



**VISITORS & CONVENTION BUREAU**

**EMPLOYEE  
EMERGENCY  
PREPAREDNESS  
PLAN**

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

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**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**EMERGENCY TELEPHONE NUMBERS**

	<i>Work</i>	<i>Home</i>	<i>Cell</i>
<b>Yakima Convention Center</b>			
Connie Upton	576-6370	452-2537	949-3454
Sheldon Butler	576-6398	248-3175	949-3929
<b>Yakima Valley Visitors &amp; Convention Bureau</b>			
John Cooper	576-6385		360-319-6495
Stephanie Gangle	573-3382	952-3241	
Wendi Bixler	576-6374	697-5709	949-1094
Anne Moneymaker	576-6334		833-8794
Brynn Kloster	576-6371	453-5052	952-1323
Rich Austin	573-3090	697-5994	594-2742
Richard Huebner	576-6375		949-9397
Michelle Hopkins	573-3091		833-4116
Kirsten Danielson	573-3384	452-1400	594-9699
Daniel Writer	573-3398		949-8537
Katie Heaverlo	573-3381		388-8557
Barbara Fleming	573-3385	453-0196	
Lisa Krous	576-6355		952-1480
Hope Fulcher	573-3089		833-0918
Anna Espinosa	576-6398	452-2446	833-7030
Chuck Pawley	576-6398	829-3702	910-2967
Joe Flores	576-6398		388-8031
Dustin Wilson	576-6398		305-7300
Jeff Berry	576-6398	965-6286	
Travis Melcher	576-6398	965-7935	
Richardo Hernandez	576-6398	457-6576	949-6045
Maria Marroquin	576-6398	469-1404	910-0182
Bryan Tomey	576-6398		901-2850
<b>Visitor Information Center</b>			
Pam Alamos	573-3388	965-1558	945-7903
Diane Smestad	573-3388		
<b>M &amp; M catering</b>			
Donna Moultray	248-7317	966-3626	
<b>Washington State Department of Community Trade and Economic Development</b>			
Larry Williams, Interim Director		360-725-4011	

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**INTRODUCTION**

The Yakima Valley Visitors and Convention Bureau enhances the local economy through the marketing, promoting, selling, and servicing of the Valley as a site for conventions, conferences, assemblies, and other gatherings. The Bureau is housed in, and works in conjunction with, the Yakima Convention Center; therefore, the Bureau assumes certain responsibilities for the preparation and implementation of a Convention Center/Tourism Emergency Plan.

General Information: In any disaster, the methods utilized by the Yakima Convention Center and/or Yakima Valley Visitors & Convention Bureau to mitigate the disaster are common with the responsibilities of other emergency response teams in the area.

**1. DISPATCH**

- a. Notification of Incident/Accident to Appropriate Authorities

**2. RESCUE AND FIREFIGHTING SERVICES**

**3. MEDICAL TRIAGE, TREATMENTS, AND TRANSPORTATION**

- a. First Responders, EMTs, Paramedics
- b. First Aid/Medical Supplies
- c. Ambulance: Availability – Dispatch
- d. Hospitals: Trauma Victims, Space Availability

**4. PROTECTION AND SECURITY OF SITE**

- a. Protection of Individuals in or Around Building
- b. Protection of Property

**5. SECURING RESOURCES**

- a. Yakima Emergency Services

**6. RELEASE OF INFORMATION, PRESS RELATIONS**

- a. Public Information Office
- b. Press Access to Site
- c. Designated Press Site

**7. BASIC NEEDS OF RESPONDERS**

- a. Food, Water
- b. Relief Personnel, Rest Periods
- c. Shelter
- d. Restroom Facilities
- e. Cold Weather Clothing
- f. Post Trauma Debriefing / Counseling

**8. MORTUARY SERVICES**

- a. Removal of Bodies
- b. Temporary Morgue
- c. Identification
- d. Transportation
- e. Funeral Home Services
- f. Death Certificates
- g. Other Required Documentation
- h. Final Disposition of Body

**9. IDENTIFICATION OF DECEASED**

- a. FBI Team
- b. Dental Identification of Team
- c. County Coroner

Realizing these factors, where practical, this emergency plan will be written to address each factor, and note the organization and position within the organization responsible to carry out the task.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**PURPOSE OF PLAN**

**IV. MISSION**

To minimize the possibility and extent of personal injury and property damage at the Yakima Convention Center and surrounding communities in the event of an accident or incident.

**V. RESPONSIBILITIES**

**A. Situation:**

1. The Yakima Convention Center is a public facility, allowing general public to flow freely in or out of the building during an event. In the event of an incident or accident, there is potential for causing personal injury and/or property damage.
2. The Visitors and Convention Bureau acts as the public relations arm for Yakima Valley tourism. Any natural disaster or incident may cause concern for individuals in the Convention Center or those traveling to and from the area.

**B. Assumptions:**

1. Any accident or incident covered by this plan will occur in or around the Yakima Convention Center.
2. Natural Disaster in or around the Yakima Valley will affect travelers coming to or through the Yakima Valley.
3. It is recognized that this Emergency Plan cannot cover all possible contingencies and is designed as an emergency response-planning document. Therefore, in actual emergency conditions requiring immediate action for the protection of life or property, responding organizations may deviate from any requirement of this plan to the extent required to meet that emergency.

**VI. EXECUTION:**

**A. Concept of Operation:**

1. When an incident or accident is imminent or has occurred, emergency response agencies having primary responsibilities will respond to save lives and property. The first fire department official at the scene will assume the position of Incident Commander, and remain in that position until relieved by a senior fire department officer (if so requested).
2. When local resources cannot meet the needs created by the incident, the Incident Commander will call for the aid of jurisdictions from the signatories of the Mutual Aid Compact.

