

CRISIS PLAN

INCIDENT PROCEDURES

1. Incident occurs.
2. Witness calls Security and completes Situation Report (see page 53).
3. Security calls Art Fair Executive Director via phone or radio.
4. Executive Director determines next steps based on information from security and witness.
5. Uptown Association management and public relations counsel:
 - a. Analyze current situation
 - b. Conduct Emergency Situation Analysis (attached)
 - c. Write down facts (see attached security report)
 - d. Determine fact-update schedule

As an FYI:

- The Minneapolis Police have a coordinated plan in case of an emergency. Uptown Association staff has been made aware of what to look for in cases of emergency, vandalism, etc.
- The Uptown Association works with the Minneapolis Police and has its own security force. Each year, the fair takes measures and precautions to increase security.

ON-SITE EMERGENCY SITUATION ANALYSIS

Conducted by Uptown Association management at each incident

1. What occurred? - Store name and address?
2. Where in Uptown? - Food or beer tent?
 - Block? - Apartment address?
 - Booth number? - Inside or outside?
3. Who is involved? Artist? Sponsor? Fairgoer? Volunteer? Media? Child or adult? Get names of all of the above.
4. Are all persons accounted for?
5. Number of spectators?
 - Where are they?
6. Have emergency vehicles been called?
7. Injuries/Deaths
 - Number of injuries? Weapons? Number of deaths? Have victims been taken to hospital? Which hospital?
 - Who are victims -- artist? Fairgoer? Volunteer? Media? Child or adult? Have families been contacted? By whom? When?
8. Determine other areas within the Uptown Association area that are connected with emergency.
 - Does entire area need to be evacuated?
 - Is everyone in a safe area now? If not, have security evacuated immediate area.
9. Media
 - Determine number of media on-site/en route/notified (determine TV/print/photo)
 - o Security officers usher them to a safe, contained location
 - Determine one (1) safe, entrance/exit area to direct media in/out of building
 - o Relay information to security
 - Determine spokesperson (same person for duration of crisis)
 - o Call and get them on-site (if they are not already)
 - Coordinate how/when that person can be reached by media
 - o Determine central, safe location for press updates
 - Mark location for reporters/cameras KSTP, FOX-9, KARE, WCCO, Star Tribune, Pioneer Press
 - o Determine what areas are safe for media to photograph, if any.
 - o Write out press rules and pass out to each one (similar to press conference)
10. Departmental
 - Draft and distribute simple statement for departments/managers to use in case of media phone inquiries or fairgoer inquiries. Determine distribution system.
11. Draft statement for Uptown Association personnel responsible for communicating with staff employees, media, public and officials.
 - Determine distribution system.

CRISIS MANAGEMENT PROCEDURES

1. Police calls for appropriate police back up 911.
2. Security alerts the following team (in this order):
 - a. Jill Osiecki, Uptown Association Executive Director
 - b. Officer Peter Stanton, Security Director
 - c. Brian Bellmont, Festival Public Information Officer
 - d. Judy Hippe, Uptown Association Project Coordinator
3. Security is dispatched to key locations/entrance/exits. They call for appropriate police back up.
4. Team arrives on scene; conducts "On-site Situation Emergency Analysis."
5. Determine if other staff should be contacted/on-site and media procedure.
6. Alert security to route all media. Provide a simple statement to security and appropriate departments on procedures for responding to any incident inquiries.
7. Team meets at Uptown Association offices - Romy Building, 1406 W Lake Street, Lower Level C, 612-823-4581
8. Executive Director presents facts. Team develops strategy and key messages.
9. Formulate basic media strategy and prepare spokesperson.
10. PR director drafts internal fact statement, as they are known at that time.
 - a. Distribute to security for communications. Develop external statements if necessary. For each piece, note date and time.
11. Consider existing and realistic internal communications.
12. Monitor situation. Update directors with internal and external statements as necessary or on established timetable.
13. Determine next internal meeting time and place.

TYPES OF EMERGENCIES

1. Crisis/emergencies that may require Uptown Association comment:
 - Accidents with Injuries/ Medical (heart attack, fall)
 - Traffic Accident
 - Vandalism
 - Weather (tornadoes)
 - Theft
2. Crisis/emergencies that will require comment:
 - Accident with Death
 - Assault/ Sexual Assault
 - Bomb Threat/Explosives
 - Fire
 - Gas Leak
 - Injury with weapon,
 - Power Outage
 - Protest
 - Vandalism

VANDALISM

DETERMINE

1. What area of Uptown was vandalized?
 - a. Where specifically?
 - b. Inside/Outside?
2. What happened?
3. What time did this happen (overnight, etc.)?
4. Type of damage?
5. Estimated cost of damage?
6. When was this discovered?
7. Is this legal in the confines of the fair?
8. How soon were Uptown Association and emergency personnel notified?
9. What steps are being taken to ensure this doesn't happen again?
10. What are the cleanup efforts? If any?
11. Is this the first such incident at the fair?

