

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



Washington Military Department
Emergency Management Division

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Introduction

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

DO DISASTERS OCCUR ON WASHINGTON'S COAST?

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

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

WHAT YOU SHOULD KNOW

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

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

MORE INFORMATION IS AVAILABLE

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

WHAT THIS GUIDEBOOK COVERS

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

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

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

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

Weather Radios

NOAA WEATHER RADIO (NWR)

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

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

Broadcast range from a NWR transmitter is approximately 40 miles.

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

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

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

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

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

SAME ALERTS*

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

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

HAZARDS RELAYED FROM LOCAL AUTHORITIES

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

*NWR SAME activation is determined by local needs.

Emergency Telephone Contacts

Hazardous Materials/
Materials Peligrosos

Medical/
Médico

Police/
Policia

Fire/
Bomberos

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

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

Name of Hotel or Motel: _____

Street Address of Hotel or Motel: _____

Front Desk Telephone: _____ Extension: _____

Maintenance: _____ Extension: _____

Housekeeping: _____ Extension: _____

Restaurant: _____ Extension: _____

Police Non-Emergency: _____

Fire Non-Emergency: _____

Hospital: _____

Coastal Medical Clinic: _____

Ambulance: _____

General Manager of Hotel or Motel

Name: _____

Office: _____ Extension: _____

Home: _____ Cellular: _____

Emergency Telephone Contacts

Assistant General Manager of Hotel or Motel

Name: _____

Office: _____ Extension: _____

Home: _____ Cellular: _____

Regional Manager of Hotel or Motel

Name: _____

Office: _____ Extension: _____

Home: _____ Cellular: _____

Restaurant Manager

Name: _____

Office: _____ Extension: _____

Home: _____ Cellular: _____

Gas Utility Daytime: _____ After Business Hours: _____

Electricity Utility Daytime: _____ After Business Hours: _____

Water Utility Daytime: _____ After Business Hours: _____

Propane Utility Daytime: _____ After Business Hours: _____

Emergency Supply Checklist

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

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

MAINTAIN THESE ITEMS IN YOUR EMERGENCY SUPPLIES:

Water

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

Food

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

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

First Aid Supplies

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

Emergency Supply Checklist

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

Hygiene Supplies

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

Other Supplies and Equipment

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

Earthquake

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

PERSONNEL RESPONSIBILITIES

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

WHEN INDOORS

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

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

WHEN OUTDOORS

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

WHILE DRIVING

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

WHEN IN TOWN

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

Tsunami

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

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

PERSONNEL RESPONSIBILITIES

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

IMPORTANT SAFETY INFORMATION

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

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

Volcanic Eruption

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

PERSONNEL RESPONSIBILITIES

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

PRINCIPAL HAZARDS NEAR CASCADE VOLCANOES

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

DURING OR AFTER AN ERUPTION

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

VOLCANO AWARENESS

IN THE STATE OF WASHINGTON

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

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

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

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

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

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

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

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

Explanation	
■	Proximal hazard zone
■	Distal lahar hazard zone
■	Lava-flow hazard zone for volcanic fields in southern Washington and Northern Oregon

