



### EMERGENCY PROCEDURES

Your safety is our first concern at the ACVIM Forum. Although no emergency situation is anticipated, you should be aware of the following systems and procedures. If you feel threatened at any time while at the event, or witness a safety, security or medical-related incident, do not hesitate to call 911.

### HILTON MINNEAPOLIS


If you are staying at or attending an event at the Hilton Minneapolis, you are able to contact building security by dialing 66 from any hotel phone to immediately report emergency situations to the security department.

### MINNEAPOLIS CONVENTION CENTER (MCC)


#### Contact the Command Center

- Dial 612.335.6040.
- Locate a beige house phone, located in public corridors, lobbies, and fire-hose cabinets on various pillars in exhibit halls. Dial 2013 to reach the command center.
- Identify uniformed security officers, who are posted at security podiums 24/7 and who will also respond to any safety concerns you have.

### MEDICAL EMERGENCY

If a medical emergency occurs while you are at the MCC please contact 911 immediately or locate a beige house phone and dial 2013 for assistance or dial 612.335.6040 for the command center. Attendees can also visit the first aid station  located on the ground level in Lobby C, near Dunn Bros coffee for first aid needs.

### MCC AUTOMATED EXTERNAL DEFIBRILLATOR (AED) LOCATIONS

Located throughout MCC  in public lobbies on each level, and at each exhibit hall drive-through located in the back of the halls. An AED can be used in case of a life-threatening cardiac event.

### MOTHER'S ROOM

The ACVIM has 2 dedicated rooms equipped with a refrigerator for storage. To access one of these rooms, please visit the ACVIM Registration Desk in MCC Lobby BC.

### EVACUATION

On occasion, fire alarms will sound during events at the MCC. If you are in an affected area at the sound of a fire alarm, please vacate the space to a non-affected area in the nearby vicinity. Full building evacuations are rare at MCC. In case of an evacuation guests should:

- Leave the MCC through the safest and nearest exit, cross the street and remain a safe distance away from the MCC, as instructed. DO NOT take time to retrieve personal or booth property
- MCC emergency exits are marked as **E**
- Remain calm, courteous, and quiet
- Do not attempt to use elevators or escalators
- Assist elderly and disabled persons
- Do not loiter or wait for others
- Do not try to re-enter the building
- Listen for instructions via the PA system and uniformed staff

### SAFETY IN DOWNTOWN MINNEAPOLIS



The city of Minneapolis has a staff of friendly Ambassadors who rove the streets and skyways. These folks are part of the Minneapolis Downtown Improvement District (DID) and you'll know them by their neon-lime green summer shirts or their winter blue

jackets, all with the DID logo. Ambassadors can answer questions, give directions, and help with security issues.

Visitors should also know about 311, the number to dial for non-life-threatening events such as lost property, vehicle break-ins, or reporting suspicious activity. And of course, 911 is the number to call for medical emergencies or to report crimes in progress.

### WI-FI ACCESS

Provided by 

Stay connected with Wi-Fi access in ACVIM Forum meeting rooms and lobby space at the Minneapolis Convention Center. Connect to the ACVIM network and login as follows:

Network: ACVIM  
Password: Forum2024

*Log in information is case sensitive*