



**SAFETY & SECURITY**

Information for Conventioneers  
Rosen Shingle Creek Security

1 January 2018

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## **SAFETY & SECURITY**

### Information for Conventioneers

The Rosen Shingle Creek, subsequently referred to as the Hotel, has taken many precautions to protect your safety and security during your stay with us. However, there are times when unavoidable emergency situations may occur. As a result, the Rosen Shingle Creek has implemented an Emergency Response Team concept for such emergencies. The Emergency Response Team consists of professional associates and managers who receive training in dealing with emergency situations.

The main function of the Emergency Response Team is to provide the most efficient methods of protecting hotel guests and their property. This protection extends to any patron who visits the hotel. At all times, there is an appointed Manager on Duty (MOD) and Security Manager on duty who are assigned direct responsibility for the safety and security of all guests and patrons. The Emergency Response Team shall direct all Guests to appropriate locations in the event of fire and other emergencies that would require relocation. In order to make this program effective, we ask that you take a few minutes to carefully read the following emergency procedures.

#### ***In Case of Emergency Call:***

- ❑ **Emergency:**                    **\*55**
- ❑ **Security/Safety:**           **17800**
- ❑ **Fire Department:**         **911**
- ❑ **Lost and Found:**           **17812**
- ❑ **Hotel Operator:**           **0**

### **Hospital and Medical Services**

#### **Dr Phillips Hospital**

9401 Turkey Lake Road  
Orlando Florida 32819  
407 351 8500

#### **Ambulance:**

911

**Orange County Sheriff**  
2500 North Colonial Drive  
Orlando, Florida 32804  
Non-Emergency  
407-836-4357  
Emergency 911

**Orange County Fire Department**  
Emergency 911

**East Coast Medical**  
Physician Hotel Calls  
Clinic – Dental  
Guest Pick up  
24 hrs Daily  
407. 648.5252  
All Handled by Guest's Insurance

**Hotel Security Tips**

Do not leave money or valuables in your room. Use your room safe to secure valuable items. The safes are provided free of charge to our guests. If you need a larger safe container please contact the Front Desk where larger safe deposit boxes are available at no charge. Under State law, the hotel is not responsible for a loss unless articles have been secured properly in these safe boxes. Keep your jewelry, cash and valuables locked in the safe, even for a short while.

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### **Double Locks and Safety Locks (Electronic Room Locks)**

For additional security, utilize the deadbolt switch function provided on our door upon entering. Be sure to lock your door when you are in the room as well as when you leave. Use the night latch in addition to the deadbolt for added protection. For your protection all of our hotel rooms have an automatic deadbolt function. The deadbolt is retracted when the door is opened from inside the room.

**DO NOT** open you door unless you are expecting a visitor. If in doubt call the front desk or security.

Keys: Safeguard your room key. **DO NOT** leave it in your room. Do not give your room key to others. When you are ready to check out, return all keys to the front desk. Do not keep your room key in a folio or envelope that identifies your room number. In public do not openly advertise your room number.

### **Get Familiar with the Hotel in Case of Emergency**

Immediately upon arriving to your room, locate the nearest fire exit and familiarize yourself with the fire exits and examine the evacuation plan posted on the back of the room entrance door and read the safety and security instructions listed in the room directory.

Furthermore, count the doors between your room and the nearest fire exit and remember how many there are in between. This will be critical detail if the hallway fills with smoke and you need to crawl to the nearest exit. The room window of the hotel does not open to the outside. Some ground floor rooms do have French Doors that provide an alternate evacuation route from the room. Finally, choose a consistent place to keep your room card key at all times.

### **Know Your Room Layout**

Knowing the layout of your room may be very important to you. In case smoke or flames block your escape, you may have to stay in your room and await rescue. Your chances of surviving a hotel fire are often much better if you remain in your room protected from smoke and gases, rather than trying to make a hazardous escape. Start by placing your card key near your bed so you can find it easily, if necessary. You will need your card key to regain entry to your room if smoke or flames block your escape route.

