



## **Emergency Evacuation Procedures**

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# EVACUATION PROCEDURES

## *Introduction*

Emergencies come in three general categories:

- **Catastrophic** – situations, which involve a vast number of people and/or the entire property.
- **Sectional** – situations, which involve multiple individuals and/or a specific section of the property.
- **Isolated** – situations, which only affect a few individuals and/or a very small area or objects.

# EVACUATION PROCEDURES

## *Introduction*

- When an emergency arises, always stop and assess the situation before you act. Move to a safe area and contact Security as soon as it is safe to do so.
- You should *not* attempt to handle the emergency yourself. This will only serve to put yourself and others at risk. Instead, evacuate the affected area and allow easy access for these trained emergency responders:
  - Law Enforcement
  - Fire Department
  - Paramedics
  - Security
  - EMS

# **EVACUATION PROCEDURES**

## ***Introduction***

- **Only the Assistant General Manager or General Manager may declare an emergency and initiate a property-wide evacuation.**
- In the event of an evacuation, Security personnel will facilitate a coordinated exit of the affected area.
  - Remember, Security personnel are here to help you. Please respect their responsibility and follow their directions.
- During emergency situations, Security Department personnel are authorized to give directions that override the normal chain of command until an Incident Commander arrives and takes over.

# **EVACUATION PROCEDURES**

## ***Introduction***

### **Unified Command List (Incident Commanders):**

- Tribal Chairperson
- General Manager
- Director of Security
- Barona Fire Chief
- Executive Director of Property Management
- Gaming Commission Chairman or designee

# EVACUATION PROCEDURES

## *Introduction*

- During an emergency, try to stay calm. Your calmness and composure will help everyone to avoid panic or confusion.
- The primary objective during any emergency is to keep as many people safe as possible. Keeping yourself safe and out of harms way is your primary responsibility.

# EVACUATION PROCEDURES

## *Staff with Disabilities*

- The Americans with Disabilities Act (ADA) grants special assistance and accommodations to anybody with disabilities. Staff members should notify management when they join the department for the first time if they require special assistance. They should also update the HR department about any significant changes in their condition.

# EVACUATION PROCEDURES

## *General Staff Guidelines*

When an evacuation order has been given:

- All Security radio channels must be cleared for emergency communication only.
- Only Security and authorized personnel may use Security channels during an emergency.
- All other staff members must remain on their department's radio frequencies for the duration of the emergency.

# EVACUATION PROCEDURES

## *General Staff Guidelines*

- Staff members should immediately move to the nearest unblocked exit, away from the affected area.
- Staff members should remain calm and move quickly, but in an orderly fashion.
- **DO NOT RUN!** Running may cause injuries and can lead others to panic.
- Once out of the building, staff must gather at the nearest, designated staging area: Golf Course 1<sup>st</sup> Hole, Golf Course Driving Range, or A1 section of the South Parking Lot.

# EVACUATION PROCEDURES

## *General Staff Guidelines*

### Do not pass through an area where there is fire or heavy smoke!

- If it is unavoidable to pass through an area with fire or smoke:
  - ❑ Stay as low to the floor as possible. Heat and smoke rises. The closer you are to the floor, the better the quality of air.
  - ❑ Cover your nose and mouth with a piece of cloth (wet if possible). This lessens the inhalation of smoke and gases produced by a fire.
  - ❑ Move as quickly through the area as possible.
  - ❑ Do **not** wait for emergency personnel to arrive or delay evacuating for any reason.

# EVACUATION PROCEDURES

## *General Staff Guidelines*

- Staff members should form lines by department at the designated staging area and the manager or supervisor of each department will take a head count.
- The senior staff for each department will report the completed roll call to the assigned security staff member.
- If anyone is unaccounted for, notify a Security staff member, but **do not re-enter the affected area!**

# EVACUATION PROCEDURES

## *General Staff Guidelines*

- All evacuated staff members are required to remain at the staging area.
- It is imperative that each department properly accounts for all their staff members to ensure they have made it safely out of the building.
- An accurate headcount also ensures that emergency responders can effectively use their time to assist staff members that may still be in danger.

