

As an example, this questionnaire is filled out with answers that might be given by a typical small to medium sized lodging facility. The fictitious facility is the Oceanside Motel in Waldport, which was used in the realistic scenario part of this publication. All answers are fabrications and do not reflect the situation of any particular coastal lodging facility.

Lodging Facility Preparedness Questionnaire

The following questions will guide you through the issues that you will need to address to make a preparation plan for your facility. Answering these questions will essentially produce a preparation plan for the time that a major earthquake/tsunami will strike the Oregon Coast. Some of the questions will not apply to your facility, and as you go along, you probably will think of other issues that are not addressed in this questionnaire.

General Questions:

Is my facility within the inundation zone for a local tsunami (30-50' above mean sea level)? **Yes** No

Is my facility within the inundation zone for a tsunami generated by a distant earthquake (15-20' above mean sea level, the present base of the sea cliffs is generally around 10-14' above mean sea level)? Yes **No**

How long does it take to walk from my facility to an area outside of the tsunami inundation zone? **It takes 10 minutes for a fit person, 20 minutes for a person with disabilities**

Where is the community-designated assembly area that is closest to my facility?
Waldport Elementary School

What is the most direct walking evacuation route to the nearest community designated assembly area?

Go up 5th Street to Hayes Drive, take a right on Hayes, follow Hayes to Marble Lane, the school is at the end of Marble Lane

Does this route cross any bridges that might be knocked out in an earthquake? Yes **No**

What is an alternative evacuation route, if the most direct route is blocked, or otherwise unusable?

Walk over two blocks to 3rd Street, then go up 3rd Street to Hayes Drive or Gilbert Blvd., if Hayes is blocked then continue up 3rd Street to Van Buren, and turn right. You will need to back track from Van Buren to Hayes, when you get to the area of the school.

If there is no community-designated assembly area near my facility, where is the nearest safe-area where my staff and guests will be told to rendezvous?

Does my facility have a NOAA weather radio? Yes No Where is it located and how will it be monitored for announcements? It is in the office behind the front desk. Anyone in that office can hear it, as well as the receptionist at the front desk.

If my facility does not have a NOAA weather radio, does it have a battery-powered radio? Yes No Where is it located?

How will my staff contact me or other managers in case we are away from the facility during the tsunami evacuation? I will expect my staff to call me on my cell phone, as they usually do for questions or for emergencies.

Does my facility have a disaster kit? Yes No

What does the kit contain (see Red Cross and business brochures)? It contains a couple of flashlights, extra batteries, some Powerbars, matches and fire starting materials, a gallon of bleach, a couple of cases of bottled water, disposable cameras

Where is it located? It's in the storage unit where we keep extra supplies on 4th Street

Is it easily accessible if my facility is within the inundation zone? Yes No

Will it be accessible after a major local earthquake? Yes No

What agency is responsible for emergency management in the local area of my facility? The Lincoln County Emergency Services Department and the Central Oregon Coast Fire and Rescue District

What is the contact information for that agency?

Central Oregon Coast Fire and Rescue District
P.O. Box 505

Waldport, OR 97394

Office Phone: (541) 563-3121

Office Fax: (541) 563-3190

Lincoln County Emergency Services
Courthouse Room 103

225 West Olive Street

Newport, OR 97365

Office Phone: (541) 265-4199

Office Fax: (541) 265-4197

Evacuation Questions:

Who is in charge of making decisions about an evacuation from my facility? **I am in charge—in case I am absent or on vacation, the receptionist has the authority to make evacuation decisions**

Is the same person/position in charge at night? **Yes** No

Are there official warning sirens in the area of my facility? Yes **No**

If warning sirens exist, what is the signal for a local tsunami?

Is the siren signal different for a distant tsunami?

What is the siren signal for the “all clear”?

If warning sirens do not exist, how will I know that a local tsunami may be coming?

After reading the tsunami literature I will know that a local tsunami is coming if we experience a strong earthquake.

What other kind of community notification system for a distant tsunami exists for my facility? **I don't think that we have a community notification system, so I am relying on announcements from the NOAA weather radio to alert us to the danger of a distant tsunami.**

How do I plan to deal with our responsibility to notify guests that a local tsunami (minutes before the tsunami arrives) may be on its way and that they need to evacuate? **I**

will have someone make an announcement using the bullhorn. They will go to the stairways and halls, as well as the RV park.

