



EMERGENCY PROCEDURES

PLANNING HANDOUT FOR EVENT PLANNERS/MANAGERS

HYATT REGENCY SAN ANTONIO

Guest Tips during your stay at the Hyatt Regency San Antonio

- Remember to utilize the in room safe for your valuables
- The hotel provides Twenty-Four-hour security on property
- Walk in well lit areas when walking on the River Walk in late evening hours or in groups
- Report any concerns to front desk by dialing extension 50 or security extension 4400. **Hotel Emergency dial 55**
- Use caution when exiting our hotel front driveway onto Losoya Street for vehicles
- The River Center Mall is one block from hotel. Use the crosswalk in front of the hotel and walk along the right side of the parking garage following the walkway. The mall is located to the right the Alamo, once you're at Alamo Plaza Street
- We have no planned Fire Drills or Evacuation Drills during your stay. If an alarm is activated, follow the announcement from the public address system instructing you of what action should be taken
- We have included some important numbers that may assist you during your stay
- At any time please call the hotel operator extension 0 for assistance

Emergency EVACUATION Procedures

In the event it becomes necessary to Evacuate the hotel:

Notification: There will be a public address announcement that states the building emergency (e.g. fire condition or explosion) and will tell you what to do. Listen carefully.

What to Do: Follow the instruction of the hotel staff and proceed to the nearest emergency exit/stairwell. Follow the evacuation route out of the building to a designated assembly area.

Where to Go: At the assembly area please inform a hotel staff member of your room number and whether or not you require any medical attention.

How You Can Help: Assist injured persons to receive medical attention. Help account for person you are traveling with. Stay calm and await further guidance.

Emergency SHELTER IN PLACE Procedures

Notification: There will be a public address announcement that states the building emergency (e.g. Imminent Tornado or Active Shooter) and will tell you what to do. Please listen carefully.

What to Do: If you are in your room, remain there. Shelter inside the bathroom. If you are in a public area, follow the Instructions of hotel staff and proceed to the nearest emergency refuge area.

Where to Go: Once in a refuge area, secure it. Await further instructions from hotel staff or responding law enforcement/emergency services. Inform someone if you require any medical attention.

How You Can Help: Assist injured persons to receive medical attention. Help others to stay sheltered until assistance arrives. Stay calm and await further guidance.

Hyatt Regency San Antonio

FIRST AID/CPR/AED/MEDICAL EMERGENCY ON ANY HOUSE PHONE DIAL:

EXTENSION-55 (FOR HOTEL EMERGENCY TEAM)

EXTENSION 4400 (FOR HOTEL SECURITY) or 210.510.4400 (direct line to office)

We have 4-AEDs on-site with numerous employees trained on different shifts

- AED-Front Desk Lobby Level
- Health Club/Pool 11th floor in Health Club
- AED-Security Office S-Level
- 6th Floor Service Elevator Landing

EMERGENCY NUMBERS FOR CITY OF SAN ANTONIO

CITY OF SAN ANTONIO	911 (EMS, FIRE, POLICE)
POISON CONTROL CENTER	1-800-764-7661
San Antonio Fire Dept.-	DIAL 911 (HAZMAT/NON-EMERGENCY FIRE)
San Antonio Fire Dept.-	Non-Emergency 210-207-7744
SAPD-Emergency	DIAL 911
SAPD (BIKE PATROL)	210-207-7764
SAPD Non-Emergency	210-207-7273
GROUND TRANS (TAXI INVESTIGATOR)	210-207-7482
BEXAR COUNTY SHERIFF-	Emergency DIAL 911
BEXAR COUNTY SHERIFF-	Non-Emergency-210-335-6000

LOCAL HOSPITALS:

Metropolitan Methodist: 1310 Mc McCullough Ave (1.1 MILES)

San Antonio, Texas

78212 210-757-2200

Downtown Baptist

111 Dallas Street (1.0 miles)

San Antonio, TX 78205

210-297-7000

Christus Santa Rosa (Children's Hospital Only)

333 N. Santa Rosa (1.0 miles)

San Antonio, Texas 78205

210-704-2011

NEAREST TRAUMA CENTER:

SAMMC (Fort Sam Houston)

3851 Roger Brooke Drive (6.6 miles hotel)

Fort Sam Houston, Texas 78234-6200

210-916-4141

LOCAL PHARMACIES:

Walgreens (open 9am to 6pm) (525 feet away)

300 E. Houston Street

San Antonio, TX 78205

210-424-3462

CVS Pharmacy

300 E. Commerce Street (0.2 miles)

San Antonio Texas 78205

210-228-9483

7:00 am to 10:00 pm

SHOULD A DISASTER ARISE AN ANNOUNCEMENT WILL BE MADE OVER THE PUBLIC ADDRESS SYSTEM THROUGHOUT THE HOTEL ADVISING OF THE ACTION THAT SHOULD BE TAKEN WITHIN THE BUILDING

Should you have any questions please contact the Assistant Area Director of Security

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