

HAMILTON
CONVENTION
CENTRE

Event Planning Guidebook

PLAN SOMETHING GREAT IN HAMILTON

Facility at a Glance

→ Location

The Hamilton Convention Centre is the city's largest event venue, with space for 20 to 2,000 guests across 22 rooms. In the heart of downtown, we're steps from hotels, restaurants, and cultural hotspots. Our experienced event services team takes the stress out of planning, so creating an exceptional event feels easy.

→ Capacity

- Over 80,000 sq. ft. of flexible event space
- Accommodates events from 10 to 2,000 guests
- 22 meeting and event rooms

→ Key Spaces

Wentworth Hall

With 20,000 sq. ft. of reinforced floor space, 22 ft ceilings, and drive-in access, Wentworth Hall is built for bold events. It offers a four-bay loading dock—perfect for exhibits, tradeshows, and anything that moves.

Albion Ballroom

Albion Ballroom offers nearly 4,000 sq. ft. of flexible space with movable walls and private entrances. Ideal for breakout sessions, receptions, or mid-size gatherings, it adapts to fit your flow.

Chedoke Ballroom

Our largest space, Chedoke Ballroom, features 25 ft cedar ceilings and flexible layouts with movable walls. The spacious pre-functions space, built-in ambiance, and freight access make it perfect for everything from conferences and full-scale exhibits to elegant banquets and galas.

Webster Room & Lounge

The Webster Room pairs warm design with functionality—with three entrances, movable walls, and connection to the adjacent lounge, it's ideal for breakouts, cocktail receptions, intimate gatherings, and events. An adjoining lounge offers an elevated urban vibe, with views of King Street and an adjoining terrace.

Meeting Rooms

Up to 22 flexible rooms, perfect for 10 to 80 guests. Whether it's a board meeting or breakout session, our spaces are made for getting things done—comfortably.

Our Policies & Guidelines

→ Accessibility

The Hamilton Convention Centre has made it a priority to provide an accessible and inclusive environment for all our guests. The Convention Centre is AODA compliant. As new standards are introduced, it is our goal to implement those changes or upgrades in a timely manner. In accordance with the AODA, we offer street level entrances, accessible restroom designs and spacious elevators. HCC also operates gender neutral washrooms on the second floor of the facility.

It is the client's responsibility to provide non-permanent accessibility requirements, such as, but not limited to, hearing-assisted or visually-assisted devices and temporary seating accessibility and/or interpreters.

→ Adhesives

We have spent a great deal on upgrading the facilities and take pride in keeping our building looking pristine. No holes may be drilled, nails driven, hooks, screws, staples, or pushpins tacked into any part of the building or equipment (including tables).

Under no circumstances may banners, decorations, signs, or similar material be nailed, stapled, screwed, taped, or attached to ceilings, walls, or other painted surfaces except as listed below:

- Painter's Tape - on tile, vinyl, fabric, and wood surfaces (never on painted surfaces)
- Funtak - on painted, vinyl, wood, and glass surfaces (never on tile or fabric surfaces)
- Duct or Gaff Tape - on carpet only

Signs/banners hung from the ceiling or above three meters on the wall may require the rental of the scissor lift and/or a labour charge.

The approval of your Event Services Manager is required before applying any adhesive to interior and exterior walls and surfaces, floors and carpets, ceilings etc. Please note that cleaning and removal of non-approved adhesives by HCC staff are chargeable costs.

→ Animals

Trained and certified service animals as defined under the Accessibility for Ontarians with Disabilities Act (AODA) and/or the Ontario Human Rights Code are permitted throughout the facility when accompanying persons with disabilities.

Individuals may be asked to provide documentation confirming that the animal is required for reasons relating to their disability, where this is not readily apparent.

Animals participating in approved exhibits, demonstrations, or entertainment (e.g. pet expos, educational shows) may be permitted, subject to written approval and compliance with all requirements outlined below. Requests to bring non-service animals for event purposes must be submitted to the Hamilton Convention Centre at least 30 days prior to the event. The request must include:

- Purpose for having animals onsite
- Type(s) and number of animals
- Description of safety and containment measures
- Proof of liability insurance naming the City of Hamilton and the Hamilton Convention Centre as additional insured parties

All approved animals must remain under full control of their handler at all times.

Handlers are fully responsible for the animal's care, behavior, cleanup, and any damage caused.

The Convention Centre reserves the right to require the immediate removal of any animal deemed a threat to safety, disruptive to the event, or non-compliant with venue rules.

