should always take precedence when an emergency arises. The on-site Emergency Response Leader (ERL) has the responsibility as the overall decision maker during emergency situations. However, we do hope this guide will help prevent indecision and confusion in a possible tense situation. We stress human safety over material loss in all situations and are committed to the safety of all patrons, visitors, and employees of our facility.

Boise Centre will exercise whatever authority is deemed necessary to ensure the safety and best interests of the public and our employees in the event of an emergency situation. We will cooperate fully with emergency agencies and event management to achieve these goals.

Emergency Response Leaders

The Executive Director of Boise Centre has the ultimate responsibility for our patrons, employees, and facility; the Executive Director will be called immediately in the event of an emergency. The following persons will assume the responsibility as the Emergency Response Leader (ERL) in the absence of the Executive Director. If none are on site, the on-duty Operations Supervisor will take the responsibility until one arrives.

In case of an emergency, these are the designated ERLs:

Pat Rice, *Executive Director*

Brandon Doty, *Safety & Security Manager*

Cody Lund, *Assistant Executive Director*

Nick Souba, *Director of Operations*

Dave Gregori, *Facility Manager*

Fire Emergency

Boise Centre is equipped throughout with a fire alarm control system, and a fire sprinkler system. The fire alarm system is monitored 24/7 by a professional alarm monitoring company.

If the alarm system detects a fire, the Fire Department is notified by the alarm company; their arrival will normally be within 5-8 minutes, under reasonable conditions.

If you are located on an upper level of Boise Centre, use stairs to exit the building. If there is smoke present in one stair tower, direct yourself and other guests/employees to another stair tower. **DO NOT USE ESCALATORS OR ELEVATORS IN THE EVENT OF A FIRE.**

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Provide Boise Centre staff or the ERL with any information pertaining to the fire; i.e. location, severity, what happened, injuries from the incident, etc.

Per the Americans with Disabilities Act, Areas of Refuge are located and labeled in Boise Centre East's stair towers. These locations have call boxes and instructions posted in case of an emergency.

Medical Emergency

If medical assistance is needed, **call 911** and find the nearest Boise Centre staff member. Most of our staff are regularly trained in CPR/AED and First Aid. All parties should remain calm and at the scene. Unless the area is unsafe, stay with the victim while an employee meets the paramedics and guides them to the victim's location.

Do not attempt to move the victim unless their life is threatened. Keep the area clear for the paramedics to work and keep the victim comfortable.

Contact a Boise Centre manager or supervisor to assist and document the incident.

Lights / Power Outage

In the event of a power outage, Boise Centre is equipped with backup emergency generators and battery backup lighting systems that provide limited emergency power and lighting. Remain calm and follow any instructions from the ERL. If necessary, use the emergency lighting to relocate to a safe area.

In a power outage, the emergency generators and battery backup systems provide power to the phone system, fire alarm system, internet, public address system, and emergency lighting to the event rooms, back of house, and the public corridors.

For extended power outages, flashlights can be found inside of first aid kits, located in service areas.

Earthquake

In the event of an earthquake, remain calm and do not leave Boise Centre unless you are in imminent danger from the building collapsing. Take cover in a doorway, under a desk or table, or other solid structure. Stay away from windows, glass, outside walls, and stairways. Remain stationary until the earthquake has ceased, prepare for possible aftershocks. Wait to be notified for evacuation.

If you are outside, move to a safe, open area away from buildings and glass.

Flooding

Flooding is a known hazard for Boise Centre and can occur without advanced notice. If our area is subjected to flooding without warning, move to higher ground and wait to be notified for evacuation. The Emergency Response Leaders or local authorities will keep you updated on the situation.

If medical assistance is needed, **call 911** and find the nearest Boise Centre staff member.



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Civil Disturbances

Boise Centre does not allow any person or persons to protest or create any type of disturbance that would be disruptive to our client's ability to conduct their event while on Boise Centre property. However, it is the client's responsibility to provide adequate security as outlined in our Use Permit to ensure the following laws, rules and regulations are followed.

The United States Constitution and the State of Idaho guarantee citizens the right to free speech and expression as long as such exercises do not infringe upon the rights of others. This will only be allowed at a distance of **ten feet** from the outside perimeter of our building.

Demonstrators cannot interfere with free passage, in and out, or to our building. They cannot confront or touch another person against their will.

To minimize any protest:

- If the event is controversial, **plan ahead**; work out security issues with event management or appropriate police departments.
- If a situation does arise, the chain of authority will be: a police officer, Boise Centre management, and then event management.
- Any person or persons disrupting an event inside Boise Centre will first be asked to conform. Second, they will be asked to leave or will be escorted out. Third, they may be issued an official trespassing warning and removed from the premises by police.
- Do not confront protesters outside, but ensure they remain in their permissible location. If necessary, explain to them what is allowable, and what the consequences of non-compliance will be.

Please reference Boise City ordinances to find more information on what constitutes an Aggressive Solicitation.

