

# **DISASTER RESPONSE GUIDEBOOK for Hotels and Motels on Washington's Coast**



**Washington Military Department**  
**Emergency Management Division**



# Introduction

This guidebook was developed by the Washington Military Department, Emergency Management Division, which is the agency responsible for helping state and local governments prepare for emergencies. It contains practical advice on how to respond to disasters. We extend our appreciation to Bob Hugo, general manager of the Shilo Inn Ocean Shores for allowing us to use his model emergency plan as the basis for this guidebook.

## DO DISASTERS OCCUR ON WASHINGTON'S COAST?

Washington's coastal communities experience disaster situations every year. Each disaster has lasting effects, both to people and property. Knowing what to do can reduce fear, anxiety and losses that accompany disasters.

If a disaster occurs in your area, local government and disaster responders will try to help you, but you need to be ready as well. Local responders may not be able to reach you immediately, or they may need to focus their efforts elsewhere.

## WHAT YOU SHOULD KNOW

You should know how to respond to any disaster that could occur in your area, such as earthquakes, tsunamis, extreme weather, flooding, and other natural disasters described in this guidebook.

Your organization should also be ready to be self-sufficient for a minimum of three days. This may mean providing shelter for guests and employees, as well as first aid, food, water, and sanitation.

## MORE INFORMATION IS AVAILABLE

Used in conjunction with information and instructions from local officials, this guidebook will help you be responsive to your guests and employees should a disaster occur.

## WHAT THIS GUIDEBOOK COVERS

A DVD accompanies this guidebook (located in the front sleeve): *Tsunamis in Washington*, (run time: 4:31:26). It presents useful information that will assist you to respond to disasters.

The Emergency Telephone Contact sheet is a convenient place to record all emergency contact names and telephone numbers in one place for emergency use.

Place this guidebook in a central location, such as the front desk, so that it can be located quickly by all personnel. Take this guidebook with you if you must evacuate your premises.

You may choose to insert additional pages to address your facility's unique situation and requirements.





# Weather Radios

## NOAA WEATHER RADIO (NWR)

NWR is a nationwide network of radio stations broadcasting National Weather Service **Warnings, Watches, Forecasts** and other hazard information 24-hours a day.

Working with the Federal Communications Commission (FCC) Emergency Alert System, NWR is an “all hazards” radio network, making it your single source for complete weather and emergency information. NWR broadcasts warnings and post-event information for all types of hazards—both natural, such as tsunamis, and, environmental (such as chemical spills).

Broadcast range from a NWR transmitter is approximately 40 miles.

Weather radios come in many sizes and with a variety of functions and costs; from simple, battery-operated portables, to CB radios, scanners, short wave sets, and in some cars and TVs.

NWR broadcasts **Warnings** (when the specific hazard is a significant threat to public safety and/or property, probability of occurrence and certainty of location is high, and the onset time is relatively short), **Watches** (when conditions are favorable for the hazard but either the start time, probability of occurrence or location is uncertain), and **Forecasts** and **Non-weather Hazards** information 24-hours a day.

An **Emergency** refers to an event that by itself would not kill, injure or do property damage, but indirectly may lead to other things that could result in a hazard.

Specific Area Message Encoding (SAME) technology lets listeners pre-select the NOAA National Weather Service and non-weather

alerts they want to receive, based on the county where they live. Warnings, watches, and statements that may activate the NWR SAME system include, but are not limited to, the following events:

## SAME ALERTS\*

- Tornados
- Severe Thunderstorms
- Flash Floods
- Tsunamis
- Special Marine Warnings

\* SAME alerts only historical events for Winter Storms, Wind Storms, and Flooding.

## HAZARDS RELAYED FROM LOCAL AUTHORITIES

- Avalanches
- Child Abductions
- Civil Dangers
- Civil Emergencies
- Law Enforcement Warnings
- Immediate Evacuation
- Shelter-in-Place
- Hazardous Materials Warnings
- 9-1-1 Telephone Outages
- Nuclear Power Plant Warnings
- Radiological Hazard Warnings

\*NWR SAME activation is determined by local needs.



# Emergency Telephone Contacts

Hazardous Materials/  
Materials Peligrosos

Medical/  
Médico

Police/  
Policía

Fire/  
Bomberos

**Emergency Dial:** \_\_\_\_\_ **9 1 1** For life-threatening events only.  
OUTSIDE NINE ONE ONE  
LINE

Note: List emergency phone numbers only. Do not add numbers of vendors, service organizations, or other non-emergency contacts. This list is for employee and guest safety exclusively. This book is to be used by employees of establishment.

Name of Hotel or Motel: \_\_\_\_\_

Street Address of Hotel or Motel: \_\_\_\_\_

Front Desk Telephone: \_\_\_\_\_ Extension: \_\_\_\_\_

Maintenance: \_\_\_\_\_ Extension: \_\_\_\_\_

Housekeeping: \_\_\_\_\_ Extension: \_\_\_\_\_

Restaurant: \_\_\_\_\_ Extension: \_\_\_\_\_

Police Non-Emergency: \_\_\_\_\_

Fire Non-Emergency: \_\_\_\_\_

Hospital: \_\_\_\_\_

Medical Clinic: \_\_\_\_\_

Ambulance: \_\_\_\_\_

General Manager of Hotel or Motel

Name: \_\_\_\_\_

Office: \_\_\_\_\_ Extension: \_\_\_\_\_

Home: \_\_\_\_\_ Cellular: \_\_\_\_\_

# Emergency Telephone Contacts

## Assistant General Manager of Hotel or Motel

Name: \_\_\_\_\_

Office: \_\_\_\_\_ Extension: \_\_\_\_\_

Home: \_\_\_\_\_ Cellular: \_\_\_\_\_

## Regional Manager of Hotel or Motel

Name: \_\_\_\_\_

Office: \_\_\_\_\_ Extension: \_\_\_\_\_

Home: \_\_\_\_\_ Cellular: \_\_\_\_\_

## Restaurant Manager

Name: \_\_\_\_\_

Office: \_\_\_\_\_ Extension: \_\_\_\_\_

Home: \_\_\_\_\_ Cellular: \_\_\_\_\_

Gas Utility      Daytime: \_\_\_\_\_ After Business Hours: \_\_\_\_\_

Electricity Utility      Daytime: \_\_\_\_\_ After Business Hours: \_\_\_\_\_

Water Utility      Daytime: \_\_\_\_\_ After Business Hours: \_\_\_\_\_

Propane Utility      Daytime: \_\_\_\_\_ After Business Hours: \_\_\_\_\_

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# Emergency Supply Checklist

Disasters happen anytime and anywhere. And when disaster strikes, you may not have much time to respond. If you've gathered supplies in advance, your business can endure an evacuation or confinement of guests and employees. Maintain the supplies you'd most likely need for a Shelter-in-Place instruction.

- Prepare your organization to be self-sufficient for a minimum of 3 days
- Store your supplies in a convenient place known by all staff
- Change your stored water supply every 6 months
- Rotate your stored food every 6 months
- Re-think your needs, and replace batteries once a year
- Personnel should maintain a minimum 3-day supply of personal medications and extra eye glasses.

## MAINTAIN THESE ITEMS IN YOUR EMERGENCY SUPPLIES:

### Water

- Store enough water for the average number of people staying in your facility
- At minimum, 1 gallon of water per person per day
- Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles

### Food

Select foods that require no refrigeration, preparation or cooking and little or no water, such as:

- Ready-to-eat canned meats, fruits and vegetables
- Canned juices, milk, soup (if powdered, store extra water)
- Staples, such as sugar, salt, pepper
- High energy foods: peanut butter, granola bars, trail mix
- Foods for infants, elderly persons or persons on special diets
- If you must heat food, maintain a supply of Sterno™
- Comfort foods: cookies, hard candy, sweetened cereals, lollipops, instant coffee, tea bags
- Plastic storage bags for food
- Paper cups, plates and plastic utensils and cooking utensils
- Non-electric can openers

### First Aid Supplies

- First aid kit and first aid manual
- Roll 3" cohesive bandage
- 3"x 5" sterile dressing
- Germicidal hand wipes or waterless, alcohol-based hand sanitizer
- Antibacterial ointment
- Cold packs
- Aspirin or nonaspirin pain reliever
- Anti-diarrhea medication
- Laxative
- Antacid (for stomach upset)

# Emergency Supply Checklist

- Syrup of Ipecac (use to induce vomiting if needed)
- Sterile adhesive bandages in assorted sizes, hypoallergenic tape
- Scissors, tweezers, needle
- Thermometer
- Assorted sizes of safety pins

## Hygiene Supplies

- Infant diapers
- Feminine supplies
- Personal cleansing agent/soap
- Toilet paper, towelettes
- Liquid dish detergent, paper hand towels

## Other Supplies and Equipment

- Battery operated radio and extra batteries
- Flashlights and extra batteries
- Fire extinguishers, small canister, ABC type
- Sturdy shoes or work boots, work gloves
- Matches in a waterproof container
- Rain gear
- Blankets or sleeping bags
- Wrench (to turn off utilities), pliers
- Plastic sheeting and duct tape
- Map of the area (for locating shelters)
- Aluminum foil
- Plastic bags for sanitation
- Plastic bucket with tight lid for wastes

# Earthquake

Washington is earthquake country. When the ground shakes, **DROP, COVER, and HOLD.**

## PERSONNEL RESPONSIBILITIES

1. Know what to do during an earthquake. This section describes what action is appropriate indoors or out of doors during an earthquake.
2. Advise guests and employees to use the stairs instead of the elevators (if you have elevators).
3. When the shaking stops, inspect all water, gas and electrical lines immediately. If damaged, shut them off. Also check that a propane tank did not fall off supports.
4. Close off any structurally damaged areas.
5. Expect aftershocks, they can cause damage, too.
6. Advise all guests and employees not to flush toilets until sewer lines are inspected.
7. In the event of evacuation, front desk personnel should take the guest registration book, emergency reports, and this Disaster Guidebook with them to the safe evacuation site.

## WHEN INDOORS

- The best protection during an earthquake is to get under a sturdy piece of furniture such as a table, or beside a sofa or bed. Avoid glass windows, glass display cases, and tall objects that could fall on you.
- **HOLD ON** to a sturdy piece of furniture and be prepared to move with it.

- In buildings, the greatest danger exists directly outside buildings, at exits, and alongside exterior walls. Use caution when exiting buildings. Many fatalities occur when people run outside of buildings only to be killed by falling debris.

## WHEN OUTDOORS

- If you are outdoors, find a clear spot away from buildings, trees, and power lines. Drop to the ground.
- Stay where you are until the shaking stops and you're sure it's safe to move.

## WHILE DRIVING

- When driving, an earthquake will feel like all four tires have blown out. Carefully navigate out of traffic lanes to the side of the road and stop. Turn off the vehicle ignition. **STAY INSIDE YOUR VEHICLE** until the shaking stops.
- Avoid parking near bridges, tall trees, light poles or buildings. Stay in your vehicle. Downed power lines could be deadly.

## WHEN IN TOWN

- It is safer to remain **inside** a building after an earthquake, unless there is a fire or gas leak. There are no open areas in many cities far enough from glass or other falling debris to be considered safe refuge sites. Glass from tall buildings does not always fall straight down; it can catch a wind current and travel great distances.
- Never take elevators after an earthquake.





# Tsunami

**Tsunamis can move faster than a person can run. If you hear a tsunami siren or feel the ground shake, evacuate to higher ground immediately!**

The Pacific Coast, Strait of Juan de Fuca, Puget Sound, and large lakes have experienced tsunamis. Sudden raising or lowering of the Earth's crust during earthquakes generally cause a tsunami, although landslides and underwater volcanic eruptions can generate tsunamis as well.

## PERSONNEL RESPONSIBILITIES

1. The front desk must monitor NOAA Weather Radio or a local radio station for tsunami warnings at all times.
2. If a tsunami warning is issued, advise all guests and employees to head for higher ground immediately. See "Evacuation" in this manual.
3. Alert all staff to notify all guests.
4. Keep telephone lines open for emergency use.
5. In the event of evacuation, front desk personnel should take the guest registration book, emergency reports, and this Disaster Guidebook with them to the safe evacuation site.

## IMPORTANT SAFETY INFORMATION

- Tsunamis can occur at any time, day or night.
- A tsunami consists of a series of waves. Often the first wave may not be the largest.
- The danger from a tsunami can last for several hours after the arrival of the first wave. The following waves may be larger than the first wave.

- Sometimes a tsunami causes the water near shore to recede. If you see a sudden change in the shoreline, head inland or for higher ground immediately.
- Follow the routes indicated by Tsunami Evacuation Route signs.
- For locally generated tsunamis, where you might feel the ground shake, you may only have a few minutes to move to higher ground. **DO NOT** wait for a tsunami warning to be announced.
- A tsunami from a local earthquake could strike some areas before a tsunami warning could be announced.
- If people nearby seem not to know that a tsunami is coming, tell them and help them move away from the danger.
- Follow the instructions of local emergency and law enforcement authorities.
- High, multi-story hotels are located in many low-lying coastal areas. The upper floors of these hotels may provide a safe place if you cannot move quickly inland to higher ground.
- Homes and small buildings located in low lying coastal areas are not designed to withstand tsunami impacts. Do not stay in these structures should there be a tsunami warning.
- Staying away from rivers and streams and all low-lying coastal areas is the safest advice when there is a tsunami warning.
- **Do not return to low lying areas or the beach until emergency officials give the "All Clear" notice.**



# Volcanic Eruption

Washington State's five large volcanoes are prime visitor attractions, and they also are capable of future eruptions. Because the time between eruptions is measured in decades or centuries, eruptions are rare, and not a part of our everyday experience. Volcanoes show symptoms that they are about to erupt, usually for weeks or months in advance. To help protect residents and visitors, scientists, emergency and land-use managers work collaboratively to monitor the volcanoes, analyze their risk, and plan effective emergency responses. It is important for residents and visitors to be aware of simple steps that they can take to reduce risk from volcanic activity on the rare occasions when it does occur.

## PERSONNEL RESPONSIBILITIES

- Know the principal hazards:
  - Ashfall
  - Lahars (volcanic mudflows)
  - Lava flows
- Learn whether you live, work or travel in a volcano hazard zone (see map).
- Know where to get information about current activity:
  - NOAA Weather Radio
  - Emergency Alert System (EAS) messages on commercial radio and TV.
  - See Volcano Updates at:  
<http://vulcan.wr.usgs.gov/>
- Advise guests and employees to follow official's recommendations to evacuate an area or Shelter-in-Place.
- Maintain your stock of emergency preparedness supplies.
- In the event of evacuation, front desk personnel should take the guest registration book, emergency reports, and this Disaster Guidebook with them to the safe evacuation site.

## PRINCIPAL HAZARDS NEAR CASCADE VOLCANOES

- **Volcanic Ash**—consists of tiny rock fragments. Ash falls at air temperature. It is not toxic. Ashfall reduces visibility. It irritates eyes and can cause breathing difficulties. Ash is blown by the wind—80% of the time from west to east, away from most major population centers.
- **Lahars** (volcanic mudflows)—in valleys that commence on an erupting volcano, these flows of mud, rock and water rush down valleys at speeds of 20 to 40 miles per hour. Smaller events are more common in the high reaches of some valleys on the volcanoes.
- **Lava flows**—melted snow and ice that can initiate a lahar, but seldom travel off the slopes of an erupting volcano. Lava flows are not a direct threat to residents and visitors in Washington State.

## DURING OR AFTER AN ERUPTION

- Avoid unnecessary driving in ash. If you must, drive slowly, with windows and dampers closed; use headlights and windshield washer fluid.
- During prolonged exposure to ash, use a breathing mask.
- Reduce ash penetrations into buildings by closing doors, windows and ventilation systems.
- Learn more about effects of volcanic ash by visiting: <http://volcanoes.usgs.gov/>
- If you are surprised by a lahar in a valley near a volcano, **GET TO HIGH GROUND**.
- Listen to radio and TV, or weather radio instructions from authorities.
- Follow official orders to evacuate or to Shelter-in-Place.
- When danger has passed, organize inspection and clean up crews.

# VOLCANO AWARENESS

## IN THE STATE OF WASHINGTON

The catastrophic eruptions of Mount St. Helens in May 1980 are a reminder that Cascade volcanoes hold potential to disrupt our communities. Eruptions and lahars at Mount St. Helens took the lives of 57 people and caused billions of dollars in property damage.

Since the signing of the Declaration of Independence in 1776, most generations of Washingtonians have witnessed volcanic eruptions from one or more of the state's five magnificent Cascade volcanoes.

### What activity is most likely at the volcano closest to you?

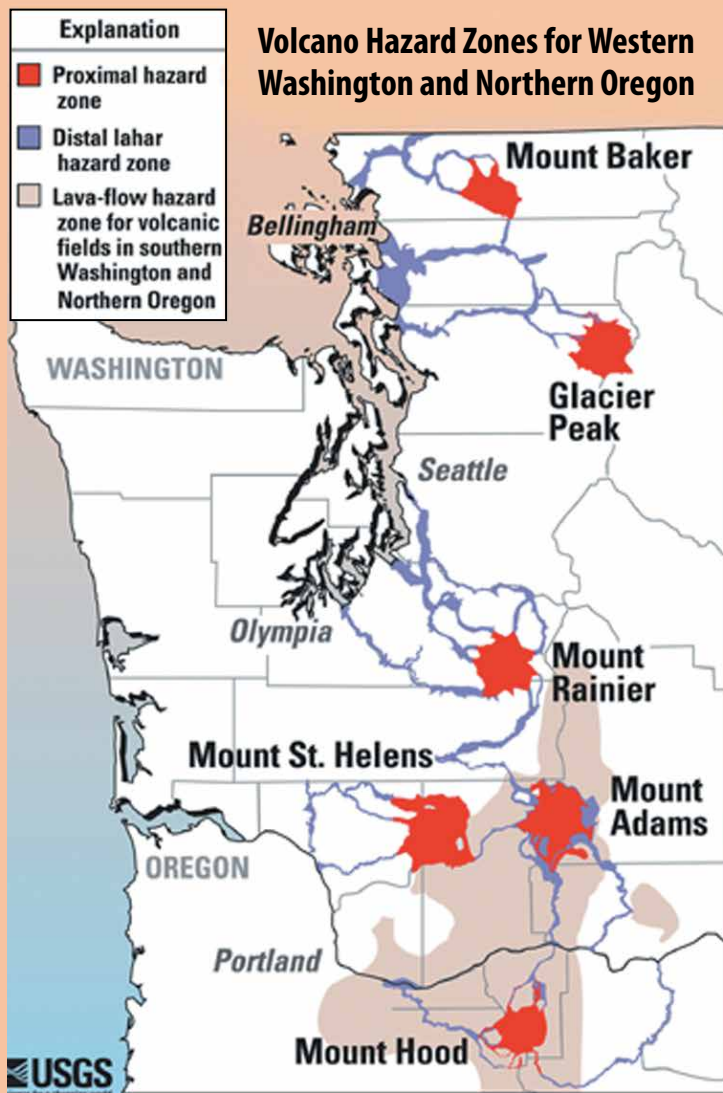
**Mount Baker**, located in Whatcom County, erupted most recently in the mid-1800s. River valleys are prone to landslides and lahars (volcanic mudflows). Small steam plumes near the summit are observed frequently.

