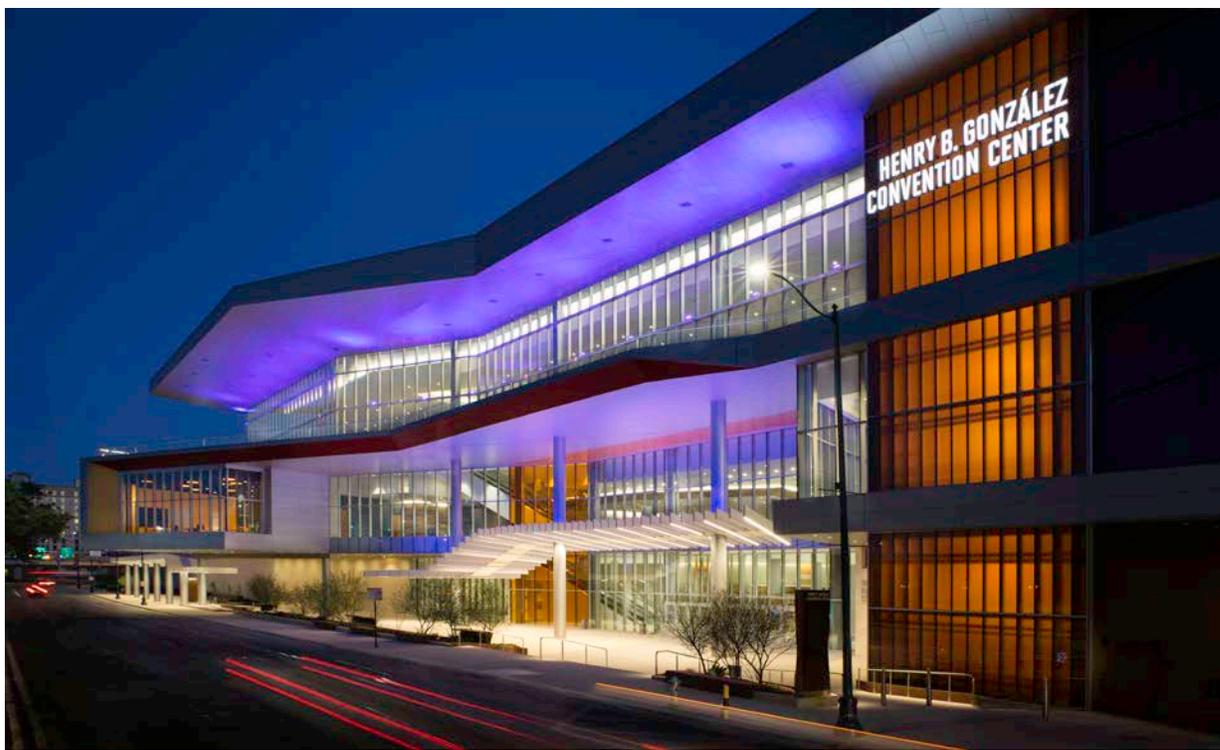


City of San Antonio
Henry B. Gonzalez Convention Center
Client Emergency Action Plan



Emergency Action Plan

Table of Contents

Purpose	3
Overview	3
Assessing an Emergency	3
Reporting an Emergency	3
Alarm	4
HBGCC Evacuations	4
Types of Emergencies	4
Medical	4
Bomb Threat	5
Fire	5
Flood	5
Hurricane/Tornado	5
Power Outages	6
Terrorist Acts	6
Active Shooter	6
Hazardous Materials	6
Suspicious Package/Person	7
Civil Disturbance	7
HBGCC Staff Training	7
Elevator and Escalator Operation	7
Triage Locations	8
Important Numbers	8

Purpose

The Purpose of the Henry B. Gonzalez Convention Center (HBGCC) Client Emergency Action Plan (CEAP) is to aid in the safety and the security of clients and guests of the HBGCC in the event of an emergency situation. The CEAP outlines the responsibilities and actions to be taken in the event of an emergency.

Overview

An emergency consists of any situation that poses an immediate or immanent threat to the well-being of patrons, clients, staff, property, and the environment. Emergencies can include situations such as fires, natural disasters, terrorist acts, biohazards, and violence in the workplace. This CEAP provides information on how to respond during emergency situations that occur within the property of the HBGCC. The intent of the guide is to help minimize confusion and provide clients with guidelines on how to respond during an emergency.