How will my notification plan differ for a distant tsunami (hours before the tsunami arrives)? **The telephone switchboard will be the best way to notify guests for a distant tsunami. We have a message prepared that we can hook into the automatic wake-up system.**

How will the notification plan for a local tsunami work if:

The electricity is out? **The bullhorn is battery-operated**

The phone system is out? **The plan does not use the phone system for notification of a local tsunami.**

It is daytime and most guests are away from the facility? **It will still work, although we may not get much response**

It is nighttime and most guests are asleep? **I am assuming that the earthquake will wake everyone up, but in case it doesn't I will ask the person with the bullhorn to knock on doors**

How do I expect my staff to handle the evacuation of elderly, disabled, or physically handicapped guests? **Evacuation of the elderly and otherwise disabled people will begin immediately after the earthquake. We will try to get other guests to assist people who really need help. For those who are completely immobile, we will use their wheelchairs and/or the wheelchair that we keep in the front desk office closet. If there are too many we will use the cart on the riding lawnmower, or perhaps the laundry supply cart.**

How do I expect my staff to deal with non-English speaking guests during an evacuation? **It depends on what language they speak. If it is Spanish, we will rely on Maria, who is our Spanish-speaking maid. I speak a little French and Italian, and Rachel speaks some German. John knows a little Japanese from his service in the military.**

Staff Evacuation Responsibility Questions:

Do my staff members know how to protect themselves during a major earthquake followed by a tsunami? **Yes** No How do I plan to communicate information about earthquake and tsunami personal preparedness to my employees? **We hold a "drop, cover, and hold" drill every six months—one which is announced and one which is unannounced.**

Is my staff trained in the way that I want them to react to a tsunami evacuation in terms of my facility and guests? **Yes** No How often does that training occur, and what form does it take? **We will go over the evacuation plan once a year. I will make sure that all new employees are briefed on evacuation procedures and the evacuation plan when they are first hired.**

Do I expect all my staff members to stay at the facility until all of the guests are evacuated? **Yes** No If all of my staff members are not expected to stay, then who is expected to stay? **I expect the front desk staff to stay until the evacuation announcement has been made. I expect other staff to help with the evacuation of the elderly and physically disabled. If any guest resists evacuation, then we will warn them of the dangers, but I do not expect any of my staff members to stay behind to take care of reluctant guests.**

How does this expectation change for a local vs. distant tsunami? For a distant tsunami I expect all of the staff members to stay and help with the evacuation. They will be allowed to call their families to warn them about the dangers and to make arrangements to meet them after the evacuation is over. If any guest resists evacuation, then I do not expect any of my staff to stay behind to take care of them.

When will I allow my staff members to seek out their family members and determine their safety? For a local tsunami I expect them to look for their families after they have reached the evacuation assembly area with the guests that they are helping. For a distant tsunami, see the answer to the previous question.

What tasks do I want my staff to perform during an evacuation?

First priority? The first priority of the staff is to make sure that the guests are notified that a tsunami is expected to hit the motel and Waldport.

Second priority? Their second priority is to help with the evacuation. The receptionist on duty needs to take a copy of the registered guests as well as the receipts and money in the cash drawer.

Which of my employees are trained in CPR and first aid? John and I have training in both CPR and first aid. Rachel has CPR training, and took the first aid class 10 years ago.

Does my staff know the locations of the main turn-off valves and switches for the gas, electricity, and water services? Yes No Who will be responsible for turning off the gas, electricity and water? John will be responsible for turning off the utilities. If John isn't around, then any of the rest of the staff can be assigned to do it. Locations of all of the valves and switches are shown on a motel map attached to this plan.

Where have I posted, for my staff, the contact information for the local emergency management agency? A list of emergency contacts is posted in the staff break room. In addition a list is kept on each maid cart and in the handyman's shop. The front desk has a more extensive list over the switchboard.

Guest Preparedness Questions

What information will I provide to my guests about general personal tsunami preparedness and evacuation? Every room has a laminated copy of the evacuation brochure for Waldport in the same drawer as the phone book. In addition, we have a table-topper on the top of the TV that gives the basics for tsunami preparedness.

What information will I provide to my guests about a tsunami evacuation from my facility? When they check in we will provide them with the map of the motel that also has the route to the assembly area shown on a small map.

