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## How to Act With the Disabled Guest during check-in & Evacuation

- Reception should ensure that Guests who feel that they require assistance in an evacuation should be encouraged to make themselves known during check-in.
- Reception should ensure that the guest's details (room number, disability, and dates staying at the hotel) are recorded on the clipboard held in reception back area and in the Duty Manager's diary
- Reception should ensure to implement regular questioner & PEEPs "Personal Emergency Evacuation Plan" during the check-in
- Operator to call the disabled guest and to ask him to wait for assistant.
- Duty Manager/Night Manager should send a member of staff to help & guide disabled guest to assembly point
- To check the white board on the reception back area for disabled guest rooms – make sure to know the disability in order to send the correct number of the rescue team
- Operator should contact the disabled guest as soon as the fire alarm is activated and must stay with the disabled guest on the phone till the assistance arrives.
- Rooms of disabilities in Hotel are **102 ground floor, Suite 010 basement floor**
- Wheel chairs must be left back in the Hotel – to use evacuation chairs –, which placed on the fire cart and on the reception back area.
- Designated trained persons will go to assist the disabled guest.

## Standard operating procedure

An emergency evacuation plan should be developed for all people likely to be in the hotel, including disabled people and policies and procedures should be in place to ensure that the plan can be implemented.

It should be noted that whilst the fire brigade may carryout rescues it is the hotel's responsibility to ensure the evacuation of all guests and staff in the event of fire and therefore, this plan should not rely upon the fire brigade to make it work.

Wheelchair users are those most commonly thought of as requiring additional facilities and assistance to leave a building, however, there are others with 'hidden' disabilities such as heart or respiratory conditions or temporary conditions such as broken limbs that will also require assistance.

## Evacuation of Disabled People

Risk assessment is at the forefront of planning the evacuation of disabled people. General Managers should ensure that a risk assessment is carried out and suitable arrangements and facilities are in place to evacuate disabled people. Factors that are likely to influence the risk assessment are:

- Size and physical layout of the hotel and bedrooms
- Location of the hotel
- The availability of disabled refuges / evacuation lifts
- Guests, which includes consideration of disabled guests including the nature / degree of their disability, the number of guests and whether or not they are accompanied



## Evacuation Plans

Escape plans for disabled guests, visitors and staff should be developed and these should take into account, as far as is reasonably practical, their likely needs. Everyone using the hotel should also take responsibility for their own safety wherever possible and disabled guests and visitors can be expected to identify themselves when they check-in or visit the hotel. They should cooperate by giving any information necessary for their safety whilst in the hotel.

Evacuation plans should take into account:

- The disabled persons likely movements in the hotel
- The operational procedures in the hotel
- The types of escape that are available for example evacuation lifts and / or refuges
- Building systems, for example the fire alarm
- Existing escape plans

## Evacuation of Disabled Staff

In addition to the above disabled staff require personal evacuation plans tailored to their individual needs and containing detailed information on:

- Their workplace
- Assistance available from colleagues
- Actions in the event of an evacuation

Disabled staff should be closely involved in formulating these plans to ensure that they are appropriate to their needs and abilities.

## Assisting people with disabilities


The special needs of disabled guests should be determined at the time of booking and procedures put in place including ensuring the correct number of trained staff are available. In almost all cases the disabled person will be best placed to advise how they should be assisted and they should be consulted as soon as possible.

Clear, unambiguous warnings and instructions for the evacuation of disabled people should be given as early as possible. Announcements and notices specifying the action to take when alarms are sounded should give clear instructions. There should be well-lit signage at key points and instructions should be given out over public address systems.

## Visually Impaired Guests

The following guidance should be followed, where appropriate, when planning the evacuation of guests who are blind or partially sighted:

- Those Guests who feel that they require assistance in an evacuation should be encouraged to make themselves known during check-in and reception should then ensure that the guest's details (room number, disability, and dates staying at the hotel) are recorded on clipboard held in reception and in the Duty Manager's diary
- Room guests with visual disabilities as close to the ground floor and as close to an exit as possible
- Many visually impaired guests have some vision and only a very small number read Braille, therefore, large print notices should be provided in addition to Braille fire notices
- Advise the guest of the location of emergency exits and arrange for a member of staff to walk the exit routes with the guest to familiarize the guest with the emergency exit routes
- Telephone contact should be made with the room as soon as the fire alarm is activated and if the guest is awaiting assistance prior to evacuating, kept open until the arrival of a member of staff who should have radio communications.
- People with a visual disability may require the assistance of one person and should evacuation become necessary, the Duty Manager should send a member of staff to room to help guide guest to assembly point, irrespective of whether the guest has indicated that they will not need assistance

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- After consulting the guest and if they need assistance, on stairways the helper should descend first with the persons hand on their shoulder and on level surfaces the guest should take the helpers arm and follow them.
- Assistance, where requested, should be provided for assistance of guide dog owners, the helper should hold the leash and not the dog's harness
- A normally sited member of staff should remain with the guest until the emergency is over
- This guidance reflects the increased evacuation times likely for visually impaired guests, their desire to be independent and their possible reluctance to remain in their room in the event of a fire alarm

### Deaf and Hard of Hearing Guests

The following guidance should be followed, where appropriate, when planning the evacuation of guests who are deaf or hard of hearing:

- Those Guests who feel that they require assistance in an evacuation should be encouraged to make themselves known during check-in and reception should then ensure that the guest's details (room number, disability, and dates staying at the hotel) are recorded on clipboard held in reception and in the Duty Manager's diary.
- Many disabled guests may have multiple disabilities, therefore, large print and Braille fire instruction notices should be available
- Guests with a hearing disability will require some means of being warned of an alarm and there are a number of ways that this can be done, for example, vibrating pillows and beacons that activate when the fire alarm is activated.
- Audible alarms should be linked to visible vibrating alarms to alert deaf people with impaired hearing
- The vibrating pillow will alert a hard of hearing guest when asleep, however, unless the alarm circuit is monitored the vibrating pillow may be disconnected without the hotels knowledge. In addition if the guest moves around in their sleep they may not be in contact with the pillow. In view of this a member of staff, equipped with radio communications, should be sent to the room to alert the guest

### Wheelchair Users and People with Reduced Mobility

The following guidance should be followed, where appropriate, when planning the evacuation of people who are wheelchair users or who have reduced mobility.

This can cover a wide range of abilities including people who have a permanent disability and use wheelchairs to those who have broken limbs or who are in an advanced state of pregnancy and would require assistance for stair descent. There are also those people who have hidden disabilities. It is important that staff that have hidden or temporary disabilities inform their line manager immediately in order that suitable arrangements can be put in place.

There has been a commonly (and incorrectly) held view that it is only necessary for management to ensure disabled people are taken to a refuge and that further evacuation will be done by the fire brigade. In general the fire brigade position is that the hotel is required to have procedures in place to evacuate all people from the hotel independent of their assistance.

- Those Guests who feel that they require assistance in an evacuation should be encouraged to make themselves known during check-in and reception should then ensure that the guest's details (room number, disability, and dates staying at the hotel) are recorded on clipboard held in reception and in the Duty Manager's diary.
- Many disabled guests may have multiple disabilities, therefore, large print and Braille fire instruction notices should be available
- Check the guest into an "accessible room"
- Room guests with disabilities as close to the ground floor and as close to an exit as possible
- Advise the guest of the location of emergency exits and arrange for a member of staff to walk the exit routes with the guest to familiarize the guest with the emergency exit routes
- Telephone contact should be made with the room as soon as the fire alarm is activated and if the guest is awaiting assistance prior to evacuating, kept open until the arrival of a member of staff who should have radio communications

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- The main underlying principle of evacuation for wheelchair users and people with reduced mobility is the provision of temporary places of refuge. In the event of an emergency, staff assigned to a disabled person should start to evacuate them immediately to a refuge. It will be necessary to wait until the majority of people have cleared the stairs before descent commences to avoid congestion and possible accidents
- Where there is no refuge available, staff assigned to assist a disabled person should evacuate the guest directly to the assembly point
- Wheelchair users can be carried in their own chair, however, this can only be done if hotel staff receive specific manual handling training, they are physically equipped to undertake the task and they are available in sufficient numbers. Battery powered wheelchairs should not be carried down stairs. Some wheelchair users may be reluctant to be carried downstairs and therefore this should be discussed with them on check-in and when they are informed about the hotels evacuation plan
- Stairs and lobbies may be equipped with combination stretcher / chairs and these will be useful for people with temporary disabilities and hidden disabilities. General Managers should consider the training and availability of staff before these chairs can be used. If the disabled person is too heavy to be carried, either in their own chair or a stretcher/chair managers should consider making special arrangements for the safety of the individual
- The evacuation plan should make provision for the disabled person once they have left the building, particularly if their wheelchair has not been used to evacuate them
- This guidance reflects the increased evacuation times likely for wheelchair users and guests with reduced mobility, their desire to be independent and their possible reluctance to remain in their room in the event of a fire alarm
- In an emergency, companions may carry wheelchair users to safety. Abandoned wheelchairs could block evacuation for other guests. General Managers should ensure that staff directing an evacuation are warned of this and that they take steps to see that wheelchairs are left in escape routes are quickly removed

### Disabled Guests in Meeting Rooms

Efforts should be made to determine the special needs of guests at the time of booking and procedures put in place beforehand including ensuring the correct number of trained staff are available. These procedures might involve the assistance of conference organizers but should remain under the control of hotel management who are familiar with the hotel's procedures.

Those Guests who feel that they require assistance in an evacuation should be encouraged to make themselves known when arriving at the hotel for the meeting and reception should then ensure that the guest's details (location, disability) are recorded on clipboard held in reception, meeting room reception and in the Duty Manager's diary.


### Night Evacuation

The procedures for night evacuation are the same as those for an evacuation during the daytime, however, there will not be the same number of staff on duty at night as during the day and this should be taken into account during the risk assessment. Guidance is available on core staffing levels. It is important to realize that the only way disabled guests may be safely accommodated and evacuated is for effective procedures to be put in place which may include a requirement for additional staff above these minimum core staffing levels. This is particularly the case if a large party of disabled guests stay at or visit the hotel.

### Checklist

The safe evacuation of disabled people from a building requires careful forward planning. There are a number of key points that need to be considered:

- Is the building available to members of the public, what areas are they likely to visit and what facilities are available to allow them to evacuate safely?
- Facilities and procedures in a building can only cater for a finite number of disabled people. What measures are in place to control access?
- Have individual plans been developed for disabled staff and have they been fully informed of the contents of the plan and been given the necessary regular training?

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- Will adequate trained members of staff be available?
- Have written procedures been prepared and put in place?

### Management and Procedures

Evacuation procedures should be tested regularly and all staff should participate and it should be necessary for hotel staff to practice how disabled people will be assisted during practice evacuations.

It should be necessary to identify and train adequate numbers of staff who to assist disabled persons to leave the building in the event of an emergency. Training requirements for hotel staff will depend on a number of factors including the building layout, the facilities available, the number of disabled people and the extent and type of their disabilities.

As part of the risk assessment the General Manager should assess the number of people that will require training in the methods of evacuating disabled people. This should take account of the likely number of people with disabilities, the extent and nature of their disability and the working patterns of the staff. Sufficient numbers should also be available to cover for leave and sick absence staff.

Risk assessments should be written, regularly reviewed and revised as necessary. Records of training should be kept.

## Emergency Egress Questionnaire and PEEP for Disabled Guests and Visitors Who Regularly Visit the Hotel

This questionnaire is intended to be completed by disabled persons to assist the development of a Personal Emergency Evacuation Plan (PEEP). Please provide as much information to enable the hotel to develop a suitable plan.

Once it has been developed the PEEP will be followed in the event of an emergency (including drills). If the practice drills identify concerns in the implementation of the evacuation, then please discuss the PEEP with the General Manager for assistance in finding suitable solutions.

### 1. Why you should fill in the form?

The hotel has a legal responsibility to protect you from fire risks and ensure your health and safety whilst staying in or visiting the hotel. The use of a PEEP is strongly recommended by the Government and the Disability Rights Commission and it will be developed based on the information you provide.

### 2. What will happen when you have completed the form?

You will be provided with any additional information necessary about the emergency escape procedures in the building(s) you use.

If you need assistance, the PEEP will specify what type of assistance you need and how it will be provided. There may be some buildings where safe evacuation cannot yet be provided without alterations to the building / structure and reasonable efforts will be made to carryout these changes.



**QUESTIONNAIRE**

Name:

Guest: YES / NO

Visitor (not sleeping): YES / NO

**LOCATION**

1. Where are you located for most of the time?

(E.g. Guestroom, meeting room, restaurant)

2. Do you routinely use more than one location in this building?

YES  NO

If you feel it is necessary please provide further details below. (Please list the locations and floors you use):

**AWARENESS OF EMERGENCY EVACUATION PROCEDURES**

3. Are you aware of the emergency evacuation procedures which operate in the building(s) you visit?

YES  NO

4. Do you require written emergency evacuation procedures?

YES  NO

4a Do you require written emergency procedures to be supported by BSL interpretation?

YES  NO

4b Do you require the emergency evacuation procedures to be in Braille?

YES  NO

4c Do you require the emergency evacuation procedure to be on tape?

YES  NO

4d Do you require the emergency evacuation procedures to be in large print?

YES  NO

5. Are the signs which mark emergency routes and exits clear enough?

YES  NO

**EMERGENCY ALARM**

6. Do you think that you could hear the fire alarm in you're the places in which you visit?

YES  NO  DON'T KNOW

7. Could you raise the alarm if you discovered a fire?

YES  NO  DON'T KNOW

**ASSISTANCE**

8. Do you need assistance to get out of the hotel in an emergency?

YES  NO  DON'T KNOW

If **NO** please go to Question 12

9. Are you aware of anyone designated or accompanying you to assist you to get out in an emergency?

YES  NO  DON'T KNOW

If **NO** please go to Question 11. If **YES** please give their positions or names below:

Name or position:

Contact details:

Name or position:

Contact details:

10. Is the arrangement with your assistant(s) a formal arrangement?

(A formal arrangement is an arrangement specified in an evacuation procedure or agreed with someone accompanying you)



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	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
10a	Are you always in easy contact with those designated to help you?					
	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
11.	In an emergency do you know how to contact someone from the hotel to tell them where you were located?					
	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
<b>GETTING OUT</b>						
12.	Can you move quickly in the event of an emergency?					
	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
13.	Do you find stairs difficult to use?					
	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
14.	Are you a wheelchair user?					
	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>		

**Thank you for completing this questionnaire. The information you have given us will help us to meet any needs for information or assistance you may have.**

**Please return the completed form to reception.**





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## REGULAR GUEST / VISITOR PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

The PEEP must be completed by the General Manager or the designated person and the contents communicated to the guest or visitor who should fully understand the contents of the PEEP.

### FOR

Name:

Floor / Area:

Guestroom Number:

### AWARENESS OF PROCEDURE

The disabled person is informed of a fire evacuation by:

- Existing alarm system
- Pager / vibrating device
- Visual alarm system
- Other (please specify)

### DESIGNATED ASSISTANCE

(People in the following positions have been designated to give me assistance to get out of the building in an emergency).

Position:

Contact details:

Position:

Contact details:

Position:

Contact details:



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**METHODS OF ASSISTANCE** e.g: evacuation chair, methods of guidance, etc.

**EQUIPMENT PROVIDED** (including means of communication):

**EVACUATION PROCEDURE:**

(A step by step account beginning from the first alarm)

**SAFE ROUTE(S):**

**Form completed by:**

**Position:**

**Date:**

**Signed:**


**Print name:**

**Completed form received by:**

**Name:**

**Date:**

**Print name:**

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These should be adapted for the individual circumstances at every hotel prior to being given to occasional guests and visitors.

**Example 1**

Emergency Evacuation Procedure - blind or partially sighted
<ul style="list-style-type: none"> <li>• In the event of operation of the fire alarm please leave the hotel using the nearest exit that will have been shown to you during check-in or upon arrival</li> <li>• A member of staff will come to your location to assist you and you may await their arrival before beginning evacuation</li> <li>• In public areas such as the lounge, bar or restaurant you will be assisted by a member of staff</li> </ul>

**Example 2**

Emergency Evacuation Procedure - deaf or hard of hearing
<ul style="list-style-type: none"> <li>• In the event of operation of the fire alarm you will be alerted in guestrooms by: <ul style="list-style-type: none"> <li>• Vibrating pager*</li> <li>• Vibrating pillow*</li> <li>• Flashing light*</li> </ul> </li> </ul> <p>and in public areas such as the lounge, bar or restaurant by:</p> <ul style="list-style-type: none"> <li>• Vibrating pager*</li> <li>• A member of staff*</li> <li>• Please leave the hotel using the nearest exit that will have been shown to you during check-in or upon arrival</li> <li>• A member of staff will come to your location to assist, however, you should leave the hotel using the nearest exit as soon as possible and do not need to await their arrival</li> </ul> <p>(*delete as appropriate)</p>

**Example 3**

Emergency Evacuation Procedure - wheelchair users and reduced mobility
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**In the event of operation of the fire alarm:**

- Please leave the hotel using the nearest exit that will have been shown to you during check-in or upon arrival\*
- A member of staff will come to your location to assist, however, you should leave the hotel using the nearest exit as soon as possible and do not need to await their arrival\*
- Please make your way to the refuge point that will have been shown to you upon arrival and await the arrival of a member of staff. You will safe in the refuge until evacuated\*
- Staff will contact you in your guestroom by telephone and come to assist you to leave using an evacuation chair available in the hotel\*
- Staff will contact you in your guestroom by telephone and come to assist you to leave by carrying you in your wheelchair\*
- Staff will come to your location to and assist you to leave by supporting you while you walk\*

(\*delete as appropriate)

**Reception signs**

**Example 1**

**We operate a system of assisted escape for visitors who have a disability.  
Please tell our receptionist of your requirements. We will provide you with a  
suitable escape plan**

**Example 2**

**We operate a system of assisted escape for disabled visitors  
Please tell our receptionist of your requirements. We will explain our escape  
procedures to you**