



2021 NHA Symposium Security Information

(8/25/21)

Symposium Security Manager (SSM)

NHA Primary POC: LT Austin “Junkie” Toombs

toombs.austin@gmail.com

(240)-434-8244

NHA Secondary POC: LT Ross “Ink” Hertzler

hertzlerross@gmail.com

(919)-604-3116

Hotel POC: Mr. Cliff Baker

Director of Security

cbaker@viejas.com

619-402-0683

Viejas Duty Watch Commander (24/7): 619-659-2586

Viejas Security Dispatch

Routine Security Issues/Concerns (ex ... “Please check out this suspicious activity.”)

619-659-1909

Viejas Security Emergency

“Fire, Medical, or Lone Shooter Emergency in this location.”

619-659-1911

Preplanned Emergency Responses

Medical: Call (619) 659-1911 and notify the SSM.

Fire: Call (619) 659-1911, evacuate area, and muster at Parking Lot One (1) with the SSM.

Lone Shooter: Call (619) 659-1911, clear area if possible or shelter in place, then when “all clear” muster at Parking Lot One (1) with the SSM.

Bomb Threat: Call (619) 659-1911, evacuate area, and muster at Parking Lot One (1) with the SSM.

Earthquake: Clear building if able otherwise shelter in place, then when able, evacuate building and muster at Parking Lot One (1) with the SSM.

*Dialing 911 on a “cell phone” will contact the California Highway Patrol (CHP).

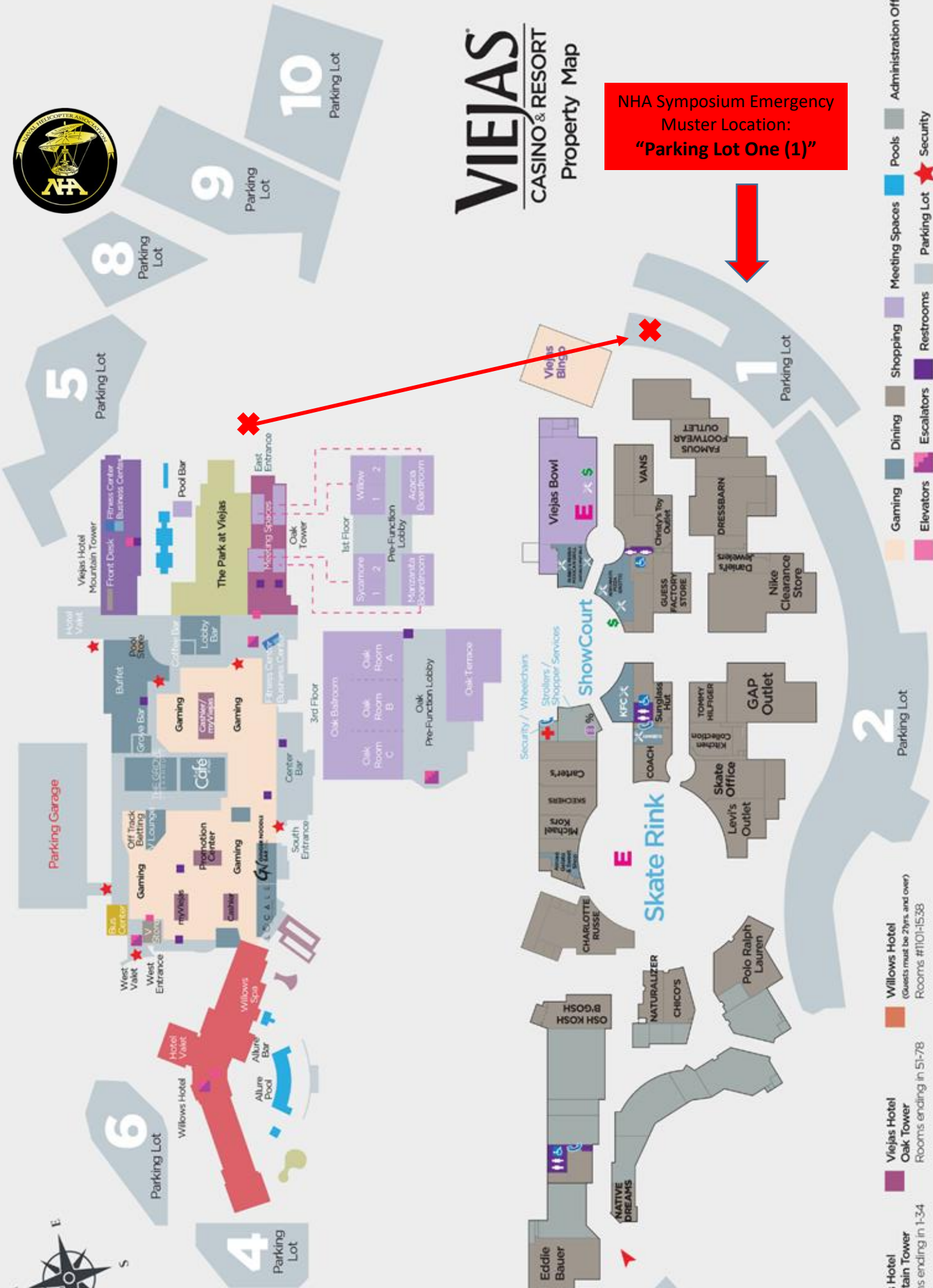
*Dialing 911 on a “house phone” will contact Viejas Security Dispatch.



