



COBBLESTONE HOTELS

CRISIS MANUAL

The information contained in this manual is to serve as a guideline only.

Updated 2/12/13

Table of Contents

Keys to Crisis Management	3
Step 1 - Assess the Situation	3
Step 2 - Ensure Guest and Employee Safety	3
Step 3 - Inform Management	3
Public Relations and Crisis Management	4
Notification	4
Media Inquiries	4
Possible Crisis Situations and Procedures	4
Fire Emergencies	4
Police Emergencies	6
Robbery.....	7
Theft from a Guest Room	7
Suspicious Person	7
Disturbing the Peace	8
Missing Person.....	8
Work Place Violence	8
Medical Emergencies.....	9
General Accidents.....	9
Heart Attacks or Seizures.....	9
Drowning	9
Choking.....	10
Employee Injury	10
Food Handling and Storage	10
Water Contamination	11
Disasters and Weather Related Emergencies	11
Thunderstorms and Tornadoes.....	12
Blizzard.....	12
Earthquake	12
Property Damage Emergencies.....	12
Bomb Threat	13
Gas Leak Emergencies.....	13
Power Outage and Other Electrical Emergencies	13
Bloodborne Pathogens	14
Exposure Control Plan	16
Chemicals	16
MSDS Book.....	16
Chemicals	16
Housekeeping & Laundry -Chemical Safety, Usage & Handling Procedures	17
Chemicals	17
Bloodborne Pathogen Training Procedures	18
Sample Forms & Documents	18
Management Situation Fact Sheet.....	19
Incident Log.....	20
Bloodborne Pathogen Exposure Control Plan.....	22
Objectives	22
Definition of Occupational Exposure	22
Exposure Determinations.....	22
Methods of Compliance.....	22
Employee Receipt of BloodBorne Pathogens Training Form.....	25
Employee Receipt of Chemical Training Form	26
Employee Receipt of Fire and Evacuation Training Form	27

Keys to Crisis Management

Step 1 - Assess the Situation

You must first determine the importance of the situation by observing the actions, emotions, and possessions of people. Some common signs of an oncoming crisis to be aware of are large gatherings, unusual or suspicious movements, intense emotions, unusual noises or sounds, and catastrophic events. Using your best judgment, if the situation is important enough to warrant action, then you must move on to the next step.

Step 2 - Ensure Guest and Employee Safety

Depending on the severity of the situation, ensuring guest and employee safety may be achieved a number of ways. From simply informing a guest that you have taken care of a problem to calling the proper emergency authorities, you can protect yourself, your employees and your guest from further exposure to a crisis. Always contact emergency authorities if there is any doubt regarding the safety of guests and/or employees.

Step 3 - Inform Management

Now that action has commenced and the proper safety precautions are taking place, you must now inform the proper personnel. Open communications to management in crisis situations is key to crisis management. To ensure the best outcome of the situation, management needs information on what the situation is and what action has been taken as soon as possible. These people are the crisis handling authority of your business and are prepared to handle such a situation.

DO:

- Remain Calm and Professional
- Practice Empathetic Listening
- Attempt to Defuse Emotions
- Cooperate with Authorities
- Reassure Guests and Employees

DON'T:

- Become Defensive
- Engage in Confrontational Behavior
- Attempt on your own to remove a party from the property
- Make Statements of Admission or Fault
- Make Statements to the media
- Offer information to Attorneys, Investigators, Insurance Companies, or Private Detectives without Owner's Permission

Public Relations and Crisis Management

In a crisis situation, the need for good public relations is vital to the operation of any property. When faced with an incident, the first few hours or minutes can determine the tone of the media coverage. It is essential that detailed plans be in place should an incident occur at your property.

Notification

In the event of an emergency, it is important that staff members know whom to contact. The first contact should be the General Manager of the property. As soon as possible, it is imperative that you contact the General Manager.

The General Manager will be responsible for contacting the management company, and/or the ownership of the property.

Media Inquiries

All inquiries from the media should be directed to the General Manager. If the General Manager is unavailable, take the reporter's name and telephone number so that the General Manager may return the call as soon as possible. Staff members other than the General Manager shall NOT make any statements to the media. If asked, the appropriate response is "please direct all inquiries to the General Manager."

The property shall not accept or deny fault until legal counsel determines the official position of the property.

Possible Crisis Situations and Procedures

The following is an outline of possible crisis situations with the basic emergency procedures recommended. Remember that the information contained in this manual is intended as a guideline only. It is not intended to be all-inclusive, nor should it be interpreted as being the only source of information. Local law, fire, health and other local disaster and emergency personnel and agencies should always be consulted on circumstances and emergency procedures and responses in your local area.

Fire Emergencies

Treat all alarms as if they are fires.

Fire emergency Procedures

1. Remain calm.
2. Do not put guests, employees or yourself at risk! People come first, then the property!
3. Activate the fire system from a pull station.
4. Call the fire department. Dial 911.

