

# SECURITY & SAFETY SERVICES

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## EMERGENCY PROCEDURES



GAYLORD  
NATIONAL®

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# EMERGENCY PROCEDURES

The STARS (employees) at Gaylord National are excited to have you stay with us during your visit to the Washington, D.C. area. Our goal is to provide flawless service and a part of that is our ability to handle any emergency that could occur during your stay. We have prepared some information to share with you and your attendees

## **Safety and Security Contact Information**

Please contact Gaylord National® Safety Services for all medical or security issues at (301) 965-4500 or extension 333 on any hotel phone.

## **Medical Emergency**

Gaylord National maintains a 24/7 on-property security staff that are trained in basic first aid, CPR, and the use of the automated external defibrillators. Please contact Gaylord National's Safety Services department at (301) 965-4500 or extension 333 on any hotel phone for assistance.

## **Evacuation**

We are equipped with smoke detectors and fire alarms throughout the hotel and convention centers which are monitored at our security dispatch office. In the unlikely event of an incident requiring any type of evacuation, audible messages will be played throughout the hotel and convention center with the appropriate instructions. The evacuation routes in the hotel and convention center vary depending on your location. There are signs posted in the hallways and stairwells that direct evacuees to a safe location. In the event that guests are instructed to evacuate to our parking lots, Gaylord STARS will be available to assist and direct guests. Everyone will be directed to an outer perimeter of the parking lot for further instructions. Please see attached map for directions to hotel and convention center exits and emergency gathering points outside.

## **Closest Hospital**

Fort Washington Medical Center is the nearest hospital and is approximately five miles from the hotel and convention center. It is located at 11711 Livingston Road, Fort Washington, Maryland 20744. The telephone number is (301) 292-7000.





- Gaylord National is committed to providing a safe and secure environment for clients, guests and STARS. To that end, a state-of-the-art fire alarm system has been installed in the resort. This fire alarm is monitored 24-hours a day by the on-duty security dispatcher, as well as an off-premise central monitoring station. Upon activation of an alarm, the Prince George's County Fire Department is immediately dispatched to the resort.
- The hotel and convention center are divided into zones. In the event of an actual emergency, the fire alarm could activate only in one zone depending on the location of the activation incident. An emergency activation in one zone may not require an emergency activation of the other.
- The hotel is fully protected by sprinkler systems, and is in full compliance with the Federal Emergency Management Agency's guidelines for fire safety.
- All emergency exits in the resort are clearly marked by lighted white signs with red letters directing the path of egress. The resort uses a back-up generator for critical needs, so that all emergency staircases are adequately illuminated, even in the event of a power outage.
- In the event of an emergency or alarm activation, a member of the Safety Services team will address the hotel using the public address system. It is imperative that all guests listen for the announcements when an alarm has been activated.
- All Safety Service agents are trained first responders and certified for both CPR and AED. A Safety Services leader is available 24-hours a day should a client wish to discuss any issues.
- Fire extinguishers are conveniently located throughout the resort.
- The back of all guest room doors display a map which notes emergency exits from individual guest rooms.
- STARS are trained annually on fire safety and emergency evacuation procedures.
- Safety Services dispatch is available from all house phones by dialing extension 333.

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## Building Description

- The hotel is located at the corner of Waterfront Street and St. George Boulevard.
- The hotel is comprised of two buildings: the convention center and the main hotel.
- The main entrance is located on Fleet Street and Waterfront Street.
- The loading docks are accessed from National Harbor Boulevard.
- The Convention Center is four stories including one story below street level.
- The hotel has a total of 1996 guest rooms and over 500,000 square feet of convention and meeting space.
- The building opened in March of 2008.

## Building Life Safety Features

- The fire alarm system is a Simplex 4100 Multiplex System.
- There are two fire pumps, one electric pump and two generators.
- The hotel is fully protected by sprinkler systems, and is in full compliance with the Federal Emergency Management Agency's guidelines for fire safety.
- Systems include: Communication, Selective Area Lighting, All Exit/Stairs Signs, All Stairwell Lighting, Selective Elevators, All Life Safety, and CCTV System.