VIEJAS CASINO & RESORT

Property Map

NHA Symposium Emergency
Muster Location:
"Parking Lot One (1)"



- Willows Hotel (Rooms ending in 1-34)
- Willows Hotel (Rooms ending in 51-78)
- Willows Hotel (Rooms ending in 79-99)
- Administration Office
- Pools
- Meeting Spaces
- Shopping
- Dining
- Gaming
- Escalators
- Restrooms
- Parking Lot
- Security

Willows Hotel
(Guests must be 21yrs. and over)
Rooms #101-1533

Viejas Hotel
Oak Tower
Rooms ending in 51-78

Viejas Hotel
Mountain Tower
Rooms ending in 1-34



Hotel Room Emergency Instructions



Dial extension 911 on house phones or 619-659-1911 on cell phones to report emergencies or suspicious activity

In the event of an emergency, alarms will sound off and strobe lights will flash.

Upon arrival

For your safety, carefully review the diagram on the back of your door for emergency and fire procedures and locate the emergency exits nearest your room. Find the nearest fire extinguisher and fire alarms on your floor.

In the casino

Please take a moment to locate the nearest emergency exit while in the casino, restaurants, or other areas of the hotel. If the alarm sounds, stay calm, relax, and maintain a clear and calm manner.

In the event of an evacuation

Test doors for heat before opening. Use your hand to feel the door to the hallway for heat.

Open door gently if it is cool. Check for smoke before entering hallway. If there is thick smoke, close door quickly and stay in your room.

Exit with caution. If there is thick smoke, try another exit. If stairwells are safe, exit the building.

Do not use elevators in any fire emergency.

If you discover a fire

Report the fire. On your house phone, dial extension 911 and tell security your name and room number.

Whenever possible, close all doors surrounding the fire to keep it from spreading. Place wet towels at the base of your door to prevent smoke from entering the room.

Staying at the hotel

When you are inside the room, turn the deadbolt and fasten swinging metal security lock. When you leave your hotel room, make sure that all windows and sliding doors are closed and locked and pull the door completely closed behind you. Make sure the latch has engaged. For your safety, please do not leave your room door ajar or prop the door open at any time.

Contact the Front Desk immediately if the hotel room door appears ajar or unlocked.

Use the peephole to identify any callers. Do not open the door if you are not expecting anyone or do not recognize the caller and notify the Front Desk immediately. It is perfectly acceptable - even advisable - to request employee identification from all maintenance or service personnel. Do not accept delivery of items or services you did not request.

We strongly advise that all deliveries be left at the Front Desk. An employee can deliver any important packages or documents to your room or hold them until you return. And of course, do not give your hotel room number to strangers.

Upon leaving your room, leave a light on or close the curtains if you plan to return after dark, and place the "Do Not Disturb" sign on your door.

Protecting your valuables

Use the safe provided in the room to store keys, wallets, extra cash and credit cards, jewelry, and other small valuable items you are leaving in the room. Do not leave cash, traveler's checks, and expensive electronics or jewelry lying around the room.

If you must carry some of your valued possessions, do not carry them in one purse or single pocket. The same applies to currency; leave some cash or travelers' checks in the hotel safe deposit box. Separate large bills from small ones and keep change and small bills handy for taxi fares, small purchases, or gratuities.

Carry your purse under your arm, close to your body. Make sure the clasp or zipper is closed. Also, avoid excess jewelry or expensive luggage.

Forgetting your belongings

We advise checking the room as completely as possible prior to check out.

Look behind doors and in closets for any stray belongings. Even though we are not responsible for items left in your room, you should contact Security Lost and Found or visit viejas.com/information/lost-and-found for any forgotten items.

Have a happy homecoming

Whether you travel near or far, your safety is important. We hope you find these suggestions helpful and thank you for choosing Viejas Casino & Resort.