Volcano Hazard Zones for Western Washington and Northern Oregon



APRIL 2004

Severe Weather / Storm Surge

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

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

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

KEEP AHEAD OF A WINTER STORM

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

NOAA WEATHER RADIO — WHAT TO LISTEN FOR

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

POWER OUTAGE

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

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

Severe Weather / Storm Surge

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

WINDSTORMS

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

SEVERE HOT WEATHER

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

WINTER STORMS

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

Floods and Flash Floods

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

FLOOD WATCH AND FLOOD WARNING

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

PERSONNEL RESPONSIBILITIES

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

ADDITIONAL SAFETY INFORMATION

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

FLASH FLOODS

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

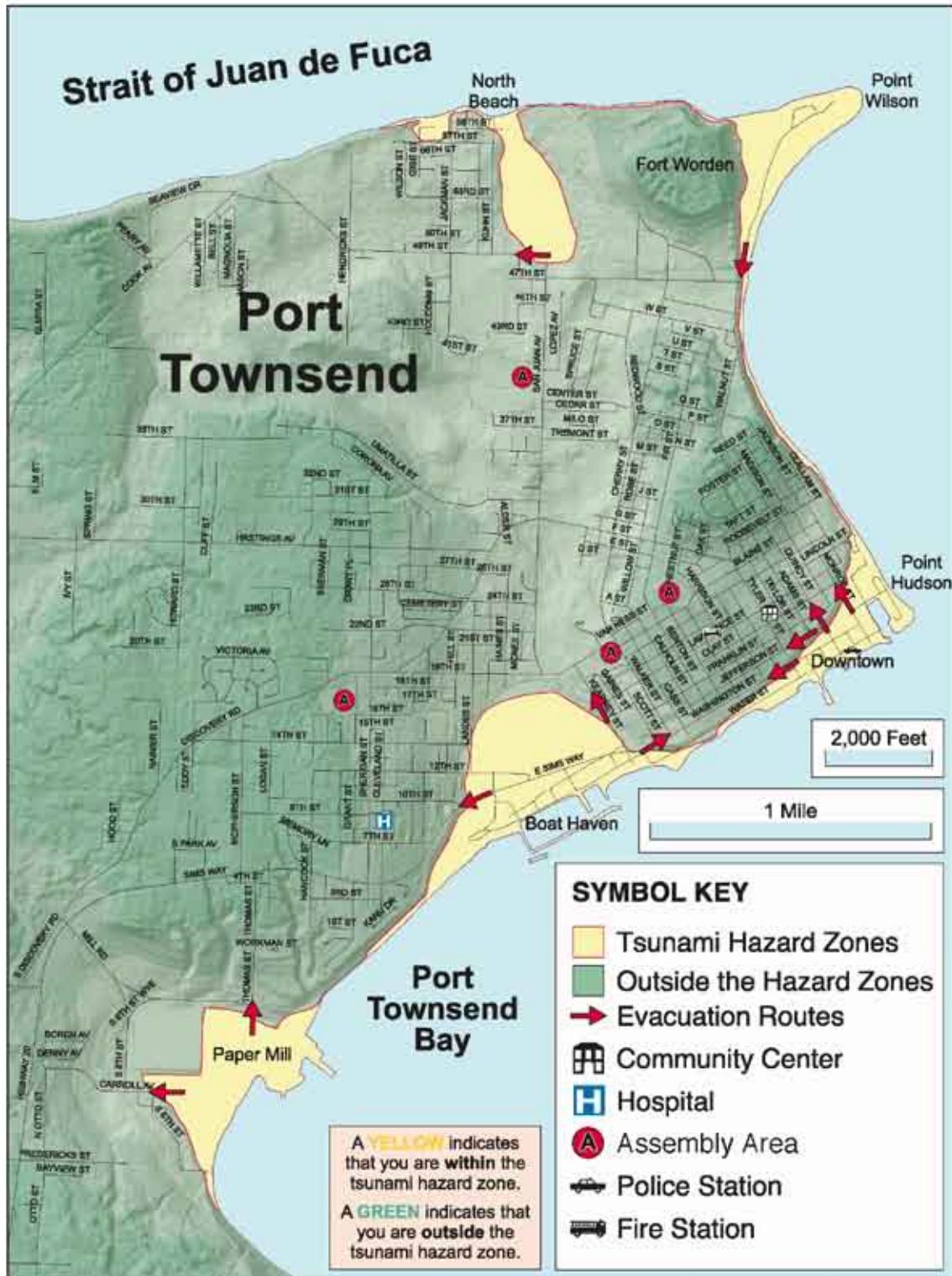
Washington Coast

Geographic Locations of Coastal Maps



Jefferson County

Port Townsend



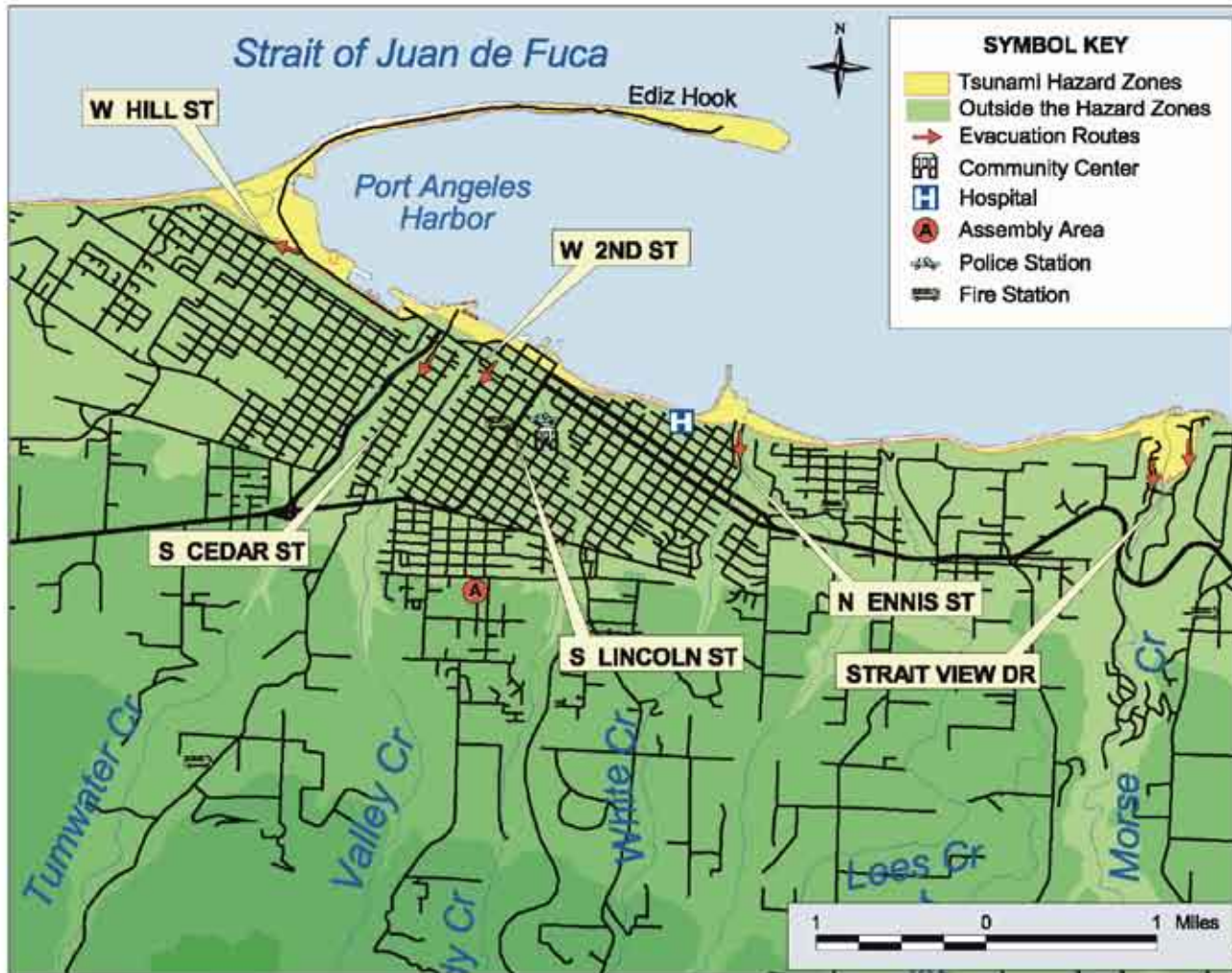
Clallam County

Sequim



Clallam County

Port Angeles



Clallam County

Angeles Point



Clallam County

Agate Bay / Crescent Bay (Crescent Beach)



