



# Exhibition Place

4(b)

November 30, 2016

To: Business Development Committee

**ACTION REQUIRED**

From: Dianne Young  
Chief Executive Officer

Subject: **Entertainment Event Protocol**

## Summary:

Attached for the information of the Committee is the Entertainment Event Protocol approved by the Board at its meeting of July 28, 2016.

## Recommendation:

**It is recommended that the Business Development Committee receive this report for information.**

## Financial Implications:

There are no financial implications to this report.

## Decision History:

The Exhibition Place 2014 – 2016 Strategic Plan had a Safety & Security Goal to *ensure a safe and secure environment for employees, guests, and for our property and assets*, and as a strategy to support this goal *we continue to review our policies, processes and procedures to ensure we are following the most current Safety & Security practices relevant to the events taking place at Exhibition Place.*

At its meetings of April 11, 2014 and June 25, 2014, the Board had before it reports related to EDM concerts.

[http://www.explace.on.ca/database/rte/files/Item%2011-EDC\(1\).pdf](http://www.explace.on.ca/database/rte/files/Item%2011-EDC(1).pdf)

[http://www.explace.on.ca/database/rte/files/Item%2016-EDM-Cover\(1\).pdf](http://www.explace.on.ca/database/rte/files/Item%2016-EDM-Cover(1).pdf)

At its meeting of May 6, 7 and 8, 2014 and July 8, 9, 10 and 11, 2014, City Council considered the matter of EDM concerts at Exhibition Place and approved of the permitting of such events provided safety protocol was established in consultation with City EMS and Toronto Public Health. This EDM Policy was subsequently considered by the Board at its meeting of September 10, 2014.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.MM54.19>

At the meeting on July 28 of 2016, the Board approved the Entertainment Event Protocol and directed staff to issue an RFP for a single preferred security provider for all Electronic Dance Music (EDM) concerts and High Risk Functions licensed by Exhibition Place.

[http://www.explace.on.ca/database/rte/files/Item%2015\(a\)-EDM%20Security%20Review.pdf](http://www.explace.on.ca/database/rte/files/Item%2015(a)-EDM%20Security%20Review.pdf)

## Issue Background:

Following the direction of City Council in 2014, Exhibition Place developed a safety protocol for EDM and in 2016 undertook a review and update of this protocol to develop the 2016 Entertainment Event Protocol.

Comments:

The 2016 Entertainment Event Protocol is included within the proposed RFP document for a single preferred security provider.

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# Exhibition Place

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## Entertainment Event Protocol

Electronic Dance Music, Concerts, and High Security Functions

**VERSION: V03**  
**REVISED: June 2016**  
**APPROVED BY: The Board of**  
**Governors**  
**APPROVAL DATE: July 28<sup>th</sup>, 2016**

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# Entertainment Event Protocol

The Entertainment Event Protocol outlines requirements for events hosted at Exhibition Place property and is developed in the interest of preserving the health, safety, and welfare of the participants and the broader community.

## Application

This protocol applies to any event classified as an entertainment event including any event deemed at the discretion of Exhibition Place to fit the general principles of the term. An entertainment event is defined as an event which is deemed by Exhibition Place to exhibit a higher than normal security requirement. This includes but is not limited to electronic dance music events, concert events, and similar high security events (indoors or outdoors).

The scope of work at a minimum includes the following:

- Provide security services in a varied number of positions and responsibilities to facilitate the safe execution of Entertainment Events.
- Coordinating with Event Organizers to develop and execute sound security plans surrounding the safe undertaking of the event production.
- Operating in a concert/dance/night club environment with the capacity of up to ten thousand attendees, all ages or age of majority events, indoor or outdoor venue, open floor or seated venue design with or without liquor licensed areas and theatrical, DJ and/or live performances.

