

## **EMERGENCY & DISASTER PREPAREDNESS & RESPONSE**

## **RE-ENTRY & RE-OPENING OF PROPERTY**

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](mailto:wehelphotels@ahla.ca)

## RE-ENTRY & RE-OPENING OF PROPERTY

1. Monitor weather channels and subscribe to provincial alerts as weather conditions may change:
  - a. [Alberta Emergency Alert](#)
  - b. [Alberta Wildfire](#)
  - c. [Air Quality Health Index](#)
  - d. [Environment Canada Weather Alerts](#)
2. Notify head office, insurance, utilities, security company, and local emergency response teams:
  - a. Turn on water, power and natural gas
3. Ensure timely communications with staff and guests:
  - a. Staff:
    - i. Contact team members with re-entry plans and work schedule
    - ii. Determine if staff will need accommodation and meals on-site
    - iii. Provide mental health resources
  - b. Guests:
    - i. Cautions and signage if any areas of the property are closed
    - ii. Contact guests with upcoming reservations
4. Follow the guidelines in the [AHLA Re-Entry Resource](#)
  - a. Return items from the “Go Box” to their regular place (e.g. keys, floats, reg cards, etc.)
  - b. Keep doors locked until 24-hour desk service has resumed
5. Conduct a hazard assessment to determine any new hazards at your property:
  - a. Identify controls and ensure staff wear the appropriate PPE
  - b. Review the OHS guidelines for:
    - i. [Wildfire smoke](#)
    - ii. [Working in smoky environments](#)
    - iii. [Cleaning up burned structures](#)
    - iv. [Cleaning up after flooding](#)
6. Take photos of any damaged furniture, fixtures, including smoke contamination and notify your insurance company
7. Follow the [Re-Open Checklist](#)
8. Consider having the heating, ventilating and air conditioning units professionally cleaned to remove soot, ash, and smoke residue
9. Open up property management system
10. Maintain ongoing communications with local emergency response organization, if appropriate
11. Notify the AHLA your property has been re-opened [wehelhotels@ahla.ca](mailto:wehelhotels@ahla.ca) or 1-888-436-6112

**QUESTIONS? Call 1-888-436-6112 or email [wehelhotels@ahla.ca](mailto:wehelhotels@ahla.ca)**

## REPORTING & DEBRIEF

1. Gather response team
  - a. Discuss what worked? What didn't?
2. Document the incident thoroughly, recording amount of damage
  - a. Work with your insurance adjustor, investigator
  - b. Use the templates provided in the [Incident Reporting & Investigation course](#) in [tourismworks.ca](http://tourismworks.ca)
3. Update your emergency response plan, communications plan and any other documentation:
  - a. Review on a regular basis to ensure information is current
4. Provide medical and financial support to affected employees:
  - a. File WCB injury reports if any employees sustained injuries during the incident
5. Provide mental health resources and supports to affected employees
6. Share your learnings with the AHLA by emailing [wehelhotels@ahla.ca](mailto:wehelhotels@ahla.ca). Let us know what worked, what didn't and what additional resources the AHLA could provide.

**QUESTIONS? Call 1-888-436-6112 or email [wehelhotels@ahla.ca](mailto:wehelhotels@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.  
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the use of the information or reliance thereon contained in this document.*

# **WILDFIRE RE-ENTRY**

## **TOOLKIT FOR HOTELS**

### **CAUTION**

You are returning to an area that was affected or had the potential to be affected by wildfire.  
Returning home may be stressful and traumatic.  
Use the resources in this toolkit to learn what to do and where to get help.

Please continue to exercise extreme caution and respect restricted areas  
and directions given by local authorities.

**If there is an active fire within 30 m (100 ft) to your property, call 911,  
and let them know you are in the fire zone. A fire crew will be sent to your  
location.**

## QUESTIONS OR CONCERNS?

Please call your local EMERGENCY Coordination Center (active only while the event is in progress.)

### YOU MAY NOTICE

#### **DO NOT DRIVE OVER ANY EQUIPMENT INCLUDING HOSES FOLLOW FIREFIGHTERS' DIRECTIONS AT ALL TIMES**

Fire Apparatus, water tanks, and equipment are still positioned in the area. Please avoid them. If you notice the residue of fire retardants on your property (red stains) use water or biodegradable household cleaners. Never use bleach to clean areas where fire retardants have been used.

## FIRST STEPS WHEN YOU RETURN

- Wildlife may have taken shelter in/around your property or outbuildings. Leaving a door open will allow the animals to return on their own to their natural surroundings. Call a Fish and Wildlife officer at 1-800-642- 3800 (24 hours) for animals that appear injured or unwilling to leave.
- If you see stray livestock on your property, please call the ECC line at 1-833-334-4630
- Do not allow anyone to enter or play in areas damaged by fire.
- There are many safety risks:
  - Pits filled with ash which can be deep and hot.
  - Burned trees and branches which can fall over at any time.
  - Burning roots can cause trees to fall.
- If you smell gas, exit your property IMMEDIATELY and call your utility provider or 911.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact FORTIS at 1-866-717-3113 (24-hours).
- Notify the AHLA at [wehelphotels.ca](http://wehelphotels.ca) or 1-888-436-6112.