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### **Your Personal Safety and Visitors Tips**

We want you to have a safe and enjoyable visit. Just as you take care at home, whether it is to lock your doors or avoid staying out in the sun too long, there are things to keep in mind when traveling. As you would in any major city in the United States and throughout the world, here are standard precautions you can take, to assure a safe and pleasant stay.

The Orange County Visitor's Bureau and this hotel have developed some suggestions and reminders to assist you. Please enjoy your visit to the Greater Orlando Area. We look forward to seeing you again soon!

### **Safety Tips**

- ❑ Report to the hotel any known threats to your Company or your Executive Committee that could cause hotel and other groups disruption.
- ❑ Always be alert and aware of what is going on around you. If you see someone on the road that indicates they need help, it is best to call police when you get to the nearest telephone.
- ❑ If your vehicle is bumped from behind, do not stop on the roadway or shoulder, drive to the nearest public area and call police for assistance.
- ❑ If someone suspicious approaches your vehicle while at a red light or stop sign, blow the horn.
- ❑ Do not pull over for flashing headlights. An emergency or police vehicle has red or blue flashing lights.
- ❑ Be sure you know how to reach your destination prior to your departure.
- ❑ If a passing motorist or other individual tells you that something is wrong with your vehicle, do not stop immediately. Drive to the nearest service station or other well-lighted public area.
- ❑ Keep doors locked and windows up when driving and when vehicle is parked.
- ❑ See something, say something.

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- ❑ Valuables should be kept in the trunk or locked glove compartment (or out of sight if there is no trunk) whenever traveling or leaving a parked vehicle.
- ❑ For everyone's safety the hotel does not allow personal weapons on property or in the room.
- ❑ Always park in well-lighted areas.
- ❑ Check the interior of vehicle and surrounding areas before entering.
- ❑ Do not pick up hitchhikers under any circumstances.
- ❑ If using an automated teller machine, be sure the area is well lighted. Count your money inside your locked vehicle with windows up. Do not leave the keys in your vehicle with the motor running while you are using the machine. If you suspect you are being followed, go to the nearest well-lighted public area and call police.
- ❑ Always use seat belts. It is the law and it may save your life in the event of an accident.
- ❑ If co-sharing rooms with people, who you may not trust, prevent identity theft and do not leave personal information out in the open. Lock it up in the safe provided in your room.
- ❑ If a hostile individual challenges you, do not resist. Give the person what is asked for. Your belongings are not worth your life or serious injury.

### **Personal Safety Tips**

- ❑ At airports, rental car plazas, other transportation terminals and hotel check-in areas, please do not leave bags, briefcases or luggage unattended, especially when approached by unknown individuals as they may work in teams.
- ❑ Carry traveler's checks in place of cash whenever possible. Please use your hotel safe deposit box. Do not leave valuables in your room. If you must carry a purse or shoulder bag, hold it in front of you, close to your body. Be sure it is closed securely.

## **SAFETY & SECURITY**

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- ❑ Please teach your children to go to an employee of the facility you are visiting if they become separated from you. You will be able to locate them more quickly if they stay in one place with a facility employee.

### **Fire Safety**

#### **Here's what you should do**

- ❑ If your room card key is handy, take it and head for the door. If smoke is in your room, roll out of bed and crawl to the door. Stay low, smoke, and deadly gases rise. The freshest air is nearest the floor.
- ❑ Feel the door for heat with the back of your hand . Upon touching, if the door or handle is hot, do not open it. If you don't feel heat from the door, open it slowly. Be ready to slam shut if necessary.
- ❑ Check the corridor. If it looks clear and passable, walk to the nearest exit. If smoke is visible, crawl to make your escape. Close the door behind you as you leave. If smoke is present, stay close to the wall as you crawl to the exit. Count the doors as you go. If your primary escape is blocked, use an alternate one or return to your room. Do not use the elevator.
- ❑ Walk down the exit stairwell to ground level and safety. Remain as calm as you can and hold the handrail as you descend for guidance, and to guard against being knocked down by other occupants. If smoke becomes dense as you descend the stairway, it may be better to exit from the stairway to another floor. The least preferred method of exiting is to turn around and go up on the roof. If exit to the roof is possible, signs on the wall at the floor landings will help indicate where this can be done.