## Assessment Tool

The Entertainment Event Protocol will be used by Exhibition Place as an assessment tool for each event which falls within the application of this document. Events will undergo a review on the basis of scope and risk to determine which areas of this protocol apply. Event managers will receive a final version of the protocol by their respective Event Coordinator wherein all areas contained within the document will represent requirements established by Exhibition Place for your event.

## Disclaimer

This protocol document is supplemental to applicable municipal by-laws, provincial & federal legislation, requirements covered under the Occupational Health and Safety Act, Ontario Labour Code, Ontario Building Code, and Ontario Fire Code. Additionally, Exhibition Place recognizes the requirements set forward by Toronto's respective emergency services. The following Exhibition Place documents must also be complied with to deliver a safe entertainment event.

1. Exhibition Place - License Agreement.
2. Exhibition Place - Event Guide.
3. Exhibition Place - Requirements for Safety Manual.
4. Exhibition Place - Event Preparedness Plan Guide.

## Approvals Required

Event management must outline the required plans and information from the above documents in their own Emergency Preparedness Plan (EPP) that includes pyrotechnic plans and engineer stamped floor & rigging plans. The EPP and floor plan will serve as the key documents used to demonstrate compliance with Exhibition Place requirements and the following departments must approve their respective areas prior to final approval of the event opening to the public;

1. Exhibition Place
  - a. Event Services
  - b. Facility Services
  - c. Security Services
  - d. Safety Engineering
2. Toronto Fire Service
3. Toronto Police Service
4. Toronto Paramedic Service
5. Toronto Public Health

## General Requirements

### Advertising

Exhibition Place reserves the right to approve all advertising and marketing collateral inclusive of printed, electronic, and broadcasting formats – with a right of refusal or removal of marketing material that is deemed inappropriate by Exhibition Place. Additionally the use of any logo or trademark of Exhibition Place in any form of advertising must be approved prior to implementation.

- Event management is not permitted to advertise, announce, or sell tickets to any event prior to a mutually executed license agreement with Exhibition Place.
- Advertising for entertainment events must not specifically or tacitly endorse or promote drug use.

### Admission Tickets

Exhibition Place requires the following initiatives be taken on printed and electronic tickets distributed for your event. A sample must be provided to Exhibition Place.

- Must include the name of the venue and address on the ticket.
- Disclaimer on the ticket must include that patrons will be subject to a consent based search and that the event is a drug free environment.

### Designated Smoking Area

A designated smoking area must be established on the exterior of the property and made easily accessible by event patrons.

- The designated smoking area must conform to Ontario legislation and Toronto municipal by-laws.
- Private security must be provisioned in this area for safety purposes and appropriate precautions for re-entry must be in place.
- A safety buffer or barrier system must be in place to ensure screened patrons remain cleared for re-entry into the facility and avoid restricted items from entering the facility.
- The designated smoking area must be clearly identified on your floor plan with appropriate entry and exit locations marked.

### Indoor Coat Check Areas

Entertainment events must have a minimum of one coat check. Should your event capacity exceed 5000 patrons, you must have a minimum of two distinct and separated coat check areas.

- Coat check areas must be fully enclosed (eg; fencing) and the contents secured within must not be visible to patrons (eg; fence scrim). Enclosure utilized must be a minimum of 8 feet high and ballasted with sufficient weighting to prevent a breach of the coat check area.
- Coat check areas shall be adequately signed to identify their location.
- Each area must be adequately staffed by personnel to process personal items based on the anticipated event capacity.
- Washroom facilities must be open and available in close proximity to the coat check area at all times during the event – from time of doors open (public entry) to the conclusion (including the exiting period).
- Each area shall be adequately staffed by security personnel to prevent disruption during the event period.
- Additional security staff shall be assigned during the beginning and conclusion of your event to compensate for peak usage periods.

- Line control mechanisms shall be implemented to the satisfaction of Exhibition Place.

## **Signage Requirements**

Event management must meet these signage requirements as a minimum standard.

