

DEALING WITH THE MEDIA

In the event of a crisis that has the potential to attract media attention, use the following checklist to ensure proper procedures.

Although there may not be media on the scene immediately, they often soon appear if the crisis seems newsworthy. It is important to review these steps prior to the arrival of media so you are properly prepared.

1. Contact your General Manager / Owner to advise them of the event and notify them of media.
2. No one but the General Manager / Owner is authorized to speak for the property. Employees should be restricted not to make statements to the media or media interviews, either at work or while off the job.
3. The General Manager should never agree to provide a formal interview or statement prior to personally talking with the Owner(s).
4. Refer all requests to the Marketing group at the corporate office until you have spoken with their office.
5. Never say “no comment”- this can often be construed as a negative statement. Simply say “We are investigating the facts and will advise you when we have information” or “I’ll put you in contact with the person who can answer your questions”. Then refer them to the Owner.
6. There is no such thing as “talking off the record” to the media, anything and everything you may say is likely to be reported.

Refer to the Property Emergency Telephone Numbers for the appropriate contact numbers.

DISTURBANCE

Guests may act in an irrational manner due to many reasons including alcohol, drugs, or emotional problems. It is important for employees to understand that in dealing with these people, an action on the employee's part may not meet with the expected reaction from the guests.

Some things to remember include:

- Remain calm and call for assistance.
- Consider first your safety and the safety of others in the area.
- Avoid using force unless it is strictly self-defense or in defense of a third party. Then respond in an appropriate manner using a reasonable amount of force necessary to protect yourself or someone else, if you feel safe doing so.
- If you do not feel safe, call the police immediately.
- If order is restored, you may ask the person to leave the property or return to their room (if the incident occurred in a public area).
- If you are not able to control the person, contact the police for further assistance.
- When the disturbance is over, note the activity on an Incident Report and submit report to the General Manager.

Domestic Disturbance:

- Do not take the position of protecting / condemning either partner involved.
- Telephone the guests and inform them that others can hear their argument. Note the call on the Front office log.
- Contact the police, if the guests do not quiet down.
- Allow the police to handle the disturbance.
- When the disturbance is over, note the activity on an Incident Report and submit report to the General Manager.

LOSS OF UTILITIES

Loss of utilities can occur frequently and/or can occur for a prolonged period of time. If this happens, the property should follow the procedures below.

Property Outage:

- Contact your General Manager / Owner to inform of the utility loss.
- Speak with the utility provider to determine the cause of the failure and estimate duration of the outage.
- Ensure emergency back-ups (such as emergency lighting) are functioning.
- Monitor the security of the property and guests.
- Shut off all affected equipment. This includes the office computers, if the area has lost power.
- Have employees assist guests in any way possible.
- Keep the guests informed of the situation and estimated time for reinstatement of utility service.
- When the utility service continues, make sure that all affected equipment resumes working correctly.

UTILITY SHUTDOWN PROCEDURES

In the event of a mandatory evacuation or situation when eminent property damage is predicted or expected, use the following procedures to shut down the utilities at the property.

Boiler Room:

- _____ 1. Turn the thermostats for the boilers and holding tanks to their lowest setting.
- _____ 2. Turn the boiler switches **OFF**.
- _____ 3. Turn the gas valve to each boiler **OFF**.
- _____ 4. If the property has a water softener, turn the controller and the water supply **OFF**.
- _____ 5. If there is a separate water heater for the commercial laundry, turn the thermostat to the lowest setting and turn the heater **OFF**.
- _____ 6. Turn the gas to the water heater **OFF**.
- _____ 7. If the property has a water pressurization system for potable water (not fire system), turn the pumps **OFF** and close the water inlet valves.
- _____ 8. Locate the main cold-water pressurization system for potable water (not fire systems) and turn **OFF** the water to the entire property. Ensure the boilers and water heaters are turned **off first**.
- _____ 9. Ensure that all valves to the fire control system are left ON. **Do not shut off any valves to the fire control system!**
- _____ 10. Turn off the lights, close and lock the door.

Commercial Laundry Room:

- _____ 1. Turn **OFF** the power and water to the extractor.
- _____ 2. Turn **OFF** the power and gas to the dryer.
- _____ 3. Turn **OFF** the water to the agitator washer and unplug it.
- _____ 4. Turn **OFF** the PTAC (air conditioner) and unplug it.

- _____ 5. If no PTAC, turn the thermostat to the air conditioner to the **OFF** position.
- _____ 6. Turn off all circuit breakers on the electrical panel
- _____ 7. Turn off the lights, close and lock the door.

Electrical Panels:

- _____ 1. Find all the electrical panels in breezeways, storage rooms, end storage room, break room, electrical rooms, phone rooms; and turn off the main breaker (the largest one or the handle on the side). Turn off each individual breaker.
- _____ 2. Refer to Property Site Plan and Legend to ensure all panels have been located.

Gas:

- _____ 1. Locate the main gas meter, usually near the commercial laundry room or the boiler room, and turn the shut off valve to the **OFF** position (90 degrees to the direction of the pipe).
- _____ 2. Refer to Property Site Plan and Legend to ensure there is not more than one gas meter to the property.

Water:

- _____ 1. Locate the water meter for the property (may be in a vault at the property line) and turn the valve **OFF** (usually 90 degrees to the direction of the pipe).
- _____ 2. Refer to Property Site Plan and Legend to ensure there is not more than one gas meter to the property.

Irrigation:

- _____ 1. Locate the irrigation controller box, and turn the control to OFF and unplug the unit

Fire Control System, Fire Pumps:

- _____ 1. Ensure that all **Water Supply Valves** are left **ON!!**

PROPERTY MANUAL MODE

If you are given an advance warning of approximate disaster time, such as a hurricane, the following procedures should be followed.

1. Close the day's activity and run the audit.
2. Balance cash and credit card activity with the Daily Activity Report.
3. Send the credit card batch.
4. Take the deposit to the bank, if possible.
5. Place all cash including cash drawer in the safe.
6. Contact your CRS Administrator and Information Systems to discuss the situation. Consider that you may need to close out the system to arrivals due to having no way to receive them, or that you may have to receive reservations without use of the computer.
7. Contact all in-house guests to notify them of the situation. Provide them with a list of precautionary measures that they might want to take including:
 - Purchase of flashlights
 - Purchase of extra batteries
 - Purchase of bottled water
 - Purchase of canned goods- non cooking items.
 - Purchase of battery operated radio.
 - Fill tub and sinks with water in case of loss of water.
 - Discourage candles due to fire hazard.
 - Secure any personal belongings outside or in car.
 - Watch local news or weather channel
8. Ensure that cell phone battery is charged and ready to go in case of power outage.
9. In case of possible weather damage, follow Emergency Board up Procedures (item 19 of this manual).
10. Verify that all property items outside are secure: empty trash cans and store in breezeways, place all housekeeping carts inside, store or tie down any chairs, tables, or grills.
11. Purchase items needed such as:
 - Bottled water
 - Flashlights
 - Batteries
 - Battery operated radio
 - Rain ponchos

12. If threat of utility damage, consider the close down of the following utilities.
 - Boiler
 - Water
 - Gas
 - Power
13. Have as much clean linen and towels available as possible.
14. Walk entire property to verify all access doors are secured.
15. The manager should contact all in-house guests to determine if they will be staying in the room and verify number of guests in the room. Note the guest room number on a master in-house log. Also, note any occupied room that you were not able to contact.
16. Meet with staff and designate an emergency meeting place in case of disaster.
17. Collect all tools that might be needed for repair and place in a convenient place.
18. Contact General Manager / Owner to advise about your property's preparedness status and stay in constant contact.

PROPERTY EVACUATION PROCEDURES

If the potential threat involves eminent endangerment of any employee or guests, these procedures should not be completed.

In order to determine if an evacuation is necessary, a property must consider current factors (for example, warning status for a weather evacuation) and consult with your General Manager / Owner. The Owner must approve the decision to evacuate the property.

