



Event Emergency Medical Requirements

Purpose

- Preservation of life.
- To provide safe and secure environment and to reduce risk to the Kay Bailey Hutchinson Convention Center Dallas (KBHCCD), its personnel, guests, attendees, clients, exhibitors, and assets.
- To establish ‘best practices’ for providing event emergency medical services at the KBHCCD.
- To respond to and implement emergency services when required.
- To prepare for and request necessary emergency and non-emergency services.
- To comply with the KBHCCD’s policies as well as local, state, and federal law.

Applicability

This requirement applies to all lessees, clients, and security contractors including but not limited to independent contractors, subcontractors, contractors through a third party, contractors through outsourcing arrangements/service contract, consultants and temporaries unless specifically exempted from the requirement as detailed in this policy.

These procedures are intended to apply to those contractors with whom the Kay Bailey Hutchinson Convention Center Dallas (hereinafter referred to as “KBHCCD” or “Center”) or its lessees/clients have a verbal or written agreement.

Policy

This policy establishes the minimum event emergency medical requirements for each client leasing space (paid or unpaid) at the KBHCCD. However, each event is unique and KBHCCD reserves the right to require the client to implement additional medical staffing and/or measures as it deems fit to protect the facility and all its guests and visitors.

All medical contractor personnel shall be licensed in accordance with applicable Texas laws when working in any medical services capacity **prior to** assignment to the KBHCCD premises, jobsites, or events. The term “premises” is used in its broadest sense and includes, but is not limited to, all property owned, leased, operated or otherwise under the control of the KBHCCD.

The KBHCCD has established the following requirements for event emergency medical operations. These requirements are also outlined in the Event Emergency Medical Services (EEMS) Agreement, the Event Resource Guide, and the KBHCCD’s Security Policies and Procedures.

Event Emergency Medical Services are required for every event or meeting that occurs on KBHCCD property. The KBHCCD is aware that some events/meetings are of such a nature that contracting event medical staff may not be required. The KBHCCD Security Department will evaluate each event or meeting once contracted to determine if event medical services are



needed. An event/meeting that meets the following criteria will always require event medical services:

- Lease of any Exhibit Hall
- Lease of the Theater or Arena
- Any sporting, dance, or cheer event
- Any event that includes the serving of alcohol
- Any event that has an attendance of 500 people or more

The KBHCCD may require event medical services for an event that does not meet these requirements if in the KBHCCD's determination the event poses a risk to the facility, its employees, guests, or attendees.

Any requests for a waiver from the EEMS requirements must be submitted by the client in writing to the KBHCCD's Director of Safety & Security and clearly outline the reason(s) for the waiver and how the requirements place an undue burden on the Client and/or Event. The Director of Safety & Security shall weigh all the options and render a decision. This decision is final.

All clients are required to provide a written medical plan to the KBHCCD's Security Department at least forty-five (45) days prior to the first contracted day. This plan should be based upon a comprehensive Medical Threat and Hazard Identification and Risk Assessment (THIRA) conducted by the contracted Event Medical Provider or medical services consultant. The Medical Plan provided to the KBHCCD shall contain the following functional annexes:

- Schedule and staffing roster, including leadership structure and authority for the Medical Provider and Show Management
- General and Special Orders
- Individual Post Orders
- Post Dot Maps (if applicable)
- Mass Casualty/Mass Care Plan
- Pandemic plan and PPE plan
 - Includes temperature and symptom screening plan, policies, and protocols
- Foodborne Illness Plan
- Specific event training for staff (must encompass the KBHCCD's hospitality philosophy)

All Event Emergency Medical Service providers working at the KBHCCD shall be capable of providing these following services to KBHCCD clients when requested:

- Basic Life Support
- Advanced Life Support
- Onsite ambulance services
- Onsite medical screening of attendees and staff
- Physicians or nurses onsite
- Manager onsite to oversee the EEMS team



Training

All medical personnel assigned to work an event at the KBHCCD shall be trained and fully licensed in accordance with applicable Texas statutes with at least four (4) years of full-time EMT/Paramedic experience.

The KBHCCD reserves the right to inspect all medical personnel training and licensing records at any time.

All medical personnel should be training on the specifics of their assigned event but have a detail orientation of the facility and local area. They should be training on other events occurring in the facility at the same time.

