



**Notes:**

To Shawnee Mission Medical Center

**Start: Holiday Inn Mission-Overland Park:**  
 877-410-6681  
 7240 Shawnee Mission Parkway, Overland Park, KS 66202, US

**End: Shawnee Mission Medical Ctr:** 913-676-2000  
 9100 W 74th St, Shawnee Mission, KS 66204, US

Directions	Distance
<b>Total Est. Time: 6 minutes      Total Est. Distance: 2.52 miles</b>	
<b>1:</b> Start out going WEST on SHAWNEE MISSION PKWY / US-56 / US-69 / W 63RD ST toward MARTY LN.	0.8 miles
<b>2:</b> Turn LEFT onto ANTIOCH RD.	1.3 miles
<b>3:</b> Turn RIGHT onto W 74TH ST.	0.1 miles
<b>4:</b> Turn LEFT to stay on W 74TH ST.	0.1 miles
<b>5:</b> End at <b>Shawnee Mission Medical Ctr:</b> 9100 W 74th St, Shawnee Mission, KS 66204, US	
<b>Total Est. Time: 6 minutes      Total Est. Distance: 2.52 miles</b>	

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EMERGENCY PROCEDURES  
FOR THE  
HOLIDAY INN  
MISSION-OVERLAND PARK

INDEX

FIRE . . . . . 1

FLOODS . . . . . 3

TORNADOS . . . . . 5

WINTER STORMS . . . . . 7

STRUCTURAL COLLAPSE AND EXPLOSIONS . . . . . 8

BOMB THREATS . . . . . 9

CIVIL DISTURBANCE . . . . . 13

KIDNAP/EXTORTION . . . . . 16

EVACUATION PROCEDURES . . . . . 18

SEARCH PROCEDURES . . . . . 20

NUCLEAR EMERGENCIES . . . . . 23

## FIRE

The importance of thoroughly educating all employees in the actions to be taken in case of fire cannot be over-emphasized. Persons who can react to a fire in a quick, quiet, efficient manner can often avert panic and prevent needless destruction.

### Instructions for Reporting a Fire

- Remain calm but react quickly
- Immediately pull the nearest fire alarm available, then call the telephone operator. Describe to the operator the exact location of the fire.
- Never yell fire or exhibit any action which might panic the guests.
- Return to the fire area with a hoseline or extinguisher. Attempt to extinguish or contain the fire using this equipment.
- If the fire cannot be extinguished, evacuate the area. Close all doors and windows.

### Instructions for the Switchboard Operator

- Immediately notify the fire department giving them the name and address of the hotel and the location of the fire.
- Notify the emergency organization chief of the fire and tell him where it is located.
- When the fire department, general manager or emergency organization chief orders a floor or area evacuated, begin a systematic ringing of rooms in that area. Notify the guests of the order to evacuate the area. Deliver the following suggested message in a calm, steady voice:

" I am sorry to disturb you, but the management has asked all guests in your area to vacate their rooms immediately. Please close your window and shut your door as you leave. Please exit using the stairway located in the corridor."

When the decision is made to evacuate the hotel, sound the general alarm and begin ringing all of the rooms. During any evacuation, keep a written record of all rooms contacted. (A complete evacuation plan is described in this section under the topic "Evacuation Procedures.")

Once the fire alarm system has been activated, it should not be silenced until management has determined that no fire exists or the fire department requests that the alarm be silenced.

After the fire notify the district office, the Loss Prevention Department, and the claims adjustment organization. Submit a Loss and Incident Report containing all pertinent information concerning the fire.

IF A FIRE OCCURS WHEN ONLY ONE PERSON IS AVAILABLE TO RESPOND TO THE SITUATION, THE FOLLOWING ACTIONS SHOULD BE TAKEN IN THE ORDER LISTED:

- \* 1. Call the Fire Department.
- \* 2. Sound the alarm/alert guests.
- 3. Respond to the scene of the fire to fight the fire, if practical.
- 4. Assist in evacuation, if required.
- \* Perform simultaneously, if possible.

## FLOODS

Flooding generally evokes an image of raging streams and rivers. Guard against a false sense of security when your hotel is not located near a stream or river. Flooding can also be caused by large amounts of rainfall during short periods of time, overloaded storm sewers, or improperly designed run-off areas.

