



**CROWNE
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FREDERICTON
LORD BEAVERBROOK

EMERGENCY OPERATING PROCEDURES - EVACUATION

October 2010

Re-issued: October 2012, revised September 2013

CONFIRMATION OF FIRE

EVACUATION PROCEDURES:

RESPONSIBILITIES:

DEPARTMENT HEADS:

Department Heads are expected to have a thorough knowledge of these Evacuation Procedures. They will, in addition, be responsible to the General Manager for development and maintenance of an effective evacuation plan in accordance with their respective annex to this document. Department Heads are responsible to ensure that all employees are fully trained in all areas of the Fire, Life & Safety plan as it pertains to their department. The Fire, Life & Safety plan must be part of each monthly Departmental Meeting.

Each Hotel will:

1. Provide detailed consultation to Department Heads with respect to these procedures.
2. Consult and liaise with outside agencies/expertise on this subject.
3. Jointly with the General Manager, audit the evacuation procedures of all Departments yearly and inspect related equipment and facilities.

Fire Warden:

There must always be one person available who has both the granted authority and sufficient general knowledge to make necessary decisions in an emergency when evacuation may be desirable. He/She will be known as the **Emergency Response “Fire Warden”**. He/She will decide whether, and to what extent, evacuation procedures will be undertaken. The Evacuation Controller, in order of precedence will be:

- (a) General Manager
- (b) Manager on Duty
- (c) Guest Services Manager
- (d) Maintenance Manager
- (e) Housekeeping
- (f) HR Manager
- (g) Front Desk Supervisor

The Evacuation Controller will assign a person to assist evacuated guests.

GENERAL INFORMATION:

In the Event of an Evacuation the Fire Warden will coordinate evacuation.

The fire floor, two floors above, and one floor below, are to be evacuated initially.

Before an evacuation is put into effect, personnel should be dispatched to the stairwell entrances on each floor to direct and reassure the guests. Elevators, initially, may not be used, and should be returned to the main floor and held there.

These procedural guidelines can be used when the decision is made to evacuate any part of a building for any reason. At all times, the personal safety of the guests and employees should have priority.

Doors to stair towers should be kept closed, but floor monitors should remain in the vicinity of these doors to let people out of their stair tower.

On the ground level, guests from the stairwells should be directed by hotel to an assembly area two hundred feet or more from the outer part of the building. The designated area should not conflict with emergency vehicle routes.

ALL FIRE ALARM REPORTS SHALL BE DISTRIBUTED TO THE GENERAL MANAGER AND THE HEALTH & SAFETY COMMITTEE FOR REVIEW AND ACTION.

Confirmation of Fire- Specific Department Procedures

SPECIFIC DEPARTMENT PROCEDURES

FIRE WARDEN (i.e. General Manager, Guest Services Manager, Manager-on-Duty)

First Stage: When Alarm is on

1. Proceed to front desk, instruct and or confirm that the Fire Department has been telephoned to respond to the hotel.
2. Obtain exact location of alarm from the Guest Services Manager.
3. Designate one employee to direct the Fire Department to go to the area(s) where alarm(s) have been pulled upon their arrival.
4. The General Manager or Manager on Duty ensures the following items are in the Fire Emergency Bag or are in your possession before proceeding to alarm location:
 - (a) Master Key Ring
 - (b) Two Way Radio
 - (c) Flashlight
 - (d) Safety Vest
5. Accompanied by Maintenance or designate and two way radio, proceed to the “Area alarmed” as indicated on the Front desk Alarm Panel. **DESIGNATE ELEVATOR # B AS THE FIREFIGHTER’S ELEVATOR, AND DO NOT USE AN ELEVATOR YOURSELF, ALWAYS USE A STAIRWELL.** Feel the door for heat before proceeding through. Fire extinguisher to be taken from front desk.
6. Check all rooms. Evacuate immediate area of fire. Use extinguisher to put out small fire (garbage can, wastebasket).
7. If no fire or smoke is apparent, check to see which manual pull station has been pulled. If no manual pull station has been pulled; re-check all rooms in the area.

Second Stage: When Evacuation is announced

1. If a decision is given to evacuate the building in a calm voice, the Fire Warden should make the following announcement on channel #2 of the two way radio system:

“Attention please –the management requests that all guests and visitors evacuate the hotel (or evacuate specific floors). Please leave the building by the nearest exit.

In fire evacuation the message should instruct guests to close room windows and doors.

2. The Fire Warden is to assign the following responsibilities:
 - Designate an employee to ensure the driveway is clear.
 - Designate housekeeping staff to knock and open each door and direct guests to appropriate exits
 - Designate guest services staff to assist handicapped and senior guests.
 - Remind staff to close all doors after evacuation and report floor clear to Fire Warden on a floor-by-floor basis.

