

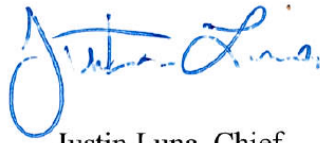


Nevada Resort Hotel
Emergency Response Plan Guide
Version 3
January 2020

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Foreword

NRS 463.790 requires Resort Hotels, as defined by NRS 463.01865 amended by Senate Bill 69 in the 2019 legislative session, to develop, adopt, and maintain an Emergency Response Plan (ERP). This guide was developed by the Nevada Division of Emergency Management (DEM) with input from the Resort Planning Task Force to provide additional guidance for this statutory requirement, and to assist Resort Hotels of various sizes and locations to scale the models presented here to meet their business, security, and operational needs. ERPs, as required by statute and explored in this document, are intended to mitigate the risks and consequences of potential manmade and natural threats and hazards, specifically as they may occur within Nevada's Resort Hotels, risks and consequences that are further mitigated by training and exercising of high quality plans after they are developed. This guide is intended to provide a starting point for Resort Hotels just beginning the planning process or thoughts for refining existing plans. As such, it should not be construed as additional ERP elements required by DEM.



Justin Luna, Chief

Nevada Department of Public Safety
Division of Emergency Management

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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 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 Emergency Response Plans (ERP).

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 Nevada Revised Statutes (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:

NRS 463.01865 “Resort hotel” defined. “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:

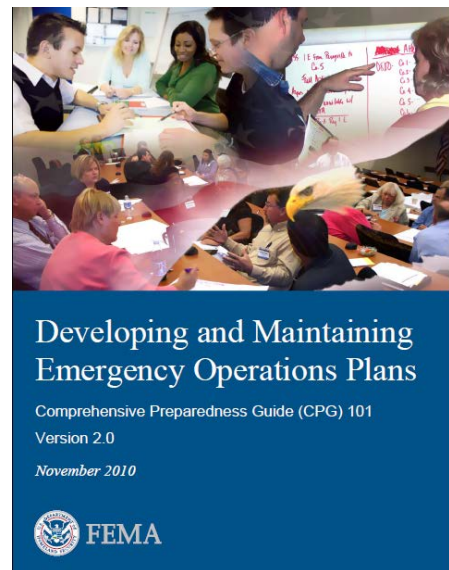
1. In a county whose population:
 - (a) Is 700,000 or more, more than 200 rooms available for sleeping accommodations; or
 - (b) Is 100,000 or more and less than 700,000, more than 300 rooms available for sleeping accommodations;
2. At least one bar with permanent seating capacity for more than 30 patrons that serves alcoholic beverages sold by the drink for consumption on the premises;
3. 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
4. A gaming area within the building or group of buildings.
(Added to NRS by [1991, 1405](#); A [2013, 3461](#))

III. Authorities

- NRS 414: Emergency Management
- NRS 463.790: Emergency Response Plans
- State Comprehensive Emergency Management Plan (SCEMP)
- Comprehensive Preparedness Guide (CPG) 101