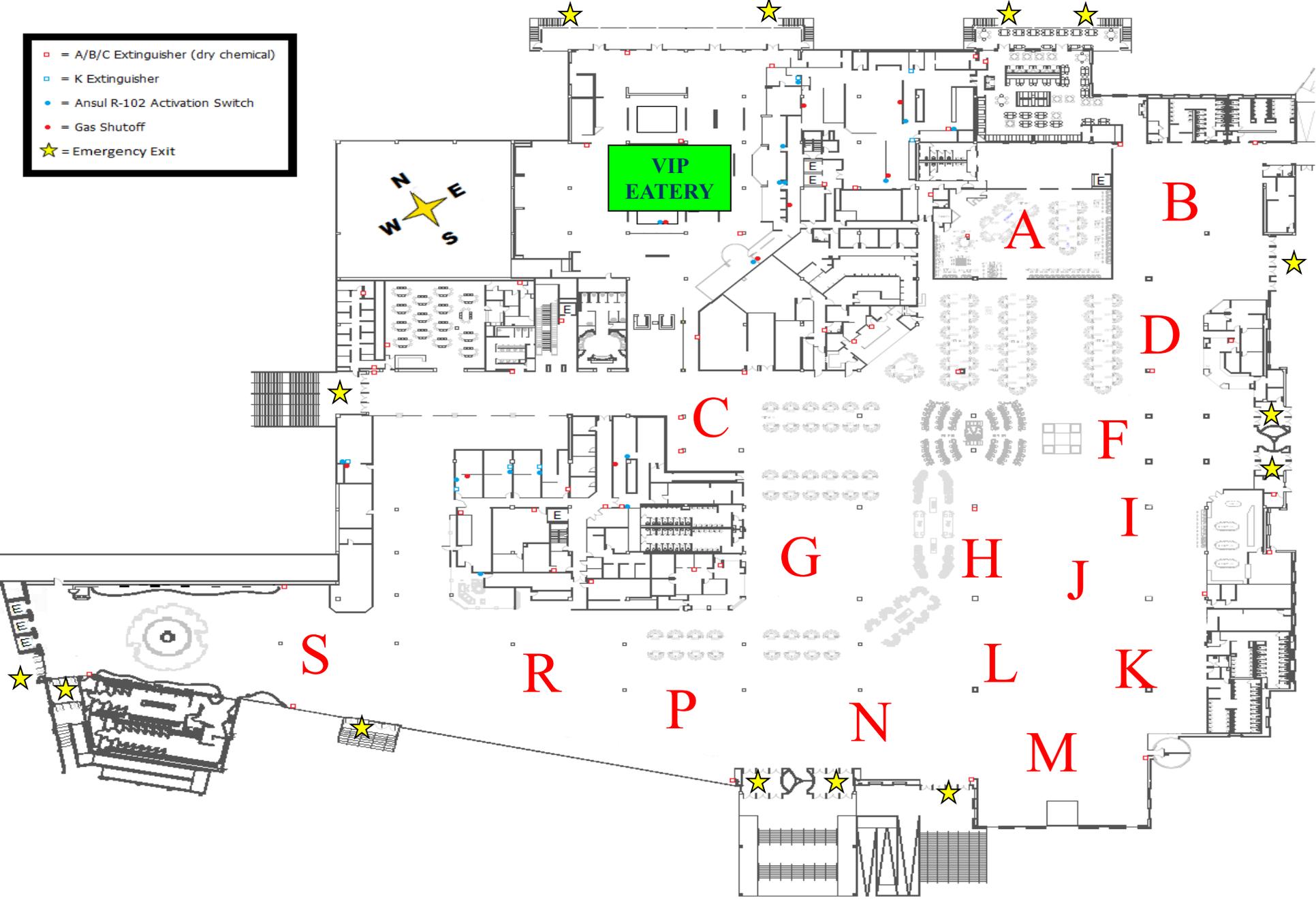
# EVACUATION PROCEDURES

## *General Staff Guidelines*

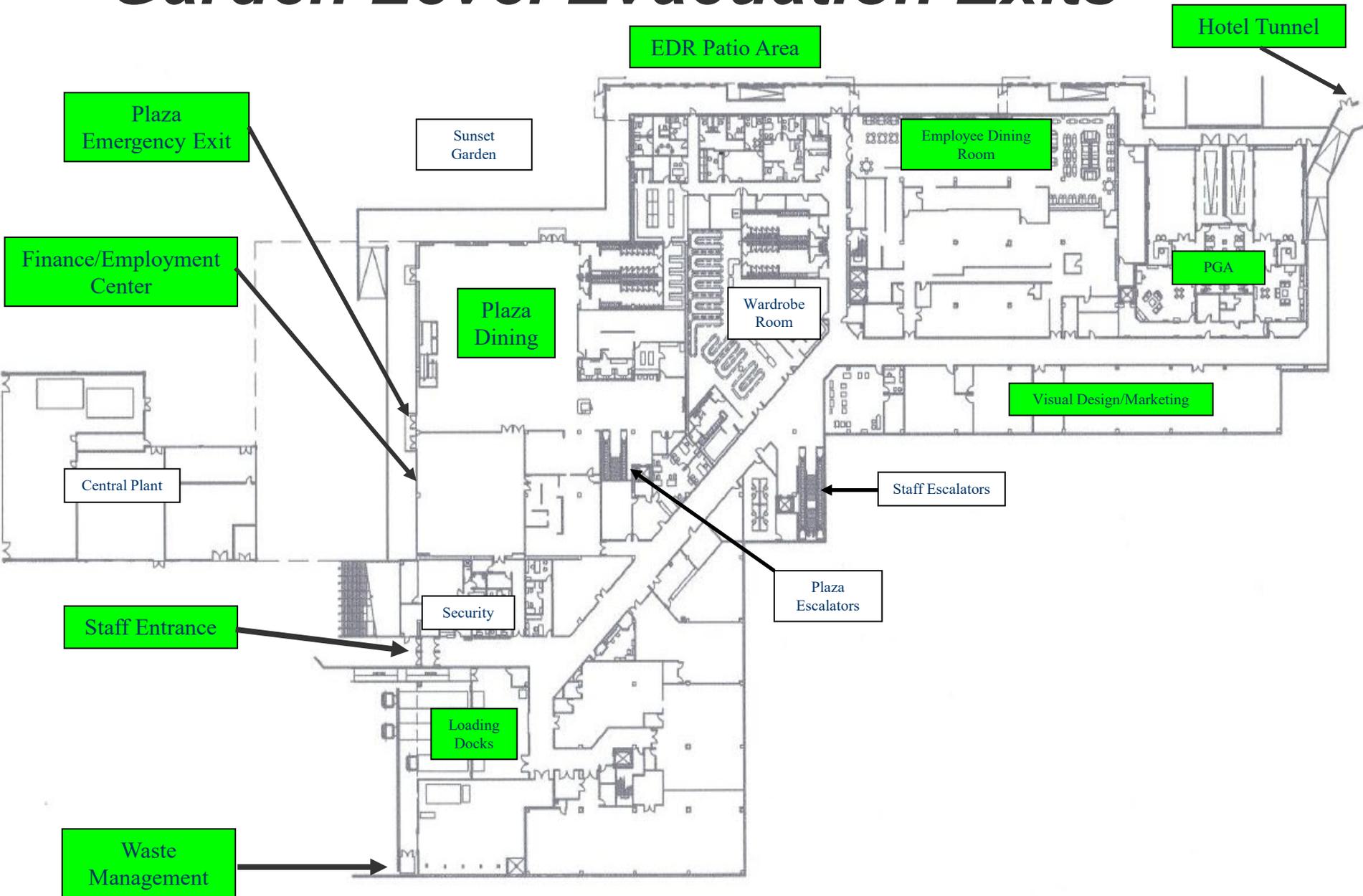
- Any staff member who fails to follow emergency procedures or fails to report to supervisory personnel may be subject to disciplinary action.
- Any staff member who leaves the property without authorization, or before reporting to their department, will be considered to have abandoned their employment.

# Casino Floor Evacuation Exits

- = A/B/C Extinguisher (dry chemical)
- = K Extinguisher
- = Ansul R-102 Activation Switch
- = Gas Shutoff
- ★ = Emergency Exit



# Garden Level Evacuation Exits



# EVACUATION PROCEDURES

## *Casino/Garden Level Evacuation*

**Remember! People's lives and safety are more important than money!**

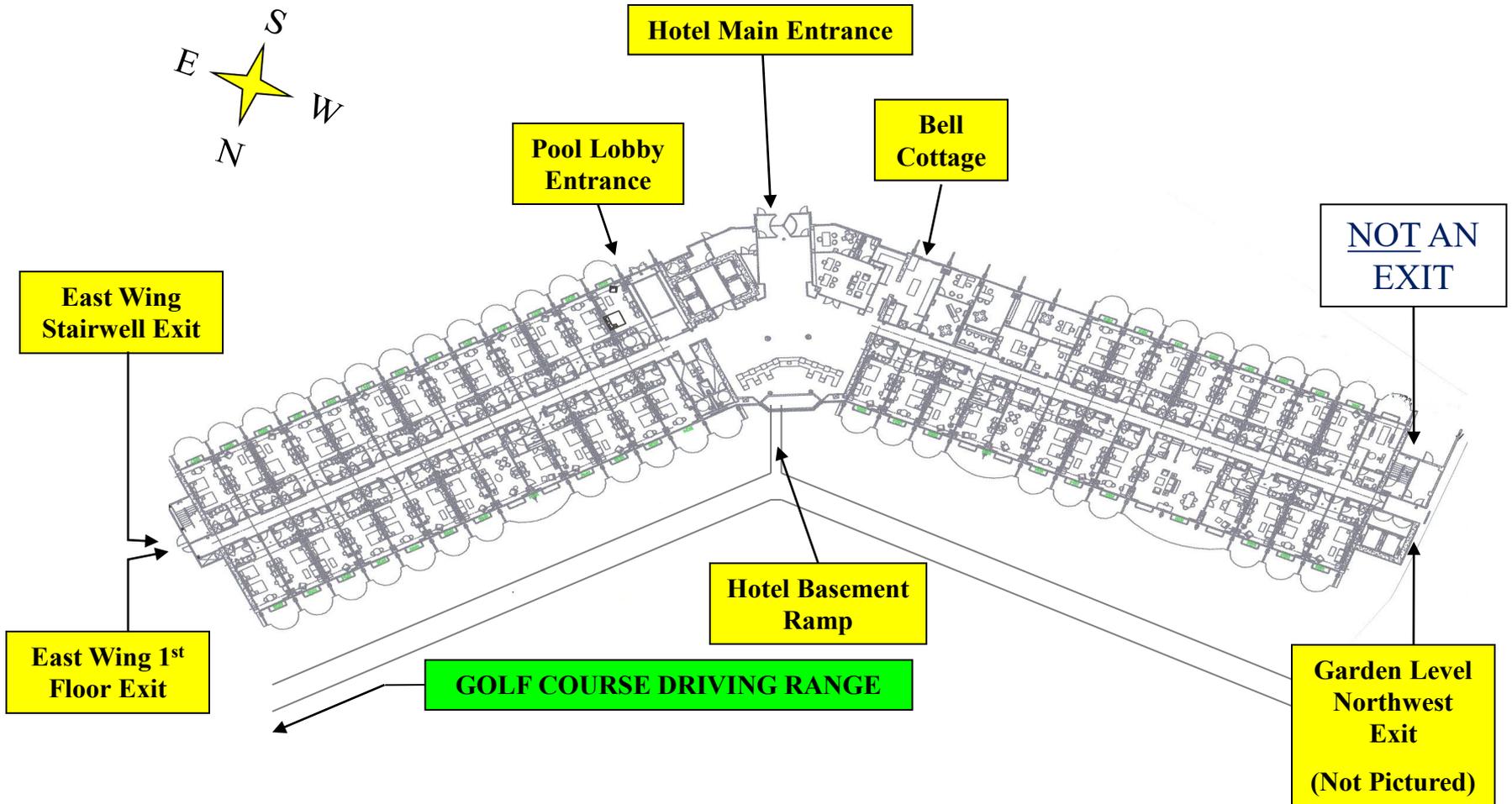
- All staff should follow the emergency lock-up procedures for their department. However, if you have to choose between evacuating and protecting Resort assets, **evacuate!**
- Money already in a chip bank, register, or a secured area must stay there!
- Staff that is *not* in possession/control of assets must immediately evacuate.

# EVACUATION PROCEDURES

## *Casino/Garden Level Evacuation*

- All staff members should encourage each other to evacuate with them, but keep moving should an individual refuse to leave.
- After exiting the building, all non-Security staff members must proceed directly to the green of the 1<sup>st</sup> Hole of the Barona Creek Golf Course.
  - The green of the 1st hole is the flat, raised area North of the Golf Cart Barn, past the Sunset Garden and behind the Central Plant.
- Non-emergency personnel should not enter the affected area for any reason!

