



GAYLORD OPRYLAND™

RESORT & CONVENTION CENTER

*Nashville*

# SAFETY & SECURITY

A Safety & Security Guide  
for our Conference Attendees





## AED Locations



**CPR+AED**  
CERTIFICATION

All Officers are Certified

- 1.Delta Ballroom (Presidential Steps)
- 2.Delta Island (Front wall of Amelia's)
- 3.Delta Mezzanine (Next to D-Elevator)
- 4.Cascades Lobby (Near Bell Services @ Front Entrance)
- 5.Cascades Lower Level (Next to Game Arcade Doors)
- 6.Magnolia Lobby (Near Shoe Shine)
- 7.Magnolia Mezzanine ( Next Belmont C Door)
- 8.Ryman B Hall @ Doorway
- 9.Presidential Mezzanine (Next to Presidential Boardroom)
- 10.Tennessee Lobby (Near Back Wall of Jack Daniels)
- 11.Spa (Outside Workout Center)
- 12.5 AEDs also carried by Security Mobile Units
- 13.AEDs are also located in all of Gaylord Opryland's other attractions:

The Inn @ Opryland (In Lobby Left of Front Desk)  
Gaylord Opryland Event Center (Main Entry Doors)  
Gaylord Springs (Left Side of Main Lobby)  
General Jackson Boat



# Comprehensive Alarm System Property Wide



# Evacuation Routes

Maps of your events area can be provided along with  
AED Locations/Fire Extinguisher

All Evacuation Routes throughout the resort are designated by illuminated Emergency **EXIT** signs

Follow the directions given by the emergency signs, always moving away from any smoke/fire or any other threat situation, to safe areas, including outside the hotel if necessary.

Follow any additional directions given by hotel staff.

DO NOT attempt to go through a door that is warm to the touch or has smoke coming out around the door frame.

DO NOT attempt to go through a door that is not a designated marked as an “exit.”

DO NOT use the elevators.

**EMERGENCY EXIT**



# Comprehensive Alarm System Property Wide



Once a Fire Alarm has been activated, an evacuation message will direct hotel visitors to evacuate. This message will continue to play in the effected area(s) via public address system until the issue has been resolved.

Follow directional signage and or Gaylord employees as to the exit directions needed. Gaylord employees and leaders working within the effected area(s) will assist hotel visitors during this time. Hotel employees will assist with ADA or any guest requesting assistance.

Remember to use stairs, all elevator will not function during an active alarm.

Once the issue has been resolved an "All Clear" message will play.

# Comprehensive Alarm System Property Wide



Severe Weather Alert is issued, will play property wide to alert of impending adverse weather conditions. The alert will activate with audible horns & strobe lights to gain attention. A message will play informing hotel guests to seek shelter.

Storm Shelter areas consist of stairwells that in most areas lead into the property's underground tunnel system. Follow directional signage and or Gaylord employees as to the exit directions needed. Gaylord employees and leaders working within the effected area(s) will assist hotel visitors during this time. Hotel employees will assist with ADA or any guest requesting assistance.

Exit all Atrium areas into any lower level corridor.

Gaylord Safety & Security Dispatch Operations 24/7 monitors the National Weather Service as well as maintain their own weather radar system.



# ACTIVE SHOOTER

*Note: These are situation dependent, use your best judgement given your circumstances and pick an action*



## Run/Evacuate

Have an escape route and plan in mind  
Leave your belongings  
Keep your hands visible



## Hide/Avoid

Hide in an area out of the active shooter/aggressors view  
Block entry to your area/hiding place, lock/barricade doors  
Turn off Cell Phones



## Fight

Last resort or if your life is in danger  
Attempt to incapacitate the aggressor  
Act with physical aggression

**Remain in hiding until released by law enforcement. Once released respond as directed by law enforcement.**

- \*\*\* Remain calm, and follow officers' instructions
- \*\*\* Immediately raise hands and spread fingers
- \*\*\* Keep hands visible at all times
- \*\*\* Avoid making quick movements
- \*\*\* Avoid pointing, screaming and/or yelling
- \*\*\* Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from

# REPORT SUSPICIOUS ACTIVITY

It's easy to overlook these routine moments, but as you're going about your day, if you **see something** that doesn't seem quite right, **say something**. By being alert and reporting suspicious activity to Gaylord Safety & Security by calling 615-458-5555



**See something.  
Say something.**



# Guest Medical Procedures

## What will happen

A Gaylord Security Dispatcher will ask if an ambulance is believed to be needed, and then the security dispatcher will confirm that security officers and/or Nashville EMS is in route to the emergency scene.

The first security officer on scene will immediately assess the emergency situation and instruct security dispatch to update Nashville EMS (if responding) with any additional needed information, and then the security officer will begin to administer qualified medical assistance. Note: Hotel Security Officers are trained and equipped to render basic first aid and administering CPR and AED if needed.

If the injured or ill person needs to be transported to a hospital, the person will be transported to the hospital of their choice, or transported to the nearest hospital in the event of a life-threatening emergency, or to Vanderbilt Medical Center if Level 1 trauma care is required, or to Vanderbilt Children's Hospital if the patient is under 12 years of age and not in a life threatening condition.

**Note: The closest hospital to Gaylord Opryland Hotel is Skyline Medical Center, which is located 4.7 miles away at 3441 Dickerson Pike, Nashville TN 37207.**

## Additional Area Hospitals

Additional Hospitals Provided upon request





# PHARMACIES

## KROGER PHARMACY (615) 889-0105

143 MCGAVOCK PIKE, NASHVILLE, TN 37214

MONDAY - FRIDAY: 8:00 AM - 9:00 PM

SATURDAY: 9:00 AM - 6:00 PM

SUNDAY: 12:00 PM - 6:00 PM

## WALGREENS (615) 885-4480

2421 LEBANON PIKE, NASHVILLE, TN 37214

MONDAY - FRIDAY 9:00 AM - 9:00 PM

SATURDAY 9:00 AM - 6:00 PM

SUNDAY 10:00 AM - 6:00 PM

## CVS (615) 889-6300

2500 LEBANON PIKE, NASHVILLE, TN 37214

DAILY 8:00 AM - 9:00 PM

***Bradley Drug Mart** is the only pharmacy in the area who will deliver prescription medications to the hotel,  
and their phone number is **615-383-2741**.*