IV. CPG 101

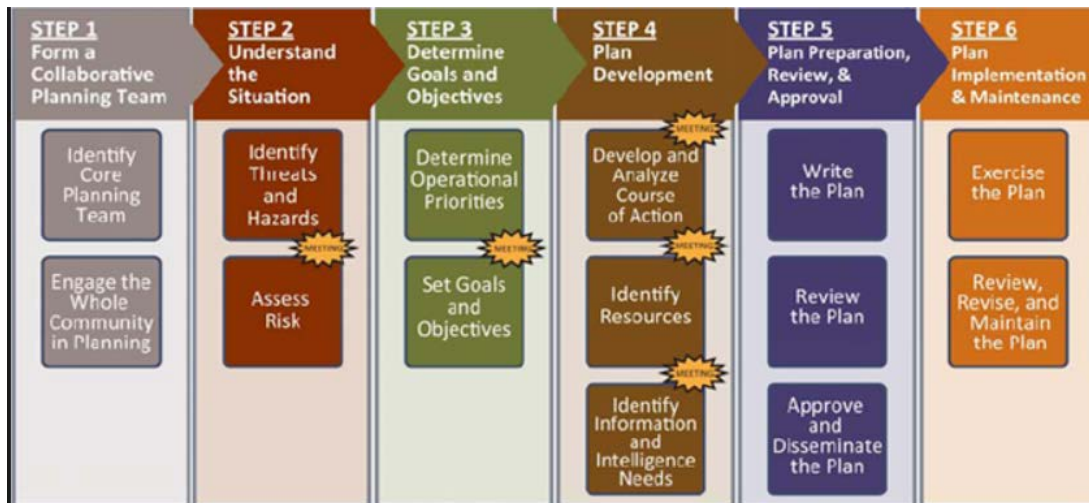
The Federal Emergency Management Agency’s Comprehensive Preparedness Guide (CPG) 101 provides guidance for developing emergency operations plans. It promotes a common understanding of the fundamentals of risk-informed planning and decision making to help planners examine a hazard or threat and produce 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 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/media-library/assets/documents/25975>.

V. Plan Development

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 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.

VI. Contents Required By NRS 463.790

NRS 463.790 was amended by SB 69 in the 2019 legislative session. Below are amended requirements of NRS 463.790:

1. 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.
2. The emergency response plan 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:
 - (1) The emergency response coordinator for the resort hotel; and
 - (2) The person responsible for ensuring the hotel resort 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 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.

VII. Plan 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
3.	Evacuation Procedures (Required By NRS)
	a. A drawing or description of the internal and external access routes (Required by NRS)
4.	Fire Procedures

<ul style="list-style-type: none"> 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
<p>Annexes</p> <ul style="list-style-type: none"> 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 (Required by NRS)

TRADITIONAL FORMAT
<ul style="list-style-type: none"> Cover Page Promulgation Statement Approvals Record of Change Table of Contents
<p>1. Base Plan</p> <ul style="list-style-type: none"> 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
<p>2. Implementation</p> <ul style="list-style-type: none"> a. Activation and emergency notification b. Evacuation (Required by NRS) c. Shelter and Protect d. Shelter in Place e. Area Isolation
<p>3. Threat Specific Annex (Based on Threat and Hazard Analysis)</p> <ul style="list-style-type: none"> a. Active Shooter b. Fire c. Civil Unrest d. Flood e. Earthquake f. Bomb threat g. Mass Casualty

<ul style="list-style-type: none"> h. Communicable Disease/ Mass Illness i. Power Outage j. Hazardous Materials Spill k. Water Disruption/Contamination l. Abduction m. Criminal Activity
<p>4. Functional Annexes</p> <ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> 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 (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)
<p>5. Adjacent Special Event Area Specific Plan</p> <ul style="list-style-type: none"> a. Activation and emergency notification b. Evacuation c. Shelter and Protect d. Shelter in Place e. Area Isolation

FAST IMPLEMENTATION FORMAT
<ul style="list-style-type: none"> Cover Page Promulgation Statement Approvals Record of Change Table of Contents
<p>1. Fast Implementation</p> <ul style="list-style-type: none"> a. Introduction and instructions on how to use the plan b. Activation and emergency notification c. Evacuation (Required by NRS) d. Shelter and Protect e. Shelter in Place f. Area Isolation
<p>2. Base Plan</p> <ul style="list-style-type: none"> a. Purpose, scope, situation/threats and hazards

<ul style="list-style-type: none"> 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
<p>3. Threat Specific Annex (Based on Threat and Hazards Analysis)</p> <ul style="list-style-type: none"> a. Active Shooter b. Fire c. Civil Unrest d. Flood e. Earthquake f. Bomb threat g. Mass Casualty h. Communicable Disease/Mass Illness i. Power Outage j. Hazardous Materials Spill k. Water Disruption/Contamination l. Abduction m. Criminal Activity
<p>4. Functional Annexes</p> <ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> 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 (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)
<p>5. Adjacent Special Event Area Specific Plan</p> <ul style="list-style-type: none"> a. Activation and emergency notification b. Evacuation c. Shelter and Protect d. Shelter in Place e. Area Isolation

VIII. “Grab and Go Package” Best Practice

A grab and go package is a best practice used by many casinos 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 which will 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 and Go Package” is a recommendation by DEM for Resort Hotels to use, however its use is **not** mandated by NRS 463.790.

Fire Grab and Go Package

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

Police Grab and Go Package

- First Aid Kit including:
 - Tourniquets

- Compression bandages
- Rolled Gauze
- Assorted dressings
- Gloves
- Chest Seals
- Trauma Tape
- Triage placards
- Trauma shears
- Set of Master Keys.
- Location and keys to elevators.
- Evacuation plans with maps of egress and muster stations.
- Copies of shelter in place, active shooter and area isolation plans.
- Laminated property maps with all exits clearly marked, and a dry erase marker
- Roster of key resort staff and contact numbers.
- Radio with property frequencies attached and extra batteries
- Flashlight with extra batteries
- Glow sticks
- Door stops
- Exclusion tape

IX. 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 no later than November 1 of each year submit its newly revised plan or a written certificate to the Division of Emergency Management, local fire department, and local law enforcement.

Division of Emergency Management and Jurisdiction Submission Addresses

Division of Emergency Management	
Mail to: Division of Emergency Management 2478 Fairview Drive Carson City, NV 89701 Or E-Mail: NDEMplanning@dps.state.nv.us	
Carson City	
Fire Carson City Fire Department 777 S Stewart St Carson City, NV 89701	Law Enforcement Carson Sheriff's Office 901 E. Musser Street Carson City, NV 89701
Churchill County	
Fire Fallon Churchill Fire Department PO Box 861 Fallon, NV 89407	Law Enforcement Churchill County Sheriff's Office 73 N. Maine Street Fallon, NV 89406 City of Fallon Police Department 55. W. Williams Avenue Fallon, NV 89406
Clark County	
Fire Clark County Fire Clark County Fire Department 575 E Flamingo RD Las Vegas, NV 89119 Boulder City Fire Department Boulder City Fire Department 1101 Elm ST Boulder City, NV 89005 Henderson Fire Department Henderson Fire Department PO Box 95050 Henderson, NV 89009 Mesquite Fire and Rescue Mesquite Fire and Rescue 10 E Mesquite BLVD Mesquite, NV 89027 North Las Vegas Fire Department North Las Vegas Fire Department 4040 Losee RD	Law Enforcement Boulder City Police Department 1005 Arizona Street Boulder City, NV 89005 Las Vegas Metropolitan Police Department 400 S. Martin L. King Blvd. Las Vegas, NV 89106 Henderson Police Department P.O. Box 95050 Henderson, NV 89009-5050 Mesquite Police Department 500 Hillside Dr. Mesquite, NV 89027-3116 North Las Vegas Police Department 2332 Las Vegas Blvd. North, Ste. 200 North Las Vegas, NV 89030

North Las Vegas, NV 89030	
Douglas County	
Fire Carson City, Gardnerville, Genoa, Topaz Lake, Topaz Ranch Estates East Fork Fire Protection District 1694 County Road Minden, NV 89423 Glenbrook, Stateline, Zephyr Cove Tahoe Douglas Fire Protection District 193 Elks Point RD Zephyr Cove, NV 89448	Law Enforcement Douglas County Sheriff's Office P.O. Box 218 Minden, NV. 89423
Elko County	
Fire City of Carlin Carlin Volunteer Fire Department PO Box 788 Carlin, NV 89822 City of Elko City of Elko Fire Department 911 W Idaho ST Elko, NV 89801 City of Wells Wells Volunteer Fire Department PO Box 838 Wells, NV 89835 City of West Wendover West Wendover Fire Department PO Box 3226 West Wendover, NV 89883	Law Enforcement Elko County Sheriff's Office 571 Idaho Street, Elko, Nevada 89801 City of Elko Police Department 1751 College Avenue Elko, NV 89801 City of Carlin Police Department 101 S. 8th St PO Box 969 Carlin, NV 89822 City of West Wendover Police Department P.O. Box 2825 West Wendover, Nevada 89883
Esmeralda County	
Fire Goldfield Volunteer Fire Department PO Box 460 Goldfield, NV 89013	Law Enforcement Esmeralda County Sheriff's Office PO Box 520 Goldfield, NV 89013
Eureka County	
Fire Crescent Valley Volunteer Fire Department PO Box 211098 Crescent Valley, NV 8982	Law Enforcement Eureka County Sheriff's Office PO Box 736 Eureka, NV 89316
Humboldt County	
Fire McDermitt McDermitt Fire Protection District	Law Enforcement

<p>PO Box 36 Mc Dermitt, NV 89421 Winnemucca Winnemucca Volunteer Fire Department PO Box 1430 Winnemucca, NV 89446</p>	<p>Humboldt County Sheriff's Office 50 West Fifth Street Winnemucca, Nevada 89445</p> <p>City of Winnemucca Police Department 90 West 4th St. Winnemucca, NV 89445</p>
Lander County	
<p>Fire Battle Mountain Volunteer Fire Department 25 E Second ST Battle Mountain, NV 89820</p>	<p>Law Enforcement Lander County Sheriff's Office 2 NV-305, Battle Mountain, NV 89820</p>
Lincoln County	
<p>Fire Panaca Panaca Fire Department PO Box 323 Panaca, NV 89042</p> <p>Pioche Pioche Volunteer Fire Department PO Box 505 Pioche, NV 89043</p>	<p>Law Enforcement Lincoln County Sheriff's Office P.O. Box 570 225 Justice Way Pioche, NV 89043</p>
Lyon County	
<p>Fire Dayton Central Lyon County Fire District 231 Corral Dr Dayton, NV 89403</p> <p>Fernley North Lyon County Fire Protection District 195 E Main St Fernley, NV 89408</p> <p>Yerington Mason Valley Fire Protection District 118 S Main ST Yerington, NV 89447</p>	<p>Law Enforcement Lyon County Sheriff's Office 911 Harvey Way #1 Yerington, NV 89447</p>
Mineral County	
<p>Fire Mineral County Fire Department PO Box 1095 Hawthorne, NV 89415</p>	<p>Law Enforcement Mineral County Sheriff's Office 105 A St Hawthorne, NV 89415</p>
Nye County	
<p>Fire Pahrump Pahrump Valley Fire Department 300 N HWY 160 Pahrump, NV 89041</p>	<p>Law Enforcement Nye County Sheriff's Office P.O. Box 153 Tonopah, Nevada 89049</p>

<p>Tonopah Tonopah Fire Department PO Box 1128 Tonopah, NV 89049</p>	
Pershing County	
<p>Fire Lovelock Volunteer Fire Department PO Box 336 Lovelock, NV 89419</p>	<p>Law Enforcement Pershing County Sheriff's Office P.O. Box 147 Lovelock, NV 89419</p>
Storey County	
<p>Fire Storey County Fire Department PO Box 603 Virginia City, NV 89440</p>	<p>Law Enforcement Storey County Sheriff's Office P.O. Box 498 Virginia City, NV 89440</p>
Washoe County	
<p>Fire Incline Village, Crystal Bay North Lake Tahoe Fire Protection District 866 Oriole WAY Incline Village, NV 89451</p> <p>Reno Reno Fire Department PO Box 1900 Reno, NV 89505</p> <p>Sparks City of Sparks Fire Department 1605 Victorian AVE Sparks, NV 89431</p> <p>Unincorporated Washoe County Truckee Meadows Fire Protection District P.O. Box 1130 Reno, NV 89512</p>	<p>Law Enforcement Washoe County Sheriff's Office 911 Parr Blvd. Reno, NV 89512</p> <p>Reno Police Department 455 E. Second St. Reno, NV 89501</p> <p>Sparks Police Department 1701 E Prater Way Sparks, NV 89434</p>
White Pine County	
<p>Fire Ely Volunteer Fire Department 1780 Great Basin BLVD Ely, NV 89301</p>	<p>White Pine Sheriff's Office 1785 Great Basin Boulevard Ely, NV 89301</p>