# Hotel Evacuation Exits



# EVACUATION PROCEDURES

## *Hotel Evacuation*

- When the Fire and Life Safety System alarm sounds in the Hotel, or an evacuation order is given, Hotel Recreation, Bell, and Front Desk staff will switch their radios to the Outside Security channel.
- *All broadcasts on Security channels must be restricted for emergency use only!*
  - Hotel staff may only initiate radio traffic when they are directly involved with an emergency or if further instructions are required.

# EVACUATION PROCEDURES

## *Hotel Evacuation*

- **Do not allow anyone to use the elevators!**
- *All* evacuating guests and staff must report to the Barona Creek Golf Course driving range, to be counted as out of the building.
  - The driving range is the patch of flat, green grass across from the Golf Pro Shop and past the restroom building.
- Staff members working in the Golf Pro Shop, Wedding Chapel, or Golf Events Center must also proceed to the driving range of the Barona Creek Golf Course.

# EVACUATION PROCEDURES

## *Hotel Evacuation*

- Once the building has been evacuated, or if the situation becomes too dangerous, Security personnel will instruct all assisting staff to evacuate as well.
- All assisting staff will be directed to proceed to the Golf Course driving range, to be counted as out of the building by their supervisor.

# EVACUATION PROCEDURES

## *Hotel Evacuation – Front Desk*

Front Desk and Recreation staff will do the following:

- Each Guest Reception and/or Recreation Agent will acquire a printed list of guests currently staying in the Hotel.
  - Any guest with special needs (physical/mental disabilities, etc.) on the printed list should be highlighted.

# EVACUATION PROCEDURES

## *Hotel Evacuation – Front Desk*

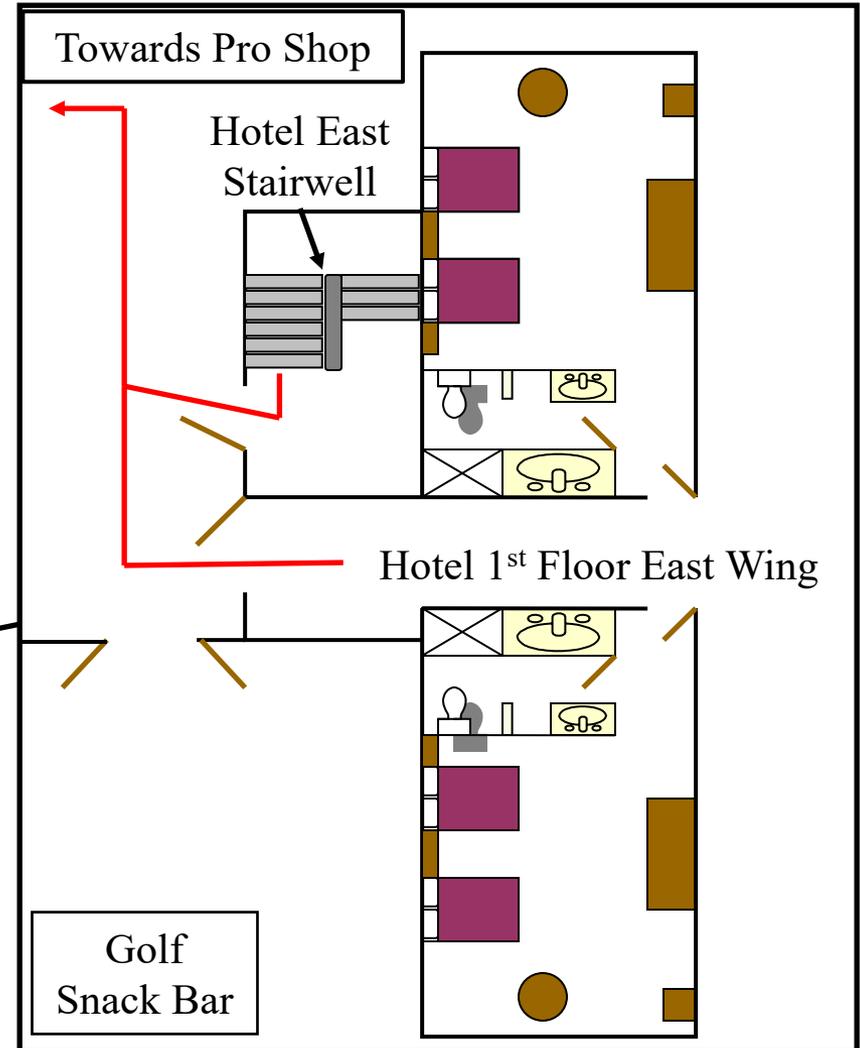
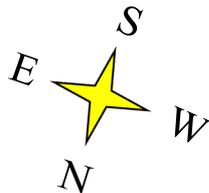
- Each Reception/Recreation Agent will go to a pre-determined exit (East Tower exits, West Tower exit, Pool Lobby Exit, or Main Lobby exit).
- Mark each guest that leaves the building on the printed guest list, so that all guests can be accounted for.
- Direct all guests and staff members to the Barona Creek Golf Course driving range, so they may be counted as out of the building.

# East Stairwell Emergency Exit & 1<sup>st</sup> Floor Emergency Exit

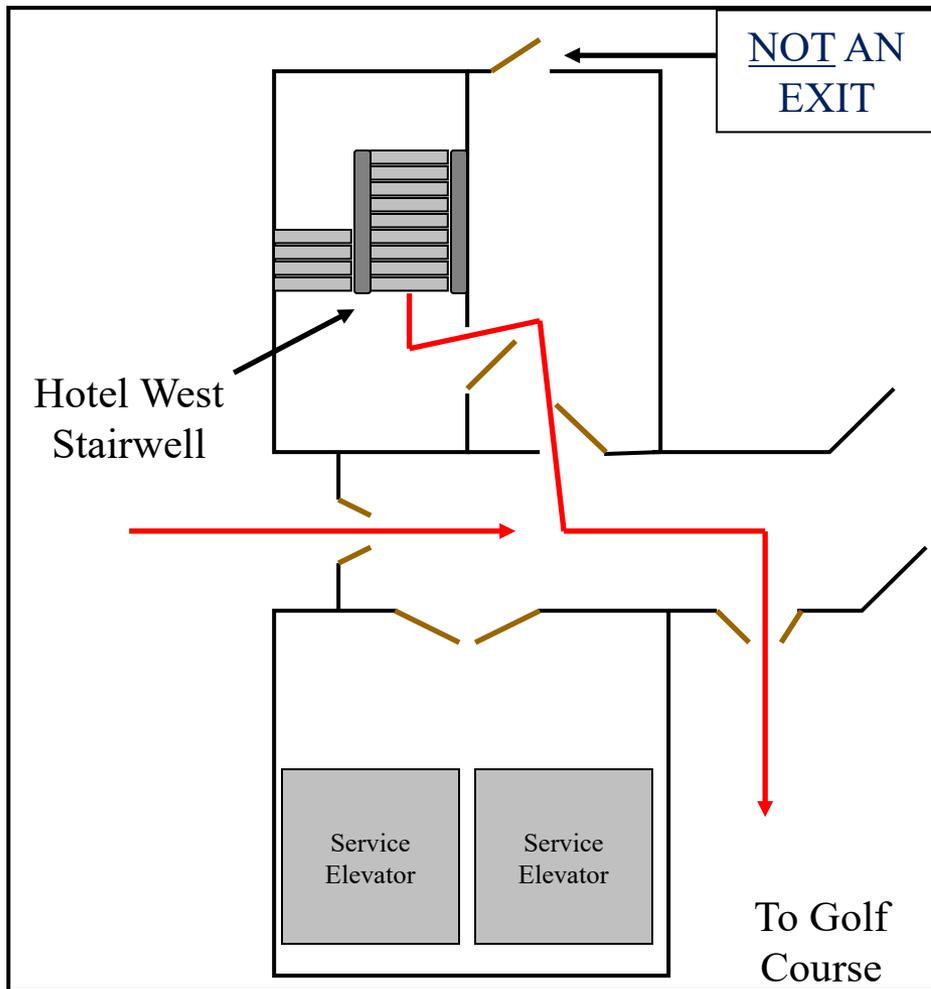
Guests and staff exiting through the east wing emergency exits of the Hotel must go to the Golf Course Driving Range.

The Golf Course Driving Range is located North of the Golf Pro Shop.