What form will this information take? See above

How will I provide information to non-English speaking guests? I have no plans to provide information to non-English speaking guests, because we don't get that many of them

Business Preparedness Questions

Do my staff members have a procedure for taking the guest registration information to the assembly area during an evacuation? Yes No If yes, what is the procedure and who is responsible? At the ends of their shifts the receptionists and night clerks will print out a list of all registered guests.

Do my staff members have a secure way to take the money receipts and guest credit card information along to the assembly area during an evacuation? Yes No If yes, what is the procedure and who is responsible? The receptionist or night clerk will be responsible to emptying the cash drawer into our usual bank deposit bag. They will take it with them when they evacuate. If I am at the facility at the time of the evacuation I will be responsible for this task.

What is my insurance coverage? All of our insurance is with Mutual of Enumclaw. Our policy is through Bob Jones, phone number 541/368-4295. We have liability insurance as well as full coverage on the contents and structures. We have flood insurance which covers tsunamis, and another policy that is earthquake insurance.

Where is information kept about my insurance coverage? Aside from this information, the policy is kept in the second drawer down in the gray filing cabinet next to my desk in the office. The folder is marked "Insurance Policies".

Do I have a way to record the damage to the facility for documentation in later insurance claims? Yes No What is it and where is it located? We have a video camera and it is kept in the bottom drawer of the gray filing cabinet next to my desk in the office. If that does not work, there are several disposable cameras in the disaster supply kit.

Do I have a list of my principal suppliers? Yes No Which suppliers are within the inundation zone? Mary's Janitorial Supplies, Staples, and Home Depot

What alternative suppliers are available? Clean 'R Us is in Newport, Jones Hardware and Lumber, and Smith Stationery are in Waldport

Do I have a back-up plan for my business files and records? Yes No Are those backup files and records presently kept within the inundation zone? Yes No What are alternative storage sites? We could put the back-up disks for the computer in the storage unit on 4th St. I have copies of my files on my laptop, and also on my home computer.

What pieces of machinery and computer equipment are essential to the smooth operation of my business? **Laundry machines, RV dump station, front desk computers and my computers**

What is my back-up plan for the repair or replacement of any damaged equipment?
No plan at this time. I can bring my home computer in to work, if it is not damaged.

Post-Disaster Questions

How do I find out if the “all clear” has been given and the danger of more tsunamis is past? **The fire station will give a signal with the fire whistle. If that isn’t working then the police will come to the assembly area and make announcements on a bullhorn**

What will I expect my staff and guests to do during aftershocks? **For all large magnitude aftershocks we will follow the same evacuation procedures as the first earthquake. For smaller magnitude quakes we will take cover during the quake and then check on the guests after each quake.**

How will I get an assessment of the structural damage to my facility? **The city engineering staff will assess all of the public buildings before anyone is allowed to go back into them.**

What is the procedure to account for all registered guests after an evacuation? **We will check people off at the assembly area against the registered guest list.**

What actions will my staff take regarding guests who are not accounted for? **If they are still missing after 48 hours we will report them to the authorities and try to call the phone number that they gave on their registration. We will also go into their rooms to look for possible emergency contacts in their belongings.**

How will I keep guests and staff from re-entering an unsafe structure to retrieve their belongings? **We will put big Keep Out-Danger signs on all the doors. I or another staff member will also warn all of the guests at the assembly area not to re-enter the building until after the city inspection is complete. We will not go in to rescue any guests if they insist on entering the building and then have problems.**

What alternative lodging arrangements might be available for my guests if my facility is no longer safe? **No plans are made at this time.**

How will I tell my guests about alternative arrangements, and who will pay for those arrangements? **Unknown**

How will I handle refunds for guests who cut their stay short? **Their credit cards will be credited, or they will receive a check refund within a month.**

How will I get in touch with employees to come in and help with the disaster relief? **I will call people's cell phones.**

Do I expect my staff to help with search and rescue efforts within my facility? **Yes** No
Where are extrication tools stored? **In John's workshop and in the 4th Street storage unit**

Do I plan to stockpile supplies for use during the period immediately following the disaster? **Yes** No What are those supplies and where will they be stored? **Other than the disaster kit we don't plan to store any extra supplies besides the extra that we usually have on hand.**

Who will know about the stored items and how to access them?

What agencies will be available to help me with my post-disaster problems? **FEMA in Portland, Small Business Administration in Salem**

What are the contact numbers of those agencies?

FEMA 503/123-4567

SBA 541/987-6543