If the decision is made to evacuate, please follow the below guidelines to complete as much preparation as possible. These procedures should not be completed if the potential threat is for the endangerment of any employee or guest. **Personal safety must be a top priority.**

1. Contact all in-house guests to notify them of the evacuation. Provide for them: why evacuation is needed, directions for evacuation route, time deadline. Remind them to claim all personal items, including items that may be in your hotel safety deposit boxes.
2. Prior to shutdown of Computer System, run Emergency Reports.
3. Balance cash and credit card activity.
4. When credit cards balance, close and send the credit card batch.
5. Make sure all daily bank deposits are taken to the bank.
6. Count and log all cash including cash drawer. When this is completed, lock all contents in the safe.
7. Close out CRS for arrivals for the next 7 days.
8. Secure the following items to be evacuated with the General Manager:
 - a. Emergency Reports
 - b. Current employee time cards
 - c. Any employee records
 - d. The "bucket" of guest ledgers
 - e. All keys for storage and office areas; plus master keys and emergency keys
 - f. List of system support and emergency contact numbers
 - g. Log of all cars remaining in parking lot with make and tag number
 - h. Cell phone / cordless phone / pager, etc.

9. Contact all arriving reservations for the next 7 days to notify of evacuation.
10. In case of potential weather damage, follow Emergency Board up Procedures (item 19 of this manual)
11. Verify that all property items outside are secure: empty trash and store cans in a breezeway, place all housekeeping carts inside, store or tie down any chairs, tables, or grills.
12. Close off the following utilities. Follow the Utility Shutdown Checklist (item 4 of this manual).
 - a. Boiler
 - b. Water
 - c. Gas
 - d. Power
13. Walk entire property to verify that all access area doors are secured.
14. A manager should walk each guest unit to determine that all utilities are off and that the guests have evacuated. Note this on the master in-house log.
15. Contact alarm-monitoring company to notify of evacuation.
16. Contact General Manager / Owner at time of leaving property to notify that the property is completely evacuated: property secure, guests are gone, employees are gone, systems shut down, and utilities off.

ROBBERY

In the event of an armed robbery, no one is to take any action that will jeopardize his or her personal safety, or the safety of any guest.

When a robbery occurs:

- Give the robber(s) the cash or items he/she asks for.
- Consider all firearms to be located.
- Do not make any sudden moves
- If you must reach into your pocket or into the drawer, tell the robber(s) what you are doing before you do it.
- If you have a panic button, activate it if you can do it safely.
- Carefully note all physical characteristics of the robber(s).

Following the robbery:

- Contact the police. Contact the GM / Owner.
- Limit access to the area where the crime occurred to secure any possible evidence.
- Have the employee write a description of the robber(s) and ask any witnesses to do the same. Items to note include race, sex, age, height, weight, color of hair, clothing, identifying features, and mode of transportation.
- Determine the exact cash or items taken. Contact your Owner. Consult the *Dealing with the Media* section (item 1 of this manual) in the event the media should arrive on the scene. Complete and submit an *Incident Report* to the GM.

DEATH/SUICIDE

Considering the number of people who spend the night at a hotel, it is not surprising that properties will sometime deal with a death from natural causes or suicide.

Death of an Employee:

- Call 911 for emergency medical and police assistance. Contact the GM/Owner.
- Cover the body if it is in an area where the public can view it.
- Keep the area secure.
- Do not attempt to clean up or touch anything.
- Ensure that local authorities notify the next of kin.
- Do not discuss the situation with or in front of guests.
- Obtain permission from the local authorities to conduct a witnessed inventory of any of the victim's belongings.
- Request the police to conduct inventory on the items. These items should be securely stored and not released until the local authorities give permission. Obtain a receipt for any item taken by local authorities (procedures vary by state, verify with your local authorities).
- Obtain written receipt from the individual who claims the deceased's personal effects.
- Complete an *Incident Report* (item 21 of this manual) and send to GM/Owner. GM will contact OSHA.
- Contact commercial cleaning service to clean area of incident, if needed. Consult the *Blood Borne Pathogens Policy* section of the *General Managers Safety, Security & Emergency Manual* to prepare.
- Determine if employees have experienced a situation that may have caused an emotional trauma or if they need counseling.

Death of a Guest:

- Call 911 for emergency medical and police assistance. Contact the GM/Owner.
- Cover the body if it is in an area where the public can view it.
- Keep the area secure.
- Do not attempt to clean up or touch anything.
- Ensure that local authorities notify the next of kin.
- Do not discuss the situation with or in front of guests.
- Obtain permission from the local authorities to conduct a witnessed inventory of any of the victim's belongings.
- Request the police to conduct inventory on the items. These items should be securely stored and not released until the local authorities give permission. Obtain a receipt for any item taken by local authorities (procedures vary by state, verify with your local authorities).
- Obtain written receipt from the individual who claims the deceased's personal effects.
- Keep the room secured until released by the authorities.
- Complete an *Incident Report* (item 21 of this manual) and send to GM / Owner.
- Contact commercial cleaning service to clean area of incident, if needed. Consult the *Blood Borne Pathogens Policy* section of the *General Managers Safety, Security & Emergency Manual* to prepare.
- Determine if employees have experienced a situation that may have caused an emotional trauma or if they need counseling.

BOMB THREAT

Though no two bomb threats will be alike, the following guidelines will help in dealing with them if one occurs.

Written Bomb Threat:

1. Handle the message of letter carefully at the corners to preserve fingerprints.
2. Contact the police.
3. Contact your General Manager / Owner and inform them of the situation.
4. If messenger delivered the threat, the employee accepting the threat should immediately document a detailed description of the messenger. Items to note include sex, race, age, height, weight, color of hair, clothing, identifying features and mode of transportation.
5. If an explosion time is given that is only a few moments from the present time, consider the potential dangers of evacuation versus non-evacuation.
6. Decide if a search should occur.
7. If it is determined to be prudent, notify employees.
8. Remember that you are looking for something that should not be there or anything unusual or out of place.
9. If a suspicious object is found, **DO NOT MOVE OR TOUCH IT!**
10. After all has been taken care of, prepare a detailed *Incident Report* (item 21 of this manual) specifying all known damage, any injuries sustained and action taken to restore your operation.

Oral Bomb Threat (in person):

1. The employee receiving the threat should immediately notify the General Manager/Owner.
2. Contact the police.
3. The employee accepting the threat should immediately document a detailed description of the messenger. Items to note include sex, race, age, height, weight, color of hair, clothing, identifying features and mode of transportation.
4. If an explosion time is given that is only a few moments from the present time, consider the potential dangers of evacuation versus non-evacuation.
5. Decide if a search should occur.
6. If it is determined to be prudent, notify employees.
7. Remember that you are looking for something that should not be there or anything unusual or out of place.
8. If a suspicious object is found, **DO NOT MOVE OR TOUCH IT!**
9. After all has been taken care of, prepare a detailed *Incident Report* (item 21 of this manual) specifying all known damage, any injuries sustained and action taken to restore your operation.

Telephone Bomb Threat:

1. The employee receiving the call should note the exact time of the call.
2. Try to get another employee to monitor the call.
3. Listen to every word and pay attention to background noise.
4. Ask the caller to repeat the message.
5. DO NOT put the caller on hold.
6. DO NOT hang up until the caller does.
7. Try to ask as many questions as possible.
8. Following the call, the employee should notify the General Manager/Owner.
9. Contact the police.
10. The employee accepting the threat should immediately complete documentation of the call.
11. If the caller provides an explosion time that is only a few minutes from the present time, consider the potential dangers of evacuation versus non-evacuation.
12. Decide if a search should occur.
13. If it is determined to be prudent, notify employees.
14. Remember that you are looking for something that should not be there or anything unusual or out of place.
15. If a suspicious object is found, **DO NOT MOVE OR TOUCH IT!**
16. After all has been taken care of, prepare a detailed *Incident Report* (item 21 of this manual) specifying all known damage, any injuries sustained and action taken to restore your operation.