(Turn **right** as you exit the doors, and *then* left around the Pro Shop).

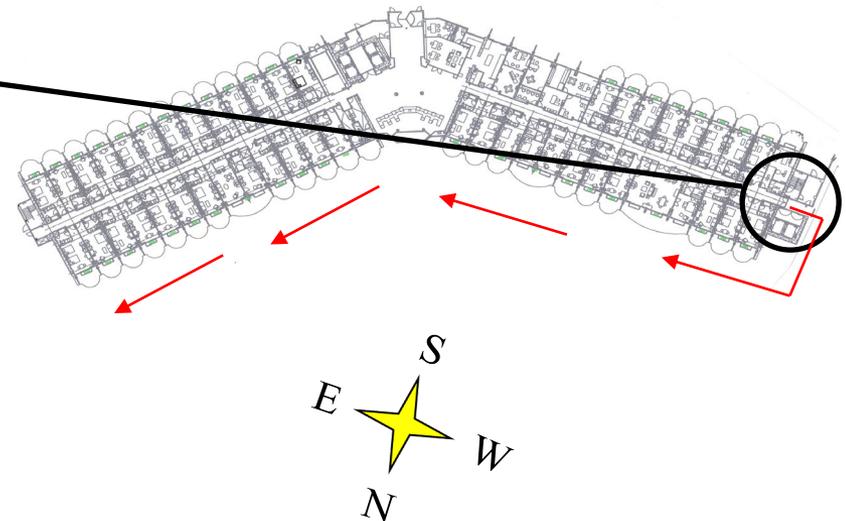


# West Stairwell Emergency Exit



Guests and staff using the West Wing stairwell must exit the building using the North hotel tunnel emergency exit.

After exiting the building, all guests and staff must be directed to the Golf Course Driving Range, located North of the Golf Pro Shop (to the right as you exit the building).



# EVACUATION PROCEDURES

## *Hotel Evacuation – Bellmen*

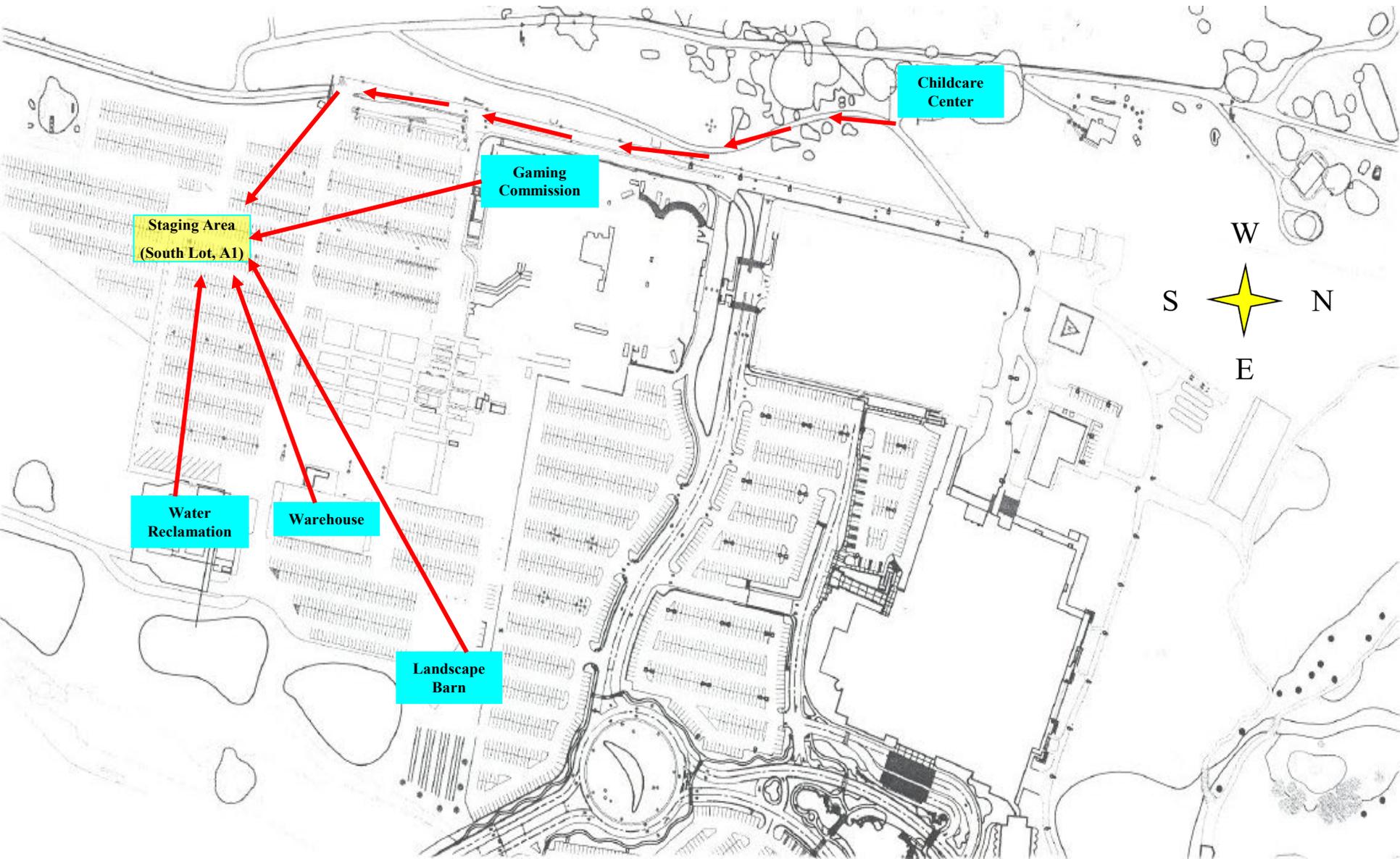
- During an evacuation, Hotel Bellmen will do the following:
  - Keep the Hotel Valet Circle clear of non-emergency vehicles, so emergency vehicles will have clear access to the Hotel.
  - Direct all non-emergency personnel and vehicles away from the area.
  - Direct all guests and staff members to the Barona Creek Golf Course driving range, so they may be counted as out of the building.