## WHEN YOU WALK THROUGH THE DOOR

Check your gas, electricity, and water to make sure they are working and contact your utility providers if you need to restore service.

*If you have had a utility disruption, contact the ECC line at 1-833-334-4630 or your utility company. Do not attempt to restore any gas or electricity.*

### Electricity

- If the electricity in your hotel is off, please check your main electric panel and breaker.
- Simply moving any tripped switches to the 'on' position may restore electricity.
- If this doesn't restore electricity to your hotel, call your utility provider.

### Natural gas

- The natural gas will be on unless you turned it off before you left.
- If off, relight your appliances according to manufacturer's instructions.
- If you need help relighting your appliances, call your natural gas provider.

### Water: drinking and household use

- You should run one of your taps for 1-3 minutes to refresh the taste of the water. You are able to drink, shower, do laundry, and use your water as you normally would.
- Check your water and sewer systems including sump pumps.

## CLEANING

### To assist with smoke decontamination or deodorizing inside

- Wash interior walls and hard surfaces with a steam cleaner or white vinegar.
- Wash or dry clean clothing, linens, and bedding.
- Wash all movable items with a steam cleaner or microfibre cloth.
- Disinfect and deodorize upholstery and fabric window treatments with spray deodorizing products available at most supermarkets. Do not use odour-masking sprays as they only cover up the problem and do not fix it.
- You can also steam clean items including carpets, window coverings, upholstered furniture, and mattresses. Steam neutralizes the odour and carbon film left by forest fires.
- Consider having heating, ventilating and air conditioning units, and all ductwork professionally cleaned to remove soot, ash, and smoke residue. You can change filters when you first return and then continue to replace them frequently.

**IF you have SMOKE CONTAMINATION, do not throw anything away until you contact your insurance company.**



### To assist with smoke contamination or damage outside

- Pressure wash or scrub exterior surfaces including walls, walks, drives, decks, windows, and screens.
- Wash all children's outside toys, play structures, and recreational equipment to remove any residual smoke and ash. Replace the sand in sandboxes with clean sand.
- Cut down and remove any trees around your property that have been damaged by fire.
- Wash your hands if they come in contact with ash.

**Remember to keep all receipts for cleaning and other expenses to provide to your insurance company for possible reimbursement.**

If you can't remember who your provider is, or can't reach your insurance provider, contact the Insurance Bureau of Canada to help understand fire insurance coverage.

**Phone** 1-844-227-5422 (toll-free) **Email** askibcwest@ibc.ca **Website** www.ibc.ca/ab/

## INSURANCE INFORMATION

If you are insured, take the following steps:

1. Assess and document the damage. Taking photos can be helpful.
2. Call your insurance representative and/or company.
3. List all damaged or destroyed items.
4. If possible, assemble proofs of purchase, photos, receipts, and warranties. Take photos of the damage and keep the damaged items unless they pose a health hazard.
5. Keep all of the receipts related to cleanup.
6. Ask your insurance representative what expenses you're entitled to be reimbursed for and for what period of time.

**For health advice or information on health services, including mental health services, call Health Link at 811 or 1-866-408-LINK (5465).**

**If you are having a medical emergency, call 911 right away.**

## AIR QUALITY

People with breathing difficulties may want to delay returning until the air quality improves.

For more information visit <https://www.albertahealthservices.ca/news/air.aspx>

[https://ecalertme.weather.gc.ca/warning-latest\\_en.php?ualert\\_id=17718&alert\\_code=SAS](https://ecalertme.weather.gc.ca/warning-latest_en.php?ualert_id=17718&alert_code=SAS)

## MENTAL HEALTH

For those impacted by the Alberta wildfires, AHS has supports and resources in place to help you through these challenging times.

Go to <http://www.ahs.ca/wildfire> or call the Mental Health Help Line 24/7 at 1-877-303-2642.

### Service Provider Contact Information

NATURAL GAS SERVICES	IN CASE OF EMERGENCY (gas leaks)
<b>AltaGas Utilities Inc</b>	1.866.222.2068
<b>ATCO Gas and Pipelines Ltd.</b>	
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

- <https://poweroutage.atco.com/map>
- <https://outages.enmax.com/portal/index.html>
- <https://outages.epcor.com>
- <https://service.fortisalberta.com>
- <https://electricoutages.lethbridge.ca/>
- <https://www.apexutilities.ca/about/outage/>

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**SAMPLE**

**PROPERTY RE-OPENING CHECKLIST**

Property Name
Property Address

<b>GUEST ROOMS &amp; THROUGHOUT HOTEL</b>				
<b>Item</b>	<b>Description</b>	<b>Date &amp; Time Completed</b>	<b>Maintenance Sign-Off</b>	<b>Manager Sign-Off</b>
<b><i>Guest Rooms</i></b>				
<b>Bathrooms</b>	Check guest bathrooms for leaks. Ensure toilet seats are up & drain plugs in sinks & tubs are closed.			
<b>Electrical Appliances</b>	Plug in all electrical appliances. Close fridges.			
<b>Thermostats</b>	Check all thermostats to ensure correct setting.			
<b>Windows</b>	Ensure all windows are closed and locked.			
<b>Doors</b>	Secure guest room doors.			
<b><i>Throughout Hotel</i></b>				
<b>Thermostats</b>	Check all thermostats to ensure correct setting.			
<b>Air Units</b>	Confirm if it is okay to turn on 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.			
<b>Water</b>	Determine whether to turn on domestic water where it enters the building.  Turn on 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.)			

