

Emergency Procedures

Arrival Day Cancellations and Delays

If you have concerns about traveling during inclement weather or experience flight cancellations, please follow these procedures:

1. Contact the Director of Conferences and Meetings Page Adams at **303.565.9461** to discuss your situation.
2. Page will consult with appropriate individuals and inform you whether you should proceed to the event.
3. If you are unable to attend due to unforeseen cancellations or delays, please note that Gamma Phi Beta is unable to refund the cost of your event attendance.

Early Departures from the Event

If you need to leave early due to weather, traffic or any other reason, please follow these procedures:

1. Contact Director of Conferences and Meetings Page Adams at **303.565.9461** to discuss your concerns.
2. Page will consult with any individuals relevant to your situation and notify you if your early departure is approved.
3. If your early departure is approved, please note that Gamma Phi Beta is unable to refund the cost of your event attendance.

Departure Day Cancellations and Delays

If you have concerns about traveling during inclement weather or experience flight cancellations, please follow these procedures:

1. Contact your airline directly to be rebooked on another flight.
2. If you are unable to secure same-day travel, please visit the front desk at the Renaissance St. Louis and explain your situation. The hotel is authorized to extend room nights as needed at the group rate. These charges will be billed directly to you or your chapter and are not the responsibility of the Sorority.
3. Incidental expenses, such as meals and parking, will be your responsibility.
4. For International Volunteers, if your flight is delayed or canceled, and a hotel room is not provided to you, Gamma Phi Beta will allow you to expense up to two nights at the maximum rate of \$150 per night as per the hotel guidelines. If traveling for an event and your location allows, please make your way back to the conference hotel where a preferred rate has already been negotiated for you. In such situations, Gamma Phi Beta

will allow meals to be expensed per the meal expense guidelines for a maximum of two days. In addition, you may still budget one travel meal on your departure day.

Hotel Evacuation

In case of an evacuation, please use the following procedures:

1. If an evacuation becomes necessary, the hotel's emergency response team will direct guests to the evacuation assembly area.
2. The evacuation will be announced over the hotel's public address system.
3. If possible, use the buddy system and work in pairs.
4. Exit calmly and quietly to help maintain order.
5. Proceed to the nearest, safe exit. Do not use elevators.
6. Listen to any instruction given by staff, security, venue personnel or the emergency response team.
7. Door wardens have been designated to manage exits in our event spaces. To the extent that it is safe, they will manage their designated area, checking for anyone who has not evacuated.
8. Do not attempt to save possessions at the risk of personal injury.
9. **Evacuation assembly area: Hotel Parking Lot.**
10. Guests with disabilities will be accounted for using internal reports.
11. Do not reenter the building until authorized by hotel personnel.
12. When granted permission to reenter the building, please proceed to the general session space to allow staff to conduct a roll call.

Medical Emergencies

1. If an individual needs medical attention, call for help immediately, then call 911.
2. If someone requires CPR, call 911 immediately. Then contact Director of Conferences and Meetings Page Adams at **303.565.9461** or a hotel staff member — whichever you can reach first — so they can direct first responders to the right location.
3. Do not move the individual unless necessary to protect their life. If needed to prevent shock, keep the individual warm and, if possible, elevate their lower extremities.
4. Control heavy bleeding by applying direct pressure to the wound.

General Information

In the event of an emergency, please keep your cell phone with you, if feasible. If you leave the event space without your phone, find a buddy who has one and can keep you informed. For any questions or concerns during an emergency, please message the Director of Conferences and Meetings Page Adams, or contact her directly at **303.565.9461**.

Fire

In case of a fire alarm, please follow these procedures:

1. Immediately evacuate in an orderly manner using the nearest emergency exit.
2. Follow all instructions from staff, security, venue personnel or emergency responders.



3. Do not wait to confirm whether it is a false alarm — evacuate promptly.
4. Do not reenter the building until security or emergency management officials give the “all clear.”
5. Once permitted to reenter, proceed to the general session area so staff can conduct a roll call.

If you discover a fire:

1. Move to a safe area away from the fire.
2. Call 911 and report the fire’s location.
3. Activate the fire alarm if it has not already been triggered.
4. Notify hotel personnel so they can direct first responders to the right location.

If you are in a room and find the doorknob is hot to the touch and you are trapped:

1. Place cloth material under and around a door to block smoke from entering.
2. Close as many doors as possible between you and the fire.
3. Stay low to the ground to avoid inhaling smoke.
4. Try to signal your location through a window.
5. Use a working hotel phone or your cell phone to call 911.

Active Shooter

In the event of an active shooter in the vicinity, please follow these procedures:

1. **Run:** If an escape path is accessible, evacuate immediately. Be sure to:
 - a. Have an escape route and plan in mind.
 - b. Leave your belongings behind.
 - c. Keep your hands visible.
2. **Hide:** If evacuation is not possible, find a secure place to hide where the shooter is less likely to find you. Your hiding place should:
 - a. Be out of the shooter’s view.
 - b. Provide protection if shots are fired in your direction (e.g., a room with a closed and locked door).
 - c. Not trap you or restrict your options for movement.
3. **Fight:** As a last resort, and only if your life is in imminent danger, attempt to disrupt or incapacitate the shooter by:
 - a. Acting aggressively.
 - b. Throwing objects or improvising weapons.
 - c. Yelling to disorient the shooter.
 - d. Committing fully to your actions.

Natural Disaster

In the event of a natural disaster, please follow these procedures:



1. Hotel guests will receive instructions via the PA system.
2. Guests will be directed either to the weather-related emergency assembly area (located on the lower level of the hotel) or instructed to seek immediate shelter in a windowless room.
3. If a natural disaster occurs while you are away from the hotel, contact Director of Conferences and Meetings Page Adams at **303.565.9461** with your name, chapter and current location.

Shelter in Place

If sheltering in place becomes necessary, please follow these procedures:

1. The designated shelter-in-place location is the Grand Concourse Ballroom.
2. Hotel guests will receive instructions via the PA system.
3. Hotel staff will direct guests to the shelter-in-place location.

Personal Safety/Harassment or Assault

If your personal safety is threatened, please follow these procedures:

1. Move to a safe location.
2. Contact Chief Executive Officer (CEO) Megan Smiley Wick at **773.580.3580** or hotel security immediately at **314.429.1100**
3. Seek medical attention if necessary.
4. Report the incident to the police if you feel comfortable doing so.

Lost or Missing Person

If you realize someone is missing, please follow these procedures:

1. Use reasonable methods to locate the individual — call their cell phone, check their room, etc.
2. If you are still unable to find them, notify CEO Megan Smiley Wick at **773.580.3580**. Provide a detailed description of the missing person, including appearance, clothing and last known location.
3. Follow instructions from event staff and security on how to proceed.

Mental Health Emergencies

If someone is experiencing a mental health crisis, please use the following procedures:

1. Contact the CEO Megan Smiley Wick at **773.580.3580**.
2. If immediate help is needed, call 911.
3. Ensure the individual is in a safe and calm environment.
4. If your physical safety is not at risk, stay with the individual until professional help arrives.

Closest non-emergency care facility or walk-in clinics

Total Access Urgent Care - Overland

8961 Page Ave.

Overland, MO 63114

314.476.6175

8 a.m.- 8 p.m. Daily

Located 4.0 miles from the hotel.

Total Access Urgent Care - Bridgeton

12409 St. Charles Rock Rd.

Bridgeton, MO 63044

314.455.4046

8 a.m.- 8 p.m. Daily

Located 5.1 miles from the hotel.