# EVACUATION PROCEDURES

## *Hotel Evacuation – All Others*

- When the alarm sounds, or an evacuation order is given, other Hotel staff will do the following:
  - Staff who are servicing a room must immediately place their entire utility/supply cart inside the room they are servicing and then close the door behind them as they leave.
  - All other staff in the Hotel must immediately walk to the nearest unblocked exit, away from the affected area, and leave the building.

# Outlying Structure Evacuation



Childcare Center

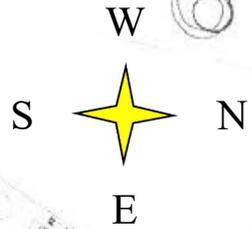
Gaming Commission

Staging Area  
(South Lot, A1)

Water Reclamation

Warehouse

Landscape Barn



# EVACUATION PROCEDURES

## *Outlying Structure Evacuation*

- Other buildings on the property will be evacuated in a similar manner.
  - This includes, but is not limited to, the Gaming Commission, Landscape Barn, Fleet Workshop, Water Reclamation Facility, Butler Building, and Warehouse.
- To avoid excess movement during an evacuation, staff should always go to the staging area that is nearest to them *at that time*, regardless of their work assignment.

# EVACUATION PROCEDURES

## *Childcare Center Evacuation*

- When an evacuation of the Childcare Center becomes necessary, Childcare staff will immediately initiate their evacuation protocols and proceed to the A1 section of the South Parking Lot, or other area designated by Security, using the safest route possible.
- Staff members will not be allowed to reunite with their child until after **everyone** has been properly accounted for.

# EVACUATION PROCEDURES *After the Evacuation*

- All staff members need to remain in the staging area and await further instructions.
- All non-emergency calls and requests for updates should be directed to your supervisor or manager.
- Central telephone numbers have also been established to convey communications between the Barona Resort and Casino and staff members while they are off property:

# EVACUATION PROCEDURES

## *After the Evacuation*

- **(866) 524-8251**

- This line will have important recorded messages for all staff members.
- Staff members are to call this number during a disaster to obtain information about work status, road conditions, and other important information.
- This line will be used for employees to call and leave messages and to report updates on outside information.

# EVACUATION PROCEDURES

## *Additional Information*

- If a staff member has questions regarding emergency procedures, he/she should contact his/her immediate supervisor for assistance.
- Supervisors and Managers with questions regarding emergency policies and procedures should contact Security (**ext. 3616**).