→ Audio Visual Services

Soundbox Productions is the preferred supplier for the Hamilton Convention Centre. For detailed information including equipment rentals and price quotes, please contact our in-house representative:

Aaron Little
Soundbox Productions
aaron.little@soundboxpro.com

→ Balloons/Confetti

With the prior approval of your Event Services Manager, helium balloons may be used when they are permanently affixed to authorized displays. If helium balloons are released for any reason within the facility, labor costs associated with the removal of the balloons will be charged to Licensee/ Show Management at the prevailing rate. A minimum cleaning fee of \$350.00 will be charged to the client if clean-up is considered excessive. Items include, but are not limited to glitter, roses, confetti and feathers.

→ Cleaning/Waste Removal

The Hamilton Convention Centre is the exclusive in-house cleaning service for all events.

Common Areas

HCC provides a complimentary cleaning of all common areas not used for registration purposes.

Exhibit Booths

Booth cleaning available upon request. Please speak with your Event Services Manager.

General Session, Exhibit Hall & Ballrooms

HCC provides midday and overnight refresh for general session areas. Any additional cleaning service needs resulting from production or session activities are billable at the prevailing rates.

Meeting Rooms

One midday and overnight room refresh is provided for each meeting room in use. The refresh includes trash disposal and replacement of the speaker's water. Overnight refresh also includes straightening or tables and chairs. Additional charges may be assessed for excessive trash. If you have dedicated refresh schedule requirements beyond our usual midday refresh, appropriate labour charges will apply in relation to the scope of the work to be done.

Waste Removal

Supplementary charges will apply to interior booth cleaning and the removal of bulk trash, crates, pallets, packing material, and lumber. Disposal of excessive garbage/recycling materials may result in an applicable eco fee at the sole discretion of the HCC.

→ Decorations

Balloons

Helium tanks are not permitted onsite. Helium balloons are permitted, however they must be weighted or tied down so that they are not pulled into the air exchange units. If balloons are pulled into the air exchange units and become stuck at ceiling height, retrieval will be at the sole discretion of the HCC. Charges may apply if damages occur.

Mist and Fog Machines

Clients are permitted to bring in water-based fog machines. Please consult with your Event Services Manager about restrictions.

Open Flame Candles

Enclosed votive, tea light, and floating candles are acceptable, while pillar or taper flame candles must have a solid base, be enclosed in a hurricane glass, a fire-resistant vessel, or another approved enclosure.

Pyrotechnics, Laser & Hazing

A special permit is required for the use of pyrotechnics and/or lasers. Each situation must be individually pre-approved by your Event Services Manager. If approved, the use of pyrotechnics and/or lasers will be strictly controlled and continuously monitored.

Standby fire personnel may be required. Licensee will be charged by the Convention Centre for the cost of standby personnel.

→ Deliveries

Your Event Manager must be advised of all deliveries, shipments, contractors and vendors who require access to the facility in conjunction with your event. All material must be delivered to the loading dock.

Freight or shipping carriers must deliver freight to the attention of Licensee/Show Management's official service contractor or Licensee/Show Management during licensee's contracted days.

Delivery address must reference the name of the event, event location (hall or meeting room), show contact name and must not arrive until the first contracted show day.

The Hamilton Convention Centre does not own a forklift. If your event requires the use of a forklift, alternate arrangements must be made in advance.

Please contact your Event Manager in advance of all shipments being made to the Convention Centre loading dock. Our staff will not sign for or accept any early deliveries, including those that require COD & have duties and taxes owing.

In-coming packages should be addressed as follows:

[Event Name]

[Meeting Room Name and Date]

c/o [Onsite Contact Name]

Hamilton Convention Centre Loading Dock

10 MacNab St. S

Hamilton, ON L8P 4Y2

[Onsite Contact Cell Number]

→ Electrical Services

Soundbox Productions is the exclusive provider of all temporary electrical distribution required for events, shows, and for all guest service providers throughout the facility. For detailed information and price quotes, please contact our in-house representative: Aaron Little, aaron.little@soundboxpro.com

→ Elevators & Escalators

A set of escalators can be found in our lobby, and they are for passenger use only. A passenger elevator is available for use by the public with wheelchairs, baby carriers, strollers and other mobile devices. This elevator is not to be used for moving equipment as damage and delays may occur. All show freight and equipment must be transported on the freight elevators.

Small Freight Elevator

Maximum load: 3500 lbs

Door: 3'6" x 7'

Carriage: 5'6" x 7' x 8'

Large Freight Elevator

Services All Levels

Maximum load: 20,000 lbs

Dimensions: 10' W x 10' H x 25' L

→ Exhibits

All exhibit floor plans require advance approval by your Event Services Manager.