As in other possible emergencies, planning for floods must begin months in advance. Before a flood occurs, the hotel should have the following equipment on hand:

- A supply of containers suitable for drinking water (1/2 gallon per person per day for three days).
- A battery operated radio with spare battery.
- Flashlight with spare batteries.
- Two rolls of polyethelene.
- Burlap bags suitable for sandbagging, (burlap will stretch and not tear as it absorbs water).
- Fully stocked first aid kit.
- Ropes for lashing down objects that could be swept away.

## DIVISION OF RESPONSIBILITY

### General Manager:

- Monitor radio and television broadcasts for flood information updates.
- Follow the progress of preparation within the hotel.
- Determine how many employees are needed and are willing to remain at the hotel during the emergency.
- Maintain contact with the district office, the Loss Prevention Department, and the claims adjustment organization.

### Engineer:

- Fill the hotel vehicle with fuel and park it in a high, protected area.
- Move tools and equipment to an upper floor.

- Begin filling sandbags and sealing all low level entrances.
- Lash pool furniture, trash cans and other outside fixtures in place.
- Check emergency lighting systems.
- Disconnect power to all lower level portions of the hotel, if required.

#### Housekeeper:

- Remove the furniture from all low level rooms and store on upper floors.
- Relocate as many housekeeping supplies as possible to upper floors. Goods that cannot be placed on upper floors should be moved to the top shelves.
- Fill tubs and sinks on upper floors with water to be used for drinking, washing and sanitation.
- Cover furniture that cannot be moved.

#### Food and Beverage Manager:

- Move at least a three day supply of canned goods and other non-perishable food items to an upper floor.
- Relocate candles, cooking utensils and sterno to a room near food.
- Clean, sterilize and fill the drinking water containers before moving them to an upper floor.
- Purchase and store, with the food items, a three-day supply of paper plates, plastic flatware and trash bags.
- Move stored food and liquor to the highest shelves to avoid possible contamination.
- Turn freezers and refrigerators to the coldest settings. Do not open these unless absolutely necessary.

#### Guest Service Manager

- Contact the guests and explain the weather conditions and the emergency preparations of the hotel. Offer guests the opportunity to decide if they should stay or leave.

## TORNADOS

Know the difference between a tornado watch and tornado warning. A tornado watch simply means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or is indicated on radar.

### Instructions for a Tornado Watch

The general manager, when made aware of a tornado watch, monitors radio and television broadcasts for changes in current weather conditions. Advise the telephone operator to notify all department heads that a tornado watch has been issued by the U.S. Weather Service.

The hotel can continue normal operations until the National Weather Service lifts the watch or issues a tornado warning.

### Instructions for a Tornado Warning

#### General Manager:

- Instruct the telephone operator to phone the guests and make them aware of the weather conditions.
- Instruct the maintenance department to obtain tools needed to disconnect gas and water supplies after the tornado, if necessary.
- Post a tornado spotter at a location that gives him a view to the southwest, the direction from which tornadoes usually approach.

If the spotter sights a tornado, he should notify the front desk immediately. By a prearranged signal, the Guest Service Manager should instruct all employees to seek shelter in an area of the hotel on the ground level that has no windows.

#### Telephone Operator:

- Phone each guest room providing the following information:  
"The hotel is under a tornado warning. Open an external window or door approximately 1/2" so that you will relieve internal pressure and lessen the possibility of injury should the tornado strike. Your bathroom is your best shelter if a tornado strikes."

#### Guest Service Manager or Night Auditor:

- Secure the office area.
- Using the public address system announce, "We have been informed that our hotel is in a tornado warning area. We recommend that you return to your room and open your window or door approximately 1/2". The bathroom is your safest place in the event that the tornado strikes."

**Engineer:**

- Collect the tools necessary to disconnect the hotel from any public utility that might be damaged in the storm.
- Relocate or secure any outside equipment that might be blown away by the storm.

**Hotel Personnel:**

- Provide first aid as necessary for guests and employees if the tornado strikes.
- Shut off any utility service that is damaged by the high winds.
- Secure the property.
- Make guests as comfortable as possible.

Be sure to notify the district director, the Loss Prevention Department, and the claims adjustment organization of any damage to the hotel caused by the tornado.

If the tornado does not strike, all activities can return to normal. The telephone operator and public address announcer should inform guests - "The danger has passed. Please secure your open door or window."