EMERGENCY

PROCEDURE PLAN

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**EMERGENCY PROCEDURE PLAN**

**INTRODUCTION**

The objective of an emergency plan is to establish order, reduce injuries or death, and keep property damage and loss to a minimum. A well-established plan will allow senior management to focus their attentions on solutions, rather than reducing the chaos that develops as a result of an emergency. These situations include fire, structural failure, threats to personnel and property, and all medical emergencies. Each situation could occur at a moment’s notice. Each department’s response will depend on the basic facts and procedures for each situation.

**CHAIN OF COMMAND**

In any emergency, the chain of command will be:

* **Manger 1 Name and emergency contact information**
* **Manger 2 Name and emergency contact information**
* **Manger 3 Name and emergency contact information**
* **Manger 4 Name and emergency contact information**

**COMMAND POST**

The command post for all emergencies will be the **front desk area**.

**NOTIFICATION PROCEDURES**

 The Front Desk will be responsible for establishing and maintaining lists and coordinate communications between the response team and command post/and senior management. These lists will be posted in the Back Office area. These lists shall include telephone numbers of senior management and emergency services, such as fire department, police department, and local hospitals.

 Management will be notified in the following order in the event of a true emergency:

* **Manger 1 Name and emergency contact information**
* **Manger 2 Name and emergency contact information**
* **Manger 3 Name and emergency contact information**
* **Manger 4 Name and emergency contact information**

**PRESS COMMUNICATIONS**

In any emergency, no employee or manager is to make any statement to the press, media, etc. All such communications will be routed to the Managing Partner or his designated spokesperson. In addition, any photographs, hotel reports, logs, and documents are to be considered **confidential and will not be released without Managing Partner approval.**

The hotel has the right to present information in a timely and accurate manner that will result in the most favorable media coverage of positive news while limiting damage to the hotel’s image in the event of negative publicity following an emergency situation.

**In all circumstances, the hotel’s media policy reflects the highest commitment to honesty and integrity.**

**EMERGENCY SERVICES**

**CONTACT NUMBERS**

**POLICE DEPARTMENT 911**

Non-Emergency Dial (707) 565-2121

**FIRE DEPARMENT 911**

Forestville Fire Non-Emergency Dial (707) 887-2212

**Sutter Santa Rosa MEDICAL CENTER (707) 576-4000**

**UTILITY SERVICES**

**PG&E (800) 743-5000**

**Blue Star Gas (707) 546-1400**

**Sonic Internet (888) 766-4233**

**FIRE EXTINGUISHER LOCATIONS**

**(Insert Property Map with Extinguisher Locations)**

**FIRE AND EVACUATION PROCEDURES**

**“CODE RED”**

**POLICY**

To ensure the safety of our guests, associates, residents, and visitors, the following fire emergency plan has been developed and shall be implemented in fire emergencies.

**FIRE RESPONSE PLAN**

“Business Name” fire response plan is summarized below and shall be implemented at all times.

* Safely remove people from the immediate area of smoke and/or fire. Make building occupants aware that there is a fire alarm and/or actual fire within the building.
* Activate the closest fire alarm pull station and contact the FD operator by dialing “100”. When contacting the FD operator, provide your name, location of the emergency, telephone number from which you are calling, and the type of emergency you are reporting. If your building is not equipped with a fire alarm system, contact the FD operator as prescribed under this section.
* Contain the smoke and/or fire by closing all doors to rooms and corridors.
* Extinguish the fire if it is small, contained, and not spreading beyond the immediate area by using the appropriate fire extinguisher. Extinguishers are typically located in the building’s corridor on a hall wall, kitchen areas and in guest room closets
* Relocate to a safe area outside, a minimum from 500 feet away from the perimeter of the building to an area that has been assigned as your designated assembly location. If associates, guests, or residents are unaccounted for, immediately notify a representative of emergency services. Do not re-enter the building until instructed to do so by a representative of emergency services.

