Nevada Resort Hotel

Emergency Response Plan Guide

Version 5

August 2022

Foreword

Nevada's economy survives through our world renown tourism industry! Protecting our visitors is as important to us as protecting our residents. When tourists feel safe, when news is good, tourism will continue to flourish. It is the goal of this guide to assist Resort Hotels and others who reference it to find best practices to build an emergency response plan.

This guide was originally developed by a task force with broad representation of the casino industry, emergency management, and public safety professionals. It has been updated as conditions change by Division of Emergency Management and Homeland Security staff. We welcome all efforts to improve this guide and our assistance to our local and private partners. The guide delineates what is required by statute and what is a best practice that the guide will suggest.

The emergency response plan for Resort Hotels is required under NRS463.790. The Division of Emergency Management and Homeland Security provides advice and counsel on the development, in conjunction with local officials. The Division then annually collects and securely stores the plan while reporting to the Gaming Control Board of compliance with the statute. It is our hope that these partnerships to protect our tourists and residents continue to grow with time to increase the cooperation and collaboration that has been enjoyed.

In addition to this guide, please reach out to our Division for assistance. Our website, dem.nv.gov has great resources for an effective emergency management and homeland security program. Nevada's risks are diverse, but we see wildland fire, flood, drought, earthquake, and pandemic as our main risks. Nevada also has a strategic priorities document for our combined homeland security enterprise to include public health. It is on the Division website.

Each of us have a part in building Nevada's resilience. It is through efforts such as this one that we improve our resilience. I thank you for your efforts in this endeavor! Please reach out with your needs and your thoughts to make us better tomorrow than today.

David Wm. Fogerson
Chief, Division of Emergency Management and Homeland Security

DOCUMENT CHANGE CONTROL

Version	Date	Summary of Changes	Name
02	July 2019	Review and update to include new regulations as amended by SB69 to NRS 463.790	B. Elliott
03	July 2020	Review and update	B. Elliott
04	July 2022	Review & update to include recommendation of infectious disease outbreak annex for plans	M. Williams
05	August 2020	Review and update	S. Luce

Table of Contents

Annex A: Example Threats and Hazards Analysis
Annex B: Example POETE Capability Gap Identification
Annex C: NRS 463.790 Annual Certification Matrix
Annex D: Resort Hotel ERP Development and Review Check Sheet

This page is intentionally blank.

I. Purpose

In February of 2018, the Chief of the Division of Emergency Management (DEM) established the Resort Planning Task Force (Task Force) in order to improve upon the current requirements of NRS 463.790. The purpose of this statutory requirement is to facilitate the development of comprehensive and actionable all-hazards Emergency Response Plans (ERP) in order to provide opportunities for collaboration between resorts and first responder agencies through planning, training, and exercises in order to protect the employees and the public during an emergency or disaster. This guide is intended to provide a basis for the development or refinement of quality Resort Hotel ERPs.

Many Resort Hotels have developed well-crafted plans, which meet their business, security, and operational needs. This guide is not intended to be an all-encompassing template, nor is it intended to discourage innovation. Rather, this guide is intended to make plain the minimum requirements annotated in Nevada Revised Statutes (NRS) 463.790 and to recommend ERP components and preparedness activities, which, if implemented properly, will mitigate the effects of an emergency on the visitors and employees of a Resort Hotel.

II. Scope

This guide applies to Resort Hotels as defined by NRS 463.01865 and local emergency response authorities that may respond to a Resort Hotel during an emergency.

NRS 463.01865 defines a Resort Hotel as follows:

"Resort hotel" means any building or group of buildings that is maintained as and held out to the public to be a hotel where sleeping accommodations are furnished to the transient public and that has:

- Within a:
    - (a) County whose population is 700,000, more than 200 rooms available for sleeping accommodations; or
    - (b) County whose population is 100,000 or more and less than 700,000, more than 300 rooms available for sleeping accommodations;
- At least one bar with permanent seating capacity for more than 30 patrons that serves alcoholic beverages sold by the drink for consumption on the premises;

1

- At least one restaurant with permanent seating capacity for more than 60 patrons that is open to the public 24 hours each day and 7 days each week; and
- A gaming area within the building or group of buildings.

☑ A building or group of buildings

☑ Within a: County w/ population of 700,000+ and >200 rooms **-OR-** County w/ population of 100,000 but <700,000, and >300 rooms

☑ At least 1 bar with > 30 patron seating capacity serving alcoholic beverages by the drink

☑ At least 1 restaurant > 60 patron seating capacity that is open 24/7

☑ A gaming area

"Resort hotel" defined by NRS 463.01865

III.   Authorities

- NRS 414: Emergency Management
- NRS 463.790: Resort hotel required to maintain plan; contents; annual review; confidentiality.
- State Comprehensive Emergency Management Plan (SCEMP)
- Comprehensive Preparedness Guide (CPG) 101 - Developing and Maintaining Emergency Operations Plans
- CPG 201 - Threat and Hazard Identification and Risk Assessment (THIRA) and Stakeholder Preparedness Review (SPR) Guide
- Homeland Security Exercise and Evaluation Program (HSEEP) January 2020

I.   Resort ERP Contents Required by NRS 463.790

Pursuant to NRS 463.790, below are the requirements:

1. Each Resort Hotel shall adopt and maintain an ERP. Each new or revised plan must be filed within 3 days after adoption or revision with each local fire department and local law enforcement agency whose jurisdiction includes the area in which the Resort Hotel is located and with the Division of Emergency Management of the Office of the Military.
2. The ERP required by subsection 1 must include:
   a. A drawing or map of the layout of all areas within the building or buildings and grounds that constitute a part of the Resort Hotel and its support systems and a brief description of the purpose or use for each area;
   b. A drawing or description of the internal and external access routes;
   c. The location and inventory of emergency response equipment and resources;
   d. The location of any unusually hazardous substances;
   e. The name and telephone number of:
      i. The emergency response coordinator for the Resort Hotel; and
      ii. The person responsible for ensuring that the Resort Hotel is in compliance with this section;
   f. The location of one or more site emergency response command posts;
   g. A description of any special equipment needed to respond to an emergency at the Resort Hotel;
   h. An evacuation plan;
   i. A description of any public health or safety hazards present on the site; and
   j. Any other information requested by a local fire department or local law enforcement agency whose jurisdiction includes the area in which the Resort Hotel is located or by the Division of Emergency Management.
3. Each Resort Hotel shall review its ERP at least once each year and, as soon as practicable after the review is completed but not later than November 1 of each year, file with each local fire department and local law enforcement agency whose jurisdiction includes the area in which the Resort Hotel is located and with the Division of Emergency Management:
   a. Any revised ERP resulting from the review; or
   b. A written certification that the most recent ERP filed pursuant to this subsection or subsection 1 is the current ERP for the Resort Hotel.
4. A plan filed pursuant to the requirements of this section, including any revisions adopted thereto, is confidential and must be securely maintained by the department,

agency and Division with whom it is filed. An officer, employee or other person to whom the plan is entrusted by the department, agency or Division shall not disclose the contents of such a plan except:

     a. Upon the lawful order of a court of competent jurisdiction; or

     b. As is reasonably necessary in the case of an emergency involving public health or safety.

5. If the Board maintains a list of Resort Hotels, the Board shall provide a copy of the list to the Division of Emergency Management, upon request, for purposes of this section.

6. As used in this section, the term "local law enforcement agency" means:

     a. The sheriff's office of a county;

     b. A metropolitan police department; or

   c. A police department of an incorporated city.

(Added to NRS by 2003, 2954; A 2019, 2471; 2021, 2111)

II.   Integrated Preparedness Program Management Guidance

It is recommended by DEM but **not** required by NRS 463.790, that each Resort Hotel implement an Integrated Preparedness Cycle of planning, organizing/equipping, training, exercising, and evaluating/improving (POETE) as a continuous process that ensures the regular examination of ever-changing threats, hazards, and risks.