Assessing an Emergency

The Security Division will be responsible for staying up-to-date on the local and state weather forecasts. Any concerns of *severe weather* conditions that could develop into an emergency situation, will be reported immediately to the Event Manager, General Manager, Manager of Event Services, and Security Manager. Weather forecasts will be checked daily through weather cell phone applications, internet, radio, and television newscasts. It is the responsibility of the Security Division to stay updated on any warnings issued by the Homeland Security Advisory. Any *warning* that causes concern to the HBGCC will be reported to the Event Manager, General Manager, Manager of Event Services, and Security Manager. Information from local law enforcement or from other employees of the Convention Center will be investigated immediately by the Security Division. When a situation is deemed as an emergency, appropriate actions will be taken to increase security and/or safety measures and the clients of the HBGCC will be notified immediately.

Reporting an Emergency

When reporting an emergency remain calm and be prepared to describe in detail the nature of the emergency.

Courtesy phones are located within the HBGCC. Instructions with phone numbers are provided near each phone.

- Contact the HBGCC Event Manager or
- Report to any HBGCC staff or
- Contact the HBGCC in-house Security Division at (210) 207-7773

If an emergency is a life-threatening situation, please do the following:

- Call 911 immediately and give as many details as possible.
- Notify the operator that you are a guest ~~or employee~~ at the Henry B. Gonzalez Convention Center, 900 E. Market St.
- Notify in-house Security (210) 207-7773 and relay the information so that they can direct emergency personnel to the appropriate location quickly.
- Notify the Event Manager (EM) assigned to the event by radio, Convention Center courtesy telephone, or cell phone and give as many details as possible

If there is a non life-threatening emergency, please do the following:

- Notify in-house Security Division (210) 207-7773 and relay the information
- Security personnel will forward the report of the emergency to the EM assigned to the event by radio, Convention Center telephone, or cell phone and give details as needed.
- Security personnel will call 911 if necessary and relay information required.
- Security personnel will ensure someone is available to direct emergency personnel to the appropriate location quickly

Alarms

When the general alarm is activated, evacuate the building immediately. There is a public address system that will announce instructions in English and Spanish during the alarm. For those who are hearing impaired, the HBGCC alarms are fitted with strobe lights to indicate that the alarm was activated.

HBGCC Evacuations

In the event of an emergency, evacuation of the HBGCC may be necessary. The Emergency Management Team (EMT), which is made up of management of the HBGCC, will determine and authorize the evacuation of the building if necessary. During the evacuation, follow these guidelines.

- Remain calm and quiet.
- Listen for further instruction from HBGCC staff and/or the PA system.
- Help the elderly or the disabled.
- Exit through the nearest exit.
- All exits paths are cleared of obstruction and clearly marked by exits signs.
- Do not wait for others.
- Proceed to the assembly area and wait until the all clear has been given.
- Do not take time to retrieve personal property.
- HBGCC security will coordinate with first responders and update the Event Coordinator with real time information once security and safety concerns are addressed.

Do not enter the building during an evacuation. The EMT will decide when it is safe to return to the building and will disseminate the information to the clients and guests. In the event it is unsafe to re-enter, the EMT will shut down the building or the location until further notice. The EMT will disseminate the information.

Evacuation Exit Diagram

For exit paths, refer to the evacuation exit diagram. The evacuation exit diagram contains detailed paths required to exit the building in the event of a major emergency. The diagram also indicates the assembling areas where clients and guests will wait before re-entering the building. The diagram will minimize confusion, reduce time delays, and account for all clients and guests. Meeting rooms, halls, and ballroom exits are clearly marked and evacuation routes are posted in all areas.

Guests with Disabilities

During the evacuation process additional assistance will be provided to guests with disabilities. Given time constraints, every effort will be made to evacuate guests with disabilities first. Convention Facilities employees are prepared to offer assistance to any guests who require assistance to safely evacuate the building.

Note: Elevators, unless otherwise instructed by SAFD, will be utilized to evacuate guests with disabilities during an emergency unless there is a power outage. All personnel can assist guests requiring use of the elevators.

