PHOENIX CONVENTION CENTER

EMERGENCY PROCEDURES for SHOW MANAGERS

WELCOME TO THE PHOENIX CONVENTION CENTER & VENUES

The safety and wellbeing of our clients and attendees are foremost in the minds of the Phoenix Convention Center staff. This information is provided in the unlikely event of an emergency. If you have questions about this information or any safety and security measures at PCC, please contact a member of our security team listed at the end of this document.

About PCC

The Phoenix Convention Center Operations Center is open 24 hours a day, every day of the year. Security operations are coordinated there. The phone number for the **Operations Center is 602-262-7271. The Operations Center staff is available to help you anytime!**

53 Automatic External Defibrillators (AED) are distributed around the PCC campus. AED cabinets are alarmed and opening a cabinet will generate a response from Security. Take the time to locate the nearest AED to your location.

First Aid rooms are available on every exhibition level. Your Event Manager can provide more information on their use.

Event Security is required for almost every event at PCC. Event security personnel can assist you by controlling access to your space, coordinating emergency medical response and a host of other duties essential to security and life safety. Don't hesitate to contact our Security Team (listed below) for assistance with event security.

How to Report an Emergency

Emergencies may be reported by:

House Security at **602-262-7271** or dial **85** from any house phone.

- House Security will call 9-1-1 for Phoenix Fire Department and/or Phoenix Police Department and coordinate their arrival.

9-1-1 directly.

- If 9-1-1 is called directly, please inform the nearest security guard so that we can work with first responders to expedite their arrival.

Contacting any security guard or staff member.

Emergency Evacuation

You and your event Manager should agree to meet at a specific location in case an evacuation of the building is required. Should the fire alarm sound, you and your guests should immediately evacuate the building

using the nearest exit. After you have safely left the building you should meet your Event Manager at your agreed location.

Your Event Manager will be in touch with our Operations Center, and will provide you with the latest and most reliable information.

Hospitals, Urgent Care, Pharmacies

Several Hospitals, Urgent Care Centers and Pharmacies are within a short distance of the Convention Center.

Banner University Medical Center Emergency 1111 E. McDowell Rd. Phoenix, AZ 85006 1.6 mi. 602-839-2000	**St Joseph's Hospital and Medical Center** 350 W Thomas Road, Phoenix, AZ 2.2 mi. N., (602) 406-3000 · stjosephs-phx.org
CVS Pharmacy 50 W Jefferson Street, Phoenix, AZ ., .25 mi. W. (602) 296-7611 · cvs.com	**St. Luke's Medical Center** 1800 E Van Buren Street, Phoenix, AZ 1.6 mi. E., (602) 251-8100 · stlukesmedcenter.com
Concentra Medical Centers 1818 East Sky Harbor Cir N, Phoenix, AZ 1.7 mi SE., (602) 244-9500 · maps.concentra.com	**Banner Health Women's Center** 1300 N 12th Street, Phoenix, AZ 1.1 mi. NE., (602) 839-4915 · bannerhealth.com
NextCare Urgent Care 1701 E Thomas Road A-104, Phoenix, Arizona 2.5 mi NE., (602) 845-4445 · nextcare.com	**Good Samaritan Critical Care** 1111 E McDowell Rd, Phoenix, AZ 1.2 mi. NE., (602) 839-2000 · bannerhealth.com

We suggest the use of the following announcement prior to your general session:
"Hello and Welcome. Before we get started today we'd like to take a minute to remind everyone that in the unlikely event of the need to evacuate this building an alarm will sound. If this occurs, please immediately leave the building using the nearest exit. Once outside, staff will be on hand to provide updates and information."

Should an alarm sound during a presentation, may we suggest that the speaker assist with a safe evacuation by making the following announcement?
"Ladies and Gentleman, this alarm means that an emergency has been reported in the building. Would you please move immediately towards the exit nearest you and leave the building. Please remain calm and help each other. If you require assistance, please gather near the elevator where you see the blue sign and wait there for help from security staff."

Questions? Our staff is ready to answer your life safety and security questions. Please contact:

Dorothy Blakley
Assistant Security Manager
602-262-6179
Dorothy.Blakley@phoenix.gov