

Convention, Sports and Entertainment Facilities Department Emergency Plan

The purpose of the emergency operations plan for the Henry B. Gonzalez Convention Center is to provide a systematic approach to follow in the event of an emergency, with an emphasis on patron and employee safety. The order of priority in any emergency should be:

1. The safety and well being of our patrons, guests and employees.
2. The securing and restoration of operations of the Convention, Sports and Entertainment Facilities Department.

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, Sports and Entertainment Facilities Department in coordination with Public Officials is responsible for emergency actions to the Henry B. Gonzalez Center, Lila Cockrell Theatre, the Municipal Auditorium and the Alamodome. In his/her absence, the Assistant Director may make this decision.

Office of Homeland Security Threat Levels

The Convention, Sports and Entertainment 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.

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 on duty management team member (Director, Assistant Directors).
4. The management team member will call authorities and determine the most appropriate response (warn employees, evacuate building, etc.)
5. Refrain from radio communication.
6. The management team 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)

Calm	Slow	Crying	Slow
Stutter	Deep	Loud	Broken
Giggling	Accent	Angry	Rapid
Stressed	Nasal	Lisp	Excited
Disguised	Sincere	Squeaky	Normal

If voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Person receiving call:

Telephone number call received at:

Report call immediately to:

Security Office 210-207-7773

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, on duty staff assists 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.

- Nature of report (fire, smoke, etc)
- Approximate location
- Number of functions in the facilities
- Approximate number of customers
- Where an ERT 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.* ERT 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.

1. 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.
2. Leave the fire area as quickly as possible, closing the door to the room where you saw the fire, if possible. 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 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.
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 on duty staff stationed to assist evacuees. 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. Once a Hurricane warning has been determined the approved emergency management steps will be taken to protect employees, patrons and property.

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.

After the storm, contact your supervisor regarding your whereabouts and safety. Division managers or their designated representatives are responsible for contacting the Management Team 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
- Westbank maintenance tunnel

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.

Power Outages

The Convention Center and Alamdome are equipped with emergency generators designed to start within seconds after a power failure. The generator has the capability to restore emergency lighting to the facility. Convention Center 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 other duty staff 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 recommends progressive security measures in the form of elevated "Threat Conditions" that rise 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 immediate supervisor 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 immediate supervisor 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.

Workplace Violence

Violence in the workplace is becoming an increasing concern for both employees and management. The Convention Facilities has a policy against threats of violence and acts of violence in the workplace.

Any employee, who becomes aware of an act of workplace violence or a threat of workplace violence, should notify the immediate supervisor and the on-duty Security personnel.

- 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.

Evacuation and Assembly

The evacuation and assembly plan requires patrons and employees to orderly exit the building in the event of a major emergency. Emergency exits are clearly marked and evacuation routes are posted in all areas.

- 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 Emergency Management Team.
- Communications via radio should be limited to key Emergency Response Personnel. 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. An ERT member is assigned 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.

IMPORTANT PHONE NUMBERS

EMERGENCY: (FIRE, POLICE, EMS)

911

San Antonio Fire Department:
Fire Department EMS

(210) 207-7744
(210) 207-7744

San Antonio Police Non-Emergency
San Antonio Convention Center Security

(210) 207-7201
(210) 207-7773

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