APHA 2026

ANNUAL MEETING & EXPO

NOVEMBER 1-4, 2026 • SAN ANTONIO, TX

*Together We Thrive: Health Across the Lifespan*

# APHA 2026
# ANNUAL MEETING

# ATTENDEE – EMERGENCY PLAN

as of 10/21/26

# LOCAL AGENCY INFORMATION

For informational purposes only. In the event of an emergency, please do not contact these individuals directly.

**San Antonio Emergency Services**
Local Police, Fire and Ambulance – 911
Non-Emergency Police – 210-207-7273

**Local Hospitals**

| | |
|---|---|
| **Baptist Medical Center**<br>111 Dallas St, San Antonio, TX 78205<br>210-297-7000 | **Methodist Hospital Metropolitan**<br>1310 McCullough Ave, San Antonio, TX 78212<br>210-757-2200 |

**Pharmacies**

| |
|---|
| **CVS Pharmacy**<br>300 E Commerce St, San Antonio, TX 78205<br>(210) 228-9483 |
| **Walgreens Pharmacy**<br>300 E Houston St, San Antonio, TX 78205<br>(210) 424-3462 |

CONVENTION &
SPORTS FACILITIES

# Client Emergency Action Plan
# Henry B. Gonzalez Convention Center

900 E. Market Street
San Antonio, TX 78205

Revision Date: 23 May 2025

# Reporting an Incident

If Fire, Medical or Police assistance is needed the policy of the HBGCC is for anyone to:

- Dial 911 in an emergency, then notify appropriate Event Coordinator/Manager on Duty.
- Dial 210-207-7273 for San Antonio Police Department non-emergency calls, then notify appropriate Event Coordinator/Manager on Duty.
- Dial 210-207-7773 for HBGCC in house Security.

Event Coordinator/Manager on Duty will advise security staff who will escort emergency responders to the correct location in the building and ensure completion of an incident report.

**All contracted staff and companies, including but not limited to, access control/badge checkers, first aid, security consultants and the Licensee is responsible for reporting any incident or emergency to the HBGCC immediately.**

# HBGCC Emergency Preparedness

**Signage:**
The HBGCC is equipped with glow in the dark exit signs over doors leading out of meeting rooms, ballrooms, and exhibit halls as well as in service hallways.

**AED Locations (floorplan overview on page 29):**

River Level:
- LDR
- Outside Meeting Room 006A

Street Level:
- Admin Office Floor 1.5
- Hall 1 Registration
- Hall 2 Entrance
- Hall 2 Rear (next to escalators)
- Maintenance Office
- Operations Offices
- Lobby Corridor by Restrooms
- West Registration
- Security Office
- LCT Hallway Stage Right

Meeting Room Level:
- Outside Restrooms by 221D
- Across from Room 223
- Next to Restroom by Room 215 – between Tower View and Park View
- Across from Meeting Room 207B

Ballroom Level:
- Outside Restroom by Stars at Night Ballroom B4
- Outside Meeting Room 302A
- Next to Family Restroom by Hemisfair Ballroom Pre-Function

**Bleeding Control Kit Locations (floorplan overview on page 29):**

River Level:
- Outside Meeting Room 006A

Street Level:
- Hall 1 Registration
- Operations Office (internal office)
- Hall 2 Rear (next to escalators)
- West Registration
- LCT Hallway Stage Right

Meeting Room Level:
- Next to Restroom by Room 215 – between Tower View and Park View
- Across from Meeting Room 207B

Ballroom Level:
- Outside Meeting Room 302A

**Persons with mobility constraints assembly areas (floorplan overview on page 31):**

Persons with mobility constraints are to be directed to wait at the nearest below listed assembly area. HBGCC staff will, if possible, assist them in relocating to street level using an emergency stair chair. If staff is not able to evacuate said persons, this must be reported to Security and EMS will be notified.

Assembly areas:
- Top of escalators by room 207
- Top of stairs Park View Terrace
- Top of stairs Tower View Terrace
- Top of stairs Room 220
- Top of stairs by Stars at Nigh Ballroom B1
- Top of stairs by White Tile Area near Hemisfair Ballroom
- Top of stairs 1st Balcony LCT
- Top of stairs 2nd Balcony LCT

Persons who are visually impaired should be assisted by another person during an emergency notification. This person should lend a shoulder to hold on to and assist in leading the person to the appropriate area, depending on the emergency. HBGCC staff will take responsibility for said persons until the emergency is over if they do not have a friend or colleague to assist.

**Evacuation Stair Chair Locations (floorplan overview on page 32):**

- Back service hallway next to restroom at Stars at Night Pre-Function
- Back service hallway between Hemisfair Ballroom and Ballroom Corridor
- Back service hallway by doors leading to Exhibit Hall 4 landing.
- Back service hallway by restrooms next to meeting room 207.
- Lila Cockrell Theatre right balcony fire escape (stair no. 1).

**Elevator Entrapment:**
All elevators and freight elevators are equipped with an emergency button which allows a person inside the elevator to speak to the Control Room. All elevator entrapments must be reported to Maintenance and Security. Kone may be called to the site if Maintenance is unable to free entrapped persons.