## Fire Safety

Gaylord National is committed to providing a safe and secure environment for clients, guests and employees. To that end, a state-of-the-art fire alarm system has been installed in the resort. This fire alarm is monitored 24-hours a day by the on duty security dispatcher, as well as an off-premise central monitoring station. Upon activation of an alarm, the Prince George's County Fire Department is immediately dispatched to the resort. The hotel and convention center are divided into zones. In the event of an emergency, the fire alarm could activate only on the convention side of the property or only on the hotel side of the property. An emergency activation in one zone may not require an emergency activation of the other. Fire extinguishers are conveniently located throughout the resort. For your safety, in case of a fire, please read the enclosed information carefully. Pay special attention to the smoke safety instructions since smoke inhalation causes more fatalities than a fire itself. If you have any questions, please feel free to contact Safety Services internally at extension 54500 or externally at (301) 965-4500.

## When You Check Into Your Guest Room

- Locate the nearest fire exit and fire extinguisher.
- Examine the staircase layout.
- Count the doors between yours and the nearest fire exit. Remember how many there are.
- The back of all guest room doors display a map which clearly notes the emergency exits from individual guest rooms.

## In Case of A Fire

- Call the in-house emergency number, touch 333.
- Remain calm. You will be much safer if you are thinking clearly.
- Leave immediately if there is a fire in your room and close the door securely behind you.
- Crawl to the door if the room is smoke-filled. Air is fresher near the floor.
- Feel the door before leaving your room. If it is hot, do not open it. If it is cool, open your door slowly, just enough to check the hallway. Be ready to close the door securely in case of heavy smoke in the hallway.
- All emergency exits are clearly marked by lighted white signs with red letters directing the path of egress. The resort uses a backup generator for critical needs, so that all emergency staircases are adequately illuminated, even in the event of a power outage.

## If You Leave Your Guest Room During A Fire

- Take your room key with you and close the door behind you.
- Keep a wet cloth over your nose and mouth.
- Crawl to the nearest exit, staying near the wall. Even if you do not see smoke, toxic fumes can be invisible and air is always freshest near the floor.
- Remember the number of doors to the nearest fire exit and count them as lights may be off during a fire.
- Do not use the elevators. Only use stairwells.
- Return to your room if the stairwell is smoke-filled.
- If the stairwell is clear, proceed downstairs holding the handrail.



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## If You Have To Stay In Your Guest Room During A Fire

- Wet a cloth and tie it over your nose and mouth in a triangle for easier breathing.
- Fill the bathtub and sink with water.
- Seal your room by wetting towels, sheets, etc., and placing them around the cracks in the door and the window if the fire is outside.
- Turn off the air conditioner.
- Throw water onto hot surfaces (wall, doors, etc.) using a trash can, ice bucket, etc.
- Wave a wet towel in the room to clear possible smoke.
- Signal for help. If the telephone works, use it or flash the lighting in the room.
- Remember – Be prepared by understanding the above information. Pre-planning always helps in a stressful situation. Do not panic.

## Reporting a Fire

- Pull a manual fire alarm station.
- Use the telephone and dial the emergency number (extension 333).
- Use the telephone and dial 9 + 911.

## Fire Alarm System

The fire alarm system consists of both visual and audible devices. When an alarm is activated from any source, a signal is sent to the Fire Command Room, Safety Service Dispatch, Engineering, EMS and our hotel monitoring company (ADT) at the same time. The strobes and sirens are activated on the floors of the alarm. Also, the magnetic door holders are released and the smoke control system is activated accordingly. If an elevator smoke detector is activated, the elevator will be recalled to the first floor.

## Public Address System

In the event of an emergency or alarm activation, a member of the Safety Services team will address the hotel using the public address system. The controls and microphone are located in Safety Services Dispatch. There are speakers located in every guest room and throughout the hotel. Announcements can be made to individual floors, multiple floors or the entire hotel. It is imperative that all guests listen for the announcements when an alarm has been activated. In response to the various conditions which occur during an emergency, the following scripts are provided to communicate with hotel guest and staff over the public address system in case of a fire alarm.