Clallam County

Clallam Bay / Kydaka Point



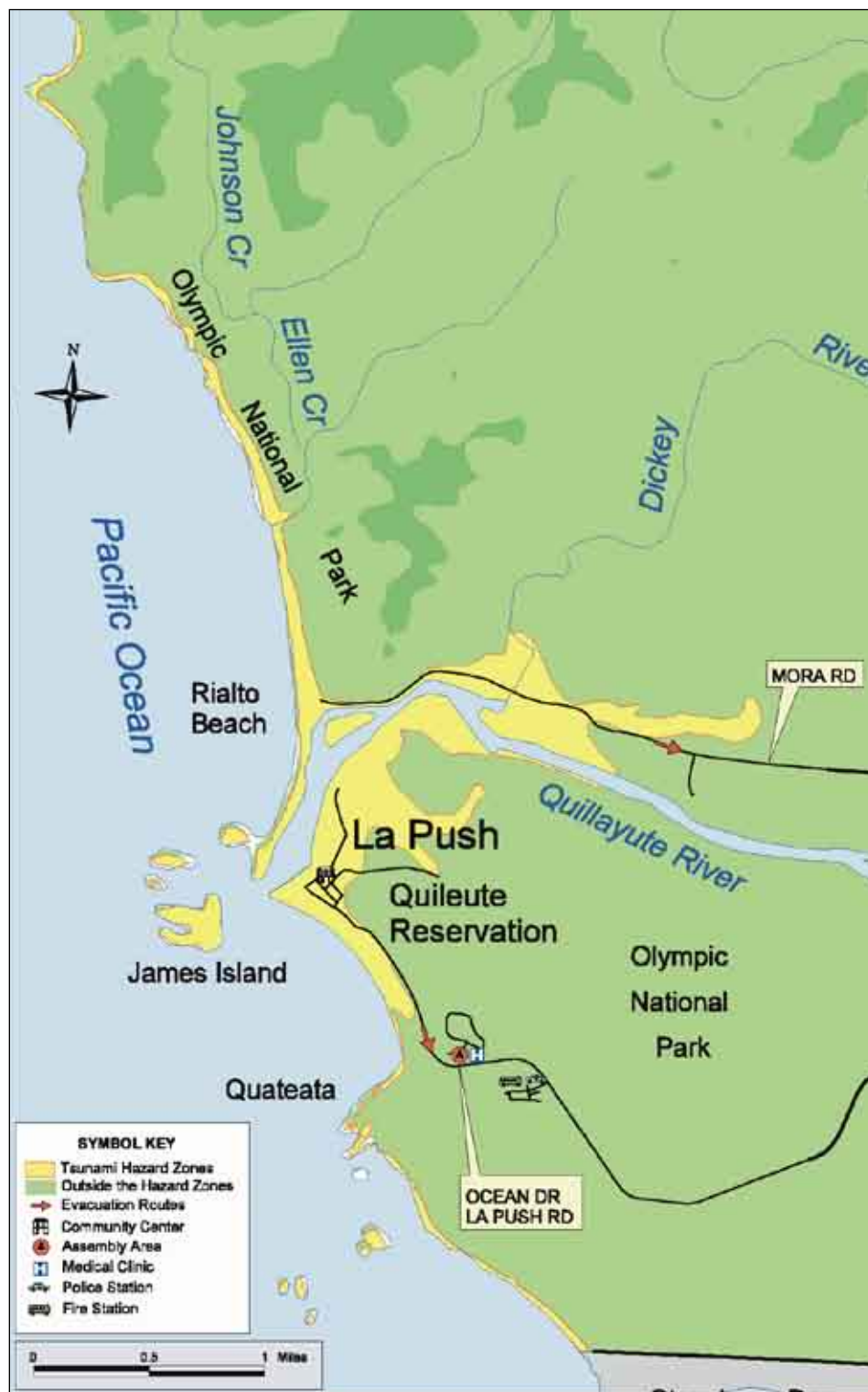
Clallam County

Neah Bay / Makah Bay



Clallam County

La Push



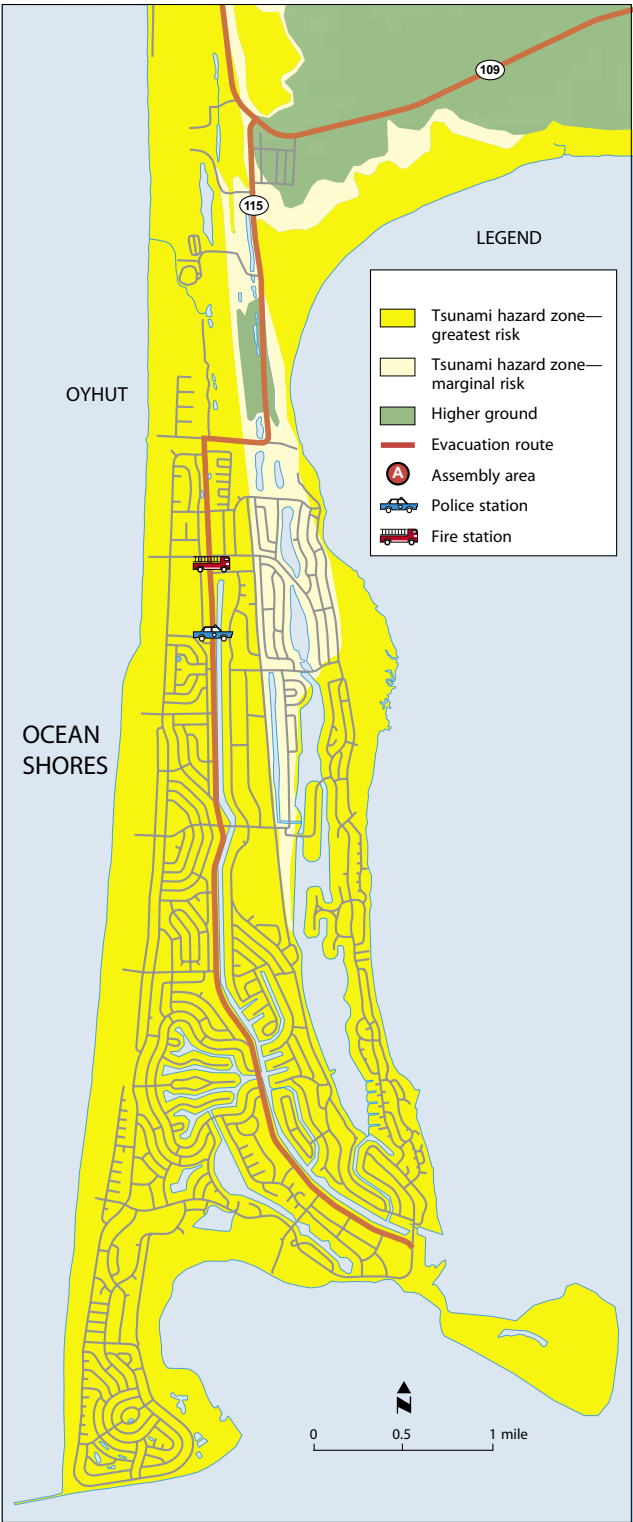
Grays Harbor County

Copalis Beach / Ocean City



Grays Harbor County

Oyhut / Ocean Shores



Grays Harbor County

South Aberdeen / Cosmopolis



Grays Harbor County

Westport / Grayland



Pacific Harbor County

North Cove / Tokeland



Pacific County

Raymond / South Bend



Pacific County

Bay Center



Pacific County

Surfside / Ocean Park / Klipsan Beach



Pacific County

Pacific Park / Long Beach / Seaview / Ilwaco



Evacuation Procedures

EVACUATION PLAN

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

TSUNAMI EVACUATION

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

- Tsunami waves can continue for hours. The first wave can be followed by others a few minutes or a few hours later. And the later waves can be larger.
- If a tsunami is generated off our coast, there may be no time to send a hazard warning. The first waves could arrive within 15-30 minutes. The only tsunami warning might be an earthquake felt on shore, or a sudden receding of the shoreline water.

WHEN AT THE BEACH

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

ON-SITE EVACUATION PROCEDURES

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

Continued on next page.

Evacuation Procedures

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

EVACUATE TO A SHELTER OR ASSEMBLY AREA

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

HOW TO SHELTER-IN-PLACE

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

Emergency Utility Checklist

Hotel/Motel Gas Main Shut Off

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

Restaurant Gas Main Shut Off

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

Emergency Utility Checklist

Hotel/Motel Propane Main Shut Off

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

Restaurant Propane Main Shut Off

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

Emergency Utility Checklist

Hotel/Motel Electricity Main Shut Off

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

Restaurant Electricity Main Shut Off

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

Emergency Utility Checklist

Hotel/Motel Water Main Shut Off

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

Restaurant Water Main Shut Off

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