**Other:**
The HBGCC is equipped with blue pull stations on the west side of the building which allows a person to activate it if the door is locked and they are unable to open it from the inside.

HBGCC designated Evacuation Assembly Areas overview on page 33.

**Training:**

- All Security Division personnel are CPR/First Aid/AED certified.
- All Security Division personnel are trained in Bleeding Control for the Immediate Responder and will carry appropriate equipment on their person to be able to render aid in a mass bleeding situation.
- All Security personnel will be trained in utilization of emergency stair chairs.
- The Security Manager will conduct training for all HBGCC personnel on emergency response procedures.
- The Emergency Action Plan will be trained annually for all appropriate staff.

**Incident Command Center**
The HBGCC has a primary and secondary Incident Command Center.

# Homeland Security Alerts

Homeland Security works with the National Terrorism Advisory System (NTAS) which is designed to communicate information about terrorist threats by providing timely, detailed information to the American public.

Designated management and leadership staff subscribe to NTAS alerts.

Any alerts received that impacts the HBGCC will be communicated to the Licensee and appropriate steps taken internally.

# Fire

Smoke, heat, and toxic gases from a fire are the most common causes of fire related deaths and injuries, not flames. Be aware that these deadly fire elements rise and collect at the ceiling levels, pushing cooler and cleaner air towards the floor. The Henry B. Gonzalez Convention Center is equipped with a smoke and heat detection system, as well as 90 fire pull stations. The fire pull stations are covered with a shield which sounds an audible alarm when opened to deter people from activating a pull station outside of a real emergency. Fire extinguishers are placed throughout the building. The exhibit halls that have columns are marked at the top of with tape that reads “Fire Extinguisher”.

## FIRE PROCEDURES:

If safe to do so, staff and patrons of the building may fight minor fires with the nearest fire extinguisher. Keep an exit between you and the fire. If unsafe to fight the fire, or the building alarms, proceed to your nearest emergency exit. If smoke is evident, near or in between you and the nearest exit, use an alternate route. Stay as low as possible. Crawling allows you to breathe the cleaner air near the floor as you move toward the exit.

- Leave the fire area as quickly as possible.
- Close all doors that you pass through your escape if safe to do so.
- Proceed directly to the nearest fire exit.
- Before opening a closed door, feel it with the back of your hand. If the doors or handle is hot, leave it closed and use an alternate escape route.
- Proceed to one of the four designated assembly areas outside the Convention Center.

**Fire Extinguisher Procedure:**
If safe to do so, fight minor fires with the nearest fire extinguisher. Keep an exit between you and the fire. If additional staff are onsite direct patrons and employees away from the fire and attempt to secure the area.

When operating a fire extinguisher, use 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 the building alarms:**

- The Fire Department must be dispatched when fire or smoke is observed. Only the Fire Department can make the decision of ALL CLEAR when they are dispatched.
- PA system will announce in the entire building “Attention! Attention! An emergency has been reported in this building. Please cease operations and leave the building utilizing the nearest exit or fire exit stairway. Do not use elevators. Repeat, do not use elevators.”
- Open sliding doors in Hall 3 and Hall 4 will close.
- Smoke doors and overhead doors will open if the cause is in the applicable zone.

- The accordion door between 302 and 303 will close.
- Lights will go to full in Stars at Night Ballroom and east pre-function areas.
- Strobe lights will activate in the entire building.
- All maglocked exterior doors will be automatically unlocked.
- The activation of any fire pull station inside the Lila Cockrell Theatre will cause the fire curtain on stage to come down, notification over the PA system and strobe lights to activate.

All HBGCC staff will assist in directing patrons out of the building during an emergency as they exit the building. The Security Division will ensure that all areas of the Convention Center is cleared. HBGCC personnel will be located at the designated assembly areas.

**TRAINING & PREPAREDNESS:**

- The Maintenance and Security Division will train on internal fire response plans regularly.
- At least one annual Fire Evacuation Drill will be conducted for the entire HBGCC facility in a fiscal year.
- Annual testing of the smoke detection system wis conducted.
- Monthly inspections of fire extinguishers are conducted.

CITY OF SAN ANTONIO — TEXAS —

CONVENTION & SPORTS FACILITIES

# Active Shooter Response Plan

An Active Shooter is an individual who has the intent to cause harm to other individuals in a populated area. In most cases, an Active Shooter uses firearms and usually does not have an identified pattern in the selection of their victim(s). Incidents involving Active Shooter(s) are unpredictable and can escalate quickly. Preparing mentally and physically for an Active Shooter is key to surviving an attack.

An Active Shooter situation will require a law enforcement response to neutralize the threat.
Active Shooter situations are unpredictable and the HBGCC has several actions that can be taken depending on the situation including but not limited to; locking meeting rooms from the Control Room, initiate full building evacuation, announce a shelter in place order over the building PA system.