**Glacier Peak** is located in Snohomish County. The volcano last erupted in the 18th or 19th century. Large explosive eruptions in the past spewed ash to the east into Montana. Lahars threaten river valleys to the west.

**Mount Rainier**, located in Pierce County, produced small eruptions in the 19th century. Numerous large landslides flowed down the volcano's flanks into river valleys over the past 6,000 years. More than 150,000 people live on lahar deposits in river valleys around the volcano.

**Mount St. Helens** is located in Skamania County. It is one of the most explosive and active volcanoes in the Cascades. The eruption on May 18, 1980, was the most destructive volcanic eruption in U.S. history.

**Mount Adams**, located in Yakima County, is referred to as the "quiet giant." Mount Adams produces lava flows, and is also prone to large landslides and lahars in the river valleys to the south, west, and north.



APRIL 2004



# Severe Weather / Storm Surge

Many types of severe weather conditions will occur throughout the year. Your primary source of information concerning severe weather conditions typical in your area is available through your local emergency management office or NOAA Weather Radio.

## Actions you can take to reduce the impacts of severe weather hazards:

- Contact your local emergency management office for additional information.
- Listen to your radio to learn where local shelters will be established should the need arise.
- Know the routes to local shelters to assist guests and employees to a shelter site.
- Maintain your Emergency Telephone Contact sheet with current emergency telephone information.
- Contact 9-1-1 only for life-threatening emergencies. Non-emergency numbers should be kept handy for other types of inquiries.
- Arrange for employees to take cardiopulmonary rescue (CPR) and Automated External Defibrillator (AED) training so they can respond quickly to an emergency.
- Install A-B-C type fire extinguishers throughout your facility, and instruct staff in their use.

## KEEP AHEAD OF A WINTER STORM

- Listen to your NOAA Weather Radio, commercial radio and television for the latest winter storm warnings, watches and advisories.

## NOAA WEATHER RADIO — WHAT TO LISTEN FOR

- **OUTLOOK:** Winter storm conditions are possible in the next 2-5 days. Stay tuned to local media for updates.
- **ADVISORY:** Winter weather conditions are expected to cause significant inconveniences and may be hazardous. If you are cautious, these situations should not be life threatening.
- **WATCH:** Winter storm conditions are possible within the next 36-48 hours.
- **WARNING:** Life-threatening severe winter conditions have begun or will begin within 24 hours. Act now!
- **In the event of evacuation,** front desk personnel should take the guest registration book, emergency reports, and this Disaster Guidebook with them to the safe evacuation site.

## POWER OUTAGE

When the power is out, safety becomes a major concern.

- Have an alternate heat source and supply of fuel.
- Consider purchasing a generator, especially important if someone requires life-sustaining equipment that runs on electricity.
- Register life-sustaining and medical equipment with your utility company.
- If your site is the only one without power, check the fuse box or circuit breaker panel. Turn off appliances before replacing fuses or resetting circuits.

## Severe Weather / Storm Surge

- Conserve water, especially if you are on a well.
- Keep refrigerator and freezer doors closed.
- Never allow guests or employees to use a charcoal barbeque indoors.
- Have a supply of battery-operated flashlights or glow sticks for alternative lighting.
- If you use a kerosene heater, gas lantern or stove indoors, maintain ventilation to avoid a build up of toxic fumes.
- Have a corded telephone available; remember that cordless phones will not work when the power is out.
- Plan strenuous outdoor activities for early or late in the day when temperatures are cooler.
- Take frequent breaks when working outdoors.
- At first signs of heat illness (dizziness, nausea, headaches, muscle cramps), move the person to a cooler location, and have them slowly drink a cool beverage. Call 9-1-1 for medical attention immediately if the person does not feel better in a few minutes.
- If air conditioning is not available, direct people to the lower floors out of the sunshine.

### WINDSTORMS

- Encourage everyone to stay indoors. Falling trees or blowing debris cause most fatalities.
- Know who in your facility might need special assistance, specifically the elderly, disabled, or non-English speaking people.

### SEVERE HOT WEATHER

- To avoid heat stroke, encourage guests to stay indoors and in an air-conditioned environment as much as possible.
- Provide plenty of fluids but avoid beverages that contain alcohol, caffeine or a lot of sugar.
- Check frequently on people who are elderly, ill or may need help.
- Cover windows that receive morning or afternoon sun. Awnings or louvers can reduce the heat entering a building by as much as 80%.

### WINTER STORMS

- Encourage guests to stay inside.
- When using alternate heat from a fireplace, wood stove, space heater, etc., use fire safeguards and properly ventilate.
- If no heat is available, close off unneeded rooms. Stuff towels in cracks under doors. Cover windows at night.
- Avoid shoveling heavy snow, pushing a car or walking in deep snow. The strain from the cold and the hard labor may cause a heart attack. Sweating could lead to a chill and hypothermia.

# Floods and Flash Floods

Flooding can occur nearly anywhere, at any time. Most flood-related deaths occur in automobiles. Sadly, many of these fatalities are avoidable. In many cases, if the driver had turned around instead of driving onto a flooded roadway, one or more lives would have been spared.

## FLOOD WATCH AND FLOOD WARNING

- A **WATCH** is issued when flooding or flash flooding may occur with additional rainfall.
- A **WARNING** is issued when flooding is about to occur or already occurring.

## PERSONNEL RESPONSIBILITIES

1. If a flood Watch or Warning is issued, immediate precautions should be taken.
2. If it becomes necessary to evacuate the lower level (front desk, hotel lobby, restaurant and lobby, lounge and lower level guest rooms), contact all guests and employees and instruct them to go to the safe evacuation site or to higher floors.
3. Front desk personnel should take the guest registration book, emergency reports, and this Disaster Guidebook with them to the safe evacuation site.
4. A shelter area should be designated at a safe elevation. Supplies needed at the shelter area are as follows:
  - First aid equipment and supplies.
  - Water
  - Non-perishable food
  - Blankets
  - Battery-operated radio and spare batteries.
5. Stay tuned to the radio for advisories from the authorities.

## ADDITIONAL SAFETY INFORMATION

- Do not drive through rushing water.
- Moving flood waters contain a deadly amount of force. For each foot of flood water, 1500 pounds of an automobile's weight is displaced. This means that two feet of water will send most automobiles floating helplessly downstream.
- Escaping from a vehicle once flood waters have carried it away is nearly impossible.
- When vehicles are captured in deep water, water pressure on the outside of the vehicle prevents occupants from opening doors.
- Water depth is very difficult to estimate on roads, especially at night when many flood deaths occur.
- If you are located in a flood-prone area, be prepared to move quickly to higher ground at the first indication of flooding.

## FLASH FLOODS

- Flash flood waters rise very quickly. Water that covered a road by only 6 inches at one moment could easily be 2 to 3 feet deep just seconds later!
- Know where high ground is and know how to get there quickly.
- Be especially cautious at night. It's harder to recognize the danger in the dark.
- Do not attempt to cross flowing water which may be more than knee deep. If you have doubts, don't cross.
- If your vehicle stalls, abandon it and seek higher ground immediately.





# Washington Coast

**Tsunami Inundation Maps: The following map pages are organized by county in geographic order beginning with Point Roberts in Whatcom County**