**B. Yakima Convention Center Management:**

1. Responds to emergencies in or around the Yakima Convention Center.
2. Assists in coordinating various agencies, tenants, and services in the Convention Center and outlines the duties, requirements, and responsibilities for emergency situations at the Center.
3. Schedules and presides over necessary coordination meetings and critiques.

**C. City of Yakima Fire Department:**

1. The City of Yakima Fire Department has jurisdictional responsibility within the Yakima city limits. The Yakima Convention Center is within the Yakima area city limits.
2. Commands responding fire/rescue units at a fire or aircraft emergency designated by the Incident Commander.
3. Notifies the Yakima Valley Office of Emergency Management (EOC) to initiate emergency calls as needed, or makes calls for assistance directly via fire department communications/dispatch.
4. Extinguishes fires, installs safety measures at the scene, removes people from the building, and provides emergency medical care.
5. Preserves evidence at the scene.

**D. City of Yakima Police Department:**

1. Directs and coordinates law enforcement resources responding to an emergency situation within its jurisdictional responsibility.
2. Protects buildings (or site) as a crime scene, protects evidence, controls access, and maintains site security.
3. Provides traffic and crowd control.
4. Mitigates hostage situations.
5. May conduct, with appropriate employee, search for explosive devices.
6. Coordinates support of the Office of Emergency Management as needed.
7. Provides officer and dispatch officer if necessary to supporting agencies, as requested.
8. If mutual aid assistance is deemed necessary, request through dispatch.

**E. City of Yakima Public Works Department:**

1. The City of Yakima Public Works Department has jurisdictional responsibility at the Yakima Convention Center.
2. Provides barrier material for traffic control.
3. Provides heavy equipment for rescue.

**F. City of Yakima Transit Department:**

1. The City of Yakima Transit Department has jurisdictional responsibility at the Yakima Convention Center.
2. Provides transportation for "walking" accident victims as directed by Medical Command.
3. Provides transportation for individuals or groups of individuals as requested.

**G. Yakima County Sheriff's Office:**

1. Dispatches the Mobile Emergency Command Center (MECC) communication van to the Yakima Convention Center, if requested by the Incident Commander, and to a location as directed by the Incident Commander.
2. Assists the City of Yakima Police Department and other law enforcement agencies in accomplishing their mission.

**H. Yakima Valley Office of Emergency Management:**

1. Maintains Yakima Valley Emergency Operations Center, and activates the emergency operations center when requested by the Incident Commander, or other appropriate authority.
2. Dispatches liaison to Yakima Convention Center General Manager.
3. Provides communications link from the Emergency Operations Center to the Yakima Convention Center General Manager and/or Command Post.
4. Coordinates requests for resources from the Yakima Convention Center General Manager and Director of Command Post.

**I. Medical Command:**

1. The City of Yakima Fire Department coordinates emergency medical functions for incidents/accidents at the Yakima Convention Center, and designates a Medical Commander. The Medical Commander:
  - a. Establishes Triage Area (s)
  - b. Coordinates on scene treatment
  - c. Establishes communications with the designated medical control facility
  - d. Coordinates transportation of victims to hospital
  - e. Provides “tracking” system to verify number and location of victims

**J. American Red Cross:**

1. Provides canteen service to victims and emergency workers.
2. Maintains supply of blood and blood donors.
3. Provides temporary shelter for disaster victims and/or their immediate families.
4. Provides “Disaster Welfare Inquiry” services.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS AND CONVENTION BUREAU  
EMERGENCY PLAN**

**INDIVIDUAL STAFF RESPONSIBILITIES**

**I. PURPOSE**

To provide all staff direction during an incident or accident allowing accountability and a means to give direction.

**II. WHERE TO MEET/CALL**

1. Go to the North parking lot of the Chamber of Commerce if the office is not a consideration.
2. Each staff is required to contact the area listed below to verify the location and condition of each staff member in the event of a disaster that makes local telephoning unavailable.

Alliana Medical Group - St.Paul, Minnesota  
Cheryl Schreiner  
Cell: 651-319-2394  
Home: 651-493-9142

**III. DOCUMENTS/RECORDS**

The Yakima Valley Visitors and Convention Bureau has a safe deposit box at:

AmericanWest Bank  
127 West Yakima Avenue  
Yakima, WA 98902  
457-0706

**IV. SAFE DEPOSIT BOX CONTENTS**

1. Administration- Bureau Bylaws, Articles of Incorporation, list and phone numbers of board of Directors, Officers, and PFD Board
2. Computer back up of all systems

**V. KEYS FOR THE SAFE DEPOSIT BOX**

1. President/CEO's home
2. Accounting File Cabinet

**VII. WHAT YOU CAN AND CANNOT DO**

You are **NOT** authorized to speak to anyone affiliated with the media. A complete plan has been outlined; those individuals authorized will be briefed.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**EMERGENCY RESPONSE**

**All Emergency Agencies**

911

**Yakima Fire Department**

401 North Front Street  
Yakima, WA 98901  
Phone: 509-575-6060

**Yakima Police Department**

200 South 3<sup>rd</sup> Street  
Yakima, WA 98901  
Phone: 509-575-6200

**Yakima County Sheriffs Office**

Yakima County Courthouse  
PO Box 1388  
Yakima, WA 98907  
Phone: 509-574-2500

**Washington State Patrol**

2715 Rudkin Road  
Union Gap, WA 98903  
Phone: 509-575-2320  
Identification: 360-705-5100

**Pacific Power**

Outages & Emergencies: 877-548-3768  
24-Hour Customer Service: 888-221-7070  
Irrigation Hotline: 800-715-9238

**Cascade Natural Gas Corporation**

701 South 1<sup>st</sup> Avenue  
Yakima, WA 98902  
Phone: 509-457-8175 Days  
Fax: 509-457-8112  
After Hours: 800-552-0615