Exhibits Cont'd

Fire & Safety Regulations

Doors and exits, fire extinguishers, fire pull stations, heat and smoke detectors, electrical panels, and house lighting controls cannot be covered or obstructed. Emergency exit requirements and approved occupancy capacities must be adhered to. In the event that a portion of the exhibitor's back wall is a "fire exit door", the exhibitor must leave total access to it and may not drape, cover, or obscure it in any way. Total access must be available from aisles to exits (6-8') at all times, without obstruction of any kind.

Height Restrictions

Please note there is a height restriction of 3m (10ft) for exhibitor displays.

In the province of Ontario, anyone working at heights of 3m or above is mandated by the Occupational Health and Safety Act to be protected. To work above these heights every individual is required to be Fall Protection certified. If an individual is using a scissor lift on our property they must be certified for both fall protection as well as for the scissor lift.

Scissor Lift

Any licensed individual that does end up using a scissor lift on our property must bring, use, and wear their own fall arrest equipment (a safety harness and shock absorbing lanyard) before operating the scissor lift. Scissor lift rental charges are billed back to the client at \$300.00 + HST per day.

→ Facility Inspection

A facility inspection will be conducted on the first day of occupancy with a facility representative for the Licenser and authorized personnel representing the Licensee. The intent of the entry and exit facility inspection is to fairly assess the condition of the contracted space. The Licensee will be responsible for ensuring the facility space is returned in the same condition upon exit. The Licenser and the Licensee will mutually inspect the space at the end of the occupancy period. The Licensee will be responsible for the cost of any repairs, replacements or cleaning.

→ First Aid

It is Licensee/Show Management's responsibility to make arrangements for first aid services for events at the Convention Centre. However, should event demographics or numbers demonstrate the need for such coverage, the Convention Centre reserves the right to require Licensee/Show Management to engage first aid services for an event. You may contact your Event Services Manager for a list of providers.

→ Floor Loading

psf = pounds per square foot

Wentworth ABC -300 lbs psf
Chedoke ABC – 150 lbs psf

→ Guest Services

The scheduling of Guest Services is at the discretion of the Licensor. Should you wish to hire Guest Services staff to help your attendees find their way within the facility please contact your Event Services Manager to obtain a quote.

Coat Check

At the request of the client, the Convention Centre may schedule coat check attendants. All set-up equipment, bank and tags are provided by the Convention Centre. There is a three-hour minimum for all coat check attendants and the hourly rate for each attendant will be billed back to the client on the master account. Coat check will not accept purses or wallets.

→ IT & Telecommunications Services

As the exclusive provider of all IT and telecommunications services, our team installs the latest data and wireless telecommunications technology to meet a full range of requirements. Our network allows for dedicated bandwidth connections, high density Wi-Fi access, and custom networking solutions.

Please speak to your Event Services Manager about any IT requirements associated with your event.

→ Keys

Keys are available upon request, wherein quantities will be distributed based on the nature of the event. Any keys requested are subject to a re-key fee. Under no circumstances are these items to be duplicated. Keys must be returned on the last day of the event. Lost or unreturned keys are subject to a fee of \$25.00 per key.

→ Ladders

Ladders are for internal use only and are not loaned to clients or contractors. Clients/contractors are permitted to bring in their own ladders to perform their own work.

→ Liability Insurance

In accordance with your license agreement, the client, at its own expense, must acquire and provide a certificate of insurance to their Event Services Manager no later than thirty (30) days prior to the beginning of the rental period. Further details are included in your contract.

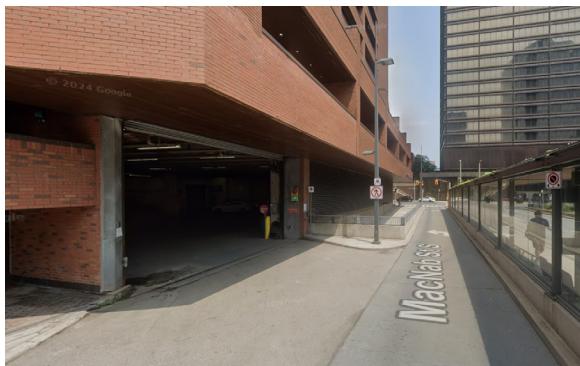
→ Licensing

The client is responsible for obtaining all licenses, permits, and approvals from the appropriate regulatory boards and authorities that may be required for hosting their event (including, but not limited to, business licenses, special event permits, building permits and health and safety approvals). The cost of these licenses will be the responsibility of the client.

→ Loading Dock

Our indoor loading dock is located on the east side of the building, with access from Macnab St S, just off Main St. There are four (4) loading bays in total, three of which are equipped with powered dock levelers. These docks are 10' wide and 52" tall, standard for unloading small straight trucks as well as 52'/53' semi-trailers.

