

Basic Emergency and Safety Information

The Omni Nashville Hotel is ADA compliant.



Active Fire Alarm/Actual Emergency: An electronic “squawk” & verbal message will sound accompanied by strobes, indicating the emergency response team is investigating the cause of the alarm or requiring the premises be vacated.

No Emergency After Investigation:

A message will sound indicating the cause of the alarm has been investigated and there is no need for evacuation. Venue and Event Staff will also verbally relay this message.

Emergency Evacuation: The parking garage is NOT an evacuation point.

Staff wearing high-visibility vests, are specifically trained to direct guests and others to the Music City Center gathering area (muster point) during an evacuation. Please follow their directions after exiting.

Urgent Care Center:

- Name: Care Now Urgent Care (Multiple Locations) [Urgent Care Centers in Nashville, TN | CareNow Urgent Care](#)
- Closest Address: 1020 Dr. M.L.K. Jr Blvd
- Phone Number: (615) 622-4644
- Hours: M-F, 8A-8P; Sat/Sun 8A-7P

Hospital:

- Name: Ascension St. Thomas
- Address: 2000 Church St. Nashville, TN 37203
- General Number- 615-284-5555

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Pharmacy:

Name: Walgreens Pharmacy-

- 226 5th Ave N (in the Nashville Arcade)
- Phone Number: (615) 256-4600
- Hours: M-F 7A-7P; Sat 8A-7P; Sun 9A-6P

Law Enforcement:

Emergency- **911**

Non-emergency -

Metro Nashville Police Department: 615-862-7611

Nashville Fire: 615-862-5421

OMNI Security Office:

Landline: 615-761-3623 or Dial "0" from any house phone to reach switchboard to be connected.

Personnel

- Security staff are trained in basic first aid/CPR/AED usage and will respond with first aid kit and AED.
- To contact Security, please dial via one of the previous methods.
- Guests/attendees are requested to notify staff members if they have contacted 911 from their personal cell phones. Emergency calls made from a cell phone are only routed through the Davidson county emergency call center and not through the hotel PBX system.

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Procedures

- In the event of a medical or other incident, security staff will respond and evaluate the situation.
- If an evacuation becomes necessary, hotel security and other trained staff will direct guests and carry out established procedures.

AED Locations

- 1st Floor Security Office
- 1st Floor Lobby (Front Desk)
- 2nd Floor Legends Ballroom Pre-function (Publicly Accessible)
- 4th Floor Fitness Center (Publicly Accessible)

Access Control

- Property has valet parking only and does not offer public self-parking.
- It is strongly advised that guests who wish to allow family or friends to have access to their rooms in the event of a lost key or other issue, to add those persons to their reservation as room occupants.

Active Shooter Protocol

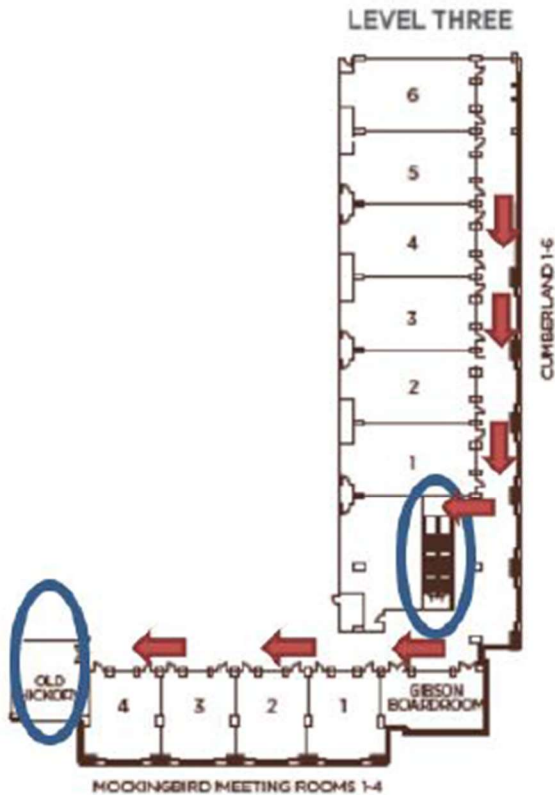
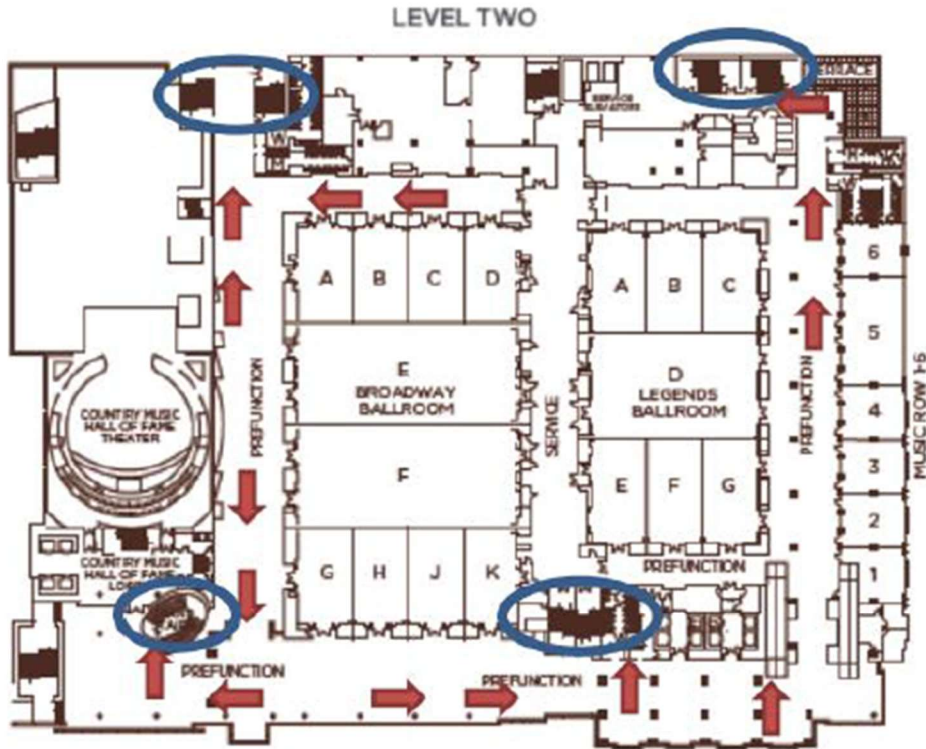
- Detection of suspicious behaviors and taking actions to intervene are methods used to deter a violent threat.
- Hotel has adopted the DHS standard of Run/Hide/Fight in the event of an incident and has a shelter-in-place mindset if initial evacuation is not possible.
- **Hotel staff do not have immediate direct capability to engage an active shooter and relies on law enforcement response and intervention.**
- If circumstances allow, hotel security will assist in the law enforcement response to the crime scene.

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Emergency Exits
Meeting Floors
Level 2 and 3

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