

EMERGENCY & DISASTER PREPAREDNESS & RESPONSE

PROPERTY EVACUATION & CLOSURE

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

EVACUATION & CLOSURE OF PROPERTY

1. Monitor weather channels and subscribe to provincial alerts:
 - a. [Alberta Emergency Alert](#)
 - b. [Alberta Wildfire](#)
 - c. [Air Quality Health Index](#)
 - d. [Environment Canada Weather Alerts](#)
2. Activate Crisis Communications Plan and launch evacuation procedures
3. Contact the local incident command center, emergency response team
4. Notify head office or regional office, insurance, utilities, security company, etc.
5. Inform guests:
 - a. Provide evacuation centre information
 - b. Provide route out of town
 - c. Call the RCMP/city police for assistance with resistant guests
6. Follow [Property Closure Checklist](#)
7. Notify staff:
 - a. Follow evacuation and closure procedures
 - b. Ensure timely communications with staff on-site and off-site
8. Implement staff supports:
 - a. Provide transportation for staff to evacuation centres
 - b. Ensure your employees have [registered with the Alberta government](#) so they have access to available supports.
 - c. Issue [Records of Employment \(ROEs\)](#) to your employees so that they can access Employment Insurance and other supports as soon as possible.
 - d. Provide [Employment Insurance information](#) for your employees so they can make a claim.
 - e. Provide [Emergency Financial Assistance](#) information to your employees.
9. Notify the AHLA that your property has been closed and who to contact. Call 1-888-436-6112 or email wehelphotels@ahla.ca.
10. Ensure security of property:
 - a. Regular (at least 3 per day) property inspections if permitted
 - b. Contract security; cost share with other properties if applicable

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.*

*The Alberta Hotel & Lodging Association (AHLA) disclaims any liability with respect to
the use of the information or reliance thereon contained in this document.*

SAMPLE

PROPERTY CLOSURE CHECKLIST

Employer/Property Name
Employer/Property Address

GUEST ROOMS & THROUGHOUT HOTEL				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
<i>Guest Rooms</i>				
Bathrooms	Check guest bathrooms for leaks. Ensure toilet seats are up & drain plugs in sinks & tubs are open.			
Electrical Appliances	Unplug everything <u>except</u> PTACS. Leave fridges open.			
Thermostats	Check all thermostats to ensure correct setting. Prop all interior doors (bathroom, bedroom, etc.) open prior to leaving.			
Windows	Ensure all windows are closed and locked.			
Doors	Consider whether guest room doors should be secured or left ajar. Note: exterior guest room doors should be dead bolted. Interior guest room doors could be left open to indicate guest rooms have been cleared.			
<i>Throughout Hotel</i>				
Thermostats	Check all thermostats to ensure correct setting.			
Air Units	Shut off makeup air units in the event that the cause of the evacuation is related to poor air quality, such as wildfire, train derailment, or an incident at an industrial plant.			

GUEST ROOMS & THROUGHOUT HOTEL				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
Water	Determine whether to shut off domestic water where it enters the building. Shut off water to toilets & sinks in all guest rooms and public washrooms. Complete check of entire building including rooms to ensure no water issues (e.g., toilets, ice machines, etc.) DO NOT SHUT OFF THE FIRE SUPPRESSION SYSTEM.			
Machines	Unplug ice & vending machines on each floor.			
Equipment	Turn off all equipment that you can (laundry machines, computers, etc.)			
Electrical Appliances	Unplug all items in public areas (e.g. fridges, lamps, fireplaces, water cooler, TV, breakfast area appliances.)			
Electric Heaters	Complete check of heaters in hallways, stairwells & entrances.			
Windows & Doors	Ensure all windows & doors are closed and locked.			
Outdoor Signage	Leave on to prevent theft.			

FRONT DESK/ADMINISTRATION				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
Reservations	Contact all reservations including meeting rooms, relocate to other property or cancel.			
Property Management System	Close down system for affected dates. Ensure off-site backup of system.			
Subscriptions	If possible, put a hold on subscriptions, or cancel altogether.			
Forward Phones	Forward phones to appropriate alternate contact.			
Out of Office	Set out of office reply on GM, front desk & reservations emails. Create signage for exterior doors.			
Payroll	Contact payroll for final hours and lay off procedures. Complete a list of team members & email payroll with their last day of work.			
Float	Secure float and secure master keys. Put “No Cash on Premises” sign on exterior doors.			
Night Audit	Schedule night auditors until tentative date of re-opening and run night audit daily. ** This may be off-site.			
Stock Transfer	Transfer any stock that will expire to sister property or appropriate local source.			
Inventory	Complete supplies inventory & remove product from stores so no product is on shelves.			
Security	Consider coordinating with neighbouring hotels to reduce security costs.			

POOL & FITNESS AREAS (if applicable)				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
Pool	Shut off boiler, levelers, top up chemicals, close skimmers, turn air temp down, leave chemical system & circulation pumps running if minimal risk to loss of power.			
Hot Tub	Drain tub and shut off filtration and levelers. Shut off chemical system, open sand filters. If applicable, turn off steam generator. <i>May differ for hot tubs with marcite.</i>			
Pool Area	Shut off all pool lights except emergency lights, deadbolt doors, bathroom doors propped open.			
Filters	Check & change all filters in MUAs, RTUs & furnaces. Close valves.			
Pumps	Turn off water heaters & circulation pumps.			
Chemtrol System	Turn off chemtrol system. Remove chlorine and acid feed lines from their respective containers. Drain the lines of all liquid. Seal chlorine and acid containers to prevent spillage or cross contamination.			
Chemical Storage Room	Keep storage room door open to allow venting to occur and prevent a buildup of gas in the chemical room. Make sure no public have access to the pool area or chemical room.			
Equipment	Unplug fitness equipment.			