- Visible signage erected at the entrance to the facility indicating that a consent based search will occur prior to entry including a list of restricted items that will not be permitted into the facility.
- Visible signage indicating the location of washroom facilities. These signs must be illuminated and visible from the ticketed area.
- Visible signage erected outside of the First Aid Room identifying its location. This sign must be illuminated and visible from the ticketed area.
- Visible signage erected at all exits to the facility indicating the appropriate emergency mustering area on the exterior of the facility.
- Visible signage erected at all coat check areas with verbiage indicating that the coat check area will be closed during an emergency condition.
- If surveillance camera technology is used by event management, visible signage at all entrances indicating patrons are subject to CCTV video while attending the event.
- Visible signage indicating the location of ATM devices.

## **All Ages Events**

Events classified as an all ages event that serves alcohol must comply with all AGCO requirements, and;

- Have a vetting system in place that differentiates an adult of legal drinking age from minors who are not permitted by law to consume alcohol. The system implemented must be in a form acceptable to Exhibition Place.
- Food and beverage options for all attendees must be provided.
- All personnel assigned to alcohol service duties must follow provincial guidelines for the identification of event patrons. As a minimum, all persons that appear under the age of 25 must provide identification to provide they are of legal drinking age consistent with LCBO purchasing policies.
- Liquor licensed areas shall maintain separate entry and exit locations in order to facilitate capacity counting within these areas. The licensed capacity must be posted at each entrance.
- Liquor licensed areas shall have a double barrier system in place to prevent the unauthorized distribution or sharing of alcoholic beverages to those outside the licensed area. The moat between the barriers must be a minimum of 5 feet in width and must be staffed by security personnel.

## **Taxi Stand**

Although Exhibition Place has a designated taxi stand on the south east side of the Enercare Centre, it is recommended that events review their leased space and provision an area for taxis specific and within close proximity to their event.

- Taxi Stands should be implemented and event patrons should be encouraged to use taxi transportation methods.
- Event organizers should promote the event to major taxi providers within Toronto to increase the level of service available.
- Priority should be given to taxi drop off and pick up opportunities to encourage taxi usage.

**Public Transit**

It is recommended that event organizers deploy additional signage on the exterior of your event to assist patrons on finding their way to available public transit on site (TTC / GO Transit).

- Ensure adequate pick up and drop off locations for all public transit services. Exhibition Place will engage providers on your behalf and event management is responsible to advertise and facilitate use.
- Event management shall reach out to public transit providers to request extended service hours for events which end beyond normal operating schedules.

## Space & Equipment Allocations

**First Aid Room (Medical Area)**

A room dedicated to providing first aid and medical services to event attendees is required. The room and supporting rover teams shall be staffed by qualified personnel at a minimum ratio of 1:500 attendees in the occupancy load calculations.

- Medical resources in place should consist of staffing the first aid room in addition to an adequate number of patrolling teams to react to medical incidents in a timely manner.
- AED device is required on site within this room and be made available for mobile use when required.
- Supplies on hand must at a minimum meet the requirements of a First Aid Room for 200+ persons as noted under Regulation 1101 under the *Workplace Safety Insurance Act*.
- Event management must purchase carpet masking to cover the floor of the first aid room at the events sole cost. This will be facilitated through Exhibition Place.
- Should consist of partially enclosed stalls separated on each side by pipe and drape, providing a level of privacy to event patrons however also allowing medical staff the ability to observe all patrons.
- A minimum of one stall / temporary bed for every 500 patrons must be provided.
- A process must be put in place to permit entry and escort patrons who are identified outside the venue into the First Aid Room for medical attention.
- It is recommended that all individual security and medical personnel have a portable radio device.

**First Aid Room (Rest Area)**

A space shall be made available to event patrons that provide attendees the ability to separate themselves from the entertainment function to rest – addressing attendees that may not be experiencing a direct illness or a medical occurrence.

