

MAYACAMA 

EMERGENCY EVACUATION PLAN

## **DEPARTMENT GUIDELINES**

In the instance of an alarm activation/emergency, each leader must take responsibility for the wellbeing of their department without jeopardizing their own safety. Following is a list of departments and their responsibilities before evacuating their area.

### **THE FOLLOWING ARE ESSENTIAL FOR EACH DEPARTMENT:**

- Take a radio with you and make sure it is on Channel 1 for emergency communications. If there is an AED in your department, bring it with you.
- Manager on duty is required to take attendance to confirm all employees are present. Managers must take a schedule with them to know who is working at the time of the emergency. If not all employees are accounted for, notify Human Resources immediately.

## **CADDIE SERVICE**

### **Gathering Location: Clubhouse Parking Lot**

Assist any member/guest in the area, giving them directions on where to proceed. Designate one employee to station him or herself on the road outside the cart barn to assist and provide directions to the parking lot. Take a copy of your shift schedule and proceed to the evacuation area (Parking Lot). Report to management on duty for roll call.

## **CONCIERGE**

### **Gathering Location: Clubhouse Parking Lot**

Initiate all emergency calls to 911. Have copies of Employee contact information and Emergency Contact Lists on hand. Stay at the front desk until instructed to leave, fielding all incoming calls. If it is unsafe in your respective area, evacuate the building and take a cell phone, radio, and contact sheets with you. If it is safe to continue staying in the Clubhouse, give the current arrival/stayover/departure list to the Director of Residences and help make evacuation calls to all Residence Club and homeowners. Report to management on duty for roll call.

## **F&B FRONT OF HOUSE STAFF**

### **Gathering Location: Club Parking Lot**

If safe to do so, close all doors and windows. Designate one employee to go to the main doors and direct guests to the evacuation area. Take a copy of shift schedule and proceed to the evacuation area. Report to management on duty for roll call.

## **GATEHOUSE**

Lock all doors and proceed to the evacuation area. Take a copy of your shift schedule and proceed to the evacuation area. Report to management on duty for roll call.

## **GOLF COURSE MAINTANANCE / FACILITIES**

### **Gathering Location: Soils Yard or Knoll past the HK side of the building**

If safe to do so make sure all equipment is off. Take a copy of your shift schedules and proceed to the evacuation area. If you are on the South Side of the Clubhouse, meet at the Soils Yard. If you are on the North Side of the Clubhouse, meet at the knoll past the housekeeping side of the Maintenance Facility. Report to management on duty for roll call.

## **GOLF SHOP**

### **Gathering Location: Clubhouse Parking Lot**

Lock all doors and proceed to the evacuation area. Take a copy of your shift schedule and proceed to the evacuation area. Report to management on duty for roll call.

## **GUEST SERVICE**

### **Gathering Location: Clubhouse Parking Lot**

Report to management on duty and gather all radios in the bell closet. Leave one radio for Lodging management on duty and make sure all radios are on Channel 1. Proceed to the evacuation area and wait for further instructions.

## **HOUSEKEEPING**

### **Gathering Location: Clubhouse Parking Lot**

Vacate Villa and Casitas - Close the Villa and proceed to the closest designated evacuation area. Assist any guests giving them directions to proceed to evacuation areas. Make sure all radios are on channel 1. Report to management on duty for roll call.

## **KIDS ACTIVITIES**

### **Gathering Location: Clubhouse Parking Lot**

Gather all sign-in sheets for the day and Parents Release of Liability Forms if available. Gather children and safely proceed to the evacuation area. Report to management on duty for roll call.

## **KITCHEN**

### **Gathering Location: Clubhouse Parking Lot**

Turn off stoves and ovens. Inspect walk-in refrigerators and storage areas must be to ensure that no employees are inside. Take a copy of your shift schedule and proceed to the evacuation area. Report to management on duty for roll call.

## **LOCKER ROOM**

### **Gathering Location: Clubhouse Parking Lot**

Assist any guests in the locker rooms, giving them direction on where to proceed. Report to management on duty for roll call.

## **LODGING**

### **Gathering Location: Clubhouse Parking Lot**

Lodging management to retrieve backup disk from computer room and close computer room door. Get arrival/stayover/departure list from the Concierge. Make sure you have a radio, and it is on Channel 1. Take a copy of your shift schedules (Guest Services, Concierge, Shuttle,) and proceed to the evacuation area. Report to management on duty for roll call.

## **NIGHT AUDIT**

### **Gathering Location: Clubhouse Parking Lot**

Stay at the front desk until instructed to leave, fielding all incoming calls. If it is unsafe in your respective area, evacuate the building and take the Cell phone and radio with you.

Initiate all emergency calls to 911. Contact all Management on Emergency Contact List. Keep one radio so you can communicate with GM and make sure it is on Channel 1. Keep current arrival/stayover/departure list to share with first responders (if alone on property). Make sure all guests are notified of emergency procedures and proceed to the evacuation area. Contact all homeowners if there is no immediate danger to yourself.

## **OUTSIDE SERVICES**

### **Gathering Location: Clubhouse Parking Lot**

Check the Fitness Center and the Kid's Room. Assist any guest in these areas giving them instructions on where to proceed. Designate one employee to station him or herself on the road outside the cart barn to assist and give directions to the parking lot.

## **SALES /MEMBERSHIP/ACCOUNTING**

### **Gathering Location: Clubhouse Parking Lot**

Report to the evacuation area. Report to HR for roll call.

## **SNACK BAR**

### **Gathering Location: Clubhouse Parking Lot**

If safe to do so, turn off the grill and the fans. Proceed to your designated evacuation area and check in with F&B management on duty for role call.

## **SPA**

### **Gathering Location: Clubhouse Parking Lot**

Assist any guests and give them instructions on how to proceed to the gathering location. Designate one employee to station themselves at the main double doors to direct guests to the evacuation area.

## **SWIM & TENNIS CENTER**

### **Gathering Location: Pool Parking Lot/Clubhouse Parking Lot**

Proceed to the evacuation area. Assign an individual to bring AED device with them. If you are unable to get to the Clubhouse evacuation area, call the front desk or radio to confirm all your employees are present.

## **HUMAN RESOURCES**

### **Gathering Location: Clubhouse Parking Lot**

Run current day's timeclock register and take it to the evacuation area. Bring First Aid Kit, AED Device, and radio.

## **ACCOUNTING FOR EMPLOYEES/VISITORS AFTER EVACUATION**

Once an evacuation has occurred, Human Resources and Management will run role call and account for each employee on property at the designated evacuation locations. Each employee is responsible for reporting to the appropriate Manager/Supervisor on Duty to make an accurate headcount.

**CLUBHOUSE EMERGENCY GATHERING AREA**



**MAINTENANCE/ HOUSEKEEPING EMERGENCY GATHERING AREA**