POETE Areas	
Planning	Development of policies, plans, procedures, mutual aid agreements, strategies, and other publications; also involves the collection and analysis of intelligence and information
Organization	Individual teams, an overall organizational structure, and leadership at each level in the structure
Equipment	Equipment, supplies, and systems that comply with relevant standards
Training	Content and methods of delivery that comply with relevant training standards
Exercises	Exercises and actual incidents that provide an opportunity to demonstrate, evaluate, and improve the ability of core capabilities to perform assigned missions and tasks to standards

The Cycle involves the assessment of threats, hazards, and risks; new and updated plans; and improvements implemented from previously identified shortfalls or gaps. The preparedness priorities are developed to ensure that the needed preparedness elements are incorporated. This cycle provides a continual and reliable approach to support decision making, resource allocation, and measure progress toward building, sustaining, and delivering capabilities based on the Resort Hotel's threats, hazards, and risks.
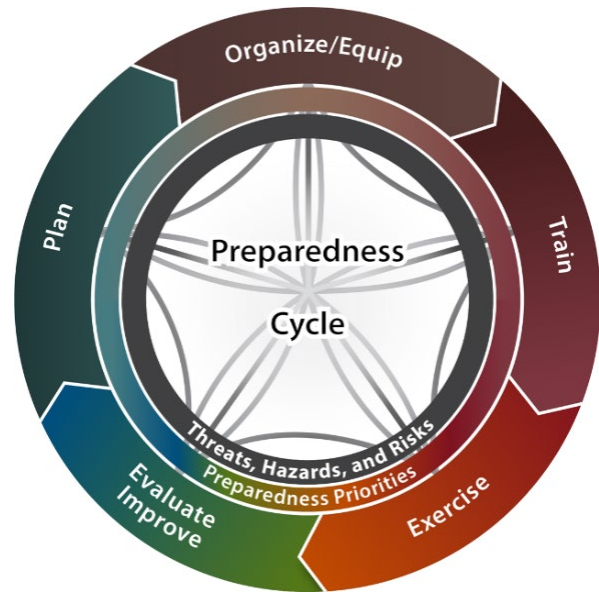

This integrated planning approach begins when property leaders, working with whole community stakeholders, identify and develop a set of multi-year preparedness priorities based on relevant threats, hazards, and risks to the Resort Hotel with consideration for the life safety of its people and the continuity of its business. It is recommended by DEM but **not** required by NRS 463.790, that each Resort Hotel utilize the Homeland Security Exercise and Evaluation Program (HSEEP) Program Management Templates available at https://preptoolkit.fema.gov/web/hseep-resources/program-management to facilitate Integrated Preparedness Cycle activities.

It is recommended by DEM but **not** required by NRS 463.790, that the Resort Hotel utilize Federal Emergency Management Agency's (FEMA's) *Comprehensive Preparedness Guide 102 Threat and Hazard Identification and Risk Assessment (THIRA) and Stakeholder Preparedness Review (SPR) Guide* as guidance for conducting a threat, hazard, and risk assessment; however, the Resort Hotel may use any threat and hazards risk assessment processes or tools on the market based on its particular needs. Regardless of the threats, hazards, and risks assessment process and tools selected by the organization, it is recommended that the threat, hazard, and risk assessment serves as a foundation for identification of POETE Capability Gaps (see **Annex B: Example POETE Capability Gap Identification**). The organization can use the information from the threat and risk assessment and POETE Capability Gap analysis to establish preparedness activity priorities to develop an Integrated Preparedness Plan (IPP) and Multi-Year Preparedness Activity Schedule.
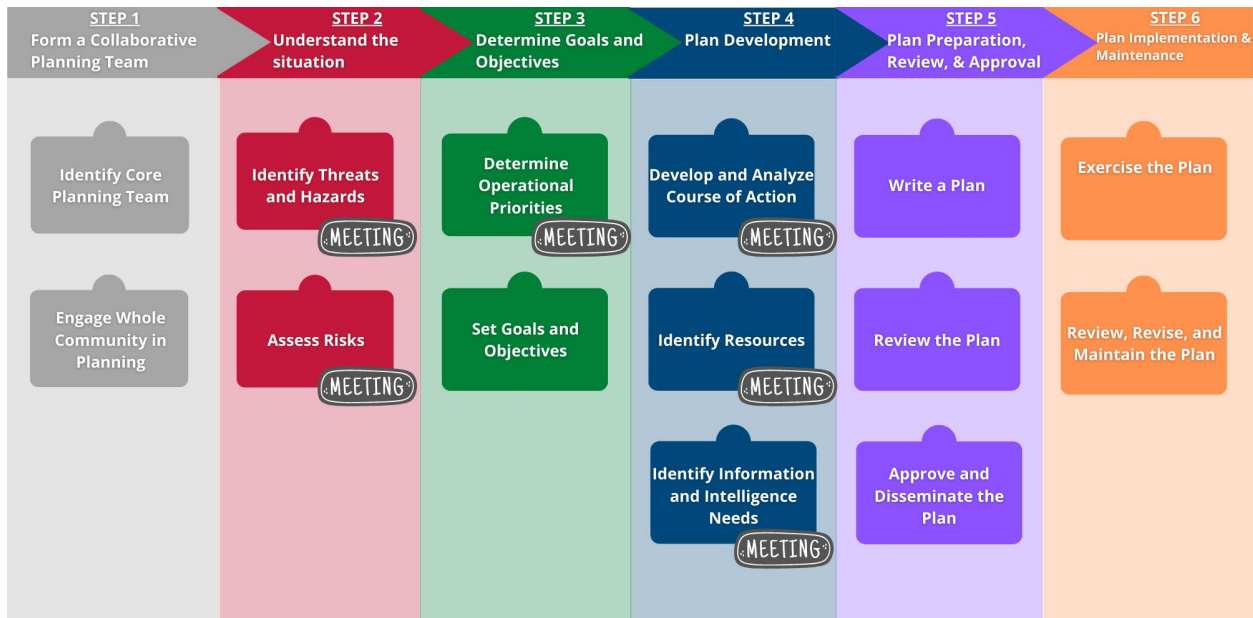
FEMA's CPG 101 *Developing and Maintaining Emergency Operations Plans* provides guidance for developing emergency operations plans. It promotes a common understanding of the fundamentals of risk-informed planning and decision making to help planners examine a hazard or threat and produce integrated, coordinated, and synchronized plans. CPG 101 assists in making the planning process routine across all phases of emergency management and for all homeland security mission areas. It helps planners at all levels in their efforts to develop and maintain viable all-hazards, all-threats Emergency Operations Plans (EOPs). Accomplished properly, planning provides a methodical way to engage the whole community in thinking through the life cycle of a potential crisis, determining required capabilities, and establishing a framework for roles and responsibilities. It shapes how a community envisions and shares a desired outcome, selects effective ways to achieve it, and communicates expected results. Each plan must reflect what that community will do to address its specific risks with the unique resources it has or can obtain.
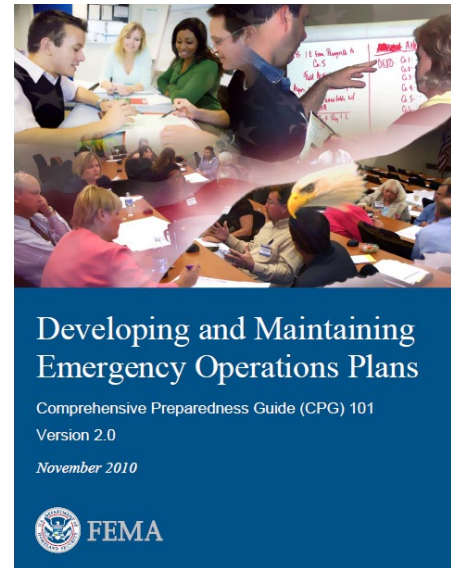
A copy of CPG 101 can be found at https://www.fema.gov/emergency-managers/national-preparedness/plan.

a. The Planning Process

There are many ways to develop an ERP. The planning process that follows is flexible and allows Resort Hotels to adapt it to varying characteristics and situations. The below diagram depicts steps in the planning process, and at each step in the planning process, Resort Hotels should consider the impact of the decisions made on training, exercises, equipment, and other preparedness requirements.