- Rest Area may be an integrated with the Medical Area (noted above).
- The Rest Area must fall under the supervision of medical and security personnel at all times.

**Security Control Centre**

A control centre must be established to coordinate the operational resources present.

- Communication equipment suitable to the event organizer must be in place to communicate to all staff in each functional area (security, production, organizer staff, emergency

personnel, etc)

- Must contain a means to communicate with Exhibition Place (eg; an Exhibition Place radio) for emergency purposes.
- Must contain one land line telephone provided by Exhibition Place – at no cost to the event. All event staff must be made aware of this telephone number.

#### **Community Based Substance Use Education**

A mechanism suitable to Exhibition Place shall be in place to provide a vehicle for awareness and information for promoting safe and healthy practices at entertainment events. It is recommended that a peer-based intervention strategy be put in place that enables interaction between patrons and the awareness provider (eg; staffed booth).

- The use of a non-profit organization is recommended to provide this service. The service provider must be an organization recommended or approved by Toronto Public Health.
- Positive education posters provided by Toronto Public Health must be posted in every washroom stall and urinal within the venue. These posters are provided at no charge by Toronto Public Health and may also be obtained through Exhibition Place.

#### **Toronto Police Service Drug Processing Office**

A dedicated and secure space must be provisioned for the Toronto Police Service for operational use as deemed necessary by the police service.

- Must be completely dedicated to the police service. Access is not to be shared with any other functional area.
- At the discretion of the Toronto Police Service, event management must utilize substance amnesty boxes as required.

#### **Exterior First Aid Room**

It is recommended that event organizers provide a medical or first aid capacity on the exterior of their leased space to assist patrons who have exited or are not permitted entry into the leased space.

- An on-site ambulance or tent staffed by medical or first aid personnel would be suitable.
- Procedures for security in the Emergency Preparedness Plan should outline protocols on deferring patrons to the exterior first aid location for patrons who are denied entry due to substance abuse.

#### **Quiet Room (Family Waiting Area)**

It is recommended that event organizers provide a space for family members to wait for attending patrons during an all-ages event.

- A space inside the venue that family members may use to wait for attending patrons at the conclusion of the event – accessible without an admission ticket and communicated to the public, or;
- A parking lot within Exhibition Place grounds that enable family members to park and await the conclusion of the event. This would serve to ensure roads remain clear and accessible by patrons and emergency services. Exhibition Place will work with event management to come up with a suitable solution and permitted time period on site.

## Life Safety Requirements

### Washroom Facilities

An appropriate number of washroom facilities must be available based on the total occupancy expected for your event. The minimum number of washrooms required will be calculated based on a ratio of 1 toilet for every 100 attendees in the occupancy load calculations.

- All facility owned washrooms must be designated as “open to all.” Private washrooms are only permitted if they are externally rented (eg; washroom trailers for a VIP area).
- For events which utilize Heritage Court for entry and egress, the use of Heritage Courts’ Rotunda washrooms is mandatory and will be provided at no charge for Entertainment Events in Hall A & B. Event management will be responsible for posting two security guards in this location at their sole cost to protect the interests of Exhibition Place. These security guards must be dedicated and posted in position at all times to preventing unauthorized access to areas outside of the event space – any break relief officers or sweeping of washrooms should be conducted by a separate mobile team.

### Complimentary Drinking Water

Event management must provide arrangements so that patrons have an unlimited and unrestricted supply of drinking water at no charge. This will mitigate any potential for dehydration or heat related medical emergencies amongst patrons and staff.

- A minimum of one water station must be provided for every 4500 attendees in the occupancy load if water is also sold at the event. If water is not sold at the event, then one water station must be provided for every 1000 attendees.
- A water station is defined as a device that permits at least 10 persons to draw water simultaneously. Smaller water stations with fewer taps may be used, but must be provisioned to meet the appropriate ratio requirement.
- Event organizer must promote the availability of complimentary drinking water to event patrons to the satisfaction of Exhibition Place including the publishing of this service on social media outlets.
- Illuminated signage must be provided at each water station to clearly identify its location to event attendees.

