



Welcome to the Town & Country Resort and Convention Center. We are honored you have chosen us as your host and look forward to assisting you with your events. Our goal is to provide you with excellent service to ensure your Conference is a memorable and a successful occasion that exceeds your expectations.

The purpose of this manual is to set forth guidelines and procedures for planning responses to unusual occurrences. The term “unusual occurrences” shall mean situations generally of an emergency nature, that result from disasters both natural and manmade e.g. fires, earthquakes, medical emergency, active shooter. This manual is incorporated with the Town and Country Hotel Facilities Emergency Response Plan.

Town and Country Hotel & Convention Center
500 Hotels Circle North
San Diego CA 92108

To contact hotel security, you can use any house phone and press “0” or from a cell or outside line call 619-291-7131. This is the number to the hotel’s operator; just let them know where you need security.

Gilbert Gonzales Hotel Security Manager
Office 619-502-7020
Cell 619-807-7742
ggonzales@towncountry.com

Emergency Services

Emergency Dispatch	911
San Diego Police (non-emergency line)	619-531-200
San Diego Fire Department	619-533-4300

Hospitals, Urgent Care, Pharmacies near the Town and Country Hotel

Hospitals

Scripps Mercy Hospital	4077 5 th Ave	619-294-8111
UC San Diego	200 W Arbor Dr.	858-657-7000
Sharp Memorial Hospital	7901 Front St	858-939-3400
Kaiser Hospital	4647 Zion Ave	619-528-5000

Urgent Care

Concentra Urgent Care	5333 Mission Center	619-295-3355
Urgent Care (AFC)	8590 Rio San Diego	619-736-4600

Pharmacies

CVS (24 hours)	5644 Mission Center Rd	619-298-3655
CVS (24 hours)	313 East Washington St	619-291-7170
Target	1288 Camino Del Rio N	619-542-0025
Walgreens	3222 University Ave	619-528-1793

Dentist

Mission Valley Dentists

5638 Mission Center Rd #107

619-220-0159

Mission Hills Dental Group

718 W Washington St

619-699-9008

Town & Country's Location of Automated External Defibrillators (AEDs)

- Lobby
- Fitness Center
- North side of Lap it up (main pool)
- Security Office

MEDICAL EMERGENCIES

The intent of these procedures is to provide basic guidelines for handling medical emergencies ranging from minor to serious injuries.

Medical Emergencies

Injuries are classified into three categories:

Minor injuries - those which can be handled by basic first aid procedures (treatable from a first aid kit) and do not require immediate additional medical treatment or transportation.

1. Call the hotel Operator "0"
2. Or notify hotel staff of the injury
3. Security will be dispatched to render first aid if needed

Serious/non-life-threatening injuries/illness (non-critical) - those which require immediate medical attention beyond first aid.

1. Call the hotel operator "0"
2. Or notify any hotel staff of the injury
3. Security will be dispatched to render first aid
4. The hotel will help to arrange transportation to the nearest emergency room or urgent care.

Serious/life- threatening - these injuries require immediate ambulance transportation to a medical facility. This section includes, but is not limited to, all individuals with chest pains, breathing difficulties, severe bone breaks, back injuries, severe cuts with

uncontrollable bleeding, unconscious persons, severe head injuries, and any other injury or illness which may cause the individual to lose consciousness or experience cardiac arrest while in transit to a medical facility. The intent of this section is to prevent transporting such individuals in private vehicles and being faced with a cardiac arrest situation in transit where access to communications may not be possible.

1. Ensure that someone notifies the Fire Department/Paramedics (9-1-1) immediately. Then call Security, "0" via the hotel operator.
2. Hotel staff will meet the incoming ambulance at the entrance to the facility to direct them to the injured individual.
3. DO NOT MOVE the injured individual unless their life is in danger at that location.
4. Upon arrival of the ambulance, Security or a staff member should be prepared to provide any needed information on the injured individual. Personnel will not, however, interfere with medical treatment provided by the ambulance team.

EMERGENCY PROCEDURES

An emergency can start from a variety of sources and can spread rapidly. Quick and effective action is necessary to prevent the loss of life and reduce the amount of property damage. The following general procedures will apply to the Town and Country Hotel:

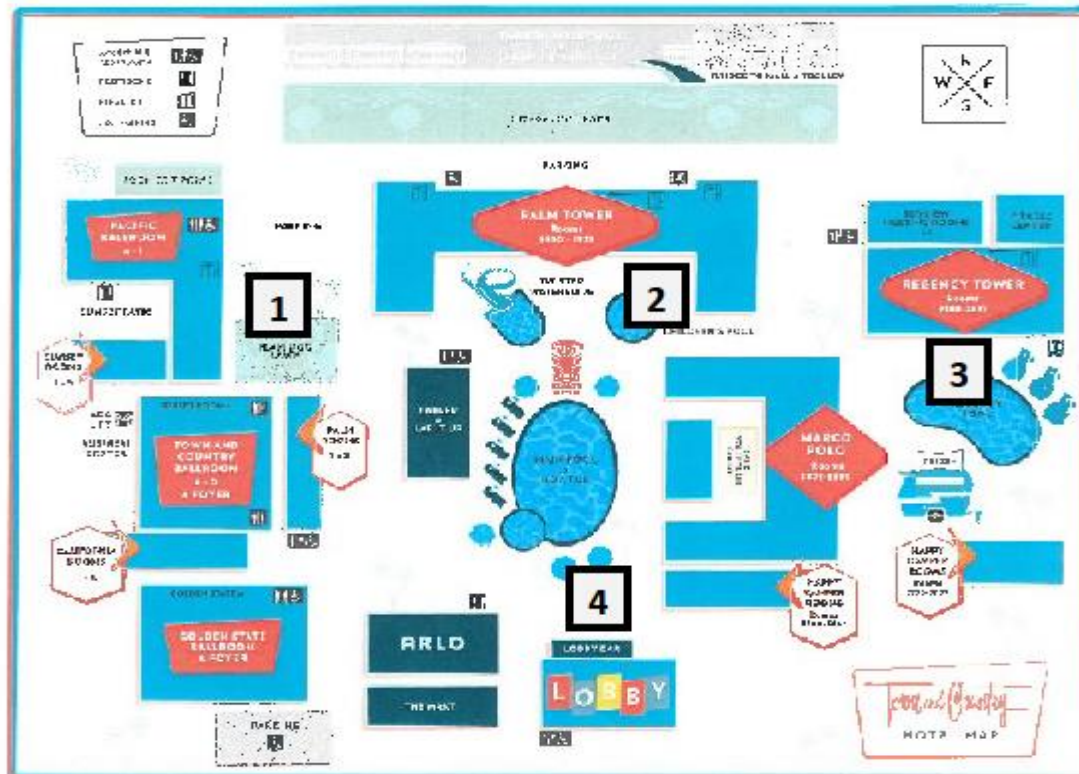
In the event of an emergency that requires only a temporary evacuation of the facility, occupants will be directed to the "Regrouping Area". Guests/Visitors will be assembled at this location and accounted for by staff.

Regrouping Area Information

The following areas are provided as a general guideline of areas to evacuate to during an emergency. However, good judgment must be used when an actual fire emergency occurs. Things to consider are wind direction, try to select an area upwind of any smoke from a fire. Also endeavor to direct guests away from areas where fire equipment and crews will be working.

See the Town & Country Map for the physical locations of the re-grouping areas.

Regrouping Areas



1. Flamingo Lawn
2. Grass Lawn Palm Tower
3. Regency Pool Deck
4. Lawn between Lobby and Pool

EVACUATION PROCEDURES

All occupants will be directed out of the building beginning with the area closest to the emergency. Guests and employees should be sent to the regrouping areas. Inspect all rooms and offices to ensure that all occupants have evacuated.

Ensure that all doors are closed prior to leaving. This will assist in slowing the spread of the incident.

Interior lights will be left on unless otherwise directed by emergency personnel.

A guest roster will be sent to the regrouping area to determine if any persons are missing. This information will also be given to the Fire Department or Police Department upon arrival.

As soon as possible, take a "roll-call" of guests assembled at the Regrouping Area to determine if any persons are missing. This information shall be given to the Fire Department or Police Department.

Guests and staff are to remain in the regrouping until further instructions by emergency personnel

FIRE EMERGENCIES

Fires can start from a variety of sources and can spread rapidly. The following general procedure will apply to the Town & Country Hotel:

- A. If the fire is small, and it is within your ability, extinguish with a fire extinguisher.
 - 1. If the flame spread is twice the size of the object on fire, or the flame height is higher than one foot, you will likely not be able to extinguish the fire. Treat this fire as a large fire.
- B. For large fires: If in the Regency Tower or Convention Center, pull the nearest fire alarm station.
 - 1. This will sound the alarm and automatically summon the fire department. The PBX operator will also be informed and they will start the process of informing Security, Maintenance, and Management.

1. Special care must be taken during the issuing of alarms to anticipate potential panic by hotel guests. Panic is most easily overcome by calm employees who are trained and participate in regular fire drills.
- C. For large fires in other areas of the property:
1. Call "911" and give location.

Advise the Fire Department of name, address of the facility, the type of facility, the nearest cross street (Hotel Circle & Fashion Valley Rd), the type of fire, if known (chemical, electrical, paper) and if there are any known injuries.
 2. Call the Hotel Operator and advise them of the emergency. They will begin the local emergency response process.
- D. Direct all occupants out of the building beginning with the area closest to the fire emergency. Guests and employees should be sent to the "regrouping" area. Inspect all rooms and offices to ensure that all occupants have evacuated.
- E. Ensure that all doors are closed prior to leaving. This will assist in slowing the spread of the fire.
- F. Interior lights will be left on unless otherwise directed by fire personnel.
- G. As soon as possible, take a "roll-call" of those assembled at the Regrouping Area to determine if any persons are missing. This information shall be given to the Fire Department or Police Department upon arrival.
- H. Managers-on-Duty should concentrate their efforts in calming the guests, dispensing available information, and answering any questions.
- I. If the fire involves chemicals, this information shall be stressed to the Fire Department upon initial contact. If the "regrouping" area is down wind of the chemical fire, an alternate location shall be utilized which places the evacuees upwind of the fire.
- J. All personnel at the regrouping area shall remain there until the alarm is called clear or instructed by Emergency Responders to do otherwise

EARTHQUAKE EMERGENCY

The following procedures are designed to provide guidelines in the event of an Earthquake.

