



## Palace Hotel Guest Emergency Procedures

### Press 911 to call Fire, Police or Ambulance

When calling, remain calm. State your exact location, 2 New Montgomery Street, Palace Hotel, room number, and the nature of the emergency. Remain on the telephone, and answer the questions as briefly and accurately as possible.

### Palace Hotel Life-Safety System

The Palace Hotel's Life-Safety System is in complete accordance with the National Fire Protective Association's (NFPA) Guidelines. In addition to the hotel's first responder team, comprised of security and engineering personnel, it is continuously monitored by an off-site monitoring service. All public area smoke detectors, fire-pull stations and sprinklers throughout the entire building are monitored as part of our exhaustive life-safety system.

When an alarm is activated due to a fire, smoke or other condition, a whooping sound will be heard, and the fire doors located by the elevators and stairwells will automatically close throughout the entire hotel. Please be aware that the closed doors will change the existing corridor conditions. An automatic announcement will indicate to evacuate the building. You can choose NOT TO EVACUATE the building. This was built-in the system in order to be compliant with the city and county of San Francisco and San Francisco Fire Department. We will make our own announcement immediately after the initial automatic announcement.

Guests will be advised what to do by our hotel-wide, public-address system. Remain calm and listen actively for these instructions, which will be repeated at least three (3) times.

The smoke detector in your guest room is a single unit and is not connected to the main system. Should it activate, please call the Hotel Operator at "0".

### Fire Emergencies If You Discover Smoke or Fire

Call the Fire Department by pressing 911, or activate a red fire-pull station.

Give Exact Location (Same as above). Tell them what's burning.

Consult the evacuation map on the back of your guest entrance room door. Close all doors as you leave, and take your Room Key.

Exit the hotel through one of the exit stairwells as noted on the map.

# Palace Hotel - Safety First

To ensure your well being, the Palace Hotel has a state of the art life safety system. Among its many components are public area smoke detectors, water sprinklers, fire-pull stations, fire extinguishers, public address speakers and a back up generator to run it in the event of a blackout.

These and other elements combine to protect us all when an alarm is activated. Most obvious, a continuous "whoop" sound will be heard. Fire-safety doors located by the elevators and stairwells will demagnetize, temporarily modifying the appearance of the floor. Strobe lights, a means to alert hearing-impaired guests of the emergency, will flash. Large ceiling fans will force air into our emergency stairwells, making them safe for us to leave the hotel if necessary. On going testing of this life-safety system combined with frequent associate fire drills have resulted in an extremely safe hotel.

## In The Event Of an Alarm

Should an alarm occur, hotel associates will conduct a rapid investigation of the alarm's cause. Please remain calm and listen for instructions over our public address system. Over 99% of our alarms will not require an evacuation.

In the rare event that a hotel evacuation is requested, remain calm. An evacuation map is located on the back of your guest room door. Take your guest key and leave the room. Do not use the elevators. Walk to the closest stairway and leave the hotel.

Although it is highly unlikely, you may encounter smoke in the stairway while evacuating. Do not proceed through the smoke. Instead, walk up one floor and feel the stairwell door with the back of your hand. If the door is cool to the touch, open it, and enter the floor. Walk to another stairwell exit on that floor, and continue exiting the hotel using a different stairwell exit.

However, if upon encountering smoke in the stairway you walked up one floor, felt the back of the stairwell door with the back of your hand and it was hot, you need to proceed up another level of stairs to try again. Only enter a floor if its stairwell door is cool to the touch. Then continue exiting the hotel using a different stairwell exit.

Once outside the hotel, associates will direct you to our holding area, located on Annie Street, between Mission and Jessie Streets.

**NOTE:** In order for our fire emergency system is in compliance with the safety & ordinance in the city and county of San Francisco, there will be an automatic pre-recorded announcement instructing everyone to evacuate the building. Please **DO NOT EVACUATE** at this time. Our team will respond to the FCC and make a live updated announcement instructing everyone on what to do. Please advise all attendees to listen actively for our announcements. If the hotel and the SFFD decides to evacuate the building, this will come from a live announcement and not from the pre-recorded one.

## Defending In Place

Some guests choose during a hotel evacuation to stay in their room and defend themselves there. Should you decide to do this, call the Hotel Operator or 911 first, giving your exact location and room number. Then fill the bathtub with cool water, making certain you drench your sheets and towels. Place the sheets or towels over any vents in the room, and the top and bottom of the entrance doors. Post the red Call 911 sheet in the back of the in-room compendium on the window.

## **Bioterrorist**

Although the likelihood of the hotel being exposed to biological or radiological contaminants remains low at this time, the hotel recognizes this may change in the future. In the event of a war or a terrorist act resulting in an exposure, guests will be directed to their rooms or to a designated holding area within the hotel. Hotel personnel will listen to local radio and television reports for the most accurate information from responsible governmental and medical authorities on what's happening and take whatever actions are suggested.

