



## 2023 NFLC External Crisis Communications Plan

FBLA seeks to ensure that all attendees of the 2023 National Fall Leadership Conference enjoy a safe environment. To help mitigate the impact of unforeseen events during the duration of the event, we have prepared this short safety guide to help you respond effectively in the event of an emergency.

### What Are Examples of an Emergency?

An emergency situation can occur at any place and at any time, which is why it is important to be prepared.

Examples of emergency situations that could occur at the NFLC include:

- Medical emergency
- Severe illness that affects large numbers of attendees
- Physical injury or threat of injury from another person (fight, active shooter, protesters, intruders)
- Fire
- Transportation incident (subway derailment, bus or car accident)
- Building evacuation due to fire, weather, or active shooter
- Mass utility failure (such as loss of power or water)
- Natural gas leak
- Bomb threat
- Natural disaster, including earthquake, hurricane, or tornado

### What Should I Do in an Emergency?

- Try to remain calm. Other NFLC attendees will take their cues from you. If you project a demeanor of calm and authority, others will follow your lead.
- Contact local emergency authorities, hotel personnel, or Rhode Island Convention Center personnel (see below) as soon as possible. Follow their instructions.
- Do not put yourself or anyone else in harm's way unnecessarily. If necessary, evacuate the building or area quickly to ensure attendee safety.

- Primary advisers should check the email and/or cell phone with which you registered for the NFLC for official information from conference personnel about the situation (see below).
- Ensure that all other advisers, chaperones, and students under your supervision are accounted for.
- Do not share information with others that is based on speculation rather than fact.
- Try to remember or record as much about the incident as possible so that you can share it with emergency personnel and with conference staff afterwards. Plan to make yourself available to conference staff afterward to discuss the incident.
- Do not speak to the media. Send any media requests to FBLA's Director of Communications & Marketing, Mary Lynn Rynkiewicz at [marylynn@fbla.org](mailto:marylynn@fbla.org).

If an event occurs that is disrupting or has the potential to disrupt the NFLC for attendees, FBLA will make every effort to notify advisers in a timely manner by following the process below:

1. Conference personnel will send a blast text and/or email to the primary adviser registered with your chapter in the event of an emergency.
2. Primary advisers should have contact information for each of the other advisers, chaperones, and students attending the NFLC with them and have a procedure in place to communicate with them in the event of an emergency.
3. FBLA may also post information related to an emergency through a variety of communication channels, including: the FBLA App, FBLA Connect, [fbla.org](http://fbla.org), social media, email, and other communication methods deemed appropriate.

### Who Should I Contact in an Emergency?

If you experience an emergency during the conference, please call local emergency officials first (see information below). After alerting local emergency services, please advise FBLA of the emergency by texting or calling **833-238-7934**. This number accepts voicemails, but it does not accept incoming calls. Text is the most efficient way to reach the National Center staff in case of emergency. Include your name, a brief description of the situation, and a contact number where conference personnel can reach you.

## **Rhode Island Convention Center (RICC) Emergency Plan Information**

### **Emergency Telephone Information**

For all emergencies at the RICC, please contact the RICC Command Center at **(401) 458-6023**. The Command Center is staffed 24 hours a day. In the event the Command Center becomes disabled, please contact the Administration Office at **(401) 458-6000**.

Please provide the following information when you call:

- Type of emergency
- Number of people involved
- Location of emergency within the facility

### **Emergency Procedures at the RICC**

In the event of an emergency at the RICC, the RICC Security Department will assume responsibility for carrying out appropriate notifications to staff and guests. Although their staff is trained for emergency conditions, your cooperation is vital.

Once the emergency has been declared, the facility will react progressively as follows until the situation is resolved. Listen for emergency announcements over the public address system.

### **Evacuations at the RICC**

In the event of evacuation, please follow these procedures:

1. Remain calm.
2. Listen for specific instructions.
3. Lend assistance to disabled and elderly persons.
4. Exit the building completely.
5. Watch for emergency vehicles that may be arriving and give them space to do their work.
6. Stay clear of the facility until you are told to return.

### **Additional Security Information from the RICC**

RICC building security is trained in First Aid and are CPR-certified.

### **Safety While You're in Providence**

While attendees are in Providence, they should remove their name badges any time they are outside the Rhode Island Convention Center.

**Emergency Assistance:** 911

**Police Department:** 401-272-3121

**Fire:** 401-274-3348

**Ambulance:** 401-456-2000

### **Closest hospital, pharmacy, and urgent care to RICC:**

**Hospital:** Rhode Island Hospital, 593 Eddy Street, (401) 444-4000

**24-hour Pharmacy:** CVS, 100 Francis Street, (401) 270-4440

**Urgent Care:** Concentra Urgent Care, 290 Branch Avenue, (401) 722-8880

### **Hotel Safety Information**

- Read the emergency information on the hotel room door.
- Familiarize yourself with the hotel's fire escape route.
- Do not leave your hotel room door propped open.
- Always use the dead bolt when inside the room
- Do not open the hotel door to anyone you don't know.
- Keep your room key with you at all times.
- Do not say your hotel or room number out in public.
- Do not leave valuables in hotel room (use the room safe)
- Always keep your adviser informed of your whereabouts.

### **Hotel Parking Safety**

- Always lock your vehicle doors
- Do not leave valuables inside a vehicle.
- Remove school signs from vehicles, if magnetic
- Do not store an extra key under the car fender.

### **Hotel Evacuation**

#### **If an evacuation is announced when students are sleeping**

- Call, text, and knock on hotel room doors to alert students.
- Avoid elevators and take the stairs to exit the building.
- Meet in a predetermined safe area outside the hotel.
- Advisers and chaperones should account for all of their students.
- Report any missing or injured students right away.
- Advisers, chaperones, and students should stay together.
- Following evacuation, conduct room checks.
- Help students know what to convey to family at home.

#### **If an evacuation is announced during a meeting at a hotel**

- Staff should help students to the nearest hotel exits.
- Advisers, chaperones, and students should stay together.
- Advisers and chaperones should account for all students.

### **Public Transportation Safety Tips**

- If you ride the bus or train, know the cost and routes.
- Do not wear your conference name badge on public transportation.
- Have a system to account for all group members.
- Don't fall asleep on public transportation.

- Check for your belongings as you exit an Uber, bus, or train.
- Don't have overly familiar conversations with strangers.
- Share cellphone numbers with other members of your group before departing your hotel (create a buddy system)
- Have your cellphone charged and with you.
- Be aware of emergency exits.
- Follow the instructions of drivers or conductors.