Available from the loading dock is a freight ramp with direct access to the Exhibit Hall, as well as a lift dock for lowering materials to load on to the large freight elevator located directly beside. Our loading dock is to be used for temporary unloading and loading. Our facility does not permit any long-term parking in the loading dock.



[Loading Dock on Google Maps](#)

→ Load-In & Load-Out

The client is responsible for planning and communicating their load-in and load-out plans to Hamilton Convention Centre. All plans must be reviewed and approved in

advance by your Event Services Manager. Your Event Services Manager will send you a Loading Dock Schedule document to be filled out and completed no less than two weeks prior to the event start date. Vehicles are required to depart immediately after unloading or loading. HCC reserves the right to employ a Loading Dock Security Guard to control vehicle traffic.

All exhibitors, service providers, and contractor personnel working on the show floor during load-in and load-out periods are required to wear CSA approved Personal Protective Equipment (PPE), such as safety boots, hard hat, hardnasses, gloves and safety eyewear.

→ Lost & Found

All lost and found items are catalogued and stored for 90 days. Every effort is made to identify the owner and return all articles. After 90 days, all articles are disposed of at the sole discretion of the Hamilton Convention Centre. For inquiries regarding our lost and found please contact reception@hccevents.ca

→ Meeting Rooms

Lighting

Lighting presets and changes should be discussed with your Event Services Manager.

Occupancy

Maximum occupancies are as signed for each of the meeting rooms by fire code. Please adhere to set limits.

Meeting Rooms Cont'd

Setup

To the extent of our inventory, a one-time set up within each of your licensed meeting rooms is provided. This includes tables, chairs and one easel in the room. Changes to the one-time set up and additional room sets or changeovers will be charged to Licensee>Show Management accordingly.

→ Music Licensing

Daily license fees for functions where music will be played must be collected and remitted by the Hamilton Convention Centre. These fees cover both the Society of Composers, Authors and Music Publishers of Canada (SOCAN) and artists and record companies (Re:Sound). Fees are in accordance with the Copyright Board of Canada.

Room Capacity	SOCAN	
	No Dance	Dance
1-100	\$22.06	\$44.13
101-300	\$31.72	\$63.49
301-500	\$66.19	\$132.39
>500	93.78	187.55

Room Capacity	Re:Sound	
	No Dance	Dance
1-100	\$9.25	\$18.51
101-300	\$13.30	\$26.63
301-500	\$27.76	\$55.52
>500	\$39.33	\$78.66

→ Operable Walls

The Convention Centre has operable walls in meeting rooms, ballrooms and exhibit halls. The walls separate leased spaces into a desired configuration.

Once the walls are set per Licensee/ Show Management's specifications, a charge will be incurred for any additional wall movement. Please coordinate the movement of these walls with your Event Services Manager to ensure sufficient time is accounted for.

→ Parking

We offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests through an outside parking management company, not controlled by the Convention Centre. Daily rates apply. Please note there is no overnight or 24-hour parking. Off-site, private vehicle parking is also available at numerous lots located nearby.

For All Parking inquiries
Contact: parking@hamilton.ca

→ Rigging

Please contact your Event Services Manager for information on rigging.

→ Security

HCC maintains 24-hour security for the building perimeter areas and internal patrols. HCC's security booth is located in our loading dock at 10 MacNab St. S. The Licensee is responsible at their own expense for complete security within exhibit areas, meeting rooms, loading dock areas, emergency exits, registration areas and any other licensed area used from the initial move-in until the completion of move-out.

HCC reserves the right to hire additional security based on the number of guests provided by the client. Please work with your Event Services Manager on security needs and requirements. All additional security charges to be billed back to the

→ Smoking & Vaping

In accordance with provincial regulations, Hamilton Convention Centre is a non-smoking facility. This policy extends to all tobacco and cannabis related products, as well as electronic cigarettes and vaporizers. All public areas, including pre-function spaces, meeting rooms, ballroom, loading dock and exhibit hall are designated non-smoking areas. All outdoors spaces within a 7.5m or 25ft. perimeter of HCC are considered non-smoking as well.

→ Smudging Ceremonies

Please contact your Event Services Manager to discuss your requirements.