## PREPAREDNESS:

Preparing yourself for a potential Active Shooter incident is essential for your own and others' safety. Action items to be prepared:

- Practice physical fitness.
- Attend Active Shooter training.
- Be familiar with all exits and evacuation routes in the HBGCC.
- Always take note of your nearest exits in your current work area.
- Ask questions about the procedures.

## RESPONSE ORDER:

Do your best to remain calm and act quickly when notified of an Active Shooter. In the event of an Active Shooter, quickly determine the most reasonable way to protect your life.

Communication of observing an Active Shooter will be transmitted in plain language. If you hear a notification of an Active Shooter, do not hesitate, or question the information. Act immediately.

Follow the response order:

**Avoid (Run)**

- If there is an accessible escape path, attempt to escape the premises.
- Have an escape route in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Once you are safe, call 911.

**Deny (Hide)**

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find your or gain access to.
- Be out of the active shooter's view.
- Create barricades between yourself and the shooter, preventing access to your hiding area.

- Lock door if possible.
- Blockade the door with furniture and other items.
- Silence your cellphone, radio and other devices.
- Remain quiet.

**Defend (Fight)**

- As a last resort, if your life is in imminent danger, fight and incapacitate the active shooter.
- Act as aggressively as possible.
- Look for objects to use as a weapon against the shooter.
- Throw items at the shooter.
- Commit to your actions.

## INFORMATION TO PROVIDE LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the active shooter(s).
- Number of shooters, if more than one.
- Physical description of shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

## HOW TO ACT WHEN LAW ENFORCEMENT ARRIVES:

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard or reported. Officers may wear regular patrol uniforms, bulletproof vests, Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns, or handguns. Officers may shout commands and may push individuals to the ground for their safety.

- Remain calm and follow the officer's instructions.
- Put down any items in your hands.
- Immediately raise your hands and spread your fingers.
- Keep hands visible at all times.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help, just proceed in the direction from which officers are entering the premises.

# Weather Events

The Henry B. Gonzalez Convention Center is recognized as a StormReady Community by the National Weather Service. The HBGCC is equipped with two weather radios and personnel will immediately report any transmission on the weather radio to the chain of command.

**Definitions:**
Weather Advisory – Conditions are not a threat to life or property but can be a nuisance.
Severe Weather Watch – Conditions are conducive to the development of severe weather in and close to the watch area.
Severe Weather Warning – Severe weather has been observed or indicated on radar and is occurring or imminent in the warning area. Seek appropriate shelter.

## TORNADO:

If a Severe Weather Warning is issued:

- HBGCC Staff will utilize the building PA system if an announcement needs to be made to notify guests, visitors, employees etc., that severe weather is approaching.
- Do not use any elevators.
- Security Division personnel with assist with directing all visitors and patrons to 1st floor fire exit stairwells, interior hallways/rooms, exhibit halls and the west bank loading dock within their zones of responsibility.

In the Convention Center Building, the safest areas of the building in case of high winds are:

- Meeting rooms with no windows at the lowest possible level.
- Exhibit Halls.
- Fire Exit Stairwells.
- West Loading Dock.

Floorplan for Shelter in Place locations on page 34.

## FLOOD:

Most floods will occur because of a hurricane or extensive rainfall. There should be sufficient time to perform an orderly and systematic response in operations. Decisions will be made by the Emergency Management Team on how to respond.

Security Division personnel may be asked to assist with directing people out of the building or to a higher level according to internal procedures.

## EXTREME WINDS & HURRICANES:

Extreme winds are considered a common occurrence in Texas and can occur in any geographic location. The City of San Antonio is located outside of the hurricane wind hazard area, and therefore tropical storm winds are most likely to be a factor for the HBGCC.

When sudden extreme winds occur or the HBGCC is advised of them being a possibility, HBGCC staff will collaborate in identifying and securing any loose objects, debris, and signage that may cause injury or damage in windy conditions.

If exterior items identified are associated with an event, the Manager of Events and Guest Services will be contacted to organize efforts to have them moved inside with Licensee and their affiliates.

## SEVERE WINTER WEATHER:

Extreme winter weather can cause power outages and water outages, along with road closures and delays in emergency response.
Directives from the Mayor and City Manager may be applicable, and the Executive Director will communicate changes in operations to the HBGCC Emergency Management Team.

# Power Outage

The HBGCC is equipped with two emergency generators that will automatically turn on in the event of a power outage. The generators are configured to restore emergency lighting to the facility, furnish power to the fire suppression systems, fire pump, exhaust systems, IT rooms, Control Room, and elevators.

Air handlers, boilers, chill water pumps, domestic water pump elevators, escalators, and kitchen will not function. Restrooms will lose water pressure and sinks, and soap dispensers will not function.

Badge readers for door access are equipped with backup batteries which will ensure badge scanner functionality until the emergency generators start up.

Event Services along with the Security Division will assist in answering questions from attendees inside the building and be present in public areas in the event of a power outage.

# Suspicious Package/Letter/Item

When a suspicious package or item is reported or observed, contact the Event Coordinator/Manager on Duty or any staff member that is available to ensure HBGCC Security is advised.