FIRE

It is vitally important to educate and re-educate employees to respond properly in the event of a fire. A properly trained staff can alleviate guest panic and help ensure early response to the fire scene.

Initial actions of an employee who discovers the fire:

- Close the door to isolate the fire, if possible.
- Immediately pull the nearest fire alarm, and then call the front desk. Describe to the operator the exact location of the fire.
- Never yell “FIRE”. This could panic the guests.
- If it is safe to do so, return to the fire area with a fire extinguisher. Attempt to extinguish or contain the fire using this equipment but always keep an exit to your back.
- If the fire cannot be extinguished, evacuate the area.

The front desk should:

- Immediately notify 911, giving them the name and address of the property and the location of the fire.
- Notify the General Manager / Owner of the fire.
- If an evacuation is ordered, sound the general alarm and begin to call all occupied guest rooms. Keep any written note of all rooms contacted. Take special action to notify any rooms noted as having a physically challenged guest.

Example of message to leave: “I am sorry to disturb you, but the management has asked all guests to evacuate their rooms immediately. Please take your room key, and shut your door as you leave. Move away from the buildings.”

If a fire occurs with only one person on duty:

- Call 911.
- Sound the alarm and alert the guests.
- Contact the General Manager / Owner.
- Respond to the scene of the fire to fight the fire, if practical.
- Assist in evacuation, if required.

WINTER STORMS

In areas where winter storms can be severe, the property should prepare in advance by having needed items on hand before winter begins. This allows for a more organized response if a storm arrives.

Suggested Equipment to Have:

- Battery operated radio
- Flashlights
- Spare batteries
- Snow and ice removal equipment
- De-ice spray
- Sand or salt to use on driveways, stairs and walkways.

When a Winter Storm is Imminent:

- Arrange lodging for employees willing to stay on property.
- Notify both guests and employees of the storm conditions and allow them to decide if they should attempt to travel or remain on property.
- Purchase a small amount of food and water supply for those employees staying on property.

When the Storm Subsides:

- Clear, sand and salt driveways, stairways and walkways to ensure safe movement on property. Check for leaks and broken pipes on the property. If there is damage, notify your District / Regional manager and Risk Management.
- Ensure all maintenance related issues are covered.
- After all has been taken care of, prepare a detailed *Incident Report* (item 21 of this manual) and *Property Damage Checklist* (item 302.0 of the *Safety Security & Emergency Manual*) specifying all known damage, any injuries sustained and action taken to restore your operation.

FLOOD, HURRICANE & TORNADO

Natural disasters can come with advance warnings or suddenly. That is why it is important that all of your staff is trained in what to do when an event occurs.

If advance precautions or evacuation are necessary, based on the General Manager and Owner's judgment, review the below information regarding each event and follow appropriate procedures.

Flood

Flooding can be caused by large amounts of rain in a very short period of time, overloaded storm sewers, or poorly designed run-off area. If a property receives notice of a possible flood, consult the *Evacuation* or *Manually Running the Property* sections of this manual to prepare.

Following a flood, there will be several issues that must be addressed:

- As soon as your plumbing is working properly, have your drinking water tested for possible contamination.
- Caution employees about handling electrical wiring while in wet areas.
- Check for broken pipes and lines and have them repaired.
- Be aware of gases seeping in flooded areas.
- Use flashlights, not torches or lanterns, to search these areas.
- Begin clean up and salvage operations as soon as possible.
- Contact your Owner to report any damages.
- After all measures have been taken to bring the property back to an operational level, and there is time to review the situation, prepare an *Incident Report* (item 301.0 of this manual) and *Property Damage Checklist* (item 302.0 of this manual) outlining full details of the situation including the extent of property damage and any injuries.

Hurricane

A **hurricane watch** is issued when the storm is expected to hit within 24 to 36 hours. At this time, based on news reports of predicted impact time, the property should enact an action plan to prepare for the storm.

A **hurricane warning** is issued to indicate the storm will hit your area within 24 hours. The property must then check all the preparations that were made during the Watch period to ensure all instructions have been carried out.

Consult the *Evacuation*, *Manually Running the Property* and *Board-up Procedures* sections of this manual to prepare.

During the Storm:

- Do not leave the building except in an extreme emergency.
- Use sandbags whenever water enters.
- Watch for signs of structural damage so you can relocate, if necessary.

When the Storm Has Passed:

- Determine your damages and begin clean up.
- Have staff available to make temporary repairs of all openings in the building to prevent rain damage.
- Have your water supply tested to ensure it is not contaminated.
- Contact your Owner to give them a status report.
- After all has been taken care of, prepare a detailed *Incident Report* (item 301.0 of this manual) and *Property Damage Checklist* (item 302.0 of this manual) specifying all known damage, any injuries sustained and action taken to restore your operation.

Tornado

A tornado watch means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or is indicated on radar in the area.

During a Tornado Watch:

- Have someone monitor the radio and television for updates.
- Notify the staff that a watch has been issued.
- Continue normal operations.

During a Tornado Warning:

- Have front desk contact all in-house guests. Take special action to notify guests in disabled rooms.
- The message given should be, *“The property is under a tornado warning. The bathroom is your best shelter if a tornado strikes.”*
- Obtain tools needed to disconnect gas and water after the tornado, if necessary.
- Secure outside equipment that may be blown away.
- Secure the office area. Follow the *Property Evacuation Procedures* (Item 507.0 of this manual).
- All employees should take shelter in a ground level area away from windows.

Following a Tornado:

- Check on all guests to see if there are any injuries.
- Secure the property.
- Assess any damages and begin clean up.
- Have staff available to make temporary repairs.
- Make necessary repairs of all openings in the building to prevent rain damage.
- Contact the District/Regional Manager and Risk Management Department to report any damages.
- After all has been taken care of, prepare a detailed *Incident Report* (item 301.0 of this manual) and *Property Damage Checklist* (item 302.0 of this manual) specifying all known damage, any injuries sustained and action taken to restore your operation.

STRUCTURAL COLLAPSE/EXPLOSION

Although a structural collapse or explosion cannot be anticipated, taking immediate action following an event can greatly reduce the possibility of injury or further damage.

If a Collapse or Explosion Occurs:

- Turn off affected utilities. Refer to the *Utility Shut Down* procedures section of this manual.
- Notify police and fire department. Notify GM/Owner.
- Prohibit smoking or open flames in the area (gas lines may be ruptured).
- Evacuate damaged areas.
- Seal off the damaged areas.
- Relocate guests if needed.
- Determine if security services are needed.
- After all has been taken care of, prepare a detailed *Incident Report* (item 301.0 of this manual) and *Property Damage Checklist* (item 302.0 of this manual) specifying all known damage, any injuries sustained and action taken to restore your operation.
- Determine if employees have experienced a situation that may have caused an emotional trauma or if they need counseling.

CONTROLLED SUBSTANCES & DRUGS

Most drug-related emergencies involve illegal controlled substances. Diabetic insulin shock is an exception to this rule. If you know the victim is a diabetic, call medical assistance without contacting the police.

When coming in contact with victims of drug abuse:

- Try to keep an eye on the victim from a distance.
- Contact the police and ask for assistance. Contact GM / Owner.
- Contact emergency medical personnel, if needed.
- Ensure that local authorities notify the next of kin if requested by the victim or if the victim is now deceased.
- If the victim is removed from the property, obtain permission from the local authorities to conduct a witnessed inventory of any of the victim's belongings.
- Request the police to conduct inventory on the items. These items should be securely stored and not released until the local authorities give permission. Obtain a receipt for any item taken from the victim's room by local authorities (procedures vary by state, verify with your local authorities).
- Obtain a written receipt from any individual, other than the victim, who claims the victim's personal items.