<b>GUEST ROOMS &amp; THROUGHOUT HOTEL</b>				
<b>Item</b>	<b>Description</b>	<b>Date &amp; Time Completed</b>	<b>Maintenance Sign-Off</b>	<b>Manager Sign-Off</b>
<b>Machines</b>	Plug in ice & vending machines on each floor.			
<b>Equipment</b>	Turn on all equipment that you can (laundry machines, computers, etc.)			
<b>Electrical Appliances</b>	Plug in items in public areas (e.g. fridges, lamps, fireplaces, water cooler, TV, breakfast area appliances.) Turn on appliances as appropriate.			
<b>Electric Heaters</b>	Complete check of heaters in hallways, stairwells & entrances.			
<b>Windows &amp; Doors</b>	Ensure all windows & doors are closed and locked.			
<b>Outdoor Signage</b>	Turn on if power was out.			

<b>FRONT DESK &amp; ADMINISTRATION</b>				
<b>Item</b>	<b>Description</b>	<b>Date &amp; Time Completed</b>	<b>Maintenance Sign-Off</b>	<b>Manager Sign-Off</b>
<b>Reservations</b>	Contact all reservations including meeting rooms, to advise when the property will re-open.			
<b>Property Management System</b>	Update system for affected dates.			
<b>Subscriptions</b>	Renew cancelled/paused subscriptions.			
<b>Phones</b>	Cancel call forwarding.			
<b>Out of Office</b>	Clear out of office reply on GM, front desk & reservations emails.  Remove signage for exterior doors.			
<b>Payroll</b>	Contact payroll with return-to-work dates.			

FRONT DESK & ADMINISTRATION				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
<b>Float</b>	Secure float and secure master keys. Remove “ <b>No Cash on Premises</b> ” sign on exterior doors.			
<b>Night Audit</b>	Resume night audit schedule.			
<b>Stock Transfer</b>	Return / repurchase any stock that was stored off-site.			
<b>Inventory</b>	Restock product from shelves.			
<b>Security</b>	Resume security schedule if applicable.			

POOL & FITNESS AREAS (if applicable)				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
<b>Pool</b>	Turn on boiler, levelers, top up chemicals, open skimmers, turn air temp up, ensure chemical system & circulation pumps are running.			
<b>Hot Tub</b>	Fill tub and turn on filtration and levelers. Turn on chemical system, close sand filters. If applicable, turn on steam generator. <i>May differ for hot tubs with marcite.</i>			
<b>Pool Area</b>	Turn on all pool lights, unlock doors, bathroom doors closed.			
<b>Filters</b>	Check & change all filters in MUAs, RTUs & furnaces. Open valves.			
<b>Pumps</b>	Turn on water heaters & circulation pumps.			
<b>Chemtrol System</b>	Turn on chemtrol system. Connect chlorine and acid feed lines from their respective containers.			
<b>Chemical Storage Room</b>	Close storage room door.			

<b>POOL &amp; FITNESS AREAS (if applicable)</b>				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
<b>Equipment</b>	Plug in fitness equipment.			

<b>KITCHEN (if applicable)</b>				
Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
<b>Walk in Coolers/Freezers</b>	Check walk-in cooler and freezer when alarm sounds.			
<b>Office door</b>	Open office door when alarm sounds.			
<b>Equipment</b>	Turn on all kitchen equipment (fryers, ovens, steamer, etc).			
<b>Natural Gas</b>	Turn on natural gas.			
<b>Food</b>	Restock food.			

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### Notifications of Re-opening

Item	Contact Details	Date Completed
Insurance		
RCMP/Police		
Natural Gas Provider		
Electricity Provider		
Alberta Health		
Municipality		
AHLA	Notify of re-opening at <a href="mailto:wehelphotels@ahla.ca">wehelphotels@ahla.ca</a>	
TV & Internet	Advise your cable TV and internet provider of re-opening	
Vendors	Contact and advise vendors/service personnel that property has re-opened (e.g. vending machines)	

### Service Provider Contact Information

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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

- <https://poweroutage.atco.com/map>
- <https://outages.enmax.com/portal/index.html>
- <https://outages.epcor.com>
- <https://service.fortisalberta.com>
- <https://electricoutages.lethbridge.ca/>
- <https://www.apexutilities.ca/about/outage/>