Follow the below guidelines:

- Call 911 if the item appears to be a threat.
- Do not open the package/letter/bag/item etc.
- Do not shake the item.
- Do not transport the item for others to examine.
- If already picked up, place on a stable surface.
- Do not sniff, touch, taste, or look closely at any item that may have spilled.
- If any substance rubs off on your hands wash with soap and water.

**Features of suspicious mail include, but are not limited to:**

- Excessive postage, no postage, or non-canceled postage.
- No return address or fictitious address.
- Improper spelling of names, titles, or locations.
- Unexpected mail from foreign countries.
- Suspicious or threatening messages written on packages.
- Postmark with different location than return address.
- Distorted handwriting or cut-and-paste lettering.
- Unprofessionally wrapped packages or excessive use of tape, strings, or other wrapping.
- Packages marked "Fragile: Handle with Care," "Rush: Do Not Delay," "Personal" or "Confidential".
- Rigid, uneven, irregular, or lopsided packages.
- Packages discolored, oily or with an unusual odor.
- Packages with soft spots, bulges, or excessive weight.
- Protruding wires or aluminum foil.

Licensee is responsible for having a protocol in place for suspicious packages and letters during their event while onsite at the HBGCC.

**Ensure that the Event Coordinator/Manager on duty is notified of the situation so that HBGCC Security can respond.**

# Bomb Threat

If you receive a call with a bomb threat:

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Repeat questions if necessary.
- Try to keep the caller talking to learn more information.
- Ask the caller to repeat the message and write down any additional information.
- Note any background noise as well as the caller's gender, voice pitch and accent.
- Do not hang up even if the caller does. Don't allow the phone line to be used again so that law enforcement has an opportunity to trace the call.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
- Immediately upon termination of call, DO NOT HANG UP, but from a different phone, call 911.

**Ensure that the Event Coordinator/Manager on duty is notified of the situation so that HBGCC Security can respond.**

# Protests/Civil Unrest

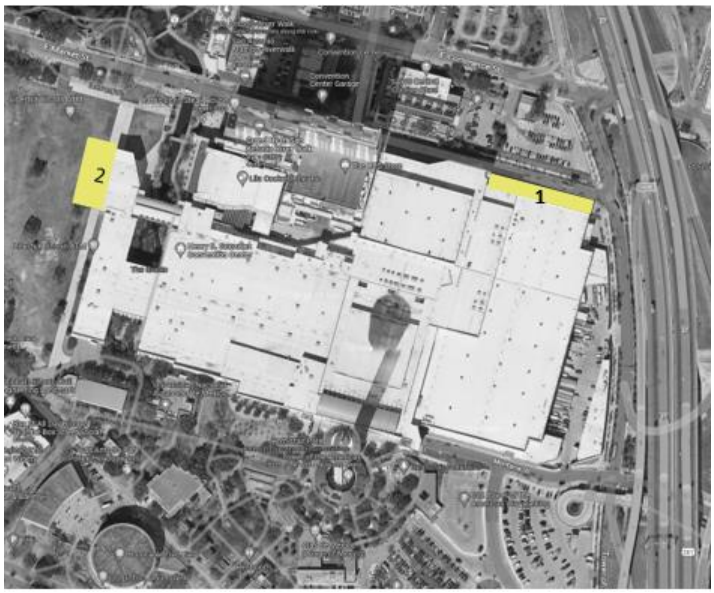
The Henry B. Gonzalez Convention Center has designated Public Gathering Areas on its footprint. These may be utilized by the public to assemble and engage in protected speech.
To prevent scheduling conflicts of any kind and to provide staff opportunity to facilitate any necessary safety procedures, the City of San Antonio ("City) shall be notified of any groups seeking access to the public assembly areas as early as possible, and at least two (2) days prior to the date of desired use. Upon being notified by the requesting group, the Security Manager will communicate with SAPD to determine if a permit is required. If a permit is required, City processes to obtain said permit are to be followed.

Protestors or individuals wanting to exercise their free speech will be directed to the assigned Public Gathering Areas by HBGCC Security staff.

Those who refuse to follow the policies and procedures of the Henry B. Gonzalez Convention Center, policies and ordinances of the City of San Antonio, and state and federal rules and laws may be removed from the site and banned from the facilities and may face applicable criminal charges.

**Public Gathering Area Locations:**
Subject to availability and in accordance with the Henry B. Gonzalez Convention Center requirements or time and manner of which assemblies are to be conducted, groups may use any of the following Public Gathering Area Locations:

1. Market Street sidewalk, past the overhang, towards the Tower of the America's Way.
2. Exterior of West Lobby



**Manner of Conducting Gatherings on the Footprint of the Henry B. Gonzalez Convention Center:**

1. All Gatherings on the footprint of the Henry B. Gonzalez Convention Center,
2. regardless of purpose/content, should be conducted in a manner that complies with the following provisions:

    a. Gatherings must be conducted in such a way that traffic (both pedestrian and motorized) is not impeded and normal business activity in the Henry B. Gonzalez Convention Center and their administrative offices are not disrupted.