#### **If Fire or other evacuation hazard breaks Out, Take Proper Action!**

The hotel is constructed with a fire warning system. The building has water sprinklers to extinguish or suppress fire. A voice and strobe annunciation system will advise the affected floor and one floor below and above will also go into alarm. Should you hear an alarm please proceed to the nearest emergency exit (See the Attached Blueprint for Emergency Exit Locations) and evacuate from the threatened area.

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If a fire breaks out in your room, get out of your room and close the door tightly behind you to keep the hall free of smoke and flames. Activate the nearest fire alarm pull-station. If possible, you should report the fire to the Hotel Operator and they will contact the Fire Department. In the event that fire breaks out in another part of the building, you may be aroused by the fire alarm signal, voice announcements over a PA system, shouting in the corridor, a phone call, or by the sound of sirens outside.

### **If You Must Stay in Your Room Due to Door Heat, or Smoke and/or Flames in the Corridor**

#### **Here is what to do:**

- ❑ Wet down towels and sheets to block the smoke entry. Place them around doors and cracks to prevent smoke from seeping in. Cover your nose and mouth with a cloth to cut down on the amount of smoke you may inhale. Also, turn off the heat or air conditioning to prevent smoke entry through the ventilating system.
- ❑ Fill the tub with water. The ready supply of water might be used for fighting the fire. Use your ice bucket to bail water.
- ❑ If the phone works, call the Operator so that they may contact the Fire Department. Make sure you tell them where you are. You may also be able to signal fire fighters by hanging a bed sheet out of the window if your windows open, or by waving the sheet from the inside of your window, if your windows do not open.
- ❑ If smoke is evident in your room, remove the drapes and curtains and open the window, if possible, to obtain fresh air. Don't open the windows at all if smoke or flames are visible just outside the windows. Do not break open the windows as later smoke may be pulled into the room from the outside. Do not try to climb down using sheets. Jumping or dropping down from above the third floor usually results in serious injury. You are usually better off staying in your room if the room is above the third floor.
- ❑ If all else fails, you may be forced to exit your room. If you cannot stay any longer in your room, you may have to try to make the best exit. Remember to crawl low in smoke and try to remain calm.

## **FACILITY EMERGENCY DATA**

Name of Facility: Rosen Shingle Creek

### General Emergency Information

1. In case of emergency, what is the phone extension in your facility that should be dialed?  
In House \*55  
Emergency 911
  
2. If the switchboard is to be dialed in the case of an emergency, who do they alert to respond to the call? How quickly is the phone answered?  
They contact security. Response time depends on time of day and other incidents that may be ongoing at the time of the call. In most instances, if an emergency, the response is a matter of minutes.
  
3. If there is different phone # for security in a non-emergency situation, please list this.  
Extension 17800
  
4. Who is the primary person responsible for handling emergency procedures for your facility?  
The Director of Security Services and the Managers on Duty (MOD)
  
5. Does your facility have a Manager on Duty program?     Yes     No  
If yes, explain how it operates?    MOD is on duty 24/7 for all service concerns, and they are also the security manager on duty.    MOD and staff respond to all guest needs.
  
6. Does your facility maintain a list of personnel who speak languages other than English?  
 Yes             No  
The MOD has contact with all departments and if needed can locate bilingual individuals. Directors and MOD are all on Company phones and are in direct communication 24/7 with employees to provide or find needed services.
  