BOMB THREAT/EXPLOSIVES

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. When did the call come in?
5. What did the caller say?
6. Who checked the area?
7. Are police searching for the caller?
8. Was Uptown Association evacuated? Why not?
9. When were authorities notified?
10. How and when was the Uptown Association alerted?
11. When did authorities arrive?
12. Was anything found?
13. Is the area safe?
14. How soon were Uptown Association and emergency personnel notified?
15. Is this the first such incident at the fair?

PROTEST

DETERMINE

1. Who is the protest group?
 - Name of group
 - Group leader name
2. What time is it planned (if known)?
3. Where (if known)?
 - Inside/Outside?
4. How many people?
5. Type of protest – violent/ non-violent?
6. Was anyone hurt?
 - How seriously?
7. How and when did it start?
8. How and when did it end?
9. Is the protest under control?
10. What part of the Uptown was involved?
11. Is this legal in the confines of the fair?
12. How soon were Uptown Association and emergency personnel notified?
13. What steps are being taken to ensure this doesn't happen again?
14. Is this the first such incident at the fair?

SAMPLE STATEMENT

At approximately XX:XX today, a protest/demonstration occurred in the XX area of Uptown. By XX:XX, it ended after approximately XX minutes. [The protest/demonstration group name] was protesting/demonstrating for/against [CAUSE]. This was a peaceful protest, no one was injured, and no property was damaged.

SAMPLE STATEMENT

At approximately XX:XX today, an act of vandalism was discovered in the XX area of Uptown. The damage occurred at (address/specific location) and extent of the damage is (slight/great). Damage costs are being estimated at this time. Cleanup efforts are (under way/planned). The Minneapolis Police are investigating this crime.

1. At approximately XX:XX today, Uptown Association officials received a call warning that an explosive had been placed in the Uptown area. The Minneapolis police immediately dispatched a bomb squad unit that conducted a thorough and complete search of Uptown. Nothing was found and the police have verified that there is NO explosive device on the premises. As a result, Uptown retailers (opened XX minutes later than usual) (evacuated all fairgoers, volunteers and artists and is now re-open).
2. At approximately XX:XX today, a ___ bomb went off in the XX block of the Uptown neighborhood. There were no injuries or deaths. The following areas were damaged (list). The extent of the damage still under investigation and dollar amounts are still being estimated. The Minneapolis police immediately dispatched a bomb squad unit that conducted a thorough and complete search of the Uptown area. Nothing else was found and the police have verified that there are NO other explosive devices on the premises. As a result, Uptown retailers (opened XX minutes later than usual) (evacuated all Fairgoers, volunteers and artists and is now re-open) (will be closed for the remainder of the day and will reopen tomorrow at TIME) (will not continue).
3. At approximately XX:XX today, a ___ bomb went off in the XX block of the Uptown neighborhood. There were (XX) people injured and (XX) fatalities. Our condolences to the family and friends of the victims and survivors. Survivors were taken directly to XX hospital. Families of all victims are being notified. The Minneapolis police immediately dispatched a bomb squad unit that conducted a thorough and complete search of the Uptown area. Nothing else was found and the police have verified that there are NO other explosive devices on the premises. As a result, Uptown retailers (opened XX minutes later than usual) (evacuated all fairgoers, volunteers and artists and is now re-open) (will be closed for the remainder of the day and will reopen tomorrow at TIME) (will not continue). The following areas were damaged: (list).

WEATHER (tornado, thunderstorms)

During Uptown Events (i.e. Uptown Art Fair)

DETERMINE

1. Repeat the current weather forecast from Doppler radar.
2. What time did this come in?
3. What areas are affected?
4. How and when were the Uptown Association artists, fairgoers, vendors alerted?
5. Was Uptown area evacuated? Why? Why not?
 - a. Where were they evacuated?
6. When were authorities notified to help with evacuation?
7. When did authorities arrive?
8. Is the area safe now?
9. What areas were damaged?
10. Are cleanup efforts underway?
11. Will the fair re-open?
 - a. Estimated day/time
12. Are artists insured for this type of weather?
13. Was anyone hurt? (see accident with injury)
14. Was anyone killed? (see accident with death)
15. Is this the first such incident at the fair?

