



The slide features a dark olive green background. On the left side, there are several vertical lines of varying thickness and texture, including a prominent light-colored grid pattern. A cluster of four green circles of different sizes is positioned to the left of the main text. The text is centered and reads:

CRITICAL ISSUES FOR MEETINGS

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ACCESSIBILITY

The goal of the Americans with Disabilities Act (ADA) is to prevent discrimination against Americans with disabilities.

Title II of the ADA provides definitions of public accommodations and guidelines for making accommodations accessible.



ACCESSIBILITY

“The definition of public accommodations includes most, if not all, facilities used for meetings and conventions.



ACCESSIBILITY: THINGS TO REMEMBER

Communication is Key

- Make it possible for a person with disabilities to identify themselves and their needs for accommodation



ACCESSIBILITY: THINGS TO REMEMBER

SSite Selection - *Always* consider that a person with disabilities may be attending.



ACCESSIBILITY: The Future

RRquests are likely to increase as the population of aging Americans increases. This will generate more requests for grab bars, assistive listening devices (ALD), etc...



ALCOHOL AT MEETINGS

The liability issues associated with serving alcohol are complex and can vary from state to state. But there is one fool proof way of avoiding liability: don't serve someone who shouldn't be served.

ALCOHOL AT MEETINGS: TIPS FOR MINIMIZING LIABILITY

- Make sure bartenders are TIPS trained (Training for Intervention Procedures).
- Have staff member to monitor consumption.
- Ask yourself "If you get put on a stand in a courtroom, what are you going to say you did to protect attendees, the client and your company?"
- Don't be reluctant to allow service to attendees who appear intoxicated.
- Use trained bartenders even in hospitality suites.
- Serve plenty of food (avoid salty snacks).
- Provide drink tickets.
- Provide a range of alcohol free drinks and have equal presentation.

CRISIS PLANNING: THE MEETING PLANNING AND CONVENTION INDUSTRY

“Crisis preparedness – **the planning and prevention measures that are necessary to minimize loss and ensure continuity of critical business process of an organization in the event of an emergency or disaster** – has taken on a new sense of urgency in light of recent natural disasters, terrorist threats, potential epidemics and acts of war.” PCMA Report



CRISIS PLANNING: PCMA STUDY

Just how well prepared do planners feel they are for dealing with a crisis, should one occur at a meeting they have planned?

38.3% prepared

- 37.8% not very prepared



CRISIS PLANNING: PCMA Study

How important is having a crisis plan?



CRISIS PLANNING: PCMA Study

- Of the more than 40% who have some type of crisis plan, nearly 41% feel that their current plans are written with extensive policies and procedures to effectively assist them in a crisis.
- Of those that have a plan, 47.7 % updated their plans at least once a year.



CRISIS PLANNING: PCMA Study

- 69% of the respondents indicated that gathering information from a facility concerning its crisis plan is very or extremely important.
- Only 18% of the respondents always met with the facility staff regarding its crisis plans, 27.8% sometimes met with the facility regarding their plans.
- This means that 54.2% of the respondents do not meet with facilities regarding their crisis plans.



CRISIS PLANNING: PCMA Study

No crisis can be successfully prevented or managed alone!



CRISIS PLANNING: PCMA Study

- 63.4% of respondents have never experienced a crisis at one of their meeting.
- That means that over one third of meeting planners *have* experienced a crisis at one of their meetings.



CRISIS PLANNING: PCMA Study

The group identified the following as having the greatest potential for on-site crises:

- Fire
- Structural
- Bomb threat
- Accidents/fatalities
- Employee strike
- Terrorist attack
- Biological hazard
- Shooting
- Workplace violence
- Natural disaster
- Protests



FIRE SAFETY: CHECKLIST

During the preliminary site visit, meeting planners should verify that the following safety features are in place.

- Does the building have an automatic fire-extinguishing system?
- Where are sprinklers located (corridors, sleeping rooms, meeting rooms, public areas, kitchens, etc.)?
- Is the building equipped with smoke detectors throughout?
- Does each floor have two remote fire exits?
- Do fire exits lead directly to the outside of the building?
- Are exit signs visible and well illuminated?
- Are directional signs to fire exits visible from every corridor?
- Are signs posted at elevators, directing guests use the stairways in case of fire?
- Do the tags on fire extinguishers indicate that they're checked regularly?
- Is there a primary assembly point for evacuees?

MEDICAL EMERGENCIES: CHECKLIST

- Ask for emergency contact on registration form (could be placed on back of name tag).
- Ask facility for emergency plan and contacts.
- Provide list of pharmacies, urgent care centers and hospitals.
- CPR training
- AEDs Automated External Defibrillators

BOMB THREATS

Most facilities have a bomb threat plan in place. However, planners should also have a plan for bomb threats.

All threats should be taken seriously.

BOMB THREATS: RESPONSE

- Keep the caller on the phone as long as possible. Ask him/her to repeat the message. Record every word spoken by the caller.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask him/her for this information.
- Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to innocent people.
- Pay particular attention to background noises, motors running, music playing, etc.
- Listen closely to the voice (male, female), voice quality (calm, excited) accents, or speech impediments.
- Immediately after the caller has hung up report the threat to the person designated in your emergency plan who will contact authorities.

MANAGING PROTESTS AND DEMONSTRATIONS

“Even organizations that aren’t protestor or demonstrator magnets occasionally deal with the fallout from controversial speakers, sponsors or exhibitors. And event professionals must be prepared, or manageable situations can turn into disasters.”

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BEST PRACTICES IN EVENT PROTEST MANAGEMENT

- Establish a contingency plan.
- Limit access to event space.
- Provide secure parking.
- Bring key people into an event unobtrusively.
- Situate registration areas away from public access locations.
- Prevent prominent event staff from being photographed with protestors.
- Prevent confrontations between company executives and demonstrators.
- Establish dialogue with demonstrators and learn their plans.
- Provide area for demonstrators to gather



THANK YOU!

DISCUSSION