TYPES OF EMERGENCIES

Medical

If an injury is life threatening, call 911 **immediately**. *The Convention Center address is 900 E. Market St.* Call the Security Division (210-207-7773) after the 911 call to ensure they coordinate with the first responders to minimize response time. If a convention plans to have an EMS station, contact the Security Office and/or Security Manager prior to the event to exchange contact information. Automated External Defibrillator (AED) units are located throughout the HBGCC. The AED's are available for use and are marked "Automatic Defibrillator". Do not attempt to perform medical aid unless you are qualified to do so.

If an injury is non-life threatening, call the Security Division for assistance. The Security Division will assess the medical needs and take appropriate action.

Bomb Threat or Detonation

If a bomb threat is made the Emergency Management Team (EMT) and local authorities will assess the threat. After the situation has been assessed, a decision will be made by the EMT based on input from the Police authorities, whether or not to evacuate the facility or a portion of the facility. The EMT will contact the client with information of the threat and possible evacuation of the guests if necessary. In the event that authorities find an explosive device or a bomb threat is deemed legitimate, immediate evacuation of the building will take place. Refer to "HBGCC Evacuation" section for evacuating the building.

If a bomb detonates local authorities will be contacted or dispatched to our location. They will assess the situation and begin immediate measures to gain control of the situation. Staff will immediately check for any injuries in their area and report them to a supervisor or medical personnel noting the location. Staff will go to the nearest safe exit and assist guests with evacuating the building. Staff will not re-enter the building until the "all clear" has been given.

Fire

When a fire alarm from the control room is activated or a report of a possible fire is reported, the Maintenance Division and the Security Division will investigate the alarm and/or report of an alarm. If a fire is confirmed, the Fire Department will be notified immediately. Depending on the nature of the fire, evacuation may be necessary. Refer to "HBGCC Evacuation" section for evacuation procedures.

Reporting Fires

Fires should be immediately reported to Security via phone or by pulling a fire pull station. Fire pull stations are located throughout the building. If smoke is evident, near, or in between you and the nearest exit, use the next closest alternate route.

- Leave the fire area as quickly as possible, closing the door to the room where you saw the fire.
- Close all doors that you pass through on your escape if you have no one behind you.
- Proceed directly to the nearest fire exit.
- Before you open a closed door, feel it with the back of your hand. If it is hot, leave it 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.
- 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.

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 should flooding occur. In the event of severe weather, the EMT will assess the possibility of a flood and determine the best course of actions. The EMT will notify the client should the response to a possible flood interfere with an event.

Hurricane/Tornado

The EMT and the Security Division will be responsible for keeping abreast of Hurricane/Tornado warning announcements. Once a Hurricane/Tornado warning has been determined the EMT will determine appropriate steps based on the category of the Hurricane or the scale of the Tornado. The EMT will relay the steps that are taken due to a Hurricane/Tornado to the client. Tornadoes give little warning.

- Stay away from windows and open doorways.
- Get near a load bearing wall (corner of a room, near a column).
- Squat down and use your arms and hands to protect your head and neck.
- Loading dock, maintenance corridors, and meeting rooms on ground levels provide the most cover during a high wind event.

If you are trapped in Debris:

- If possible use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement.
- Cover your mouth and nose with layers of cloth or paper to filter the air but to allow for breathing.
- Tap on a pipe or wall so that rescuers can hear where you are located.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.
- Don't panic.

Power Outages

The Convention Facilities is equipped with emergency generators that are designed to start within seconds after a power failure. The generators have the capability to restore emergency lighting to the facility, access controls, and fire alarm systems. Elevators and escalators will be disabled during a power failure and unable to be used.

In the event that the generator fails, turn off any electrical equipment you are using and follow the emergency 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

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.”

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. If a possible threat of terrorism occurs at the HBGCC, federal, state, and local authorities will be notified.

If a terrorism act is committed, evacuate the building when safe to do so (Refer to evacuations exit diagram). Call 911 and be prepared to give a detailed description of the emergency. Call the Security Division immediately.

Active Shooter

An Active Shooter is an individual attempting to harm people in a confined area using a firearm. Active Shooter situations are unpredictable and evolve quickly. Being prepared mentally and physically is the best practice. If an Active Shooter situation occurs:

- Stay calm
- Remember the response order- **Run, Hide, and Fight**
 - First look for an evacuation route and **RUN** to safety
 - If evacuation is not possible **HIDE** out of the sight and path of the shooter. Create barricades between yourself and the shooter, preventing access to your hiding area. Lock all doors when possible.
 - As a last resort, **FIGHT** if you become face to face with the shooter. Try to incapacitate the shooter. Look for objects to use as a weapon against the shooter.