**Refrigeration Services Heating & Cooling**

409 South 5<sup>th</sup> Street  
Sunnyside, WA 98944  
Phone: 509-837-6703

**Knobel's Electric Inc**

801 Tennant Lane  
Yakima, WA 9901  
Phone: 509-452-9157  
Paul Riel H: 509-697-4514  
C: 509-945-2542  
Rod Benoit H: 509-966-6096

**GVC Plumbing Inc**

103 West Fremont  
PO Box 120  
Selah, WA 98942  
Phone: 509-698-3662

**Sonitrol of Yakima Inc**

Fire Control-Fire Alarm Monitoring  
Phone: 509-453-7126

**Fire Tech Systems**

Fix Fire Alarm  
Brian Anderson: 509-961-1549-(24 Hour)

**Inland Fire**

Fix Fire Systems  
Phone: 509-248-4471 24 hours: 575-5553  
Randy Porter H: 509-728-1795

**Yakima County Public Works**

Administration, Courthouse Room 408  
128 North 2<sup>nd</sup> Street  
Yakima, WA 98901  
Phone: 509-574-2300

**City of Yakima Public Works**

129 North 2<sup>nd</sup> Street  
Yakima, WA 98901  
Phone: 509-575-6005

**Yakima Health District**

104 North 1<sup>st</sup> Street  
Yakima, WA 98901  
Phone: 509-575-4040

**Central WA Comprehensive  
Mental Health**

402 South 5<sup>th</sup> Avenue  
Yakima, WA 98902  
Phone: 509-575-4084

**Yakima County Coroner**

128 North 2<sup>nd</sup> Street  
Yakima, WA 98901  
Phone: 509-574-1610

**American Red Cross**

302 South 2<sup>nd</sup> Street  
Yakima, WA 98901  
Phone: 509-457-1690

**Office Phone Repair Contacts**

Phone: 509-575-6110

**MILITARY**

**Yakima Training Center**

577-3000

**US Army Explosive Ordinance**

577-3375 (day)  
577-3376 (evening)

**Military Police**

577-3236

**Air Force Rescue Squad**

800-851-3051

**MAST– Yakima/Fort Lewis**

509-577-3479  
253-967-5405  
253-967-2427

**Fort Lewis EOC**

253-967-5507  
(Emergency Operations Center)

**McChord Air Force Base**

253-984-2635  
Command Post OPS  
253-984-1910

**Fairchild Air Force Base**

509-247-1110

**Whidbey Island Navy Base**

360-257-2681

**HOSPITALS**

**Memorial Hospital**

575-8100 (ER)  
575-8002 Admin.

**Yakima Regional Center**

575-5000 (ER)  
575-5101 Admin.

**Providence Hospital Toppenish**

509-865-1500 (ER)  
509-865-3105 Admin.

**Kittitas Community Hospital**

509-962-9841 (ER)

**Sunnyside Community Hospital**

509-837-1707 (ER)  
509-837-1650 Admin.

**AMBULANCE SERVICES**

**American Medical Response**

453-6561 (ER)  
248-3611 Admin.

**White Swan Ambulance**

872-2979 (non-emergency)

**Sunnyside Fire Department**

509-865-4202 (Toppenish Dispatch)  
509-837-3999 Admin.

**Advanced Life System**

574-8444

**FUNERAL SERVICES**

**Keith and Keith Funeral Home**

453-9155

**Langevine-Mussetter Funeral Home**

453-3141

**Shaw and Sons Memorial Chapel**

453-0331

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**EMERGENCY RESPONSE PROCEDURES**

**I. PURPOSE**

Any Disaster/Incident Affecting Tourism and Access to the Yakima Valley.

**II. ASSESS THE SITUATION/ANNOUNCE  
EMERGENCY**

**CEO/GM**

- A. Call appropriate authorities.
- B. List the people and groups who need to know – media, boards, staff, civic and community, city, state.
- C. Prioritize who needs to know first, second, third, etc.
- D. Create a clear concise message to give.

**III. PROTECT RESIDENTS AND TRAVELERS**

**CEO/GM**

This is a priority and must be stressed throughout the incident.

**IV. MEDIA RELATIONS**

**CEO/GM**

- A. Identify spokesperson
  - 1. See media plan before giving an interview.
- B. Establish off-site communications location if necessary. (East parking lot, north of Chamber.)
- C. Identify Incident Commander and maintain communication with him / her for updates to the media.
- D. Develop core message – keep repeating it.
  - 1. Continue to express your concern/regret.
- E. Determine early if you wish to have guests be available for interviews.
- F. Establish regular team briefing procedures.
  - 1. One to two briefings each day for the crisis team to update them on the status of the situation.
- G. Provide regular media briefings either once or twice per day, (depending on severity of crises). These should immediately follow the team briefing.
  - 1. At the end of the briefing, announce the time and location of the next briefing. Consider media deadlines for this.
- H. Consider current advertising campaign – should all ads be cancelled?

**V. RESTORING OPERATIONS****GM**

- A. Identify groups coming into the building, inform them of situation and ongoing plans.
- B. Work with hotels on change of plans etc.

**VI. REBUILDING OUR IMAGE****CEO/GM**

- A. Evaluate the media coverage both positive/negative – determine bridges that may need to be built.
- B. Continue communications with the journalists who we work with regularly.
- C. If harm was done, consider both short and long term programs to get back on track and rebuild image and confidence

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**BOMB THREAT**

**I. PURPOSE**

**A. Mission:**

To provide for a standard initial response and proper handling of reports of an explosive device in or near the Yakima Convention Center.

**II. GENERAL**

The threat or placement of an explosive device in or around the Yakima Convention Center.

