Emergency Preparedness

Security officers are on duty 24 hours a day, 7 days a week, and may be contacted by dialing the operator. The security staff is responsible for the handling of any emergency situation.

In the event of a Medical Emergency, please dial extension 5911. The operator answering the phone will need to obtain some vital information from you to relay to the Emergency Medical Services. The security staff will immediately respond and provide initial first aid and CPR, until the arrival of EMS.

During a Fire Alarm in the East Tower you will be notified through the Simplex Alarm System, which will activate the alarm horns as well as the public address system. In your guest room the public address system will advise if you are to “evacuate immediately”, or to “await further instructions”. There are many instances when the alarm may sound but evacuation of all floors will not be required.

The Louisville Fire Department will be notified immediately, as well as the security staff and other Emergency Team members. Your Convention Services Coordinator will respond to your location to keep you informed of the situation.

The West Tower, fire alarm system will sound both the alarm horns as well as the public address system, however, the entire building will be evacuated in the event of an alarm.

In the event of a Tornado Warning, you will be alerted through the public address system. Your Convention Services Coordinator, along with other Emergency Team members will remove guests from all meeting rooms to “Tornado Safe Places.” Retreat to an interior hallway away from windows.