X. Emergency Response Plan Training

Emergency Response plans are useless unless all personnel are aware of the contents of the ERP and his/her roles within the plan.

It is recommended that each Resort Hotel implement a training program as part of the new hire and continuing training curriculum, which details the ERP contents, concept of operations, and roles and responsibilities of individuals and teams. Individuals must be aware visitor safety procedures, evacuation, shelter, and area isolation. Quick Reference Tools should also be developed so staff can quickly refer to specific emergency response procedures.

It is recommended that the staff is trained initially upon hire and provided with refresher training every three years.

XI. Emergency Response Plan Exercise

Organizations cannot claim to have an emergency response capability until the plan is tested by a realistic series of exercises. It is recommended by DEM but **not** required by NRS 463.790, that Resort Hotels utilize the Homeland Security Exercise and Evaluation Program (HSEEP) 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.

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.

XII. Conclusion

Having a well-conceived Emergency Response Plan, 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.

XIII. Acronyms

Acronyms

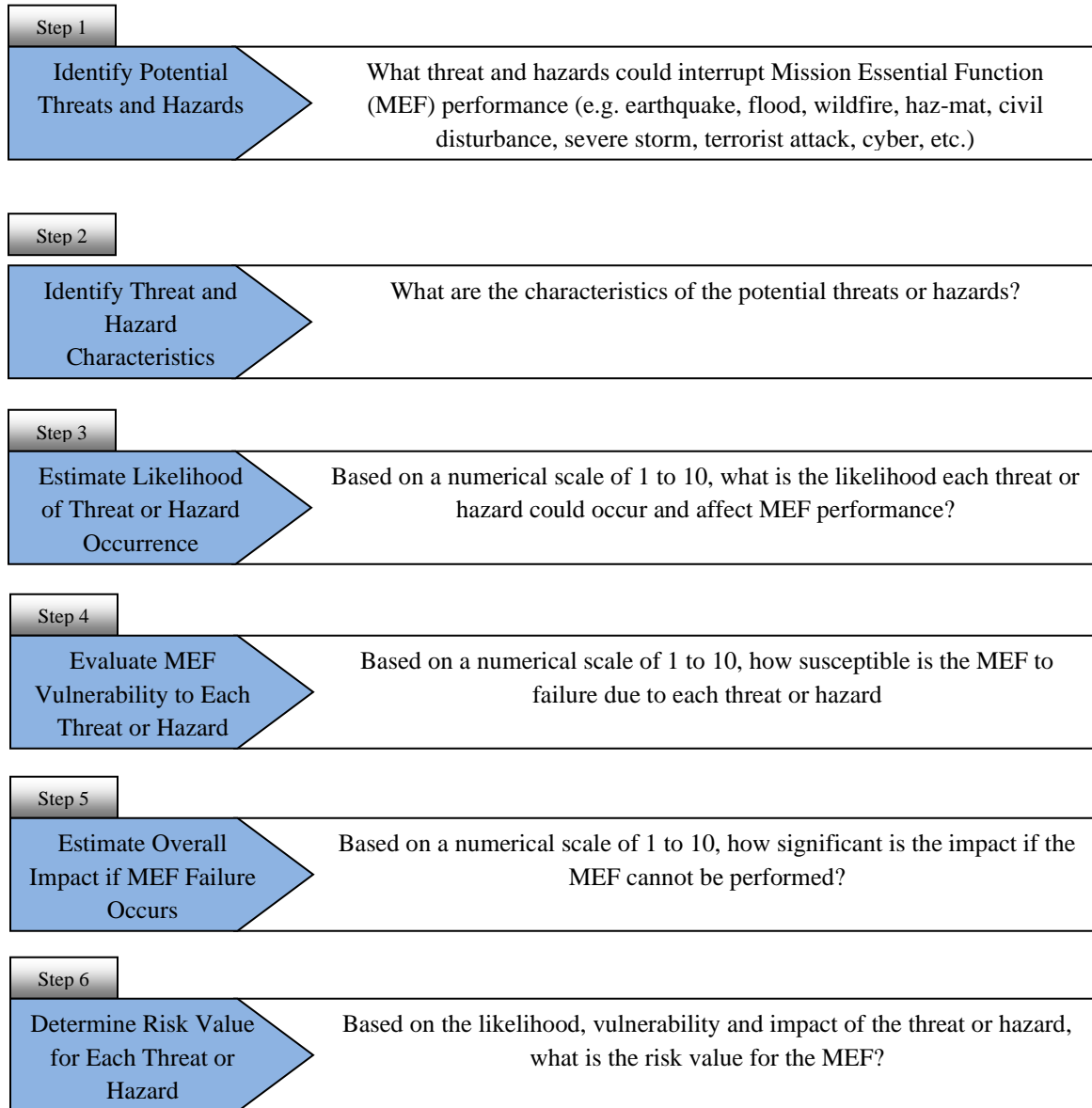
AAR/IP	After Action Report/Improvement Plan
CPG101	Comprehensive Planning Guide
DEM	Division of Emergency Management

EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ERP	Emergency Response Plan
FEMA	Federal Emergency Management Agency
HSEEP	Homeland Security Exercise and Evaluation Program
IC	Incident Command
MEF	Mission Essential Functions
NRS	Nevada Revised Statutes

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Annex A is an example of the instructions and a worksheet to perform a threats and hazards 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

Threats and Hazards Analysis Instructions



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 Shooter					
5	Flood					
6	Severe Winter Storm					
7	Bomb Threat					

8	Cyber Attack					
9	Riot					
10	Hazardous Materials Spill					
10	Power Outage					
11	Water Disruption/ Contamination					

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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: _____

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

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

<u>Plan Section and Page</u>	<u>Plan Elements</u>
-------------------------------------	-----------------------------

1. **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.
2. **Title Page** – The Title Page clearly states the name of the resort hotel, indicates that it is an emergency response plan and a date of last revision.

It is recommended that the plan should:

- | | | |
|--|--------------------------|---|
| <hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> | <input type="checkbox"/> | Include the name of the property(s). |
| <hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> | <input type="checkbox"/> | Include the name of the plan (Emergency Response Plan). |
| <hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> | <input type="checkbox"/> | Include a date of last revised. |

Comments:

3. **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:

- | | | |
|--|--------------------------|--|
| <hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> | <input type="checkbox"/> | Include a table of contents that lists/identifies the major sections/chapters and/or key elements of the plan. |
| <hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> | <input type="checkbox"/> | Include a Record of Changes. <i>(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.)</i> |

Comments:

3. **Promulgation Statement** - 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. **Purpose** - 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:

- 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.

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

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

Comments:

- IV. **Emergency Command Post** – Provides a description of the emergency command post, which 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.
- _____ 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 C: **Fire** - Provides a description of the response procedures in the event of a fire in the resort hotel.

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.

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

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

Annex I: 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
- Civil Unrest
- Flood
- Earthquake
- Bomb threat
- Mass Casualty
- Communicable Disease/ Mass Illness
- Power Outage
- Hazardous Materials Spill
- Water Disruption/Contamination
- Abduction
- Criminal Activity
- Any others identified as a concern.