SAMPLE STATEMENTS

1. At approximately XX:XX today, Uptown Art Fair officials learned of severe weather heading to the Uptown area. Fair officials notified artists, vendors and fairgoers of the situation and appropriate safety measures were taken. After the storm, the 36-square blocks of the area were assessed. There is no damage or injuries. As a result, the fair will continue through Sunday at 5 p.m.
2. After the storm, the 36-square blocks of the Uptown area were assessed. There were no injuries to any artists, vendors or fairgoers. However, (winds, trees, etc) damaged the following areas (list areas damaged). The extent of the damage is still being assessed and dollar amounts are being estimated. The Minneapolis police and Uptown Art Fair security teams are on-site throughout the fair. As a result, the Uptown Art Fair (opened XX minutes later than usual) (evacuated all Fairgoers, volunteers and artists and is now re-open) (will be closed for the remainder of the day and will reopen tomorrow at TIME) (will not continue).

Note: If a storm results in a death, adapt version 2 and combine with version 3 of Bomb Threat.

FIRE

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. Was anyone hurt?
5. How many people?
6. How seriously?
7. Pinpoint location of fire?
8. How did it start?
9. When did it start?
10. Is the fire under control? How quickly was it under control?
11. What part of the Uptown was involved?
12. Names of those involved?
13. When did emergency personnel arrive -- Uptown Association security, city, fire, and ambulance, other?
14. Was any part of the area evacuated?
 - a. For how long?

15. Was the evacuation smooth?
16. Is the fire under control? How quickly was it under control?
17. What is the extent of the damage?
18. Estimate when the area is usable?
19. How soon were Uptown Association and emergency personnel notified?
20. What steps are being taken to ensure this doesn't happen again?
21. Is this the first such incident at the fair?

SAMPLE STATEMENT

At approximately XX:XX today, a fire broke out in the XX area of Uptown. By XX:XX it had been completely contained, approximately XX minutes after the first alarm sounded. Adjacent areas were evacuated immediately. The evacuation involved approximately XX people. No one was injured in the fire. The extent of damage is not known. The cause of the fire is under investigation. While the Uptown area is open, the XX area will remain closed.

ACCIDENT WITH INJURY/MEDICAL

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. Where in Uptown did this happen?
5. How many people were hurt?
 - a. How seriously?
6. Were they taken to the hospital?
 - a. Which one?
 - b. When?
7. Was anyone killed? (see accident with death)
8. How did this happen?
9. Have names been released?
10. Were these fairgoers? Staff? Merchants?
11. What is the condition of the victim(s)?
12. How soon were Uptown Association and emergency personnel notified?
13. Have victim(s) families been notified?
14. Is this the first such incident at the Fair?

SAMPLE STATEMENT

At approximately XX:XX today, a (man/woman/child) was injured in the Uptown area. The Uptown security force immediately notified authorities, and (she/he) was taken directly to XX hospital. The extent of (her/his) injuries is unknown at this time. The reason (she/he) (XX) is unclear, but it is being investigated. The Minneapolis police have checked the (NAME) area thoroughly and it is completely safe.

TRAFFIC ACCIDENT

DETERMINE

1. What happened?
2. What time?
3. Where in Uptown did this happen?
 - a. At what intersection?
4. How many people were hurt?
 - a. How seriously?
5. Were they taken to the hospital?
 - a. Which one?
 - b. When?
6. Was anyone killed? (see accident with death)
7. How did this happen?
8. Have names been released?
9. Were these fairgoers? Staff? Merchants? Drive-throughs?
10. What is the condition of the victim(s)?
11. How soon were Uptown Association and emergency personnel notified?
12. Have victim(s) families been notified?
13. Is this the first such incident at the Fair?

SAMPLE STATEMENT

At approximately XX:XX today, a traffic accident occurred at the intersection of (XX) in Uptown. There were (XX) vehicles involved. The Uptown security force immediately notified authorities. (No one was injured/the victim(s) were taken directly to XX hospital. The extent of injuries is unknown at this time). The reason for the accident is under investigation. The Minneapolis police have checked the area thoroughly and it is completely safe.

ACCIDENT RESULTING IN DEATH

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. How did this happen?
5. Was he/she taken to the hospital?
 - a. Which one?
 - b. When?
6. How many other people were hurt?
 - a. How seriously?
 - b. Were they taken to the hospital?
 - c. Which one?
 - d. When?

7. Were these staff, fairgoers, merchants?
8. Is the area safe?
9. Is an evacuation necessary?
10. Have names been released?
11. Have relatives been notified?
12. Are there more specifics?
13. How soon were Uptown Association and emergency personnel notified?
14. Is this the first such incident at the fair?

SAMPLE STATEMENT

At approximately XX:XX today, a woman (DESCRIBE WHAT HAPPENED) in Uptown. Emergency units were called and paramedics took her to XX hospital where she was pronounced dead. Her name has not yet been released pending notification of relatives. It is not clear yet how the incident occurred, and the Minneapolis police are investigating it. The police have thoroughly investigated the area and found it to be safe. We give our condolences to the family and friends of the victims and/or survivors.