**EMERGENCY EVACUATION PROCEDURES**

Upon hearing a fire alarm and/or being instructed to evacuate the building, follow these procedures:

* Before opening a closed door, use the back of your hand to ensure the door is not hot. If the door is hot, do not open it.
* If the door is cool, open it slightly, and if heat and heavy smoke are present, do not enter the corridor and immediately close the door.
* If no other means of exit are available, seal the cracks around the door and vents with anything available.
* Within the room or area, look for a phone and contact the Front Desk to report your room number and location and wave a piece of white clothing from your window to attract attention.
* After checking the door and corridor and it appears to be safe, evacuate the building by utilizing the closest and safest exit. Ensure the door closes behind you and travel slowly and carefully.
* If you get caught in smoke while evacuating, get down close to the floor and crawl on your hands and knees to avoid the smoke and toxic gasses. Cleaner, cooler air will be near the floor.
* Travel to the nearest exit; never travel toward smoke or fire.
* After exiting the building, report to the area that has been assigned as your designated assembly location.
* Once outside, someone in a supervisory capacity will take roll to ensure that all associates, faculty, guests, or residents are out of the building.
* If associates or guests are unaccounted for, immediately notify a representative from Emergency Services that someone may still be in the building.
* Do not re-enter the building until instructed to do so by a member of emergency services.

**EMERGENCY EVACUATION PROCEDURES FOR PERSONS WITH DISABILITIES**

Persons with disabilities requiring assistance with emergency evacuation from a building shall follow these procedures:

* Upon hearing a fire alarm and/or being instructed to evacuate the building, if on the ground floor exit by normal means.
* If above the ground floor, relocate or be moved to an area of rescue assistance, the safest area located on each floor in the building to await assistance from emergency response personnel.
* A listing shall be generated in every building, on each floor, identifying the locations of rescue assistance. These locations are communicated with Emergency Services during pre-planning tours to enable faster assistance during an emergency event.
* If using a stairway, attempt to position yourself so that you will not block the pedestrian’s access to the exit stairway.
* The fire department shall be responsible for evacuating all persons with disabilities from the building, unless prior special arrangements have been made with the individual.

**FIRE RESPONSE PROCEDURES**

The FD operator who receives the fire alarm activation and/or fire call shall determine the exact location of the fire and shall instruct the caller to pull the closest fire alarm pull station, if not already activated. At this time, the operator shall notify Emergency Services to report the fire alarm activation and/or fire with the exact street address of the alarm activation and/or fire.

In the event of a confirmed fire, the FD Operator shall also immediately relay all information pertaining to the incident to the Manager On Duty, first, and then the Emergency Response Team.

During all fire alarm activations and/or fire calls, the Emergency Response Team shall respond directly to the affected area and assist in the first response as necessary. Their primary responsibility shall be to ensure that entry into the affected area(s) is unobstructed for fire department vehicles and ensure communications are maintained provided to Emergency Services with the location of the fire. Responding Emergency Response Team shall also ensure that site security is maintained until relieved of the responsibility.

**Facility Evacuation Procedures**

**All Locations of Property:**

* Call FD Operator via radio or telephone to report alarm.
* FD Operator to contact Manager on Duty and then the Emergency Response Team,
* Secure cash bank(s).
* Have an in-house guest list and restaurant reservations list on your person.
* Turn off all gas cooking appliances.
* Assist guests with evacuation.
* Evacuate and assemble at the evacuation area which is located adjacent to the Sales Trailer, in the parking lot.
* Account for all associates with department schedules or time clock entries.
* Wait for “All Clear” from the Fire Department before re-entering.
* All associates must evacuate the facility before the “All Clear” will be announced.