A. DURING AN EARTHQUAKE

1. If inside the building, take cover under a heavy desk, table, bench, doorways, halls, or against inside walls. Stay away from glass. Don't use candles, matches, or other open flames either during or after the tremor because of possible gas leaks.
2. If outside the building, move away from the structure and utility wires. The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, stay there until the shaking stops.
3. Stay calm! Direct facility occupants to take appropriate actions in an orderly manner.

B. AFTER THE EARTHQUAKE

1. Be prepared for additional earthquake shocks ("after-shocks"). Although most of these are smaller than the main shock, some may be large enough to cause additional damage.
2. Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury. Follow procedures under Medical Emergencies.
3. Turn on a radio to get the latest emergency bulletins and instructions from local authorities.
4. Check utilities. If the odor of gas is detected, then direct that the area be evacuated and report the leakage to the Maintenance Department. Do NOT re-enter until instructed that it is safe to do so. If electrical wiring is shorting out, shut off the power at the electrical panel.
5. If significant structural damage is observed, call the Maintenance Department.

6. Immediately clean up spilled hazardous materials such as gasoline, oil, cleaning solvents, etc. in accordance with hotel policy, public law, and approved methods.
7. Ensure that no one eats or drinks anything from open containers near shattered glass.
8. Contact the Fire Department or Police Department only if a life-threatening emergency exists. (See Medical Emergencies for more information.)
9. If evacuation from the facility is required, refer to the guidelines under "Evacuation".

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Evacuate

Quickly determine the most reasonable way to protect your own life.

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Do not trap yourself or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Act against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND 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.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operators:

- Location of the active shooter
- 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

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams to follow

CONFERENCE, TRADE SHOW & MEETING PRECATIONS

Make the suspect's job harder and remove the reason or opportunity for them to attempt to steal items in the first place. The goal is to make them think twice about victimizing your client's booths, ballrooms and break out rooms through prevention.

- ❖ Contract professional security services make sure that the company understands your expectations and the protocol when it comes to theft or missing items a security company's job is to prevent, deter and ultimately discourage theft in the Exhibit Halls, Ballrooms, Break Out Rooms and overall meeting space surroundings with their presence, patrols and diligent access control measures
- ❖ Leaving valuable property at exhibit booths, i.e. laptops, tablets, purses, cell phones, even for 5 minutes unattended is not recommended. The number one way to prevent these thefts, is to simply remove everything deemed valuable by locking items in a secure cabinet at the booth or ultimately, taking the items with you.
- ❖ Having meeting rooms unattended for long periods of time with laptops and AV Equipment out in plain view is not a safe plan either. We encourage planners to coordinate with the hotel and convention managers when meeting rooms need to be secured or have security watch over them when the group is going from room to room for sessions. Many times, you find these rooms are unattended and wide open and hotel guest or the public that access the same common areas can walk into these rooms.
- ❖ Develop watch groups among security, attendees, exhibitors and other show participants during the days of meetings
- ❖ Everyone must do their part by remaining diligent and take a moment to observe his or her surrounding area and watch for unusual activity and/or suspicious people hanging around that may not look like the normal attendee, etc.
- ❖ The hotel recommends that name badges and lanyards be kept secured until it is issued to the attendees and that all attendees and event staff be required to wear name badges during the conference.

GUEST ROOM SAFETY TIPS

1. Close the door securely whenever you are in your room and use all the locking devices provided.
2. Always keep your room key with you and do not needlessly display it in public. Should you misplace it, please notify the front desk immediately.
3. Take a few moments and locate the nearest exit that may be used in the event of an emergency.
4. Check to see that any sliding glass doors or windows and any connecting room doors are locked.
5. Place all valuables in room safes or hotel safety deposit box.
6. While in the room, always keep the deadbolt and safety latch on. Never prop your hotel room door open.
7. Don't answer the door to your guestroom without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
8. If you're going to leave your room and don't need housekeeping to come in then turn on the TV and hang the do not disturb sign on the outside of your door on your way out. Now you've left the impression that someone is in the room,
9. Do not invite strangers to your room.
10. Be aware of potential phone swindles and prank calls to your guestroom. Hotel employees will never request credit card or personal information over the phone, nor will they advise a guest to damage hotel property.
11. If you see any suspicious activity, notify the hotel operator or a staff member.