If controlled substances, drugs, or a laboratory set-up is seen in a room:

- Notify your Gm / Owner.
- Do not arouse attention, spread rumors, or talk to outsiders about the observation.
- Contact police.
- Assist the police as requested, then step back and let them do their jobs.
- Consult *Dealing with the Media* section of this manual in the event the media should arrive on the scene.
- Complete an *Incident Report* and submit to GM / Owner.

Items to note when suspicion of controlled substances or drugs are located on the property:

- Requests by the guest that housekeepers and maintenance are not to enter the unit.
- Do Not Disturb sign continually posted on the guestroom door.
- Noticeably increased traffic entering or leaving the unit.
- Guest receiving a large amount of incoming calls.
- Strange odors, such as a strong smell of ether or urine.

EMERGENCY PROCEDURES FOR DISABLED GUESTS

Issue/Objective:

It is important that we are aware anytime a disabled guest is staying in our hotel in order that we may offer additional assistance in case of an emergency.

In the front of the hotel's bucket (file tray at front desk, separated by room number where in house guest records are maintained), at least 3 bright colored large plastic clips are kept. When a front desk employee checks in a room that will include a disabled guest, one of these brightly colored plastic clips are to be affixed to the top of the card which identifies that room.

When a front desk employee checks out the guest from that room, the bright colored plastic clip is removed and replaced back at the front of the bucket.

In the event of an emergency, especially that which may require an evacuation, the front desk associate on duty will quickly recognize which rooms are occupied by disabled guests by noting any rooms which have the brightly colored plastic clip affixed to the room number in the bucket. Additional assistance may then be offered to these guests. Also, emergency personnel (police, fire department, etc) who respond should be advised of the room number where disabled guests are staying.

EMERGENCY BOARD-UP PROCEDURES

If you are given an advance warning of a disaster, such as a hurricane, and the board up of windows is necessary, the following procedures should be completed.

1. Determine the number of 4' x 8' sheets of plywood needed.
2. Count the number of plywood sheets you currently have on-site.
3. Purchase the remaining sheets needed.
4. Distribute plywood to rooms on windward side with the most exposure to the storm.
5. Place two sheets of plywood at each room
6. The windows for each room should be covered by the two pieces of plywood.
7. Cover ½ of the windows with one sheet of plywood. Stand plywood on floor with the 48" side down.
8. Mark plywood with a pencil for screw locations before attaching plywood. Typical mounting will be at the bottom of the window approximately 27" from the concrete walkway and at the top of the window approximately 79" from the concrete walkway. Three screws should be used for the top and three screws for the bottom. Attach plywood through the EIFS into wood framing or concrete block (using drywall screws for framing and tapcon screws for concrete block).
9. Cover the remaining half with the other sheet of plywood following the same instructions as in above step.
10. Attach plywood to the windows of all rooms with the most exposure possibility.
11. Cover the following windows and entries: Front Office night window and lobby entrance.

SECURITY PROCEDURES FOR MANAGEMENT

Guest Related Security:

- Mgmt is responsible for enforcing all security procedures for all departments.
- Mgmt is responsible for communication of all security items to their new employees in orientation
- Mgmt personnel are to make it perfectly clear in orientation that crime can happen in hotels and that security procedures are to be taken seriously
- General Manager should leave the lights on in his/her office and the blinds closed at night.
- General Manager should know and invite the local sheriff or police department to stop in and have coffee in the morning and evening.
- Blinds in lobby area should remain wide open at all time
- The door between the lobby and office is to be closed and locked at all times.
- Duplicate Guest room keys or entry in to a room should not be given out to any person not registered in the hotel and without proper identification
- Mgmt personnel should never resist a robber.
- All storage rooms, offices and meeting rooms are to be locked 24-hours a day when not in use.
- Mgmt personnel are required to train all line level associates on Fire Alarm procedures; including a “hands on” demonstration of procedures.
- Mgmt personnel are required to walk the building before leaving their shift to ensure that no entrance doors or room doors are propped open or ajar.
- Mgmt personnel are responsible for monitoring suspicious looking persons and non-Guests in hotel.
- Mgmt personnel are responsible for monitoring all keys/cards in each department and insuring the safeguarding of the keys/cards. No master keys/cards are to leave the property at any time. If keys are accidentally taken off property, they should be returned immediately.

- Mgmt personnel will keep all Mgmt level key blanks secured in the General Managers safe.
- When is it necessary for a Mgmt personnel to work a night audit shift, they should not wear their name badge identifying them as managers and having access to the safe in case of a robbery.
- Detailed incident reports should be completed no matter how minor it may seem at the time of occurrence. Photos and statements from witnesses should be taken for all incidents.
- Guest rooms should be inspected at least once every 48 hours even if a DO NOT DISTURB sign is displayed. Report any criminal activities to local law enforcement agency.
- Mgmt personnel are to monitor any and all security systems to make sure they are always in operating order.
- Friends, family or guests are not allowed behind desk area at any time.

Key Control:

- Housekeeping keys should be signed in/out
- Master keys should be signed in/out (maintenance, pest control, etc.)
- E-Key should be hidden or placed in Emergency box and logged when used
- Extra Front desk authorization key should be hidden or placed in Emergency box and logged when used
- No hotel keys are to be removed from the hotel property.

EMPLOYEE ACKNOWLEDGEMENT: _____

I acknowledge and understand the above statements and will comply and follow the company's policies set forth above.

DATE SIGNED: _____

SECURITY PROCEDURES FOR ROOM ATTENDANTS

Guest Related Security:

- Room Attendants are never to provide anyone (including guest) access to a room. Room attendants are to direct guests to the front desk; registration should be verified and a key issued by the desk attendant.
- Room Attendants are to have the Guest room door completely open when cleaning a room. Housekeeping carts are to be pulled in front of the Guest room door with the linen supply facing the open door. Exterior hotels are to follow the above procedures; however, the door should be propped open with the security latch or dead bolt.
- Room Attendants are responsible for making sure that the Guest room door is closed tightly when exiting the room for any reason.
- Room Attendants are to ensure that all adjoining doors and windows are secured properly.
- Room Attendants are to never enter a Guest room without knocking first and then identifying themselves as room attendants or housekeeping.
- Room Attendants are to report suspicious looking persons to management immediately
- Employees are never to be in a Guest room with the door closed.
- Key cards left in room are to be placed in a secure place on the housekeeping cart and turned into the Front Desk periodically throughout the day.
- Room Attendants are to immediately turn in any items left in a vacated room to the Front desk so it can be logged in Lost & Found.
- Room Attendants are required to contact the front desk/maintenance department when a smoke detector is not operational
- Room Attendants are to wear uniform whenever working on property so guests can identify them as hotel employees.
- Corridor laundry shoot doors are to remain closed and locked when not in immediate use.

Room Attendant Related Security:

- Key cards are never to leave the property and if this happens by accident, the key card should be brought back to the property ASAP
- All storage room doors, laundry room doors and linen room doors are to be locked when rooms are not occupied.

- Room Attendants should never bring large amounts of cash to work with them.
- Room Attendants are to have the Guest room door completely open when cleaning a room. Housekeeping carts are to be pulled in front of the Guest room door with the linen supply facing the open door. Exterior hotels are to follow the above procedures; however, the door should be propped open with the security latch or dead bolt.
- Room Attendants should always survey the physical condition of the Guest rooms when they are cleaning the rooms – especially stayovers. Damage done to a room should be reported to management immediately. Report any criminal activity or suspicious items or substances observed in rooms to management – do not touch or remove any suspicious items or substances.
- A Guest should never be given a Master Key for any reason.
- Employee’s Friends or family are not allowed in guest rooms, laundry room or break area at any time.
- Room Attendants should never resist a robber. Do not allow anyone to force you into a vehicle or room – scream loudly and attempt to flee unless threatened with deadly force.