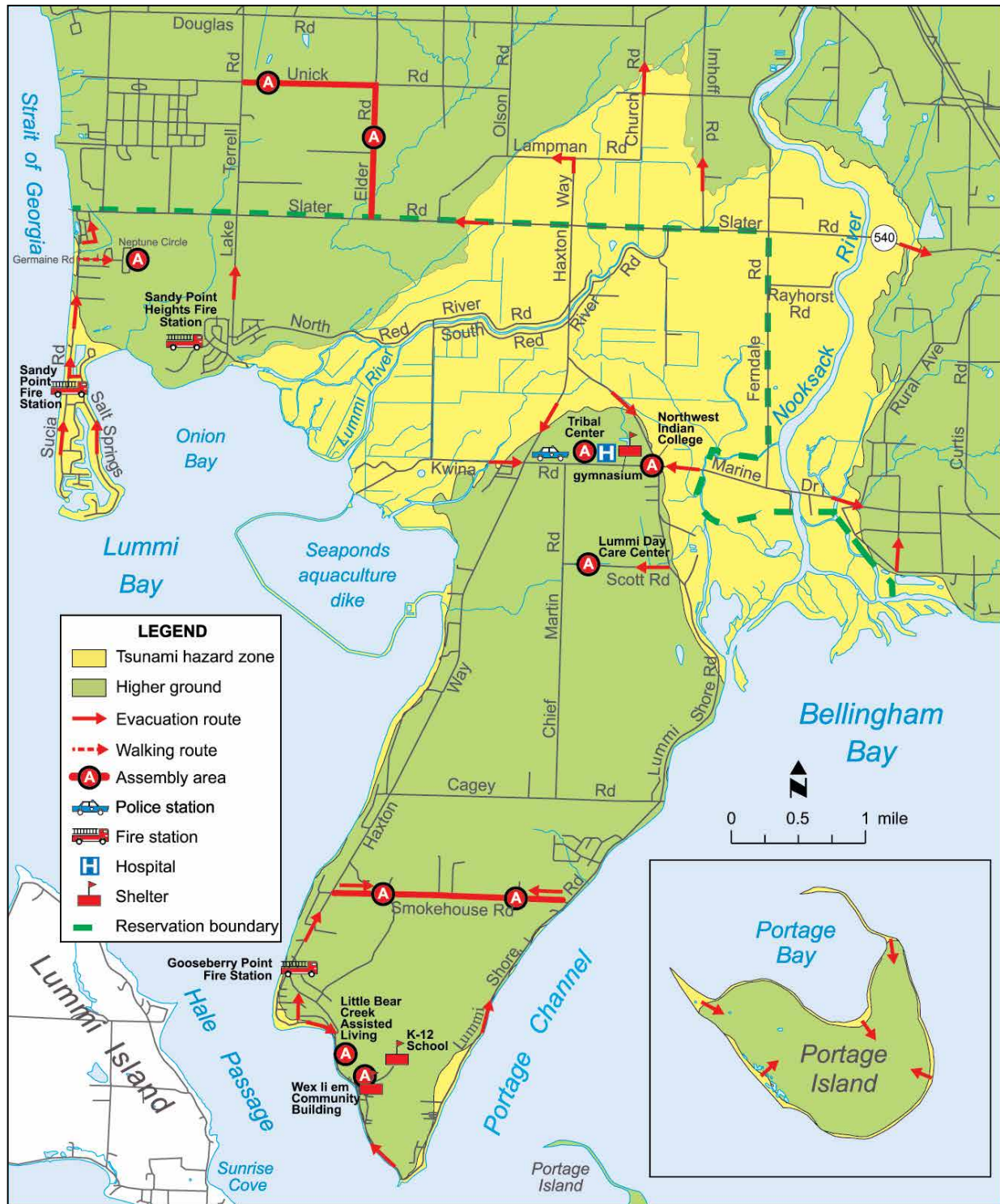
# Whatcom County

## Point Roberts



# Whatcom County

## Lummi Reservation



# Whatcom County

## Sandy Point





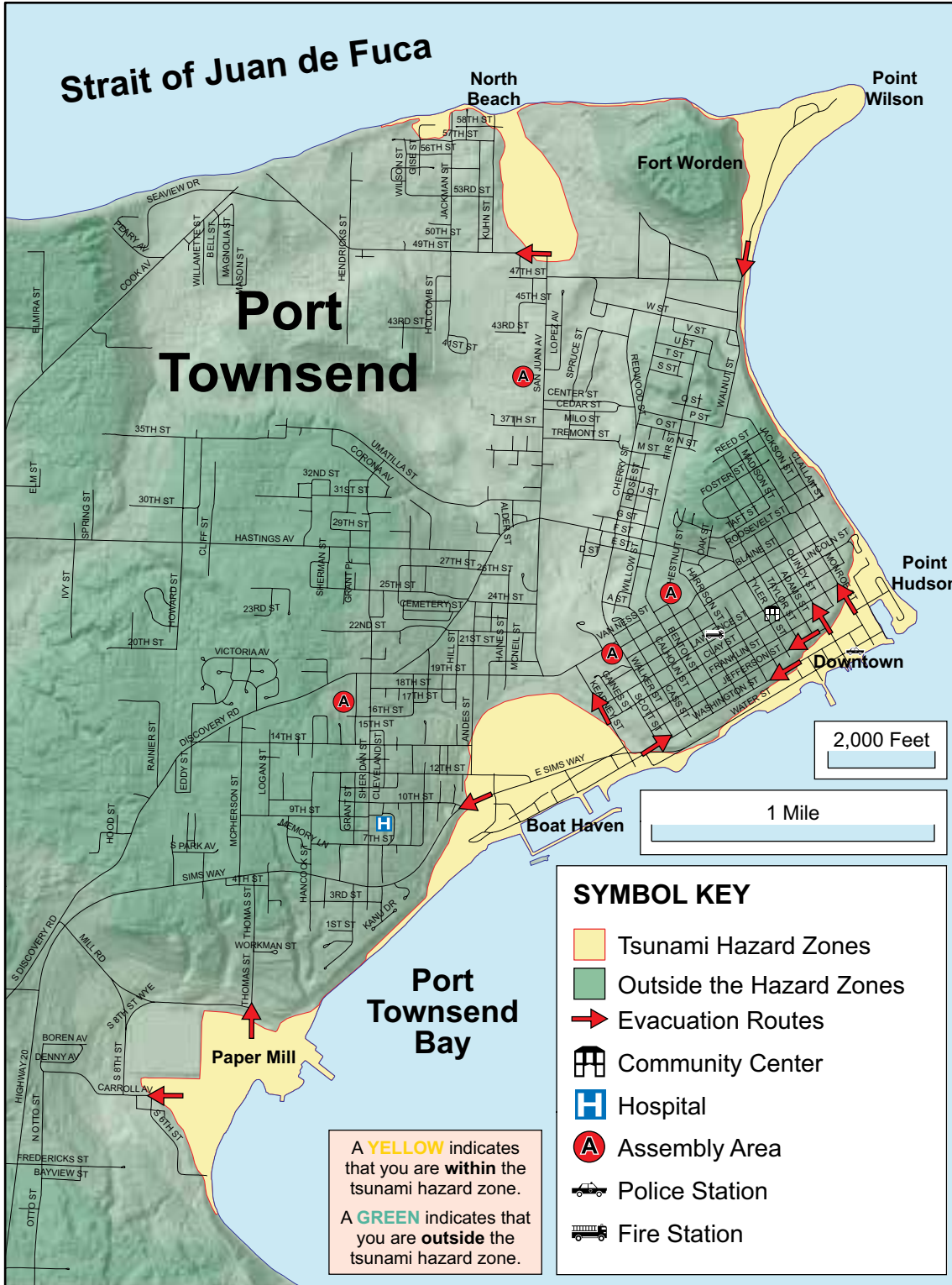
# Whatcom County

## Bellingham



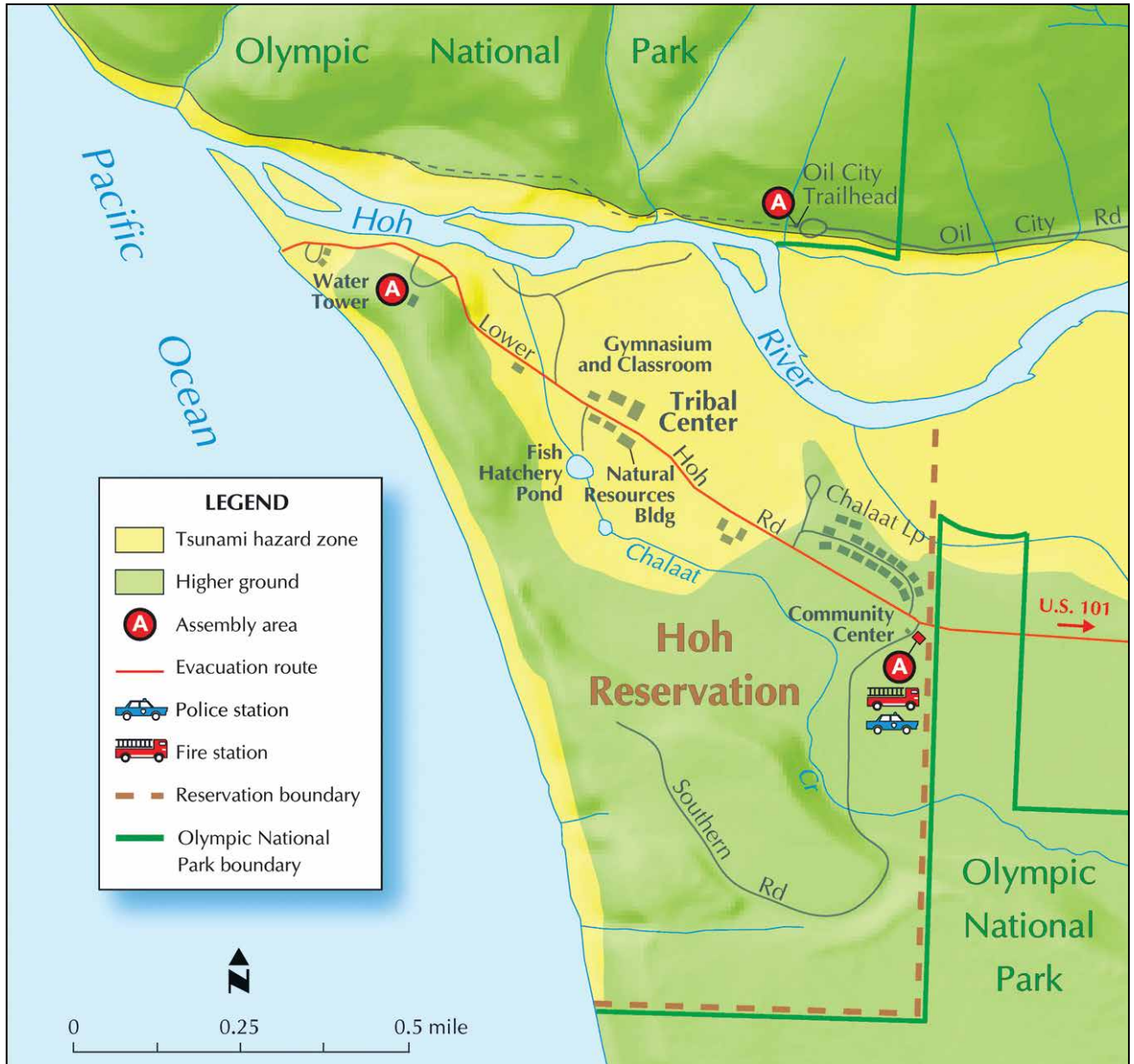
# Jefferson County

## Port Townsend



# Jefferson County

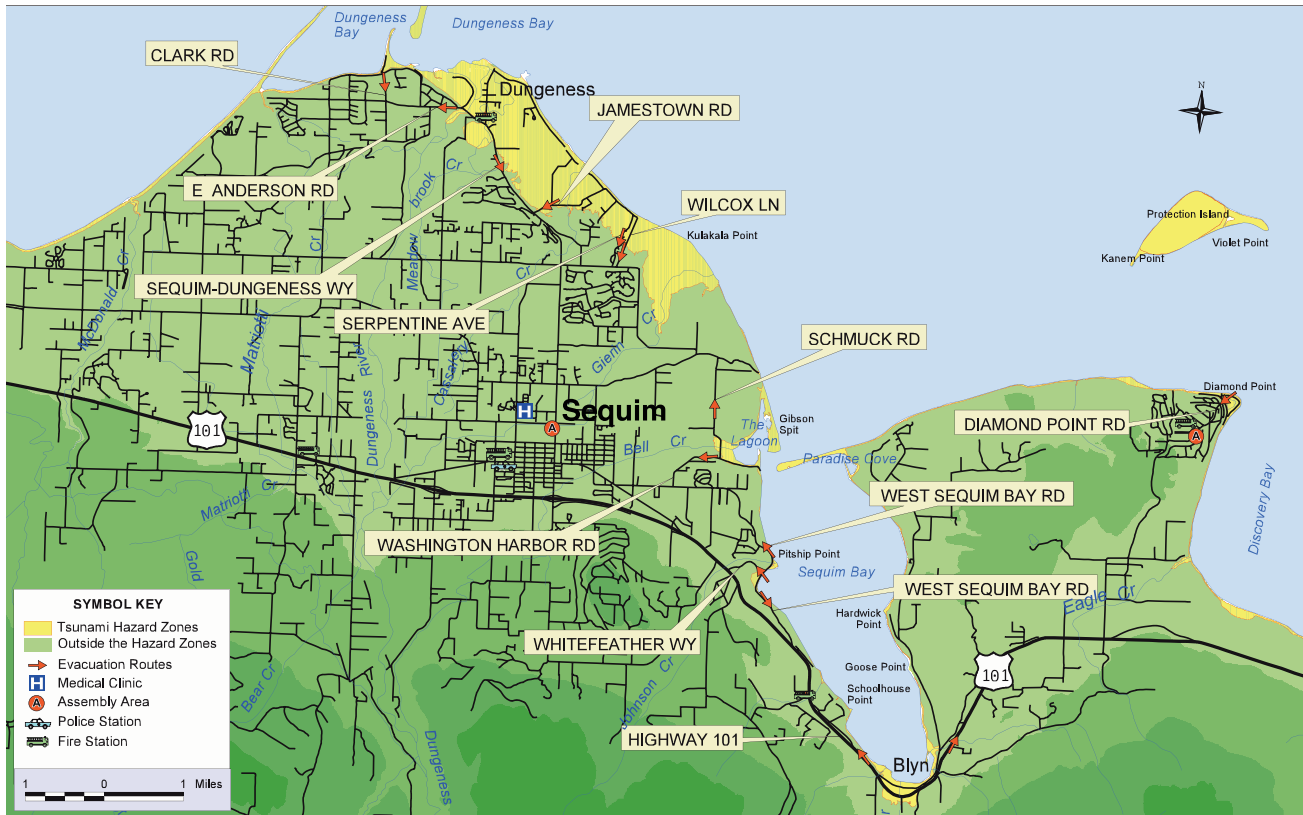
## Hoh Reservation





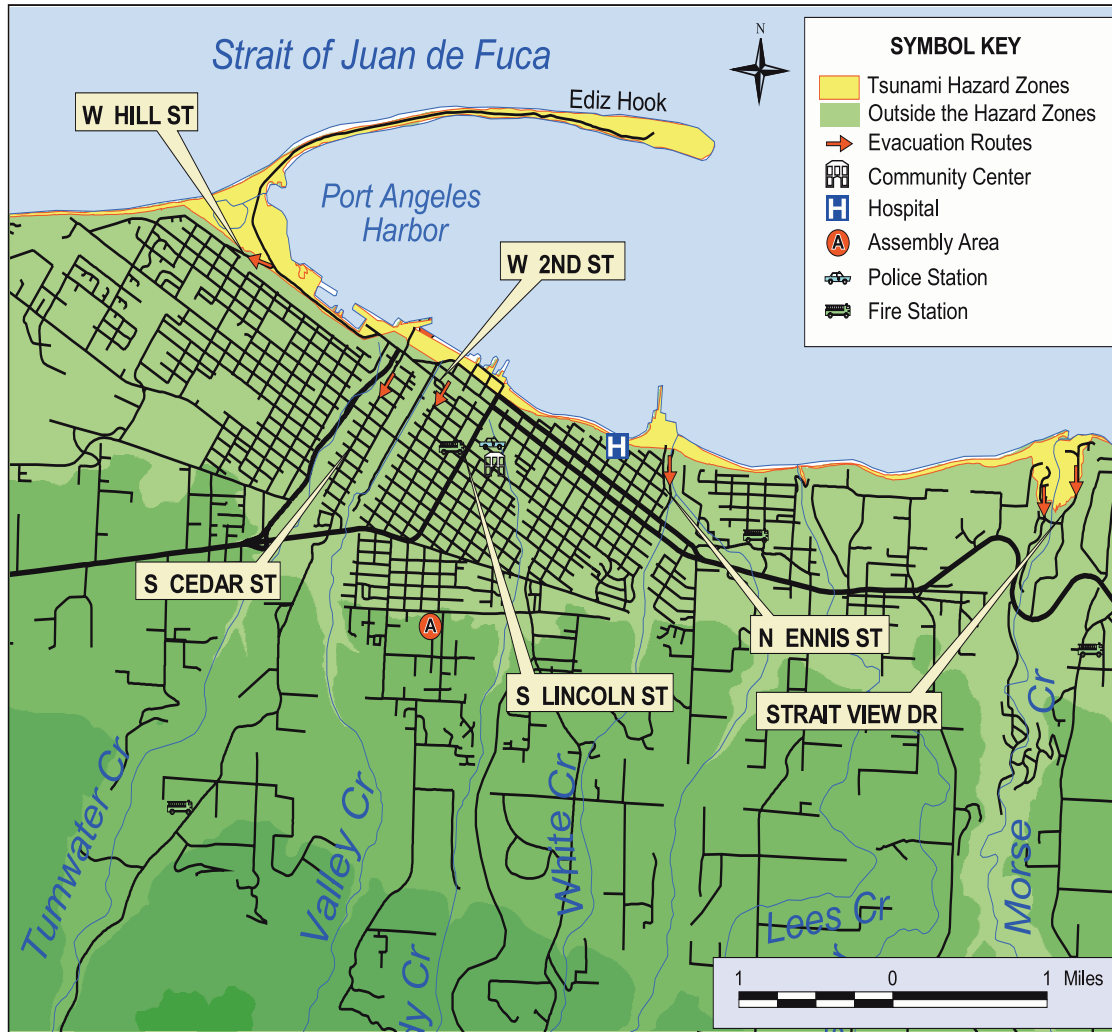
# Clallam County

## Sequim



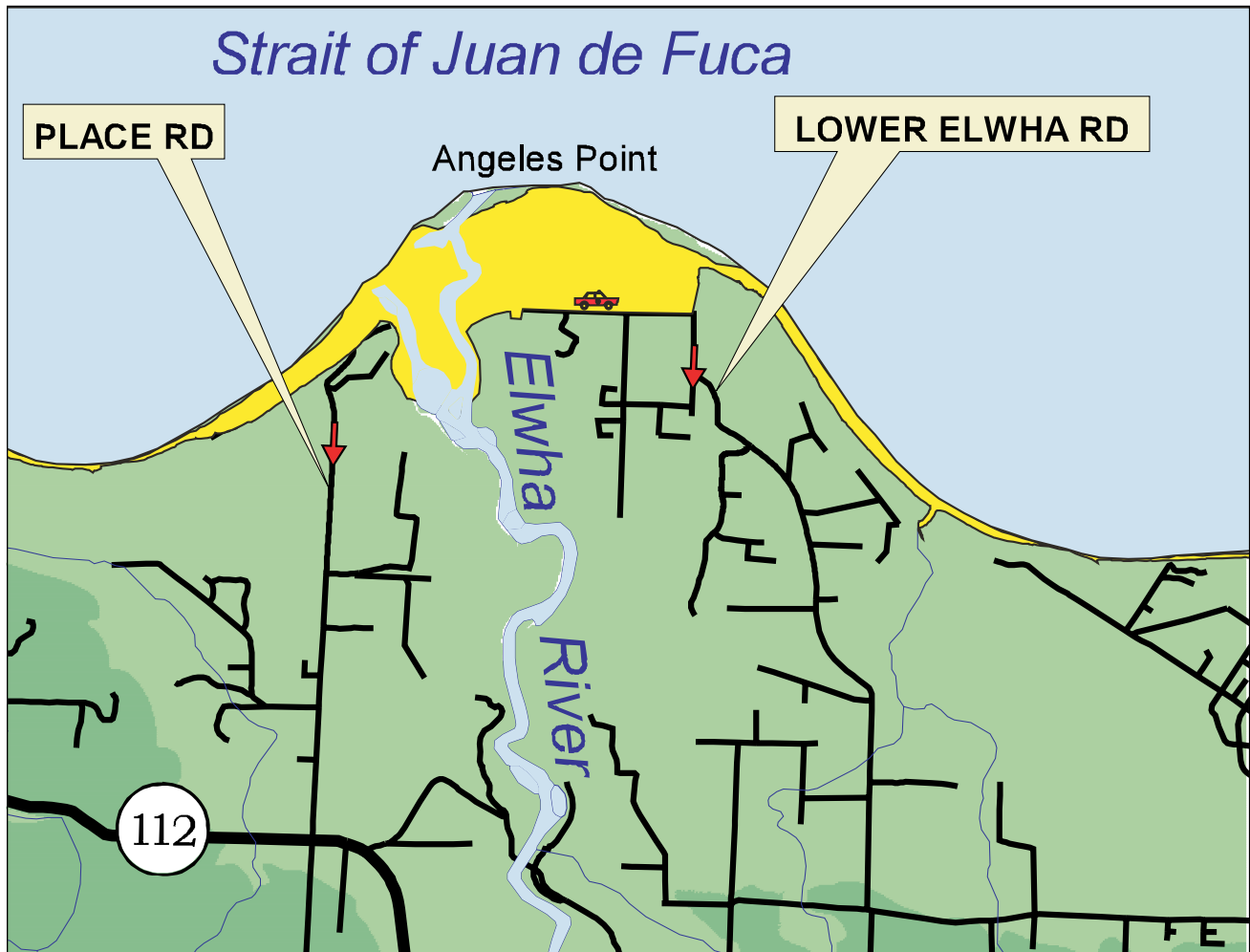
# Clallam County

## Port Angeles



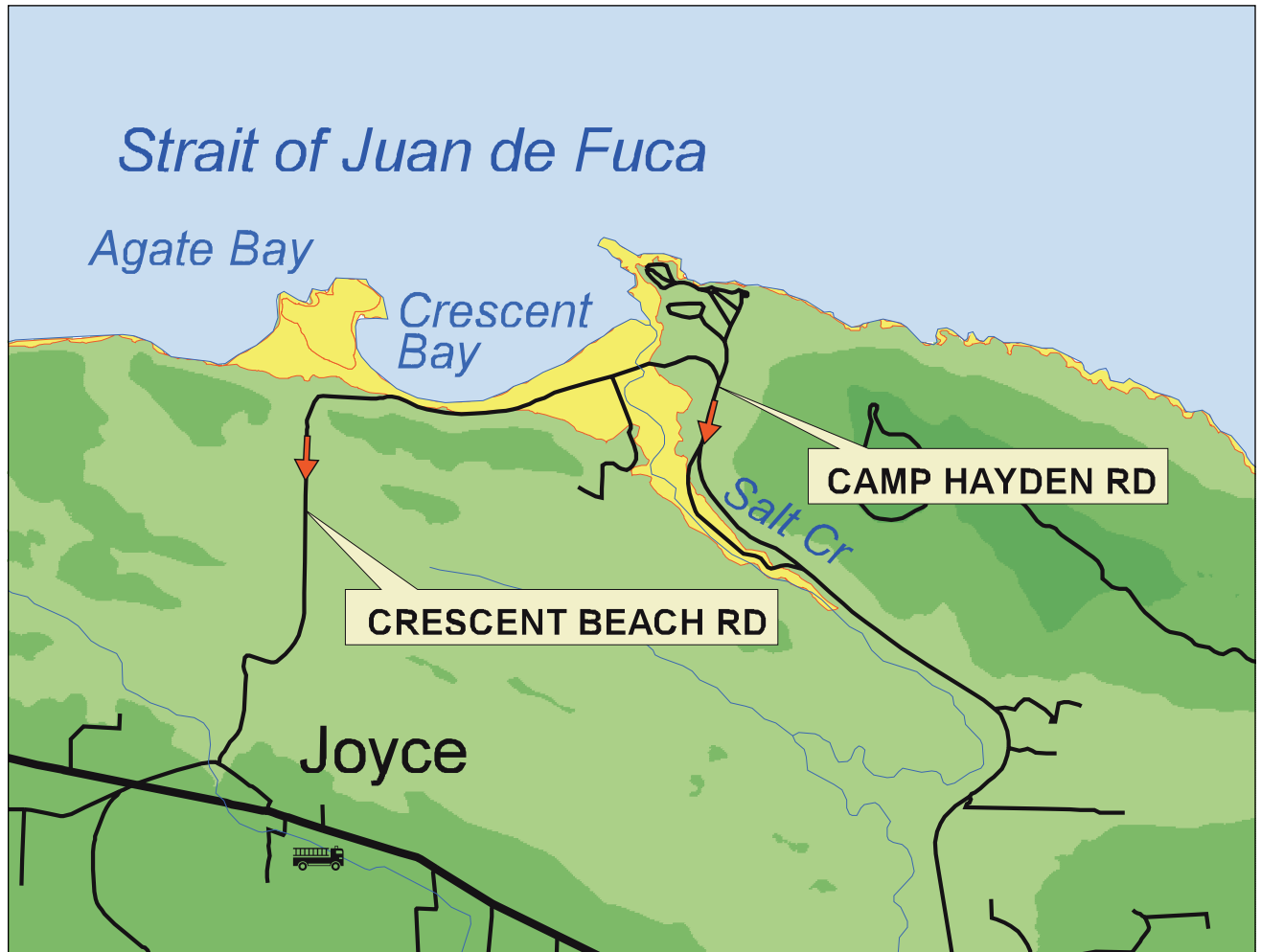
# Clallam County

## Angeles Point



# Clallam County

## Agate Bay / Crescent Bay (Crescent Beach)



# Clallam County

## Clallam Bay / Kydaka Point



# Clallam County

## Neah Bay / Makah Bay



# Clallam County

## La Push



# Grays Harbor County

## Copalis Beach / Ocean City





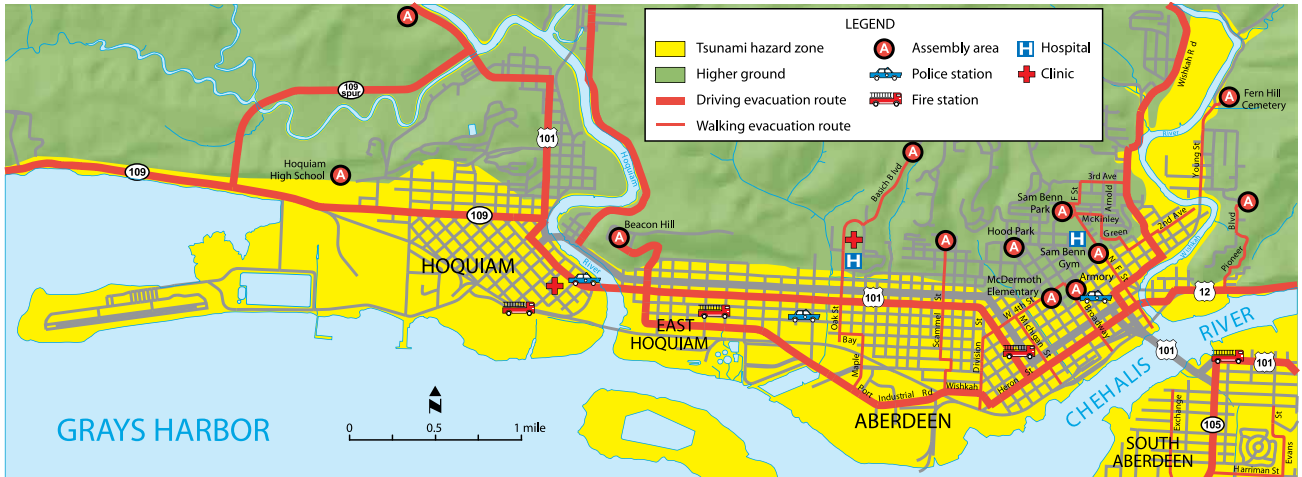
# Grays Harbor County

## Oyhut / Ocean Shores



# Grays Harbor County

## Hoquiam / Aberdeen



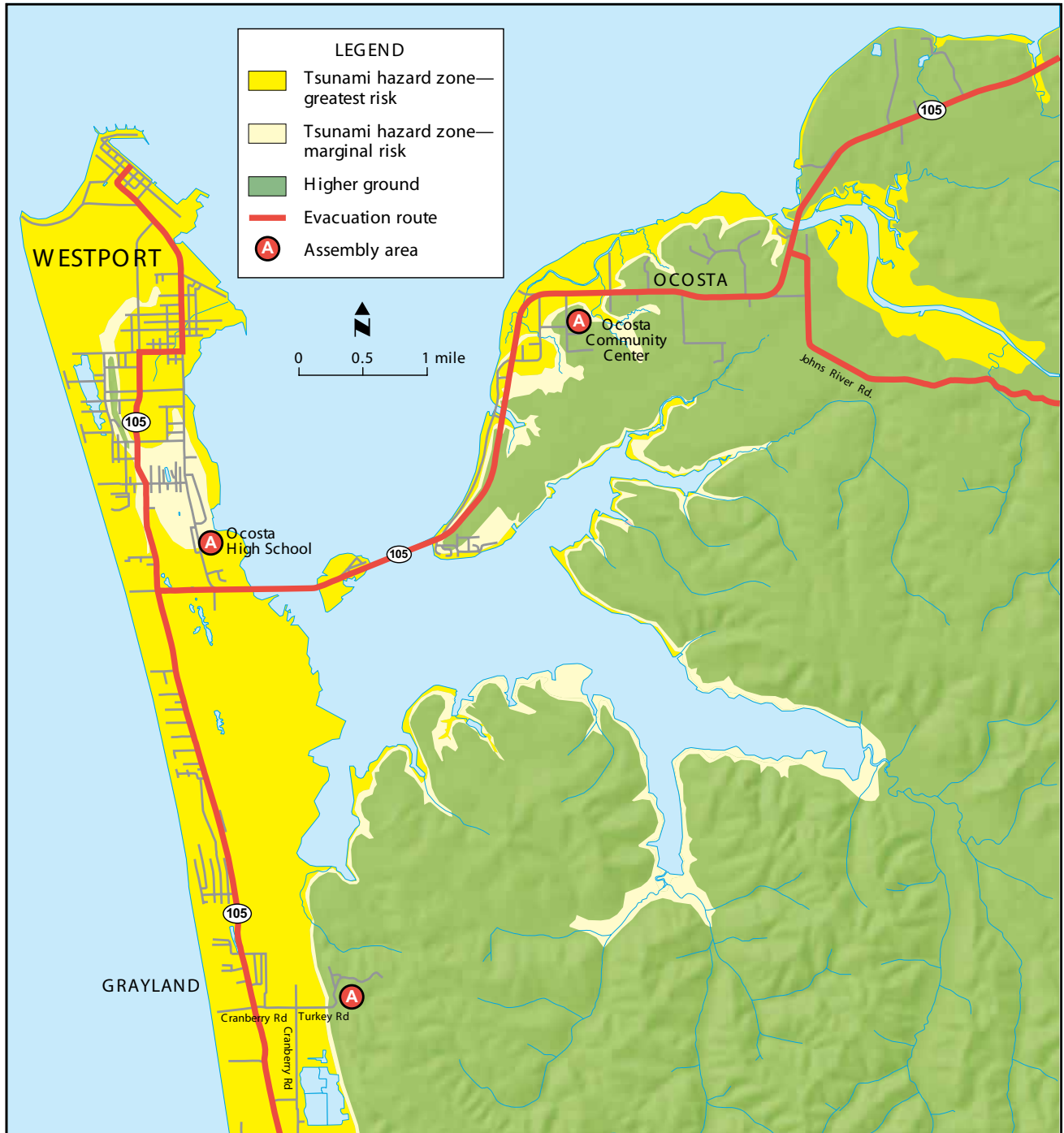
# Grays Harbor County

## South Aberdeen / Cosmopolis



# Grays Harbor County

## Westport / Grayland



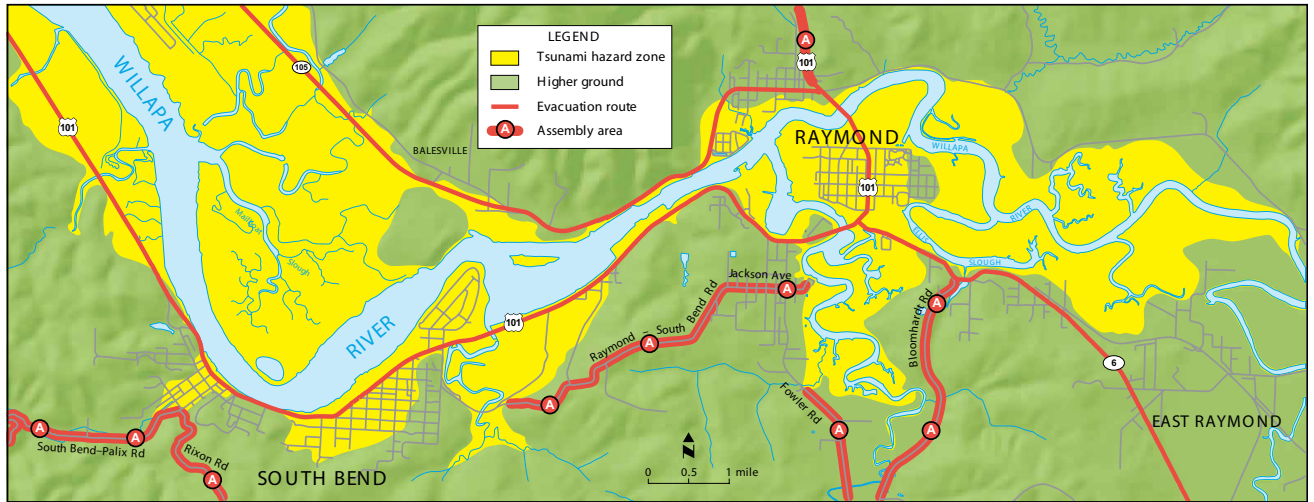
# Pacific Harbor County

## North Cove / Shoalwater Bay / Tokeland



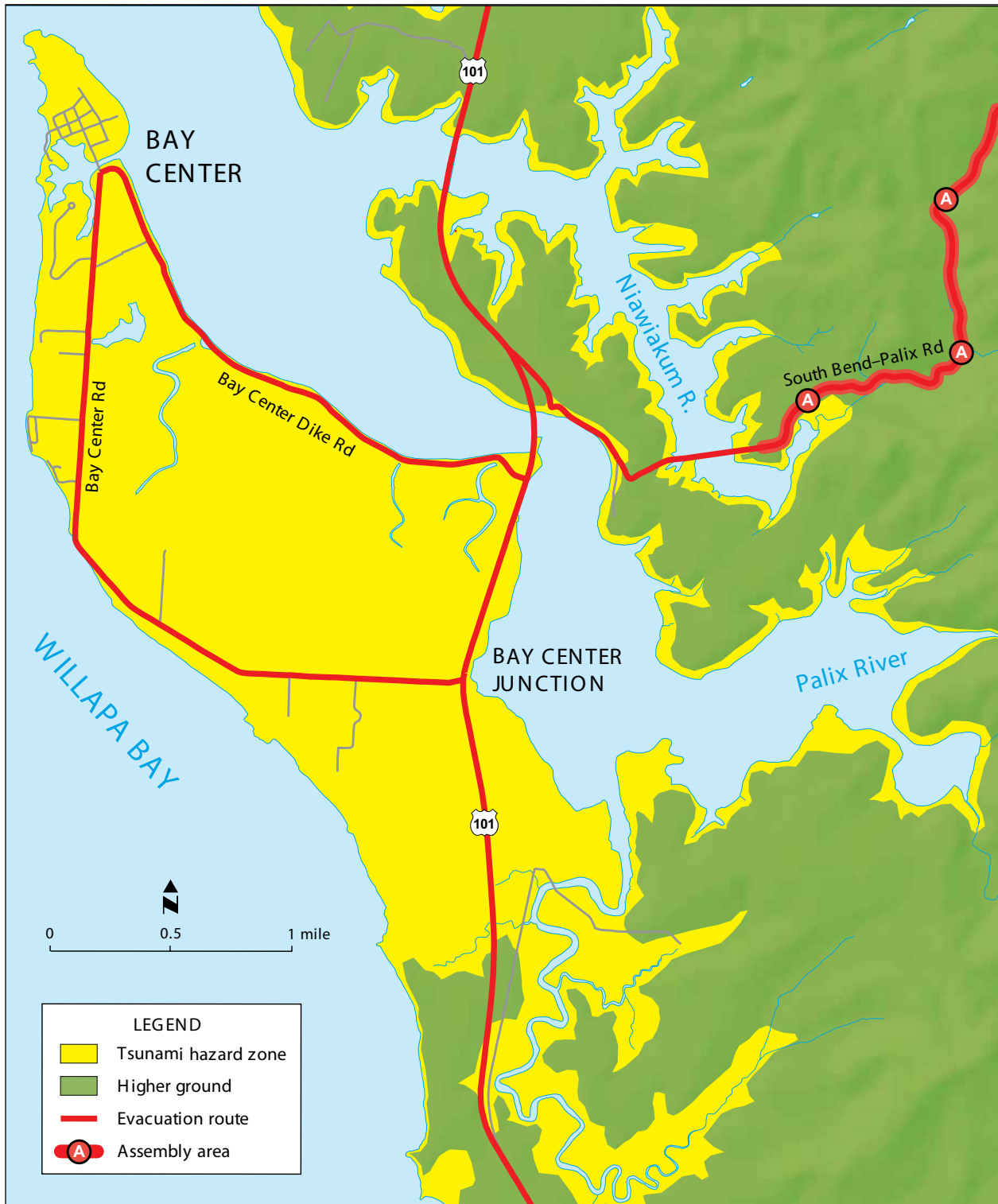
# Pacific County

## Raymond / South Bend



# Pacific County

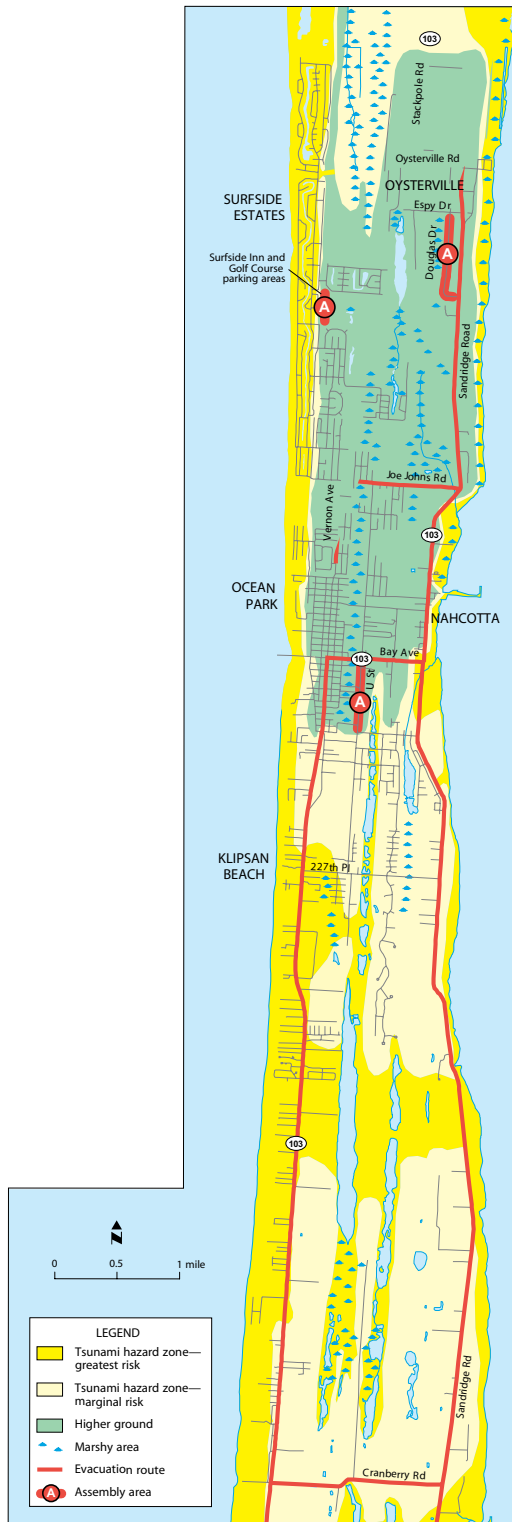
## Bay Center





# Pacific County

## Surfside / Ocean Park / Klipsan Beach





# Pacific County

## Pacific Park / Long Beach / Seaview / Ilwaco



# Evacuation Procedures

## EVACUATION PLAN

- Each business should develop an evacuation plan that addresses the unique elements of its site.
- Include all personnel in the development of your plan to ensure that all areas are adequately addressed.
- Insert your plan in this section of your Disaster Response Guidebook.
- Evacuation plans should be practiced every 6 months by all personnel.
- Update your plan after each practice exercise to address new situations.
- In the event of evacuation, front desk personnel should take the guest registration book, emergency reports, and this Disaster Guidebook with them to the safe evacuation site.

## TSUNAMI EVACUATION

- Coastal or sub-marine landslides, or volcanic eruptions can generate tsunamis, but large sub-marine earthquakes most commonly cause them.
- Tsunamis are generated when these geologic events cause large, rapid movements in the sea floor that displace the water column above. That swift change creates a series of high-energy waves that radiate outward like pond ripples. Local offshore tsunamis would strike the adjacent shorelines within minutes.
- If unable to get to an assembly area or to high ground, moving to higher levels in a building (verticle evacuation) may be the only choice.

- Tsunami waves can continue for hours. The first wave can be followed by others a few minutes or a few hours later. And the later waves can be larger.
- If a tsunami is generated off our coast, there may be no time to send a hazard warning. The first wave crest could arrive within 35 minutes. The only tsunami warning might be an earthquake felt on shore, or a sudden receding of the shoreline water.

## WHEN AT THE BEACH

- If you hear a siren, or other warning devices, or if the ground shakes, do not hesitate. Move inland or to high ground immediately!
- If the ocean recedes from the shoreline, do not hesitate. Move inland or to high ground immediately.

## ON-SITE EVACUATION PROCEDURES

1. **REMAIN CALM!**
2. If management personnel are present, they will take control of the situation. If management personnel are not present, maintenance or security personnel will take control of the situation.
3. In the event of an evacuation, a designated safe gathering place should be identified. The safe place will be dependent on the type of emergency. The safe place may be a parking lot, a restaurant, conference room, or a large room that will accommodate the number of people involved.

Continued on next page.

# Evacuation Procedures

4. In the event of any emergency, all department heads should stay in contact with each other in order to promote cooperative efforts to ensure the effectiveness of this plan, and the safety of guests and employees.
5. In the event of a disaster, front desk will notify all departments. Assign this task to available staff if possible.
6. Notify all occupied rooms stating: “Maam/Sir, we have an emergency situation. We have been instructed by the authorities to direct all of our guests to: 1) exit the (hotel/motel) immediately; or 2) go directly to the (safe gathering place identified by those in charge).”
7. Tell the guests to use the stairways to exit the building (if you have elevators). Elevators must be available for guests who are unable to use the stairs, such as the physically challenged, injured, and the elderly.
8. Check all guest areas (restaurant, laundromat, fitness area, pools and saunas, public restrooms).
9. Evacuate yourself and all remaining personnel, taking the guest register, emergency reports, cash drawer keys, and this Disaster Response Guidebook.
10. Do not reenter the building or area until it has been declared safe by the official authorities.
11. All employees and guests should gather in the parking lot/safe gathering place. It is the responsibility of the head of each department or senior manager to note who is there and who is missing.
12. All guests and employees are to remain in the safe place until official authorities provide further instructions.

## EVACUATE TO A SHELTER OR ASSEMBLY AREA

1. If instructed to evacuate to a shelter or assembly area, follow the route authorities recommend. Don't take shortcuts, they may be blocked or expose you to dangerous situations.
2. Listen to an NWR radio to make sure the evacuation order applies to your area. Local officials may call for evacuation in specific areas at greatest risk.