→ Vehicles on Display

Vehicles on display must adhere to the following rules:

- Cars, trucks and machinery for display must be cleaned before being admitted into HCC and protective plastic must be placed underneath to prevent staining.
- No vehicle shall contain more than 1/4 tank of fuel; battery posts shall be disconnected and if the fuel cap is exposed, it must be locked.
- All drivers need to be informed of no dry turning on the carpet while maneuvering into place. Vehicles need to be in forward/backward motion while turning wheels. Turning their wheels while stationary will twist the venue carpet and likely pull up carpet tiles, resulting in repair costs.
- A drip pan under the vehicle's drive train (motor to differential)

→ Quiet Enjoyment

It is the responsibility of the Licensee to ensure that all neighbouring events within the facility will remain free from outdoor or indoor distractions, disturbances and interruptions, including noise, odours, dust and debris that is known to interfere with concurring events. Sound checks require prior approval from the Licenser, and the Licenser reserves the right to lower sound levels that are affecting any neighbouring events.

Food & Beverage Guidelines

→ Alcohol Service

Alcohol served at the Hamilton Convention Centre is in accordance with the regulations of the Alcohol and Gaming Commission of Ontario (AGCO). Such regulations dictate that all alcohol served in the facility must be purchased under HCC's liquor license. Any guest who appears to be under the legal drinking age will be required to show valid, government-issued photographic identification. Moreover, our staff reserves the right to discontinue service to any guest who appears to be intoxicated. It is not permissible for any alcohol to be purchased or brought in from off-site and served in the facility.

Samples

All alcoholic beverage sampling must be serviced by the Convention Centre's Food and Beverage department. Approval of the distribution of samples must be obtained prior to an event and is only allowed with an SOP.

- Hours of Operation: 9:00 a.m. to 1:00 a.m.
- Alcohol is permitted in licensed areas only.
- A maximum of 2 alcohol drinks (single pour per drink) will be served to each patron at any one time.

→ Allergies & Alternative Dietary Needs

The Hamilton Convention Centre is committed to offering a wide range of food options for our guests. Part of this commitment includes meeting the needs of guests who have special dietary restrictions. Additional costs may apply based on meal requirements. Our kitchen will make every effort to accommodate cultural and medical dietary requests received no later than the final guarantee deadline. While our culinary team will attempt, to the best of our ability, to accommodate dietary requests made at the last minute, these additional meals will be subject to a surcharge. Please note that applicable service charges and taxes will be added to this surcharge. With an increase in demand for gluten-free and wheat-free requests, we strongly recommend you provide a small percentage by building these items into your order. Please note that our facility does not have a separate kitchen to prepare allergen free items, nor separate dining areas for guests with allergies or intolerances. Thus, it is possible for an allergen to be introduced inadvertently during food preparation, handling or service.

→ Availability

Hamilton Convention Centre has the right to make substitutions to any order or any menu item which is not reasonably or readily obtainable on the open market or appears inferior to our quality standards.

→ Catering & Exclusivity

HCC provides full on-site food service and retains exclusive rights for the provisions of food and beverage service. Please discuss your food service needs with your Event Manager. Menus available online at hccevents.ca.

→ Concession Stands

Retail food and beverage services will be made available during show hours. The Hamilton Convention Centre reserves the right to determine hours of operation and the number of concession outlets based on the volume of business. The location of all outlets, as well as the menu items served, is at our sole discretion.

Concession stands must meet the minimum sales requirements (\$750 for cold, \$1250 for hot), otherwise the client will be responsible for the difference in revenue.

→ Customized Menus

Our team welcomes the opportunity to design and create personalized menus to enhance your special occasion. The price point for a customized menu starts at

\$45.00 for lunch and \$80.00 for dinner and may be subject to further increases based on available ingredients.

→ Event Timelines

All buffet functions are based on a two (2) hour service time. Minimum setup time for each function is 1.5 to 2 hours, depending on group size and locations. Plated breakfast (starting at 6am) and lunches are based on a two (2) hour service time. Plated dinner services are based on a 1 to 1.5-hour reception followed by a served meal. It is assumed that meal service would begin within 45 minutes of the reception end time. Service time is three (3) hours. Minimum setup time for each plated function is two (2) hours. Timelines falling outside of these parameters may be subject to labour charges. Should a function start or end time deviate from the pre-approved timeline, additional labour charges will apply.

- Breakfast menus are available between the hours of 6:00am-10:00am
- Lunch menus are available between the hours of 11:00am-2:00pm
- Dinner menus are available between the hours of 5:00pm-9:00pm

→ Guarantees

The Events department requires notification of the guaranteed number of guests attending the event two (2) weeks in advance of the event start date, with the ability for numbers to increase up to and including five (5) business days prior to the

Guarantees Cont'd

event by a maximum of 10%. Failing this, the estimated number of people at the time of booking will be taken as a guarantee for billing. Actual attendance will be billed to the client if it is higher than the final guaranteed attendance.

→ Linens & Decor

Menu prices include single-layer table linens and napkins (HCC can supply several colours), tableware, flatware, glassware, votives and globes. Upgraded linen options are available for an additional charge. Please speak with your Event Services Manager to discuss potential options.