Key Control:

- Housekeeping keys should be signed in/out
- Master keys should be signed in/out (maintenance, pest control, etc.)
- Key cards left in room are to be placed in a secure place on the housekeeping cart and turned into the Front Desk periodically throughout the day.
- Key cards are never to leave the property and if this happens by accident, the key card should be brought back to the property ASAP

EMPLOYEE ACKNOWLEDGEMENT: _____
 I acknowledge and understand the above statements and will comply and follow the company’s policies set forth above.

DATE SIGNED: _____

SECURITY PROCEDURES FOR FRONT DESK ASSOCIATES

Guest Related Security:

- Guest room numbers are never to be said out loud.
- Guest room numbers are not to be given to other guests or inquires from outside hotel
- Duplicate Guest room keys or entry in to a room should not be given out to any person not registered in the hotel and without proper identification
- Front Desk Associates are never to enter a Guest room with a Guest unless they are assisted by another employee. If you must enter a guest room for any reason; the deadbolt should be engaged while the door is open so that the door will not close completely. An employee should never be in a Guest room with the door closed.
- Folios are not to be faxed or Guest information given out to anyone without written authorization or a subpoena.
- Telephone calls should not be transferred without asking the caller the name of the Guest they are trying to reach. Calls are to be transferred only after room number and guest information is verified.
- House phone calls are to be monitored for mischievous activities to the best of the ability of the Front Desk Associate.
- Adjoining rooms – Rent last as single rooms and make sure the guest knows that they are renting a room that has an adjoining room door.
- Check-in – Do not ask for the guest’s phone number out loud; have guest write it on the sign-in sheet.
- Valuables are not to be held for a non-guest to be picked up at a later time.
- Key cards which are returned to the desk are not to be left on the counter or in an area that can be reached by a Guest.
- Front Desk Associate must be trained on Fire Alarm procedures – an actual “walk though” of procedures performed.
- Front Desk Associates are to wear uniform whenever working on property so guests can identify them as hotel employees.

Front Desk Related Security:

- Office door are to be closed and locked at all times.
- Cash drawers are to be locked when not in use.
- Front Desk Associates are to make more than one drop if large sums of money (over \$500.00) are taken
- Front Desk Associates are to never tell anyone that they are alone in the hotel.
- Cash drawers are to be counted out of the sight of guests
- Front Desk Associates are to report suspicious looking persons to management immediately.
- Front Desk Associates are not to give out another employees schedule or telephone number.
- Master Keys are never to be given to a Guest under any circumstances.
- A “One Shot” key is to be given to a guest who requests to look at a room prior to renting and when possible a guest should be accompanied by a hotel employee.
- Front Doors are locked at 11:00pm where applicable and some occasions may dictate locking the door earlier.
- Lobby lights are to be left on at all times and night window blinds are in the open position at all times.
- All entrance doors are to be checked at shift change to make sure they are properly closed.
- Friends, family or guests are not allowed behind desk area at any time.
- Front Desk Associates are not to resist a robber; money should be given immediately.

Key Control:

- Housekeeping keys must be signed in/out
- Master keys must be signed in/out (maintenance, pest control, etc.)
- E-Key should be hidden or placed in Emergency box and logged when used

- Extra Front desk authorization key should be hidden or placed in Emergency box and logged when used

- Ilco or Tesa entry key (Green) should be in a secured place and should be logged when used.

- No hotel keys are to be removed from the hotel property.

EMPLOYEE ACKNOWLEDGEMENT: _____
I acknowledge and understand the above statements and will comply and follow the company's policies set forth above.

DATE SIGNED: _____

SECURITY PROCEDURES FOR MAINTENANCE PERSONNEL

Guest Related Security:

- Maintenance Personnel are never to give anyone (including guest) access to a room. Maintenance Personnel are to notify the front desk; registration should be verified and a key issued.
- Maintenance Personnel are never to enter a Guest room with a Guest unless they are assisted by another employee. If you must enter a guest room for any reason; the deadbolt should be engaged while the door is open so that the door will not close completely. An employee should never be in a Guest room with the door closed.
- Maintenance Personnel are responsible for making sure that the Guest room door is closed tightly when exiting the room for any reason.
- Maintenance Personnel are to ensure that all adjoining doors and windows are secured properly.
- Maintenance Personnel are to never enter a Guest room without knocking first and then identifying their position in the hotel.
- Maintenance Personnel are to report suspicious looking persons to management immediately
- Employees are never to be in a Guest room with the door closed.
- Key cards left in room are to be placed in a secure place and turned into the Front Desk periodically throughout the day.
- Maintenance Personnel will check the building (interior and exterior), parking lot and check-in with the Front Desk every 45 minutes. This check should also include examination of the end doors, all storage room and all office doors to make sure they are locked and secure
- Maintenance Personnel are required to monitor all lights around the property to insure a safe environment for our guests.
- Maintenance Personnel are required to contact the front desk and make a room unavailable when a smoke detector cannot be repaired/replaced.
- Maintenance Personnel are required to wear uniform whenever working on property so guests can identify them as hotel employees.

Maintenance Personnel Related Security:

- Key cards are never to leave the property and if this happens by accident, the key card should be brought back to the property ASAP
- All storage room, offices and meeting room doors are to be locked when rooms are not occupied.
- Maintenance Personnel should never bring large amounts of cash to work with them.
- Maintenance Personnel should always survey the physical condition of the Guest rooms that they are working in. Damage done to a room should be reported to management immediately. Report any criminal activity or suspicious items to management – do not touch or remove any suspicious items or substance.
- A Guest should never be given a Master Key for any reason.
- Employee’s Friends or family are not allowed in guest rooms, maintenance room or break area at any time.
- Maintenance Personnel should never resist a robber.

Key Control:

- Maintenance keys should be signed in/out
- Master keys should be signed in/out (maintenance, pest control, etc.)
- Key cards left in room are to be placed in a secure place and turned into the Front Desk periodically throughout the day.
- Key cards are never to leave the property and if this happens by accident, the key card should be brought back to the property ASAP

EMPLOYEE ACKNOWLEDGEMENT: _____

I acknowledge and understand the above statements and will comply and follow the company’s policies set forth above.

DATE SIGNED: _____

BLOODBORNE PATHOGENS POLICY

Introduction:

Blood and body fluids can potentially contain infectious pathogens. Avoiding contact with such fluids is key to preventing the transmission of these pathogens to employees. Routine exposure to such fluids is not anticipated for any of our employees. However, unusual events in the lodging industry could result in blood or body fluids being spilled. This policy establishes requirements to minimize employee exposures to BBP and to respond to any inadvertent exposure that does occur.

- **Our policy is that housekeeping may be involved in the minor cleanup or disposal of blood or other infectious materials, less than the size of a quarter (1 ½" in diameter), with the proper personal protective equipment. Only management and the executive housekeeper will be involved in the minor cleanup or disposal of blood or other infectious materials, in excess of the size of a quarter (1 ½" in diameter) but less than 6" in diameter (the manager and executive housekeeper may also choose to assign a professional janitorial service for cleanup of 1½" to 6"). Any amount of blood or other infectious materials in excess of 6" in diameter must be assigned to a professional janitorial service for cleanup. Minor clean up is defined as the removal of linens with minimum blood contamination. No employee is trained first aid with a requirement to respond to employee or guest injuries.**
- Arrangements will be established with an outside janitorial service to respond and clean up blood or body fluids incidents that.
- Employees will be instructed during new employee orientation and annually thereafter that they are not to clean up blood or body fluid spills and that should they suspect they have become inadvertently exposed to BBP, they will report that exposure immediately to the property's management team.
- Upon notification that an employee has been exposed to BBP, management will immediately refer the employee to the property's workers compensation medical provider with a notice that there has been a potential BBP exposure. All information regarding the sources of the BBP exposure shall be gathered and forwarded to the medical provider for subsequent medical provider follow up with the source individual(s) to determine the potential need for prophylactic medications.
- All such employee reports of inadvertent BBP exposure will be reported as a workers compensation claim to the insurance carrier and the owner.
- Sharps disposal containers and Bio Hazard bags will be provided in all laundry rooms.
- Long handled tongs will be provided and used for handling any needles discovered on the property for the purpose of inserting the needles into the sharps disposal container.
- Latex gloves must be used during any minor BBP cleanup.