**DEPARTMENT RESPONSIBILITIES**

Upon activation of a fire alarm the following should occur:

**FRONT DESK**

* Should immediately call the fire department and inform the fire department that a fire alarm is sounding and that the Emergency Response Team is investigating the situation.
* Print 2 current occupied room lists. One copy for our Emergency Response Team. Provide one list to the fire department.
* Transfer the phones to nights and bring radio to the front desk.
* Remain posted at the front desk and assist as necessary until relieved or as long as safety permits.
* Advise fire department of situation as soon as MOD assesses situation.
* Evacuate affected area when relieved.

(Fire Panel Location?)

**AFTER HOURS/ 11:00 PM-7:00 AM**

When the fire alarm is activated the following should occur:

**NIGHT AUDIT**

* Will immediately call the fire department utilizing 911 and inform of the alarm at the hotel.
* Call the Emergency Response Team and inform them of the situation.
* Standby to receive information from Engineering and print 5 occupancy lists.
* Notify every guest to evacuate the building immediately and calmly ask them to assemble at evacuation area, which is at the front entrance to the property, outside the yellow gates. Direct guest to the Evacuation Area, in the parking lot, adjacent to the Sales Trailer.
* If there is and actual fire, rooms nearest the fire must be notified first via telephone.
* Await arrival of the fire department and assist as necessary.
* Make proper notifications to other management staff that may be able to assist.
* Evacuate building taking a radio and remain in contact as needed.
* Attempt to keep all guests calm and reassure them everything will alright.
* Begin a roll call of all guests.

**MEDICAL EMERGENCY**

**“CODE BLUE”**

**INTRODUCTION**

Medical emergencies can arise at any time. Ever present is the potential for heart attacks, strokes, and reactions to medications, and illness from ingestion of food and alcohol or other medical situations.

These guidelines should be followed in the event of a medical emergency:

* FD Operator will notify the Manager on Duty and Emergency Response Team.
* Upon notification the responding managers will proceed to the area where the situation has occurred and asses the nature of the medical emergency.
* If the person requires any medical treatment and is unable to respond, notify FD Operator immediately advising them to dispatch emergency medical service.
* The Manager on Duty will administer first aid treatment, based on his/her level of training

**If the person can respond they should be asked if they want medical service to be called. Attempt to obtain permission from the person, a relative or a companion prior to placing the call. You may encourage the person to go to the hospital, but you may not insist upon it. \*Document any refusal treatment with witnesses.**

* To call EMS notify FD Operator or call 911 and explain the following:
	1. The exact location of hotel and the location of the injured party within the hotel.
	2. The exact nature of the medical problem: a heart attack, broken bone, etc. If the problem is unknown, describe the major symptoms. Be clear, specific, and calm. The person’s wellbeing may depend on your clarity of information given to emergency medical personnel.
	3. Tell where you will meet the emergency personnel.
	4. Attempt to obtain as much biographical data as necessary in able to complete an incident report.

**DO NOT MOVE OR TREAT AN INJURED OR ILL PERSON. ONLY SOMEONE WHO HAS RECEIVED SPECIALIZED TRAINING, IS CERTIFIED TO DO SO, AND HAS THE PROPER AUTHORIZATION CAN MOVE OR PROVIDE TREATMENT.**

**(FIRST AID, CPR AND AED TRANING PLAN?)**

**POSSIBLE SUICIDE/DEATH PROCEDURES**

**“CODE BLACK”**

**INTRODUCTION**

There exists the potential that the hotel will experience the death of a guest or employee from an accident or suicide. The determination of death is out of the hands of the hotel staff. A person that is non-responsive could be comatose and should be treated accordingly. The most important rule is not to administer any medical assistance beyond attempting first aid, CPR, OR AED.