7. Are your security personnel employees of the facility or off-duty policemen?  
 Employees                       Off-Duty Policemen                       Other

## **FACILITY EMERGENCY DATA**

8. Do you have emergency information on hand at the front desk?  Yes  
 No  
Emergency information is available in all guest rooms.
9. Does the facility have a written emergency plan?  Yes  No  
Not release outside of company. Client services brochure attached.  
Individual information in room.
10. Is knowledge of the emergency plan part of employee training?  Yes  
 No

## **Medical Emergencies**

1. The facility's security staff is trained in what emergency procedures?  
 CPR  First Aid  Disaster Preparedness  Heimlich maneuver  
 Other (Explain) Blood borne Pathogen, AED (Unit On site)
2. Are other staff members certified in any of these areas?  Yes  No  
If yes, which departments and what procedures? Non-Violent Crisis  
Intervention, Security, State Class D Security License, Security,  
Responsible Vendor, Security and Alcohol Handlers.
3. Does your facility have an Automatic External Defibrillator (AED)  
available on-site?  Yes  No
4. If yes, is the staff trained to use the AED?  Yes  No. We have  
saved two lives to date with the use of an onsite AED.
5. What other on-site measures are in place should a medical emergency  
arise?  
The MOD and Security staff works with local fire and ambulance  
services to provide emergency medical support.
6. Please provide names and phone numbers of the following (with 24  
hour access if possible)

## **FACILITY EMERGENCY DATA**

a. Local Trauma Hospital.

Dr. Phillips Hospital  
9401 Turkey Lake Road  
Orlando, Florida 32819  
407 351-8500

b. 24 Hour Clinic. East Coast Medical. 407 648-5252

c. Dentist: Listing on file at hotel as Doctors on Call

d. Local Pharmacy: Listing on file at hotel.

e. Ambulance/Paramedic Service: 911 or Yellow Pages

f. Is there a house doctor or on-call physician?  Yes  No

7. If yes, how can he/she be reached? What is the Doctor's name?  
Commercial "Doctors on Call" information available at front desk.

### **Fire Procedures**

1. When a fire alarm sounds, does someone from the building immediately provide information/instructions via the public address system?  Yes  No  
System provides recorded voice evacuation instructions. Follow up or additional information can be provided via PA system if needed.
2. Are all guests notified in the event of a fire alarm?  Yes  No  
If not, what is the procedure for notifying guests? In guest rooms only the floor above and below the fire floor go into alarm. Common areas and stairwells also alarm. Security will respond to emergency stairwells most of which exit on the South side (rear) of the hotel along the tennis courts and the pool areas. Guests should assemble a safe distance from the hotel and await an all clear from the greeting employees and security officers.
3. What is the location in your facility of the main control panel for communicating with the police and fire department? In-house, Security Dispatch and the Fire Command Room at the front of the hotel.

## **FACILITY EMERGENCY DATA**

4. What instructions are given to those in the building? To wait for further instructions or to immediately evacuate the building, etc. In the event of a fire alarm, general automatic instructions are provided to evacuate the building, for the floor above and below the alarm floor.
5. Is the fire department alerted immediately by the fire alarm sounding or does the hotel/facility need to contact them? The fire department is contacted automatically by the fire alarm system to an outside Central Dispatch Company, as well as directly to Security Dispatch in the event of a fire alarm.
6. If the fire alarm sounding alerts the fire department automatically, do they come to the property to inspect for a possible fire or does the facility's staff confirm that there is a fire and then call the fire department? All fire alarms call the Fire Department through a Commercial Central Stations. If found to be a non-event alarm, the FD is called back and informed as such. In all cases of a non-event alarm the FD will still respond to the Alarm to confirm the absence of any danger.

### **Bomb Threat**

1. Will Manager on Duty/Security Manager be informed in the case of a Bomb Threat?  Yes     No  
  
If bomb threat, is received 911 is notified. Fire and Police would respond accordingly. Depending on the specificity of threat, location searches would be initiated. Otherwise, public areas, restrooms, hotel perimeter areas would be inspected by Security and Engineering.
2. What steps does the facility take in the case of a Bomb Threat? Safety of guest would be of most concern and evacuation would be most probable.
3. Will the facility takes steps to evacuate the building only if a bomb is actually found? Or immediately once the threat is received? Safety of guest would be of most concern and evacuation would be most probable.