Hepatitis B vaccinations will be offered to all management personnel.

BLOODBORNE PATHOGENS WRITTEN EXPOSURE CONTROL PLAN

I. Purpose

This written Exposure Control Plan (the "Plan") addresses the Hotel's obligation to its employees who may have an exposure incident at work. An exposure incident occurs when, in the course of a employee's duties. Blood or other potentially infectious material (OPIM) inadvertently comes in contact with an employee's eye, mouth, mucus membrane, broken skin. An exposure incident also occurs when the employee is exposed to blood or OPIM through punctures, cuts, bites or similar incidents. Specifically, the Plan addresses the Hotel's obligations to its employees who may have an incidental or unintended exposure to blood or OPIM.

II. Exposure Determination

Employees, by company policy, will not be exposed to situations where contact with blood or OPIM are expected. All employees must be trained on exposure avoidance procedures and what to do if advertently exposed.

General Managers may have minor exposure, if they elect to clean up a minor BBP exposure (less than 6" in diameter). **NOTE: Only General Managers and the Executive Housekeeper which have had a Hepatitis B vaccination may be involved in BBP spill clean up.**

Employees who knowingly violate the provision of this Plan will be subject to disciplinary action up to and including termination.

III. Implementation Schedule and Methodology

Universal precautions will be observed at the Hotel in order to prevent inadvertent contact with blood or OPIM. All blood and OPIM will be considered infectious regardless of the perceived status of the source individual. Policies and procedures (the "Controls") will be established and followed to eliminate or minimize exposure incidents. Where occupational exposure remains after institution of these Controls, personal protective equipment shall also be utilized. Hand-washing facilities are also available to employees who come into contact with blood or OPIM during inadvertent exposure incidents. **Hand-washing facilities are located at the Back office and Laundry Room.**

IV. Reporting

All inadvertent exposure incidents will be reported to the Hotel's General Manager or Manager on Duty. Such reports must include the names of all employees involved with the exposure incident, and must describe the incident, including time and date. Such reports shall be made readily available to all involved employees upon request.

BLOODBORNE PATHOGENS WRITTEN EXPOSURE CONTROL PLAN (EXPOSURE REPORT)

This report must be completed any time that body fluids or suspected body fluids come in contact with an employee's skin, eyes or mucous membranes (inside mouth, nose, etc.).

Employee Name: _____ Date: _____
Date of exposure: _____ Time of Exposure: _____

Location of potential blood borne pathogens exposure (be specific, note Room #, etc.):

Suspected Body Fluid Contacted:

Blood

Saliva

Mucous

Semen

Other: _____

Describe how the exposure occurred:

Describe the specific part(s) of your body that was exposed:

Was Personal Protective Equipment (gloves, goggles) used? _____ Yes _____ No

Comments:

You have the right to receive a Hepatitis B vaccine and follow up series at no cost to you following any exposure to body fluids. If you elect NOT to have the vaccine, you MUST complete the Declination Statement (item 805.0 of this manual).

Employee

Signature: _____

BLOODBORNE PATHOGENS WRITTEN EXPOSURE CONTROL PLAN (continued)

V. Personal Protective Equipment (PPE)

All PPE used at the Hotel will be provided without cost to employees. PPE will be chosen based on its ability to prevent exposure to blood or OPIM. The protective equipment will be considered appropriate only if it does not permit blood or OPIM to pass through or reach the employee's clothing, skin, eyes, mouth or other mucous membranes under normal conditions of use and for the duration of time which the protective equipment will be used. Such personal protective equipment will be available at the following locations in the Hotel: **Laundry Room and Back Administrative Office.**

BLOODBORNE PATHOGEN SUPPLIES:

Each property should have several *Body Fluids Clean up Kits* for general manager use only, at their discretion for spills up to 6" in diameter. These supplies will be needed at a minimum to comply with the OSHA Blood borne Pathogens Standard. Each kit Contains:

- Face Mask
- Latex Gloves
- Eye Protection
- Tongs
- Disposable Gown
- Bio Hazard Bag
- Antimicrobial Hand Wipe
- Biohazard Waste Bags Red and Yellow (optional)
- Red garbage can to store used red biohazard materials & bags (be sure to put the biohazard sticker/symbol on the can). This should be kept in a non-public area, such as in the Housekeeping Linen Room
- Sharps Containers with tongs
- Anti-bacterial Soap

BBP supplies can be obtained from a variety of medical equipment suppliers or the local drug.

For more information on Personal Protective Equipment (PPE), refer to the PPE Policy in this manual.

VI. Regulated Waste Disposal

Regulated waste includes all PPE or other material which has become contaminated with blood or OPIM. Such regulated waste shall be discarded as soon as feasible in containers which are to be located in a single location which the Hotel will identify. **That location is: Laundry Room.**

Such waste shall be ultimately disposed of only by a licensed medical waste disposal firm. That firm is:

_____.

Linen, bedspreads or draperies which have been contaminated will be processed separately from other such material. Bleach at not less than a 10% solution in water will be used for laundered material. Linens which cannot be so laundered will be disposed of only by a licensed medical waste disposal firm.

BLOODBORNE PATHOGENS WRITTEN EXPOSURE CONTROL PLAN

(continued)

VII. Vaccinations

As part of the administration of the blood borne pathogens policy, the General Manager shall determine the location of the appropriate clinic, medical facility or hospital which can provide vaccinations for Hepatitis B. That facility is: _____.

Only members of management and the executive housekeeper will be routinely offered the Hepatitis B vaccine. Members of management and executive housekeepers who decline the Hepatitis B vaccine will sign the *Hepatitis B Declination Form*, a copy of which is attached to this Plan. Managers and executive housekeepers who initially decline the vaccine but who later wish to have it may then have the vaccine provided at no cost. The District/Regional Manager will be responsible for assuring that the vaccine is offered and the appropriate waivers signed.

All hotel employees will be offered the Hepatitis B vaccine at no cost upon inadvertent exposure to blood or OPIM within twenty-four (24) hours of such exposure incident. The vaccine will be offered to the employee unless the employee has previously had the vaccine or wishes to submit to antibody testing which shows the employee to have sufficient immunity.

VIII. Post-Exposure Evaluation and Follow-Up

When employees incur an exposure incident, it must be reported to the Hotel's General Manager or Manager on Duty. All employees who incur an exposure incident will be offered post-exposure evaluation and follow-up in accordance with the applicable OSHA standards.

This evaluation will include the following:

- Documentation of the route of exposure and the circumstances related to the incident.
- If possible, the identification of the source individual and the status of the source individual should be obtained. The blood of the source individual will be tested (after consent is obtained) for HIV/HBV infectivity. Results of testing of the source individual will be made available to the exposed employee. Such employees will be informed about the applicable laws and regulations concerning disclosure of the identity and infectivity of the source individual. The employee will be offered the option of having her/his blood collected for testing of the employee HIV/HBV serological status.
- The blood sample will be preserved for at least ninety (90) days to allow the employee to decide if the blood should be tested for HIV serological status. However, if the employee decides prior to that time that testing will be conducted, and then the appropriate action can be taken and the blood sample discarded.
- The employee will be offered post exposure prophylaxis in accordance with the current recommendations of the U.S. Public Health Service, as determined by a qualified medical professional.
- The employee will be given appropriate counseling concerning precautions to take during the period after the exposure incident. The employee will also be given information on what potential illnesses to be alert for and to report any related experiences to appropriate personnel. The Hotel's General Manager has been designated to assure that the policy outlined here is effectively carried out as well as to maintain records related to this policy.