### Food and Beverage

Event management must provide a means for patrons to purchase and consume food & beverage products at events that serve alcohol.

- Your event must provide bottled drinking water available for sale at all food and beverage locations (including all liquor licensed areas and bars, and must be provisioned in a quantity that will not sell out during your event).
- A selection of non-alcoholic (eg; water, colas, etc) and non-stimulant beverages (eg; Energy Drinks, Red Bull, etc) must be provided at liquor licensed area and any beverage serving area within the facility.
- Your event must provide a means for patrons to purchase and consume food products at events that serve alcohol.
- Glassware is not permitted at the event.
- Bottle service is not permitted at the event.

## Fire Safety Requirements

### **Base Building Emergency Lighting**

This section applies to all events that have a need to turn off the venue's emergency lighting system while the venue is occupied. Event management must hire paid duty Exhibition Place security guards to conduct fire watch and base building security during your event in order to observe and report issues that have an impact on fire safety and facility maintenance.

- A minimum of two security guards are to be hired, one to act as a fire watch officer and one to provide break relief and similar fire watch functions at the sole expense of the event organizer.
- Additional paid duty security guards may be required at the discretion of Exhibition Place or the Toronto Fire Service dependent on the floor plan, leased spaces, and overall capacity.
- All security guards including the event's contracted security firm must be equipped with a flashlight.

### **Music, Effect & Light Process**

Event management must hire paid duty Exhibition Place security guards to conduct fire safety duties during your event in order to observe and react to issues that have an impact on fire safety in the facility. This is required for all events that produce sound, effects (pyro, haze, etc) or lighting levels likely to impede the fire alarm system.

- A minimum of two security guards are to be hired, one to manage the CACF Room (fire panel) and one to be positioned at the FOH (front of house) area to signal production staff to disable sound and turn on lighting as required in an emergency condition.
- The event organizers EPP (Emergency Preparedness Plan) must contain procedures specific to the interaction of Exhibition Place Security and production staff operating sound and lighting equipment.
- At a minimum, the event organizer must adopt the standard procedure provided by Exhibition Place.
- Additional paid duty security guards may be required at the discretion of Exhibition Place or the Toronto Fire Service dependent on the floor plan, leased spaces, and overall capacity.

### **Events with Pyrotechnics**

Event management must hire paid duty Exhibition Place security guards to conduct fire watch duties specific to the use of pyrotechnics in the facility.

- A minimum of two security guards are to be hired, and are to be present during the pyrotechnic display window.
- Additional paid duty security guards may be required at the discretion of Exhibition Place or the Toronto Fire Service depending on the scope and size of displays.
- A mandatory audit and inspection must be conducted by the Toronto Fire Service. This would take the form of a Toronto Fire Paid Duty at the sole cost of event management (2 fire officials, 4 hours each, total of 8 hours). This will be ordered and facilitated by Exhibition Place.

## Crowd Management Requirements

### Capacity Monitoring

Event management must track capacity for the entire duration of the event from “doors open” to the final/encore performance.

- Capacity updates must be provided to Exhibition Place every 30 minutes during this time period.
- One point of contact must be identified that is responsible for ticketing & registration that can provide capacity numbers as required, in a timely manner.
- If electronic ticketing and capacity monitoring is in place, a traditional physical count must still be maintained in the event electronic systems fail. A capacity counting system that relies solely on electronic counting methods is not permitted
- Turnstiles are not permitted at Exhibition Place at any entrance or exit.
- If capacity nears 90% of the designated occupancy load, the Exhibition Place Event Coordinator on duty must be notified.
- Capacity monitoring must account for employees of the event management group, event staff & contractors, as well as Exhibition Place staff and be incorporated into considerations for total event capacity.
- At the request of Exhibition Place, event management must produce an accurate ticket manifest or provide real time occupancy through digital ticketing upon request.
- Separate capacity counts must be maintained for any area that is enclosed as a contained area has a distinct capacity limit. Examples include a licensed liquor area during “all ages” events, or an enclosed VIP area.