Staffing levels for all events shall include the following:

A. General Staffing Requirements

- A minimum of one (1) medic is required for every event unless medical coverage is waived by the KBHCCD Security Department.
- If more than one (1) medic is assigned* to the KBHCCD, then one medic shall be designated as the “lead” medic and act in a supervisory capacity when and if necessary.

*For the purposes of this section, the term “assigned” means working on KBHCCD property at any given time.

- Medics shall be staffed during:
 - Move-In
 - Registration
 - Conference Sessions, Meetings, general sessions, Networking sessions
 - Receptions
 - Move-Out
- EEMS staff are required to begin 30 minutes (30) prior to any show-related activity within the facility and remain available until thirty (30) minutes after the last show-related activity concludes.
 - Should the GSC, or other contractor, exceed the scheduled move-out time then the medical requirements must remain in place at the Client’s expense. The Client may subrogate those additional costs to the GSC, or other contractor, at a later date.
 - Should the GSC, or other contractor, finish move-out prior to the scheduled date/time, then all medical services may be terminated provided the client has released all contractual holds on all leased space. If the client does not release all holds then medical services must remain in place

B. Specific Staffing Requirements

Child Care

Any event that provides on-site child care at the KBHCCD is required to have one (1) First Aid Center adjacent to the child care center staffed with an EMT while child care



services are in operation.

C. Additional Requirements

Each medic working at the KBHCCD must check out a radio and medical room keys from the Security Dispatch office prior to the start of their shift. They may be required to leave their ID as collateral for the return of the equipment. Under no circumstances shall the radios or keys be passed from person to person.

Failure of Staffing

Should in the opinion of the KBHCCD the client/lessee fail to appropriately staff its event medical requirements, the KBHCCD may fill any vacancies/shortfalls with a provider of its choice. The cost for this will be borne by the client/lessee and they will be charged at a rate of a minimum of \$65 per hour, per medic, with a four (4) hour minimum.

Crowd Management

Crowd Management is a major concern during any event. The KBHCCD follows the National Fire Protection Code (NFPA) 101 which outlines the minimum Crowd Management guidelines for mass gatherings.

Large meetings and assemblies have common challenges and characteristics: large crowds entering and egressing, threats of crowd crush, crowds unfamiliar with their surroundings the building's fire protection and egress systems, etc.

Assembly occupancies require the presence of Crowd Managers to assist with orderly evacuation and to ensure that all occupants can leave the venue successfully in emergency and non-emergency events. They are trained to understand safety and security hazards that can endanger the public assembly, understand crowd management techniques, understand methods of evacuation and movement, and more.

Where the occupant load meets or exceeds 1,000 then four (4) trained crowd managers shall be provided. The minimum number of crowd managers shall be established at a ratio of one crowd manager to every 250 persons. For example, an event with 1,000 persons would require four crowd managers; an event with 1,500 would require six crowd managers. One Crowd Manager must be designated as the Principal Crowd Manager.

Some of the duties of the Crowd manager include:

- Means of egress shall be continuously maintained free of all obstructions or impediments for full instant use in the case of fire or other emergency. This includes exit access, exits and exit discharge which may be outside of the building.
- No furnishings, decorations, or other objects shall obstruct exits or their access thereto, egress therefrom, or visibility thereof.
- Every door opening and every principal entrance that is required to serve as an exit shall be designed and constructed so that the path of egress travel is obvious and direct.



- Exit doors shall be arranged to be opened readily from the egress side whenever the room is occupied.
- The total capacity of the means of egress shall be sufficient for the occupant load thereof.
- Storage of combustible materials shall be orderly (this includes ensuring that fire protection systems are not obstructed). This must be approved by the Dallas Fire Marshal.
- Means of egress shall be marked (including exits and paths to get to the exits).

All medics assigned by the Event Medical Provider to work any event at the KBHCCD should be certified as Crowd Managers in accordance with NFPA 101. This allows them to identify potential issues and alert the appropriate personnel.

Sporting, Dance, Cheerleading, or Entertainment Events:

In addition to the minimum requirements listed above, certain events by their very nature pose additional risks to the facility, lessee, exhibitors, guests, spectators, etc. These events necessitate more proactive medical arrangements for the safety of all persons in attendance. These requirements apply regardless of the venue utilized. They apply to any meeting room, theater, ballroom, exhibit hall, or open space utilized for sporting, dance, cheerleading, or other entertainment function.