**III. EXECUTION**

**A. Operational Concepts:**

1. The Yakima Convention Center General Manager will be immediately notified of any reports received of an explosive device in or around the Yakima Convention Center. The General Manager will determine the emergency actions to be taken to safeguard persons or property in or around the proposed site.
2. If an explosive device is located **CALL 9-911 IMMEDIATELY.**
3. Search and detonation of an explosive device will be conducted by:  
**U.S. Army, 53<sup>rd</sup> Ordinance Detachment Unit**  
**Yakima Training Center**  
**(509) 457-8992 or (509) 577-3375**

**IV. RESPONSIBILITIES**

**A. City of Yakima:**

1. The first responding officer will assume the position of Incident Commander, and remains so until relieved by a higher authority within the department.
2. The Incident Commander will work in unison with the Yakima Convention Center General Manager in assuring the provisions of the Yakima Convention Center are adhered to and proper notification to other agencies are made.
3. Provides crowd control and assists in evacuations.
4. Provides traffic control.
5. Provides secure security.

**B. Yakima Fire Department:**

1. Upon receipt of a bomb threat, the Yakima Fire Department will assume an emergency status in or around the Yakima Convention Center.
2. During search procedures, fire vehicles will be in stand by position 600 feet from the site.
3. The fire department will not be used to search the building for explosive devices.
4. The Incident Commander will release the fire department and all other crews when the emergency is secured.
5. Provides a fire service representative to Yakima Convention Center Management.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**EMERGENCY RESPONSE PROCEDURES – BOMB THREAT**

- |             |  |   |
|-------------|--|---|
| <b>I.</b>   | <b>REPORT THREAT TO AUTHORITIES</b>  | <b><u>CEO/GM</u></b>                            |
|             | <ul style="list-style-type: none"> <li>A. Call 911.</li> <li>B. Have building / site maps available.</li> <li>C. Have phone caller fill out bomb threat call report immediately, make it available to authorities.</li> </ul>  |   |
| <b>II.</b>  | <b>NOTIFY NEIGHBORS</b>  | <b><u>CEO/GM OR<br/>OPERATIONS DIRECTOR</u></b> |
|             | <ul style="list-style-type: none"> <li>A. Evacuate the building – if necessary               <ul style="list-style-type: none"> <li>1. Instruct all persons to the east parking lot behind Chamber.</li> <li>2. Account for all persons in the building.</li> <li>3. Identify meeting / event planner to aid in accounting of all persons.</li> </ul> </li> <li>B. Activate/operate emergency operations center.</li> <li>C. Contact appropriate individuals related to the group in the building.               <ul style="list-style-type: none"> <li>1. Who is in the building?</li> <li>2. How many people are in the building?</li> </ul> </li> <li>D. Identify emergency supplies if necessary.</li> </ul> |   |
| <b>III.</b> | <b>MEDIA RELATIONS</b>   | <b><u>CEO/GM</u></b>                            |
|             | <ul style="list-style-type: none"> <li>A. Identify spokesperson.               <ul style="list-style-type: none"> <li>1. See media plan before giving an interview.</li> </ul> </li> <li>B. Establish off-site communications location if necessary.</li> <li>C. Provide statement of the situation.               <ul style="list-style-type: none"> <li>1. Who is in the building/how many people?</li> <li>2. Provide written statement about the Yakima Convention Center.</li> <li>3. Provide information on fire control in the building.</li> </ul> </li> <li>D. Identify Incident Commander and maintain communication with him/her.</li> </ul>  |   |
| <b>IV.</b>  | <b>PROTECT VITAL RECORDS, EQUIPMENT, ETC.</b>  | <b><u>CEO/GM</u></b>                            |
|             | <ul style="list-style-type: none"> <li>A. Identify and remove records and equipment from offices and Center. (This will most likely occur after an incident.)</li> </ul>   |   |
| <b>V.</b>   | <b>RESTORING OPERATIONS</b>  | <b><u>CEO/GM</u></b>                            |
|             | <ul style="list-style-type: none"> <li>A. Identify groups coming into the building. Inform them of situation and ongoing plans.</li> <li>B. Work with hotels on change of plans, etc.</li> </ul>   |   |

**YAKIMA CONVENTION CENTER  
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**BOMB THREAT CALL REPORT**

In the event a telephoned bomb threat is received, the operator is instructed to follow these procedures:

- a. Remain Calm, Friendly, and Congenial
- b. Encourage Conversation
- c. Listen for Voice-Identifying Characteristics and Background Noises

**Person Receiving Call** \_\_\_\_\_

**Time Call Received** \_\_\_\_\_

**Time Caller Hung Up** \_\_\_\_\_

**Exact Words of Person Placing the Call:**  
\_\_\_\_\_  
\_\_\_\_\_

**Questions to Ask:**

1. Where is the bomb?
2. When will it go off?
3. What size is it?
4. What shape is it?
5. What type is it?
6. Why was the bomb put there?
7. How can I help?
8. What is your name?
9. What is your address?
10. What is your telephone number?

Describe the Caller's Voice:

Male	Female
Child	Older
Young	Middle Age

Threat Language – well spoken, foul, taped, incoherent, irrational, message read by threat maker

**CALLER'S VOICE**

Calm	Nasal
Angry	Stutter
Excited	Lisp
Slow	Raspy
Rapid	Deep
Soft	Ragged
Loud	Clearing Throat
Laughter	Deep Breathing
Crying	Cracked Voice
Normal	Disguised
Distinct	Accent
Slurred	Familiar

If Familiar – Sound Like?

---

**Background Sounds**

Street	Machinery
Animal	Voices
Clear	PA System
Static	Local
Music	Long Distance
House	Phone Booth
Motor	Office Machinery

Other \_\_\_\_\_

**YAKIMA CONVENTION CENTER  
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**STRUCTURAL FIRE**

**I. PURPOSE**

To provide an initial response to a fire involving the Yakima Convention Center.

