

EMERGENCY & DISASTER PREPAREDNESS & RESPONSE

PROVIDING ACCOMMODATIONS FOR EVACUEES & DISPLACED TRAVELLERS

As we learned in the past few years, emergencies and natural disasters can occur anytime, anywhere. Hotels face numerous challenges to ensure the safety of their employees, their guests, and their property. Being prepared for such emergencies helps management and employees respond calmly and safely in these situations.

ABOUT THIS DOCUMENT

Objectives

Safety of guests, employees & management
Preservation of buildings, facilities & equipment
Hotel reputation & business continuity

Contact the AHLA

Phone: 1.888.436.6112
Email: wehelphotels@ahla.ca

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ACCOMMODATIONS FOR OTHERS

1. Communicate with emergency response organization(s) coordinating the evacuation orders in or to your area:
 - a. Local municipal emergency response team
 - b. Provincial emergency response team
 - c. Others such as: Red Cross, Calgary Emergency Management Association, Edmonton Incident Response Command
2. Subscribe to provincial alerts and monitor weather channels:
 - a. [Alberta Emergency Alert](#)
 - b. [Alberta Wildfire](#)
 - c. [Air Quality Health Index](#)
 - d. [Environment Canada Weather Alerts](#)
3. Follow the AHLA's Group Evacuee Checklist template if you are working with a group of displaced/evacuated individuals.
4. Notify the AHLA that your property is/will be accommodating displaced/evacuated individuals by emailing wehelphotels@ahla.ca or phoning 1-888-436-6112.
5. Communicate with managers and staff:
 - a. Emphasis should be on cultural awareness and consideration of emotional strain.
 - b. Provide mental health supports and resources to staff.
 - c. Post the AHLA's ["Who to Call" poster](#).
 - d. Adjust staff scheduling as necessary.
6. Be flexible:
 - a. Relax 'no pets' policies for evacuees travelling with animals. Contact local vet clinics or animal shelters for alternative placements for pets.
 - i. Ensure pet agreement is in place and proper number of pets is documented to ensure guestroom entry for housekeeping.
 - b. Adjust your cancellation and early departure policies if possible.
7. Offer your best rates:
 - a. Remember that Alberta's *Consumer Protection Act* prohibits businesses from inflating prices during an emergency. This legislation allows provincial authorities to seek orders to cease the conduct and potentially impose significant fines for charging prices that are deemed to take unfair advantage of the situation.
 - b. Provide the government rate or the rate approved by your city/municipality.
 - c. Work with guests who may be without identification due a sudden evacuation.
 - d. Maintain accurate records of evacuees, including names, contact information and special needs or accommodation.
8. Be empathetic. Remember that guests may feel the emotional strain of the current situation:
 - a. Post updated information to evacuees regarding the situation, available resources and any special instructions.

- b. Provide emotional support and reassurance while maintaining professionalism.

9. Provide a list of services in the area:
 - a. Community evacuation centre location
 - b. Salvation Army or other similar sources of clothing, etc.
 - c. Food bank
 - d. Service Canada office
 - e. Medical clinics
 - f. Animal shelters and veterinary clinics
 - g. Taxi/driving services
 - h. Food & beverage outlets, onsite and nearby

10. Encourage evacuees to register online with MyAlberta [Emergency Registration System](#) (MAERS).

11. Stay in touch with your fellow hoteliers to help travelers/evacuees find accommodation in the event you are full.

QUESTIONS? Call 1.888.436.6112 or email wehelphotels@ahla.ca

ADDITIONAL RESOURCES

1. TourismWorks Training Platform <http://tourismworks.ca>
2. Alberta Hotel & Lodging Association <http://ahla.ca>
3. Insurance Bureau of Canada <http://www.ibc.ca/ab/disaster/wildfires/>
4. Regional Municipality of Wood Buffalo <https://www.rmwb.ca/en/fire-and-emergency-services/fire-prevention-and-safety.aspx>
5. FireSmart <https://www.alberta.ca/firesmart.aspx>
6. Government of Alberta <https://www.alberta.ca/government-emergency-plans>
7. Government of Alberta 211 <https://ab.211.ca/>
8. Alberta Health Services Wildfire <http://www.ahs.ca/wildfire>
9. Alberta Health Services Mental Health Help Line 24/7 at 1-877-303-2642
10. Business Development Bank of Canada <https://www.bdc.ca/en/articles-tools>
11. Business Development Bank of Canada <https://www.bdc.ca/en/articles-tools/business-strategy-planning/manage-business/business-continuity-8-steps-building-plan>
12. Incident Command System Canada <https://www.icscanada.ca/>

DISCLAIMER

*This information is provided as a guideline only.
Users should customize this resource based their property's operations and the nature of the situation.*

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