### Barrier Usage

A barrier is considered any material that encloses an area, organizes the flow of attendees into a space, or material that restricts the free movement of any event patron. This includes but is not limited to fences, barricades, stanchions, and similar means.

- All barriers must be included on the official floor plan.
- Any barrier system used to control the flow of attendees must be in a format suitable to Exhibition Place that can be broken down, removed, or moved by any event patron in the event of emergency or offer multiple exit points conforming to all applicable Fire and Building Codes.
- A heavy grade barrier system should be used to protect critical event areas specifically the event performance Stage.

### Mass Entry & Exit Management

Processes must be put in place for all events which experience a large or sudden spike in entry or egress (eg; timed performances).

- A staffed ambassador component providing directional assistance and wayfinding to critical services (eg; public transit, taxi service, etc) on the outside of the venue.
- Event management is responsible for the safety and security of their patrons beyond the leased space including parking lots and pedestrian pathways to critical services. Support mechanisms must be outlined in your emergency preparedness plan.

**Emergency Termination**

The event can be officially terminated by the Incident Command Team with the assistance and approval of the Exhibition Place Security Coordinator and emergency services.

## Security Requirements

**Exhibition Place Security Coordinator**

Exhibition Place will assign a Security Coordinator to each event that applies to this protocol for the purposes of working with the Event Security Lead on all matters of Emergency Preparedness, Security Planning and Traffic Management. The Security Coordinator will be assigned to work for the duration of the event to audit adherence to the submitted plans, identify potential public safety issues, make arrangements to address the deficiencies and to act as the lead liaison to emergency service partners specific to information sharing, event evaluation and event execution. The security coordinator will lead a post event debriefing with the event security lead and emergency service partners to identify deficiencies in the planning process and enhance best practices for future events.

**Contract Security Firm**

A qualified security contractor must be supplied by event management. A Security Coordinator from Exhibition Place will be assigned to the event, working with the event security lead on all matters concerning the contracted security event planning, incident response, plan compliance auditing and event de-briefing review.

- Capacity updates must be provided to Exhibition Place every 30 minutes during the event.
- The contract security firm and each security guard must be provincially licensed in Ontario to provide security guard services.
- As a minimum ratio, there must be one provincially licensed security guard for every 100 patrons in attendance.
- One point of contact must be identified that is responsible for management of contract security resources.
- If multiple security companies are used, they must report and take direction from a single security lead.
- Non-licensed security personnel are not permitted to perform security guard functions pursuant to the *Private Security and Investigative Services Act, 2005*.
- It is recommended that all individual security personnel have a portable radio device.

**Required Security Positions**

The following positions must be staffed at all times during show hours.

- A security guard must be provisioned for any single stall accessible washroom located in your leased space. They are to direct patrons to the nearest public washroom and facilitate access to persons with disabilities on an as needed basis.
- A security guard must be posted at every stairwell or elevator leading to an underground level of the facility.
- A minimum of one security guard must be posted at every entry / exit door in the facility leading into or from the leased space. Where a series of pedestrian doors are present in the same location, one guard may secure up to a maximum of three doors at any time.
- One security guard must be posted at every public washroom facility within the leased space.

**Training Sessions**

A training session is conducted prior to the event show dates. This can be conducted off site at the event manager's office facilities or on site during the move-in period.

- A formal training session must be held with all management and supervisory level staff prior to the event dates.
- This session should walk all key stakeholders through the Floor Plan and Emergency Preparedness Plan.
- This session must include a presentation of the venues fire system and introduce the systems fire alarm tones.
- Exhibition Place must be extended an invitation to this training and be offered an opportunity to provide information at this session.