## **Announcement to Cancel An Alarm Condition (Repeated Twice)**

"May I have your attention please. May I have your attention please. Our Safety Services personnel have investigated the alarm and determined that there is no fire emergency. All is clear. Please return to the building. All is clear. Please return to the building."

## **Announcement to Evacuate the Building (Repeated Twice)**

"May I have your attention please. May I have your attention please. There is a fire emergency in the building. There is a fire emergency in the building. Please evacuate through the nearest exit and proceed to the evacuation rallying points."

## **Lost and Found**

To report or inquire about a lost item, contact the Lost and Found Office by dialing extension 54520 from any house phone. You can also reach the Lost and Found Office by dialing (301) 965-4520 from an outside line.

## **Security and Safety Services**

All guest rooms are equipped with safes. All guest rooms and meeting rooms are kept secure with Timelox keycard access and a state-of-the-art CCTV system. Please call extension 54500 from any in-house phone or (301) 965-4500 from an outside line, should you have a matter that you would like to discuss with a member of the Security & Safety Services Department. All Safety Services agents are trained first responders and are certified for both CPR and AED. We encourage our guests to familiarize themselves with the resort's security measures and evacuation routes in the unlikely event of an emergency. There is a Security & Safety Services manager on duty 24-hours a day. The Security & Safety Services manager on duty can be reached by dialing (202) 528-7076.

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## **POLICE STATION:**

Prince George's Police Department – District 4  
5135 Indian Head Highway, Oxon Hill, Maryland 20745  
(301) 749-4900  
Distance Away: 2.54 miles

## **FIRE DEPARTMENTS (PRIMARY):**

Station #21  
7600 Livingston Road, Oxon Hill, Maryland 20745  
(301) 567-6333  
Distance Away: 2.21 miles

## **FIRE DEPARTMENTS (SECONDARY):**

Station #42  
1100 Marcy Avenue, Oxon Hill, Maryland 20745  
(301) 567-6500  
Distance Away: 1.88 miles

## **HOSPITALS (PRIMARY):**

Fort Washington Medical Center  
11711 Livingston Road, Fort Washington, Maryland 20744  
(301) 292-7000  
Distance Away: 5.49 miles

