City of San Antonio
Convention and Sports Facilities Department

Developed by CSF Safety & Security

Emergency Operations Plan
# Emergency Operations Plan

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PURPOSE OF THIS PLAN

This plan is intended to be a working tool to assist in the preparation, planning, implementation and evaluation of an effective crisis/disaster management plan for use by the staff of the City of San Antonio Convention and Sports Facilities Department.

It is intended that the information contained in this plan should be updated and maintained regularly to adapt to the ever-changing situations and conditions. This plan does not cover absolutely every possible crisis or emergency situation that might occur, but the preparations for those indicated within this plan should assist in any type of event. The information in this plan is not meant to be comprehensive, but is meant to serve as a guide to follow in emergency situations. It is the policy of the Convention Facilities to refer and consult with experts during any given emergency situation.

Mission Statement

The purpose of this emergency action plan is to provide a systematic approach to follow in the event of an emergency, with an emphasis on safety awareness. The order of priority in any emergency should be:

1. The safety and well being of our employees.
2. The safety and well being of our guests/visitors in our facilities.
3. The securing and restoration of operations of the Convention Facilities.
4. Providing service and information to the community and visitors and the on-going continuity of programs and management.

Definition of an Emergency Situation:

Any incident or situation that affects the safety or security of persons in or near the facility, causes damage/destruction to the facility and equipment, and/or, disrupts the normal facility operation.

Authority -- Declaration of Emergency

The Director of the Convention Facilities Department is ultimately responsible for making the decision to close the Henry B. Gonzalez Center, Alamodome, Lila Cockrell Theatre and the Carver Cultural Community Center during regular working hours due to an emergency situation, or as prescribed by City policy. In his/her absence, the Assistant Director or General Managers may make this decision.

Threat Levels

The Convention Facilities will utilize the current threat levels established by the Office of Homeland Security and adopted by the International Association of Assembly Managers (IAAM) to determine the level of risk to patrons and personnel. It is the policy of The Convention Facilities to adhere to the risk levels set by the Homeland Security Advisory System during times of possible terrorist activities. The Homeland Security Advisory System is a means to disseminate information regarding the risk of terrorist acts to federal, state, and local authorities and to the American people. The new National Terrorism Advisory System replaces the Homeland Security Advisory System that has been in place since 2002. The National Terrorism Advisory System, or NTAS, will include information specific to the particular credible threat, and will not use a color-coded scale. When there is credible information about a threat, an NTAS Alert will be shared with
the American public. It may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The advisory will clearly indicate whether the threat is Elevated, if we have no specific information about the timing or location, or Imminent, if we believe the threat is impending or very soon. For the most current updates for threat go to the attached link.

http://www.dhs.gov/files/programs/ntas.shtm#current

Protective measures will be taken by the Convention Facilities during periods of heightened alerts in an effort to reduce vulnerability and to increase the safety measures necessary to secure the building.

Emergency Response Approach

The Emergency Action Plan when activated by an emergency or crisis situation is executed by the Emergency Management Team (EMT). It is the management team responsibility for directing the emergency/evacuation plan.

Emergency Management Team

The primary purpose of the Emergency Management Team (EMT) is to implement the emergency plan in the event of a crisis. The highest priority of the team is to provide for the safety and well being of employees and patrons. The team is additionally responsible for the protection of the facility and its contents, as well as for directing and supervising the actions required to minimize the impact from the emergency, stabilizing the facility and its operations, and returning the facility to normal operational status.

The Convention Facilities Emergency Management Team will be comprised of the Director (or Acting), Assistant Director, General Managers and the manager’s from each division.

For events scheduled after regular working or business hours, managers should have a designated back-up person to stand-in until the regular person can be called in to take over their primary role.

Contact Information:

Michael Sawaya – Director 210-207-8553
Patricia Muzquiz-Cantor – Interim Asst. Director 210-207-2033
Scott Munson – General Mgr. (HBGCC) 210-207-8503
Nicholas Langella – General Mgr. (Alamodome) 210-207-3610
Wanda Williams – Interim Security Manager 210-207-8608
Key Personnel and Duties

The Facility Director (or Acting):

- Directs the entire emergency response in conjunction with the appropriate public safety agencies (i.e., police, fire, etc.)
- Communicates the emergency status with the show promoter.
- Makes necessary management decisions in conjunction with the City Manager’s Office.
- Participates as decision maker on event cancellation.
- Serves as decision maker on evacuation. (Note: depending on predetermined agreement with public safety agencies, evacuation decision may be made by the public safety agencies.)
- Ensures safety of persons on site.
- Notifies re-entry into facility after emergency status is cleared.
- Mitigates the impact of the emergency on site operations and services.
- Initiates recovery process.

Crisis Coordinator (Safety Officer):

- Notifies all employees of duties they will assume during a crisis, designates an assembly or meeting place for EMT members, and provides training sessions for members of the EMT. Depending on the circumstances the designated meeting place for the Convention Facilities EMT will be the Primary Command and Control room (HBGCC Conf. room 1) or the Alternate Command and Control & Situation room will be (in Bldg 277 room 105 &104 training classroom), Alamodome Parking Lot A or a Mobile Command & Control as directed by the EMT.
- Ensures that all members of the Team are aware of their individual responsibilities, and providing training for all essential personnel in their respective positions.
- Meets with all staff immediately upon assessment of crisis/disaster/emergency, assemble EMT and conduct quick review of responsibilities.
- Reports directly to Dept. Director the crisis situation and status of emergency procedures.
- Maintain accountability of all personnel
- Communicates to police, fire, EMS, etc., regarding the situation and status of operations.
- Maintains base command; and keep all members of the EMT team aware of ongoing activities during the situation.
- Coordinates resources with the American Red Cross.
- Instills a sense of hope in staff and volunteers - stop thinking relief and begin thinking recovery.
- Focus - focus on the mission of the organization.

Facilities Coordinator (Maintenance Manager):

- Ensures EMT members have necessary tools - flashlights, radios, etc. - to accomplish their assigned duties.
- Works with the Crisis Coordinator and Director to determine whether facility evacuation is necessary.
- Directs the safe and orderly evacuation of all patrons, guests, and visitors in the facility. All patrons and employees should exit at the closest, SAFE exit from the building.
- Coordinates completion of employee emergency action duties via radio or in-person and confirms employees exit from building.
- Ensures the facility is secured, all lights are turned off, all doors and windows closed and locked. All appliances and machines turned off, and security system engaged, if appropriate.
• Reports to Crisis Coordinator and appropriate Police, Fire, etc., officials upon completion of duties and exiting of facility.
• Facilitates the safe return of all employees and patrons after the building has been cleared for re-entry.

Media/Communications Coordinator (Must be a GM, Asst. Director or Higher):

• Performs role in defining the proper procedures employees should follow when responding to the media.
• Follows direction from the Director and the Crisis Coordinator regarding the status of the situation.
• Maintain an up-to-date list of the media for all sources.
• Coordinates a meeting with EMT key personnel to determine the necessary communications.
• Ensures that all employees/volunteers have an understanding of the Convention Facilities media policy.
• Gathers facts regarding the emergency.
• Makes a log of Media Communications on-site.
• Determines with Director a timeline for releasing information to each group (employees first, media second, etc.).
• Determines with the Director and Phone Information & Referral Coordinator if there is a need to set up an information response center or hotline.
• Maintains continuous contact with the Crisis Coordinator throughout the duration of the situation.
• Communications with the City External Relations Public Information Officer.

Event Coordinator (Booking and/or Event Service Manager):

• Assess the possibility of continuing with scheduled activities with the Director, Facilities Coordinator and Media Coordinator, as well as the Convention & Visitors Bureau, hotels, restaurants and other external resources to determine the viability of continuation.
• Coordinates with the Media/Communications Coordinator and assists Media Coordinator with initial and follow-up press releases detailing information on Programs Continuation.
• Works with the Media Coordinator to inform the media and expected attendees of the continuation or cancellation of programs or events and relays this information to the Telephone Information and Referral Coordinator.
• Communicates work with the Convention & Visitors Bureau, chambers, municipal offices, state tourism offices, etc., in the community and state to ensure the adequate flow of available information.
• Communicates with customers quickly and hold regular meetings to share information with clients and customers when disasters or crisis warrant.
• Contacts future booked clients (conventions, tour groups, etc.) to reassure them of Convention Facilities ability to provide them services - this will help to eliminate unnecessary cancellations.
• Coordinate with the Telephone Information and Referral Coordinator to update status of services provided by Convention Facilities and external resources (hotels, restaurants, etc.) and any changes of location for events or activities.
• Continues with scheduled program to work to bring about a feeling of normality.

Training of Emergency Management Team Members

The Emergency Management Team shall be responsible for attending training sessions to increase safety awareness. Examples include learning how the use fire extinguishers, conducting
fire drills and practicing other preparedness drills. All EMT members and Key Personnel will be given a general summary of the building components, consisting of the following areas:

- Building construction to including resistance levels for flood, wind, fire, and earthquakes.
- Fire prevention systems (detection, suppression, containment, and fire safety codes).
- Notification systems (PA system, audible alarms, emergency power, etc).
- Ingress/egress points (width, load capacity, lighting, signage, handrails, etc).
- Building Security (alarms, emergency power, etc).
- Critical systems (central control/operations areas, fire control room, main electrical room, redundancy of systems, etc).
- Emergency systems (smoke control, emergency generator, emergency power, etc.)
- Communication – internal and external systems (telephones, two-way radios, cell phones, e-mail, video displays, audio address systems, etc).
- HVAC (secure intake, zone control, shut-down and re-start procedures, etc).

**Staff Special Needs and Responsibilities**

The Convention Facilities recognizes that a disaster may affect employee’s job performance or personal life. Every effort will be made to accommodate these employees. The Convention Facilities reserves the right to ask other staff members who have not been affected by the disaster to assist in the performance of essential job duties until the organization returns to normal operation.

**Staff Responsibilities**

After any emergency, staff members are responsible for making every attempt to contact their supervisor or division manager.

Division managers are responsible for establishing an effective system of contacting employees who work in their division (phone tree), including designating a first and second person in charge during an emergency.

Division managers or their designated representatives are responsible for contacting the Convention Center Emergency Management Team Crisis Coordinator or a member of the EMT to provide information about their employees and to determine the next course of action.

**TYPES OF EMERGENCIES**

**Bomb Threat**

While 95% of all written or telephones bomb threats are hoaxes, the first line of defense is threat analysis.

Procedures to follow:

1. Note the exact time of call and complete the bomb threat call checklist.
2. Pay close attention to the caller and make every attempt to determine the location, time of expected detonation and type of explosive device.
3. At the conclusion of the telephone call, notify the Director or one of the EMT members.
4. An EMT member will call authorities and determine most appropriate response (warn employees, evacuate building, etc.)
5. Refrain from radio communication.
6. The Director and EMT Crisis Coordinator will contact the event’s show manager/promoter with information of the threat and possible evacuation of the patrons if necessary.

7. Immediate evacuation of the building will take place in the event that authorities find an explosive device.

8. After the situation has been assessed, the decision will be made by the Director with input from the police representatives, whether to evacuate the facility or a portion of the facility.

**BOMB THREAT CHECKLIST**

Date and **exact time** of call:

Exact words of **caller**:

**Questions to ask:**

- When is bomb going to explode?
- Where is the bomb?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- Where are you calling from?
- What is your address?
- What is your name?

**CALLER’S VOICE (circle)**

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<tr>
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<th>Calm</th>
<th>Slow</th>
<th>Crying</th>
<th>Slow</th>
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<td>Squeaky</td>
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If voice is familiar, whom did it sound like?

9/25/2013
Were there any backgrounds noises?