**II. INITIAL ALARM**

Any person observing a structural fire should promptly notify the City of Yakima Fire Department using the 911 emergency telephone dispatch system.

**III. INITIAL RESPONSE**

**A. City of Yakima Fire Department:**

1. The first fire official on the scene shall assume the position of Incident Commander.
2. As soon as practical after notification, fire dispatch shall contact the Yakima Convention Center General Manager.
3. Request additional equipment and resources as necessary.

**B. Yakima Convention Center Management:**

1. Provide a representative to the Command Post.
2. Provide a liaison person between the Yakima Fire Department, Yakima Valley Visitors and Convention Bureau, and the meeting planner for any group using or entering the building within 12 hours.
3. Provide a Public Information Officer (spokesperson).
4. Provide technical information to the Yakima Fire Department concerning the systems of the Yakima Convention Center.

**C. City of Yakima Police Department:**

1. Provide traffic and crowd control.
2. Provide liaison to command post upon request of the Incident Commander or Yakima Convention Center General Manager.

**YAKIMA CONVENTION CENTER  
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**EMERGENCY RESPONSE PROCEDURES – STRUCTURAL FIRE**

**I. SOUND A VERBAL ALERT TO OTHERS**

**CEO/GM OR  
FIRST EMPLOYEE**

- A. Call 911.
- B. Use appropriate fire extinguisher to put out fire, or GET OUT OF AREA, CLOSE DOOR BEHIND YOU – DO NOT LOCK – confine fire as much as possible.
- C. If your clothing catches fire, Stop, Drop, and Roll
- D. Fire Extinguisher instructions:
  - 1. Pull Safety Pin
  - 2. AIM Nozzle at Base of Fire
  - 3. Squeeze Trigger Handle
  - 4. Sweep from Side to Side

**II. EVACUATE BUILDING**

**ALL STAFF**

- A. When fire alarm sounds – evacuate building immediately.
- B. If trapped in a room:
  - 1. Place cloth material around/under door to prevent smoke from entering.
- C. Retreat – close as many doors as possible between you and the fire. Be prepared to signal from window – but do not break glass unless absolutely necessary; smoke may be drawn from outside.
- D. If caught in smoke:
  - 1. Drop to your hands and knees and crawl.
  - 2. Hold breath as much as possible.
  - 3. Breathe slowly through your nose.
  - 4. Use your clothing as a filter.
- E. If forced to advance through flames:
  - 1. Hold your breath.
  - 2. Move quickly.
  - 3. Cover head/hair.
  - 4. Keep head down and eyes closed as much as possible.
- F. Contact appropriate individuals related to the group in the building.
  - 1. Who is in the building?
  - 2. How many people are in the building?

**III. MEDIA RELATIONS****CEO/GM**

- A. Identify spokesperson
  - 1. See media plan before giving an interview.
- B. Establish off-site communications location, if necessary.
- C. Provide statement of the situation:
  - 1. Who is in the building/how many people?
  - 2. Provide written statement about the Yakima Convention Center.
- D. Identify Incident Commander and maintain communication with him/her.

**IV. PROTECT VITAL RECORDS, EQUIPMENT, ETC****GM**

- A. Identify and remove records and equipment from offices and Center. This will most likely occur after an incident.

**V. RESTORING OPERATIONS****CEO/GM**

- A. Identify groups coming into the building; inform them of situation and ongoing plans.
- B. Work with hotels on change of plans, etc.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**NATURAL DISASTER (S)**

**I. PURPOSE**

To provide for an initial response that may affect the Yakima Convention Center.

**II. GENERAL**

**A. Lead Time:**

Certain weather conditions that may affect the Yakima Convention Center are predictable. The lead-time gained from these predictions can be used to protect people and safeguard property. Some of these protective actions are as follows:

1. Shelter People
2. Shelter/Secure Equipment etc. outside Yakima Convention Center (Tradeshows, etc.).
3. Evacuation of People.

**B. Protective Action:**

Some weather conditions may occur without warning. During these events, protective action may be limited to the immediate sheltering of individuals in or around the building. Other natural disasters predictable or unpredictable can be caused by flood, volcanic eruption, earthquake, high winds, hail, and the like.

**III. RESPONSIBILITIES**

**A. Yakima Convention Center Management:**

1. Supervises overall emergency activities of the Center, including assuming the function of Incident Commander if conditions warrant.
2. Take appropriate measures, depending on circumstances, to protect buildings and people.
3. Assists in restoring services and utilities in recover phase.
4. Secure the assistance of additional agencies, resources, and equipment as necessary.

**B. National Weather Service:**

1. Predicts weather patterns.
2. Tracts the movement of storms.
3. Notifies the public of potential danger.

**C. Yakima Valley Office of Emergency Management:**

1. Activates Emergency Operations Center upon request.
2. Provides liaison person to the Yakima Convention Center.
3. Makes calls from the Emergency Operations Center and the Yakima Convention Center to secure additional resources upon request.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**EMERGENCY RESPONSE PROCEDURES – NATURAL DISASTER**