3. Gatherings are to be held outdoors and must not interfere with the day-to-day business operations inside of the Henry B. Gonzalez Convention Center.

4. All gathering activities must be concluded prior to 10pm. Overnight assembly is not permitted.

5. All applicable state and federal laws and City of San Antonio ordinances must be complied with by the group/individuals.

6. Unruly, unethical, and disrespectful behavior, including inappropriate language, is strictly prohibited.

7. The Henry B. Gonzalez Convention Center is committed to maintaining a facility that is free from hostility, violence, and threats of violence. Acts of such nature or any hostile acts will not be tolerated.

8. Those who refuse to follow the policies and procedures of the Henry B. Gonzalez Convention Center, policies and ordinances of the City of San Antonio, and state and federal rules and laws may be removed from the site and banned from the facilities and may face applicable criminal charges.

# Air Ventilation System Contamination

Suspicion of chemical agents being released into or coming from the HBGCC air ventilation system should be reported to Event Coordinator/Manager on Duty or any staff member that is available. Indications of contaminations may include, but are not limited to smell, headache, dizziness, eye irritation, blurred vision, nausea, shortness of breath. Chest tightening and physical reactions seen in multiple people simultaneously.

The HBGCC air handlers contain duct detectors that will cause an alarm and activate an internal response.

# Environmental Hazards

Any person at the HBGCC who witness a major spill, emissions release, or other hazardous material situations must immediately report the situation to HBGCC Security. Security will notify appropriate emergency services if needed. If the spill is too big to contain or there is a threat to human life, 911 must immediately be called.

# Missing Child

If a child is reported missing the Event Coordinator/Manager on Duty and HBGCC Security must be notified immediately.

The below listed information will be obtained:

- The person reporting's relationship with the child
- Where the child was last seen
- What time the time was last seen
- Name
- Age
- Gender
- Race
- Weight
- Height
- Hair Color
- Eye Color
- Description of clothing to include shoe color and style.
- If there is any reason to believe the child has been taken.
- Picture of the child

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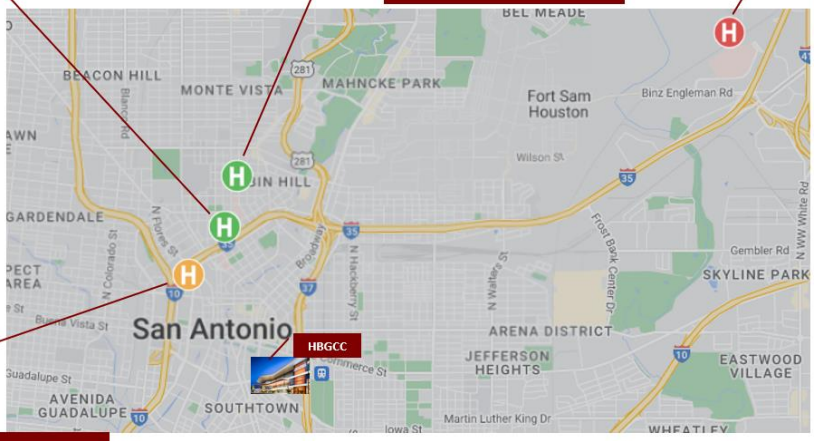
# CONVENTION & SPORTS FACILITIES

## Hospitals & Trauma Centers

Methodist Metropolitan
Level IV Trauma
1310 McCullough Ave
San Antonio, TX 78212
210-757-2200
Distance: 1.6 miles

Brooke Army Center
Level I Trauma
3551 Roger Brooke Dr
Fort Sam Houston, TX 78234
210-916-4141
Distance: 7 miles

Baptist Medical Center
Level IV Trauma
111 Dallas St
San Antonio, TX 78205
210-297-7000
Distance: 1.2 miles




The Childrens Hospital of San Antonio
Level III Trauma
333 N Santa Rosa St
San Antonio, TX 78207
Distance 1.5 miles

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CONVENTION & SPORTS FACILITIES

# Non-Urgent Care

**Nearest 24/7 Urgent Care:**

The Emergency Clinic at the Pearl
2015 Broadway
San Antonio, TX 78215
210-963-8333
Distance: 1.6 miles

**Nearest 24/7 Pharmacy:**

Walgreens
4703 W Commerce St
San Antonio TX 78237
210-434-5566
Distance: 8.5 miles

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CONVENTION & SPORTS FACILITIES

# Important Phone Numbers

| | |
|---|---|
| Emergencies: | 911 |
| HBGCC Security: | 210-207-7773 |
| San Antonio Police Department non-emergency: | (210) 207-7273 |
| SAPD Off-Duty Employment Office: | (210) 207-7020 |
| Fire Marshal: | (210) 207-3695 |