3. Listen to an NWR radio for information on evacuation routes, temporary shelters and procedures. Leave the area quickly and calmly.
4. Avoid using the telephone. Call 9-1-1 only in life-threatening emergencies.
5. Staying calm will help you move safely and avoid delays or accidents caused by irrational behavior.
6. Do not assume that a shelter will have everything you need. Take your Disaster Supply Kit.
7. Carpool to the evacuation site, if possible. Traffic may be very heavy and parking at a shelter or assembly area may be limited.

## HOW TO SHELTER-IN-PLACE

1. One of the instructions you may be given during a disaster is to Shelter-in-Place. This means you should go indoors and stay there until authorities determine that it is safe.
2. To Shelter-in-Place, close and lock doors and windows.
3. Turn off ventilation systems (heating, air conditioning, fireplace vents).
4. Go to a room with the fewest doors and windows, and seal the room.
5. Listen to your portable radio for official instructions or notice that it is safe to leave.

# Emergency Utility Checklist

## **Hotel/Motel Gas Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

## **Restaurant Gas Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

# Emergency Utility Checklist

## **Hotel/Motel Propane Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

## **Restaurant Propane Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

# Emergency Utility Checklist

## **Hotel/Motel Electricity Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

## **Restaurant Electricity Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

# Emergency Utility Checklist

## **Hotel/Motel Water Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

## **Restaurant Water Main Shut Off**

Paste in a typed instruction telling exactly how to shut off the utility. Include a simple illustration if possible.

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

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GUESTS AND EMPLOYEES!!!!**

**SHILO INN – OCEAN SHORES  
HOTEL & RESTAURANT  
EMERGENCY TELEPHONE NUMBERS**

**911..... 911**

**HOSPITAL .....9-532-8330**  
**COASTAL FAMILY MEDICINE .....9-289-4151**  
**AMBULANCE .....9-911**  
**FIRE (EMERGENCY) .....9-911**  
**(NON-EMERGENCY) .....9-533-8765**  
**POLICE (EMERGENCY) .....9-911**  
**(NON-EMERGENCY) .....9-533-8765**

**GENERAL MANAGER: BOB HUGO**

**OFFICE EXTENSION .....171**  
**HOME .....9-289-9662**  
**CELLULAR .....9-360-580-5021**

**ASSISTANT GENERAL MANAGER: SUNNY WILSON**

**OFFICE EXTENSION .....174**  
**HOME .....9-289-4933**

**HOTEL REGIONAL MANAGER: LEON STANDRIDGE**

**CORPORATE OFFICE .....9-1-503-641-6565 EXT. 261**

**FRONT DESK EXTENSION .....0**  
**HOUSEKEEPING EXTENSION .....175**  
**MAINTENANCE EXTENSION .....194**  
**GAS PLUS .....9-532-2000**  
**GRAYS HARBOR PUD (24 HOUR) .....9-532-4220**  
**SOUND ELEVATOR COMPANY .....9-1-800-800-2812**  
**OCEAN SHORES PUBLIC WORKS DEPT. (WATER) ..9-289-2754**  
**AFTER BUSINESS HOURS:**  
**GRAYS HARBOR DISPATCH .....9-533-8765**

SHILO INN OCEAN SHORES  
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EMERGENCY EVACUATION PLAN

EMERGENCY TELEPHONE NUMBERS (CONTINUED)

**LIST EMERGENCY PHONE NUMBERS ONLY!!!!**

**DO NOT** add numbers of vendors, service organizations, etc. This listing is for employee and guest safety exclusively. This booklet is not to leave Shilo Inn Ocean Shores property or be handed out to anyone but employees of Shilo Inn.

**AN ADEQUATELY EQUIPPED FIRST AID KIT AND INFECTION CONTROL KIT WILL BE KEPT AND MAINTAINED AT THE FRONT DESK, IN THE LAUNDRY ROOM, IN MAINTENANCE AND THE KITCHEN AT ALL TIMES. A PORTABLE FIRE EXTINGUISHER WILL BE MAINTAINED AT THE FRONT DESK, IN THE LAUNDRY ROOM, IN MAINTENANCE AND IN THE KITCHEN AT ALL TIMES.**

**EMERGENCY TRANSPORTATION FOR VERY MINOR INJURIES OF EMPLOYEES/GUESTS MAY BE PROVIDED BY A DELEGATED SUPERVISOR OR PROPERTY MANAGER, IN THE SHILO VEHICLE. HOWEVER, IT IS ALWAYS BEST TO CALL FOR EMERGENCY TRANSPORTATION. BY DOING THIS, THERE IS NOT EVER ANY WRONG DECISION**

**IN THE EVENT OF ANY EMERGENCY, THE RESTAURANT AND THE HOTEL SHOULD STAY IN CONTACT WITH EACH OTHER, IN ORDER TO PROMOTE THE COOPERATIVE EFFORTS OF BOTH STAFFS TO BETTER INSURE THE EFFECTIVENESS OF THIS PLAN, AND THE SAFETY OF OUR GUESTS AND EMPLOYEES!!!!**

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**FORWARD**

**WHEN AN EMERGENCY SITUATION SUCH AS A FIRE IS REPORTED IN HOUSE, THE FIRST THING TO DO IS FOLLOW THE INSTRUCTION AS LISTED IN THIS MANUAL. THE SAFETY OF THE EMPLOYEES AND THE GUESTS COMES FIRST.**

**!!!! DO NOT PANIC!!!!**

- 1. DETERMINE WHAT KIND OF EMERGENCY IS OCCURRING.**
- 2. CALL 9-911, NOTIFY THE MANAGER.**
- 3. DESK PERSONNEL SHOULD START CALLING OCCUPIED ROOMS.**
- 4. HOUSEKEEPING AND MAINTENANCE WILL KNOCK ON DOORS AND NOTIFY GUESTS.**
- 5. MANAGEMENT OR DESK PERSONNEL SHOULD RUN EMERGENCY REPORTS, GRAB MONEY AND ANY OTHER ITEMS THAT WILL HELP TO DETERMINE WHO AND WHERE AND HOW MANY PEOPLE ARE ON PROPERTY.**
- 6. IN THE EVENT THIS EMERGENCY OCCURS WHEN THERE IS A LIMITED STAFF ON PROPERTY, THE MANAGER WOULD AND SHALL DETERMINE HOW TO PROCEED.**
- 7. IF THE MANAGER IS OFF PROPERTY, TRY TO REACH HIM AT HOME (BOB: 9-289-9662 OR CELLULAR: 9-1-360-580-5021)**
- 8. ONCE EVERYONE IS OUTSIDE THE BUILDING, THEY ARE NOT TO RETURN UNTIL TOLD IT IS OKAY TO DO SO.**

**IN THE EVENT OF ANY EMERGENCY, THE RESTAURANT AND THE HOTEL SHOULD STAY IN CONTACT WITH EACH OTHER, IN ORDER TO PROMOTE THE COOPERATIVE EFFORTS OF BOTH STAFFS TO BETTER INSURE THE EFFECTIVENESS OF THIS PLAN, AND THE SAFETY OF OUR GUESTS AND EMPLOYEES!!!!**

## SHILO INN OCEAN SHORES HOTEL AND RESTAURANT EMERGENCY EVACUATION PLAN

The instructions in this book have been prepared specifically for the hotel and/or restaurant staff to use in the event of an emergency.