Remarks:

Person receiving call:

Telephone number call received at:

Report call immediately to:

Fire

Regardless of fire size, sound the alarm to call the Fire Department. Fire alarm pull stations are distributed evenly throughout the Convention Facilities. Pull stations are located at all main entrances and exits. Provide concise, accurate information about the location and severity of fire. The San Antonio Fire Department automatically reacts to smoke and fire detection in buildings of the Convention Facilities. In the event of a fire, EMT members will assist with emergency/evacuation plans.

Reporting Fires

Fires should be immediately reported to Security via phone or radio code. The following information should be given to the Fire Department and the EMT Crisis Coordinator:

- Nature of report (fire, smoke, etc)
- Approximate location
- Number of functions in the facilities
- Approximate number of customers
- Where an EMT will meet the fire truck upon arrival to the facility.

If safe to do so, fight minor fires (waste basket, etc) with the nearest fire extinguisher. If possible, have a backup person with another extinguisher. Keep an exit between you and the fire. EMT members will direct patrons and employees away from the fire and attempt to secure the area.

When operating the fire extinguisher, remember the P-A-S-S procedure:

P- Pull the pin on the extinguisher handle.

A- Aim the nozzle or hose at the base of the fire.

S- Squeeze or press the handle.

S- Sweep from side-to-side at the base of the fire until it is extinguished.

If smoke is evident, near or in between you and the nearest exit, use the next closest alternate route. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit.

1. Leave the fire area as quickly as possible, closing the door to the room where you saw the fire, if possible.
2. Close all doors that you pass through on your escape.
3. Proceed directly to the nearest fire exit.
4. Before you open a closed door, feel it with the back of your hand. If it is hot, leave the door closed and use your alternate escape route. If it feels normal, brace your body against the door and open it -- be prepared to slam it shut if heat/smoke starts to rush in.
5. Proceed to the previously designated location and form a group. A head count needs to be taken to ascertain that no one has been left inside the building.

As you are evacuating, follow directions from the Emergency Management Team. Once outside, move well away from the building toward the assembly area. After the fire has been extinguished, customers and employees will be kept clear of the area until the Fire Department declares the area safe to re-enter.

**Elevator and Escalator Operation**

The passenger elevators and escalators at the Convention Facilities are designed to operate on emergency backup power in the case of an electrical outage. The elevators are equipped with emergency assistance phones that are linked directly to security.

If guests are stranded in the elevators, security will respond with facility maintenance personnel and, if necessary, San Antonio Fire Department to assist.

**Flood**

Most floods will occur as a result of a hurricane or extensive rainfall. There will be sufficient time to perform an orderly and systematic response in operations. The following precautions will apply:

1. Turn off all utilities at main switch.
2. Move all valuables to a higher level.
3. Place sandbags outside entranceways.

**Hurricane**

Hurricane season runs from May 15th through November 30th. Prior to the beginning of hurricane season, the Emergency Management Team should distribute employee/family preparation checklists and Red Cross Emergency Preparedness Checklists.

EMT will be responsible for keeping abreast of Hurricane warning announcement. Once a Hurricane warning has been determined the Convention Facilities Director will call an emergency staff meeting of the EMT to determine appropriate steps. At the emergency staff meeting, specific responsibilities of each EMT member will be delineated and the roles of staff members will be defined.

**Recommended Hurricane safety procedures;**

1. Remove valuable papers from bottom files and put in higher locations, preferably not out in the open.
2. Clear desk surfaces of all papers, books, etc.
3. Put chairs on top of desks.
4. Unplug all electrical items except telephones.
5. Cover computer equipment and telephones with plastic.
6. Close all doors inside building.
7. Tape outside windows.
8. Remove perishables from refrigerators.
9. Move plants from the windows.

All members of the EMT will respond according to their assigned duties to ensure the patrons and employees are safe and to ensure the media and other essential operations (Police, Fire, City Manager) are notified of Convention Facilities status.

After the storm, contact your supervisor regarding your whereabouts and safety. Division managers or their designated representatives are responsible for contacting the EMT Crisis Coordinator or a member of the EMT to provide information about their employees and to determine the next course of action.

**Tornado**

Usually very little preparation can be done in advance of a tornado. If a tornado warning is issued, employees should take shelter immediately and crouch down, covering their heads. It is safer to be on the first floor instead of any upper floors. The safest areas on the first floor are those areas that are well away from any windows, in hallways, enclosed offices, parking garages, near load-bearing and support walls.

In the Convention Center Building, the safest areas of the building in case of a tornado are:

- Administrative office basement
- Fire exit stairwells
- West Bank maintenance tunnel

In the Alamodome and the Carver Cultural Community Center seek refuge on ground level in the inner most part of the facility where there is a load bearing wall.

If you are outside when a tornado hits and do not have time to seek indoor shelter, lie flat in the nearest ditch, ravine or culvert with your hands shielding your head.

Immediately after the tornado passes, members of the EMT should meet to begin the process disaster response, according to assigned job duties.

**Power Outages**

The Convention Facilities is equipped with one emergency generator that has a 700-gallon storage tank that is designed to start within seconds after a power failure. The generator has the capability to restore emergency lighting to the facility. All elevators and escalators should be operable with the exception of the following:

- Administration elevators
- Two freight elevators on the west side of the facility

In the event that the generator fails, turn off any electrical equipment you are using and follow the emergency egress lighting to the nearest exit. Security personnel and EMT members will be responsible for checking all public space areas and escorting guests to designated assembly areas.
Terrorism

It is the policy of the Convention Facilities to adhere to the risk levels set by the Department of Homeland Security Advisory System during times of possible terrorist activities. The Homeland Security Advisory System is a means to disseminate information regarding the risk of terrorist acts to federal, state, and local authorities and to the public. The Homeland Security Advisory System provides warnings in the form of a graduated “Threat Conditions” that increase as risk of the threat increases.

Terrorism is defined as the “calculated use of violence or the threat of violence to inculcate fear; intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological.”

Bio-Terrorism

Bio-terrorism is defined as “the premeditated, unlawful use or threat of use of microorganisms or toxins derived from living organisms to produce death or disease in humans, animals, or plants which is intended to create fear and/or intimidate governments or societies in the pursuit of political, religious, or ideological goals.” Two examples of Bio-Terrorism are Anthrax and air conditioning contamination.

Anthrax Contamination-Suspicious mail/packages

The following procedure should be followed in the event of any item suspected to be contaminated with Anthrax.

- Inform EMT and Security of situation.
- Isolate area or item in question.
- Employees in contact with unknown suspected substance are required to shower immediately and properly dispose of suspected contaminated, gloves, etc., in an isolated area.
- Secure area to prevent access to suspect area, article or item.
- Security will contact the SAPD and relay the information regarding the unknown substance to the police for investigation.
- The Fire Department will be called by SAPD to report the suspected area or article and the substance or article will be removed from the premises.
- The Fire Department will determine isolation, evacuation or other necessary action.
- The Fire Department will provide information about the substance at a later date after laboratory testing and will communicate the findings to the Facility Director.

Air Conditioning Contamination

Contaminations of HVAC systems will likely result from biological or chemical agent release into the air ducts. Notify Security or the EMT immediately upon observation or reports of simultaneous symptoms such as:

- Headaches
- Dizziness
- Eye irritation
- Dimmed or blurred vision
- Nausea
- Shortness of breath
- Chest tightening
- Any other suspicious mass physical reactions.

**Radiation Threat**

A radiation threat or “Dirty Bomb” is the use of common explosives to spread radioactive materials over a targeted area. It is not a nuclear explosion. The presence of radiation will not be clearly defined until trained personnel are on the scene with specialized equipment. The force of the explosion and radioactive contamination will be more localized. It is important to limit exposure to radiation.

In order to limit the amount of radiation you are exposed to the following procedure should be followed:

- **Shielding:** If you have a thick shield between yourself and the radioactive materials more of the radiation will be absorbed, and you will be exposed to less. Try to cover yourself with a blanket if possible or thick clothing items anything that can be used to shield your body from the radiation.
- **Distance:** The farther away you are away from the blast and the fallout the lower your exposure. Immediately put distance between you and the blasted area.
- **Time:** Minimize the time of exposure. Time is of essence when dealing with radioactive material. Stay calm and swiftly move away from the contaminated area.

**Nuclear Blast**

A nuclear blast is an explosion with intense light and heat, a damaging pressure wave and widespread radioactive material that can contaminate the air, water and ground surfaces for miles around.

The following procedure should be followed if there is a nuclear blast:

- Take cover immediately, below ground if possible, though any shield or shelter will help protect you from the immediate effects of the blast and the pressure wave.
- Quickly assess the situation.
- Consider if you can get out of the area or if it would be better to go inside a building to “shelter-in-place.”
- Shield yourself with a blanket or thick covering to protect yourself from radioactive material exposure.
- If possible move safely and swiftly as far away from the blast as possible.

**If you are trapped in Debris:**

- If possible use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement so that you don’t kick up dust.
- Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a good filter. Try to breathe through the material.)
- Tap on a pipe or wall so that rescuers can hear where you are.
- If possible, use a whistle to signal rescuers.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.
Violence in the Workplace

Violence in the Workplace includes responsibilities that each employee has in ensuring the workplace remains free from violence and threatening behavior. In order to achieve this, the AD 4.80 strictly mandates the following:

- Zero-tolerance for workplace violence including hostile acts, threatening or violent behavior, or verbal or physical threats in the workplace or on City property;
- Prohibits possession of weapons including concealed handguns;
- Prohibits retaliation against an employee who reports workplace violence or the threat of violence;
- Violation of policy could result in disciplinary action up to and including termination. All disciplinary actions should be coordinated with the department's HR Generalist or the HR department.

The Convention Facilities Department policy against violence in the workplace is all reports will be taken seriously and promptly investigated. If you witness or if an incident of violence, potential violence or threatening behavior in the workplace is reported to you, the following steps are required:

- If there is a likelihood that violence could result, immediate supervisor and the on-duty Security personnel or HR Generalist must first dial 911 for immediate assistance.
- Take implied threats seriously, avoid confrontation, and notify Security.
- If the threat is real, or you are physically confronted by an employee or guest with intent to do bodily harm remain calm.
- Try to notify other staff without being obvious.
- Do not make sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to diffuse the situation or provide you the opportunity to escape.
- Supervisors’ will report the incident to the department HR Generalist and/or Safety and Security Manager and together conduct an investigation of the incident.
- The HR Generalist will facilitate a meeting of the Threat response Team comprised of representative of the Department’s Management Team, the City Attorney’s Office, the HR Dept. and the Police Dept.
- The Threat Response Team will conduct a review of the investigation and make recommendations for further action to the department.
CRISIS COMMUNICATIONS PLAN

Crisis -- Media Response Policy - Media Communications Policy is as follows:

The Convention Facilities will take the initiative to provide timely, accurate and complete information to all appropriate members of the media. The Convention Facilities will state what the problem or emergency is and what is being done at the present time. Further detailed information will be referred to the Communications Division of External Relations. Media personnel shall under no circumstances, be allowed in an area where their safety is jeopardized, or where rescue operations are underway and where evidence may be disturbed. The Convention Facilities will have a single point of contact for all media communications. The Convention Facilities EMT’s Media/Communications Coordinator is responsible for all media communications and will keep the media informed and up-to-date during an emergency. All other Convention Facilities employees should not discuss any aspects of an emergency with the media at any time.

The City Manager’s Office will secure and release all official statements on behalf of the City of San Antonio. Media inquiries will be directed to the Communications Division of the External Relations Office.

Media Contact Log – A log will be maintained with the date and time of every media contact, phone, fax, electronic, etc. - either generated from the department or the media to the department -- update daily.

The First 24 Hours

Public Relations/Media Coordinator -- develops official statement for Command Center public communications, prepares massage graphics, and composes a preliminary inventory fact sheet.

Communication priorities:

- Staff members
- Wire services and mass media
- Local tourism industry and affiliated associations
- Clients, customers, consumers
- State agency, federal agencies, etc.
- Travel trade media
- Tour operators, retail travel agencies, convention meeting planners
- Hotel, airline, car rental reservation systems

Update information throughout the day to provide accurate and current information. Communication messages should be revised and distributed accordingly.

Monitor media reporting and chart questions asked by consumers, media and travel professionals. Staff will meet to review concerns, perceptions and media coverage obtained from all resources - satellite offices, visitor centers, etc.

Within 48 Hours

Conduct conference call with local and regional tourism industry to report status of emergency. Communicating a common message, allowing for input regarding conditions, concerns and shared strategies restore public confidence.
Continue monitoring development and information received from all sources and make necessary changes to messages, official statements and inventory fact sheet.

Implement schedule of daily conference calls with news media if deemed necessary.

Monitor all messages from state/federal agencies.

Maintain and update your Media Contact Log.

**Follow-Up**

- Revise messages and statements as necessary and distribute to all publics.
- Conduct conference calls with local industry.
- Develop “positive angle” news coverage of recovery and developments within the affected area and other stories, which reflect the overall health and vitality of the tourism industry.
- Take photographs of recovery efforts and development with the affected areas and programs.
- Arrange press conference (in-person or teleconference) with tourism industry and state tourism officials.
- When feasible, arrange media tours by key travel writers, editors and broadcasters from major news sources and key origin markets.
- Maintain and update Media Contact Log.

**Evacuation Plan**

The evacuation and assembly plan contains detail actions required to exit the building in the event of a major emergency. It will minimize confusion, time delays and account for all working personnel in a safe manner. Office exits are clearly marked and evacuation routes are posted in all areas.

The following guidelines apply to all staff unless special instructions and responsibilities, applicable to members of the Emergency Management Team, prevent them from following these procedures.

- In the event that there is an emergency that calls for immediate evacuation of the building, a pre-recorded message will be announced over the intercom system in English and Spanish notifying employees and patrons.
- A telephone page or supervisor will notify staff when evacuation is necessary. Each staff person will be responsible for turning off all office machines, lights, etc. and proceeding to the nearest exit door. If the nearest exit is near the scene of the emergency, then proceed to the next safest exit door.
- After exiting, report to the [designated assembly location].
- Each division head will account for all of his/her personnel.
- Remain at the assembly location until released by the Director or a member of the Emergency Management Team.
- Communications via radio should be limited to key Emergency Management Team Personnel and EMT members. All other communications should cease until further notice.
Disabled/Wheelchair Patrons

During the evacuation process additional assistance will be provided to wheelchair-bound and/or disabled patrons. Given time constraints, an effort will be made to evacuate wheelchair/disabled patrons before the rest of the customers. If all patrons and employees are to evacuate the building immediately with no further notice, Convention Facilities employees must be prepared to offer assistance to any disabled patrons requiring assistance to safely evacuate the building.

Note: Elevators, unless otherwise instructed by SAFD, will be utilized to evacuate disabled patrons during an emergency. All personnel can assist patrons requiring to the elevators. They will assist the disabled/wheelchair bound patrons in the evacuation process.

Key Points for Employees to Follow

- Know where the nearest evacuation plan is and how to read it.
- Respond quickly, but do not panic.
- Be accounted for to prevent others from looking for you in the event of a real emergency.

Evacuation and Assembly Plan

Reference: Evacuation Maps

Triage Locations

Purpose

The purpose of the triage locations are to have pre-set locations to station injured patrons and provide temporary treatment until emergency medical assistance is available. These locations have been determined in order of ambulance accessibility, first-aid supplies, and available space.

1. Triage A – Administration-Gallery
2. Triage B – west end-Exhibit Hall A
3. Triage C – east end-Exhibit Hall D
4. Triage D – South entrance Parking Lot A

*Depending on what area of the building is affected by the emergency, these triage areas may change and would be announced at that time.

Emergency Radio Codes

Code B (Bravo)        Bomb Threat
Code D (Delta)        Disturbance Occurring

9/25/2013
Code E (Echo)                      Evacuate
Code F (Foxtrot)                  Fire
Code P (Papa)                     Power Outages
Code S (Sierra)                   Suspected Substance
Code T (Tango)                    Terrorist Acts
Code W (Whiskey)                  Weather Warnings

When referring to emergency situations via radio, only the above-designated codes should be utilized.

**After Hours Emergency Priority Call List**

The protocol during normal business hours will be to contact the Director. In the Director’s absence the Assistant Director will be notified or the next person in the chain of command. The after hours emergency priority phone list should be utilized as follows: The Director should be the first point of contact, if the Director is unavailable then the next person on the priority list will be notified; that person will be responsible for notifying the next person on the priority list. The Director or Assistant Directors may elect to notify all Division Heads of the emergency.

**Chain of Command:**

1. Director-
   ↓
2. Asst. Director
   ↓
3. General Managers
   ↓
4. Facility Manager
   ↓
5. Events Svcs. Manager
   ↓
   ↓
7. Admin. Svc. Manager

**SAPD Research and Planning Section**  **(210) 207-7615**

Bomb Squad  **(210) 207-755**
214 W. Nueva
S.A. TX 78205

**Security Control Locations:**

*The primary location of the Security Control Center during any event will be the first floor of the Administration Office at 200 E. Market St. or the Alamodome Security Control Center at 100 Montana.*
IMPORTANT PHONE NUMBERS

**EMERGENCY: (FIRE, POLICE, EMS)**  
911

San Antonio Fire Department: (210) 207-8400
Fire Department EMS (210) 207-7525
Fire Chief’s Office (210) 207-8400
Convention Facilities Fire Marshal (210) 207-3695

**SAN ANTONIO POLICE DEPARTMENT:**
Non-Emergency (210) 207-7273
Off Duty Employment Office (210) 207-7020

**BEXAR COUNTY:**
Sheriff (210) 335-6000
Fire (210) 335-0300
Emergency Medical Services (210) 335-0600

**TEXAS STATE POLICE:**
Texas Highway Patrol (210) 533-2203

**AMERICAN REDCROSS:**
San Antonio Chapter (210) 224-5151

**POISON CONTROL:**
Poison Control Center (800) 222-1222

**HOSPITALS:**

Baptist Medical Center **(0.62 miles away)** (210) 297-7000
111 Dallas St # 4C, San Antonio, TX

Methodist Hospital **(1.17 miles away)** (210) 757-2200
1310 McCullough Ave, San Antonio, TX

Nix Medical Center **(0.23 miles away)** (210) 271-1800
414 Navarro St # 1405, San Antonio, TX

9/25/2013
Santa Rosa    (0.38 miles away)    (210) 704-4140
333 N Santa Rosa Ave, San Antonio, TX

University Hospital    (2.08 miles away)    (210) 358-7027
701 S Zarzamora St, San Antonio, TX

TRAUMA CENTER:
Brooks Army Medical (BAMC)    (210) 916-0808

UTILITIES:
City Public Service    (210) 353-2222
Line Location    (800)-545-6005
Gas or Electric (24 hours)    (210) 353-4357

SAN ANTONIO WATER SYSTEMS:
Water Emergencies (24 hours)    (210) 704-7297

CONTRACTORS
Reference Attachment 1 CSEF telephone directory for the most current point of contacts.

EMERGENCY SUPPLIES CHECKLIST
Flashlights, extra batteries, battery powered radios- extra batteries, large plastic trash bags with ties, whistles, antibiotic towelettes, antibiotic soap, paper towels, blankets/sleeping bags, first aid kits, sterile gloves, sterile dressings, eye wash, thermometer, duct tape, non-electric can opener, non-perishable food items, sterilized drinking water and cups.