## **HOSPITALS (SECONDARY):**

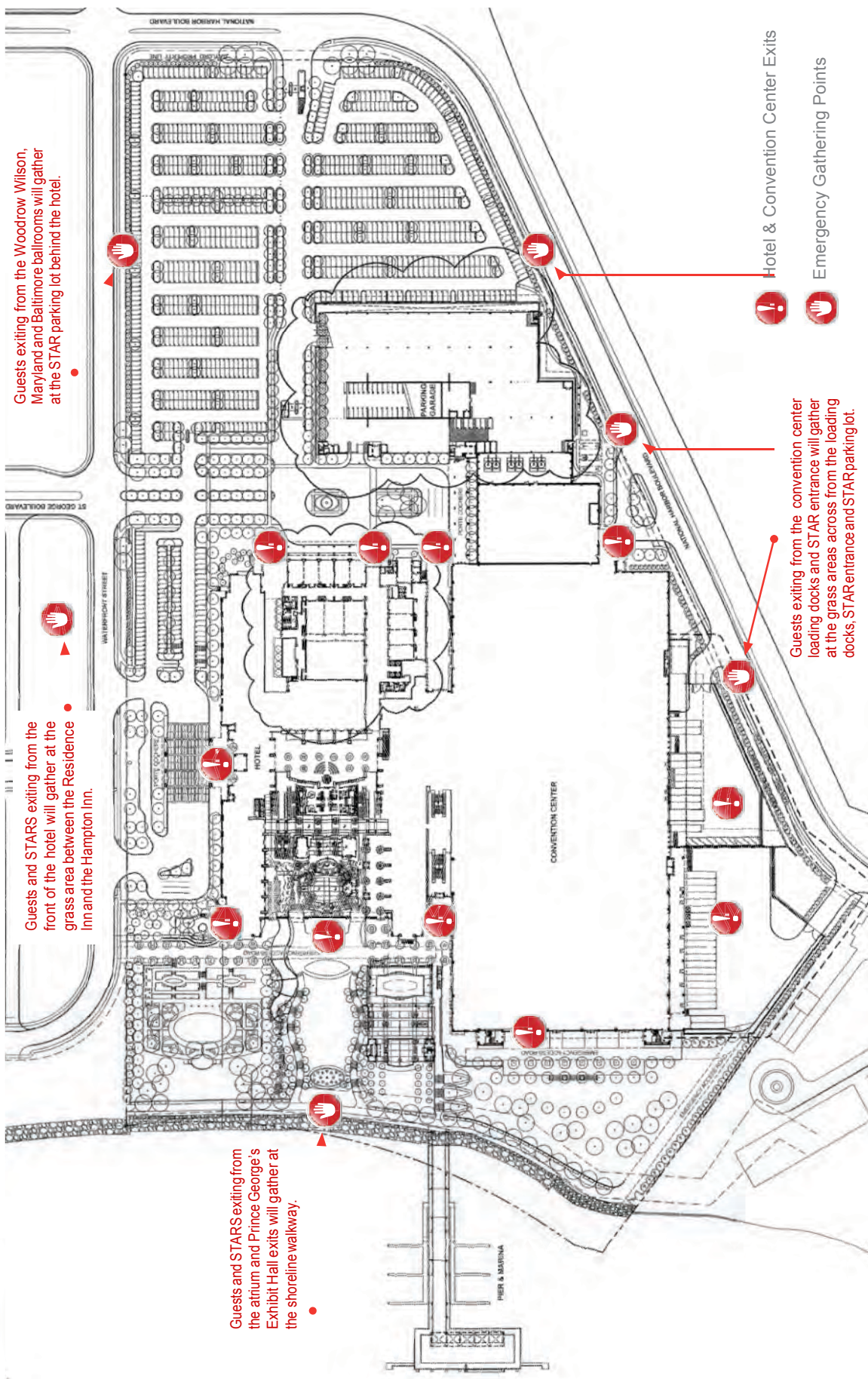
Southern Maryland Hospital Center (Trauma Facility)  
7503 Surratts Road, Clinton, Maryland 20735  
(301) 868-8000  
Distance Away: 10.48 miles

## **PHARMACIES (PRIMARY):**

CVS Pharmacy Drug Store  
162 Fleet Street, National Harbor, Maryland 20745  
(301) 686-0248  
Distance Away: 0.2 miles

## **PHARMACIES (SECONDARY):**

CVS Pharmacy Drug Store (open 24 hours) 5101 Duke Street, Alexandria, Virginia 22301  
(703) 823-7411  
Distance Away: 7.84 miles



Guests exiting from the Woodrow Wilson, Mayland and Baltimore ballrooms will gather at the STAR parking lot behind the hotel.

Guests and STARS exiting from the front of the hotel will gather at the grass area between the Residence Inn and the Hampton Inn.

Guests and STARS exiting from the atrium and Prince George's Exhibit Hall exits will gather at the shoreline walkway.

Hand icon: Hotel & Convention Center Exits  
 Exclamation mark icon: Emergency Gathering Points

Guests exiting from the convention center loading docks and STAR entrance will gather at the grass areas across from the loading docks, STAR entrance and STAR parking lot.

# EMERGENCY PROCEDURES

## **Commitment to Clean (COVID-19):**

The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. At Gaylord Hotels, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19; please refer to <https://gaylordhotelsclean.marriott.com/> for a detailed outline.

STARS are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 to the local health department. If the property is alerted to a presumptive case of COVID-19 at the resort, the property will work with the local health department to follow the appropriate recommended actions.

For many medical assistance, guests may also call in the in-house emergency number, 333.