BLOODBORNE PATHOGENS WRITTEN EXPOSURE CONTROL PLAN

(continued)

IX. Interaction with Health Care Professionals

A written opinion shall be obtained from the health care professional who evaluates employees of the Hotel, and a copy will be provided to such employees within fifteen (15) days of the completion of the report. Written opinions will be obtained in the following instances:

- When the employee is sent to obtain the Hepatitis B vaccine.
- Whenever the employee is sent to a health care professional following an exposure incident.

Health care professionals shall be instructed to limit their opinions to:

- Whether the Hepatitis B vaccine is indicated.
- If the employee has received the vaccine.

For evaluation following an exposure incident:

- That the employee has been informed of the results of the evaluation.
- That the employee has been told about any medical conditions resulting from exposure to blood or OPIM.

X. Training

Training for all employees will be conducted as part of new hire Orientation:

- The OSHA standard for bloodborne pathogens.
- Epidemiology and symptomatology of bloodborne diseases.

Modes of transmission of bloodborne pathogens:

- This Exposure Control Plan, i.e., points of the plan, lines of responsibility, how the plan will be implemented, etc.
- Procedures which might cause exposure to blood or OPIM at the Hotel.

Control methods which will be used at the Hotel to control exposure to blood or OPIM:

- Personal protective equipment (“PPE”) available at the Hotel. The PPE training will include instruction on use, handling, decontamination and disposal of PPE.
- Signs and labels used at the Hotel for disposal containers of contaminated personal protective equipment.
- Hepatitis B vaccine program at the Hotel.

Training shall include an opportunity for questions and answers on the subject matter.

BLOODBORNE PATHOGENS WRITTEN EXPOSURE CONTROL PLAN

(continued)

Training shall be conducted in a language understood by employees attending. The person(s) conducting the training must be knowledgeable in the subject matter to effectively address the training elements required above as it relates to the workplace. Where trainers are not certified, their qualifications must be identified, reviewed and approved by Kitchin Hospitality, LLC Loss Prevention Department in accordance with the appropriate regulations.

The outline of the training material is to be maintained by the Hotel General Manager.

XI. Recordkeeping

BBP potential exposure incident records of all employees shall be confidential, maintained by Risk Management, and will contain:

- a) Name and social security number of employee;
- b) Information of any exposure incident;
- c) Copy of the follow-up provided by health care professionals.

Both health and training records must be made available for review and/or copying by:

- a) the employee;
- b) OSHA upon request;
- c) The Director of NIOSH or their representative upon request; but not be disclosed or reported to any others without the employee's express written consent, except per standard, or by law.

The above employee records will be maintained for duration of employment plus thirty (30) years per OSHA 1910.20.

Deleted: ¶
Deleted: Bloodborne Pathogens Program¶

XII. Discipline For Violation of Plan

Employees who knowingly violate the provisions of the Written Exposure Control Plan will be subject to disciplinary action up to and including termination. Supervisors must notify the General Manager of all incidents of violations of the Written Exposure Control Plan.

XIII. No Deviation From Plan

Hotels shall not issue any policies and/or procedures including those for implementation of this Written Exposure Control Plan other than in accordance with State OSHA requirements.

CONTAMINATED MATERIALS HANDLING PROCEDURES

Materials containing blood or other potentially-infectious materials are placed in an approved, red, biohazard container which prevents leakage during the collection, handling, processing, storage, and transportation of such materials.

The containers used for this purpose are either the red plastic sharps containers, or the red plastic bags located in the Manager's office. Both containers are properly labeled with biohazard warning labels. The hotel has implemented the following standards concerning the proper handling of hypodermic needles and other sharp objects, as well as the handling of bloody items or other potentially-infectious materials:

- Hypodermic needles are handled by the General Manager, designated Manager on Duty or Executive Housekeepers.
- All other employees who find a hypodermic needle, or other such item(s), will contact the Manager or Manager on Duty and safeguard the item until they arrive.

The General Manager, Manager on Duty or Executive Housekeeper arrives to dispose of the item(s). The following procedures will be used by the Manager, Manager on Duty or Executive Housekeeper:

- Wear latex gloves.
- Use forceps to handle the item.
- Place the item(s) in a red plastic sharps container. Keep the sharps container if an injury resulted from the item that was placed in the container.
- Thoroughly wash hands and the forceps. Disinfect the area where the item was found.
- Document the incident and complete appropriate reports.
- Arrange for the disposal of the item in accordance with OSHA regulations
- Bloody items, or any item that may contain potentially-infectious materials, will be handled only by the Manager or Manager on Duty. All other employees who find any such item will notify the Manager and safeguard the item until they arrive.

The following procedures will be used by the Manager, Manager on Duty or Executive Housekeeper when handling these items:

- Wear latex gloves.
- Use forceps to handle the item.
- Place the item in a red plastic biohazard waste bag.
- Document the incident and complete appropriate reports.
- Call your Regional Manager and Risk Manager if the item involved caused an injury.
- Arrange for the disposal of the item. (NOTE: All incidents involving BBP must be entered on the OSHA 300 Log.)
- Any items which could puncture the primary container will be placed within a secondary container which is puncture resistant. At no time are employees to reach into any trash receptacles or biohazard containers. Keep this in a secured area until advised by your Regional or Risk Manager on the status of the incident.

If outside contamination of the primary container occurs, the primary container will be placed within a secondary container to prevent leakage during the handling, processing and transportation of the item.

CONTAMINATED MATERIALS HANDLING PROCEDURES

(continued)

Labels and Signs

The most obvious warning of possible exposure to BBP is a biohazard label. The hotel uses the appropriate red/orange color-coded labels (available for purchase on www.labsafety.com) for:

- Containers of regulated waste
- Refrigerators/freezers containing infectious materials
- Sharps disposal containers
- Laundry bags and containers
- Bags containing items with blood or other infectious materials
- Contaminated equipment
- Any containers used to store, transport or ship items that contain blood or other potentially-infectious materials

Personal Protective Barriers

The hotel provides appropriate Personal Protective Equipment (PPE) to all employees who are assigned to work in housekeeping and laundry. Such equipment is furnished at no cost to employees and each employee is required to wear this equipment at all times when working in these areas. PPE is our employees' "first line of defense" and must prevent blood or other potentially-infectious materials from passing through or reaching employee garments, skin, eyes, mouth or other mucous membranes. The hotel's Personal Protective Barriers include, but are not limited to:

- Latex Gloves- Gloves must be worn whenever there is a likelihood of hand contact with blood or other potentially-infectious material. Disposable gloves must be changed when they become soiled, torn or punctured, and hands must be washed after gloves are removed. Rubber utility gloves may be used and decontaminated for reuse if they are in good condition.
- Safety Glasses and Face Shields- Eye protection is used when there is a potential for splashing, spraying or splattering of blood or other potentially-infectious materials.
- Gowns and Plastic Aprons- Garment covering is used to prevent potentially-infectious materials from passing through clothes or skin when exposure to the body is expected.
- Personal Protective equipment is available 24 hours a day and is available to all who need it.

The General Manager will ensure that PPE is not contaminated and is in the appropriate condition to protect employees from potential exposure, the following practices will be adhered to:

- All PPE is inspected periodically and repaired or replaced when needed by the department manager.
- Reusable PPE is cleaned, laundered, and decontaminated, as needed.
- Single-use PPE is placed in an appropriate biohazard bag and disposed of by the General Manager, Manager on Duty or Executive Housekeeper.

CONTAMINATED MATERIALS HANDLING PROCEDURES

(continued)

To ensure this equipment is used as effectively as possible, employees will adhere to the following practices when using their personal protective equipment:

- Any garments that have come in contact with blood or other infectious materials are removed as soon as possible and handled and disposed of in accordance with OSHA Blood borne Pathogens regulations.
- All potentially-contaminated PPE is removed and placed in designated storage prior to leaving a work area.
- Disposable gloves will be replaced as soon as possible after contamination or if they are torn, punctured or otherwise damaged.