STEP 1 Form a Collaborative Planning Team	STEP 2 Understand the situation	STEP 3 Determine Goals and Objectives	STEP 4 Plan Development	STEP 5 Plan Preparation, Review, & Approval	STEP 6 Plan Implementation & Maintenance
Identify Core Planning Team	Identify Threats and Hazards *MEETING*	Determine Operational Priorities *MEETING*	Develop and Analyze Course of Action *MEETING*	Write a Plan	Exercise the Plan
Engage Whole Community in Planning	Assess Risks *MEETING*	Set Goals and Objectives	Identify Resources *MEETING*	Review the Plan	Review, Revise, and Maintain the Plan
			Identify Information and Intelligence Needs *MEETING*	Approve and Disseminate the Plan	

Step 1: Form a Collaborative Planning Team Designated by Organization Leadership

- The overarching corporation should exercise authority and ownership of the planning process and designate a multi-disciplined planning team for the development of the ERP.
- The process of ERP development should be collaborative and involve entities that may be called on to support the Resort Hotel in an emergency. These may include local police, fire department, mass transportation, and cooperating properties in an evacuation.

Step 2: Understand the Situation

- Go through the process of performing a threats and hazards vulnerability assessment to determine which natural and manmade emergencies the property is vulnerable to and develop a gap analysis to understand what the property needs to prepare and plan for.
- Annex A has an example of the instructions and an example worksheet to perform a threats and hazards vulnerability assessment. There are many threat and risk assessment tools in the marketplace which may be used to assist in the development of an ERP. The property management should determine which tool is best suited for its particular needs.

Step 3: Determine Goals and Objectives

- The development of goals and objectives assists planners in the identification of tasks, tactics, and resources necessary to achieve the goal.

Step 4: Plan Development

- Generate, compare, and select possible solutions for achieving the goals and objectives identified in *Step 3*. Planners consider the requirements, goals, and objectives to develop several response alternatives.
- For each operational task identified, some basic information is needed. Developing this information helps planners incorporate the task into the plan when they are writing it. Planners correctly identify an operational task when they can answer the following questions about it:
    - What is the action?
    - Who is responsible for the action?
    - When should the action take place?
    - How long should the action take and how much time is actually available?
    - What has to happen before?
    - What happens after?
    - What resources does the person/entity need to perform the action?

Step 5: Plan Preparation, Review and Approval

- The planning team has to write the plan.
- The plan is then distributed to all the stakeholders and departments that have to implement aspects of the plan for review, comments, and revision.
- And finally, the plan is submitted to Resort Hotel leadership for review, approval, and promulgation.

## a. Access and Functional Needs Planning Best Practices

Incorporating the needs of people with access and functional needs into all phases of prevention, mitigation, protection, response, and recovery programs is a best practice based on FEMA's strategic goals of whole community inclusion. Individuals with access and functional needs can be aided to preserve their health, safety, and independence before, during, and after an incident by identifying their needs using the "C-MIST" framework. The C-MIST abbreviation stands for Communication, Maintaining Health, Independence, Safety, Support Services, Self-Determination, and Transportation.

In emergency or crisis situations, individuals are able to preserve their health, safety and independence when physical and programmatic access, auxiliary aids and services, integration, and efficient communications are provided. Individuals with access and functional needs may have extra needs in one or more of the following functional categories to participate in and benefit from emergency preparedness programs and services.

8

Communication   **Independence**   **Transportation**

Maintaining Health   **Support & Safety**
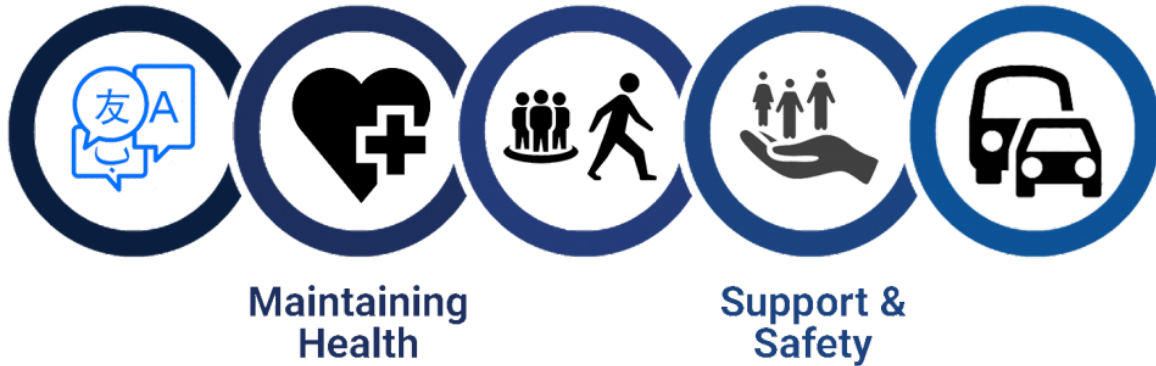
C = Communication

Individuals with communication requirements may communicate using American Sign Language (ASL), Limited English Proficiency (LEP), braille print, or other auxiliary aids and technology to communicate or navigate their surroundings. These persons may be unable to hear announcements, see signs, comprehend communications, or articulate their problems.

A disaster or public health emergency may necessitate specific medications, supplies, services, Durable Medical Equipment (DME), electricity for life-sustaining equipment, breastfeeding and infant/childcare, or nutrition to mitigate the negative health effects.

M = Maintaining Health

A disaster or public health emergency may necessitate specific medications, supplies, services, DME, electricity for life-sustaining equipment, breastfeeding and infant/child care, or nutrition to mitigate the negative health effects. Those at risk who are identified and screened early, and whose functional independence needs are met within the first 48 hours, can avoid costly health deterioration and hospitalization. Maintaining functional independence may necessitate replacement of essential blood pressure medications, seizures, diabetes, psychiatric disorders, lost or damaged teeth, mobility equipment, other assistive devices (wheelchairs, walkers, scooters, and canes), and necessary consumables. It may include individuals who are unable to provide for themselves or who lack adequate resources.

I = Independence

When relocating adults with disabilities to shelters, and medical care settings and when discharging them home or into the community, it is essential to ensure continuity of access to necessary mobility devices or assistive technology, vision and communication aids, and service animals that help the individual maintain independence. Maintaining independence requires

9

that persons are not separated from their mobility devices, assistive technology, service animals, or primary support person.

S = Support

Early detection and planning for Access and Functional Needs (AFNs) can lessen the negative effects of a public health emergency on the autonomy and well-being of individuals. Some individuals may have lost caregiver assistance during a hospital stay and require additional support following discharge; others may find it difficult to adapt to a new or unfamiliar environment or have trouble understanding or remembering; and still others may have suffered trauma or be victims of abuse.

T = Transport

Individuals may lack access to personal transportation or be unable to operate a motor vehicle due to decreased or impaired mobility caused by age and/or disability, temporary conditions, injury, or legal constraint. In some places, disasters and public health situations can dramatically decrease transportation alternatives, making it difficult to obtain services and remain connected. Coordination with mass transit and accessible transportation service providers is required for disaster preparation.

Nevada Resort Hotel Emergency Response Plan Guide

C-MIST ATTACHMENT TABLE
COMMUNICATIONS:
ACTIONS ITEMS:
SOCIAL MEDIA (Website, Twitter, Facebook, Really Simple Syndication (RSS), etc.)
OTHER MEDIA (T.V., Radio, Flyers, Newspapers, Loudspeakers)
SIGNS (Language other than English, Cartoon, Brail, Low eye site,)
ALERTS (Voice message, Alerts for hearing impaired, Alerts for visually impaired, Alerts for cognitively impaired, foreign language)
DIRECTIONS (Where to go, Where not to go, Traffic, Weather, Screening forms (all forms at POD in language other than English available))
MAINTAINING HEALTH:
ACTION ITEMS:
ITEMS PEOPLE MAY ALREADY HAVE (Syringes, Prescription medications, Glasses, Batteries, OTC medications, Gauze and band aids, BP machine, disposable medical equipment, Caregiver support)
ITEMS PEOPLE MAY NEED (Syringes, Prescription medications, Over the Counter (OTC) medications, Emergency equipment, Saline bags, disposable medical equipment, Caregiver support)
MISCELLANEOUS (Access to medical professionals, Access to medications, Access to sanitation, Access to medical records and information, Gurneys, Surgical suite, Defibrillator, Vital sign equipment)
INDEPENDENCE:
ACTION ITEMS:
ITEMS PEOPLE MAY ALREADY HAVE (Wheelchairs, Walkers, Motorized wheelchairs, Transportation, Internet and computer access, Catheters and other disposable medical equipment, Caregivers)
ITEMS PEOPLE MAY NEED (Wheelchairs, Walkers, Transportation, Catheters and other disposable medical equipment)
MISCELLANEOUS (Access to facilities that are Americans with Disabilities Act (ADA) compliant, Access to medical professionals, Access to medications, Access to medical information)
SAFETY AND SELF DETERMINATION
ACTION ITEMS:
Family reunification
Access to caregivers
Access to psychiatric services
Access to legal-council and documents
Access to monetary assistance plans
Security and other law enforcement
Access to counseling

TRANSPORTATION
ACTION ITEMS:
Cars
Vans
Busses
Ride sharing services
Light rail
Taxi
Bike
Emergency transportation (ambulance, police cars, fire trucks)
Helicopter
Airplanes
Transportation costs

b. Resort ERP Format and Contents

Resort Hotel ERPs should be risk-based, flexible, implementable from the bottom up, and understandable from the lowest level. The best plans are action oriented, concise, and emphasize actions to protect visitors and employees.

What follows are three examples of formats that Resort Hotels may consider in developing their ERPs. These examples are intended to give Resort Hotels suggested options for the development of ERPs and are not intended to limit innovation. They are also intended to provide scalable options for Resort Hotels to consider based on their needs.

Example Formats

ABREVIATED FORMAT
Cover Page Promulgation Statement Approvals Record of Change Table of Contents

1. **Policy Statement**
    a. Purpose
    b. Policy
    c. Situation/Threats and Hazards
    d. Procedures
    e. Responsibilities
    f. Emergency Command Post (**Required by NRS**)
2. Notification Procedures (**Required by NRS**)
3. Evacuation Procedures (**Required by NRS**)

      a.   A drawing or description of the internal and external access routes (**Required by NRS**)
4. Fire Procedures
5. Area Isolation/Shelter in Place
6. Active Shooter Procedures
7. Identified threat/hazard
8. Identified threat/hazard
9. Identified threat/hazard
10. Identified threat/hazard
11. Identified threat/hazard

Annexes
A. Drawing or map of the layout of all areas within the building or buildings and grounds that constitute a part of the Resort Hotel and its support systems and a brief description of the purpose or use for each area (**Required by NRS**)
B. Location and inventory of emergency response equipment and resources (**Required by NRS**)
C. A description of any public health or safety hazards present on the site (**Required by NRS**)
D. The location of any unusually hazardous substances

TRADITIONAL FORMAT

Cover Page
Promulgation Statement
Approvals
Record of Change
Table of Contents

1. **Base Plan**
   a. Purpose, scope, situation/threats and hazards
   b. Concept of Operations (the resort's overarching approach to emergency management)
   c. Organization and Assignment of Responsibilities
   d. Direction, Control and Coordination
   e. Information Collection and Analysis
   f. Communications
   g. Logistics
   h. Plan Maintenance

2. **Implementation**
   a. Activation and emergency notification
   b. Evacuation (**Required by NRS**)
   c. Shelter and Protect
   d. Shelter in Place
   e. Area Isolation

3. **Threat Specific Annex (Based on Threat and Hazard Analysis)**
   a. Active Shooter
   b. Fire
   c. Civil Unrest
   d. Flood

   e. Earthquake
   f. Bomb threat
   g. Mass Casualty
   h. Communicable Disease/ Mass Illness (including COVID-19 and novel virus procedures)
   i. Power Outage
   j. Hazardous Materials Spill
   k. Water Disruption/Contamination
   l. Abduction
   m. Criminal Activity

4. **Functional Annexes**
   a. EOC/IC Activation and procedures
   b. Response Team Identification, Organization, Roles and Responsibilities
   c. Communication
   d. Visitor and Staff notification, warning, and information
   e. Law Enforcement Integration
   f. Fire Fighting Integration
   g. Visitor migration to alternate property.
   h. Visitor Property Return
   i. Shelter and Mass Care
   j. Mass Transit
   k. Maps of each section of property (**Required by NRS**)
      i. Evacuation Routes (**Required by NRS**)
      ii. Police Access Routes
      iii. Location of unusually hazardous materials (**Required by NRS**)
      iv. Location of Emergency Response Command Posts (**Required by NRS**)
   l. Location and Inventory of Emergency Response Equipment and Caches
   m. Telephone numbers /Radio frequencies and names of emergency management coordinator, emergency response teams, emergency response personnel, and property management. (**Required by NRS**)

5. **Support Plan Annex**
   a. Activation and emergency notification
   b. Evacuation
   c. Shelter and Protect
   d. Shelter in Place
   e. Area Isolation

FAST IMPLEMENTATION FORMAT
Cover Page
Promulgation Statement
Approvals
Record of Change
Table of Contents

1. **Fast Implementation**
   a. Introduction and instructions on how to use the plan
   b. Activation and emergency notification
   c. Evacuation (**Required by NRS**)

Nevada Resort Hotel Emergency Response Plan Guide

      d.   Shelter and Protect

      e.   Shelter in Place

      f.   Area Isolation

2. Base Plan

      a.   Purpose, scope, situation/threats and hazards

      b.   Concept of Operations (the resort's overarching approach to emergency management)

      c.   Organization and Assignment of Responsibilities

      d.   Direction, Control and Coordination

      e.   Information Collection and Analysis

      f.   Communications

      g.   Logistics

      h.   Plan Maintenance

3. Threat Specific Annex (Based on Threat and Hazards Analysis)

      a.   Active Shooter

      b.   Fire

      c.   Civil Unrest

      d.   Flood

      e.   Earthquake

      f.   Bomb threat

      g.   Mass Casualty

      h.   Communicable Disease/ Mass Illness (including COVID-19 and novel virus procedures)

      i.   Power Outage

      j.   Hazardous Materials Spill

      k.   Water Disruption/Contamination

      l.   Abduction

      m.   Criminal Activity

4. Functional Annexes

      a.   EOC/IC Activation and procedures

      b.   Response Team Identification, Organization, Roles and Responsibilities

      c.   Communication

      d.   Visitor and Staff notification, warning, and information

      e.   Law Enforcement Integration

      f.   Fire Fighting Integration

      g.   Visitor migration to alternate property.

      h.   Visitor Property Return

      i.   Shelter and Mass Care

      j.   Mass Transit

      k.   Maps of each section of property (**Required by NRS**)

            i.   Evacuation Routes (**Required by NRS**)

            ii.   Police Access Routes (**Required by NRS**)

           iii.   Location of unusually hazardous materials (**Required by NRS**)

           iv.   Location of Emergency Response Command Posts

      l.   Location and Inventory of Emergency Response Equipment and Caches (**Required by NRS**)

      m.   Telephone numbers/Radio frequencies and names of emergency management coordinator, emergency response teams, emergency response personnel, and property management (**Required by NRS**)

IV.   Organization Guidance and Best Practices

NRS 463.790 requires inclusion of the name and telephone number for the emergency response coordinator for the Resort Hotel and the person responsible for ensuring that the Resort Hotel is in compliance with NRS 463.790 within the Resort Hotel ERP. It is recommended by DEM but **not** required by NRS 463.790 that the Resort Hotel adopts the National Incident Management System (NIMS) to organize an Incident Management Team (IMT) which is a rostered group of personnel trained in the Incident Command System (ICS) in which the organization of the IMT consists of an Incident Commander, Command and General Staff, and personnel assigned to ICS leadership positions. The IMT provides on-scene incident management and integrates a combination of facilities, equipment, personnel, procedures, and communications of different business units within the organization under one common organizational structure.
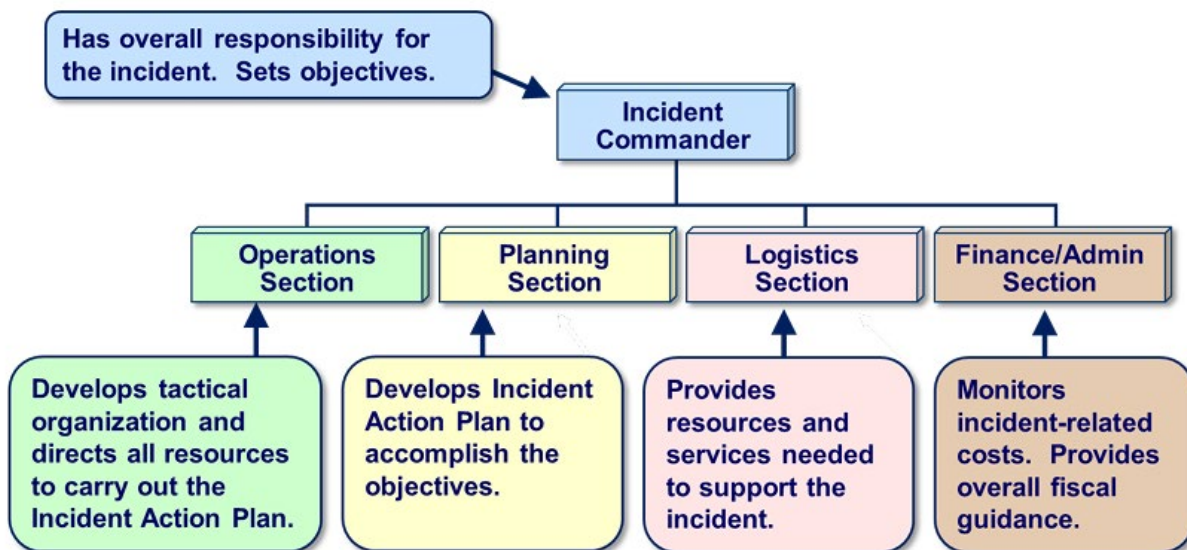
Adoption of the NIMS and the ICS would enhance the organization's capability to collaborate and coordinate during response operations with all levels of government, nongovernmental organizations, and other private sector partners through use of shared vocabulary, systems,

16

and processes. Simply stated, the NIMS defines the vocabulary, systems, and processes that guides all whole community stakeholders through working together during incidents.

The benefits to adopting NIMS include:
- A standardized approach that is scalable and flexible.
- Enhanced cooperation and interoperability among responders from different agencies, organizations, and jurisdictions.
- Comprehensive all-hazards preparedness.
- Efficient resource coordination among different agencies, organizations, and jurisdictions.
- Integration of best practices and lessons learned for continuous improvement across different agencies, organizations, and jurisdictions.

Furthermore, the DEM recommends, though it is **not** required by NRS 463.790, that Resort Hotels establish and staff an Emergency Operations Center (EOC). An EOC is not an on-scene incident command post (ICP) - where the IMT convenes to focus on tactics to deal with the immediate situation. An EOC is used to support on-scene tactics through the prioritization of activities and the allocation of available resources. A major function within the EOC is communications between the IMT, business continuity team, crisis communications team and company management.

An EOC differs from on-scene incident management by performing the following functions:
- **Situation Analysis** – Gathering information to determine what is happening and to identify potential impacts to the business.
- **Incident Briefing** – Efficiently share information among IMT, business continuity team, crisis communications team, and company management.
- **Incident Strategic Planning** – Provide a single point for executive-level decision-making to decide on a course of action for the current situation.
- **Resource Management** – Provide a single point of contact to identify, procure and allocate resources to sustain business continuity, facilitate crisis communications, and support on-scene incident management.
- **Support Incident Management** – Monitor team actions, capture event data and discuss adjustment of strategies at the executive-level as needed.

Ready.gov provides additional guidance and tools for private sector NIMS and ICS adoption, and EOC staff activities which can be found at https://www.ready.gov/incident-management.

Additionally, the *National Incident Management System Emergency Operations Center How-To Quick Reference Guide August 2021* provides organizational considerations for private-sector EOCs and the guide can be accessed at https://www.fema.gov/sites/default/files/documents/fema_eoc-quick-reference_guide.pdf.

V.   Equipment Guidance and Best Practices

It is recommended by DEM; however not required by NRS 463.790, that Resort Hotel owners have equipment and supplies available to handle the needs of emergency response operations. It is recommended that IMT and EOC staff members build an individual "go kit" which includes an ICS/EOC position job aid, initial response guidebook, planning forms and worksheets, ICS/EOC position vest/badge, writing utensils and paper, communications device (e.g., radio, phone, laptop, etc.), and other supplies and equipment that would make the IMT/EOC member successful in carrying out their ICS/EOC role. A conference room or other large space can be designated as an EOC that should be equipped with the following equipment and supplies:

- Communications equipment including sufficient telephones (cell and landline with at least one speakerphone) to handle incoming and outgoing calls; incoming and outgoing fax machines; and access to any radio systems used by the business.
- Computers and printers with access to network resources (including electronic copies of emergency response, business continuity and crisis communications plans that can be printed on demand), electronic mail and the internet.
- Information gathering and display tools including access to broadcast radio and television (preferably with recording capability) or internet news sources; white boards, TV monitors, projection units or flipcharts with easel and markers to compile and display information.
- Hard copies of emergency response, business continuity and crisis communications plans, contact/telephone lists, resource inventory and diagrams of facilities and systems.
- Stationery, business and incident management forms, pens, pencils, markers and supplies.
- Food, water, and dining supplies for EOC staff.

A "grab and go package" is a best practice used by many Resort Hotels in Nevada. This package contains specific information for police, fire, and other first responders about the property which will give the first responder information and tools unique to the property to expedite response. The property should determine how many "Grab and Go Packages" it needs for an adequate first responder response and store them in strategic locations. The use of the "Grab

18

and Go Package" is a recommendation by DEM for Resort Hotels to use, however its use is **not** mandated by NRS 463.790.

Recommended "Grab and Go" Kit Contents			
First Aid Kit including: • Tourniquets • Compression bandages • Rolled Gauze • Assorted dressings • Gloves • Chest Seals • Trauma Tape • Trauma shears	Doorstops	Glow sticks	Location of access and functional needs rooms
	Evacuation plans with maps of egress and muster stations	Laminated property maps with all exits clearly marked, and a dry erase marker	Radio with property frequencies attached and extra batteries
	Exclusion tape	Location and keys to elevators	Roster of key resort staff and contact numbers
	Flashlight with extra batteries	Location of fire suppression system controls, fire hydrants, and HVAC systems	Set of master keys

VI. Training and Exercise Guidance and Best Practices

Achieving preparedness at its core is implementing an emergency response plan, training to the plan, and then exercising the plan to reinforce best practices and identify areas to improve upon the plan. Organizations cannot claim to have an emergency preparedness capability until the plan is trained and tested by a realistic series of exercises. The DEM highly recommends (though it is not required by NRS 463.790) that all Resort Hotel staff members undergo annual training on their role within the Resort Hotel ERP. Ensuring that training is offered to all Resort

Hotel staff members on a regular and consistent basis will enhance everyone's capability to recognize what to do when there is an emergency, crisis, or disruption to the business.

Recommendation for who needs training	Recommendation for what training should be provided
All employees	• Protective actions for life safety (evacuation, shelter, shelter-in-place, lockdown) • Safety, security, and loss prevention programs
Incident Management Team (emergency response, evacuation, shelter, shelter-in-place)	• Roles and responsibilities as defined in the plan • Training as required to comply with regulations or maintain certifications (if employees administer first aid, CPR or AED or use fire extinguishers or clean up spills of hazardous chemicals) • Additional training for leaders including incident management
Business Continuity Team	• Roles and responsibilities as defined in the plan • Additional training for leaders including incident management
Crisis Communications Team	• Roles and responsibilities as defined in the plan • Additional training for leaders including incident management • Training for spokespersons

It is recommended by DEM but **not** required by NRS 463.790, that Resort Hotels utilize the HSEEP methodology to develop increasingly complex realistic exercises. It is recommended that Resort Hotels perform an internal exercise each year. It is also recommended that Resort Hotels participate in full scale exercises offered by the emergency management organization in the city/county the Resort Hotel is located in.

Exercise Cycle

For each exercise, it is recommended by DEM but **not** required by NRS 463.790, the Resort Hotel should develop an After-Action Report (AAR) and Improvement Plan (IP) to detail lessons learned from the exercise. The AAR/IP should include recommendations from lessons learned to revise the ERP, develop training programs, order equipment or develop agreements outside the Resort Hotel.

FEMA has dedicated an entire preparedness toolkit (PrepToolkit) to HSEEP. The HSEEP PrepToolkit includes policy and program management guidance, documentation templates, and starter kits which can be adopted and adapted by any organization to accomplish the Exercise POETE area of the Integrated Preparedness Cycle. The HSEEP PrepToolkit can be found at https://preptoolkit.fema.gov/web/hseep-resources/about.

VII.   Resort ERP NRS Review and Submission Requirements

NRS 463.790

"Each Resort Hotel shall adopt and maintain an emergency response plan. Each new or revised plan must be filed within 3 days after adoption or revision with each local fire department and local law enforcement agency whose jurisdiction includes the area in which the Resort Hotel is located and with the Division of Emergency Management of the Department of Public Safety…"

"… Each Resort Hotel shall review its emergency response plan at least once each year and, as soon as practicable after the review is completed but not later than November 1 of each year, file with each local fire department and local law enforcement agency whose jurisdiction includes the area in which the Resort Hotel is located and with the Division of Emergency Management:

(a)   Any revised emergency response plan resulting from the review; or

(b)   A written certification that the most recent emergency response plan filed pursuant to this subsection or subsection 1 is the current emergency response plan for the Resort Hotel."

Submission Requirements:

In accordance with NRS 463.790 as amended by SB69, each Resort Hotel must review its response plan at least once per year and submit the newly revised plan or written certificate of review no later than November 1 of each year to the DEM, local fire department, and local law

21

enforcement. The Division highly encourages Resort Hotels to collaborate with their local emergency manager in addition to local fire and law enforcement. Your local emergency manager can assist with training and exercises to improve outcomes.

The Division will collect and securely store the plans. The Division works collaboratively with the Gaming Control Board to report compliance with the requirement. Enforcement of this requirement rests with the Gaming Control Board.
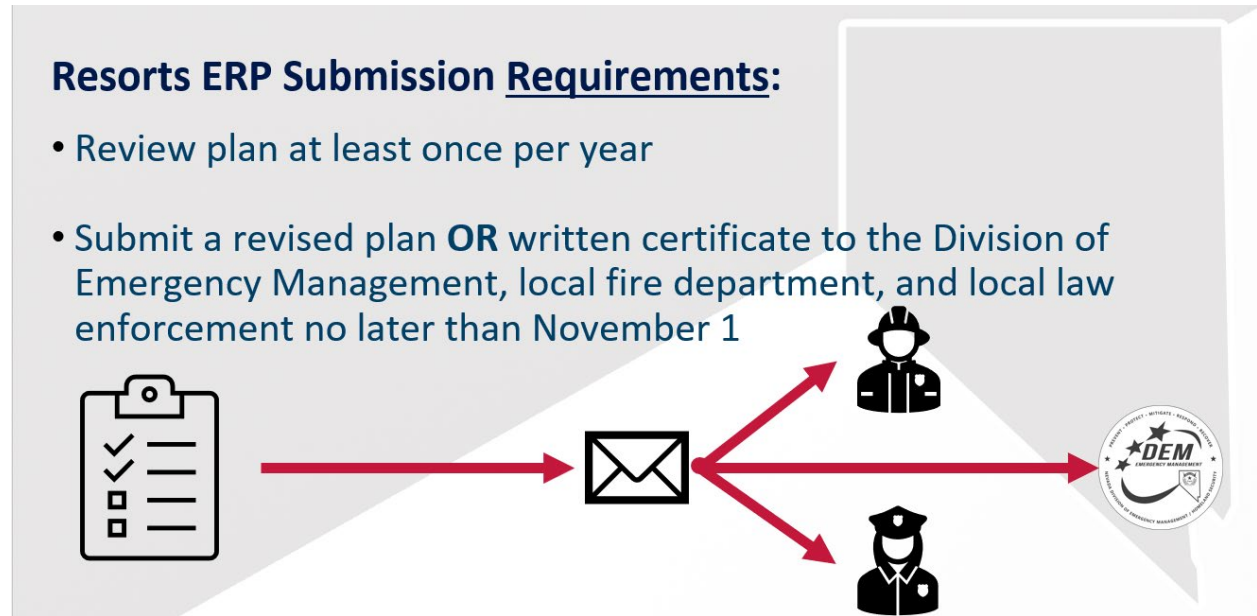
a. Division of Emergency Management and Jurisdiction Submission Addresses

Division of Emergency Management

On-line DEM Emergency Response Plan Portal:
https://app.smartsheet.com/b/form/fe0550dd7b254b80b3467901e2883291
Mail to:
        Division of Emergency Management
        2478 Fairview Drive
        Carson City, NV 89701
E-mail: ndemplanning@dem.nv.gov, welliott@dem.nv.gov, sluce@dem.nv.gov

Clark County	
Fire	**Law Enforcement**
Clark County **Clark County Fire Department (CCFD)** 575 E Flamingo RD Las Vegas, NV 89119	**Boulder City Police Department** 1005 Arizona Street Boulder City, NV 89005
Boulder City **Boulder City Fire Department** 1101 Elm ST Boulder City, NV 89005	**Las Vegas Metropolitan Police Department** 400 S. Martin L. King Blvd. Las Vegas, NV 89106
Henderson **Henderson Fire Department** PO Box 95050 Henderson, NV 89009	**Henderson Police Department** P.O. Box 95050 Henderson, NV 89009-5050
Mesquite **Mesquite Fire and Rescue** 10 E Mesquite BLVD Mesquite, NV 89027	**Mesquite Police Department** 500 Hillside Dr. Mesquite, NV 89027-3116
North Las Vegas **North Las Vegas Fire Department** 4040 Losee RD North Las Vegas, NV 89030	**North Las Vegas Police Department** 2332 Las Vegas Blvd. North, Ste. 200 North Las Vegas, NV 89030
	Clark County Emergency Management **Emergency Manager/CCFD Deputy Fire Chief - Billy Samuels** 575 E Flamingo RD Las Vegas, NV 89119

Washoe County	
Fire	**Law Enforcement**
Incline Village, Crystal Bay North Lake Tahoe Fire Protection District 866 Oriole WAY Incline Village, NV 89451	**Washoe County Sheriff's Office** 911 Parr Blvd. Reno, NV 89512
Reno Reno Fire Department PO Box 1900 Reno, NV 89505	**Reno Police Department** 455 E. Second St. Reno, NV 89501
Sparks City of Sparks Fire Department 1605 Victorian AVE Sparks, NV 89431	**Sparks Police Department** 1701 E Prater Way Sparks, NV 89434
Unincorporated Washoe County Truckee Meadows Fire Protection District P.O. Box 1130 Reno, NV 89512	**Washoe County Emergency Management** **Emergency Manager - Kelly Echeverria** 5195 Spectrum Blvd. Reno, NV 89512

VIII. Conclusion

Having a well-conceived ERP, which is trained upon and rigorously tested, can save lives and protect property. These plans are currently required by law and are explored within this document. Once developed, they should also serve to facilitate opportunities for collaboration and coordination between private entities and public safety organizations.

We encourage you to work with your local law enforcement, fire/emergency medical services, emergency manager, and public health preparedness agencies to increase resilience. These groups commonly meet in a local emergency planning committee (LEPC) which encourage business participation.

XI. Acronyms

Acronyms

AFN	Access and Functional Need
AAR/IP	After Action Report/Improvement Plan
ASL	American Sign Language
ADA	Americans with Disabilities Act
CCFD	Clark County Fire Department
C-MIST	Communication, Maintaining Health, Independence, Safety, Support Services, Self-Determination, and Transportation
CPG	Comprehensive Planning Guide
DEM	Division of Emergency Management
DME	Durable Medical Equipment
ECP	Emergency Command Post
ECP	Emergency Command Post
EOC	Emergency Operations Center

EOP	Emergency Operations Plan
EPAS	Emergency Public Address System
ERP	Emergency Response Plan
FEMA	Federal Emergency Management Agency
FEMA	Federal Emergency Management Agency
HSEEP	Homeland Security Exercise and Evaluation Program
ICP	Incident Command Post
ICS	Incident Command System
IC	Incident Commander
IMT	Incident Management Team
IPP	Integrated Preparedness Plan
LEP	Limited English Proficiency
LEPC	Local Emergency Planning Committee
MEF	Mission Essential Functions
NIMS	National Incident Management System
NRS	Nevada Revised Statutes
OTC	Over the Counter
POETE	Planning, Organization, Equipment, Training, and Exercises
RSS	Really Simple Syndication
SPR	Stakeholder Preparedness Review

SCEMP	State Comprehensive Emergency Management Plan
THIRA	Threat and Hazard Identification and Risk Assessment

This page is intentionally blank.

Annex A is an example of the instructions and a worksheet to perform a threat and hazard vulnerability assessment. There are many threat and hazards risk assessment tools in the marketplace which may be used to assist in the development of an ERP. The property management should determine which tool is best suited for its particular needs.

Threat and Hazard Analysis Instructions

Step 1

Identify Potential Threats and Hazards — What threat and hazards could interrupt Mission Essential Function (MEF) performance (e.g., earthquake, flood, wildfire, haz-mat, civil disturbance, severe storm, terrorist attack, cyber, etc.)

Step 2

Identify Threat and Hazard Characteristics — What are the characteristics of the potential threats or hazards?

Step 3

Estimate Likelihood of Threat or Hazard Occurrence — Based on a numerical scale of 1 to 10, what is the likelihood each threat or hazard could occur and affect MEF performance?

Step 4

Evaluate MEF Vulnerability to Each Threat or Hazard — Based on a numerical scale of 1 to 10, how susceptible is the MEF to failure due to each threat or hazard

Step 5

Estimate Overall Impact if MEF Failure Occurs — Based on a numerical scale of 1 to 10, how significant is the impact if the MEF cannot be performed?

Step 6

Determine Risk Value for Each Threat or Hazard — Based on the likelihood, vulnerability and impact of the threat or hazard, what is the risk value for the MEF?

Annex A: Example Threat and Hazard Vulnerability Assessement

Resort Hotel						
Business Impact Analysis Worksheet: Threat and Hazard Analysis						
Entry Number	Threat/Hazard (examples)	Threat/Hazard Characteristics	Threat/ Hazard Likelihood (0-10)	MEF Vulnerability (0-10)	MEF Failure Impact (0-10)	MEF Risk Value (0-30)
1	Fire					
2	Communicable Disease					
3	Earthquake					
4	Active Assailant					
5	Flood					
6	Severe Winter Storm					
7	Bomb Threat					
8	Cyber Attack					
9	Riot					
10	Hazardous Materials Spill					
11	Power Outage					
12	Water Disruption/ Contamination					

Annex A: Example Threat and Hazard Vulnerability Assessement

This page is intentionally blank.

Example POETE Capability Gap Identification	
Capability Target	Within **2 hours** of an incident, reach **10,000** staff members, including **5,000** without company-issued mobile devices, with protective action warning communications.
Current Capability	Within **2 hours** of an incident, reach **3,000** staff members, including **1,000** without company-issued mobile devices, with protective action warning communications.
Capability Gap	Within **2 hours** of an incident, reach **7,000** staff members, including **4,000** without company-issued mobile devices, with protective action warning communications.
POETE Area	**Free-Text Capability Description**
Planning	Current protective action mass notification plan does not account for dissemination of protective action warnings through any other means outside of SMS text messages disseminated through the organization's mass notification platform to company-issued mobile devices listed in the organization's active directory.
Organization	Organization does not have sufficient personnel to disseminate protective action warnings simultaneously though the mass notification platform and the facility's Emergency Public Address System (EPAS). In addition, the organization does not have sufficient personnel to administer the mass notification platform's contact list beyond what is automatically populated by the organization's active directory.
Equipment	The organization's current mobile mass notification platform is not capable of disseminating protective actions warnings in any other format other than SMS text messages to mobile devices. The mass notification platform is capable of disseminating desktop application and digital signage messages, but the organization would need to pay a subscription fee to the vendor to activate these capabilities.
Training	Protective action alerts disseminated simultaneously through the mass notification platform and the facility's EPAS will enhance the reach of the alert to capture the 4,000 staff members without company-issued mobile devices. Only 4 staff

32

	members are authorized to activate the mass notification platform and Emergency Public Address System while an optimal of 10 staff members twenty-four-hours-a-day/seven-days-a-week (24/7) is needed to simultaneously activate the mass notification platform and the facility's EPAS.
Exercises	Our organization has never conducted an exercise that would provide functional experience of activating the mass notification platform simultaneously with the facility's EPAS. There was a workshop exercise in 2016 to develop procedures for activating the mass notification platform, and the facility's EPAS is drilled annually; however, the two systems have never been exercised simultaneously.
POETE Area	**Free-Text Approaches to Address Capability Gaps**
Planning	Develop a plan to disseminate protective action warnings through other means beyond SMS text messages to company-issued mobile devices listed in the organization's active directory including simultaneous activation of the EPAS, digital signage, and desktop applications.
Organization	Identify at least 6 staff members to train and exercise dissemination of protective actions warnings through the mass notification platform and the facility's EPAS.
Equipment	Upgrade subscription to mass notification platform add capabilities of disseminating desktop application and digital signage messages.
Training	Train at least 6 staff members to simultaneously activate the mass notification platform and the facility's EPAS.
Exercises	Conduct a seminar, table-top exercise, and drill on the simultaneous activation of the mass notification system and the facility's EPAS annually. Incorporate evaluation of the simultaneous activation of the mass notification system and the facility's EPAS in the property's annual full-scale exercise of emergency response operations.

Annex B: Example POETE Capability Gap Identification

This page is intentionally blank.

NRS 463.790 Annual Certification Matrix

Resort Name: _____

Address: _____

_____

Name and Contact Information of Preparer: _____

Signature: _____   **Date: _____**

	NRS 463.790 Compliance Standard	Page or Section	Notes
a)	A drawing or map of the layout of all areas within the building or buildings and grounds that constitute a part of the Resort Hotel and its support systems and a brief description of the purpose or use for each area		
b)	A drawing or description of the internal and external access routes		
c)	The location and inventory of emergency response equipment and resources		
d)	The location of any unusually hazardous substances		
e)	The name and telephone number of: 1) The emergency response coordinator for the Resort Hotel; and 2) The person responsible for ensuring that the Resort Hotel is in compliance with this section;		
f)	The location of one or more site emergency response command posts		
g)	A description of any special equipment needed to respond to an emergency at the Resort Hotel		
h)	An evacuation plan		
i)	A description of any public health or safety hazards present on the site		
j)	Any other information requested by a local fire department or local law enforcement agency whose jurisdiction includes the area in which the Resort Hotel is located or by the Division of Emergency Management		

Date Certification or revised plan submitted to Division of Emergency Management: _____

Date Certification or revised plan submitted to local fire department: _____

Date Certification or revised plan submitted to local law enforcement: _____

Annex C: NRS 463.790 Annual Certification Matrix

This page is intentionally blank.

Resort Hotel Emergency Response Plan (ERP) Development and Review Checklist (Abbreviated Plan)

(Items highlighted in red and italicized indicate compliance standards required under NRS463.790)

Plan Section and Page   **Plan Elements**

Basic Plan – Provides an overview of the Resort Hotel emergency management/response program and the Resort Hotel ability to prepare for, respond to, and recover from emergencies and disasters.

1. **Title Page** – The Title Page clearly states the name of the Resort Hotel, indicates that it is an ERP and a date of last revision.

    It is recommended that the plan should:

    _____ ☐   Include the name of the property(s).

    _____ ☐   Include the name of the plan ([*Resort Hotel Name*] Emergency Response Plan).

    _____ ☐   Include a date of last revised.

Comments: _____

_____

2. **Table of Contents and Plan Development and Review Checklist** - An outline of the plan's format, key sections, attachments, charts, etc.

    It is recommended that the plan should:

    _____ ☐   Include a table of contents that lists/identifies the major sections/chapters and/or key elements of the plan.

         ☐   *Include a Record of Changes. (Annual reviews and changes to the plan should be documented here and the date the revised plan or certification of review is submitted to the Division of Emergency Management, local fire department and local law enforcement.)*

Comments:

---

3.   **<u>Promulgation Statement</u>** - A signed statement formally recognizing and adopting the plan as the Resort Hotel's ERP.

It is recommended that the plan should:

         ☐   Include the plan's Promulgation Statement, signed by the Resort Hotel's Chief Executive.

Comments:

I.   **<u>Purpose</u>** - This explains the plan's intent, who it involves, and why it was developed.

It is recommended that the plan should:

         ☐   Describe the purpose for developing and maintaining the ERP.

         ☐   Describe what types of incidents and under what conditions the plan will be activated.

         ☐   Describe who has the authority to activate the plan.

Comments:

38

II.   **Policy** – Provides an overview for the jurisdiction's/agencies overall approach to emergency Management.

     It is recommended that the plan should:

          ☐   Describe the Resort Hotel's overall objectives to emergency management.

          ☐   Describe the incident command arrangements from the initial response to the establishment of an Emergency Command Post (ECP).

          ☐   *Describe the organization structure for the Resort Hotel and how it will be implemented.*

          ☐   *Designate a Resort Hotel emergency response coordinator and include the name and telephone number of the emergency response coordinator for the Resort Hotel.*

Comments: _____

_____

III.   **Responsibilities** – Provides an overview of the key functions and procedures that Resort Hotel will accomplish during an emergency.

     It is recommended that the plan should:

          ☐   Describe the emergency responsibilities of the chief executive and other members of the executive staff.

          ☐   Outline the role and responsibilities of the Safety Manager/Emergency Manager.

          ☐   Outline the role and responsibilities of the Facilities Manager.

          ☐   Outline the role and responsibilities of the Director of Security.

Annex D: Resort Hotel ERP Development and Review Checklist

☐ Describe the common emergency management responsibilities for all Directors and Managers.

☐ Describe the common emergency management responsibilities for all other staff members.

Comments:

<u>*IV.   Emergency Command Post*</u> *– Provides a description of the emergency command post, details its purpose and lists the personnel expected to staff the emergency command center.*

It is recommended that the plan should:

☐ Describe the purpose and general layout of the emergency command post.

☐ List the positions that are expected to staff the emergency command post and their expected roles.

☐ *Provide a location of the Emergency Command Post and any alternate command posts that are identified.*

Comments:

Emergency Procedures Annexes

Annex A: **Notification** - Provides a description of the procedures to notify key personnel, Resort Hotel staff, Resort Hotel visitors and emergency services.

It is recommended that the plan should:

☐ Detail the procedures for notification of key staff that an emergency exists.

40

	Detail the procedures for the notification of emergency services.
	Detail the procedures for alerting Resort Hotel staff and visitors of the presence of emergencies.
	Detail the responsibilities of staff members required to perform the notification process.
	Provide a list of emergency numbers.

Comments: _____

_____

Annex B: ***Evacuation*** *- Provides a description of the procedures to evacuate specific areas of the Resort Hotel or the entire Resort Hotel as determined by the extent of the emergency.*

It is recommended that the plan should:

	Detail the key personnel who have the authority to order an evacuation.
	Detail the procedures for the notification of the need to evacuate for Resort Hotel visitors and staff.
	Detail the departmental responsibilities during an evacuation.
	Detail the evacuation routes and designated congregation areas.
	Detail the procedures for notifying emergency services
	Provide a drawing or description of the internal and external access routes

Comments: _____

_____

Annex D: Resort Hotel ERP Development and Review Checklist

It is recommended that the plan should:

☐ Detail the general procedures for a fire response.

☐ Detail the procedures for the notification of the need to evacuate for Resort Hotel visitors and staff.

☐ Detail the procedures for notifying emergency services.

☐ Detail the location of key fire sprinkler and fire pump infrastructure.

Comments:

Annex D: **Isolation/Shelter in Place** - Provides a description of the response procedures in the event of the need to isolate a section of the Resort Hotel or to shelter in place.

It is recommended that the plan should:

☐ Detail the circumstances when isolation/shelter in place is necessary.

☐ Detail the decision points for evacuation versus isolation/shelter in place.

☐ Detail the general procedures for an isolation/shelter in place response.

☐ Detail the procedures for the notification of the need to isolate/shelter in place for Resort Hotel visitors and staff.

☐ Detail areas where effective isolation/shelter in place can take place.

☐ Provide a map of areas that can effectively be isolated.

☐ Detail the procedures for notifying emergency services.

42

Annex D: Resort Hotel ERP Development and Review Checklist

Comments: _____

_____

Annex E: **Active Shooter** - Provides a description of the response procedures in the event of an active shooter on the property or near the property

       It is recommended that the plan should:

_____ ☐   Detail the general procedures for active shooter.

_____ ☐   Detail the decision points for evacuation versus isolation/shelter in place.

_____ ☐   Detail the procedures for notifying emergency services.

_____ ☐   Detail the procedures for the notification of the need to isolate/shelter in place for Resort Hotel visitors and staff.

Comments: _____

_____

Annex E: *Property Maps – Provide drawings or maps of the layout of all areas within the building or buildings and grounds that constitute a part of the Resort Hotel and its support systems and a brief description of the purpose or use for each area.*

Annex F: *Inventory of Emergency Response Equipment and resources – Provide an inventory with location of emergency response equipment and resources.*

Annex G   *Public Health/Safety Hazards – Provide a description of any public health or safety hazards present on site.*

Annex H   *Hazardous Substances – Provide the location of any unusually hazardous substances.*

Additional Annexes are based on threats/hazards identified during the threats/hazards analysis as detailed in Annex B of the Guide. An example of plans may include:
- Bomb Threat

43

- Civil Unrest
- Flood
- Earthquake
- Bomb threat
- Mass Casualty
- Communicable Disease/ Mass Illness (including COVID-19 and novel virus procedures)
- Power Outage
- Hazardous Materials Spill
- Water Disruption/Contamination
- Abduction
- Criminal Activity
- Any others identified as a concern

Annex D: Resort Hotel ERP Development and Review Checklist

This page is intentionally blank.