GAS LEAK

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. How was leak detected?
5. How was it caused?
6. How many people were hurt?
 - a. How seriously?
 - b. Were they taken to the hospital?
 - c. Which one?
 - d. When?
7. Were these staff, fairgoers, merchants?
8. Have families been notified?
9. Does Uptown need to be evacuated?
 - a. When was it evacuated?
10. Is Centerpoint Energy on the scene?
11. Is it safe now?
12. When is the fair expected to reopen?
13. What are symptoms associating with inhaling gas?
14. What are potential health hazards?
15. What is Uptown Association's evacuation policy in such cases?
16. How soon were Uptown Association and emergency personnel notified?
17. Is this the first such incident at the fair?

SAMPLE STATEMENT

At approximately XX:XX today, the odor of natural gas was detected at the (LOCATION) in Uptown. The Minneapolis gas company was immediately dispatched to the scene and concluded there was no need to evacuate the Uptown. The Minneapolis gas company attributed the odor to XX. Currently, this area (is/is not) open to the public.

ASSAULT/SEXUAL ASSAULT

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. Were there witnesses?
5. Is the assailant caught?
6. What security precautions has Uptown Association put into place for the parking lot/Uptown?
7. Do police have any information on the suspect?
8. How soon were Uptown Association and emergency personnel notified?
9. What is the victim's condition?
 - a. Were they taken to the hospital?
 - b. Which one?
 - c. When?
10. Is this the first such incident at the fair?
11. How does security monitor the area/parking lot?
12. Does Uptown Association use cameras, sound detectors, security checks, other?
13. What precautions will Uptown Association take in the future?
14. Was the victim/assailant a fairgoers, staff, merchant?

SAMPLE STATEMENT

At approximately XX:XX today, a man/woman was (discovered, injured) within the Uptown area at (STREET/LOCATION). The victim was taken immediately to XX hospital. Police reports indicate _____. At this time, no further details are known about the incident or the victim's condition. Minneapolis police are on-site and an investigation is underway.

THEFT DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. What was taken?
 - a. How much?
5. Were monitoring devices in place?
6. Do we know if the suspect left the Uptown Association?
7. Has there been an arrest?
8. How soon were Uptown Association and emergency personnel notified?
9. Was anyone hurt?
 - a. Have they been assisted? Taken to the hospital?
10. Was a firearm/weapon involved?
11. Is this the first such incident at Uptown Association?

SAMPLE STATEMENT

At approximately XX:XX today, the (store)(artist) in Uptown was robbed of (merchandise/an unknown amount of cash from table/register). The unarmed suspect entered the (store/location) via the main door. Uptown personnel and several customers were asked to step into the back room of the (store/artist's booth). The suspect then took (merchandise) and (money) from the cash register and left. Neither store personnel nor customers were hurt. The dollar value of the merchandise and cash has not been determined. Minneapolis are on-site and conducting an investigation.

POWER OUTAGE

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. Was anyone hurt?
 - a. What is/are the victim's condition?
5. Were they taken to the hospital?
 - a. Which one?
 - b. When?
 - c. How many people?
6. Pinpoint location of power outage?
7. How did it start? When did it start?
8. Is it an Uptown Association issue or a City issue?
9. What part of Uptown is affected?
 - a. Is the fair affected?
 - b. Will the fair continue?
10. When was Xcel Energy notified?
 - a. Are power crews on-site now?
11. What is the extent of the damage?
12. Estimate when the power will return?
13. What steps are being taken to ensure this doesn't happen again?
14. Is this the first such incident at the fair?

SAMPLE STATEMENT

At approximately XX:XX today, a (man/women) was injured in a dispute with another (man/woman) at (location). The injured party received (type of injury and where). The full extent of the injuries are unknown at this time. The victim was taken to (hospital). The reason for the dispute is unclear, and the Minneapolis Police Department is on-site and conducting an investigation. The other party involved (is/is not) in the custody of Minneapolis police. This is an isolated incident.

INJURY INVOLVING WEAPONS

DETERMINE

1. What happened?
2. What time?
3. Where?
 - a. Inside/Outside?
4. How many people were involved?
5. What weapons were involved? How many?
6. Was anyone hurt?
 - a. How many?
 - b. How seriously?
7. How did injuries happen?
8. What is/are the victim's condition?
 - a. Were they taken to the hospital?
 - b. Which one?
 - c. When?
9. Was anyone killed?
10. Was the assailant caught/arrested?
11. How soon were Uptown Association and emergency personnel notified?
12. Was Uptown totally/partially evacuated?
 - a. For how long?
13. Is it safe now?
14. When will it be safe?
15. Is this the first such incident?

SAMPLE STATEMENT

At approximately XX:XX today, a main electrical power unit went down as a result of (broken line from street repair, car accident, power surge.). As a result, power is out in (area) of Uptown. Xcel crews were on-site within minutes, and are working to repair the problem. No one was injured as a result of the outage. Uptown merchants will be closed until power is restored.