Confirmation of Fire- Specific Department Procedures

- Have staff direct evacuees to the area directly in front of the Playhouse opposite the main Lobby doors on Queen Street.

Any further evacuations will be done by the City Fire Department.

Designated evacuation congregation area:

- Congregate in the front of the Playhouse
- Locate your supervisors and gather in departmental groups.

DO NOT MENTION THE REASON FOR EVACUATION

Confirmation of Fire- Specific Department Procedures

SPECIFIC DEPARTMENT PROCEDURES

FRONT OFFICE/ GUEST SERVICES

First Stage: When Alarm is on

GUEST SERVICES MANAGER / SUPERVISOR

1. Stay calm and reassure guests/patrons.
2. The Guest Service Manager working must alert the General Manager or Manager on Duty that there is an alarm.
3. When the General Manager or Manager on Duty makes the announcement, the GSM will confirm the message so that we know they are responding.
4. The GSM must then wait for further instruction from the Manager on Duty

GUEST SERVICES AGENT

1. The GSA must wait for further instruction from the General Manager or Manager on Duty if there is an alarm.
2. If necessary, the Manager on Duty will instruct the GSA to call 911 to give alarm location.
3. The GSA must then print the **Down Time Report**. One copy of the reports is to be given to Switchboard and the GSA must hold on to the other copy, until further instructions are received.
4. The GSA must then get the Front Office Schedule and give this to the Manager on Duty.
5. The GSA must then wait for further instruction.
6. Once an alarm is activated, all cash transactions must cease and the individual Front Desk floats locked.

Second Stage: When Evacuation is announced

1. When directed by the general manager, the front desk agent/reservation agent should systematically begin to ring the rooms, and state the following:

“I am sorry to disturb you, but as a precaution the management has asked that all guest in your area vacate their rooms immediately. Please take your room key, close your door, and use the exit stairwell closes to your room” (In fire evacuation),

“Please close all windows and doors behind you.” (In bomb evacuation) “Please leave your windows open.” Remain calm, and please do not use the elevators”.

2. The logbook should be checked to determine if any handicapped guests are registered at the hotel. When there are handicapped guest staying at the hotel, employees should be sent to the rooms occupied by these guests to assist them in evacuating the hotel. When the guest is deaf, but is accompanied by someone who can hear, the switchboard operator should call the room to inform both guests that someone is coming to assist them.
3. List rooms not responding to the switchboard’s call. Contact room occupants personally for their safety (if safe to do so).
4. Do Not Use Elevators.
5. Employees are to remain at their post (if safe to do so) and direct guests to the nearest exit. The Supervisor or most senior employee must ensure that the staffs’ sign in sheet and/or schedule is retrieved and brought to the evacuation congregation area.

Designated evacuation congregation area:

- Congregate in the area directly in front of the Playhouse opposite the main Lobby doors on Queen Street.

Signature_____ Date_____

SPECIFIC DEPARTMENT PROCEDURES

BANQUET DEPARTMENT

First Stage: When Alarm is on

1. Remain calm and reassure the guests/patrons.
2. The Department Head or most senior person will appoint one person to check on the men's and ladies washrooms in the Banquet area (if safe to do so).
3. Stand by for further direction from the Fire Warden.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. Employees are to remain at their post (if safe to do so) where client events are taking place and assist guests to the nearest exit. Employees should stay at their post until all guests are evacuated or it is no longer safe to do so.
3. The Supervisor or the most senior employee must ensure that the staffs sign in sheet and/or schedule is retrieved and brought to the evacuation congregation area.

Designated evacuation congregation area:

- Congregate in the area directly in front of the Playhouse opposite the main Lobby doors on Queen Street.
- Locate your supervisors and gather in departmental groups.

Signature_____ Date_____

Confirmation of Fire – Specific Department Procedures

SPECIFIC DEPARTMENT PROCEDURES

HOTEL RESTAURANTS/KITCHEN

First Stage: When Alarm is on

1. Remain calm and reassure guests/patrons.
2. The Chef or most senior employee in charge will appoint two employees to prepare to turn off all cooking equipment.
3. Stand by for further instruction from the Fire Warden.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. The employees designated to turn off cooking equipment should immediately turn the equipment off.
3. Employees are to remain at their post (if safe to do so) and direct guests to the nearest exit.
Employees should stay at their post until all guests are evacuated or it is no longer safe to do so.
4. The Supervisor or most senior employee must ensure that the staff sign in sheet and/or schedule is retrieved and brought to the evacuation congregation area.

Designated evacuation congregation area:

- Congregate directly in front of the Playhouse opposite the main Lobby doors on Queen Street.
- Locate your supervisors and gather in departmental groups.

Employee Signature_____Date_____

SPECIFIC DEPARTMENT PROCEDURES

Night Maintenance Technician (Overnight)

First Stage: When Alarm is on

1. Remain calm.
2. Proceed to the Front Desk and check in
3. If necessary, any vehicles in front of the hotel must be relocated prior to the Fire Departments arriving.
4. Report back to the Front Desk for any further instructions.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. Employees are to remain at their post (if safe to do so) and direct guests to the nearest exit. Employees should stay at their post until such time that they feel all guests are evacuated or it is no longer safe to do so.
3. The Supervisor or most senior employee must ensure that the staffs sign in sheet and/or schedule is retrieved and brought to the evacuation congregation area.

Designated evacuation congregation area:

- Congregate directly in front of the Playhouse opposite the main Lobby doors on Queen Street.

Employee Signature _____ Date _____

SPECIFIC DEPARTMENT PROCEDURES

ADMINISTRATION AREA

First Stage: When Alarm is on

1. Remain calm and reassure guests/patrons/clients.
2. The Floor Warden will appoint one person to check the public washrooms and employee locker rooms (to be appointed on a daily basis).
3. Save any work you are working on and turn off your computer .
4. Gather / lock up any appropriate papers / items.
5. Prepare any items / papers that may need to be removed from the Hotel in the event of an evacuation.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. Employees are to remain at their post (if safe to do so) and direct guests to the nearest exit.
Employees should stay at their post until all guests are evacuated or it is no longer safe to do so.

Designated evacuation congregation area:

- Congregate in the area directly in front of the Playhouse opposite the main Lobby doors on Queen Street.
- Locate your supervisors and gather in departmental groups.

Employee Signature_____Date_____

Confirmation of Fire – Specific Department Procedures

SPECIFIC DEPARTMENT PROCEDURES

MAINTENANCE

First Stage: When Alarm is on

1. Stay calm.
2. When on duty, the Maintenance Manager shall respond to the alarm location.
3. Any other maintenance personnel on duty (Carpenter and Painters, etc.) shall secure their work areas and immediately report to their shops by way of the stairwells. Once their shops have been secured, contact maintenance manager for further direction with assisting the housekeeping department.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. A member of the maintenance team must go and have all elevators returned to the main floor and locked at that location.
3. The Maintenance Manager shall safely proceed to the evacuation area to take the Maintenance Department attendance and await further instruction.
4. When specific department duties are complete the Maintenance Technicians shall safely evacuate to the evacuation congregation area.

Designated evacuation congregation area:

- Congregate in the area directly in front of the Playhouse opposite the main Lobby doors on Queen Street.
- Locate your supervisors and gather in departmental groups.

Employee Signature_____Date_____

SPECIFIC DEPARTMENT PROCEDURES

HOUSEKEEPING DEPARTMENTS

First Stage: When Alarm is on

1. Stay calm.
2. Clear the way – move Room Attendant carts close to the wall and away from any door entrances
3. Put bucket, vacuum, or other tools out of the way (in bathtub, on attendant cart).
4. Close any open windows (if safe to do so).
5. Leave room and close door (if safe to do so).
6. Stand near elevators to direct guests to the safest fire exit.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. Employees are to remain at their post (if safe to do so) and direct guests to the nearest exit.
3. Fire Floor Wardens should remain in the vicinity to direct the flow of guests in the stairwells. Employees should stay at their post until all guests are evacuated or it is no longer safe to do so.
4. On the ground level, guests from the stairwells should be directed by hotel to the front doors of the conference center. The designated area should not conflict with emergency vehicle routes.
5. Floor Warden must inform the front desk of guests remaining in any of the rooms.
6. The Supervisor or most senior employee must ensure that the staffs sign in sheet and/or schedule is retrieved and brought to the evacuation congregation area.

Designated evacuation congregation area:

- Congregate in area directly in front of the Playhouse opposite the main lobby doors on Queen Street
- Locate your supervisors and gather in departmental groups.

Employee Signature_____Date_____

Confirmation of Fire – Specific Department Procedures

SPECIFIC DEPARTMENT PROCEDURES

FITNESS CENTRE

First Stage: When Alarm is on

1. West wing first floor fire warden to ask all guest's to please get out of the pool / sauna / whirlpool / promenade deck / fitness centre and prepare to exit in the event of an evacuation.
2. The fire Warden must double-check all areas to ensure everyone is aware of the situation.
3. Stand by entry of the pool area in view of the west wing elevator.

Second Stage: When Evacuation is announced

1. Do Not Use Elevators.
2. Employees are to remain at their post (if safe to do so) and direct guests to the nearest exit.

Designated evacuation congregation area:

- Congregate in the area directly in front of the Playhouse opposite the main Lobby doors on Queen Street.
- Locate your supervisors and gather in departmental groups.