CITY OF SAN ANTONIO — TEXAS —

# CONVENTION & SPORTS FACILITIES

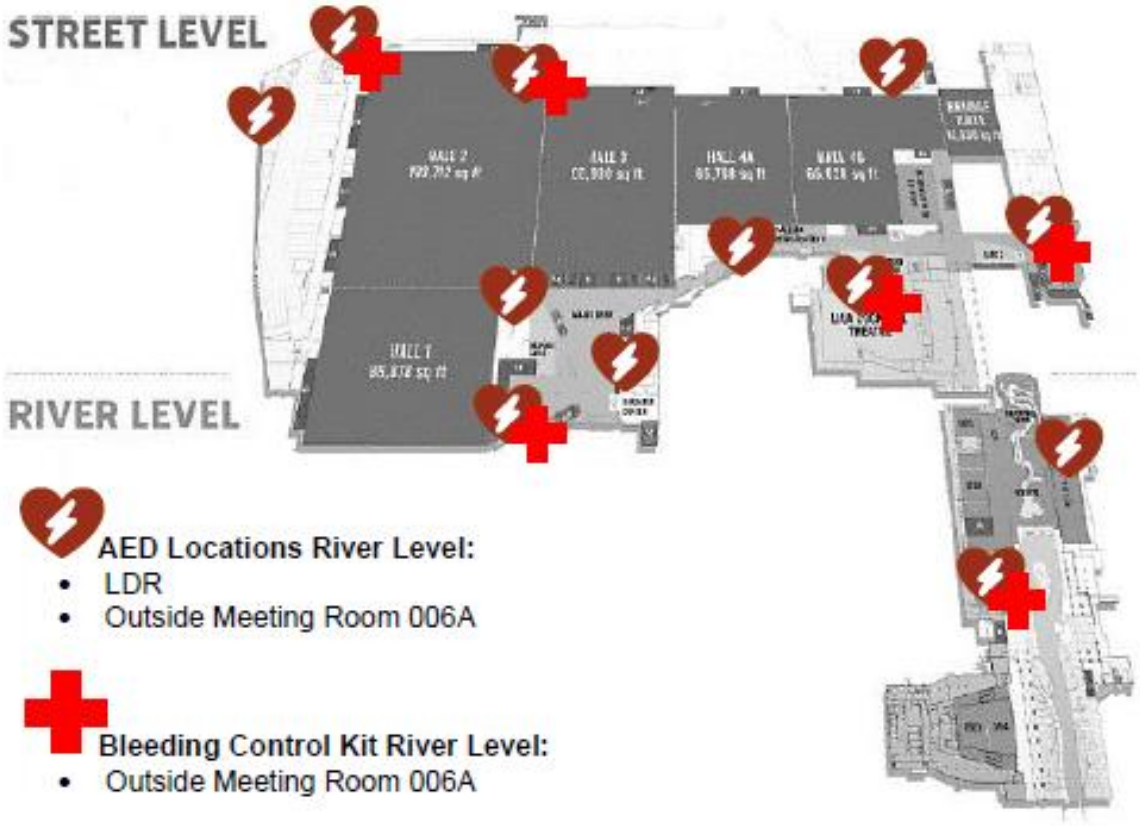
## AED & Bleeding Control Kit Locations

**AED Locations Street Level:**

- Admin Office Floor 1.5
- Hall 1 Registration
- Hall 2 Entrance
- Hall 2 Rear (next to escalators)
- Maintenance Office (internal office)
- Operations Offices
- Lobby Corridor by Restrooms
- West Registration
- Security Office
- LCT Hallway Stage Right

**Bleeding Control Kit Locations Street Level:**

- Hall 1 Registration
- Operations Office (internal office)
- Hall 2 Rear (next to escalators)
- West Registration
- LCT Hallway Stage Right




**AED Locations River Level:**

- LDR
- Outside Meeting Room 006A

**Bleeding Control Kit River Level:**

- Outside Meeting Room 006A

# CONVENTION & SPORTS FACILITIES

**AED Locations Meeting Level:**

- Outside Restrooms by 221D
- Across from Room 223
- Next to Restroom by Room 215 – between Tower View and Park View
- Across from Meeting Room 207B

**Bleeding Control Kit Locations Meeting Level:**

- Next to Restroom by Room 215 – between Tower View and Park View
- Across from Meeting Room 207B

## MEETING LEVEL




## BALLROOM

**AED Locations Ballroom Level:**

- Outside Restroom by Stars at Night Ballroom B4
- Outside Meeting Room 302A
- Next to Family Restroom by Hemisfair Ballroom Pre-Function

**Bleeding Control Kit Locations Ballroom Level:**

- Outside Meeting Room 302A



# Assembly Areas for Persons with Mobility Constrains

**Concourse Level:**

- Top of escalators by 207
- Top of stairs Park View Terrace
- Top of stairs Tower View Terrace
- Top of stairs by 220
- Top of stairs 1st Balcony LCT (Stage Left)
- Top of stairs 2nd Balcony LCT (Stage Left)




**Ballroom Level:**

- Top of stairs by Stars at Nigh Ballroom B1
- Top of stairs by White Tile Area near Hemisfair Ballroom



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# CONVENTION & SPORTS FACILITIES

## Evacuation Stair Chair Locations

**Meeting Level:**

- Back Service Hallway by doors leading to Exhibit Hall 4 landing.
- Back Service Hallway by Restrooms next to Meeting Room 207.
- Lila Cockrell Theatre Right Balcony Fire Escape (stair no. 1)

MEETING LEVEL




## BALLROOM

**Stair Chair Locations Ballroom Level:**

- Back Service Hallway between Hemisfair Ballroom and Ballroom Corridor.
- Back Service Hallway next to Restroom in Stars at Night Ballroom Pre-Function.