If you are in the building during an Active Shooter situation stay in your area if it is safe until law enforcement arrives. Do not run to law enforcement or security officers. Remain calm and follow all directions from law enforcement or security officers. If you evacuated the buildings do not enter until the “All Clear” Message is given to reenter the building.

Hazardous Materials

The HBGCC practices strict policies in adhering to codes when dealing with hazardous material. In the event that suspected hazardous materials are found:

- Leave the area immediately and isolate area in question.
- Cover your mouth and nose with layers of cloth or paper to filter the air but to allow for breathing.
- Secure area to prevent access to suspected area, article or item.
- Immediately call the security division.
- Security will contact the local authorities and relay the information to the police for investigation.
- The local authorities will determine isolation, evacuation or other necessary action.
- EMT will relay any important information to the client.

Suspicious package/ Persons

Should you encounter a suspicious package or persons notify the Security Division immediately. Do not handle the situation on your own. Do not attempt to investigate the package or question the person. Do not move the package or attempt to follow person. The Security Division will assess the situation and notify the San Antonio Police Department (SAPD) if necessary.

Civil Disturbance (Protests)

Please notify your Event Manager (EM) if there is a concern of a disturbance at an event because of a protest. The EM will make contact with the Security Division and the SAPD Off-Duty Office Supervisor to make preparations prior to the event on the protest. Should there be a disturbance during the event contact the EC. In turn the EC will contact the Security Division. The Security Division will determine if SAPD is needed and will escort the party of the disturbance off the property. Should the disturbance become violent call 911 and follow orders of security officers and law enforcement. Do not attempt to interfere with security staff during the disturbance.

HBGCC Staff Training

The HBGCC trains their staff in different areas to prevent and respond to emergency situations. For example HBGCC staff has been trained in the following, including but not limited to AED, CPR, First Aid, Active Threat, and evacuations.

Elevator and Escalator Operation

The elevators and escalators at the Convention Facilities are disabled during a power 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, the San Antonio Fire Department to assist.

Elevator and Escalator Safety Guide

Elevator-

1. Enter and exit carefully. Watch your step and the elevator doors.
2. Hold children by the hands.
3. Keep clothing and carry-on items away from moving parts or opening.
4. Hold on to handrails.
5. Give priority to senior citizens or people with disabilities.
6. Wait for the next elevator if the elevator becomes full.

Escalator-

1. Enter and exit carefully. Watch your step and the escalator steps.
2. Hold children by the hands.
3. Keep clothing and carry-on items away from moving parts or opening.
4. Hold on to handrails.
5. Give priority to senior citizens or people with disabilities.

6. Stand upright and facing forward. Do not lean on the escalator.
7. Pick up your feet and carefully step off the escalator.
8. Do not walk up or down escalator while in motion.
9. Do not set personal items down on steps. These items may get caught between treads and cause damage or injury.



Triage Locations

Purpose

The purpose of the triage locations are to have pre-set locations for injured guests 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- Main Lobby**
2. **Triage B-west end-Exhibit Hall 4**
3. **Triage C-east end-Exhibit Hall 1**
4. **Triage D – South entrance Parking Lot CSF 1**
5. **Lila Cockrell Theatre**

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

Security Control Locations:

The primary location of the Security Control Center during any event will be the first floor of the Administration Office at 900 E. Market St. The secondary location is Security Office, Room 1066.

IMPORTANT PHONE NUMBERS

<u>EMERGENCY:</u> (FIRE, POLICE, EMS)	911
San Antonio Fire Department:	(210) 207-7744
Fire Department EMS	(210) 207-7744
Fire Chief’s Office	(210) 207-7744
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) 335-6010
Fire (210) 335-0300
Emergency Medical Services (210) 335-0600

TEXAS STATE POLICE:

Texas Highway Patrol (210) 531-2220

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

Santa Rosa (0.38 miles away) (210) 704-2011

333 N Santa Rosa Ave, San Antonio, TX

TRAUMA CENTER:

Brooks Army Medical (BAMC) (210) 916-0808

UTILITIES:

City Public Service (210) 353-2222

Electrical Line Location (800)-545-6005

Gas or Electric (24 hours) (210) 353-4357

SAN ANTONIO WATER SYSTEMS:

Water Emergencies (24 hours) (210) 704-7297