

GAYLORD TEXAN
RESORT & CONVENTION CENTER

**EMERGENCY
PROCEDURES**



PHONE NUMBERS FOR ALL EMERGENCIES

HOTEL	333
POLICE	911
FIRE	911
AMBULANCE	911

**READ AND UNDERSTAND ALL INSTRUCTIONS THOROUGHLY
THE LIFE YOU SAVE MAY BE YOUR OWN**

INTRODUCTION

Emergencies and Disasters are unpredictable and strike without warning. It is for this reason, that the Gaylord Texas Resort & Convention Center has implemented an organized and pre-planning process, as well as thorough training of all hotel employees in multiple safety measures throughout the resort & convention center for effective emergency response. Failure to effectively prepare in advance for emergencies may result in injuries, property damage and sometimes death.

This guide is intended as a quick reference which contains checklists and procedures on how to report and respond to various emergency situations while at the Gaylord Texan.

GUEST or EMPLOYEE INCIDENT

In the event that an accident or illness of a guest, visitor or employee occurs in your area, you should immediately:

1. **CALL SECURITY** at Extension 333
2. Give Security:
 - a. Your name
 - b. Location of the emergency
 - c. Any details available of the accident or illness.
3. **Do Not** move injured or ill person. Try to make them comfortable.
4. If possible, have someone meet the emergency responders at the door or entrance.

What will happen next?

1. Security will confirm that an EMT and/or Security First Responder will respond to the area.
2. An EMT, Security Officer and the City of Grapevine Fire Dept. (if needed) will attend to you shortly and administer any necessary medical assistance needed.
3. If necessary, a City of Grapevine Fire Dept. ambulance will arrive and transport the injured/ill person to the hospital.
In the event that the person is transported to the hospital, more than likely they will be transported to the following location:

Baylor Regional Medical Center at Grapevine
1650 College Street
Grapevine, TX 76051
ER Phone # 817-481-1588

TORNADO PROCEDURE

Tornado Warning

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The National Weather Service will announce the approximate time the tornado was detected and the direction of movement.

The Gaylord Texan Security & Safety Services monitors National Weather Service Broadcasts, as well as constantly monitoring online local weather radar sites. You will be notified by the emergency public address system if a tornado threatens the hotel.

Action to take if a Tornado Warning is acknowledged:

Get away from the exterior perimeter of the building and exterior window/glass.

If you are inside a guest room:

1. Close the drapes (curtains) take cover inside the bathroom and close the door.
 - a. Sit under the vanity countertop and protect yourself by placing your head in your lap as far as possible or kneel while protecting your head with your arms.

If you are inside the general hotel area:

1. Find an area away from any exterior window/glass.
 - a. Seek shelter inside restrooms, storage areas and any enclosed space that does not have exposed glass nearby.
 - b. Move toward the deepest interior point of the found shelter area.

If you are outside the general hotel area:

1. Find covered shelter as soon as possible, preferably inside the hotel.
 - a. If unable to seek shelter inside the hotel, find a ditch or low lying area or crouch near a strong building. Use arms to protect your head and neck. **STAY CLEAR** of areas for potential flooding.

FIRE PROCEDURE

Upon Discovering a Fire

1. **CALL SECURITY** at Extension **333** with fire location.
 - a. Close Doors around the fire to contain it.
 - b. Evacuate, using stairways only. Elevators will not be operations in emergencies.

2. **Do's & Don'ts:**
 - a. **DO** use an ABC fire extinguisher to fight the fire only if the fire is small.
Extinguishers should only be used if you feel safe and are confident that you can operate the extinguisher correctly.
 - b. **DO** use stairwell exits when evacuating your room, meeting space or office areas.
 - c. **DO NOT** use elevators. Elevators are automatically removed from service during all fire alarms.
 - d. **DO** attempt to wet a cloth, towel, etc. if caught in heavy smoke. Place it over your mouth and nose, taking short breaths. Breathe through your nose as you crawl to escape. Remember that air is better as you get closer to the floor.
 - e. **DO** get clear of the building if there is indeed a fire.

What will happen next?

1. Pre-recorded or live announcements will be provided over the emergency public address system for that areas affected by the alarm.

2. Security and Hotel personnel will clear the appropriate areas for the Grapevine Fire Dept.

3. The hotel's Emergency Response Team (ERT) is put into effect.

BOMB THREAT

In the event a bomb threat is received

1. **Immediately call Security at Extension 333.**
 - a. State – “I have received a bomb threat.”
 - b. Give your name to the Security Dispatch Officer.

2. **After** you have notified Security, notify the following:
 - a. Head Client-Meeting Planner
 - b. Conference Group Contact (Resort Conference Manager)

3. Examine your area to determine if any strange objects are present.
DO NOT TOUCH ANY SUSPICIOUS OBJECTS IF FOUND.

4. Report the results of your search to Security Personnel on the scene.

** Attached on the next page is a guide for handling a bomb threat call, information to record and have available in helping authorities with their investigation process.

What will happen next?

1. Police Department is notified by Security.
2. Building search is made by Emergency Response Team and other designated employees.
3. Tenant space areas will be searched by designated employee/manager.
4. Police and/or Bomb Squad will contact and questions the person who received the bomb threat.
5. A building or area evacuations may take place.
6. An “All-Clear” will be given on the building intercom when authorized by Security.

TELEPHONE OPERATOR BOMB THREAT CHECKLIST

If you receive a bomb threat call, **KEEP CALM**. Have a pre-arranged signal to alert managerial personnel so that they may also listen in on the call and record the call if possible, if you can, advise the caller that the detonation of the bomb may kill or injure innocent people.