- |  |                      |
|--|----------------------|
| <b>I. ASSESS THE SITUATION/ANNOUNCE EMERGENCY</b>  | <b><u>CEO/GM</u></b> |
| <ul style="list-style-type: none"><li>A. Call appropriate authorities.</li><li>B. Have building/site maps available.</li></ul>   |                      |
| <b>II. PROTECT EMPLOYEES / BUILDING OCCUPANTS</b>  | <b><u>CEO/GM</u></b> |
| <ul style="list-style-type: none"><li>A. Contact appropriate individuals related to the group in the building.<ul style="list-style-type: none"><li>1. Who is in the building?</li><li>2. How many people are in the building?</li></ul></li></ul>   |                      |
| <b>III. MEDIA RELATIONS</b>  | <b><u>CEO/GM</u></b> |
| <ul style="list-style-type: none"><li>A. Identify spokesperson<ul style="list-style-type: none"><li>1. See media plan before giving an interview.</li></ul></li><li>B. Establish off-site communications location, if necessary.</li><li>C. Provide statement of the situation.<ul style="list-style-type: none"><li>1. Who is in the building/how many people?</li><li>2. Provide statement of the situation.</li></ul></li><li>D. Identify Incident Commander and maintain communication with him/her.</li></ul> |                      |
| <b>IV. PROTECT VITAL RECORDS, EQUIPMENT ETC.</b>   | <b><u>GM/DOS</u></b> |
| <ul style="list-style-type: none"><li>A. Identify and remove records and equipment from offices and Center. This will most likely occur after an incident.</li></ul>   |                      |
| <b>V. RESTORING OPERATIONS</b>   | <b><u>CEO/GM</u></b> |
| <ul style="list-style-type: none"><li>A. Identify groups coming into the building; inform them of situation and ongoing plans.</li><li>B. Work with hotels on change of plans, etc.</li></ul>  |                      |

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**HOSTAGE (S)**

**I. PURPOSE**

To provide an emergency response in the event of a threat or actual hostage taking at the Yakima Convention Center.

**II. SITUATION**

In the event an individual takes a hostage/or hostages in or around the Yakima Convention Center, the safety of the individuals are of the utmost importance.

**III. RESPONSIBILITIES**

**A. Yakima Convention Center Management:**

1. Coordinates meetings between the City of Yakima Police Department, City of Yakima Fire Department, and City of Yakima Representatives.

**B. City of Yakima Police Department:**

1. Assumes incident Commander function.
2. Coordinates law enforcement activities.

**C. City of Yakima Fire Department:**

1. Assumes standby position.

**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

**EMERGENCY MEDICAL SERVICES**

**I. PURPOSE**

To coordinate the organization and mobilization of local medical, health, and mortuary resources during emergencies at the Yakima Convention Center.

**II. OPERATIONAL CONCEPT**

- A. The City of Yakima Fire Department is the lead agency for administering emergency medical services at the Yakima Convention Center.
- B. Should the medical emergency exceed the capability of the City of Yakima Fire Department, mutual aid agencies will be activated.

**III. RESPONSIBILITIES**

**A. Yakima Convention Center Management:**

- 1. Secures Yakima Convention Center perimeter.
- 2. Provides liaison personnel to the Command Post, if required.

**B. City of Yakima Fire Department:**

- 1. Assumes Incident Command and Staging Area Officer functions.
- 2. Conducts rescue and fire fighting functions.
- 3. Activates the Medical Command and initiates triage, treatment, transport, and morgue activities.
- 4. Establishes direct communications between the Medical Command and Medical Control Facilities.
- 5. Requests resources to support the operation through fire dispatch and/or Yakima Valley Office of Emergency Management.

**C. City of Yakima Police Department:**

- 1. Provides crowd and traffic control.
- 2. Secures scene, monitors access for authorized personnel only.
- 3. Provides liaison to Yakima Convention Center, Office of Emergency Management, and/or Command Post as required.

**D. Yakima County Coroner:**

- 1. Assumes Incident Command for removal of deceased.
- 2. Provides for the care, identification, and disposition of the dead.
- 3. Establishes temporary morgue.
- 4. Provides liaison personnel to Yakima Convention Center Management and / or Emergency Operations Center.
- 5. Provides complete Death Certificates to the Yakima Health Department.
- 6. Originates requests for state/federal assistance.

**E. Medical Control Facility:**

- 1. Communicates with Emergency Medical Command.
- 2. Ascertains the staffing and availability of other resources from hospitals in Yakima County.
- 3. Communicates with field personnel and determines patient disposition.
- 4. Determines hospital destination of victims.
- 5. Provides on-line medical control and consultation to pre-hospital care providers for patients they are about to receive by EMS unit.

**F. Hospitals:**

1. Provides in-hospital triage and treatment.
2. Transfers victims in need to appropriate facilities.

**G. American Red Cross:**

1. Provides canteen services to victims and workers.
2. Provides liaison personnel to Yakima Convention Center Management and/or Emergency Operations Center.
3. Maintains supply of blood and blood donors.

**H. Funeral Directors:**

1. Provides mortuary services as required by the coroner.
2. Submits completed Death Certificates to the Yakima Health District.

**IV. STAGING**

- A. The primary staging area for support resources responding to accidents in or around the Center will be as directed by the Incident Commander.
- B. Personnel and equipment arriving at the Staging Area shall report to the Staging Area Officer for instructions and deployment. The Staging Area Officer shall be a function of the City of Yakima Fire Department.

**V. COMMUNICATIONS**

- A. Communications between the Medical Control Facility and the on-scene Emergency Medical Commander shall be on a designated frequency.
- B. Medical transport vehicles shall not contact the Medical Control Facility or the Emergency Medical Commander by radio. The frequency shall be kept clear for communications between the Medical Control Facility and the Medical Commander.

**VI. MEDICAL RESOURCES:**

The following medical facilities are located within five (5) miles of the Yakima Convention Center, and have the following normal capabilities:

**A. Hospitals****1. Yakima Regional Medical & Heart Center**

110 South 9<sup>th</sup> Avenue  
 Yakima, WA 98902  
 ER: 509-575-5000  
 Admin: 509-575-5101

Number of Beds:	226
Number of Rooms:	21
Radiation Capability:	Yes
Burn Unit:	No*
Trauma Center	Level 3

**2. Memorial Hospital**

2811 Tieton Drive  
 Yakima, WA 98902  
 ER: 509-575-8100  
 Admin: 509-575-8002  
 Number of Beds: 225  
 Emergency Rooms: 22  
 Radiation Capability: Yes  
 Burn Unit: No\*  
 Trauma Center: Level 3

(\*) Neither hospital maintains a Burn Center. Burn patients are stabilized at the hospital, but, depending on the extent of the injuries, are transferred to the Harborview Burn Center in Seattle. Patients are either airlifted to the burn Unit or transported by ambulance.

The following medical facilities are located further than five (5) miles from the Yakima Convention Center but can provide additional facilities in the event the primary hospitals exceed their capabilities.

**1. Toppenish Community Hospital**

502 West 4<sup>th</sup>  
 Toppenish, WA 98948  
 ER: 509-865-1500  
 Admin: 509-865-3105  
 Fax: 509-865-1519  
 Number of Beds: 63  
 Emergency Rooms: 7  
 Radiation Capability: No, But have a Radiation Dept??  
 Burn Unit: No  
 Trauma Center: No

**2. Kittitas Valley Community Hospital**

603 South Chestnut Street  
 Ellensburg, WA 98926  
 ER: 509-962-9841  
 Admin: 509-962-9841  
 Number of Beds: 25  
 Emergency Rooms: 1  
 Radiation Capability: Yes  
 Burn Unit: No  
 Trauma Center: No

### 3. Sunnyside Community Hospital

1016 Tacoma Avenue  
 Sunnyside, WA 98944  
 ER: 509-837-1707  
 Admin: 509-837-1588  
 Number of Beds: 25  
 Emergency Rooms: 4  
 Radiation Capability: Yes  
 Burn Unit: No  
 Trauma Center: Level 2

#### B. Ambulance Services:

The following ambulance companies are equipped with Advanced Life Systems (ALS) and are located within five (5) miles of the Yakima Convention Center.

- |  |                            |
|--|----------------------------|
| <p><b>1. AAA Advanced Air Ambulance</b><br/>         Yakima Air Terminal</p>   | <p><b>800-633-3590</b></p> |
| <p><b>2. Advanced Life Systems, Inc</b><br/>         2106 West Washington Avenue, #3<br/>         Yakima, WA 98903<br/>         Number of Units: 6</p> | <p><b>509-574-8444</b></p> |
| <p><b>3. American Medical Response</b><br/>         229 South 2<sup>nd</sup> Avenue<br/>         Yakima, WA 98901<br/>         Number of Units: 10</p> | <p><b>509-453-6562</b></p> |

Additional ambulances can be called into service from other communities in Yakima County.

- |  |   |
|--|---|
| <p><b>1. Prosser Memorial Hospital<br/>         Emergency Medical Services</b><br/>         723 Memorial Street<br/>         Prosser, WA 99350<br/>         Number of Units:</p> | <p><b>509-786-1500</b></p>  |
| <p><b>2. White Swan Ambulance</b><br/>         P.O. Box 693<br/>         White Swan, WA 98952<br/>         Number of Units: 3</p>  | <p><b>509-874-2979</b></p>  |
| <p><b>3. Sunnyside Fire Department</b><br/>         513 South 8<sup>th</sup> Street<br/>         Sunnyside, WA 98944<br/>         Number of Units: 3</p>                         | <p><b>509-865-4202 (Toppenish Dispatch)<br/>         509-865-3999 (Admin)</b></p> |

Mutual fire departments throughout the Yakima area also have medical aid cars that are capable of transporting victims.



**YAKIMA CONVENTION CENTER  
YAKIMA VALLEY VISITORS & CONVENTION BUREAU  
EMERGENCY PLAN**

**MEDIA PLAN**

**I. PURPOSE**

To provide accurate and timely information to the public and/or news media in the event of an accident or incident in or around the Yakima Convention Center or Yakima Valley.

**II. GENERAL**

The release of information to the public and/or news media must be made with the approval of Yakima Convention Center Management and given only through an authorized spokesperson.

**III. INDIVIDUALS DEDICATED TO BE UNIFIED SPOKESPERSONS**

- |                   |                                    |
|-------------------|------------------------------------|
| A. John Cooper    | President & CEO/Executive Director |
| B. Connie Upton   | General Manager                    |
| C. Katie Heaverlo | Director of Tourism                |
| D. Doug Picatti   | 2009 Board President               |

**IV. WHEN WORKING WITH THE MEDIA**

**A. Once the call comes in:**

1. Listen, take notes, and relax.
2. Restate the issues for clarification.

**B. Learn all you can about the report, station, and interview.**

1. Write down the name, company, and phone number of the reporter.
2. Ask when the story will be aired.
3. Find out what the deadline for the story is.
4. Learn exactly what the reporter wants to know – feel free to ask directly – get all the questions.
5. Learn who else is being interviewed.
6. Tell the reporter you will call back in 10 minutes (or, however long you need).
7. Gather your thoughts, and answer the questions.
8. Confirm the latest facts if they continue to change with updates.
9. Call the reporter back, and communicate key messages you had decided upon.
10. Be calm, be honest, and always tell the truth.
11. Show emotion and concern (human feelings). However, do not get too emotional.
12. If you don't know the answer, say so. Tell them you will get the answer as soon as possible, and follow through.
13. If you are still working on getting something done, say so. This shows thoroughness and urgency.

**C. Never Say Too Much**

The tendency is to be open. With a problem, the less said the better.

1. Do not say, "No Comment." This sounds like you are hiding something.
2. Never say anything, "Off the record."
3. Never say, "It's not my (our) fault."
4. Do not say anything negative or speculative; say only things that can be verified. Do not give opinions.