It is the responsibility of each employee to be familiar with this manual and to refer to this in the event of an actual emergency.

The Guests in our hotel look to us to protect their well being in an emergency and this responsibility must be handled in a **calm and professional manner**.

All employees are instructed to report to the Hotel Desk or Restaurant Reception Station (depending on the department you work in) in the event of an emergency. After all employees are accounted for, use Housekeeping and Maintenance to assist in dealing with the Emergency.

Always remember the first responsibility in an emergency is **to protect the lives of Guests and Employees**. This very important responsibility must be considered when making any decision as to how you will proceed with the emergency. **LIFE FIRST, PROPERTY SECOND!!!!**

### **HELPFUL HINTS IN AN EMERGENCY**

We hope this manual is never needed for an actual emergency; but, should it be, we hope all employees will apply the guidelines set forth in these pages and conduct themselves professionally in the tradition of Shilo Inns.

**BE CALM AND IN CONTROL.** Reassure the Guests that everything possible is being done by the fire/rescue/police departments.

**BE POSITIVE AND INFORMATIVE.** Keep the Guests notified of any current information. Remember you will be asked the same questions numerous times; but, for the Guests asking the questions it will be the first time asking it.

**BE ATTENTIVE AND SYMPATHETIC.** Offer blankets to warm those who ask for additional heat. Guests are frustrated at the situation and the inconvenience, but not at you. They may appear to be venting on you, but remember, do not personalize it, listen attentively and apologize for the inconvenience. **DO NOT JOKE** unless you are sure that the Guest is receptive to it during this time of crisis.

**BE EMPATHETIC.** Guests may be experiencing anxieties, be empathetic to their plight. You're expected to know "EVERYTHING"! Take charge and reassure them. Use common sense and judgment! Take ownership of your hotel and the situation. **BE PROFESSIONAL,, BE POSITIVE AND BE CALM!!!!**

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**LIABILITY FOR OCCURRENCES**

It is very important that employees know how to handle questions directed at them by persons directly involved in an emergency situation.

**It is company policy that NO STATEMENT of any kind is made about an occurrence by anyone but the General Manager.** Making a statement to the media or to anyone else may lead to a situation that will place liability for the occurrence upon Shilo Inns.

All employees need to be aware that making such a statement will not only result in termination from your job it could also place civil liabilities upon you.

The only person you may make such statements would be to duly authorized representatives of the Police and Fire departments. Any person claiming to represent these agencies must present proper identification as to their name and title before you answer any questions.

This may all seem like a lot to go through just over a few little questions; but in many cases those little questions have resulted in million dollar lawsuits when answered improperly.

**REMEMBER----THE BEST COMMENT IS NO COMMENT!!!!!!**

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**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**BOMB THREAT CHECK LIST**

1. **Notify Manager!** If the Manager is out of the area notify the designated representative (Front Desk). The Manager or the designated representative will notify the Regional Manager – Leon Standridge at the Corporate Office – 9-1-503-641-6565 ext. 261.
2. Call 9-911.
3. Complete bomb threat form and present to the Manager
4. Any calls from the media must be referred to the Manager and **NO STATEMENT** should be given. Any statement will come from the Manager.
5. Set up a Command Post and place someone in charge of receiving calls and messages (use the Emergency Response Team). Use a map to check off rooms and areas searched.
6. Assemble search teams – **ALWAYS WORK IN PAIRS**. Search should start at once and various teams will be joined by police force upon arrival. Start from ground floor up. Search systematically, one wall at a time, floor level, eye level and overhead. Face the room or area and begin the search with a sweep left to right on the perimeters.
7. **DO NOT** move or pick up any article that looks suspicious to you. Report it immediately to the command post and clear the area.
8. If you do locate a suspicious item, you should do the following:
  - DO NOT TOUCH IT**
  - DO NOT KICK IT**
  - DO NOT COVER IT**
  - DO NOT ATTEMPT TO MOVE IT**
  - LOOK AT IT**
  - LISTEN TO IT**

**NOTIFY THE COMMAND POST IMMEDIATELY**

9. Under **NO** circumstances should the fire alarm be used.
10. If no location is given by the caller, the search should start in areas which have public access: Lobby, restrooms (to include waste receptacles), lounge, restaurant, meeting rooms, corridors, housekeeping and maintenance areas, stairwells, exterior shrubbery, signs, etc.
11. If no bomb is found, do not announce the area is safe, report it to the command post and await next assignment.
12. Instructions to institute evacuation will be given **ONLY by the Manager** in conjunction with Police Department Bomb Squad Commander.

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**BOMB THREAT (CONTINUED)**

13. All Guests, Patrons and Employees will be advised to use the stairways closest to their location.

After the standby members of the Emergency Response Team have been assigned guest rooms for evacuation, the front desk will begin automatically calling guestrooms, as in "**Reported Fire or Smoke**" on page 13 of this booklet, advising the guests to evacuate their rooms and to use the stairwell closest to their room. The Brigade members will check off rooms on a master list, so **no rooms will be overlooked.**

In the event of evacuation from the lounge or restaurant, the lead hostess should direct the patrons and employees. Management will assist in conducting the search. Each cashier will be responsible for removing their cash drawer from the scene. In the lounge and restaurant, the personnel responsible for evacuation will be the last person to leave their respective area.

**LETTER AND PARCEL BOMBS**

Since we are in the process of establishing bomb threat procedures, we will cover the issues made famous by the Uni-Bomber.

The likelihood of receiving an explosive device in the mail is remote. Unfortunately, we all know the possibility does exist and the results could be death, injury and property damage.

Mail bombs can be in either a parcel or an envelope and the outward appearance is limited only by the imagination of the sender. There are generally unique characteristics, which may assist in identifying as suspicious mailing.

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**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**BOMB THREAT REPORT**



**FBI BOMB DATA CENTER**

**QUESTIONS TO ASK:**

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

**EXACT WORDING OF THE THREAT:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of call: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**BOMB THREAT**

FBI/DOJ

**CALLER'S VOICE:**

- |                 |                       |
|-----------------|-----------------------|
| _____ Calm      | _____ Nasal           |
| _____ Angry     | _____ Stutter         |
| _____ Excited   | _____ Lisp            |
| _____ Slow      | _____ Raspy           |
| _____ Rapid     | _____ Deep            |
| _____ Soft      | _____ Ragged          |
| _____ Loud      | _____ Clearing throat |
| _____ Laughter  | _____ Deep breathing  |
| _____ Crying    | _____ Cracking voice  |
| _____ Normal    | _____ Disguised       |
| _____ Distinct  | _____ Accent          |
| _____ Stuttered | _____ Familiar        |
|                 | _____ Whispered       |

If voice is familiar, who did it sound like?

\_\_\_\_\_

**BACKGROUND SOUNDS:**

- |                        |                         |
|------------------------|-------------------------|
| _____ Street noises    | _____ Factory machinery |
| _____ Grocery          | _____ Animal noises     |
| _____ Voices           | _____ Clear             |
| _____ PA System        | _____ Static            |
| _____ Music            | _____ Local             |
| _____ House noises     | _____ Long distance     |
| _____ Motor            | _____ Boom              |
| _____ Office machinery | _____ Other _____       |

**THREAT LANGUAGE:**

- |                              |                                    |
|------------------------------|------------------------------------|
| _____ Well spoken (educated) | _____ Incoherent                   |
| _____ Fool                   | _____ Taped                        |
| _____ Irrational             | _____ Message read by threat maker |

**REMARKS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Report call immediately to:**

\_\_\_\_\_

Phone number \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Phone number \_\_\_\_\_

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**SMOKE ALARM**

1. Notify the Manager! If the Manager is out of the area notify the designated representative (Front Desk).
2. Attempt to locate and identify the nature of the emergency.
3. If a fire exists and the Hotel Main Fire Alarm has not been activated, do so now and call 9-911 and proceed with **Reported Fire or Smoke Emergency procedures on page 13** of this booklet.
4. If no emergency exists, reset alarms and return to normal procedures. If guests have evacuated the property, notify them of the ALL CLEAR.
5. Fire Department phone number 9-289-3611. If the fire department has been called, **DO NOT CANCEL** their response. Allow them to continue to the scene so they can verify no emergency exists.

**IN THE EVENT OF ANY EMERGENCY, THE RESTAURANT AND THE HOTEL  
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**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**FIRE ALARM**

1. **Notify the Manager!** If the Manager is out of the area notify the designated representative (Front Desk).
2. Attempt to locate and identify the nature of the emergency.
3. If a fire emergency exists notify the Fire Department at 9-911 and request fire units.
4. Proceed with **Reported Fire or Smoke procedures on page 13** of this handbook.
5. If no emergency exists, reset the alarms and return to normal procedures
6. If guests have been evacuated off the property, notify them of the ALL CLEAR after the Manager or the authorities (Fire Department) have given that command.
7. The Fire Department phone number is 9-289-3611. If the Fire Department has been called, **DO NOT CANCEL** their response. Allow them to continue to the scene so they can verify no emergency exists.

Always remember, **IF YOU DISCOVER A FIRE OR ARE NOTIFIED OF ONE, YOU ARE TO TRIP THE ALARM BOX CLOSEST TO YOU.** Immediately return to the front desk and follow the above procedures. **Call 9-911 first.**

**REMEMBER, YOU ARE NOT A FIRE FIGHTER. YOUR OBLIGATIONS ARE TO:**

1. **ALERT – THROUGH ALARM.**
2. **CALL THE FIRE DEPARTMENT (9-911)**
3. **ISOLATE THE FIRE AND THE FIRE AREAS.**
4. **IF YOU ARE REQUIRED TO LEAVE THE FRONT DESK BECAUSE OF AN IMMEDIATE HAZARD, TAKE WITH YOU THE CURRENT REGISTRATIONS, THE EMERGENCY REPORT AND THE CASH.**

**PERSONNEL TRAINED TO EVACUATE THE BUILDING NEED TO ASSIST IN DIRECTING THE FIRE DEPARTMENT TO THE HYDRANTS AND IN THE SHUT OFF OF ALL POWER SOURCES:**

1. **ALL FRONT DESK PERSONNEL.**
2. **ALL MAINTENANCE PERSONNEL.**
3. **ALL SAFETY COMMITTEE MEMBERS.**

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**REPORTED FIRE OR SMOKE**

1. Notify 9-911 of the report and request fire unites.
2. Notify the Manager! If the Manager is out of the area, notify a designated representative (front desk).
3. In the event the report of fire or smoke is unclear, attempt to determine if an actual emergency exists. **If the report clearly indicates fire or large amounts of smoke, bypass this step and go directly to step 4.**
4. Activate the Hotel Fire Alarm System by pulling the closest Alarm Box Switch.
5. Return to the front desk and remain at the switchboard to give evacuation instructions to the guests. Be sure to instruct the guests to close their room doors when departing, to help slow the spread of fire.
6. When another employee can be contacted and told there is an emergency, utilize the house phone to call all rooms and notify guests to evacuate. Call rooms nearest to the fire, then call upstairs rooms over the fire, then all other rooms. Keep a list of all rooms not answering the phone to give to the Fire Department so those rooms can be physically checked. Remember, above all, **REMAIN CALM** so as not to incite panic among our guests and fellow employees. Stay at the switchboard as long as it is safe to do so.
7. Be prepared to direct arriving fire unites to the electrical and gas shut-offs should the need arise.
8. Should it become necessary to evacuate the lobby, take the file of current registered guest cards, emergency evacuation plan and keys to the registers (lock register – do not bother to remove the cash if there is immediate danger – just get out).
9. All employees and guest should gather in the parking lot. It is incumbent upon the head of each department or senior representative to note who is there and who is missing.

**IN THE EVENT OF ANY EMERGENCY, THE RESTAURANT AND THE HOTEL  
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**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**FIRE AND FIRE DRILL EMERGENCY CHECKLIST**

**IN CASE OF FIRE – RESPOND IN THE FOLLOWING FASHION!!!!**

- 1. BE CALM, BE POSITIVE, BE IN CONTROL!**
2. Be calm!! Reassure the Guests that everything possible is being done by the Fire Department.
3. Contact the General Manager!
4. Save all folios and back-ups in the bucket. WE will need to reconstruct the activities after this situation is resolved.
5. Be Calm...Be Positive...Be Informative...Keep the guests notified of any current information. Remember, you will be asked the same questions numerous times, but for the Guests asking the questions; it will be their first time to ask it. Be Patient!
6. Be attentive...Be Sympathetic...Offer blankets to warm those who ask for additional heat. **Do not joke** unless you're sure the Guest is receptive to it during this time of crisis. Many of the Guests may be experiencing anxieties...loss of data from laptop computers, some may be frightened of the dark or unsure of when they'll return to their room. Be empathetic to their plight. You are in charge and they will expect you to know "EVERYTHING"... Take charge and reassure them.
7. Do not leave the desk unattended. You will have to staff the phones until they go out or until it is no longer safe to do so. If time allows – pull all cash and drop it in the safe, otherwise, lock the register and remove the keys as you leave.

**REMEMBER: LIFE FIRST, PROPERTY SECOND!**

8. Use your best common sense and judgment. Take ownership of your hotel and the situation. Be Professional...Be Calm.
9. Remember, your Guests are frustrated at the situation and the inconvenience, but not at you. They may appear to be venting on you, but remember...Do Not Take It Personally...Listen attentively and empathize and apologize for the inconvenience.

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**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**ELECTRICAL FIRE**

1. Notify 9-911 and request Fire Units.
2. Notify the Manager! If the Manager is out of the area notify the designated representative (Maintenance Engineer).
3. Activate Main Fire Alarm and evacuate the Hotel.
4. If a fire or possible fire exists, follow **Reported Fire or Smoke plan on page 13** of this booklet.
5. Shut Off the Hotel electrical. Main shut off is located in the electrical room, inside the hotel laundry; the restaurant electrical main shut off is located in the electrical room in the dry goods storage room.
6. Persons should be assigned to control any electrical fire in an electrical panel or piece of equipment until Fire Units is on the scene.
7. If a person has been electrocuted...render first aid.

If the injured person is still in contact with electric current, **DO NOT TOUCH** them directly, use a broom with a wooden handle (**not Metal**) or similar wooden object to pull them away from the electrical source.

**THEN RENDER FIRST AID**

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**SHILO INN OCEAN SHORES  
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**ELECTRICAL POWER FAILURE**

1. If the power outage lasts for more than five minutes, try to contact Grays Harbor Public Utility District at 9-532-4220. Try to find out the cause and how long the power will be out of service. You will probably receive many calls from both the Guests and the other departments. Remain calm and patient. Remember, they are the Guests and they are being inconvenienced.
2. Notify the General Manager and the maintenance engineer.
3. If Housemen and/or Housekeeping personnel are available, assign flashlights to them and have them escort guests throughout the building.
4. Check the elevators to make sure no one is trapped inside. The special key to open the elevator door is kept in the elevator room beside the lobby entrance and in the maintenance room on top of the key cabinet.
5. Do not allow any candle use as temporary light, as it is a fire hazard.
6. REMEMBER, THE HOTEL IS VERY VULNERABLE AT THIS TIME TO THEFT.

**BE VERY CAREFUL AND BE VERY ALERT!!!!**

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**MEDICAL EMERGENCY**

1. DETERMINE THE NATURE OF THE EMERGENCY.
2. If first aid is applicable refer to the first aid section (starting on page 39) of this manual.
3. Notify Manager! If Manager is out of the area notify his designated representative (Front Desk).
4. Call 9-911 and request an ambulance, if:
  - a. The victim is unconscious.
  - b. The victim requests an ambulance.
5. **WE DO NOT TRANSPORT INJURED OR ILL PERSONS TO OR FROM MEDICAL FACILITIES.**

**DO NOT MAKE ANY STATEMENT AS TO WHO IS TO BLAME FOR THE INJURY OR ACCIDENT OR AS TO HOW THE EVENT OCCURRED.**

**FIRST AID EQUIPMENT AND AN INFECTION KIT ARE LOCATED AT THE FRONT DESK, IN THE LAUNDRY ROOM AND IN THE KITCHEN. TO BE USED BY FIRST AID CERTIFIED PERSONNEL ONLY.**

**A CURRENT LIST OF CPR QUALIFIED AND UP TO DATE PERSONNEL WILL BE AVAILABLE AT THE FRONT DESK AT ALL TIMES.**

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**BLOOD BORNE PATHOGEN EMERGENCY PLAN**

1. Notify the Manager! If the Manager is out of the area notify the designated representative (Head Housekeeper).
2. Evaluate the situation, if a Guest/Employee is involved call 9-911.
3. The first available first aid employee will take control of the scene until an advanced first aid or qualified person can assume control.
4. If a major incident occurs use one of the infection control kits located at the front desk, in the laundry room and in the kitchen. Secure the area with red bags until help arrives.
5. If a minor incident occurs use one of the infection control kits located at the front desk, in the laundry room and in the kitchen. Secure the area with red bags and clean up, disinfecting with stereo solution (bleach or other disinfectant if stereo solution is not available) and or odor destroyer.
6. It is paramount that **SAFETY CLOTHING BE WORN AT ALL TIMES.**
7. **STAY CALM** - Help is available!!!!

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**DEATH OF A GUEST OR EMPLOYEE**

**Death of a Guest**

1. Notify the Manager! If the Manager is out of the area notify his designated representative. (Regional Manager Leon Standridge at 9-1-503-641-6565 ext. 261)
2. Notify the Police at 9-911.
3. Seal off the area. Do not allow anyone to enter or leave.
4. Ask witnesses, if any, to please stay until the police arrive. If they will not or cannot do so, take their names, addresses and telephone numbers for the police to contact at a later time.
5. After police have made their report and are finished with the area, notify the manager or his designated representative for further instructions before clean up.
6. Do not cause alarm or discuss the matter in front of any other guests.
7. Once the investigation is complete, obtain permission from the police to remove their belongings. Make a detailed list and make sure witnesses are present (have them sign the inventory list as a witness). The belongings are to be stored until the authorities bring in a court order or the family arrives. Make sure the family signs the inventory list before they remove the items.
8. IF the authorities remove an item, make sure a receipt is given to us as to protect us from any liabilities.

**DO NOT** release any information to anyone other than your supervisor and the authorities. If asked, simply state that you are not sure or that you have **"NO COMMENT."**

**Death of an Employee**

1. Call the Manager and Regional Manager IMMEDIATELY. It is important that this incident be reported to OSHA immediately.
2. Notify the Police at 9-911.

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**ATTEMPTED SUICIDE**

1. NOTIFY 9-911 (POLICE AND MEDICAL).
2. Have a First Aid/CPR Certified person render assistance if possible. There is a list of qualified people available at the front desk.
3. Ask any witnesses to stay until the police arrive. If they will not or cannot do so, be sure to take their names, addresses and telephone numbers.
4. Notify the General Manager.
5. Have two people (preferably a supervisor) remove the personal belongings from the room. Make sure a detailed inventory is taken all of the items. If the family is present, have them sign the inventory list before they remove the belongings.
6. Do not release any information to anyone other than your supervisor or the authorities. If asked, simply state **"NO COMMENT"** or that you are not sure.

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**ROBBERY OR ASSAULT**

1. Above all, stay calm and cooperate to whatever extent is possible with the assailant.
2. Observe anything that will help the police with their investigation: description of assailant, car, license plate, direction of travel, type of weapon, etc.
3. Once the assailant has left and you are in no danger, call 9-911.
4. Notify the Manager! IF the Manager is out of the area notify the designated representative (Regional Manager Leon Standridge at 9-1-503-641-6565 ext. 261.
5. Make no statement about the incident except to Police.
6. Render first aid, if appropriate.
7. Do not touch or allow anyone to touch anything that may have the assailants' fingerprints on it. It may be evidence.
8. In the case of a sexual assault do not allow the victim to bathe or change clothes before the police arrive, they could be destroying evidence.
9. Fill out an Incident/Accident form.
10. Ask all witnesses to stay until the police arrive. If they will not or cannot, take down their names, telephone numbers and addresses.

**STAY CALM**

**STAY ALERT**

**STAY SAFE**

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**WATER LEAK**

1. Notify the Manager! If Manager is out of the area notify the designated representative (Maintenance Engineer).
2. Shut off the flow to that pipe or fixture at the location or if that is not possible, shut-off the hotel water. Main shut-off is located in the boiler room, on the main floor next to the guests laundry. The restaurant main water shut-off is located in the water softening room south of the dish station, down the hallway (past the Pepsi syrup).
3. Evacuate the flooded area.
4. Shut off the hotel electrical. Main shut off is located in the electrical room, inside the hotel laundry; the restaurant electrical main shut off is located in the electrical room in the dry goods storage room. DO NOT SHUT OFF THE POWER IF THERE IS WATER NEAR THE PANEL.

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# EMERGENCY WATER BYPASS OF FILTERS AND SOFTENERS

(West Wall Laundry Across from Dryers)

IF LEAK OCCURS IN FILTERS:

1. Call Chuck in Maintenance
2. Boiler Room – Two Green Levers on Large Copper Pipes to your right.
  - Pull The Left Lever Down Slowly – First
  - Pull The Right Lever Up Slowly – Second
3. Filter and Softener Room – Four Levers, In the Copper Plumbing, On Top Of The Two Large Tan Tanks. – One Red, Three Green.
  - Close All Four



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**GAS LEAK**

1. Notify 9-911 and request Fire Units.
2. Notify the Manager! IF the Manager is out of the area notify the designated representative (Maintenance Engineer).
3. Activate the main fire alarm and evacuate the hotel using the stairways and NOT the elevators.
4. The Manager or the authorized representative will immediately shut off the gas at the three main gas shut offs located outside in front of the hotel in the service area north of the boiler room. Note: The restaurant does have a shut-off in the kitchen at the south end of the cook line in a cabinet marked "Gas Shut Off Valve", which controls the gas feed only to the kitchen.
5. Also, shut off the electricity at the main box (**if you can smell natural gas, do not turn off the main electrical-this could cause an explosion or fire, as well as injuries**). The hotel electrical main shut off is located in the electrical room, inside the hotel laundry; the restaurant electrical main shut off is located in the electrical room on the dry goods storage room. **A gas main wrench is not necessary to shut off the gas. The gas is controlled by a twist valve, similar to a water faucet.**
6. Notify Maintenance by day (call maintenance standby at night) so when the building is cleared by the Fire Department, services may be repaired and restored in a timely fashion.
7. **DO NOT turn on the gas yourself.** Call Gas Plus Company at 9-532-2000 to restore gas to the property.

NEVER, NEVER, NEVER.... ASSUME THERE IS NOT A PROBLEM! IF ANY QUESTION SHOULD ARISE...BE CAREFUL.... CALL THE GAS COMPANY.

**NOTE – SHOULD AN EXPLOSION OR FIRE OCCUR AS A RESULT OF A GAS LEAK, FOLLOW THE INSTRUCTIONS FOR A REPORTED FIRE OR SMOKE ON PAGE 13.**

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**EARTHQUAKE**

1. Advise Employees and Guests that if they are inside, to stay inside. If they are outside to stay outside.
2. Advise all to stay clear of falling or potential falling objects.
3. Stay clear of windows, mirrors and outside doors.
4. Advise all to use the stairs instead of the elevators.
5. Maintenance should inspect all water, gas and electrical lines IMMEDIATELY. If damaged, they should be shut off.
6. Turn radio on for information. Keep telephone lines clear.
7. Close off any structurally damaged areas.
8. Expect aftershocks, they can cause damage too.
9. Advise all Guests not to flush toilets until sewer lines are checked.

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**TORNADO:** A violent whirling wind accompanied by a funnel shaped cloud that progresses in a narrow path over the land. For safety go into an underground bunker or under something very heavy. Do not go outside for any reason until the storm is gone.

**HURRICANE:** A tropical cyclone with winds of 74 miles per hour or greater, that sometimes is accompanied by rain, thunder and lightning. It may sometimes move into temperate latitudes. Stay away from windows and remain indoors until the storm passes. Tape large windows in an "X" pattern with at least 2" wide tape.

**ARE YOU PREPARED?**

Disasters usually strike without warning. They can force a neighborhood evacuation or confine you to your home or your work area. You or your loved ones can be injured. Worse yet, emergency responders may not be able to help you if thousands of people are affected at the same time.

Think it may never happen to you????? In Oregon, in the past, several communities suffered from snow and ice, a windstorm and major flooding. Weather experts say we can expect more of the same...we are in a 20-year cycle...**are you prepared to survive on you own for the first 72 hours** following these types and other types of emergencies? Prepare yourself, your family and your coworkers now by following five easy steps.

**DISCUSS** – the emergencies most likely to happen in your county and how they would impact your family, yourself and your property and your employers property.

**TRAIN** – all family members and coworkers. Take first aid classes, learn to use a fire extinguisher and know how to shut off utilities both at home and at work.

**ASSEMBLE** – supplies for your home, car and business (see next page).

**IDENTIFY** – emergency names and numbers and keep them near your phone both at home and at work. If local phones are not working, family members and yourself should set up an out of state contact to relay messages. This is to let all people know, who care about you, that you are safe and okay.

**MAINTAIN** – your readiness. Review this plan once a year, both at home and at work.

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\*\*\*\*\***EMERGENCY SUPPLIES**\*\*\*\*\*

Storing emergency supplies before a disaster can add to your family's and your guest's safety and comfort during a disaster. **Store enough supplies for at least 72 hours.**

**SURVIVAL**

Water – 1/2 gallon drinking water per person per day, plus same amount for hygiene and cooking.  
First Aid Kit.  
First Aid Reference Guide.  
Food (Packages, canned, no-cook, baby food and for special diets).  
Can opener (not electric).  
Blankets and/or sleeping bags.  
Working smoke detectors, properly installed.  
Fire extinguisher(s): A-B-C type.  
Essential medications and eyeglasses.  
Money.  
Food and water for pets.  
Portable radio, flashlights and spare batteries.

**SANITATION SUPPLIES**

Large Plastic trash bags for trash, waste and water protection.  
Large Trash Can.  
Bar soap and liquid detergent.  
Shampoo.  
Toothpaste and toothbrushes.  
Household liquid bleach (to purify water).  
Eye dropper to measure bleach.  
Newspaper to wrap garbage and waste.  
Pre-moistened towelettes.

**COOKING**

Barbecue and/or clamp stove.  
Fuel for cooking.  
Pots and heavy aluminum foil.  
Paper plates and cups.  
Plastic spoons, knives and forks.  
Paper towels.  
Cooking Utensils.

**SAFETY AND COMFORT**

Heavy gloves for cleaning up broken glass.  
Sturdy shoes.  
Candles (use with extreme care).  
Matches dipped in wax and kept in a water-proof container.  
Change of clothing.  
Garden hose with shut off nozzle for siphoning and fire fighting.  
Tent and tarps.  
Hat to protect from cold, rain and sun.

**TOOLS AND SUPPLIES**

Crescent wrench – 12" or longer.  
Axe, shovel, pry bar and a broom.  
Screwdrivers, pliers and a hammer.  
Coil of 1/2" rope.  
Duct tape and plastic sheeting.  
Pocket knife and staple gun.  
Pen and paper.  
Map of the local area to locate Emergency Services (Such as the Red Cross Shelters).  
Battery or wind-up clock.

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## tsunami (soo-NAH-mee)

Tsunamis (often erroneously called tidal waves) are an infrequent yet serious hazard in the Pacific. A tsunami is a series of traveling ocean waves of great length and long period, generated by disturbances associated with earthquakes in oceanic and coastal regions. As the tsunami crosses the deep ocean, its length from crest to crest may be a hundred miles or more, its height from trough to crest only a few feet. It cannot be felt aboard ships in deep water, and cannot be seen from the air. But in deep water, tsunami waves may reach speeds exceeding 600 miles per hour.

As the tsunami enters the shoaling water of coastlines in its path, the velocity of its waves diminishes and wave height increases. It is in these shallow waters that tsunamis become a threat to life and property, for they can crest to heights of more than 100 feet, and strike with devastating force.

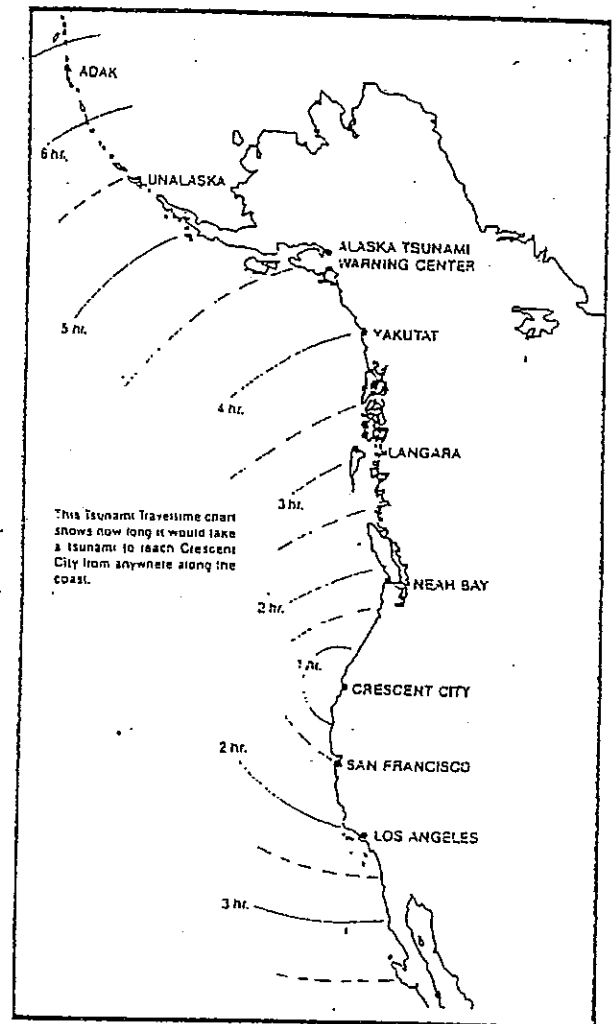
## warning system

The tsunami warning system in the United States is a function of the National Oceanic and Atmospheric Administration's National Weather Service. Development of the tsunami warning system was impelled by the disastrous waves generated in Alaska in April 1946, which surprised Hawaii and the West Coast and took a heavy toll in life and property. The Pacific Tsunami Warning Center was established at Ewa Beach, Hawaii in August 1948. The disastrous 1964 tsunami resulted in the development of a regional warning system in Alaska. The Alaska Tsunami Warning Center (ATWC) in Palmer was dedicated in September of 1967.

The ATWC is the nerve center for an elaborate telemetry network of remote seismic

stations in Alaska, Washington, California, Colorado and other locations. Tide data are telemetered directly to the ATWC from several Alaska locations. Tide data from Canada, Washington, Oregon and California are available in near real time.

In 1982, the Alaska Tsunami Warning Center was given additional responsibility for warnings to British Columbia, Washington, Oregon and California for tsunamis generated off their coasts.



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## tsunami safety rules

Tsunamis are the so-called "tidal waves" generated by some earthquakes. When you hear a tsunami warning or feel a strong earthquake, you must assume a dangerous wave is on its way. History shows that when the great waves finally strike, they claim those who have ignored the warning.

### REMEMBER!

- A strong earthquake felt in a low-lying coastal area is a natural warning of possible, immediate danger. Keep calm and quickly move to higher ground, away from the coast.
- All large earthquakes do not cause tsunamis, but many do. If the quake is located near or directly under the ocean, the probability of a tsunami increases. When you hear that an earthquake has occurred in the ocean or coastline regions, prepare for a tsunami emergency.
- A tsunami is not a single wave, but a series of waves. Stay out of danger until an "all clear" is issued by competent authority.
- Approaching tsunamis are sometimes heralded by noticeable rise or fall of coastal water. This is nature's tsunami warning and should be heeded.
- A small tsunami at one beach can be a giant a few miles away. Don't let the modest size of one make you lose respect for all.
- Sooner or later, tsunamis visit every coastline in the Pacific. All tsunamis — like hurricanes — are potentially dangerous even though they may not damage every coastline they strike.
- Never go down to the beach to watch for a tsunami. **WHEN YOU CAN SEE THE WAVE YOU ARE TOO CLOSE TO ESCAPE.**
- During a tsunami emergency, your local emergency management office (formerly Civil Defense), police, and other emergency organizations will try to save your life. Give them your fullest cooperation.

- Stay tuned to your radio, marine radio, NOAA Weather Radio, or television stations during a tsunami emergency — bulletins issued through your local emergency management office (formerly Civil Defense) and National Weather Service offices can save your life.

Funding for this project was provided by the Federal Emergency Management Agency and The National Oceanic and Atmospheric Administration.

February 1992



**SHILO INN OCEAN SHORES  
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**FLOODING**

**FLOOD WATCH** – Flood conditions are a real possibility, but not imminent.

**FLOOD WARNING** - If a flood is imminent or in progress, immediate precautions should be taken.

1. Depending on the severity, you may need to shut down the electrical power, the gas outlets and the water.
2. If it becomes necessary to evacuate the lower level (front desk, hotel lobby, restaurant, restaurant lobby, lounge and rooms), contact all occupied rooms, remove the guest registration buckets and emergency report, place cash from the till in the safe located in the back office and take a copy of Emergency Action Plan as you exit the building.
3. A shelter area should be designated (at a safe elevation). The supplies needed are as follows:
  - a. First Aid equipment and supplies
  - b. Water
  - c. Non-perishable food
  - d. Blankets
  - e. Radio and spare batteries
4. Keep tuned to the radio for flood advisories from the National Weather Service.

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**VOLCANIC ERUPTION**

1. Advise all Guests and Employees to stay inside the building unless you are ordered to evacuate. If evacuation is necessary, see "Evacuation Procedures" on page 32 of this manual.
2. Alert all Staff to check for fire and/or damages.
3. Keep telephone lines open for emergency use.
4. Keep tuned into a radio station for information.
5. Keep Guests and Staff informed.
6. When the danger has passed, organize an inspection crew and a clean up crew immediately.

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**STRUCTURAL COLLAPSE**

1. Notify Manager! If Manager is out of the area notify his designated representative (Maintenance Engineer).
2. Notify Fire and Rescue at 9-911.
3. Activate alarm system and evacuate hotel.
4. Shut off all gas and electrical mains.
5. Assign teams to fires, aid and evacuation of Guests.
6. Determine area affected and prepare a list of Guests and Employees that were occupying that area to give to fire department.
7. **DO NOT** allow Guests to reenter the hotel until told to do so by the Officer in charge of the fire units.
8. Assist Fire Units/Rescue as needed.

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**SHILO INN OCEAN SHORES  
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EMERGENCY EVACUATION PROCEDURES**

**EVACUATION PROCEDURES**

- 1. REMAIN CALM!!!!**
2. Notify all departments. Assign this task if possible.
3. Notify all occupied rooms stating:  
**"Mam/Sir we have an emergency situation. We have been instructed by the authorities to direct all of our Guests to exit the hotel immediately."** Recommend the Guests to use the stairways as not to tie-up the elevators (if you have them), which need to be available for the Guests that are unable to use the stairs, i.e.: The physically challenged, injured, elderly, etc.
4. Check all Guest areas (Laundromat, fitness area, public restrooms).
5. Evacuate yourself and all remaining personnel, along with the Guest registration buckets, the emergency report, the cash drawer keys and a copy of the Emergency Action Plan.
6. Do not reenter the building until it has been declared safe by the proper authorities.
7. All Employees and Guests should gather in the parking lot. It is incumbent upon the head of each department or senior representative to note who is there and who is missing.

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**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**EMERGENCY EVACUATION – DEPARTMENTAL INSTRUCTIONS**

**In the event of an emergency situation (i.e.: fire, major water or gas leak, electrical, structural collapse, etc.). The following departments responsibilities are outlined below.**

**IN ALL INSTANCES, ELEVATORS ARE NOT TO BE USED!!!!**

**During an alarm, until cleared by the Fire Department, Guests are to be told, "It's being investigated."**

At the earliest convenience, contact the Managers, Assistant Managers or the designated people in charge to appraise the situation.

In most cases, all Guests will be directed to the restaurant/ballroom area. If that option is not available, everyone will be directed to the parking lot. **REMAIN THERE FOR FURTHER INSTRUCTIONS.**

**HOUSEKEEPING:** To include: Executive and Assistant Housekeepers, Room Attendants, Housemen, Laundry Personnel and Lobby Attendants.

When an alarm sounds, all Housekeeping Personnel should proceed immediately to exit the building by way of the stairways, helping people out along the way. If it is dark and the emergency lights are not operating, flashlights will be needed in the stairway for customer assistance. Check with the Front Desk to see if the ballroom or the restaurant lobby is available. During inclement weather, blankets should be offered to the Guests. Everyone should meet in the parking lot. For further instructions and make sure all personnel and Guests are accounted for.

**MAINTENANCE/SECURITY:** If Maintenance Personnel are present, they will take control of the situation. Otherwise, Security or Management will assist in locating the emergency (fire, gas leak, etc.).

Our alarm system is automatically tied to the Fire Department. In case of a fire or serious gas leak, etc. If the alarm is not set off, **ACTIVATE IT!** If the alarm sounds for a fire or serious gas leak, Maintenance needs to contact the Front Desk personnel by two-way radio as to the location/floor as to which fire stations were pulled.

**SHILO INN OCEAN SHORES  
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**EMERGENCY EVACUATION – DEPARTMENTAL INSTRUCTIONS  
(CONTINUED)**

**NOTE: Fire alarm pull stations are tied to the smoke detectors in the hallways and will read on the fire alarm panel as smoke detectors.**

Go to that floor, **BY WAY OF STAIRS**, to investigate. If Maintenance finds that the fire is not extinguishable by hotel means, **DO NOT PLAY THE HERO.** Rather, instruct the Front Desk personnel by two-way radio to make the fire department (9-911) aware of the severity.

Maintenance should continue to be in contact with the Front Desk as much as possible, concerning the status of the fire, leak, etc. and regarding further assistance or instructions.

**Serious Gas Leaks:** Activate the nearest alarm pull station and stand by for instructions from the fire department.

**NEVER SILENCE THE ALARM UNTIL IT IS ABSOLUTELY SURE THERE IS  
NO EMERGENCY**

If there is a fire, the alarm is NOT to be silenced until directed to do so by the fire department personnel in charge.

After investigating fire, leak, etc., Maintenance should be in contact with the Front Desk to find out if there are any special-assist guests who may need help.

After helping with special-assist guests and locating the fire, leak, etc., Maintenance or Security should be in contact with fire department personnel to see if they need assistance. If not, they should then proceed to the parking lot.

Even if it appears to be a false alarm, the fire department must still come and investigate. They decide when to call the "ALL CLEAR."

If necessary, a roll of masking tape is available at the front desk to indicate which rooms have been checked. Attach a piece of tape to the center of the door after you have checked the room (this includes asking "Is there anyone in this room?") in case the person cannot be seen. Be sure to check the rooms physically in case someone is unconscious.

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HOTEL AND RESTAURANT  
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**EMERGENCY EVACUATION – DEPARTMENTAL INSTRUCTIONS**  
**(CONTINUED)**

**DESK/AUDITORS:** When the alarm sounds, check the fire alarm panels on the wall at the front desk to determine the location of the fire alarm pull station, sprinkler or hallway smoke detector that was activated. **REMAIN CALM!!!!**

Radio or page on-duty Maintenance (or Houseman), as to the location of station activated, so they may investigate immediately. After the designated person with the radio has been dispatched to locate the alarm, call 9-911 to instruct the fire department that the alarm has been sounded and needs investigating. Remain on the phone with the 911 dispatcher to apprise them of pertinent information until the fire department arrives on the scene. Limit your information to pertinent details only. Write down specific information as it is relayed to you and repeat it to the 911 dispatcher. Obtain the assistance of another employee to man the in-house phone lines so you can disregard any ringing telephone while on the line with 911. At this time everyone should be evacuating the hotel.

**DO NOT SILENCE THE ALARM PANEL UNTIL YOU ARE CERTAIN THERE  
IS A FALSE ALARM OR THE FIRE DEPARTMENT HAS OKAYED YOU TO  
DO SO.**

Be prepared for numerous phone calls from Guests. Until it is determined that it is a false alarm, direct all Guests to exit the building by way of the stairs (elevators should not be used as they will not operate when the alarm is activated). Do not allow Guests to remain in the hotel lobby, as this will be the main access for the fire department. Alarm pull station reset keys are on the security and the maintenance key sets, as well as on the wall between the two red alarm boxes.

Note any rooms whose Guests may need special assistance (i.e.: deaf, blind, elderly, disabled, etc.). Direct the nearest employee (by radio if necessary) or the fire department personnel to those special assist rooms.

Run a bucket check report and have it available for the fire department personnel and/or Management. This will list which rooms are occupied.

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HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**EMERGENCY EVACUATION – DEPARTMENTAL INSTRUCTIONS  
(CONTINUED)**

When you know that all guests have been evacuated or assisted out of the building, or it is deemed necessary for you to evacuate:

**Take the registration buckets**

**Take an emergency report (if you were able to run one)**

**Lock the cash registers and remove the keys**

**Take a copy of the emergency evacuation plan**

**Exit the building and wait for the fire department if they have not yet arrived.**

Meet the other employees and guests outside the building in the parking lot to await further instructions from the management or the fire department.

Be prepared to direct the fire department personnel to the hotel and/or restaurant electrical, gas, water and/or sprinkler system shut offs; by referring to the copy of the emergency evacuation plan. **Again, be sure to take a copy of the plan when you need to evacuate the building. Copies are located at the front desk, in housekeeping, in maintenance and in the restaurant.**

**ADDITIONAL AUDITOR CONSIDERATIONS:** The auditor procedures are the same as the desk procedures (basically) but, keep in mind that you are probably the only person on duty – others than security.

If the alarm sounds and you are completely alone on property, or security is not present, look on the fire alarm panel to determine on which floor the alarm pull station (it will read as a smoke alarm) sprinkler or smoke detector was activated. When you call 9-911 dispatch, **let them know you are alone and the alarm has been activated.** Remain on the phone. You will also need to let them know which floor you think the fire (or other emergency) is on. Limit your information to pertinent details only. Write down the specific information as it is relayed to you. Prepare to assist the fire department in any way possible.

**NOTE:** If someone reports a fire or other serious emergency and you are on shift alone, activate the nearest alarm pull station if an alarm has not already been activated. It will be safer to have guests exit the building at this point, even though you don't know for sure if there is a fire, leak or other serious emergency, or it's severity. Next, look for the special assist rooms and contact

**SHILO INN OCEAN SHORES  
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**EMERGENCY EVACUATION – DEPARTMENTAL INSTRUCTIONS  
(CONTINUED)**

them to see if they need assistance. Make a list for the fire department of special assist rooms needing assistance first. Also, notify (if available) any staff member that has a radio of those rooms that need assistance. The employees with the radios need to let the front desk know if they have evacuated a special assist room (this will help keep a current list for the fire department when it arrives).

**REMAIN CALM AND STAY BY THE PHONE**

Stay at the desk (as long as it is safe to do so) in order to be able to direct the fire department to the emergency location (if known). You may hand the fire department one of our radios so they can communicate with you at the front desk. Be prepared to issue additional keys to the fire department (noting the number of keys issued).

When you know that all of the Guests have been evacuated or assisted out of the building, or it is deemed necessary for you to evacuate:

**Take the registration box**

**Take the emergency report (if you were able to run one)**

**Lock the cash drawers and take the keys**

**Take a copy of the emergency evacuation plan**

**Exit the building and wait for the fire department if they have not yet arrived.**

**SALES PERSONNEL:** Assist the Front Desk personnel as necessary (most likely with telephones and radios while they are speaking with 911 dispatch).

**ALL DEPARTMENTS:** Once the building has been evacuated, all department heads will meet with the employees and guests in the parking lot to determine if everyone is present and accounted for or if any other measures need to be taken.

**ALL EMPLOYEES ARE TO REFRAIN FROM TALKING WITH ANY REPRESENTATIVES OF THE MEDIA.** Please direct any inquiries to the General Manager. **"NO COMMENT! ALL INQUIRIES ARE TO BE DIRECTED TO THE GENERAL MANAGER!"**

**SHILO INN OCEAN SHORES  
HOTEL AND RESTAURANT  
EMERGENCY EVACUATION PLAN**

**GUEST INJURY**

1. Be courteous and sympathetic. Avoid any arguments over cause or blame for the accident.
2. If the injury appears to be serious notify 9-911 (medical) immediately.
3. Contact your General Manager and/or your supervisor.
4. If the Guest is admitted into the hospital and is not going to continue his/her stay, you will need to remove their belongings from the room. If a family member or friend is present, have them do so. If not, have two or more employees remove the items. Be sure that a complete inventory list is taken of each item that is removed from the room.
5. If someone other than the Guest arrives to take the items, have them sign the inventory list.
6. Do not admit any liability and do not indicate the hotel will be paying the medical expenses.
7. Do not discuss the accident in front of any other Guests, at any time.
8. Be sure to fill out the "Guest Incident Report". Give full and complete details. If the accident is serious, try to take pictures of the accident scene.

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**SHILO INN OCEAN SHORES  
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**FIRST AID: PRIMARY ASSESSMENT**

1. Stop and check to make sure that the scene is secure and you are in no danger. Think of traffic, toxic fumes or gasses, fire, weapons, electrical hazards, etc.
2. Put on personal protective equipment, like gloves, face shield, goggles, etc.
3. Tap and shout. If no response...activate EMS and call 9-911.
4. Open airway. Use chin lift. (Protect spine-consider possibility of neck or head injury.)
5. Look, listen and feel for breathing. 5 – 10 seconds (breathing present?)
6. Check carotid pulse (neck). 5 – 10 seconds (pulse present?)
7. Check for and control any serious bleeding.
8. Treat for shock if necessary.
9. Check pulse and breathing frequently.

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**SHILO INN OCEAN SHORES  
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**FIRST AID: RESCUE BREATHING**

1. Stop and check to make sure that the scene is secure and you are in no danger. Think of traffic, toxic fumes or gasses, fire, weapons, electrical hazards, etc.
2. Put on personal protective equipment, like gloves, face shield, goggles, etc.
3. Tap and shout. If no response activate EMS and call 9-911.
4. Open airway. Use chin lift. (Protect spine-consider possibility of neck or head injury.)
5. Look, listen and feel for breathing. 5 – 10 seconds. (None found?)
6. Give 2 slow, full breaths.
7. Check carotid pulse (neck). 5 – 10 seconds. (Pulse present?)
8. Give 1 slow, full breath every 5 seconds
9. Check pulse and breathing frequently. Repeat until return of spontaneous breathing or being relieved by someone of equal or greater training or until too exhausted to continue.

**CONSIDER MOUTH TO NOSE OR MOUTH TO STOMA (SURGICALLY  
PLACED OPENING), IF APPROPRIATE.**

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!!!**

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**SHILO INN OCEAN SHORES  
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**FIRST AID: ADULT ONE PERSON CPR**

1. Stop and check to make sure that the scene is secure and you are in no danger. Think of traffic, toxic fumes or gasses, fire, weapons, electrical hazards, etc.
2. Put on personal protective equipment, like gloves, face shield, goggles, etc.
3. Tap and shout. If no response activate EMS and call 911.
4. Open airway. Use chin lift. (Protect spine-consider the possibility of neck or head injury.)
5. Look, listen and feel for breathing. 5 – 10 seconds. (None found?)
6. Give 2 slow, full breaths.
7. Check carotid pulse (neck). 5 – 10 seconds. (Pulse present?)
8. Perform the landmark check.
9. Perform 15 chest compressions at a rate of 80 – 100 per minute. 1 ½ to 2 inches deep.
10. Give 2 slow, full breaths.
11. **Repeat steps 8 through 10.**
11. After the first 4 cycles, recheck for pulse and breathing and every few minutes there after. Repeat until the return of spontaneous pulse, or being relieved by someone of equal or greater training or until too exhausted to continue.

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**SHILO INN OCEAN SHORES  
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EMERGENCY EVACUATION PLAN**

**FIRST AID: OBSTRUCTED AIRWAY**

**CONSCIOUS CHOKING VICTIM**

1. Stop and check to make sure that the scene is secure and you are in no danger.
2. Make sure victim is unable to breathe – ask if victim is choking (able to talk?)
3. Find correct position for "Heimlich Maneuver." Press into the victim's abdomen with a quick upward thrust in multiples of 5 thrusts until the obstruction is cleared or the patient becomes unconscious.

**CHOKING VICTIM IS FOUND OR BECOMES UNCONSCIOUS**

1. Make sure the victim is in a face up position.
2. Open the mouth and perform a finger sweep. (If the victim is found unconscious or no obstructed airway is suspected, proceed to step 3.)
3. Attempt rescue breathing (use protective equipment). If unable to ventilate, reposition the airway and attempt rescue breathing again. If still no ventilating, proceed to step 4.
4. Straddle the victims thighs and place the heel of one hand onto the victims abdomen just above the belly button in the mid-line position. Place the second hand directly on top of the first.
5. Press into the abdomen with a quick upward thrust. Repeat this 5 times or until obstruction is relieved.
6. If obstruction is not relieved then repeat steps 2 – 5 until obstruction is relieved or professional help arrives.
7. Once obstruction is relieved make sure victim is breathing and has a pulse. Begin rescue breathing or CPR as indicated. **FOR PREGNANT OR MARKEDLY OBESE PEOPLE USE SAME AS ABOVE, EXCEPT REPLACE ABDOMINAL THRUSTS WITH CHEST THRUSTS (PERFORM THE SAME AS CHEST COMPRESSIONS.)**

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**CHILD CPR – AGES 1 TO 8**

1. Stop and check to make sure that the scene is secure and you are in no danger. Think of traffic, toxic fumes or gasses, fire, weapons, electrical hazards, etc.
2. Put on personal protective equipment, like gloves, face shield, goggles, etc.
3. Tap and shout. If no response have a bystander activate EMS and call 9-911.
4. Open airway. Head tilt, chin lift or jaw thrust.
5. Look, listen and feel for breathing. 5 – 10 seconds. (None found?)
6. Give 2 slow 1 to 1 ½ second breaths.
7. Check carotid pulse (neck). 5 – 10 seconds (pulse absent?)
8. Perform landmark check for chest compressions. Lower 1/3<sup>rd</sup> of the sternum. Use the heel of one hand.
9. Compress the chest at a rate of approximately 100 compressions a minute at a depth of 1 to 1½ inches. Perform 5 compressions; pause compressions, then give 1 rescue breath. Repeat until return of spontaneous pulse, or being relieved by someone of equal or greater training or until too exhausted to continue.
10. After one minute call 9-911 (if EMS is not already activated) and pause after one minute to recheck for breathing and pulse.

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**FIRST AID: INFANT CPR – LESS THAN 1 YEAR**

1. Stop and check to make sure that the scene is secure and you are in no danger. Think of traffic, toxic fumes or gasses, fire weapons, electrical hazards, etc.
2. Put on personal protective equipment, like gloves, face shield, goggles, etc.
3. Tap and shout. If no response have bystander activate EMS and call 9-911.
4. Open airway. Place infant on a hard surface with your hand under the infant's back and shoulders.
5. Look, listen and feel for breathing. 5 – 10 seconds. (Breathing absent?)
6. Place mouth over infant's mouth and nose and give 2 slow 1 to 1 ½ second breaths (until chest rises.)
7. Check bronchial pulse (lungs). 5 – 10 seconds. (Pulse absent?)
8. Perform landmark check for chest compressions. Draw an imaginary line between nipples. Place 3 fingers on infant's chest with pointer finger closest to the heart (at nipple line).
9. Compress the chest at a rate of at least 100 compressions a minute at a depth of ½ to 1 inch. Perform 5 compressions; pause compressions, then give 1 rescue breath. Activate EMS after approximately 1 minute of CPR or rescue breathing. Repeat until return of spontaneous pulse, or being relieved by someone of equal or greater training or until too exhausted to continue.

**PAUSE AFTER 20 CYCLES OR 1 MINUTE, PAUSE AND RECHECK FOR PULSE AND BREATHING.**

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**FIRST AID: INFANT OBSTRUCTED AIRWAY**

**CONSCIOUS CHOKING VICTIM**

1. Stop and make sure that the scene is secure and you are in no danger. Think of traffic, toxic fumes or gasses, fire, weapons, electrical hazards, etc.
2. Make sure victim is unable to breathe.
3. Perform 5 back blows and 5 chest thrusts (no abdominal thrusts).
4. Activate EMS and call 9-911, if airway is not cleared within 1 minute (if not already activated).

**CHOKING VICTIM IS FOUND OR BECOMES UNCONSCIOUS**

1. Make sure victim is in a face up position.
2. Open the mouth and remove any visualized foreign bodies. NO BLIND FINGER SWEEP.
3. Attempt rescue breathing (USE PERSONAL PROTECTIVE EQUIPMENT). If unable to ventilate, reposition the airway and attempt rescue breathing again. If still no ventilation, then proceed to step 4.
4. Perform 5 back blows and 5 chest thrusts ½ - 1 inch (no abdominal thrusts). Using the same landmarks as if performing CPR.
5. Activate EMS and call 9-911 if not already called.
6. If obstruction is not relieved, then repeat steps 2 – 4 until obstruction is relieved or a professional arrives.
7. Once obstruction is relieved, make sure the victim is breathing and has a pulse. Begin rescue breathing or CPR as indicated.

**REMEMBER – YOU MUST BE CPR QUALIFIED!!!!**

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**SHILO INN OCEAN SHORES  
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EMERGENCY EVACUATION PLAN**

**ELEVATOR EMERGENCY**

**AN ELEVATOR EMERGENCY USUALLY CONSISTS OF THE ELEVATOR ITSELF MALFUNCTIONING WHILE SOMEONE IS USING IT. IN OUR ELEVATORS THERE ARE TELEPHONES FOR EMERGENCIES THAT WILL RING AUTOMATICALLY TO THE FRONT DESK OPERATOR WHEN THEY ARE PICKED UP. THE FRONT DESK IS UNABLE TO CONTACT THE ELEVATORS. PROCEDURES ARE AS FOLLOWS:**

1. Keep the caller on the telephone at all times if possible. Try to be comforting and reassuring. Do not give out any information about when the elevator will be repaired. Simply state "The repairman is on his way and will arrive as soon as possible."
2. If during the daytime hours – contact maintenance personnel ASAP – advise them of the situation.
3. If during the nighttime hours – contact security first, and then call in maintenance for assistance, if necessary.
4. Any time any of elevators has malfunctioned in any way, contact the elevator service: Sound Elevator Company at 9-1-800-828-2812 and have them respond. If there are any injuries contact 9-911 first.
5. Do not claim any liability for the incident.
6. If the elevator is on the first floor, you can open the door with the special key located in the ELEVATOR EQUIPMENT ROOM HANGING ON THE WALL.
7. Turn the power off to the elevator. The switch is in the elevator equipment room.
8. If it is established that the elevator is at a proper landing, the access key may be used to evacuate guests and/or employees by opening the doors.
9. If there is any doubt about the safe use of the access key, await maintenance or security assistance before proceeding.
10. Be sure to greet the guests once they have exited the elevator. Be as comforting as possible. This can be a very traumatic experience for some people.

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**FIRE PROTECTION EQUIPMENT**

Fire extinguishers are located on each floor in the hallways just outside the stairwells, across from all of the #23 rooms, in the hotel linen storage rooms at the center of the hallways on each floor, in the main electrical room, in the hotel laundry, behind the front desk, in the kitchen and in the lounge.

**LOCATIONS OF LOBBY AND RESTAURANT FIRE EXTINGUISHERS ARE INDICATED BY "X" ON THE DIAGRAM FOLLOWING THIS PAGE.**

Other fire extinguisher locations: Shilo vehicle: by the driver's seat  
 Guest laundry room – first floor by 121  
 Maintenance shop – third floor by room 305  
 Elevator equipment rooms – see diagram

**Smoke Alarms** are direct wired with battery back up. They are located in each guest room (not tied into the alarm panel), in the hallways, all storage areas, laundry rooms, meeting rooms and the maintenance shop (tied into the alarm panel.)

**Emergency Alarm Pull Stations** are located in the hotel laundry (north end), near the front door by the main entrance, at the west exit by the hospitality area, at the north end of the hallways, in the hallways directly across from the center stairwells between the restaurant and hospitality area and in the hallways immediately outside the hallways, in the hallways directly across from the center stairwells between the restaurant and hospitality area and in the hallways immediately outside the stairwells on all floors.

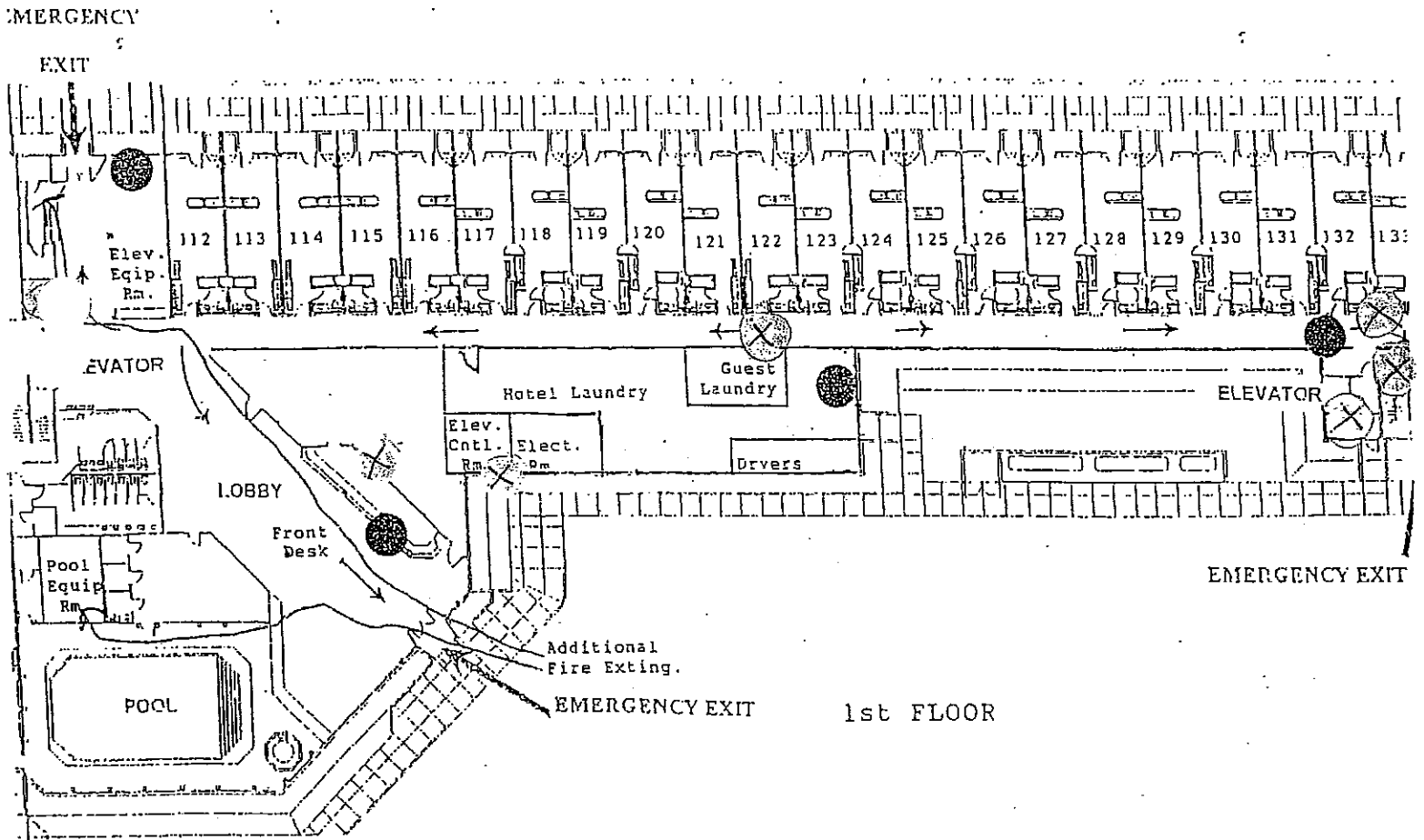
**LOCATIONS OF EMERGENCY ALARM PULL STATIONS ARE INDICATED BY "O" ON THE DIAGRAM FOLLOWING THIS PAGE.**

**THE ENTIRE HOTEL IS SPRINKLER EQUIPPED THROUGHOUT (HEAT ACTIVATED). THE WATER SHUT-OFF IS IN THE HOTEL LAUNDRY AT THE NORTH END OF THE ROOM. THE ELEVATOR DOOR RELEASE KEY IS LOCATED IN THE ELEVATOR ROOM HANGING ON THE WALL.**

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# FIRE PROTECTION EQUIPMENT

TAKE A FEW MOMENTS TO SURVEY YOUR LOCATION AND EMERGENCY EXIT ROUTES IN HALLWAYS.



**LEGEND:**

- X = Fire Extinguisher
- = Fire Alarm Pull Station

*Tec Piping Design, Inc.  
P.O. Box 4782  
Pocatello, Idaho 83205  
(503) 720-7628  
(503) 654-1201*

### *Sprinkler system operation*

*Be sure fire is out or locate problem area.*

#### *Dry system operation*

- 1. Shut off air compressor control valve*
- 2. Close main water control valve*
- 3. Open main drain valve (All valves have signs attached to them)*
- 4. After all water is out of system open drain valves located in pool equipment room and valve located in south stair tower attic.*
- 5. Replace sprinkler head with one located in spare head box. Be sure it is of the same type.*
- 6. Close valves in pool equipment room and in south stair tower attic.*
- 7. Pull face plate off dry valve and reset clapper down to bottom of valve seat. See manual located in spare head box for diagram and more detailed instructions.*
- 8. After priming dry pipe valve open air compressor control valve. Air compressor will turn off at 28 psi.*
- 9. Slowly open main water control valve until you hear water running, then slowly close main drain valve until completely closed. Open main control valve completely. System is now back in operation.*

#### *Wet system operation*

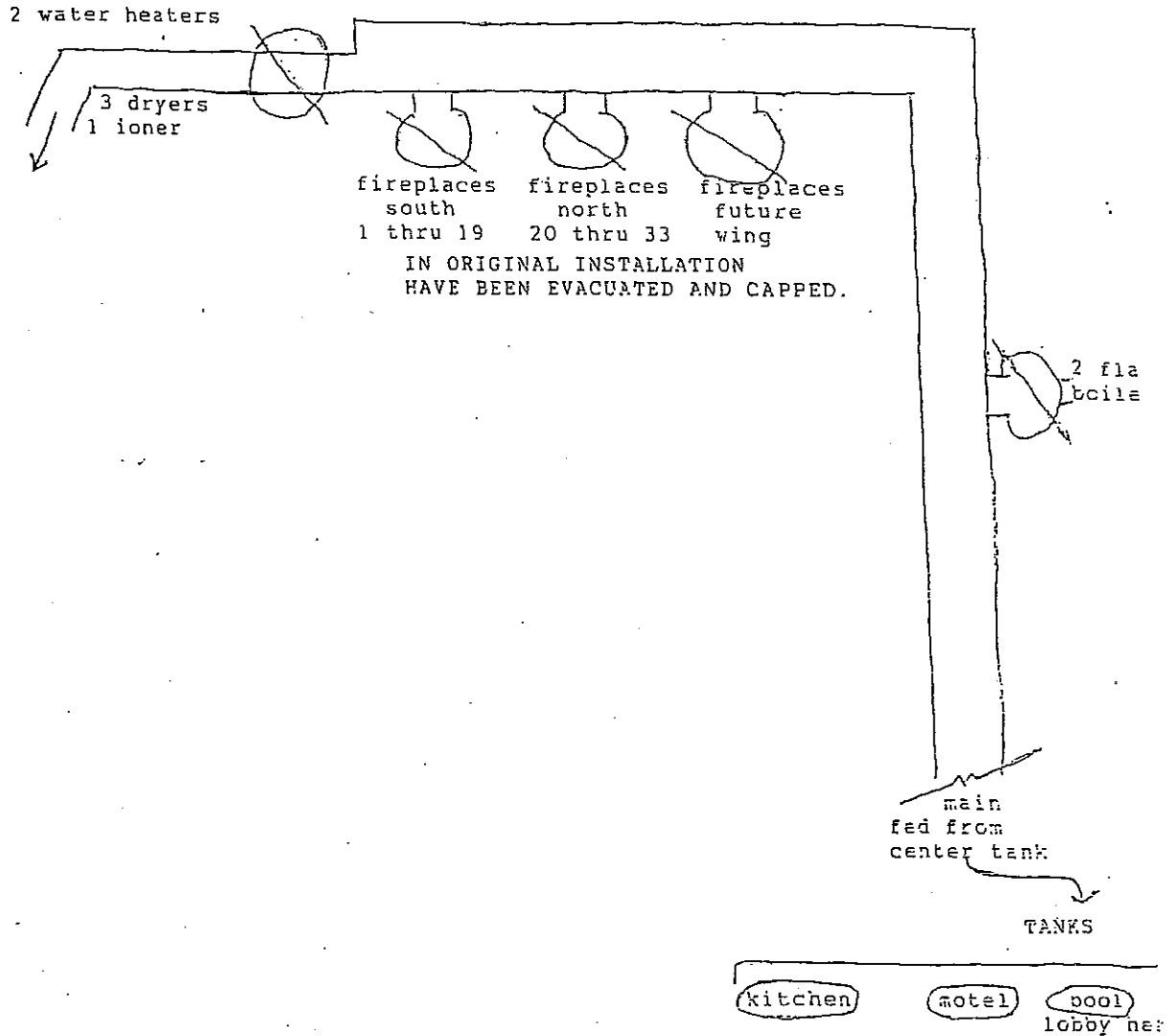
- 1. Close main water control valve.*
- 2. Open main drain valve.*
- 3. Replace sprinkler head with same type as that opened.*
- 4. Close main drain valve.*
- 5. Open main water control valve.*

*The dry system is located in all attic spaces and third floor mechanical room.*

*All other areas are protected by the wet system.*

GAS SHUT-OFF VALVES

BACK WALL - BOILER ROOM  
(IN HOTEL LAUNDRY - 1st floor)



Additional shut offs:

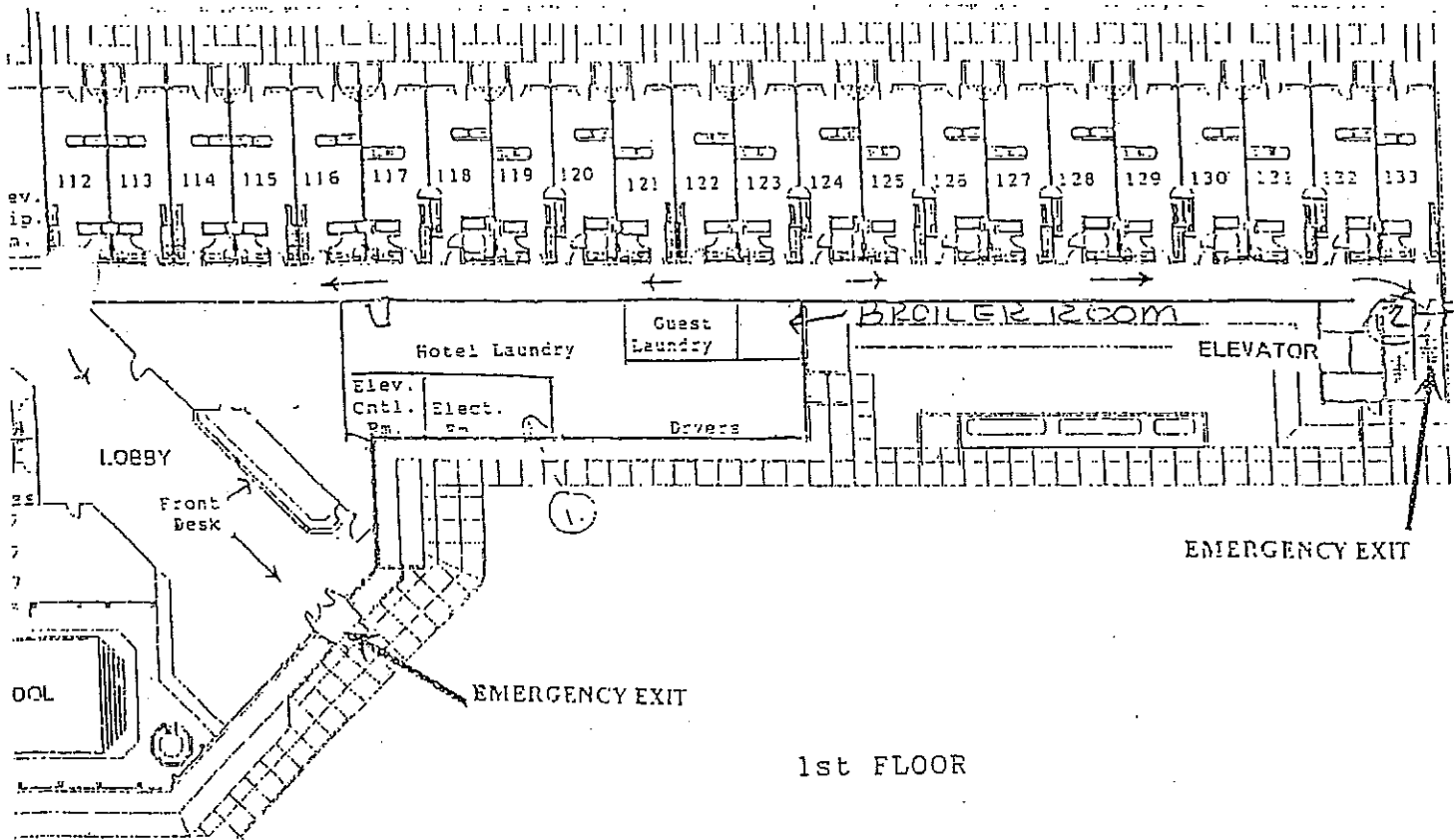
- 1.) 3rd floor mechanical room-through maintenance shop to cat walk; back side of wall behind kitchen water heaters. Valve shuts off line to water heaters and make up heater.
- 2.) Attic area above exercise room - west side off cat walk - shuts off roof cop heaters.
- 3.) Wall behind pool & SPA heater to shut off those heaters.
- 4.) Kitchen cabinet at south end of cook line for all kitchen appliances.

(To be labeled.)

ELECTRICAL PANELS  
HOTEL AND RESTAURANT (SEPARATE)

Main service disconnect, panels for south end of building (hotel) and laundry (hotel) guest and employee.  
Panels for north end of building (hotel).  
Panels for pool area and lobby.  
Panels in storage room kitchen for kitchen equipment, and banquet rooms.

TAKE A FEW MOMENTS TO SURVEY YOUR LOCATION AND EMERGENCY EXIT ROUTES IN HALLWAYS.



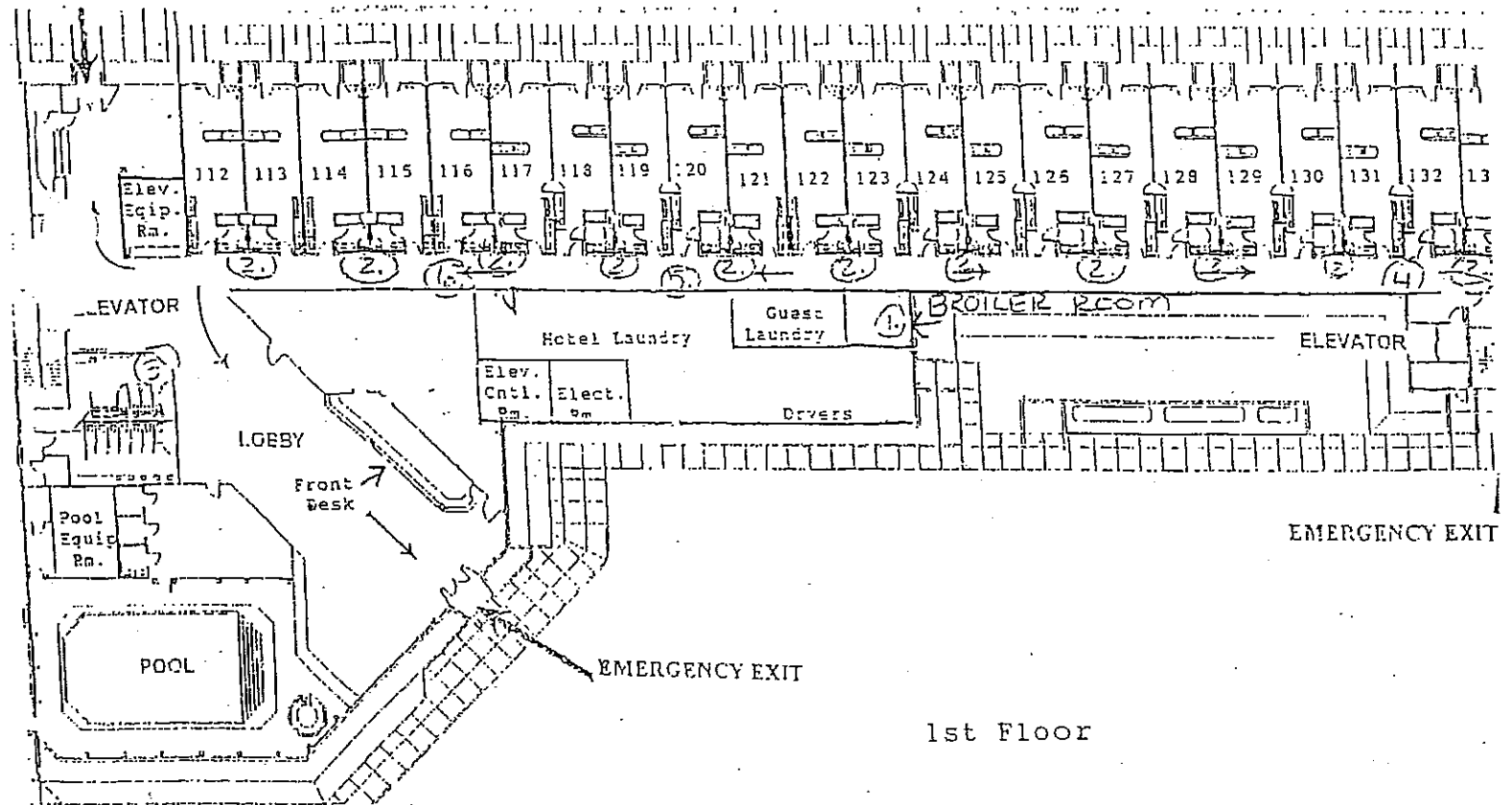
WATER SHUT-OFFS

- 1.) Main water shut-off, shut-offs for laundry, water heaters, clam shed, public laundry, laundry hot water, and water softeners.
- 2.) Shut-off in hall ceiling for hot and cold for rooms on both sides of valve on all four floors.
- 3.) Shut-off for hot and cold public restrooms, pool area in ceiling above men's restroom; assessable from roof on third floor.
- 4.) Shut-off for all four ice machines in hall ceiling on first floor.
- 5.) Shut-off for public laundry cold water in hall ceiling on first floor.
- 6.) Shut-off for office restroom in hall ceiling first floor.

TAKE A FEW MOMENTS TO SURVEY YOUR LOCATION AND EMERGENCY EXIT ROUTES IN HALLWAYS.

EMERGENCY

EXIT



# EMERGENCY EVACUATION EXITS

TAKE A FEW MOMENTS TO SURVEY YOUR LOCATION AND EMERGENCY EXIT ROUTES IN HALLWAYS.

EMERGENCY

EXIT