Housekeeping

Maintaining the hotel in a clean and sanitary condition is an important part of our health and sanitation program. To facilitate this, we have determined that cleaning and decontamination will be done according to the following schedule:

- For every incident involving significant blood or potentially-infectious materials, the area will be thoroughly cleaned and disinfected by an outside janitorial service.
- All materials involved in the above incidents must be disposed of in accordance with OSHA regulations.

Decontamination will be accomplished by utilizing the following materials:

- Approved disinfectant (i.e., Micro-Quat, etc.).
- Hot water
- Chlorine bleach
- Paper towels

All contaminated work surfaces are decontaminated after any spill of blood or other potentially-infectious materials.

The General Manager, Manager on Duty or Executive Housekeeper will ensure that all bins, pails and similar receptacles are inspected and decontaminated on a regular basis. Immediately after every incident involving blood or other potentially-infectious materials, all materials are disposed of in accordance with OSHA Bloodborne Pathogens regulations. Any broken glassware which may be contaminated will not be picked up directly with the hands. The following procedures will be used:

- Contact the General Manager or Manager on Duty.
- The General Manager, Manager on Duty or Executive Housekeeper will respond to collect the broken contaminated glass using latex gloves, tongs, and/or a dust pan and broom if needed.
- The broken glass is placed in a red sharps container for disposal in accordance with OSHA regulations.
- Items used for cleaning up contaminated material will be decontaminated.
- Only the General Manager, Manager on Duty or Executive Housekeeper will handle contaminated laundry. These persons use personal protective equipment to prevent contact with blood or other potentially-infectious materials. All contaminated materials are disposed of as regulated biohazardous waste by an approved waste disposal organization. If and when an unusual event occurs and a large area, such as an entire guest room, is involved, an outside agency is called in to provide decontamination services.

HEPATITIS B PREVENTION/ENGERIX-B VACCINE FACT SHEET

Q. What is Hepatitis B?

A. Hepatitis B is an inflammation of the liver caused by the Hepatitis B Virus. Hepatitis B can be asymptomatic, like having a mild case of the flu, or may be of a more severe nature requiring extended bed rest or hospitalization. The signs and symptoms of Hepatitis B include anorexia (diminished appetite), fatigue, abdominal discomfort, an enlarged liver, jaundice (yellow skin tone) and abnormal liver function tests. It may take anywhere from 28 to 160 days after exposure for these symptoms to become apparent. In some cases the long-term consequences of Hepatitis B include chronic active Hepatitis, cirrhosis of the liver and liver cancer.

Q. Who specifically is at risk for contracting Hepatitis B?

A. Everyone who has contact with potentially infected blood or body fluids is at risk. Health care workers are at three to five times greater risk of contracting the virus than is the general public. Every year, in fact, approximately 12,000 health care professionals contract Hepatitis B.

Q. How hazardous is a single exposure to the Hepatitis B virus?

A. The risk of contracting Hepatitis B from a single contaminated needle stick ranges from 6% to 30%. Hepatitis B patients are difficult to identify and, in many cases, may not show the symptoms of the disease.

Q. What are the consequences of Hepatitis B?

A. Short-term consequences of Hepatitis B include an average of seven weeks lost time from work, and the risk of permanent liver damage. Long-term consequences include chronic active Hepatitis and cirrhosis of the liver. Approximately 10% of those infected become chronic carriers who can infect their families, and are at 12 to 300 times greater than normal risk of developing liver cancer. Every year approximately 5,000 Americans including 300 health care workers, die of Hepatitis B or its complications.

Q. What is Engerix-B?

A. Engerix-B is a non-infectious, synthetic vaccine.

Q. How effective is Engerix-B?

A. Engerix-B has been proven to be effective in preventing Hepatitis B in high-risk adults and adolescents.

Q. Will any adverse reactions occur after vaccination with Engerix-B?

A. Eighty-seven studies with more than 10,000 subjects proved that Engerix-B was well tolerated. Recipients of the vaccine may experience local reactions such as soreness, redness and swelling at the injection site, as seen with all vaccines. These reactions are mild and generally subside within two days of the vaccination. Engerix-B should not be used for individuals who are hypersensitive to yeast or effects of vaccination.

Q. Will Engerix-B protect a vaccine from types of Hepatitis other than Hepatitis B virus?

A. Engerix-B will prevent Hepatitis B, but it will not prevent Hepatitis A or Hepatitis non-A/non-B.

Q. Can Engerix-B be used to complete immunization started with another Hepatitis B vaccine?

A. Yes. Engerix-B can be used to complete a course of vaccination started with another Hepatitis B vaccine.

HEPATITIS B PREVENTION/ENGERIX-B VACCINE FACT SHEET

(continued)

Q. What is the adult dosing regimen for Engerix-B?

A. The standard dosing regimen is three 20 mcg injections at 0, 1 and 6 months. An alternate regimen is three 20 mcg injections at 0, 1 and 2 months for those recently exposed to the virus (including needle stick or sexual exposure), certain travelers to high-risk areas and babies born of infected mothers. Adults should receive injections in the deltoid muscle. Studies have shown that 99% of subjects vaccinated with the 0, 1, 2-month dosing regimen had protective antibodies by month 3. When prolonged maintenance of protective antibody titers is desired, an additional dose at month 12 is recommended.

Q. Is Engerix-B economical?

A. The potential savings with immunization far exceed the cost that could be incurred with infection. More importantly, for the individual there is the possibility of lost income, the potential health consequences of a Hepatitis B infection, and the risk of transmission to family members. The employer benefits because there is reduced risk of an employee transmitting Hepatitis B to someone else and decreases the potential need to replace employees who have Hepatitis B Infections.

Q. Can you donate blood if you have received the Hepatitis B vaccine?

A. Yes (provided you have no other contraindications to donating blood).

Q. Which individuals should be considered for vaccination with Engerix-B?

A. Consideration of vaccination with Engerix-B should be given to the following individuals who are or may be at risk of exposure to Hepatitis because of their potential contacts:

EMPLOYEE DECLINATION STATEMENT (DECLINE HEPATITIS B VACCINE)

The employer is required to make the Hepatitis B vaccine and vaccination series to all management who may encounter or have encountered occupational exposure and post-exposure evaluation and follow-up, including prophylaxis. This requirement includes:

- Made available at no cost to the employee.
- Made available to the employee at a reasonable time and place.
- Performed by or under the supervision of a licensed physician or by or under the supervision of another licensed healthcare professional.
- Provided according to recommendations of the U.S. Public Health Service current at the time these evaluations and procedures take place.
- Hepatitis B vaccination shall be made available after the employee has received the training required and within 10 working days of initial assignment to all employees who have occupational exposure.
- The employee shall not make participation in a pre-screening program a requisite for receiving Hepatitis B vaccination.

The employer shall assure that employees who decline to accept Hepatitis B vaccination offered by the employer sign the statement below:

I UNDERSTAND THAT DUE TO MY OCCUPATIONAL EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIAL I MAY BE AT RISK OF ACQUIRING HEPATITIS B VIRUS (HBV) INFECTION. I HAVE BEEN GIVEN THE OPPORTUNITY TO BE VACCINATED WITH HEPATITIS B VACCINE, AT NO CHARGE TO MYSELF.

HOWEVER, I DECLINE THE HEPATITIS B VACCINATION AT THIS TIME. I UNDERSTAND THAT BY DECLINING THIS VACCINE, I CONTINUE TO BE AT RISK OF ACQUIRING HEPATITIS B, A SERIOUS DISEASE. IF IN THE FUTURE I CONTINUE TO HAVE OCCUPATIONAL EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS AND I WANT TO BE VACCINATED WITH HEPATITIS B VACCINE, I CAN RECEIVE THE VACCINATION SERIES AT NO CHARGE TO ME.

NAME OF EMPLOYEE DECLINING VACCINATION (Please Print Name)

SIGNATURE: _____

LOCATION: _____ DATE: _____