→ Menu Selections

To assist your Event Services Manager in ensuring our facility provides the best food and beverage experience possible, menu selections must be given one (1) month in advance of the event start date in order to guarantee selected items.

Menu packages are refreshed annually. HCC will guarantee pricing three (3) months prior to contracted event date.

→ Refrigeration & Storage

Our facility has limited refrigerated storage space on-site for food and beverage products. Provisions can be made for on-site storage only if fourteen (14) days' advance notice is given. Please contact your Event Services Manager for more information.

→ Services Charges & HST

All food prices quoted are subject to 13% HST and 17% Facility Fee.

→ Signage

Affixing Signage

Graphic wall, door and window clings are allowed with prior approval by the Event Services Manager. For carpet cling requests, please contact your Event Services Manager. Only certain materials are approved for usage. Nothing may be taped, nailed, stapled, tacked or affixed to ceilings, walls, painted surfaces, fire sprinklers or fabric walls/air walls. It is the responsibility of Licensee>Show Management to inform your vendors, exhibitors, speakers and staff of the policy. Check with your Event Services Manager for further information on appropriate displaying methods. Damages resulting from the improper use of these materials will be charged directly to Licensee>Show Management.

Internal Signage

The Hamilton Convention Centre is happy to post signage for your event, both on digital sign boards and easels. Please send jpg files to your Event Manager and we will ensure the images are posted during your event.

→ Ticketing Services

Ticketing sales should be arranged for directly by the Licensee>Show Management. You are welcome to use a vendor of your choice.

→ Water Service

At no additional charge, basic water service is provided at all tables during plated meals, at a station during buffets, and at the head table only during meetings. Complementary self-service stations are available in shared spaces for public consumption as a way to reduce the environmental impact of our facility. Additional stations beyond these standards are subject to a fee.

Preferred Partners

Partner	Service	Contact
Soundbox Productions	<u>Audiovisual</u> Soundbox has an office onsite and is our preferred AV supplier. For all AV related inquiries. <u>Electrical</u> Must be contacted for any additional power requirements. Most often contacted for dance competitions, tradeshows, events with large stage presence (CCMAs, Grey Cup, Junos)	Aaron Little aaron.little@soundboxpro.com Tel <u>(905) 387-7544</u> ext 130
Mega City Linen	HCC's primary contact for linen/ napkins/upgraded décor/upgraded chairs	Info@megacitylinen.com Tel <u>(416)253-6921</u>
Stronco Show Services	HCC's primary show services vendor, most referred for tradeshows	Jeff Drover jeff.d@stronco.com
Hamilton Parking Authority	-HPA owns the underground parking facility onsite. If a client wishes to order parking passes for their guests, they must do so directly through HPA. -Clients must also connect directly with HPA if they wish to book the parking spots out front on Summers Lane or to book parking spots on King St. or Main St.	parking@hamilton.ca
Special Events Rentals	Additional contact for linen/table/ chair rentals	sales@specialevents.ca Tel <u>(905) 681-1444</u>

Emergency Plan

→ Emergency Procedures

The procedures described are intended to help ensure safe and timely action in the event of a fire or other emergency where an evacuation of the building is required. While evacuation may be as a result of fire, ammonia leak or bomb threat, the procedures to be followed during and following the evacuation are similar.

For the purpose of this section, “Occupant” refers to any person who is on the Hamilton Convention Centre property including employees, contract staff, members and guests.

Occupant Safety

Occupants are advised to be familiar with the following:

- Carmen's Group Evacuation Procedures posted in stairways, or on the Health and Safety Board
- The correct building address if a 911 call needs to be made
- Operating a Fire Alarm pull station
- The location of all building exits
- The assembly location away from the building

External Assistance	
Emergency (Fire, Police Medical)	911
Hamilton Fire Department	(905) 546-3333
Hamilton Fire Prevention Bureau	(905) 546-2424 x 1380
Ontario Poison Control Crisis Line	1-800-286-9017

Occupants should also:

- Report any unsafe condition immediately to the General Manager, Manager, or Supervisor who is working on the day of the emergency
- Participate in fire drills
- Know what to do in case of any emergency while working or visiting the venue

Occupant Observes a Fire in Progress:

- Remain Calm
- Leave the fire area. Close any doors behind you, if applicable in order to contain the fire. Do not lock any doors
- Activate the nearest fire alarm pull station. This is done by pulling down and forward on the cover
- Do not attempt to extinguish the fire yourself unless you are familiar with the proper use of a portable fire extinguisher, and you are confident the fire is small enough for you to manage
- Leave the building by way of the nearest exit and wait at the overflow parking lot. Do not use the elevator. Do not re-enter the building until clearance is given by the Chief Fire Warden, Fire Department or person in attendance having authority