 **Briefing Sessions**

A briefing session must be conducted on the day of each show date.

- A formal briefing session must be held on site on each show date, two hours prior to doors open at the latest
- This session should review emergency procedures, communication protocols, and any concerns or risks identified to date.
- This session must include an overview of the venues fire system and introduce the systems fire alarm tones.
- Exhibition Place and all emergency service providers must be extended an invitation to this briefing and be offered an opportunity to provide information at this session.

 **Doors Open Meeting**

Prior to opening the doors to the public, event management and Exhibition Place management shall meet at the main entrance to determine if it is safe to allow patrons into the facility. Event management must receive approval from the Exhibition Place Event Coordinator prior to making the final decision on admitting patrons.

- Exhibition Place will confirm all requirements of the facility have been met to satisfaction.
- Event management will confirm all event personnel are in place and can safely commence entry to the facility.
- All stakeholders will confirm that all non-event equipment and operating equipment (fork lifts, genies, etc) have been removed from the floor.

 **Fire Watch (subject to Toronto Fire approval)**

Show management must provide fire watch resources through the select contract security firm for any trailers on the show floor.

- A minimum of one security guard must be assigned to any enclosed structures located on the show floor or any other enclosed or roofed structures which do not have internal fire suppression technology.
- A fire watch log must be completed once per hour. At the conclusion of the event a copy must be submitted to Exhibition Place. A standard template may be supplied to event management by Exhibition Place.

**Patron Searching**

Event management must take reasonable efforts to prevent restricted items from being brought into the venue by event patrons.

- All patrons shall be searched upon entry, following a consent based model.
- Searches shall consist of a body based search at the discretion of event management.
- All bag and containers must be searched upon entry.
- No outside beverages are permitted inside the venue.
- Patrons entering the facility who are intoxicated or under the influence shall not be permitted entry. A process for managing these occurrences must be outlined.

 **Customer Service Program**

Event management must implement a customer service program for all security personnel.

- Addressing the egress of patrons at the conclusion of the event (staging of soft and hard pushes).
- Addressing the ejection of patrons from the facility.
- Addressing the search program in place at all entrances to the facility.

## Emergency Service Requirements

 **Emergency Service Provider Notifications**

Event organizers must complete the City of Toronto's [Special Events Emergency Action Plan form](#). This form serves as notification to Toronto's Emergency Service Providers and provides them with an overview of safety related information pertaining to your event. This will also enable each organization to establish a liaison and working relationship with your event as they deem appropriate.

1. Toronto Police Service.
2. Toronto Fire Service.
3. Toronto Paramedic Service.
4. Toronto Public Health.

Upon completion of the form, please email it to the City of Toronto by using the link button directly on the form, and provide a copy to Exhibition Place by email. The form can be accessed through the city's [Emergency Management Office](#).

 **Toronto Police Service**

Paid Duty police officers are required for your event. You must contact the Toronto Police Service Public Safety – Special Events Unit and make arrangements to contract the services of the police (<http://www.torontopolice.on.ca/specialevents/>).

- Paid duty officers must be assigned to the main entry to support the security screening process should a disruption occur.
- Paid duty will be assigned to the contracted space and related locations necessary for public safety.

- It is recommended that event management seek the expertise and services of the Toronto Police Service to conduct a general purpose K9 search of the venue during high risk, high security events. This service should also be considered when international influence, threats to mass gatherings, or intelligence information indicates it would be appropriate in the interest of public safety.
- Final police resource requirements and positions are at the discretion of the Toronto Police Service.

### **Toronto Paramedic Service / Medical Program Composition**

Paid duty paramedics and ambulances are required for your event. You must contact the Toronto Paramedic Services and make arrangements to contract their services. The use of privately contracted medical resources is contingent on permission from the Toronto Paramedic Service.