EMERGENCY PLAN: Step-by-Step Action

SHOULD A SITUATION OCCUR...

Even with the best of plans, the occasional accident, incident or situation may occur. How the volunteers, staff and participants handle an incident is vitally important to all involved. The following “do’s and don’ts” should help enable those at the scene to handle a situation in the best and most effective way:

DO

- STAY CALM
- Immediately notify the Event Director, Maude Lovelle
- Enlist the help of other volunteers and staff to assist you
- Keep the area clear of spectators in order to allow authorities or emergency equipment to enter the area
- If there is any likelihood of injuries, notify appropriate medical services
- Refer media to the Event Director, Maude Lovelle, if and when you are approached by media
- Get the names, addresses and phone numbers of any injured parties and all witnesses; utilize other volunteers and staff to ensure no one gets missed
- Complete a “Situation Report” (next page in packet) as soon as possible and return to Event Director

DON'T

- Speculate on cause, fault or outcome to anyone, including media
- Attempt to handle the situation by yourself, notify Event Director immediately
- Attempt to move an injured person who is not able to move on his or her own

THE SITUATION REPORT

The report is needed for record-keeping, possible insurance reporting and will be the primary documentation the Uptown Art Fair has of the incident. The report should be filled out completely, accurately and at the time of the incident or immediately thereafter.

Situations can present themselves in a variety of ways. The following are examples of the types of situation that warrant a report:

- **Minor and major injuries**
- **Disturbances or crowd problems**
- **Any situation involving security or emergency personnel**
- **Property damage**
- **Altercations**
- **Any incident involving arrest or police action**
- **Threats of physical force or violence**

In the event that you are approached by the media, please do not volunteer information or feel pressured to respond to questions. **Politely direct them to Jill Osiecki, the Event Director, at 307-250-1646**

SITUATION REPORT

REPORT COMPLETED BY: _____

YOUR DAYTIME PHONE NUMBER: _____

DATE: _____ TIME: _____

WERE THERE INJURIES? _____

WAS EMERGENCY PERSONNEL INVOLVED? _____

IF SO, WHO? POLICE _____

FIRE _____

EMERGENCY MEDICAL _____

OTHER _____

DETAILS OF THE SITUATION (USE REVERSE, IF NECESSARY): _____

NAMES OF THOSE INVOLVED:

NAME _____
ADDRESS _____
CITY _____
STATE, ZIP _____
TELEPHONE NUMBERS _____
 Home _____
 Work _____
 Fax _____

NAME _____
ADDRESS _____
CITY _____
STATE, ZIP _____
TELEPHONE NUMBERS _____
 Home _____
 Work _____
 Fax _____

NAMES OF WITNESSES:

NAME _____
ADDRESS _____
CITY _____
STATE, ZIP _____
TELEPHONE NUMBERS _____
 Home _____
 Work _____
 Fax _____

NAME _____
ADDRESS _____
CITY _____
STATE, ZIP _____
TELEPHONE NUMBERS _____
 Home _____
 Work _____
 Fax _____

DETAILED EMERGENCY PLAN

OVERVIEW

This plan describes the responsibilities of the festival staff and outlines the actions of city and community emergency officials in the event of an incident or emergency. The Uptown Art Fair is subject to all types of emergency situations including, but not limited to: weather, fire, crime, terrorism and civil disturbance.

City officials are in overall command of any emergency as declared by the on-site representative. Specific plans for Police, Fire Department and Emergency Medical Services have been developed by these agencies and are noted here by reference only. This document serves as a guideline for Festival volunteer action and reaction in emergency circumstances, and is not intended to supersede the emergency procedures utilized by the city but rather to work in concert with those procedures. Festival representatives will be able to review these procedures for the express purpose of coordinating Festival actions with the city.

The Command Post is located at the Uptown Association office at 2815 Hennepin Ave., and will serve as the central point of control, coordination, communications, and information for the festival. Festival will appoint person(s) to serve as liaisons between Police Department, Fire Department, street and media.

All public information regarding emergency situations and responses to those situations will be released by the Festival Spokesperson from a location to be determined by the Festival. Under no circumstances will press briefings be disseminated from the Command Post. No other Festival Staff or Steering Committee member is authorized to speak on behalf of the festival in an emergency situation.

EMERGENCY TEAM

The festival Emergency Services Team (ES Team) will be made up of the following persons:

- Event Managers (Jill Osiecki)
- Fire Department representative
- Off Duty Police Department representative (Officer Peter Stanton)
- On Duty Police Department representative
- Festival Public Information Officer (Brian Bellmont)

The Emergency Services Team will take the necessary steps, as detailed within this plan, to ensure the safety of all patrons in the event of an emergency. The ES Team will also determine what steps are needed to make the festival ready for operation following an emergency. As outlined above, **the city will be in charge of any and all emergency situations.** Festival Staff may not have a choice of action until the city releases the event back to the Festival Staff.

Safety: People First, Then Everything Else!

COMMAND POST

The Festival Command Post is at the Uptown Association Office (2815 Hennepin Avenue) and will be the central point of control, coordination and communication for the event in the event of an emergency. In the event the Command Post becomes inoperable or must be evacuated, an alternate Command Post will be established at a location to be determined by the ES Team onsite.

The Command Post will maintain communications with the Minneapolis Emergency Management Office and the National Weather Service in the event that a weather communication net is established. Call signs and phone numbers will be distributed at a later date.

TYPES OF POTENTIAL EMERGENCY SITUATIONS

Weather
Fire
Security

Explosion
Medical Emergency
Bomb Threat

Psychological Incident
Airborne Toxic Substance

INCIDENT PROCEDURES

1. Incident occurs.
2. Witness calls Security and **fills out a Situation Report**.
3. Security calls Art Fair Executive Director via phone or radio.
4. Executive Director determines next steps based on information from security and witness.
5. Uptown Association management and public relations counsel to:
 - Analyze current situation
 - Conduct Emergency Situation Analysis
 - Write down facts
 - Determine fact update schedule

CRISIS MANAGEMENT PROCEDURES

1. Police calls 9-1-1 for appropriate police back up.
2. Security alerts the following team (in this order):
 - Jill Osiecki Uptown Association Executive Director
 - Officer Peter Stanton, Security Director
 - Brian Belmont, Festival Public Information Officer
 - Judy Hippe, Uptown Association Project Coordinator
3. Security is dispatched to key locations/entrance/exits. They call for appropriate police back up.
4. Team arrives on scene, obtains facts, conducts "On-site Situation Emergency Analysis"
5. Team meets at Uptown Association offices. 2815 Hennepin Ave., 612-823-4581
6. Executive Director presents facts. Team develops strategy and key messages.

Note:

- The Minneapolis Police have a coordinated plan in case of an emergency.
- Uptown Association staff has been made aware of what to look for in cases of emergency, vandalism, etc.
- The Uptown Association has always worked with the Minneapolis Police and has its own security force. Each year, the fair has taken measures to increase security.

WEATHER EMERGENCY

STATIONS DURING WEATHER EMERGENCY:

1. Festival Command Post is at Uptown Association offices. 2815 Hennepin Ave.
2. PRIMARY SHELTERS
 - **YWCA – 2828 Hennepin Avenue**
 - **Calhoun Square – Lake Street and Hennepin Avenue**
 - **Jefferson Elementary School – Hennepin Avenue and 26th Street**
3. Street and Intersections - management of pedestrian and vehicular traffic

- Police Department personnel
 - Event Personnel with safety vests if required to assist with pedestrian crossing (see specific assignments sheet). AT NO TIME is a Festival Volunteer to direct traffic.
4. Children's / Family Area inside Calhoun Square
- Event Management Staff with radio (see specific assignments sheet)

LEVELS OF WEATHER EMERGENCY SITUATIONS AND ACTIONS

The off-duty police supervisor, the Event Director and the Event Team will have the authority to authorize Condition 1 and Condition 2 alerts.

The off-duty police supervisor and or the Operations Manager may receive direction from police, fire or other public safety officials regarding suspension of festival operations, an evacuation and or resumption of festival activities. **The only festival officials with authority to a call for a suspension of festival operations, an evacuation and/or resumption of festival activities are the Event Director (Jill Osiecki) and the security supervisor (Officer Peter Stanton).**

There are two levels of emergency. Condition 1 requires information distribution and is an advance warning. It typically doesn't require action by artists, vendors or the public. Condition 2 requires action on the part of most, if not all, people at the event.

CONDITION 1 - INFORMATION ALERT

- **Situation:** If rain or other weather is moving toward the area or other potentially hazardous situations may or may not affect the event, an informational alert is issued by the Command Post.
- **Action:** If this situation occurs, the following will take place:
 1. Command Post will instruct Block Captains to notify artists and vendors in their block of specific situation and that this is an informational notice only and no action is currently required.
 2. Artist Relations team will record a positive confirmation from each Block Captain that they have completed notifications in their block and notify the Command Post.
 3. Event staff will assist artists and vendors as possible during high winds.

CONDITION 1 - DELAY OF EVENT

- **Situation:** If light or moderate rain will likely occur at event site, but may not necessarily require a temporary shutdown of the festival, a Condition 1 alert will be issued by the Command Post.
- **Action:** If this situation occurs, the following will take place:
 1. Command Post will notify assigned Performing Arts Coordinator to make Delay Announcement (see attached announcements).
 2. Command Post will record each action and announcement on event log.
 3. Logistics will secure electrical and equipment as required.

CONDITION 2 - HIGH WINDS

- **Situation:** High winds exist in parts or all of the festival. Evacuation is not required; however potential for injury exists from loose ropes and other objects blown by the wind.
- **Action:** If this situation occurs, the following will take place:
 1. Command Post will make announcement and will instruct Block Captains to notify artists and vendors in their block of the specific situation and that they should secure their merchandise and displays. Special attention should be paid to signs, awnings, or other things that can be blown loose.

2. Block Captains, with assistance from Artist Relief Team and other staff, will ensure that large A-frame signs are laid down to prevent being blown over.
3. Safety Team Leader and/or Logistics Team Leader will direct personnel other than Block Captains and Beverage Coordinators to areas requiring assistance. Block Captain Manager, Safety Team Leader, or Logistics Team Leader only should reassign Block Captains.
4. Artist Relations team will confirm to CP that their areas have been secured.

CONDITION 2 - TEMPORARY EVACUATION REQUIRED

- **Situation:** A potentially severe storm or other potentially dangerous situation is predicted to affect event site.
- **Action:** If this situation occurs the following will take place:
 1. Emergency Team will determine need for site evacuation.
 2. Command Post will advise assigned Public Information Coordinators of which announcement should be made.
 3. Assigned Public Information Coordinator will read designated announcement from the stage on the public address system and/or travel on foot to inform patrons that the music and event will be temporarily suspended and all patrons need to leave for shelter areas (see attached announcements).
 4. Command Post will record each action and announcement on event log.
 5. Police will direct vehicular traffic according to their assigned stations.
 6. Designated Event Management Staff with radios will go to their assigned stations.
 7. Remaining Event Management Staff will direct patrons to shelters.
 8. Logistics will secure electrical and equipment as required.

ANNOUNCEMENTS TO PATRONS

1. **DELAY OF CONCERT/ENTERTAINMENT** - “We have been informed that light to moderate rain is on its way to this area. We are not expecting a severe storm, but we may delay the concert (or entertainment) temporarily due to rain. You are welcome to stay here while you wait.”
2. **EARLY DISMISSAL** - “We have received warning from the National Weather Service that a potentially dangerous storm is possibly on its way to this area within the next hour. Tonight’s music has been canceled. We recommend that you immediately return to your vehicles and go home. Thank you for your patience and cooperation, please come back tomorrow. Once again, the music has been canceled.”
3. **IMMINENT DANGER - EVACUATION REQUIRED** - “We have been informed by the National Weather Service that a potentially dangerous storm is possibly on its way to this area. We are providing shelters to protect you from the storm and have been asked by the police department to evacuate the streets. The Uptown Art Fair will reopen as soon as the storm has passed and conditions are safe.”
4. **SIRENS** - “We have been informed that a potentially hazardous storm is moving into Hennepin County. However, this storm presents no threat to this area. The City of Minneapolis will be setting off its warning siren system that is activated throughout the county. Please disregard this siren. You will be immediately informed if threatening weather approaches this event.”

SECURITY (CRIME/ASSAULT/ETC.)

Everyone on site (not just staff, volunteers, etc.) is asked to assist in providing a safe environment by being alert to suspicious behavior and promptly reporting the situation to command post, police or security personnel.

If you are a victim, observe a criminal act or observe a suspicious person within the event perimeter immediately notify command post, police or security personnel and report the incident, including the following :

- Your name
- Nature of the incident
- Location, date and time of incident
- Description of person(s) involved

- Description of property involved

Fill out the Situation Report included in this packet.

Assist the police or security personnel when they arrive. Provide additional information upon request.

What to do if you are a victim of a property crime:

- Go to a safe place and notify Command Post, police or security personnel.
- Do not touch anything.
- Meet with the officer at the location the officer requests.
- Explain to the officer everything you observed, including telling the officer if you did touch or move anything. Follow officer's instructions.

What to do if you are a victim of a violent/personal crime:

- Be observant, as the more information you can provide, the better chance the criminal will be apprehended.
- While a crime is being committed, you have three options:
- Submit to suspect
- Passive resistance (talking or reasoning with suspect)
- Active resistance (physical intervention)

Remember, whatever you decide to do, you must be prepared both mentally and physically. Your safety is the most important thing to remember during any attack.

FIRE

In the event of a fire, immediately call 9-1-1. Give your name and the exact location of the fire (address of building or nearest building to fire, floor, room, etc).

Evacuate the building or area by the nearest uninvolved exit. If the exit is disabled and cannot safely be used as an evacuation point, use the nearest uninvolved stairwell. Alert emergency personnel to this fact and the location. Notify fire or police department personnel of any injured people and their location.

DO NOT USE ELEVATORS.

Once outside or away from the involved area, move to a clear area that is at least 500 feet away from the affected building. **DO NOT RETURN TO AN EVACUATED BUILDING** or area unless authorized by fire or police personnel.

MEDICAL EMERGENCY

If serious injury or illness occurs to any patron of the event, staff, volunteer, etc., immediately call 9-1-1. Give your name, describe the nature and severity of the medical problem and the exact location of the victim (if you are not familiar with your location give the address of the building closest to the emergency).

Keep the victim still and comfortable until help arrives. **Do not move the victim.**

In case of a minor injury or illness, contact the Command Post and medical personnel will respond to their location or advise you on a course of action. A first aid station, staffed by highly qualified medical professionals, will be located on the corner of Hennepin Avenue and Lake Street. In the event of a serious medical emergency, please call 9-1-1.

Persons with serious or unusual medical problems should be encouraged to allow medical personnel to evaluate their condition.

Stay with medical personnel and assist them with crowd control or any other needs they may require of you, until you are released by medical or security personnel.

All media questions are to be referred to the Event Director.

EXPLOSION

In the event of an explosion at the festival, take the following action:

- Immediately take cover under tables, vehicles or other objects which will give protection against falling glass and debris.
- After the initial effects of the explosion have subsided, notify the Command Post. Give your name and the location and nature of the emergency (propane, unknown source, car, etc.) Stay calm and give as detailed of a report as you can to the Command Post, the fire department will need all the information it can get to respond properly.
- Evacuate the area by the nearest available exit. Alert the Command Post that the area is being evacuated.
- If explosion is in a building - and you choose to assist - evacuate people to the nearest exit. If area to be evacuated is on floors other than ground floor, evacuate to stairwells.
- Notify fire or police department personnel of any injured persons and their location.

DO NOT USE ELEVATORS. DO NOT PANIC (YOUR MAIN DEVICE TO DIRECT PEOPLE WILL BE HAND SIGNALS).

Once outside move to a clear area that is at least 500 feet away from the affected building or area. Keep streets and walkways clear for emergency vehicles and personnel.

DO NOT RETURN TO AN EVACUATED AREA OR BUILDING unless authorized by police or fire department personnel.

All media questions are to be referred to the Event Director or person/persons designated by the Event Director.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself/herself or others or is out of touch with reality. Uncontrollable behavior and/or hallucinations could be manifested.

If a psychological crisis occurs:

As soon as possible, get to a safe place and notify Command Post, police or security. Advise Command Post, police or security of the nature of the incident, location, if medical assistance is needed, and a description of the person(s) involved.

STAY CALM.

Provide the following information:

- Your name
- Precise location
- Observed symptoms of behavior
- Individual's name, if known

Meet with the officer. Follow the officer's instructions. Until help arrives, be pleasant, considerate and understanding to avoid aggravating the situation. Do not argue with the individual. Try to determine and accept the individual's point of view. Do not confront/detain the individual if violent/combative. If the person leaves, do not try to stop them. Follow at a safe distance and inform authorities so action can be taken. If not, then potentially the problem just moves elsewhere but still exists. Have someone meet security or medical personnel at the location and provide up to date information.

AIRBORNE RELEASE OF A HAZARDOUS SUBSTANCE

If there is the potential for an airborne release of a toxic or hazardous substance due to a transportation accident in or around the event area, or notification by police, fire department or county officials that an airborne release in the jurisdiction occurred, police or fire department officials will notify event staff.

The vulnerability zone is an area over which the airborne concentration of a chemical involved in an accidental release could reach the Level of Concern. The Level of Concern is defined as the concentration of an Extremely Hazardous Substance in the air above which there may be serious irreversible health effects or death as a result of a single exposure for a relatively short period of time.

The lead-time of an airborne release incident could be from 0-30 minutes. As a result, this short time may not allow for a safe evacuation. An evacuation under these conditions may expose the population to dangerous toxic chemicals; therefore, the recommendation is to take shelter.

Preferred areas for protective sheltering would be interior hallways, rooms without windows or exterior doors, enclosed stairways and rooms on the side of the building away from where the hazard is approaching. Doors, windows and other potential air leaks should be sealed up to prevent toxic fumes from entering.

RECOMMENDED SHELTER INSTRUCTIONS: AIRBORNE RELEASE

- Once notified by city or county officials, close all doors to the outside, and close and lock all windows.
- Turn off fume hoods, range hoods, air handlers and all air conditioners and switch inlets to the "closed" position. Seal any gaps around window type air conditioners.
- Seal off all vents, grills or other openings to the outside to the extent possible.
- If the gases start to bother you, hold a wet cloth or handkerchief over your nose and mouth. Minimize the use of elevators in buildings. These tend to "pump" outdoor air in and out of a building as they travel up and down.
- Tune to the Emergency Broadcast Station on your radio or television (personnel with radios stay in contact with Command Post) for further information and guidance.
- Do not evacuate your building unless told to do so by the police or fire department personnel