**POSSIBLE SUICIDE ATTEMPTS**

Upon notification of an attempted suicide the responding Manager on Duty shall:

* Notify Police and Emergency Services personnel via FD Operator or calling 911.
* Notify the Emergency Response Team.
* Secure the area if possible
* **DO NOT** attempt to make contact with the person without first determining if it is safe to do so.
* Await assistance from trained professionals
* Document the incident fully

**DEATH PROCEDURES**

These procedures should be followed in the event of a death:

* Notification to police and emergency service is made via FD Operator or calling 911.
* The responding Manager on Duty should render basic first aid, CPR, or AED if possible and call for assistance.
* Secure the entire area; if in a room secure the door; if on hotel property use yellow tape to secure the area. Do not disturb the area in any way. *Protect the scene.*
* PBX makes notification to the Emergency Response team and/or designated senior management personnel.
* **Document the incident fully with photographs and written reports.**

**PRESS COMMUNICATIONS**

No employee or manager is to make any statements to the press, media, etc. All communications will be routed to the Managing Partner or his designated spokesperson. In addition, any hotel reports and documents are to be considered **confidential** and will not be released without the Managing Partner’s approval.

**CONFIDENTIALITY IS A PARAMOUNT FACTOR WHEN ADDRESSING THIS SITUATION; ALL INFORMATION SHOULD BE TREATED AS SENSITIVE MATERIAL AND REMAIN CONFIDENTIAL.**

**BOMB THREAT PROCEDURES**

**“CODE YELLOW”**

**INTRODUCTION**

A bomb threat is usually delivered to the FD Operator, but may be given to anyone answering the telephone. Procedures for handling such calls should focus on obtaining as much information as possible. Police investigations will improve if they can obtain specifics such as: sex of caller, background noises, manner of delivery, and tone of voice, willingness to supply information. Bomb threats usually happen when controversial government dignitaries are in-house. They are also somewhat common from a disgruntled former employee.

**ALWAYS ASSUME A BOMB THREAT IS VALID UNTIL PROVEN FALSE**

**BOMB THREAT CHECKLIST**

This checklist will assist in gaining as much information as possible from the individual making the call.

**BOMB THREAT PROCEDURES**

The person receiving the call should get the following information:

* The exact time of call, sex of caller, and words spoken.
* Any distinguishing language or accent of caller.
* Write down all the information you can obtain that will help trace the caller.
* Ask where the bomb is locate, what type it is. What time it is going off and why the caller did it.
* Keep the caller on the phone as long as possible.
* As soon as the caller hangs up immediately call 911 then, notify the General Manager or Manager on Duty and deliver all information.

**NOTIFICATION**

Upon receipt of a bomb threat the FD Operator will immediately do the following:

* Hold up a yellow card, which indicates Bomb to alert other front office staff of a bomb threat call.
* Notify the emergency service personnel by dialing 911.
* Notify the Manager on Duty.
* Notify the Emergency Response Team
* Notify the responding Manager where the bomb is located.

**A staff member will be designated to immediately notify all departments that no cell phones or radios are to be used.**

**SEARCH PROCEDURES**

The Manager on Duty will coordinate the search effort with emergency personnel. The Managing Director may insist the bomb threat evaluations be shared and approved by the Executive Committee prior to decisions to search and evacuate the hotel.

 ***Three possible options are usually then possible:***

1. ***Search without evacuating.***
2. ***Evacuate fully or partially and then search.***
3. ***Evacuate fully and not search.***

Possible target areas will be searched first:

* Public use areas: restrooms, stairwell, hallways, and lobby areas.
* Equipment areas: boiler room, mechanical room, and garages.

**Searchers should look for ALL FOREIGN OBJECTS and any items that appear to be strange and out of place. Report all findings to emergency personnel responding to hotel. The job of "uncovering bombs" should be left to law enforcement authorities.**

**If you spot a suspicious package during a bomb threat situation, notify the Manager on Duty. Don't try to open a package or even touch it-but make sure someone in authority knows about it.**

**EVACUATION PROCEDURES**

The decision will be made by the Manager on Duty to evacuate the property. All staff will direct guests and employees to exit the hotel via normal escape routes, unless otherwise directed.

The Manager on Duty along with the fire department will give the all clear signal at which point it will be safe to return to property.