KITCHEN (if applicable)				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
Walk in Coolers/Freezers	Check walk-in cooler and freezer when alarm sounds.			
Office door	Close office door when alarm sounds.			
Fryers	Lift any food out of the fryers and turn fryers off.			
Equipment	Turn off all kitchen equipment (fryers, ovens, steamer, etc). Secure & lock all coolers, freezers and storage areas.			
Natural Gas	Turn OFF Natural Gas.			
Food	Place open food in freezer or coolers. Consider placing perishable items that can be frozen in the cooler. Place items closer to the floor to keep their temperature longer.			

CLOSURE NOTIFICATIONS

Sample Closure Message

“Due to a local emergency, HOTEL NAME is temporarily closed. We anticipate reopening as soon as possible. ALTERNATE PROPERTY will be remaining open to assist with all your travel needs. All calls will be forwarded to XXX. If you require any assistance, please call 555-555-5555. Thank you for your understanding.”

Item	Description/Contact Details	Date Completed
Insurance	Notify of temporary closure. Check your insurance policy for a vacancy clause or with your agent regarding your property being unoccupied. Provide your completed checklist to your insurer.	
RCMP/Police	Notify of temporary closure.	
Natural Gas Provider	Notify of temporary closure.	
Electricity Provider	Notify of temporary closure.	
Alberta Health	Notify of temporary closure.	
Municipality	Notify of temporary closure.	
AHLA	Notify of temporary closure at wehelphotels@ahla.ca	
TV & Internet	Advise your cable TV and internet provider of closure.	
Vendors	Contact and advise vendors/service personnel that may be on site during period of closure (e.g., vending machines).	

SAMPLE

DAILY WALK-THROUGH CHECKLIST

This walk-through should take place three times per day, each day the property is closed (if possible). Never complete the walk through alone - use the buddy system (i.e. in-person buddy or via telephone).

Location	Description	Yes/No/Comments	Sign Off
Pool area	Check pool balance & add chemicals if needed. Check chemical system & circulation pump are working properly.		
Storage Rooms	Check for any leaks (including on ceiling/walls), odours, unusual noises, & temperature.		
Mechanical Rooms	Check for any leaks (including on ceiling/walls), odours, unusual noises, & temperature. Check all equipment is operating.		
Laundry Area	Check for any leaks (including on ceiling/walls), odours, unusual noises, & temperature.		
Guest Rooms	Check for any leaks (including on ceiling/walls), odours, unusual noises, & temperature.		
Kitchen	Check all refrigerators to see if freezers have defrosted and water has leaked.		
Thermostats	Check thermostats are working.		
Alarm	Ensure alarm is working.		
Fire Alarm	Check panel for alerts.		
Interior lights	Check interior lights are working. Alternate building lighting to give the impression that building is being regularly checked.		
Elevators	Run elevator up & down at least once per day. Contact maintenance for any issues.		

Location	Description	Yes/No/Comments	Sign Off
Public Washrooms	Check for unusual noises, temperature, and backed up toilets		
Roof	Listen for unusual noises coming from roof top units.		
Other	Check refrigerators to see if freezers have defrosted and water has leaked.		
	Check for other leaks on premises.		
	If you notice odours in the building, you may need to add water to the traps (e.g., floors, sinks, tubs).		
Exterior Lights	Check exterior lights, signage, and emergency lights are working.		
Exterior Appearance	Check for signs of vandalism, footprints around property when it snows, and vehicles in parking lot. Check that there is no garbage lying around outside.		
Snow Removal	Clear snow and ice from walkways & driveways.		

Service Provider Contact Information

NATURAL GAS SERVICES	IN CASE OF EMERGENCY (gas leaks)
AltaGas Utilities Inc	1.866.222.2068
ATCO Gas and Pipelines Ltd.	
Edmonton and area	780.420.5585
Calgary and area	403.245.7222
All other areas	1.800.511.3447

ELECTRICITY SERVICES	IN CASE OF EMERGENCY (outage)
ATCO Electric Ltd.	1.800.668.5506
City of Lethbridge	403.320.3940
City of Red Deer (weekday)	403.342.8274
City of Red Deer (after hours)	403.348.5700
ENMAX Power	310.2010
EPCOR	780.412.4500
FortisAlberta Inc.	310.9473
Crowsnest Pass	403.562.2021
Town of Fort Macleod	403.308.0735
Town of Ponoka	403.783.4431

Helpful Links

- | | |
|---|---|
| <ul style="list-style-type: none"> • https://poweroutage.atco.com/map • https://outages.enmax.com/portal/index.html • https://outages.epcor.com | <ul style="list-style-type: none"> • https://service.fortisalberta.com • https://electricoutages.lethbridge.ca/ • https://www.apexutilities.ca/about/outage/ |
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*This checklist is provided as a guideline only.
 Users should customize this resource based their property's operations and the nature of the situation.
 Be sure to wear the appropriate PPE when onsite. Be sure to notify your insurance provider of any property closures.*

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