Occupant Hears the Evacuate Signal:

- Remain calm
- Leave the building by way of the nearest exit and wait at the Assembly Area in the parking lot away from the building
- The main entrance should be kept clear to allow ready access to emergency response personnel and for the safe evacuation of occupants
- Do not run and do not use the elevator
- Do not re-enter the building until clearance is given by the Chief Fire Warden, Fire Department or person in attendance having authority

→ Assembly Area

The Assembly Area is in front of Hamilton City Hall on the corner of Summers Lane and Main Street E. Occupants having assembled should take note of persons gathered there, and any persons not accounted for and which are believed may still be in the building. Pass this information on to the emergency response personnel.

→ Following an Evacuation

Once the reason for the building evacuation has passed, the Chief Fire Warden, Fire Department or person in attendance having authority will notify occupants that it is safe to re-enter the building. Occupants should enter the building in an orderly fashion.

→ Defibrillators

There are currently 2 defibrillators located at the Hamilton Convention Centre. The first defibrillator is located on the first floor located outside Wentworth C. The second defibrillator is located on the third floor outside of Chedoke C.

→ Control of Fire Hazards

The following will help to identify and control any potential fire hazards, and any unsafe conditions which may hinder a timely evacuation in the event of an emergency. It is everyone's responsibility to help ensure a safe environment by identifying, reporting and where appropriate, removing the hazardous condition. The following can help to keep the Hamilton Convention Centre safe:

- Keep exits, stairways, landings and hallways clear of obstructions and combustible materials
- Keep doors to stairways closed
- Do not permit such an accumulation of combustible materials in areas as would constitute a fire hazard
- Promptly remove all combustible waste material from areas where waste is placed for disposal.
- Refrain from using unsafe cooking practices
- Report any unsafe electrical or fuel fired equipment, and refrain from using same until repaired
- Store flammable and combustible liquids and gasses in approved containers and locations
- Use flammable and combustible liquids and gases only in approved locations and with appliances in good working condition
- Maintain clear access to fire protection equipment. Notify the Hamilton Fire Department whenever any component of the Fire Alarm System is not functioning fully, and again after it is restored

- Shut down all kitchen appliances whenever the Fire Detection System, Fire Extinguishing System or Kitchen Exhaust System is not operational
- Keep sprinkler heads free from obstructions

→ Fire Extinguishers

Portable fire extinguishers may be used to fight a small fire but only if the user is familiar with their use. A total of 15 portable extinguishers are located throughout the facility. To aid in locating extinguishers from a distance, wall mounted or overhead signs are posted showing their location.

For the most part, extinguishers provided at Hamilton Convention Centre are Multipurpose Type ABC and are sized to suit the particular location.

The following is some general information regarding fire extinguishers.

Type of Fire	Type of Extinguisher
Class "A" - Paper, Wood, Textiles & Natural Combustibles	Water (A) or Multipurpose (ABC)
Class "B" - Flammable and Combustible Liquids and Gases	Dry Chemical (BC) or Multipurpose (ABC) or Foam (BC)
Class "C" - Live Electrical	Dry Chemical (BC) or Multipurpose (ABC) or Foam (BC) or Water Mist (AC)
Class "D" - Flammable Metals	Specialized Dry Chemical (D)

→ Steps to Follow in Case of Emergency

Fire and/or Smoke

- Rescue anyone in immediate danger and assist with mobility issues
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911 and follow any and all instructions. Contain the fire if it is relatively safe to do so. Close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, and air conditioners
- Extinguish the fire if it is small. Use the PASS method. Pull pin, Aim at the fire, Squeeze the handle of the extinguisher, and using a Sweeping motion with the extinguisher at the base of the fire
 - Do not aim nozzle at the middle or the top of the flames
 - If fire cannot be extinguished, evacuate the building immediately
 - Keep low to the floor to avoid inhaling smoke
- If the fire cannot be safely extinguished using available fire extinguishers, evacuate the premises immediately using the nearest and safest exit
- Close all doors behind you as you leave
- Report to the designated “Emergency Evacuation Area”
 - Immediately report any employee(s), customer (s), visitor(s), contractor(s) or individual(s) who have remained in the building or refused to leave
 - Do not return until it has been declared safe to do so by the Fire Department

If you are unable to leave your work station, or have returned to it due to fire or heavy smoke:

- Close all doors to prevent the entry of smoke and fire
- Dial 911 to notify the authorities and inform them of who and where you are
- Signal to the Fire Fighters, by any means possible, to draw attention to you.
- If possible, seal all cracks where smoke can get in
- Crouch low to the floor if smoke begins to enter your area
- Move to the nearest protected location in the room or area
- Wait to be rescued and remain calm
- Do not leave the area
- Do not panic or jump
- Listen for instructions or information which may be given by authorized personnel

Allergic Reaction

What to do when you are notified of an allergic reaction?