Always remember to keep calm, keep your voice low, and move in a relaxed manner. All actions should reflect a business as usual manner.

**BOMB THREAT CHECKLIST**

|  |  |
| --- | --- |
| **PLACE THIS NEAR TELEPHONE** | **CALLER VOICE** |
| *BE CALM, BE COURTIOUS, LISTEN, AND DO NOT INTERRUPT* | \_\_\_Angry \_\_\_Nasal \_\_\_Soft \_\_\_Stutter \_\_\_Loud \_\_\_Distinct \_\_\_Crying \_\_\_Calm \_\_\_Raspy \_\_\_Lisp \_\_\_Rapid \_\_\_Accent \_\_\_Excited \_\_\_Raged \_\_\_Slow \_\_\_Deep \_\_\_Slurred \_\_\_Laughing \_\_\_Intoxicated \_\_\_Clearing throat \_\_\_Crackling Voice \_\_\_Familiar \_\_\_Deep Breathing \_\_\_Disguised Voice \_\_\_Pleasant |
| Time call received: | If voice is familiar, whom does it sound like? |
| Name of person receiving call: | \_\_\_Male \_\_Female Age:\_\_\_\_\_\_\_Adult \_\_\_Child \_\_\_Adolescent |
| Date: | **BACKGROUND SOUNDS** |
| Number call received at: | \_\_\_Street noises \_\_\_Static\_\_\_Voices \_\_\_Music/TV\_\_\_Machinery/Factory \_\_\_House noises\_\_\_Motor/aircraft \_\_\_Animal noises\_\_\_Long distance \_\_\_Party\_\_\_Voices \_\_\_\_Clear |
| **Notify Supervisor or security by prearranged signal while caller is on the line.** | Other: |
| **QUESTIONS TO ASK** | **VOCABULARY** |
| When is the bomb going to detonate?(time remaining)Where is it right now? | \_\_\_Well spoken \_\_\_Illiterate \_\_\_Folksy \_\_\_Cursing \_\_\_Gang talk \_\_\_Taped |
| What does it look like? | **MANNER OF SPEAKING** |
| What kind of bomb is it?Who are you? | \_\_\_ Calm \_\_\_Rational \_\_\_Coherent \_\_\_Angry \_\_\_Deliberate \_\_\_Distorted \_\_\_Emotional \_\_\_Incoherent \_\_\_Irrational \_\_\_Righteous |
| Where are you calling from? | **CALLERS FAMILIARITY WITH HOTEL** |
| Did you place the bomb? | \_\_\_Much \_\_\_Some \_\_\_None |
| ***ATTEMPT TO GAIN MORE INFORMATION!*** *Pretend difficulty with hearing-keep caller talking.****REMARKS:***  | **Exact wording of threat:** |

**POWER FAILURE PROCEDURES**

**“CODE WHITE”**

**INTRODUCTION**

The effects of a power failure can be minimized if assurance is made to those critical power systems; such as fire systems, radio equipment and emergency lighting that have some sort of back up. Lighting is of critical importance during a nighttime power failure. Flashlights and other sources of portable battery- powered lighting should be available.

**POWER FAILURES PROCEDURES**

These procedures should be followed:

* The FD operator will call each room to advise guests not to be alarmed, that a power failure has caused the outage and service will be resorted as soon as possible. **(We currently lose phones. Bell knocks on doors.)**
* FD staff will dispatch Bell to key areas with flashlights to assist guests.
* Manager on Duty will advise FD Operator if the power failure is only within the hotel or area wide. If within the hotel, he/she will give an estimate time of repair.
* Arrangements should be made with a local refrigeration company to salvage as much food as possible if power is expected to be out longer than a day or two.

**Equipment and Supplies – “RED BOX”**

This box is located at the Front Desk.