OBTAIN AS MUCH OF THE FOLLOWING INFORMATION AS POSSIBLE:

WHERE IS THE BOMB? _____

WHAT TIME IS IT SET TO DETONATE? _____

WHAT KIND OF BOMB IS IT? _____

METHOD OF ACTIVATION (circle one):

MECHANICAL - MOVEMENT OF CLOCK - CHEMICAL ACTIONS - OTHER

WHAT IS YOUR NAME? _____, **TELEPHONE #** _____

ADDRESS _____

IS THIS CALL A HOAX OR LEGITIMATE? YES ___ or NO ___

HOW OLD ARE YOU? _____

WHY DID YOU SET THE BOMB? _____

JUDGE THE VOICE (circle one):

MAN **WOMAN** **CHILD** **AGE** _____ **DRINKING** _____

OTHER _____

LISTEN FOR ANY BACKGROUND NOISE: CHECK (if heard)

Music _____
People Talking _____
Cars or Trucks _____
Airplane _____
Children or Babies _____
Machine Noise _____
Typing _____
Other _____

REPORT/CALL TO SECURITY at EXTENSION 333

ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation. However, they do have malfunctions due to sophisticated automatic controls.

WHAT TO DO IN AN EMERGENCY:

1. REMAIN CALM
2. Depress and release the emergency call button (lower right of the elevator cab.)
3. Open the metal door marked ELEVATOR and push the call button (Some elevators have this feature) or take the phone set out of the storage compartment. You will be connected in a few seconds to the Security Dispatcher. Tell the Dispatcher your elevator number and floor number indicated by the panel light. Stay on the line for continued communications as needed.
4. Do not force open the elevator door.
5. If the malfunction is observed from outside the elevator – Call Security at extension **333**.

What will happen next?

1. Security will obtain assistance from the Elevator Company and the Engineering Department.
2. Someone from Security will communicate with you.
3. Passengers will be assisted from the elevator as soon as possible.

EMERGENCY EVACUATION

(FOR INDIVIDUALS WITH DISABILITIES FROM EVENT AREA)

It is the responsibility of the Event Host to designate a person to be responsible in assisting individuals with disabilities in safely evacuating the building in the event of an emergency. This procedure is only a guideline and the Event Host is responsible for the safe handling of all attendees of their event. Each conference sponsor should be familiar with the Gaylord Texan's suggested procedures as follows:

Do's

1. The Event Host should pre-select and designate a person to respond and assist individuals with disabilities in safely evacuating the building. (A person should go to and remain with the individual during evacuation and outside the hotel.)
2. The designated person should gain enough assistance from attendees to safely assist in the evacuation of individuals with disabilities.
3. Calmly communicate the directions and instructions for the safe evacuation into the enclosed stairwells (elevators will be inoperable – DO NOT attempt to use). Remain calm and take control of the group.
4. Calmly communicate to the individuals with disabilities that they will enter the evacuation lines when appropriate, as to avoid impeding already moving foot traffic and to minimize risk of injury.
5. Calmly assist individuals with disabilities to the enclosed stairwells and with assistance (if needed) facilitate the evacuation into the stairwell (if stairwell movement becomes threatened, remain with the person in the corner of the landing and send word to emergency personnel for assistance).
6. Once you have reached the ground level and are safely evacuated from the endangered area, go to the front desk and remain until an ALL CLEAR is given by hotel management.
7. If at any time the evacuation of the individual with a disability becomes threatened or unsafe, call Security (333) or pick up a house phone and ask to speak with security for immediate assistance.

Don'ts

1. Do not go the elevators as they will not be operational.
2. Once you have left your room/area, do not return for any personal belongings.
3. Do not run, yell or create panic. **Be Calm.**
4. Do not return until hotel management has given an **ALL-CLEAR.**

POWER FAILURE PROCEDURES

In the event of a power failure, it is possible that complete sections of the property may be without electrical power while other areas or buildings are not affected. In the event of a wide spread power failure affecting entire buildings or electrical supply rooms; one or all of the emergency power generators will provide electrical power to the following emergency/evacuation equipment:

1. One elevator at each elevator bank, the elevator phones and hallway elevator call buttons.
2. Limited hallway lighting and stairwell lighting.
3. Guest room telephones but only if the switch room is not affected.
4. Fire Alarm System, Emergency Public Address System and illuminated "Exit" signs.

WHAT TO DO IN THE EVENT OF A POWER FAILURE

1. In the event of a power failure, remain calm.
2. If you are in your room, remain place and await instructions from the public address system.
3. While in a guest room, open all curtains to allow external light in.
4. If it is necessary for you to leave your room, move slowly to the stairs and descend to the lobby of the hotel. Illuminated "Exit" signs will indicate stairway locations.

What will happen next?

1. The emergency generator(s) will automatically provide electrical power to all areas indicated above.
2. Security will be dispatched throughout the hotel to ensure guest safety.
3. The electrical company will be contacted.
4. Periodic announcements will be made over the emergency public address system to advise you of the status of the situation.

EVACUATION ROUTES

All Evacuation Routes throughout the resort are designated by illuminated Emergency **EXIT** signs

Follow the directions given by the emergency signs, always moving away from any smoke or fire, to safe areas outside and away from the building and driveways.

Follow any additional directions given by the hotel's Emergency Response Team.

DO NOT attempt to go through a door that is warm to the touch or has smoke coming out around the door frame.

DO NOT attempt to go through a door that is not a designated marked exit.

DO NOT use the elevators.