Bomb Threat, Suspicious Letters, Packages or Objects

Bomb threats should always be treated seriously. If a call or suspicious package is received, call 911 immediately. Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways.

If you receive a bomb threat call, remain calm, attentive, and listen carefully to what the caller is saying. Do not interrupt the caller, do not break contact, keep them talking. Obtain as much information as possible. Attempt to identify voice, speech characteristics, and any distinguishing background noises. Notify appropriate Boise Centre staff or law enforcement, and do not discuss with patrons.

Fill out the *Bomb Threat Questionnaire*; Boise Centre supervisors have these available.

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plan ahead; work out
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Armed / Violent / Active Shooter

An “active shooter” is a phrase designated by law enforcement to describe an armed person who will use deadly force and will continue to do so while having unrestricted access to individuals. Active shooter situations are fluid and dynamic in nature, therefore, Boise Centre adheres to the Department of Homeland Security’s training, “**Run. Hide. Fight.**” The Boise Police Department will focus on the threat and attempt to stop it.

The Boise Police Department will not focus on evacuation until there is no longer a threat. Evacuation of the building must be determined and executed by **each individual**.

If there is a report of an armed intruder, do the following:

- If safe to do so, immediately clear the area or hide all individuals, lock all doors, and take cover behind solid walls or furniture.
- **Call 911** and inform them of the situation based on your initial visual assessment. Relay specific location, person(s) involved, and the intruder’s last location.
- Follow the 911 operator’s instructions.
- If possible, contact the Emergency Response Leader to let them know that you have called 911 and what the operator advised.
- If police contact you personally, be prepared to provide information specific to your space –rooms with windows, secondary exits, etc.
- The Emergency Response Leader will assist when/where possible.

Communication During an Emergency

Boise Centre supervisors assigned to the event(s) will be the designated liaison with clients if the Event Manager is not present. They will keep clients informed in a timely manner regarding all stages of any emergency situation.

Boise Centre’s mass notification system will send emergency messaging to digital signage and internal devices. If you see or receive emergency notifications, please follow the listed instructions and contact a Boise Centre manager or supervisor when it is safe to do so.

Radio transmissions are to be kept at a minimum in the event of an emergency. If there is an emergency announcement over the public-address system, all radio traffic should end and wait until instructed to resume normal activity.

Radio channels are as such;

- 1: Operations
- 2: Food & Beverage
- 3: Audio/Visual
- 6: Security

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- 7: Event
- 9: Talk Around

“Talk Around” converts the radios into two-way receivers, instead of using the repeater that is for the radios. This mainly will be used in the event of a power outage.

*All information to the media about an emergency situation at Boise Centre must be issued by the Executive Director or a designated alternate.

Emergency Evacuation and Assembly

Evacuation may be required in a variety of situations including bomb threat, fire, explosion, earthquake, flood, or an armed intruder. Any of these occurrences may render an escape route unusable. The majority of Boise Centre employees are familiar with all escape routes from the facility; however, you may be required to assist in the evacuation of your patrons.

Evacuation Procedure

The very nature of emergencies makes it impossible to formalize an evacuation procedure. The Emergency Response Leader must make decisions that will ensure the safety and wellbeing of our guests, employees, and Boise Centre. It must be understood that there are potential problems with exiting when guests and employees are not aware of the safest routes.

In the event of a bomb, fire, explosion, or armed intruder, the Emergency Response Leader must determine the safest route out of the building and to a Meeting Point. Important points to consider are; where the danger is, what exits should not be used, the number of patrons and their ability to evacuate (are any disabled, or need assistance), and will the evacuation point hinder emergency personnel.

IF AT ALL POSSIBLE, AVOID THE MAIN LOBBY AND FRONT STREET. SHARDS OF GLASS ARE POTENTIAL HAZARDS IF SHATTERED.

The Evacuation

1. You must remain calm. Your calming influence will help avoid panic and confusion.
2. Follow the instructions of the Emergency Response Leader or Emergency Personnel.
3. When notified to evacuate, know what exits are to be used as primary and those that are alternates, and know the location of the Meeting Point.
4. Take your personal belongings only if time permits.
5. Be prepared to assist your guests in the evacuation.

The majority of Boise Centre employees are familiar with all escape routes from the facility; however, you may be required to assist in the evacuation of your patrons.



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The Meeting Point

A meeting point will be designated by the ERL or event planner. The situation may warrant the Emergency Response Leader deciding a more suitable location.

The large areas of glass in the lobby and along Front Street make The Grove Plaza and Front Street unsuitable for a meeting point in most emergencies.

DO NOT RE-ENTER THE BUILDING WITHOUT APPROVAL FROM THE EMERGENCY RESPONSE LEADER OR EMERGENCY PERSONNEL.

Emergency Contact Numbers

Emergency - Police and Fire – **911**

Non-Emergency – Police – **(208) 377-6790**

Non-Emergency – Fire - **(208) 570-6500**

Boise Centre Supervisor Cellphone – **(208) 685-9253**

Thank You for Choosing Boise Centre.

We look forward to working with you to deliver an unforgettable **WOW** experience.

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