- Notify your manager immediately, and call 9-1-1 for an ambulance.
- Epi-Pens are available onsite
- If they require one, ensure that someone goes to the green box, and grabs the Epi-Pen(s), as you may need 1 or more Epi-Pens for a single allergic reaction.

Who should administer the Epi-Pen?

- If an Epi-Pen is needed to assist a patron, customer, or guest, the Epi-Pen should be administrated by the individual who is having the allergic reaction.
- If the individual who is having the allergic reaction is unable to administer

the Epi-Pen, then the Epi-Pen should be administered by a first-aid trained employee of Carmen's Group.

- Order of who should administer Epi-Pen
 1. Person having the reaction
 2. Family member of person having the reaction
 3. Carmen's Group First-Aider

Natural Disaster or Severe Weather

- Account for all employees and visitors, ensuring that everyone is inside the facility
- Close all windows, curtains and blinds and instruct all employees and visitors to move away from windows.
- If necessary, gather employees and visitors into the basement, or, if no basement is available, into bathrooms or other enclosed area
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted
- Stay calm. Encourage others to stay calm also
- Have portable radios available, along with extra batteries
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available, or can be readily obtained

Chemical, Biological, or Radiological

- Call 911 and report the situation and follow any instructions given
- Notify General Manager and all managers immediately
- Commence evacuation procedures

Structural Failure

- In the event of a power outage:
 - Gather flashlights and other needed supplies
 - Check on all employees and visitors to ensure their safety
 - Ensure all backup or emergency lighting is fully operational
 - If the power outage is prolonged, consult with managers to consider dismissing employees for the remainder of the day
- In the case of water, heat, or other utility disruptions:
 - All attempts will be made to determine the cause of the disruption and the probable length of shutdown
 - Where required, the local utility provider shall be contacted to assess and resolve the situation
 - If the shutdown is prolonged, consult with management to consider dismissing employees for the day
- If ceilings, walls, or the foundation has collapsed or are collapsing:
 - Exit the building immediately following your evacuation procedures.
 - If exits are sealed:
 - Find a sturdy piece of furniture such as a desk or sofa and get under it, or directly beside with your body lower than the height of the object
 - If you cannot fit, lean up against an interior wall
 - Cover your head and mouth

- to prevent dust inhalation
- Avoid exterior walls and reduce movement around the room.
- If trapped:
 - Remain calm, orient yourself, and signal for help.
 - Depending on the situation, signaling will include tapping on walls or pipes to carry sound, calling out, or dialing for help using a cellular phone.
- If possible, move extremities slowly for circulation until help can find you.

→ Duties and Responsibilities of the Chief Fire Warden, and Fire Wardens

Chief Fire Warden

- Make your way to the Fire Alarm Panel and from the LCD display, determine the location of the device that initiated the Evacuate signal. Decide on which areas of the building each Fire Warden will take to conduct the sweep of occupants.
- Help the Fire Wardens in assigning a portion of the building which each will respectively sweep to aid in the evacuation of building occupants.
- Assist in the evacuation if needed.
- Search out the initiating device which caused the alarm using the Fire Alarm Panel LCD display, making reference to the floor maps. Be mindful of smoke or fire as you approach the location of the initiating device.
- Direct any occupants away from the location of the alarming device. If

- the location is near a fire exit, direct occupants to another exit.
- If a fire is encountered, place a 9-1-1 call from a safe location.
- If possible and safe to do so, use a portable extinguisher to try to extinguish the fire, but ONLY AFTER making the 9-1-1 call. If unable to extinguish the fire, close any doors to contain the fire and leave by way of the nearest exit.
- If no fire is encountered, but a pull station was activated, determine the reason for the activation. There may be an occupant with a personal emergency. Again place a 9-1-1 call and render aid.
- Leave the building and await the arrival of Emergency Response Services.
- Make your way to the assembly location and provide an update of the situation to occupants and Fire Wardens.
- Liaise with the Fire Department or other Emergency Response Services when they arrive on site. Provide all keys necessary to provide access to the building and to the Fire Alarm panel.
- Under the direction of the Fire Department, silence and reset the Fire Alarm Panel.
- Initiate the “All Clear” state and encourage occupants to re-enter the building.
- Contact Tyco Security informing them of the nature of the alarm.
- Document the event.