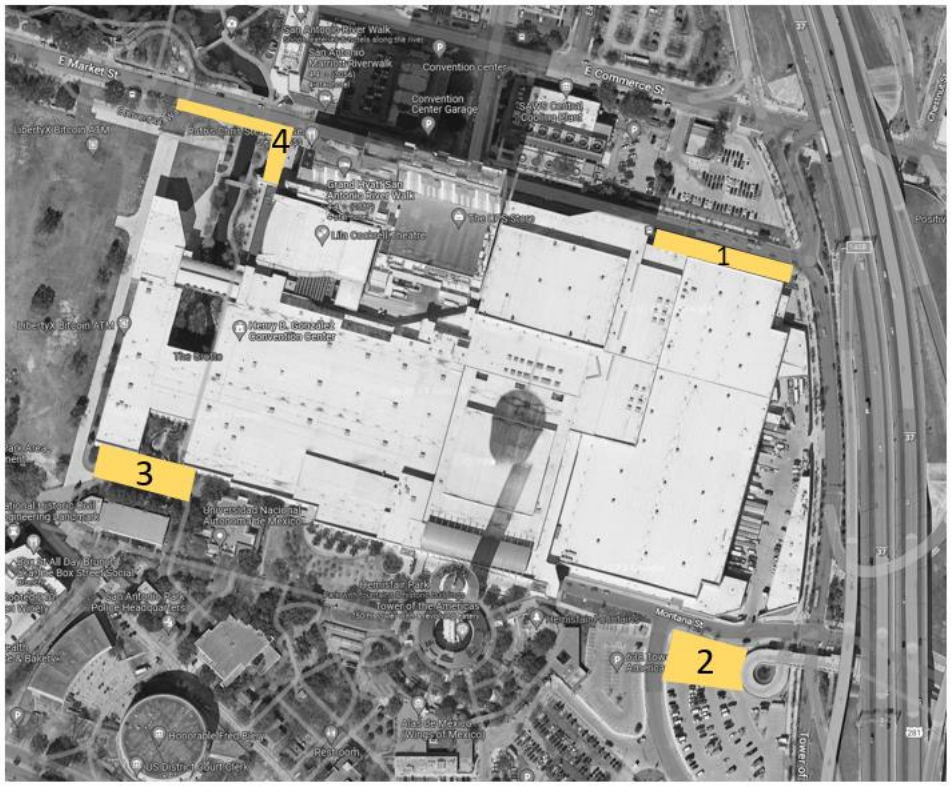


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CONVENTION & SPORTS FACILITIES

# Evacuation Assembly Areas

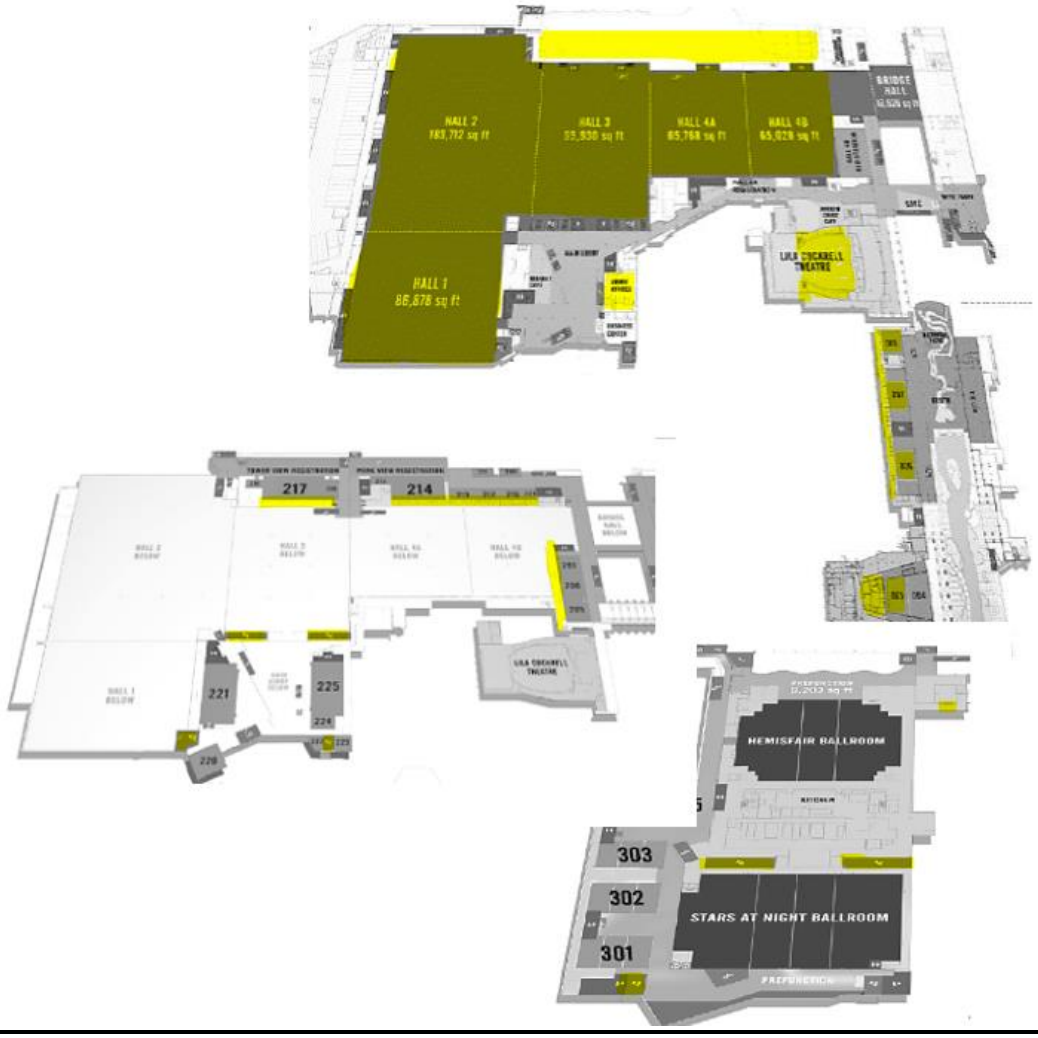
1. Market Street sidewalk, past the overhang, towards Tower of the America's Way
2. Public Parking area of CSF 1
3. Hemisfair Park
4. Grand Hyatt/LCT Patio and Market Street sidewalk