### **Tornado**

1. What is the facilities procedure in the case of a Tornado?  
Notify guests if adequate warning is provided by National Weather Service. Hotel has in house Doppler weather radar and lightening monitoring system for guest safety.
2. What instructions are given to the guests? Are they instructed to leave their sleeping rooms or meeting room? If so, what location are they instructed to evacuate to? If warranted and if time allowed, in house PA system would be used to ask guests to evacuate to a safe location in the hotel.

### **Power Outage**

1. What is the facilities procedure in the case of a Power Outage?  
Notify guests via PA system. Accommodate until power is restored  
Does the facility have a back-up generator?  Yes  No
2. If the facility has a back-up generator, will it support the meeting areas with electrical for lighting, audio visual, etc.?  Yes  No. Emergency lighting and functions only.

### **Hurricane Preparedness.**

1. Our hotel is located in an area that may be subject to evacuation for a hurricane.
2. Evacuation levels will be reported to the hotel by the Orange County Emergency Management Office.
3. The attached checklists describe what must be done, when and by whom.
4. The General Manager is responsible for insuring that all employees are informed on this plan, have plans for their family and are prepared to assist our guest in a timely and efficient manner.

Our priorities are:

1. Safety of guest and employees.
2. Protection of critical business records/systems.
3. Protection of the building and contents as much as possible.
4. Get back in business as quickly as possible.

Sections:

- I. Before Hurricane Season Checklist
- II. Hurricane Season Checklist
- III. Hurricane Watch Checklist
- IV. Evacuation Order Checklist
- V. Hurricane Warning Checklist
- VI. Post the Storm Checklist
- VII. Getting Back in Business Checklist

**I. BEFORE HURRICANE SEASON CHECKLIST**

Hurricane season begins on the 1st of June! The following must be done each year, before that date.

A. Review and update plans as required:

1. Who: Staff
2. When: Prior to 1 June

B. Train staff on plan:

1. Who: Security
2. When: As needed
3. How: Table Top Exercise

C. Assemble needed supplies/equipment:

1. Who: All Departments
2. When: May
3. What: Food, water, batteries, first aid supplies,
4. Where: Security Hurricane Storage

D. Insure employees have plans for their families:

1. Who: Management Staff
2. When: May
3. How: Staff meeting discussed

**II. HURRICANE SEASON LIST**

During hurricane season (June 1 through November 30) the following must be accomplished every day.

A Monitor weather reports daily:

1. Who: Security Department
2. How: Radio, TV, NOAA Weather Alert Radio,
3. When: As released by the National Weather Service

B Inform guests of our hurricane plan:

1. Who: Front Desk and Resident Manager
2. How: Handout,
3. When: During Check-in

C. Track/Plot coordinates of storms:

1. Who: Security Department
2. When: As released by the press and the NWS
3. How: Hurritrak Software

### **III. HURRICANE WATCH CHECKLIST**

A Hurricane Watch means a hurricane may affect our area in 36 hours or less.

A. Alert Staff:

1. Who: General Manager, Security Director
2. How: Public Address System/Pagers

B Advise guests and encourage early evacuation:

1. Who: General Manager, Front Desk, Security, Bell Staff
2. How: Door to door, note on door, phone - message, message on television

C Cancel reservations for next 48 hours:

1. Who: Reservations
2. How: Telephone, Email

D. Begin to secure loose objects outside:

1. Who: Engineering, Security, Banquet Set Up, Pool Attendants,
- 2 What: Pool chairs, umbrellas,
3. How: Move to building storage

E. Assist guests with sheltering arrangements, if needed: or advise them of safe area(s).

1. Who: Front Desk, Security, Bell Staff, Concierge, PBX/Guest Relations
2. How: Other Hotel/Motel or Public Shelter

F. Assist guests with transportation arrangements, as required:

1. Who: Front Services, Valet, Security, Contract Taxi and Limo Services
2. How: Hotel/Motel Van, Taxi, Limo, Rental Car

#### **IV. EVACUATION ORDER CHECKLIST**

We have been ordered to evacuate by local official. We have about eight hours to complete the following.

A. Advise guests of order to evacuate:

1. Who: Front Desk, Security, Bell Staff
2. How: Telephone voice mail, Newsletters or PA Announcements

B. Complete securing of the grounds:

1. Who: Engineering, Security, Golf Course Maintenance
2. What: Remove dangerous objects; protect exterior electrical equipment, clear roof tops of foreign objects
3. How. Go to locations and protect, remove or throw away.

C. Assist guests with sheltering arrangements, if needed:

1. Who: Front Desk, Security, Local Emergency Management Personnel
2. How: Personal Contact, PBX Calls, Newsletters, Public Announcements.

D. Assist guests with transportation arrangements, as required:

1. Who: Valet, Front Services, Front Desk, Security
2. How: Taxi, Local Bus Companies, In House Bus and Vehicles, Guest Rental Cars

E. Release non-essential employees / those who live in evacuation Zones/ manufactured homes:

1. Who: General Manager, Department Heads
2. How: Announcements

F. Identify Ride out Team Members

1. Who: Department Heads
2. How: Personal contact with volunteers

#### **V. HURRICANE WARNING CHECKLIST**

A hurricane is expected to strike our area in less than 24 hours. The weather will deteriorate very quickly and outside conditions may be unsafe in 12 hours or less.

A. Release as many employees as possible:

1. Who: Department Heads
2. How: Announcements, Meetings, Radio, Telephone

B. Shut down/secure facility: or move guests and employees to safe area(s).

1. Who: Management Staff
  
2. Shut down/secure facility: Security, Engineering  
How: Turn off water, gas, main breaker, electric,  
Where: Engineer Mechanical, Electrical and Central Energy Plant
- 2b. Move guests and employees to safe area:  
How: In house, walk to convention space for shelter if tower is at risk.  
Where: Hotel Facilities, or Other Rosen Hotels, or Public Shelters.
  
- C. Evacuate/protect critical records/systems.
  1. Who: MIS and Departments
  2. What: Records that might be destroyed or weather damaged.
  3. Where: To other hotels, convention space or Security Storage Area.
  4. How: Department Employees.

## **VI. AFTER THE STORM CHECKLIST**

Once the storm has passed and re-entry to our area has been authorized, the following must be accomplished as indicated.

- A. Assess damages:
  1. Who: Ride Out Team Members, Safety Wardens, Engineering, Security and Risk Management.
  2. How: Survey by walking the property and building.
  
- B. Contact Insurance Agent:
  1. Who: Risk Management
  2. How: Security
  
- C. Determine when clean-up/repairs needed could be completed:
  1. Who: Engineering, Risk Management, Executive Management
  2. How: Business Continuity Meetings
  
- D. Arrange for clean-up/repairs to begin:
  1. Who: Engineering, Purchasing, and Executive Management
  2. How: Ride Out Teams, Contractors
  
- E. Notes for non-evacuating facilities:
  1. Allowing guests to return to their room.
  2. Providing for their needs.
  3. Assisting with departure or other accommodations.

## **VII. GETTING BACK IN BUSINESS CHECKLIST**

Now that all major clean up and emergency repairs have been accomplished, its time to open our doors as quickly as possible.

### A. Advise needed staff to report:

1. Who: PBX, Department Managers, Human Resources
2. How: Telephone, Local New Broadcasts
3. When: As soon as it is safe to return to the hotel

### B Arrange for needed supplies:

1. Who: Purchasing
- 2 How: Purchase Orders
3. What: As determined

### C Advise Convention and Visitors Bureau of available rooms:

1. Who: Sales, Reservations
- 2 When: As soon as the hotel is ready for safe occupancy
3. How: Phone, Email, Letters