**D. Always Be Consistent**

If there are several spokespeople, coordinate your efforts and keep messages the same. Keep repeating the same message – you cannot say it too much; remember it takes three times for them to remember it anyway.

**1. Be Careful**

- a. The media will talk to anyone they think will give them a story.
- b. The media is always on a deadline and will rush to print what they perceive as accurate.
- c. Reporters will often pause to make you feel awkward during an interview. Do not keep talking! Keep quiet, you may even want to ask them if they have any other questions.
- d. A reporter may ask leading or misleading questions to aim for a specific angle. Stick to your key message and repeat it.

**2. Be Prepared With:**

- a. Written fact sheet on the organization.
- b. Have a written statement.
- c. Create a possible question and answer sheet for them.

**V. ACTIVITIES WITHIN THE OFFICE**

- A. Respond to all calls.
- B. Keep records and log media interaction. You may even have a tape recorder and ask the reporter if you can record the interview. Remember, you have rights too.
- C. Use the recordings as practice sessions for your answers, good and bad. Plus, you always have verification of what was said in the interview should you ever need it.

**VI. LOCAL MEDIA****Yakima Herald Republic**

114 North 4<sup>th</sup> Street  
Yakima, WA 98901  
Phone: 509-248-1251  
*Mike Shepard, Publisher*  
*Sarah Jenkins, Editor*

**KAPP Television**

1610 South 24<sup>th</sup> Avenue  
Yakima, WA 98902  
Phone: 509-453-0351  
Fax: 509-453-3623  
*Brian Paul, General Manager*

**KIMA Television**

2801 Terrace Heights Drive  
Yakima, WA 98901  
Phone: 509-575-0029  
Fax: 509-575-5526  
*Ken Messer, General Manager*

**KNDO Television**

1608 South 24<sup>th</sup> Avenue  
Yakima, WA 98902  
Phone: 509-225-2300  
*Paul Dughi, General Manager*  
*Christine Brown, News Director*

**K-USA Radio**

1200 Chesterley Drive, Suite 100  
Yakima, WA 98902  
Phone: 509-248-2900  
*Don Morin, General Manager*  
*Dewey Boynton, Operations  
Manager*

**KBBO Radio**

1200 Chesterley Drive, Suite 100  
Yakima, WA 98902  
Phone: 509-248-2900  
*Don Morin, General Manager*  
*Dewey Boynton, Operations*

**KUTI Radio**

4010 Summitview Avenue  
Yakima, WA 98908  
Phone: 509-972-3461  
*Larry Miner, General Manager*  
*Lance Tormey, News Director*

**KIT Radio**

4010 Summitview Avenue  
Yakima, WA 98908  
Phone: 509-972-3461  
*Larry Miner, General Manager*  
*Lance Tormey, News Director*

**Associated Press – Seattle**

3131 Elliott Avenue, Suite 750  
Seattle, WA 98121-1095  
Phone: 206-682-1812  
Fax: 206-621-1948

**Media Contact:**

John Cooper, President & CEO  
 Yakima Valley Visitors and Convention Bureau  
 john@visityakima.com  
 phone - 509.576.6385  
 fax - 509.575.6252

**FOR IMMEDIATE RELEASE****Who is the Yakima Valley Visitors & Convention Bureau?**

YAKIMA, Wash. – The Yakima Valley Visitors and Convention Bureau is a non-profit Organization designed to promote the Yakima Valley as a site for conventions and tourists to aid in the economic development of the Yakima Valley.

The Bureau is housed in, and manages the Yakima Convention Center, a 41,000 square foot multipurpose exhibition, meeting, banquet and convention facility, which is owned by the City of Yakima. The Bureau also manages the Yakima Valley Sports Commission, Tourism Promotion Area, Yakima Valley Visitor Information Center, and the Public Facilities District Board of Directors.

Incorporated in 1957, an eight person executive committee heads the bureau, and reports to a 26-member board of directors elected from the Bureau's membership. The Bureau maintains a professional staff of eighteen full time and three part time employees.

The Bureau also utilizes local volunteers throughout the community from time to time. The Center has six full time and eight part time employees. M & M Catering is also housed in the Yakima Center with a staff of up to forty people depending on the activities in the building.

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*The Yakima Valley Visitor and Convention Bureau is a non-profit corporation recognized as the Yakima Valley's official visitor promotion agency. It is headed by an eight person Executive Committee that reports to a thirty-seven member Board of Directors elected from the Bureau's membership. While the Bureau functions with a professional staff, its marketing effectiveness depends on a close working relationship with the Bureau members and the communities it represents.*

####

## **YAKIMA VALLEY VISITORS & CONVENTION BUREAU**

### **MISSION STATEMENT**

Provide leadership to attract convention delegates and tourist dollars to the Yakima Valley.

### **ORGANIZATION**

Incorporated February 14, 1957, as a private, nonprofit corporation, the Yakima Valley Visitors and Convention Bureau is recognized as Yakima's official visitor promotion agency.

An eight person Executive Committee, which reports to a 26-member Board of Directors elected from the Bureau's membership, heads the Bureau. While the Bureau functions with a professional staff, its marketing effectiveness depends on a close working relationship with Bureau members and the community.

### **ROLE**

The Yakima Valley Visitors and Convention Bureau enhances the local economy through the marketing, promoting, selling, and servicing of the Valley as a site for conventions, conferences, assemblies, and other gatherings.

The Yakima Valley Visitors and Convention Bureau is the Valley's liaison between visitors and the firms that will house and serve them during their stay.

The Yakima Valley Visitors and Convention Bureau stimulates economic development in the Valley by creating and supporting jobs, generating new money being spent on the purchase of goods and services, and generating transient occupancy and sales tax revenues.

### ESCAPE ROUTES