CITY OF SAN ANTONIO — TEXAS —

CONVENTION & SPORTS FACILITIES

# Shelter in Place Locations – Severe Weather Warning



GRAND | HYATT®

SAN ANTONIO RIVER WALK

# Emergency Procedures

Planning Handout for Event Planners

Please refer questions to Adam Gentry,
Director of Security |adam.gentry@hyatt.com

Updated 5/2026

## Guest Tips:

- A safe is provided in each guest room for securing valuables.
- The property is monitored by 24-hour internal security.
- When walking along the River Walk during late evening hours, please remain in well-lit areas and travel in groups when possible.
- Report any concerns to the Front Desk at extension **50**, Security at extension **55**.
- The Henry B. González Convention Center is located on the east side of the hotel. Please use caution when crossing driveways, and watch for vehicles entering and exiting the property.
- The Shops at Rivercenter is located one block northwest of the hotel. Use the crosswalks in front of the hotel, located on both sides of the Convention Center Garage.
- You will be notified of any planned fire or evacuation drills during your stay. If an alarm is activated, please follow the instructions provided through the public address system.
- An evacuation route map is located on the back of each guest room door. In the event of an evacuation, please exit the building using the nearest designated exit and move away from the building to a safe location.
- Important contact numbers are included below for your convenience.
- For assistance at any time, please contact the front desk by dialing extension **0**.

## Emergency Evacuation Procedures:

In the event evacuation becomes necessary:

Notification: A public address announcement will inform you of the emergency (e.g., a fire condition) and provide instructions.

What to Do: Follow the directions of hotel staff and proceed to the nearest emergency exit or stairwell. Continue along the evacuation route until you reach the designated assembly area.

Where to Go: Once at the assembly area, inform a hotel staff member of your room number and whether you require medical attention.

Please refer questions to Adam Gentry,
Director of Security |adam.gentry@hyatt.com Updated 5/2026

How You Can Help: Assist injured individuals in obtaining medical care, help account for members of your travel party, remain calm, and await further instructions.

## Emergency Shelter-in-Place Procedures:

In the event shelter-in-place becomes necessary (e.g., imminent tornado or active threat):

Notification: A public address announcement will inform you of the emergency and provide instructions. Please listen carefully.

What to Do:

- If you are in your guest room, remain there and shelter inside the bathroom.
- If you are in a public area, follow hotel staff instructions and proceed to the nearest designated refuge area.

Where to Go: Once inside a refuge area, secure the space and await further instructions from hotel staff or responding emergency personnel. Inform someone if you require medical assistance.

## Emergency Contacts (hotel):

FIRST AID/CPR/AED/MEDICAL EMERGENCY (Call Security):
210-451-6222 or ext. 55 (house phone)
210.451.6222 (Hotel Security)

## Emergency Contacts (City of San Antonio):

| | |
|---|---|
| San Antonio (Police, Fire, EMS) | 911 |
| San Antonio Fire Department | 210-207-7744 |
| San Antonio Police (Non-Emergency) | 210-207-7273 |
| Poison Control Center | 1-800-764-7661 |
| Bexar County Sheriff (Non-Emergency | 210-335-6000 |

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Director of Security |adam.gentry@hyatt.com Updated 5/2026