5. Tell the guests what you see or call to inform them, “We believe there is a fire. Please stay calm and leave the building. The fire department is on the way.” Inform guests and employees to leave the building and report to the evacuation location.
6. If possible, get the registration card bucket or registered guest list and take it with you, and print emergency reports if it is safe to do so.
7. Keep your cordless phone with you.
8. Keep communication lines open.
9. Call management to report what is happening and the status of the situation.
10. Tell the fire department about any children, seniors and handicapped guests you are aware of. Then inform them of all rooms rented based on the registration card bucket or the registered guest lists.

If you see the source of a fire, use the nearest fire extinguisher only after you have called the emergency number and fire alarm is sounding.

******* Important *******

Once the fire alarm/fire is over and it is considered safe, return to the building and reset the fire system according to the manufacturer’s procedures. The fire doors in the hallways must be reopened. Record all pertinent data concerning the event in the logbook.

Evacuation procedures

Determine a location where your guests and employees will meet in the event that the property must be evacuated. Some recommended locations are:

Next to the primary entrance, by the dumpster, the far end of the parking lot, at a neighborhood business.

Once a location has been determined it needs to be written down and communicated to all employees.

Our evacuation site is .

Evacuation Procedures

1. Remain calm.
2. Do not put guests, employees or yourself at risk! People come first, then the property!
3. Call the emergency personnel by dialing 911.
4. Inform all guests of the nature of the emergency, tell them to remain calm and to leave the building. You may pull a fire alarm station to sound the alarm or you may call all occupied guest rooms to speak to them directly.

5. If possible, get the registration card bucket or registered guest list and take it with you. Print emergency reports if it is safe to do so.
6. Keep your cordless phone with you.
7. Keep communication lines open.
8. Call the management to report what is happening and the status of the situation.
9. Tell the emergency personnel about any children, seniors and handicapped guests you are aware of. Then inform them of all rooms rented based on the registration card bucket or the registered guest lists.

******* Important *******

Once the incident is over and it is considered safe, return to the building and reset the fire system according to the manufacturer's procedures. The fire doors in the hallways must be reopened. Record all pertinent data concerning the event in the logbook.

All employees must be trained on fire/evacuation procedures, then sign and date receipt of training. Keep every employee's signed Fire/Evacuation training sheet. All employees are to be trained on Fire and Evacuation procedures at the time of hiring. *See the appendix for a copy of the Fire/Evacuation Training Form.*

Police Emergencies

A law does not have to be broken for you to seek police intervention.

Procedures for handling police emergencies

1. Call the Police Dept.
2. Dial 911. In a calm, clear voice, state the problem and your need for assistance.
3. Wait for the police to arrive, and, if possible, greet them at the entrance so they do not waste time looking for you.
4. Explain the problem and your need for help to the officers.
5. Bring your keys and cordless phone along if you accompany them to some other area of the property.
6. Help them in any way you can, but stay behind them and out of their way when action is being taken on your behalf.
7. Use good judgment when calling the police. Do not call them if the situation does not warrant their action. You can call the police non-emergency number and ask for advice when in doubt. **The Non-emergency number for the Police Dept. is**
.

******* Important *******

Once the incident is over, record all pertinent data concerning the event in the logbook.

Robbery

Procedures for handling a robbery

1. Remain calm.
2. Cooperate with the robber
3. Do not put guests, employees or yourself at risk! Do not try to stop the robbery.
4. Move slowly while following his or her orders.
5. Give all cash to them immediately
6. Observe as much about the person as you can.

Checklist of what to do after a Robbery has occurred and Robbers have left the Premises

1. Immediately notify the police and give them the exact time of departure of the robber(s), as well as any other information they may request.
2. Notify the General Manager of the property if they are not there when the robbery occurred.
3. Protect the crime scene and lock doors. Do not touch any evidence or discuss the robbery with other employees. Do not discuss or release information on the amount of loss. If there are injuries and/or property damage, limit entry to authorized people and police.
4. Ask any witnesses to stay until police arrive. While waiting for the police ask witnesses to write down all they remember.
5. Let the police answer any inquiries from the news media. Do not disclose the amount of money taken with anyone except law enforcement.
6. Management will notify the insurance company of the robbery and provide them with a copy of the police report and proof of what was lost.

Theft from a Guest Room

1. Call the Police Dept.
2. Write down all information about the guest, including their name, address, and telephone number.
3. Write down, in detail, what was taken from the guest room.
4. Get a complaint number from the police
5. Be sympathetic, but admit no fault on anyone's part for the circumstances of the incident.
6. Call the General Manager of the property and inform them of the situation, if they are not there when the incident occurs.

Suspicious Person

Report all suspicious person(s) or activities to the police

Suspicious activity may include:

- Someone knocking on doors up and down the corridor.

- Many people coming and going from the same room
- Anyone not registered that is seen in the pool area, corridor, or parking lot without a purpose.

Disturbing the Peace

Keep in mind that the hotel is private property and you have many guests trying to enjoy your facility. If the actions of a few begin to disturb all your guests, you have the right to evict the offenders.

1. Call the room involved.
2. Warn them that they must stop disturbing the rest of the property immediately.
3. Evaluate the situation and decide if you need the police.
4. If the problem arises again, call the police and have them evicted. There are no refunds for those evicted from the property.
5. Be prepared to sign a complaint with the police.
6. Write all information about the situation in your logbook. Note in your computer, under guest history, that you will not rent to this person again.
7. Call the General Manager of the property if they are not there when the problem occurs.

Missing Person

1. Immediately call the police.
2. Proceed to evacuate and thoroughly search all areas including underwater in the pool and whirlpool and inside all mechanical rooms and restrooms.
3. Close and lock all doors to an area after it has been searched.
4. Continue to search the premises for the missing person with all available staff members until authorities arrive.

Work Place Violence

1. Remain calm and professional. Consider employee and guest safety first. Treat involved persons politely and with respect. Maintain a steady tone of voice. Express interest in resolving the problems.
2. Immediately call the police.
3. Attempt to diffuse emotions. Don't use volatile language. Practice active and empathetic listening. Avoid snap judgments.
4. When the authorities arrive, help them in any way you can, but stay behind them and out of their way when action is being taken on your behalf.

Medical Emergencies

Procedure for all Medical Emergencies

1. Remain calm.
2. Dial 911
3. Assist the victim as possible. Keep the victim calm. Do not come in direct contact with blood. Use latex gloves supplied with your first aid kit.
4. Do not put yourself at risk.
5. Keep others away from the victim.
6. Notify the General Manager of the property.
7. Be sympathetic, but never admit fault to anyone for circumstances relating to the accident.
8. **Do not apply first aid or C.P.R. unless you are trained to perform them.**

***** Important *****

Once the incident is over, record all pertinent data concerning the event in the logbook. Attach photos to the logbook if available.

Employees will follow the same procedure listed above for all medical emergencies.

General Accidents

Slip, trip and fall in pool area, on steps, in parking lot, or on walkways. Follow the procedure for all medical emergencies.

Heart Attacks or Seizures

Always have paramedics on the way before you take any action yourself.

1. Do not move the victim.
2. Ask the victim, or those with him or her, if they have medication for the problem.
3. Look for a medical I.D. bracelet or necklace that may indicate procedures to help if the victim cannot talk.
4. If their heart and/or breathing have stopped use C.P.R. procedures according to your training. **Do not perform C.P.R. if you are not trained to do so.**
5. Follow the procedure for all medical emergencies.

Drowning

Always have paramedics on the way before you take any action yourself.

1. Use life saving equipment to pull the victim from the water. Do not go in the water after them

2. Do not put yourself at risk!
3. If their heart and/or breathing have stopped use C.P.R. procedures according to your training. **Do not perform C.P.R. if you are not trained to do so.**
4. Be sympathetic, but do not admit fault to anyone for circumstances surrounding the accident.
5. Follow the procedure for all medical emergencies.

Choking

Always have paramedics on the way before you take any action yourself.

1. If there is an obstructed airway, use the Heimlich maneuver, according to your training to clear the airway.
2. Do not put yourself at risk!
3. If their heart and/or breathing have stopped use C.P.R. procedures according to your training. **Do not perform C.P.R. if you are not trained to do so.**
4. Follow the procedure for all medical emergencies.

Employee Injury

Always have paramedics on the way before you take any action yourself.

1. Follow the procedure for all medical emergencies as listed above.
2. Notify the General Manager of the property immediately.
3. Take photos if needed.
4. Complete an incident report. See Management for location.

Food Handling and Storage

It is extremely important to handle food safely.

1. Always wash hands before handling food.
2. Keep foods at the proper temperature.
3. Provide utensil for guest to remove food from containers.
4. Properly clean and sanitize all containers, utensils, and counters used for breakfast preparation and serving.
5. Clean the breakfast area and put breakfast items away immediately.
6. Empty and clean all waste receptacles.

Breakfast Storage:

1. Store foods at the proper temperature.
2. Do not store chemicals near food or food preparation areas.
3. Clean and sanitize all storage areas and containers properly.
4. Rotate stock and dispose of all expired or out-dated food.
5. Any food item that has been damaged or dropped on the floor must be disposed of immediately.

Common Foodborne Illnesses:

(Note: The following is for information only.)

Bacteria: Staphylococcus
Typical Source: Prepared food, dairy products, sauces
Symptoms: Abdominal pain, nausea, vomiting, diarrhea
Onset & Duration: 1-6 hours / 1-2 days

Bacteria: Salmonella
Typical Source: Meat, Meat products, meat and poultry salads, egg custards
Symptoms: Abdominal pain, diarrhea
Onset & Duration: 6-48 hours / 1 day

Bacteria: Clostridium perfringes
Typical Source: Bulk prep food from steam table or room temp. reheated foods
Symptoms: Abdominal pain, diarrhea
Onset & Duration: 8-22 hours / 1 day

Bacteria: Botulism
Typical Source: Improperly canned foods
Symptoms: Fatigue, headache, dizziness, visual disturbances, inability to swallow
Onset & Duration: 12-36 hours / several days to a year

Bacteria: Hepatitis Type A “Infectious Hepatitis”
Typical Source: Undercooked food, water, ice, food handlers with poor hygiene practices
Symptoms: Fever, weakness, dark urine, light colored stool, stomach pain, vomiting, diarrhea
Onset & Duration: 10-50 days / several weeks to several months

Water Contamination

1. Locate the main water shut off valve and shut off the water supply in the building.
2. Inform all in-house guests and any arrivals of the situation.
3. Stay tuned to the progress of the situation and update guests as necessary.
4. Always be aware of guest safety.

Disasters and Weather Related Emergencies

Natural disaster or weather related warning procedures

1. Take out the battery-operated radio from your emergency kit and tune to the station in your area that covers your local news and weather.
2. Call all occupied rooms and describe the situation and suggest that they move to an area of safety (different depending on the situation).
3. Keep the cordless phone with you as you move to this area as well.
4. Take the registration card bucket or registered guest list from the front desk as you move around the property. Print emergency reports if it is safe to do so.

Thunderstorms and Tornadoes

The greatest danger lies in windows, doors, and parts of the roof should you sustain a hit of a tornado or high winds associated with severe storms.

1. Remain calm.
2. Follow weather related warning procedures.
3. Suggest that the guest move to the first floor corridor away from windows and doors.
4. Close the pool area, as this room has many windows that can break in a severe storm.
Lock the doors to the pool area.

Blizzard

1. Keep all walkways clear of snow and ice
2. Recommend that guests do not travel.
3. Suggest that departing guests stay-over.
4. Gather blankets for possible heat cut-off
5. Prepare for possible power outages.

Earthquake

1. Evacuate pool area, close and lock all doors to the area.
2. Inform guests to come to the first floor corridor.
3. Have guests stay away from windows and outside walls and not use the elevator.

After the earthquake

1. Help the injured and be prepared for aftershocks.
2. Check for gas leaks, water leaks, broken sewer lines and damaged electrical wiring. If there is damage in any of these areas turn off the utility at the source and call the utility company.
3. Turn on the portable radio for instructions and news reports
4. Stay calm and lend a hand to others.

Property Damage Emergencies

General Property Damage

For instances involving damage of your property (car drives into building, etc.)

1. Contact emergency authorities
2. Evacuate the building if necessary
3. Check for injured persons, gather and record facts, and attempt to locate witnesses.

Bomb Threat

In the event that a bomb threat happens at your property you need to be prepared.

When a bomb threat is called in:

1. Remain calm.
2. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person either written or with a verbal recorder if possible.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, ask him/her for this information.
4. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
5. Pay particular attention to background noises such as motors running, music playing, and any other noise, which may give a clue as to the location of the caller.
6. Listen closely to the voice (male, female), voice quality (calm, excited), accents, and speech impediments. Immediately after the caller hangs up, report the threat by calling 911.
7. Immediately inform the General Manager.
8. Evacuate the building.
9. Remain available, as authorities will want to interview you.

When a written threat is received, save all materials, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks. These will prove essential in tracing the threat and identifying the writer.

Gas Leak Emergencies

Visit with your utility representatives about additional procedures that they would recommend. The gas lines and valves are typically located in and around the laundry room, mechanical room for the pool area, and sometimes in the guest laundry room.

1. Leave the area or room immediately.
2. Call the gas company emergency number.
3. Keep guests away from room involved.
4. Do not turn on any lights or take any action to stop the leak. A spark of any kind could cause an explosion and/or fire.
5. If the gas smell is severe, evacuate the building by pulling the fire alarm in an area away from the potential source.
6. Keep the cordless phone with you and take the bucket of registration cards or registered guest list.

Power Outage and Other Electrical Emergencies

1. The telephone switchboard will not function in a power outage.

2. Your computer may not operate in a power failure. If you have the battery back up option you will have a very limited amount of time to save all your work and shut down the system. (Run emergency reports if possible.)
3. In the event of a power outage, use flashlights supplied in your emergency kit. **NEVER** use candles for lighting.
4. If there are downed power lines, keep guests and employees away. Call the utility company for immediate assistance.

Bloodborne Pathogens

Because of the dangers posed by Bloodborne pathogens including HIV and Hepatitis B, circumstances that include the potential for contact with bodily fluids must be handled with extreme caution. OSHA issued the rule, known as the Bloodborne Pathogen Standard, on December 8, 1991. This standard requires that lodging businesses assess the “occupational exposure” of its employees to bloodborne pathogens. These pathogens are microorganisms in human blood that can cause disease such as HIV and Hepatitis B. The key term “occupied exposure” is defined by the U.S. Department of Labor, “as reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employees duties.”

If any of these potentially infectious bodily fluids are recognized, immediately contact your supervisor or designated persons for such emergencies. They will proceed to implement your exposure control plan. There are, however, work practices that should be observed by all employees on the property. All employees should use “Universal Precautions”, meaning treat all human blood and other bodily fluids as if they are known to be infected with HIV, HBV and other bloodborne pathogens. The following are some of the work practices that should be observed by all employees:

1. Wash your hands and skin with antibacterial soap and water immediately after contact with bodily fluids or objects that might be contaminated.
2. Handle “sharps” such as broken glass, needles, or other sharp objects carefully/
 - a. Do not touch broken glass. Pick it up with a broom and dustpan or tongs. Gloves will not keep you from getting stuck.
 - b. Never bend, break or recap needles.
3. Always bandage cuts, scrapes, hangnails, rashes and the like – even inside of gloves
4. Do not eat, drink, or smoke in work areas such as laundry areas where bloodborne pathogens may be present. Don’t handle contact lenses or apply cosmetics or lip balms in such areas.
5. Contaminated linen and other items including waste should be put in a leak resistant container labeled with the biohazardous symbol. Contaminate items should be bagged where they are used or found
6. Never reach into trash to retrieve an object. Empty the contents onto a newspaper and, using tongs, search with your eyes if you are looking for something.
7. Never use your hands to compact trash. Use an item such as a broom or wastebasket to compact trash.

In addition to Universal Precautions, there is personal protective equipment that should be provided for your use and used by everyone who is potentially exposed to bloodborne pathogens.

1. Gloves

- a. Wear rubber gloves whenever you may come into contact with blood, other bodily fluids, or contaminated objects.
- b. Never bandage cuts, scrapes, rashes, etc., before putting gloves on.
- c. Never re-use disposable latex or nylon gloves. Utility gloves made of vinyl or leather may be re-used after proper decontamination.
- d. Examine gloves for tears, cracks, and tiny holes before and during use. Replace damaged gloves immediately.
- e. Remove gloves properly in the following manner:
 - i. Pull one glove back by the cuff until it comes inside out
 - ii. Cup it in the palm of your gloved hand
 - iii. Hook the finger of your bare hand inside the cuff of the remaining glove.
 - iv. Pull back so this glove also comes off inside out with the first glove tucked inside
- f. Wash your hands immediately after removing gloves.

2. Face and Eye Protection

- a. Wear a mask and eye protection or a full-face shield for any task where fluids could possibly splash or spray into your eyes, nose or mouth.
- b. Wash your hands and face with antibacterial soap immediately after removing face and eye protections.

3. Protective Body Clothing

- a. Wear an apron if fluid could splash or drip onto your clothing.
- b. Wash hands with antibacterial soap immediately after removing apron or gown.

4. Resuscitation Device

- a. Use a resuscitation device or pocket resuscitation mask when providing rescue breathing.

When Personal Protective Equipment becomes worn and loses its ability to function as a barrier to bloodborne pathogens, dispose of the equipment properly and replace.

These Universal Precautions and protective equipment are to be used *in addition* to your property's Exposure Control Plan. It is important to remember to first contact your supervisor or designated "exposure team," then use the preceding information incorporated into the steps outlined by your property's Exposure Control Plan.

Note: Medical emergencies involving possible exposure to blood or body fluids, remember to always contact appropriate authority immediately. Provide your name, phone number, address/location instructions, and victim condition. Follow instructions given by authorities. After calling, station a staff member to direct emergency personal to victim. Do not attempt to provide medical care yourself unless you are trained and have the proper protective equipment.

All employees must be trained in Bloodborne Pathogen procedures then check, sign and date for receipt of training. Keep every employee's signed Bloodborne Pathogens training sheet with the exposure control plan. All employees are to be trained on Bloodborne Pathogens at time of hiring. *See appendix for a copy of the training sheet.*

Exposure Control Plan

OSHA's Bloodborne Pathogen Standard (29 CFR 1910. 1030), effective March 6 1992, requires employers to establish an exposure control plan to minimize workplace risks. The purpose of an exposure control plan is to eliminate or minimize employee occupational exposure to blood or other infections body fluids.

The Hepatitis B vaccination shall be made available to employees who have been or are at risk for occupational exposure to bloodborne pathogens. Employees declining the vaccination must sign a waiver / declination form. *Please refer to the appendix for the Exposure Control Plan.*

Chemicals

MSDS Book

Chemical companies are required by law to provide the Material Safety Date Sheet(s) (MSDS) on each type of chemical that is used at your facility. This data sheet will show proper first aid if you come in contact with the chemical and other useful information about each chemical. The manufactured label has a phone number to call if additional information is needed. You are required to know the location and use of the MSDS book.

Our MSDS book is located _____.

Chemicals

Chemicals used in this property are safe and effective when handled and stored properly. Handle all housekeeping, laundry, and/or pool chemicals with extreme care. Do not allow chemicals to splash on your skin or clothing. This property requires all employees to wear gloves, safety goggles, and a mask each and every time chemicals are used. Keep these safety items in the laundry room and mechanical room. Review the Material Safety Data Sheets (MSDS) provided by your vendor and manufacturer. Be sure to follow all directions and cautions listed. The Occupational Safety and Hazard Administration (OSHA) requires these sheets to be posted, that all employees receive chemical safety training and sign a training log to acknowledge receipt and understating of this training. This log must be posted by the MSDS for OSHA inspectors review.

Follow these handling and storage tips to avoid a dangerous situation:

- Keep all chemicals out of reach of children (and all storage areas locked at all times)
- Keep containers tightly closed when not in use.
- Do not use unlabeled containers, or their contents.
- Do not exceed recommended amounts.
- Use a separate clean metal or plastic measuring cup for each chemical (if necessary).
- Use only clean utensils to handle chemicals.
- Never mix chemicals together.
- Always add chemicals to water, never water to chemicals.
- Rinse out all chemical containers when empty, and then dispose.
- Wash hands thoroughly after handling chemicals.
- Store chemicals in a cool, dry clean place – and keep it that way.

All employees are to be trained on Chemical Safety at time of hiring. *See appendix for a copy of the Chemical Safety and Handling training sheet.*

Housekeeping & Laundry -Chemical Safety, Usage & Handling Procedures

Chemicals

Chemical used in Brillion Hotel Group properties are safe and effective when handled and stored properly. Handle all housekeeping, laundry, and/or pool chemicals with extreme care. Do not allow chemicals to splash on your skin or clothing. Brillion Hotel Group requires all employees to wear gloves, safety goggles, and a mask each and every time chemicals are used. Keep these safety items in the laundry room and mechanical room, and on each housekeeping cart. Review the material safety data sheets (MSDS) provided by your vendor and manufacturer. Be sure to follow all directions and cautions listed. The Occupational Safety and Hazard Administration (OSHA) requires these sheets to be posted, that all employees receive chemical safety training and sign a training log to acknowledge receipt and understanding of this training. This log must be posted by the MSDS for OSHA inspectors' review.

Follow these handling and storage tips to avoid a dangerous situation:

- Keep all chemicals out of reach of children
- Keep storage areas locked at all times
- Keep containers tightly closed when not in use
- Do not use unlabeled containers, or their contents
- Do not exceed recommended amounts
- Use a separate clean metal or plastic measuring cup for each chemical
- Use only clean utensils to handle chemicals
- Never mix chemicals together
- Always add chemicals to water, never water to chemicals

- Rinse out all chemical containers when empty, and then dispose
- Wash hands thoroughly after handling chemicals
- Store chemicals in a cool, dry clean place - and keep it that way
- Post a list of emergency phone numbers by the phones in areas that chemicals are used regularly

Bloodborne Pathogen Training Procedures

Bloodborne Pathogens

If any of these potentially infectious bodily fluids are recognized, immediately contact your supervisor or designated persons for such emergencies. They will proceed to implement your exposure control plan. There are, however, work practices that should be observed by all employees of the property. All employees should use “Universal Precautions”, meaning treat all human blood and other bodily fluids as if they are known to be infected with HIV, HBV, and other bloodborne pathogens. The following are some of the work practices that should be observed by all employees:

1. Wash your hands and skin with antibacterial soap and water immediately after contact with body fluids or objects that might be contaminated.
2. Handle “sharps” such as broken glass, needles, or other sharp objects carefully.
 - a. Do not touch broken glass. Pick it up with a broom and dustpan or tongs. Gloves will not keep you from getting stuck.
 - b. Never bend, break or recap needles.
3. Always bandage cuts, scrapes, hangnails, rashes, and the like - even inside of gloves.
4. Do not eat, drink, or smoke in work areas such as laundry areas where bloodborne pathogens may be present. Don’t handle contact lenses or apply cosmetics or lip balms in such areas.
5. Contaminated linen and other items including waste should be put in a leak resistant container labeled with the bio-hazardous symbol. Contaminated items should be bagged where they are used or found.
6. Never reach into trash to retrieve an object. Empty the contents onto a newspaper and, using tongs, search with your eyes if you are looking for something.
7. Never use your hands to compact trash. Use an object such as a broom or wastebasket to compact trash.

Sample Forms & Documents

The following forms and sample documents are referred to in the text of this Crisis Manual. All documents included in this section may be copied for use at your Property. Be sure to return the original to the proper location.

Management Situation Fact Sheet

To be filled out by someone in management each time there is an accident or incident involving police, fire, medical, or for any guest or employee injury. Once completed this form should remain in your incident log. This form may be copied as necessary.

Please Print:

Hotel Name	Phone
Address	
Your Name	Title
Home Address	Home Phone
Date of Incident	Time of Incident
Type of Incident	

Names of employees on duty at time of incident (Use the back if you need more space):

Circumstances:

Start at the beginning and clearly state what you heard or saw. Pay close attention to details that you observed throughout the course of the actions you are describing. State the verifiable facts only. Do not interpret or offer opinions of fault or blame.

<i>Use back if you need more space</i>	
Parties involved / witnesses:	
Name	Phone
Address	
Name	Phone
Address	
Description of parties:	

- Attach a copy of the current employee schedule. Include notations of any changes to actual hours worked and include phone numbers of all people listed.
- Attach photographs of the crisis location if necessary.

This Information is true and correct to the best of my knowledge.

Signature _____

Date _____

Incident Log

To be filled out by the staff member on duty each time there is an accident or incident involving police, fire, medical, or guest or employee injury. This form should remain in this manual. Once completed, this form should remain in your incident log. This form may be copied as necessary.

Please Print:

Hotel Name	Phone
Address	
Your Name	Title
Home Address	Home Phone
Date of Incident	Time of Incident
Type of Incident	

Name of person(s) injured in accident or incident (if anyone):

Address:

Phone: Home _____ Work _____

Registered Guest: Yes or No (Circle one)

Room Number _____

Circumstances:

Start at the beginning and clearly state what you heard or saw. Pay close attention to details that you observed throughout the course of the actions you are describing. State the verifiable facts. Do not interpret or offer opinions of fault or blame.

(Use back if you need more space)

Witnesses:
Name _____
Address _____

Phone _____

Name _____
Address _____

Phone _____

Were the authorities called? Yes or No (Circle one) Who _____
Names or badge numbers of police, fire, or ambulance personnel _____

Police complaint number _____
Type of crime charged _____
Who was charged _____
Description of person charged or suspect:
Male or Female (Circle one) Age _____ Height _____ Weight _____
Build _____ Hair Color _____ Length _____
Color of eyes _____ Facial Hair _____
Clothing Worn _____
Any unique physical features _____
Description of Vehicle _____ License Plate _____
Direction of Travel when Leaving _____
Circumstances _____

(Use back if you need more spaces)

Accident or injury: Attach any photos of the accident site, date and have them witnessed.

What did you observe about the site? _____
What did you observe about the victim? _____

Did any unsafe conditions exist at the time of the accident: Yes or No
Describe:

Did the victim or others contribute in any way to the cause of the accident? _____
Was medical attention administered? _____ What hospital? _____

This Information is true and correct the best of my knowledge

Signature _____ Date _____

Bloodborne Pathogen Exposure Control Plan

Purpose

This property continues its concern regarding employee safety and security while at work. Recent Federal legislation under OSHA relating to Bloodborne Pathogens has developed guidelines relating to the safe handling of potentially infectious bodily fluids. The scope of this policy is meant to cover as much current information as deems feasible to its operations at the present time.

Objectives

- A. To provide guidelines to prevent or minimize the occupational exposure of employees to Bloodborne Pathogens or other potentially infectious materials.
- B. To ensure compliance with the applicable provisions.

Definition of Occupational Exposure

Occupational exposure is any reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

Exposure Determinations

Job classifications in which employees have occupational exposure, and are the only designated employees responsible for decontamination.

- A. General Manager
- B. Head Housekeeper

Job classifications in which some employees may have occupational exposure:

- A. Room attendants
- B. Maintenance
- C. Laundry attendants
- D. Assistant Head Housekeeper
- E. Guest Services Representative
- F. Area Directors
- G. Assistant Manager

Methods of Compliance

- A. Universal Precautions

Blood and body fluid precautions are to be observed in all guest contact areas to prevent contact with blood or potentially infectious materials.

- B. Operating Practices

-Engineering controls are instituted wherever and whenever practical to eliminate or minimize exposure to blood or other potentially infectious materials.

-Hand washing facilities are provided in all employee service areas. Employees must wash their hands immediately or as soon as feasible after removing their gloves or other protective equipment.

- Employees must wash their hands and other skin with soap and water, or flush mucous membrane with water, immediately or as soon as possible following contact of items with blood or other potentially infectious materials.
 - Employees shall not eat, drink, smoke, apply cosmetics, lip balm, or handle contact lenses in areas where there is a reasonable likelihood of exposure to blood or other potentially infectious materials.
- C. Personal Protective Equipment
- Personal protective equipment will be supplied to all employees at no charge when there is potential for occupational exposure to blood or other potentially infectious materials. Equipment includes, but is not limited to: gloves, goggles, and aprons, and is available in appropriate sizes.
 - Department Heads and Managers shall monitor adherence to the recommended protective measures. When monitoring reveals a failure to follow recommended precautions, counseling, education, and/or retraining shall be provided.
 - The employer shall ensure that non-powdered, hypoallergenic gloves are given to employees who are allergic to standard gloves.
 - All garments which are penetrated by blood or potentially infectious materials shall be removed as soon as possible. As appropriate, the employer shall clean, launder, or dispose of said garments, at no cost to the employee.
 - Disposable gloves or work gloves shall be replaced as soon as practical when contaminated or if they are torn, punctured, or when the ability to function as a barrier to blood or bodily fluid is compromised.
- D. Housekeeping
- There are written Housekeeping schedules for all areas.
 - All guest environmental surfaces shall be cleaned and decontaminated after contact with blood or other potentially infectious materials.
- E. Regulated Waste/Identification of Pathogens
1. Definition- OSHA has defined regulated waste to include:
 - Liquid or semi-liquid blood or other potentially infectious materials.
 - Contaminated items that would release blood or other potentially infectious materials in a liquid state if compressed.
 - Items that are caked with dry blood or other potentially infectious materials and are capable of releasing these materials during handling.
 - Contaminated sharps (i.e.: needles, broken glass, knives, etc.). Such sharps shall be discarded immediately in a container that is; closeable, puncture resistant, leak proof on sides and bottom, and is labeled. When such materials are found, the Head Housekeeper or General Manager is to be notified so that he/she may dispose of such materials appropriately. Sharps container is to be located in the laundry room.
 2. Disposal/Decontamination
 - Regulated waste shall be placed in a red bag which is: closeable, constructed to contain all contents and prevent leakage during handling, storage, transport or shipping, labeled or color coded and closed prior to removal. This bag will be located in the Biohazard Kit.
 - If contamination occurs to the outside of the container, it shall be placed in a second container that meets all requirements.

- A licensed hazardous waste holder will remove all regulated waste.
- If due to extreme circumstances of an acute contamination the designated staff cannot effectively decontaminate the space or room, the area/room will be closed off and made unavailable until further complete decontamination is accomplished.

F. Laundry

- Contaminated laundry will be handled as little as possible.
- Employees who handle contaminated laundry will utilize personal protective equipment to prevent contact with blood or other potentially infectious materials.
- Laundry is to be washed as soon as possible using normal procedures.

Employee Receipt of BloodBorne Pathogens Training Form

Bloodborne pathogens unfortunately can be a hazard in housekeeping and laundry operations. HBV(Hepatitis B) and HIV are two of the most common blood borne pathogens. Of these, Hepatitis B is the most contagious, and can live on surfaces exposed to air for many hours if disinfectants are not used. To avoid contact, disposable latex gloves are required when handling all soiled linens. Never touch your eyes, ears, nose or mouth while wearing these gloves. Those who notice linens that contain body fluids must use gloves, a mask, and safety goggles, and identify these linens as potentially hazardous by placing them in a biohazard bag. Wash your hands with disinfectant soap each time you remove your gloves. Throw all used gloves away.

All employees must complete all items below, then initial, sign and date after receipt of training. All employees are to be trained on Bloodborne Pathogens at the time of hiring.

_____ I have read and understand the Exposure Control Plan implemented and used at this location.

_____ I am aware and understand the special safety measures to take when handling soiled linens to avoid potential contact with Bloodborne Pathogens.

_____ I am aware of the steps to take in an emergency. I know where all of the emergency telephone numbers are posted.

_____ I know that if I do not understand something, or if it is unclear, I should ask my manager before I act—I will never just guess.

Signed: _____ Date: _____

Employee Receipt of Chemical Training Form

All employees must complete all items below then initial, sign and date after receipt of training. All employees are to be trained on Chemical Safety at the time of hire.

_____ I know where the Material Safety Data Sheets (MSDS) are located.

_____ I have read and understand the posted MSDS for all chemicals used at this location.

_____ I have been trained in chemical safety, use, and handling, and understand the measures and techniques described.

_____ I am aware of the steps to take in an emergency. I know where all emergency telephone numbers are posted.

_____ I am aware that whenever I change chemicals I must wear goggles and gloves.

_____ I know that if I do not understand something, or if it is unclear, I should ask my manager or chemical supplier before I act—I will never just guess.

Signed: _____ Date: _____

Employee Receipt of Fire and Evacuation Training Form

All employees must complete all items below, then initial, sign and date after receipt of training. All employees are to be trained on Fire and Evacuation procedures at the time of hire.

_____ I have read and understand the fire emergency and evacuation procedures implemented and used at this location.

_____ I am aware of the locations of all fire extinguishers in the property.

_____ I have been trained and understand how to use all fire extinguishers in the property.

_____ I am aware of the steps to take in an emergency. I know where all the emergency telephone numbers are posted.

_____ I am trained in an understand how to use the fire control panel.

Signed: _____ Date: _____