Some examples of additional requirements include:

- Practice areas often pose an issue for these types of events. The use of the public concourse or outdoor spaces for practice/rehearsal is not permitted. Additional medical rovers may be needed to expeditiously service crowds, particularly children. The use of dedicated spaces for practice, warmups, rehearsal, etc., should be included in the plan with the appropriate level of medical staffing.
- During many sporting events and performances, the aisles will become clogged with spectators. It is incumbent upon the Client and their contracted Event Security Provider to ensure that the aisles are always kept clear for the free flow of patrons and emergency response personnel. Medics working the event should immediately notify the ESP and Client if they feel they can not effectively respond to an emergency due to overcrowding or aisle blockage.

Radios and Keys

The EEMP is responsible for furnishing the required communications system for its employees working at the KBHCCD. Each medic must have a radio at a minimum. Both radio and cellular communication is preferable. The KBHCCD Security Department will provide one (1) KBHCCD radio for each medic on-duty.

All medics will check-in/out on the radio at the start and end of their shift. They will also check-in with Security Dispatch at least hourly if not responding to calls for service.

Medics will receive a set of keys for the medical room assigned to their event. They are



responsible for safeguarding the radio and keys. They may be required to leave their ID as collateral for the equipment. Under no circumstances should the radios and/or keys be passed from person to person.

The radio(s) and keys will be checked in/out at the KBHCCD's Security Dispatch Center.

Emergencies

All emergencies (e.g. injuries, illness, etc.) must be reported immediately to the KBHCCD Security Department and Event Security Provider. The KBHCCD Security Department will coordinate the emergency response of EMS, Fire or Police. The EEMP's employee should remain on the phone or radio channel and provide the KBHCCD dispatcher with all relevant information necessary to help first responders. It is imperative that the EEMP's employees are familiar with their immediate area and able to communicate that to the KBHCCD dispatcher.

Incident Reports

Security Officers must submit written statements/reports of all incidents, regardless of severity (e.g. theft, injury, damage, destruction, etc.) Written statements/reports must include the time, date and location of the incident, witnesses, a full description of the incident and the name of the party writing the statement/report. All medics working an incident are expected to cooperate as witnesses and provide as much information as they legally can under applicable HIPPA and State laws. The medics shall provide the Security Officers with a reference number or case number so that the reports can be cross referenced at a later date if necessary.

No later than ten (10) business days after the last contracted event day, the Event Emergency Medical provider shall provide the KBHCCD Security Department with statistical data for the event that outlines the types of illnesses/injuries treated, people transported, calls for service, etc. No personally identifiable information shall be included in this statistical report.

Appearance, etc.

All EEMP personnel shall report to work in the prescribed uniform. It shall be neat, clean, and ironed. Personal items (e.g., purse, lunch bag) are permitted but should be stored in a designated area.

ESP personnel are discouraged from accepting personal visitors during work hours and from loitering on KBHCCD property prior to or following assigned work schedules.

The KBHCCD has a "No Take" policy. Event staff are not allowed to take gifts, leftovers, etc. from the Center without prior approval of the KBHCCD and/or Show Management. In each case wherein removal of property is approved, then a Package Form shall be completed and signed by the person/company giving away the property along with their business card.

KBHCCD reserves the right to trespass, temporarily or permanently, any EEMP employee who deviates from the policies and procedures of the KBHCCD, depending upon the nature of the violation.



KAY BAILEY HUTCHISON
CONVENTION CENTER DALLAS



Event Staffing Proactive Compliance Inspections will be conducted by KBHCCD staff to ensure compliance with these directives. Inspections will take place on a regular basis with violations noted and forwarded to State of Texas investigators, if applicable.

Parking

Parking for all Event Emergency Medical Services personnel will be at the prevailing rate. The EEMS is free to negotiate rates with the exclusive parking vendor, Ace Parking. Show Management may from time-to-time pay for contractor parking as part of their contract with their vendors. Regardless of the methodology, personnel working the event are not entitled to free parking.

Other

The KBHCCD reserves the right to alter and/or amend these requirements as necessary to meet the goals and objectives of the KBHCCD.