* Flashlight
* Batteries
* Light Sticks

**EMERGENCY GENERATOR**

**The emergency generator located [TBD], should automatically turn on in the event of a power failure. There will be a brief transition period prior to the Generator coming on. Emergency power and lighting will be limited to certain areas of the hotel’s Main House.**

**CIVIL DISTURBANCES**

**“CODE ORANGE”**

**INTRODUCTION**

Civil disturbances can occur in or near the hotel. These disturbances may be related to a guest or function within the hotel or may be totally unrelated. The often develop out of legitimate expressions of the protest. Civil disturbances can begin with a surprising suddenness and grow with alarming speed and intensity, sometimes developing into violent incidents. Under such conditions the local police are often too busy to render assistance and the hotel may be left to protect itself.

**The immediate concern is the protection of the hotel guests, employees and property. Immediate actions should be taken to secure the hotel as soon as possible**

**INTERNAL DISTURBANCE**

The following procedures should occur during an internal disturbance:

* FD Operator should notify the Manager on Duty.
* The MOD should authorize notification to police.
* The MOD should make an attempt at interaction if the group is non-violent. If the group is violent, all guests should be moved away from the area and any valuables should be secured.
* An attempt to isolate the disturbances from other areas for the hotel should be made. (Crowd control).

**EXTERNAL DISTURBANCE**

The following procedures should occur during an external disturbance:

* FD Operator should immediately notify Manager of Duty and the Police.
* Notifications should be made through the chain of command. The order of Lockdown will be given by the Managing Partner.

**Lockdown Procedures**

* Building entrances should be secured, with the exception of the main entrance (control point) where the access control is to be maintained.
* Employees will be assigned to protect the hotels vital areas. During the lockdown, employees should call the front desk (command post) every 15 minutes, until advised otherwise.
* Firefighting equipment will be positioned at all street level entrances around the hotel where incendiary devices may be used.
* Available staff will safeguard the hotel perimeter.
* Manager of Duty should double check all entrances and exits to ensure they are secure and increase their awareness for any occurrence, person or item that may look strange or out of the ordinary.
* If needed with the approval of the Managing Partner additional security personnel will be obtained through a contract security company.
* If during the lockdown, an individual without proper identification requests permission to enter, the authorization must come from the Manager on Duty.
* Guests and employees desiring to leave the hotel should be advised of the possible risks.
* The lockdown shall remain in effect until rescinded by the proper authority.

**The major priority is to isolate the hotel so that a civil disturbance remains external. This will include screening everyone who attempts to enter the property has a legitimate reason for being in the hotel.**

**NATURAL DISASTER PROCEDURES (WILDFIRE)**

**“CODE BROWN”**

**INTRODUCTION**

The historical record of the local area determines the type of potential disasters that can strike the hotel. A key element in most occurrences with the exception of earthquakes and some tornados is a pre-warning or alert which can help to anticipate a possible disaster situation.

**GENERAL PROCEDURES**

Upon notification of a potential natural disaster the following should occur:

* Upon notification of “Evacuation Warning”, we will begin evacuation procedures, which include:
	+ Notifying in-house and arriving guests, including dining and spa guests
	+ Set a firm time, not to exceed 4 hours, for all guests and non-essential staff to be evacuated from the property
	+ Communicate pertinent updates and new information accordingly
* Responsibilities will be designated to staff on duty by the Manager of Duty.
* Provisions will be prepared for guests and employees who are unable to leave the hotel.
* Off-duty staff may be called to report for duty to increase security measures.
* All essential communications and battery-operated equipment will be checked to ensure operational status.
* Emergency generators and pumps will be tested.

**SECURITY CODE WORDS**

CODE RED FIRE

CODE BLUE MEDICAL

CODE BLACK DEATH/SUICIDE

CODE YELLOW BOMB THREAT

CODE WHITE POWER FAILURE

CODE ORANGE CIVIL DISTURBANCE

CODE BROWN NATURAL DISASTER

**EMERGENCY CONTACT LIST**

|  |  |  |
| --- | --- | --- |
| **NAME** | **TITLE** | **CELL NUMBER (call or text)** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |