**HOTEL/RESTAURANT CONTACT NUMBERS**

**Hotel General Manager – Matt Smith**  
(503) 816-4396

**Rooms Division Manager – Sam Diaz**   
(971) 271-3264

**Housekeeping Manager – Eulalia Gonzales**(503) 420-9648

**Sales Manager – Mercy Cole**(971) 322-4083

**Embarcadero Management – Mark Keller**  
(503) 956-4141

**Embarcadero Management – Sondra Storm**  
(503) 704-6776

**Restaurant General Manager – Lawrence Gill**

(503) 508-1991

**Head Chef/Kitchen Manager – Doug Crossen**

**(541) 517-6962**

**Floor Managers –**

**Bar Manager –**

**LOCAL AUTHORITY CONTACT NUMBERS**

**Police Non-Emergency:** (503) 838-1214

**Dallas Urgent Care:** (503) 623-3199

**Salem Hospital ER:** (503) 561-5200

**Meyers Towing:** (503) 838-0306

**Fire Alarm – Point Monitor** (503) 627-0100

**UTILITY CONTACT NUMBERS**

**Electric Company – Pacific Power**(888) 221-7070

**Gas Company – Northwest Natural**(800) 523-7661

**Garbage Company – Brandt’s Sanitary**(503) 838-0464

**Water/Sewer – City of Independence**(503) 838-1212

**Heating/AC – Portland Mechanical**Brian (971) 202-6338

**Plumbing – Portland Mechanical**Danny (503) 969-2063

**Electrician – Merit**Tony (503) 367-8906

**Phone Hardware – Matrix**(503) 654-3000

**Internet – Minet**(503) 837-0700

**Landscaping – Pacific Landscape Services**(360) 910-1203

**VENDOR/SUPPLIER CONTACT NUMBERS**

**WEBREZPRO Support**(800) 221-3429 opt #2  
OR  
(403) 777-9300 opt #2

**IT/Computer Support – Convergence**Anthony (971) 713-0002

**Elevators – Kone**(503) 652-1011 or Danny (503) 642-5609

**Key System – Dormakaba**(800) 999-6213

**Housekeeping Supplies – Walter E Nelson Co.**Natalie Hughes (503) 285-3037 or (503) 351-0302

**Mats/Restaurant Supplies – ALSCO**James Raasch (503) 932-9645

**Hair Products – Sojourn**Matthew Boulton (503) 837-1247

**Handmade Hand Soap – Slab**Tim Ledford (503) 428-6686

**Room Amenities – Room360**Sergio Camacho (305)757-7940 ext. 158

**Hotel Supplies – American Hotel Register**Abbie Bemoras (847) 743-1592

**Laundry Machines**Nate Henzi (503) 913-5988

**Marketing/Graphic Design – Limerent**Kris (503) 388-3676

**MANUAL INDEX**

**1-2 Contact List**

**3 Index**

**4 Overview**

**5 911 Procedures**

**6 Medical Emergencies**

**7 Alcohol or Substance Use Medical Crisis**

**8 Fire**

**12 Robbery**

**13 Riot**

**14 Bomb Threat**

**16 Earthquake**

**18 Snow or Ice Storm**

**19 Volcanic Ash**

**20 General Guest Incident**

**21 Employee Incident (Non-Emergency)**

**22 Guest Death**

**23 Elevator Malfunction**

**24 Flood or Broken Waterline**

**25 Gas Leak**

**26 Power Surge or Outage**

**OVERVIEW**

Emergencies, disasters, accidents, and injuries can occur any time without warning. Being prepared physically and psychologically to handle emergencies is an individual as well as organizational responsibility.

Territory has developed these procedures for you to follow so that the effects of emergencies can be minimized. Beyond these procedures, a great deal of effort has gone into developing Emergency Response Procedures, the formation of Safety Committees and safety training.

The term “emergency personnel” is used frequently throughout this document. This term refers to both internal and external persons responding to the emergency, such as police, fire, paramedics, and employees.

The purpose of this guide is ONLY to provide the immediate response procedures for handling emergencies and disasters. For further details following these emergency responses, consult the appropriate agency or department and refer to specific policies and procedures.

Once you are familiar with this information, you will be better prepared to save lives and protect the property. The more you are prepared the better you can act to minimize panic or confusion when an emergency occurs, no matter what the crisis, THINK before you ACT, then act swiftly to reduce your exposure to danger. YOUR SAFETY IS OF PRIMARY IMPORTANCE.

**What can I do to be better prepared?**

Read this document frequently and keep it prominently posted. Be familiar with The Independence Hotel’s floor plan. Know the location of the pull stations, fire extinguishers, first aid kits and emergency shut offs. You should also know how to quickly locate items such as the following:

* Flashlight (and batteries)
* Radio (and batteries)
* Emergency keys

Prepare yourself and your fellow employees so they will know what to do, where to go and how to safely respond to an emergency. All incidents require an incident report!

**911 PROCEDURES**

If you perceive a medical or safety emergency, you should immediately call 911. There is no financial cost, nor any other consequences for calling 911 if it ends up that emergency help is not needed, yet there can be dire consequences for choosing not to call for help. Management will always back up your decision to call 911.

If Possible, Determine the description, gender, approximate age of any medical/injury victim, or the nature of the emergency. Dial 911, give the following information, and remain on the line until told to hang up:

* State if you need police, fire, or ambulance
* Nature of Emergency
* Address: 201 Osprey Lane – Independence, OR 97351
* Phone number: 503-837-0200
* Your name & position
* Emergency Location
* Area or Department
* Alert managers and/or other staff onsite, if any so they are aware and alert to emergency response personnel, and can either assist in the emergency, keep guests as safe as possible, and/or help contact other managers.
* Contact Hotel General Manager immediately after getting off the phone with 911, and the Restaurant General Manager, if the restaurant is involved. The 911 operator may have you stay online, depending on the emergency, that’s ok.
* If you cannot contact the General Manager immediately, then call the Rooms Division Manager, and Housekeeping Manager in that order, if none are available, contact Mark Keller or Sondra Storm of Embarcadero Hospitality.

PHONE NUMBERS OF MANAGERS AND MANAGEMENT ON PAGE 1

**MEDICAL EMERGENCIES**

**REMAIN CALM!**

* Call 911 (see 911 procedures, page 5)
* First Aid Emergency Kits are located in Housekeeping, and in the kitchen.
* Provide Emergency First Aid.
  + 1) Do NOT move the victim(s) unless a safety hazard exists.
  + 2) Assign someone to keep the area clear around the victim(s).
  + 3) Assign someone to escort medical personnel to the scene when they arrive.
* Housekeeping Office, Maintenance & Front Desk. CPR/First Aid Certified Individuals \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**First Aid Tips:**

1. Help a Person to Start Breathing: In accordance with the American Heart Association Video: <https://cpr.heart.org/en/cpr-courses-and-kits/hands-only-cpr>, perform “Hands Only CPR” by placing the person face up on the floor or other solid surface, and pushing hard and fast repeatedly in the center of the chest until person starts breathing or trained emergency persons arrive.

2. Stop Bleeding: Press directly onto the wound with sterile gauze, sanitary napkins, clean handkerchief or bare hand. Maintain steady pressure for 5 to 15 minutes. If bleeding is from an arm or leg, elevate that arm or leg.

3. Treat for Shock: Keep victim warm. Keep victim flat or with legs slightly elevated.

4. Choking: Use Heimlich-Maneuver (quick upward abdominal thrusts) for conscious person. For unconscious person, attempt #1 (above). If airway is still blocked, give 6-10 abdominal thrusts. Continue to check for breathing.

**ALCOHOL OR SUBSTANCE USE MEDICAL CRISIS**

Because the hotel has a bar and because we host many weddings and other groups, over consumption of alcohol may occur on occasion, further guests may engage in prescription drug or substance abuse while staying at the hotel, resulting in serious medical emergencies.

Keep in mind, even if a guest has drunk at our bar, or describes what they’ve consumed, they are not a reliable source and we will likely not know if alcohol has been mixed with other drugs, so we shouldn’t make any assumptions about what they have or haven’t consumed.

Call 911 right away when the person:

* Cannot be awakened easily, is unable to communicate with words or sign language or is unconscious
* Can’t move themselves normally (walk on their own, or if in a wheelchair, cannot communicate or operate their wheelchair normally)
* Has irregular, shallow, or slow breathing
* Has irregular, weak, or slow pulse
* Has cold, clammy, pale, or bluish skin
* Is continually vomiting
* Shows signs of a possible head injury (e.g. talking incoherently)
* Has seizures
* Has delirium (a state of confusion with visual hallucinations)

A person exhibiting these symptoms should never be left alone, even if they appear to be asleep. Make sure that someone is with them and always monitoring them until help arrives.

Other potential risks for intoxicated persons include, aggressive behavior, suicidal thoughts or behaviors, and accidental injuries due to loss of coordination. Do not hesitate to contact 911 if you assess risk of harm to the intoxicated person or others related to these behaviors as alcohol or substance use can increase the speed and the severity of the risk rapidly.

**FIRE**

**REMAIN CALM! – Fire department should be here in less than 5 minutes.**

* Activate fire alarm.
* Call 911 and report location of fire.
* Call the GM. Doesn’t need to be a long conversation; just let them know that there is a fire and that you are handling. GM will come in.
* Go to the fire alarm panel to find out where the fire is. Take the cordless phone and respond.
* As you get phone calls and interact with guests on your way to the fire, guide them to please exit the building asap.
* All staff should exit and meet at the designated meeting place (over at the Dumpster)
* Use fire extinguisher on small (waste basket size) fires only if safe to do so. Fire Extinguisher Instructions: PULL safety pin from handle. AIM (nozzle, cone, horn) at base of the fire. SQUEEZE the trigger handle. SWEEP from side-to-side (watch for re-flash).
* For larger fires, GET OUT, close doors, confine fire as much as possible.
* Print a guest directory for the fire department if needed. Call any occupied ADA rooms to ask for assistance.
* Never put the fire between yourself and the only exit.
* If your clothing catches fire- STOP...DROP...ROLL.
* Shut Off Gas Main if it is safe to do so. It is located outside of the North exit of the hotel, labeled NW Natural, lift handle.

**When a fire alarm is activated on your floor:**

* Proceed to the nearest EXIT. Feel door (top and bottom) for heat - use back of hand. If HOT -do not open; if not hot, open door slowly. Stand behind door and to one side; be prepared to close it quickly if fire is present. USE STAIRWAY FOR EXIT, DO NOT USE ELEVATORS!
* (Stay low when moving through smoke). Clear stair way as quickly as possible for use by emergency personnel. Know the location of an alternative exit. See EVACUATION for additional information.

**If you’re trapped in a room:**

* Place wet towels around/ under door to prevent smoke from entering.
* Retreat- close as many doors as possible between you and the fire. Be prepared to signal from window - but, DO NOT break glass unless absolutely necessary (outside smoke may be drawn in).

**IF you’re caught in heavy smoke:**

* Drop to hands and knees and crawl; hold breath as much as possible; breathe shallowly through nose and use blouse, shirt or jacket as filter (dampened if possible).

**If you’re forced to advance through flames:**

* Hold your breath; move quickly; cover head/hair; keep head down and eyes closed as much as possible.

**Departmental Procedures:**

* Front Desk - Call 911; locate MOD; call GM; notify personnel on radios of fire alarm and its location. Locate emergency/MOD keys, walkie/talkies and portable phones. Prepare list of all occupied guest rooms, identifying handicapped rooms, and deliver to rendezvous point (far side of parking lot) as soon as possible.
* Housekeeping - Remove housekeeping carts from hallways to ensure clear passage for guests, employees and fire department personnel; close all doors to guests’ rooms, linen rooms and exit doors prior to evacuation.
* Maintenance - Respond to scene of emergency and determine scope of situation; report information to Emergency Command Center, front desk and fire department personnel as soon as possible. Shut down gas main
* Laundry - If safe to do so, shut down gas main prior to the evacuation of area; close all doors to guest rooms, linen rooms exit doors and windows prior to evacuation.
* Management - Report to Emergency Command Center and direct operations based on information received from staff on scene of incident or fire officials; coordinate efforts of hotel staff with those of the Fire Department at the scene of the incident. Notify Independence Hotel Management ASAP to inform them of the emergency situation. Emergency Command Center is: Front Desk/GM office.
* Night Audit/Single Person on Property – Locate Emergency, Call Emergency Response, Grab guest registration black binder and red emergency binder and place on desk for accessibility of reference, if a fire shut off Gas main immediately. Call General Manager. Identify any special need guests and begin evacuation procedure.

**Evacuation:**

In the event the hotel fire alarm is activated, or when directed by the General Manager or Fire Department Officials, follow these evacuation procedures:

* Shut off gas main
* Identify, contact, and assist all persons experiencing physical, hearing, or sight disabilities if possible (if staffing, location of fire, etc. allow)
* Command person needs to account for all of these persons either prior to leaving hotel or at the rendezvous point (dumpster), in coordination with incident commander and first responders
* Evacuate the floor where the emergency is located.
* Evacuate the floor directly above and below the emergency floor.
* Evacuate floors in ascending order directly above the emergency situation.
* Direct all guests and employees to exit the building by the safest exit door or emergency stairway. NEVER direct guests or employees to an elevator. Elevators are not a safe exit in the event of an emergency, and the elevators in this building are programmed to return to the main lobby areas and lock off.
* Close all doors and windows as you leave the area, to reduce the flow of oxygen to the fire.
* The front desk should furnish a listing of all HANDICAPPED GUEST ROOMS to the Fire Department Officials, indicating the guest room number and the guest’s name.

**There are 6 exits within The Independence Hotel that may be used in the event of an evacuation or case of emergency.**

**Ground Floor Exits:**

* Emergency exits located in the stairwell
* Lobby door in front of reception desk
* Patio door in Territory
* North Exit doors by elevators
* West exit by 101

**Roof Exits:**

* Take stairwell down to the first floor exit.

**Staff:**

* The most important thing to remember is that the elevator will NOT be in use in the event of a fire and that stairwells will be the best for evacuation and should be kept clear.
* The front desk agent must make sure to bring the night audit clipboard as well as the binder containing the guest registration card to compare with guests that have evacuated to potential guests that may be trapped in the building. This information is very important to emergency response teams.

**Evacuation For Persons Experiencing Disabilities:**

Guests with disabilities or additional support will be logged in Emergency Binder to quickly identify to other staff as well as emergency responders who will need priority. This log details, location, disabilities, special needs, mobility description. This includes any guests that may impaired due to injury or surgery.

**Guests in Wheelchairs:**

Frequently, non-ambulatory persons have respiratory complications: remove them from smoke or fumes immediately. Non-ambulatory persons’ needs and preferences will vary. Always consult the person as to his/her preference with regard to assistance in evacuation.

**Visually Impaired Persons:**

Most visually impaired persons will be familiar with the immediate area in which they are located. In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her to safety. As you walk, tell the person where you are and advise of any obstacles. When you have reached safety, orient the person to where she/he is and ask if any further assistance is needed. Don’t leave them alone.

**Hearing Impaired Persons:**

Persons with impaired hearing may not hear emergency alarms. An alternative warning technique is required. Write a brief note telling what the emergency is. Provide the person with an escort for the evacuation.

**ROBBERY OF A HOTEL GUEST OR EMPLOYEE**

**If a robbery is in progress:**

* REMAIN CALM, do not resist!
* Follow all of the instructions of the robber.
* Do not antagonize the robber in any way.
* Give the robber what is asked for, nothing more.
* Do not make any quick or unnatural movements that will startle or alarm the robber.
* Observe closely:
  + Physical description: height, weight, body build, hair color, accent, speech, voice.
  + Unusual physical characteristics: limps, right handed vs. left handed, scars.
  + Clothing.
  + Weapon.
  + Vehicle (only if safe to do so)
  + Direction of travel
* If safe to do so, attempt to keep anything used during the robbery.
* After robbery is over:
  + Call 911 and Contact the Police immediately.
  + Protect the scene: areas where the robber entered, stood, exited. (Lock doors if possible)
  + Ask any witnesses to stay until the police arrive. If witnesses are unable to stay, obtain their names, addresses and phone numbers.
  + While waiting for police to arrive write down all information listed above, as well as the time specific events occurred, and any statements made by the robber. Do not compare your thoughts or notes with other employees until after a hotel manager or local official has taken your statement first.

**RIOT**

A riot is a public disturbance which may involve violent actions. If a riot takes place near the Independence Hotel property and the situation becomes serious, operations should be suspended as quickly and orderly as possible. In the event of a riot, the following actions should be taken:

* Alert guests
* Set aside rooms for employees
* Gather first aid kits and fire extinguishers from housekeeping, laundry and maintenance. Put them in the General Manager’s office.
* Secure dumpsters immediately. They are a potential fire hazard. Remove trash cans from property (outside).
* Drop all cash in safe if there is immediate danger of mob action.
* Lock off the elevators if mob is headed in your direction.
* Entrances must be secured. The entrances should be locked 24 hours a day. Admittance is to guests (who must show their key) and staff only. Inform guests of this action.
* Review the location of the following materials with staff:
  + Shut-off valves
  + Fire extinguishers, hoses and alarms
  + Trash disposal, in case it cannot be taken out of the building
* If under attack, remember that a mob is uncontrollable. DO NOT PLAY COP! CALL THE POLICE!
* Tape windows where necessary. Glass will break but not fly.
* The General manager is in charge at all times. Refer all questions and problems to him/her. They will be available 24 hours a day.

**BOMB THREAT**

Bomb threats are usually received by telephone or sometimes by note or letter. Most bomb threats are made by callers who want to create an atmosphere of panic. All bomb threat phone calls should be taken seriously. If you receive a call, note or letter, immediately contact your supervisor/manager and then contact the police.

If you receive a bomb threat call, follow these steps:

**Front Desk:**

* REMAIN CALM
* Get the following information systematically and in the exact words of the caller
  + Time when bomb will go off
  + Location of bomb
  + Description of the bomb
  + Why the bomb has been set
  + Name of the person calling
  + Location of the caller
  + Time caller hung up
* When speaking to the caller, listen carefully for the following descriptions:
  + Background noises
  + Local or long-distance call
  + Sex of caller
  + Age
  + Race/accents
* During or immediately after the conversation, take notes so information will not be forgotten.

**MOD:**

* Call the police immediately and only discuss the situation with key staff members if possible.
* Contact the General Manager immediately and advise him/her of the situations. Do not make any announcements to the employees or the media. Only the General Manager may make a statement.
* Assemble a search team comprised of key staff members. Remember, a bomb may not look like a bomb, it could be a package, suitcase, bag or thermos bottle.

**Search for Bomb:**

The search team and volunteers may be requested to assist law enforcement in a search for suspicious objects. If a suspicious object is found, DO NOT TOUCH IT! Refer it to local law enforcement.

**Evacuation Decisions:**

* The decision to evacuate is the responsibility of the manager on the scene. Security and local law enforcement will assist in the decision process, if time permits.
* If local law enforcement recommends that there be no evacuation, then it is very important that the manager on duty contact the General Manager (see EMERGENCY PHONE NUMBERS). The events will be reviewed to confirm that the decision to remain in the building is the correct one.

**EARTHQUAKE**

**REMAIN CALM!**

* Take cover underneath a desk or table and hang on; or stand/crouch in a doorway/hallway. PROTECT YOUR HEAD AND NECK.
* Stay away from windows and objects which could fall on you.
* Stay where you are - DO NOT RUN OUTSIDE.
* DO NOT USE ELEVATORS!
* If outdoors, stay in an open area or attempt to take cover. If on the road, drive away from bridges, underpasses and overpasses; stop in a safe area; remain in vehicle and stay low.

**After the Earthquake:**

* Check for injuries and provide first aid (see MEDICAL EMERGENCIES).
* Call 911 or other emergency personnel IF NECESSARY.
* Check for safety hazards and take appropriate measures. IF NECESSARY, evacuate people to (dumpster)
* Be prepared for AFTERSHOCKS. Remain in safest area possible.
* Assign one person to monitor radio reports and to keep others informed.
* DO NOT TRY TO USE THE TELEPHONES except to report fires or medical emergencies. In the immediate aftermath, telephone lines are needed for medical and emergency response communications.
* Wait for and follow instructions from emergency personnel.
* IF DAMAGE OCCURS OR BUSINESS IS DISRUPTED: When time and circumstances permit, call the General Manager and The Independence Hotel Management. (see Emergency Phone Numbers).

**What happens during a major earthquake?**

* Everything shakes and rattles.
* There is a lot of noise.
* Alarms and sprinklers may activate (cover critical equipment to protect against water damage).
* Things may fall and break such as ceiling tiles, bookshelves, file cabinets, etc.)
* The motion may be severe - if you are standing you may be thrown down.
* Many things stop working (lights, telephones, elevators, heat and air conditioning).
* Be prepared for total darkness. Some exterior windows will probably break, causing shattered glass and strong drafts.
* How long will it last?
  + The shaking may last only a minute or two, but there may be a number of aftershocks. Your involvement in this emergency could last hours/days.
  + From a preparedness standpoint, it is strongly suggested to obtain/store emergency supplies such as food, water, etc. You may need to be self-sufficient for up to 72 hours.

**What are the biggest dangers?**

* Panic
* Falling objects (pictures, things on shelves, ceiling tiles and fixtures, furniture, file cabinets and bookshelves).
* Broken windows and glass
* Fire.
* Serious business interruption. IN MOST CASES, EVACUATION WILL NOT BE NECESSARY OR ADVISABLE. If it is, follow instructions of emergency personnel or see EVACUATION.

**What if you are in an elevator?**

If you are in an elevator, you are generally well-protected. Be patient! Attempt to make voice contact. Someone will contact the elevator as quickly as possible and advise how rescue will occur.

**In the aftermath:**

* Be prepared to stay in the hotel overnight, and perhaps longer.
* In many cases, local communications are disrupted. If you establish an out-of-state contact, you can effectively communicate your status.
* Continue caring for the injured. If emergency personnel have not arrived, contact them again or send someone to do so.
* Do not risk becoming a casualty by being careless or by acting independently of others.

**SNOW OR ICE STORM**

* Prepare for the possibility of a power outage.
* Run downtime reports, update occupied room list hourly.
* Contact General Manager or MOD for snow removal.
* Use shovels and ice melt located in the Housekeeping or Maintenance departments. Keep doorways and walkways clear.
* Determine which vehicle on site (if any) is best equipped for poor driving conditions.
* DO NOT at any time put the safety of yourself of your guests at risk.

**VOLCANIC ASH**

Volcanic ash can be dangerous to both people and equipment. If HEAVY ash fall is expected in your area:

* REMAIN CALM. Stay indoors. Close doors, windows and vents.
* Assign one person to monitor news reports and to keep others informed.
* If outside, seek shelter in a car or building. Breathe through a mask or some kind of cloth (dampened, if possible).
* If inside, tape window edges and gaps in doors.
* If necessary, shut off all electric power to computer equipment and office machines. Cover equipment with plastic.

**GENERAL GUEST INCIDENT – (Other than a Medical, Alcohol or Substance Abuse emergency which are listed on prior pages)**

We are deeply concerned with providing safe environments for both employee areas and guest areas. One of your primary objectives is to eliminate hazards, both inside and outside the building. Guests who become ill in the hotel should have a medic or doctor called for them, or they should be sent to the hospital. Any medical attention given to a sick guest is at his/ her own expense, which should be conveyed to the doctor or medic. DO NOT SIGN ANYTHING.

**\*\*\*IMPORTANT\*\*\***

When there is a potential public liability on our part and we offer medical assistance and the guest refuses, have the offer and refusal witnessed by another manager or employee. Note this on the incident report. The first ten minutes after a guest accident are the most crucial.

Take the following appropriate steps:

* Determine the condition of the guest and administer first aid if danger exists.
* Notify the front desk of the nature of the injury, location, and whether or not medical assistance is needed.
* Instruct front desk to call 911.
* Never indicate potential hotel liability to the guest, even when asked.
* Get names and addresses of witnesses immediately. Get as many names as possible.
* Carefully inspect the scene. Have other members of management inspect and verify conditions at the scene.
* You must complete a Guest Incident Report saved in Google Drive

**EMPLOYEE INCIDENT (NON-EMERGENCY)**

* All accidents, no matter how minor they are, must be reported by the employee to his/her supervisor immediately.
* The Supervisor must fill out an accident report on all injuries and forward a copy to his/her supervisor.
* If an employee sustains an injury on the job, the MOD is to be summoned immediately.
* The MOD will take the necessary action, such as giving preliminary medical attention, transporting the employee to a hospital or authorizing an ambulance to be called.
* In the case that the employee needs immediate medical attention, and an MOD is not readily available, staff should call 911 or seek appropriate medical help.
* The worker or supervisor must fill out an incident report and forward a copy to the General Manager immediately.
* Be sure to investigate the scene of the accident, get witnesses and details and make note of any apparent negligence.
* Instruct the injured employee to tell the doctor that this injury occurred at work and that modified duty is available.
* In the case of an employee incident, if the General Manager determines if the employee was negligent or was not following hotel policies, the employee must be given a written warning.

**GUEST DEATH**

* In the event of a guest death, the General Manager should be contacted immediately.
* DO NOT discuss the incident with anyone, or any press **except your supervisor, General** Manager, or Embarcadero Hospitality representatives, and emergency response public servants and officials. If anyone asks, please direct them to the GM; who will also not disclose any information.
* If a guest dies with a doctor or medical team in attendance, it is their responsibility to make the necessary reports and arrange for the removal of the body.
* If no doctor or medical team is in attendance, the police should be contacted immediately. The necessary steps must be taken to ensure that the body or the area is not moved or disturbed until removed by authorized personnel.
* If the Coroner is called, he has the power to take charge of all the personal effects, valuables, and property of the deceased and remove the same. They also have the power to seal the premises pending the arrival of a legally authorized representative of the deceased.
* A guest death should be handled with sensitivity and discretion. Limit discussion about the guest and the circumstances of their death to staff and authorized personnel that need to know. If you ae having a difficult time with the incident, contact your manager or Embarcadero Hospitality representatives for resources.

**ELEVATOR MALFUNCTION**

If the elevator ceases to function you need to take immediate action to ensure that no one gets hurt; and/or call for assistance in the case of a guest being stuck in the elevator.

The actions that should be taken in the event of an elevator malfunction are the following:

* Determine if employees or guests are in the elevator. If so, inform the MOD, maintenance department, and/or General Manager immediately.
* Make verbal contact with individuals if they are stuck in the elevator
* Notify the Maintenance Dept.
* Contact Kone Elevators (see contact sheet).
* Stay close to the elevator or assign someone to stay close to keep in verbal contact with the guests in the elevator. This will help them to remain calm and ensure we know what is happening in the elevator.
* Complete the incident report located in the front desk operations drive.

It’s important that the well-being of the guest or employee is the first consideration. People tend to panic when confined to a small space. Make verbal contact with individuals if they are stuck in the elevator. Ensure them that we are working efficiently to free them as soon as possible and that they are safe!

**FLOOD/BROKEN WATERLINE**

* Contact 911.
* Call the Engineer.
* Call the General Manager.
* Evacuate and secure flooded areas.
* Call Independence Water Utility (see contact sheet), report main break
* If necessary, use extreme caution in turning off the main power.
* Evacuate and secure flooded areas.
* Wait for emergency personnel to arrive.
* Move critical equipment and records to a safe/dry location.
* Take every precaution to minimize flood damage.
* Move critical equipment and records to a safe/dry location.
* Take every precaution to minimize water damage.

**GAS LEAK**

If you notice a gas leak, the following actions should be taken:

* Contact the General Manager.
* Call NW Natural to inform them you are concerned about a leak. They may ask you questions, or inform you to shut of the main gas valve, etc. They may send out a technician to test for and find a leak. .
* If instructed, shut off main gas valve.
* If instructed to evacuate, see **EVACUATION PROCEDURES**. Do not use candles or smoke, or allow guests to use candles or smoke!

**POWER OUTAGE OR SURGE**

In the event of a power outage/surge:

* REMAIN CALM. If movement is necessary, move VERY SLOWLY.
* Keep guests calm. How you act, is how they will react.
* Notify power company, Pacific Power (see contact sheet).
* Locate all flashlights.
* If you feel you have an emergency, call 911 or send someone to call (see 911 procedures).
* Notify General Manager.
* Notify Maintenance.
* Prevent unnecessary movement by anyone, especially in stairways, corridors, etc.
* Assign one person to monitor radio reports and to keep others informed.
* Check elevators for any guests/ employees. If anybody is stuck, contact the elevator company, Kone (see contact sheet).
* Take steps to secure items such as cash, negotiable items, vital records, etc.
* Ensure that the facility is secured.
* Prepare an occupied room list and note any handicapped guests that may need assistance.
* If necessary, direct workflow or customers to another location.
* Evacuate if necessary.

After Losing Power:

* Survey property to ensure that emergency lighting is working.

When Power is Restored:

* Re-open magnetized fire doors on floors and elevators.
* See Elevator Procedures for reset.
* Turn on copier, fax, etc.
* Check clocks in rooms