- The use of privately contracted medical resources is contingent on permission from the Toronto Paramedic Service. If permission is granted, it is recommended that event management hire a balanced composition of doctors, paramedics, and first aiders to support your medical response capacity.
- Qualified first aid personnel must be contracted. All personnel must have valid first aid training credentials from a training source approved by the Workplace Safety Insurance Board.
- A minimum of two Paramedics must be available at all times during show hours to supervise and oversee the operation of the First Aid Room and contracted first aid personnel.
- A minimum of one Ambulance must be available at all times during show hours to transport a patron during a serious medical emergency.
- As a minimum standard, medical resources shall be calculated based on a ratio of 1:500 attendees in the occupancy load calculations.
- Final medical resource requirements are at the discretion of the Toronto Paramedic Service.
- A triage protocol must be established.

### **Toronto Fire Service**

Toronto fire personnel may be required depending on the number of fire system devices that must be isolated or bypassed during your event, or the use of specialized pyro devices. Exhibition Place encourages the timely submission of floor plans, emergency preparedness plans, and pyro requirements well in advance of your event to assist the Toronto Fire Service in evaluating the need for their participation.

- Final fire resource requirements are at the discretion of the Toronto Fire Service.

## **Communication Requirements**

### **Public Addressing Systems**

Event management must provide a public addressing system at their sole cost, arranged through Exhibition Place

- Building paging systems must be installed in a location where event management can broadcast emergency information.
- A process must be put in place to turn off entertainment sound during performances in order for the Building Paging system or Fire System to be heard by event patrons.

- Event management must have a supply of “mega phone” devices on site to assist in crowd management activities.

### **Frequency Approval**

Event management must provide documentation on all radio technology that will be brought into the building to ensure that the frequencies of event management, contractors, and suppliers do not interfere with critical life safety communications.

- Event management should provide the brand, model, and operating frequency of all radio devices.
- If the above is not known, sample radio devices must be submitted to Exhibition Place in advance for testing and approval.

### **Direct Communications**

Event management must provision an adequate number of portable radio devices for staff to communicate to each other. As a minimum, all of the following personnel shall be equipped with a portable radio

- All security leads, supervisors, and management personnel.
- All security personnel located at an emergency exit or perform a rover function in the event space.
- All first aid and medical professionals on site.
- Operations and Production staff that participate in a role overseeing direct control of sound, lighting, and pyrotechnic systems on site.
- An event management radio must be provided to the Exhibition Place Event Coordinator on duty.

### **Liaison Requirements**

Event management will work collaboratively with Exhibition Place to share information pertaining to security and life safety during event periods.

- Exhibition Place will assign a Security Coordinator to each event that applies to this protocol for the purposes of working with the Event Security Lead on all matters of Emergency Preparedness, Security Planning and Traffic Management
- Exhibition Place Security will provide portable radios to the events security control centre and security lead to permit direct communications in event of emergency.
- Event management to permit Exhibition Place Security and the on duty Event Coordinator full and unrestricted access to any leased space including but not limited to back of house areas, offices, and the control centre. This includes permission to observe and note communications maintained in the control centre pertaining to patron and facility safety. This will be conducted at the discretion of Exhibition Place and in a manner that does not obstruct or interfere with the events operation. Exhibition Place staff will not enter cash offices, production trailers, or individual private offices unless requested by event management.
- At the conclusion of your event, event management shall provide Exhibition Place with a summary of security and life safety occurrences during your event. This includes statistics on medical incidents, altercations, criminal occurrences, and other matters where a response is initiated.

**Crisis Communication Plan**

Event management must develop a crisis communication plan and incorporate it into their Emergency Preparedness Plan (EPP).

- Plan shall outline contact information for general event inquiries, complaints, or information requests.
- Must outline communication timelines to address patron concerns if an interruption is experienced at your event.
- Communications occurring as a result of an event interruption must be provided to patrons within 24 hours at a minimum and include contact information of the event management group.
- Must outline a protocol in the event patrons' personal belongings are lost or stolen at your event.