## **Safety and Security Suggestions**

In order to ensure the highest degree of confidentiality, it is suggested that guests do not reveal their room number, especially in a public place.

Contact the Security Department (ext. 6028) or Hotel Management immediately if you lose your guest room key.

Immediately report any suspicious persons or unusual activity to our Security Department as well as to your Coordinator if you are attending a Convention or Meeting. Let them investigate the matter.

Safeguard your room key. Do not leave it in your room or in the door. Do not give your key to others. Notify the hotel immediately if a key is lost.

Do not leave valuables out. A safe is provided in your room and at the Front Desk.

If attending a convention or meeting, please do not leave your personal belongings unattended in a ballroom, especially if you have a meal in another room or off hotel property.

Do not leave valuables in unattended vehicles.

For additional security in your room, we suggest you utilize the deadbolt lock and chain provided on your door.

Make sure your door is secure when leaving the room.

Do not admit persons to your room without first making identification. A view portal is provided in your door. If there are any doubts about the person's true identity, please contact management.

Do not reveal the name of the hotel or the room number to strangers.

Never discuss plans for staying away from the hotel in the presence of strangers.

Do not leave briefcases, purses, laptop computers, luggage or valuables unattended.

If you notice anything of a suspicious or alarming nature, or have a need of special assistance, please contact the Manager on Duty, Security, the Front Desk or the Hotel Operator.

## **Minor Medical Situations: Medication & Treatment**

All hotel Safety & Security Officers are trained in Adult CPR, AED's and 1<sup>st</sup> Aid. Minor 1<sup>st</sup> aid treatment is available at the hotel. Please contact the hotel Security Department through the "Hotel Operator by dialing "0" in the event of a minor injury.

For prescription drugs as well as over the counter medications, please contact the Concierge at extension 6102 for the name and location of the nearest pharmacy.

## **Medical Emergencies**

Press 911 to call for an ambulance

Then call the Hotel Emergency Hot Line, Extension 42 or the Operator to advise hotel associates.

## **Hospitals in the Area**

St Francis Memorial Hospital - Closest To the Hotel

900 Hyde Street

San Francisco, California 94109

Telephone: (415) 353-6000

California Pacific Medical Center

2333 Buchanan Street

San Francisco, California 94115

Telephone: (415) 563-4321

## **Other Medical Service Providers**

Travelers Medical Group – Dr. Savage is available 24 hours

Will come to the hotel

490 Post Street, Suite #225

San Francisco, California 94102

Telephone: (415) 981-1102

## **Dental Services**

For a listing of dentists in the area, contact the Dental Referral Service of California at, (415) 398-0618 or 1-800-DENTIST.

## Earthquake Emergencies:

In the event of an earthquake, remember to Drop, Cover & Hold On!

Drop under a sturdy desk or table

Cover your head and as much of your body as you can

Hold onto the table; if it moves, remember to move with it, keeping yourself covered as you go.

Stay Calm!

Do Not Run Outside!

You Are Safer Inside The Hotel.

Instructions will be made over the hotel's Public Address System.

## Safety on Public Transportation

While waiting for a bus or streetcar, stand near others who are waiting. Be alert of activities around you.

If the immediate area is deserted or in darkness, stand near an occupied building or in a lighted area until your transportation arrives.

Once on the bus or streetcar, be aware of the people around you. If someone looks or acts suspicious notify the driver.

If the bus is empty or nearly empty, sit as far forward and close to the driver as possible.

If someone bothers you, notify the driver immediately.

Upon arriving at your stop, be aware of those around you. If you feel you are being followed, go to the nearest occupied building and ask for assistance.

After dark attempt to get off the bus in a well-lighted area, and use only well-lighted streets to reach your final destination.

## Auto Safety

Make sure your car is always in good working order, with safe tires and an adequate amount of gasoline for your planned trip.

Always check your car before getting in. Make sure there is no one hiding inside.

When driving your car, keep the doors locked.

Park your car in a well-lighted area and lock your car. It is best to park in attended lots if possible.

Do not leave packages or personal items in open view in the car, place them in the trunk.

Never pick up hitchhikers.

If you feel you are being followed, drive to the nearest Police Station or open filling station.

# Hotel Guest Safety Suggestions

Top security experts say these tips may be valuable for hotel guests:

- When checking in at a hotel, make sure that no strangers hear your name and room number.
- Try to get a room close to an elevator.
- Don't show off money or jewels in a hotel lobby.
- Don't leave your room door open when carrying baggage into or out of the room or when using vending machines.
- Inside a hotel room, keep your door locked, using all locking devices provided.
- If your room has a door that leads into another room, make sure that it's locked.
- Make sure all windows are locked.
- Never admit anyone to your room without first checking their identity with the front desk.
- Guard your room key or access card. Don't set the key or card down in a visible location when you're at a hotel pool or a dining room.
- If arriving at night, use the hotel's main entrance. You may be asked to show your room key and photo identification.
- Don't hesitate to ask a hotel employee to accompany you to your room.