

Standard Operating Procedure



Department:	Front Office		
Task:	PEEP – Personal Emergency Evacuation Plan		
Issued By:	Katie Willison / Mark Johnston	Date:	Nov 2016 Updated Feb 2020

Purpose:

- To explain the use of PEEPs forms
- To ensure we are considering the safety of our guests
- To ensure we have PEEPs plan in place for all guests who require them

Responsibility:

- All Front Office team members

What is a PEEPs form?

Personal Emergency Evacuation Plans are designed to plan in advance for those who may need assistance or special arrangements during an emergency evacuation of the hotel in which they are staying.

They fulfil several purposes:

1. They ensure that those who need assistance discuss the most suitable strategies for any emergency situation
2. They ensure that all members of staff involved with the guest are aware of what needs to happen in an emergency evacuation situation.
3. They fulfil the hotels legal obligation to conduct and document a risk assessment of means of escape from the hotel for disabled people.

Through completing this process, those who require assistance and those tasked with giving it will understand what is required of them and be confident of the procedure to follow for a safe evacuation from the hotel

Who needs a PEEPs form?

Anyone who may need assistance in an emergency evacuation situation should complete a PEEP.

1. Mobility impaired people- including wheelchair users and those who may be unable to access the stairs or narrow corridors.
(Does not apply to those mobility impaired people who occupy ground floor rooms unless they have a further disability which renders them in need of assistance)
2. Sensory impaired people- who may not be able to hear audible or see visual alarm signals.
3. Those who may have difficulty reading signage
4. Those people with medical conditions (e.g. asthma) which may affect their ability to use the stairs.

In addition, there may be other guests (and staff) who have identified themselves as needing assistance during an emergency evacuation situation. There are also some circumstances where an individual may need a temporary PEEP for a short period of time. For instance, this could include:

1. Those with broken limbs or on crutches due to a temporary medical condition/problem.
2. Women in later stages of pregnancy
3. Parent(s) with child or children less than 2 years of age.

The Process:

Although guests are asked at the reservation stage if they have any special requirements, they are not asked to provide details of any disability of which would render them requiring assistance during any evacuation.

1. If a guest requests assistance at the reservation stage, then wherever possible an accessible room on the ground floor will be allocated.
2. If no such rooms are available an accessible room on a lower floor near an evacuation route would be allowed.
3. The PEEPs notice should be displayed in a prominent position on reception
4. On arrival at the hotel, the receptionist should ask if they have any special requirements. At this stage, the receptionist, prompted by visual or auditory clues can ask the guest if they require any assistance in the event of an emergency evacuation situation.
5. The receptionist should complete part 1 of the Personal Emergency Evacuation plan.
6. The receptionist should ask the disabled guest (or if necessary the friend or carer) the questions in part 2 of the Personal Emergency Evacuation plan
7. The receptionist and guest should agree on part 3 of the Personal Emergency Action Plan. This is to signify the agreement of both parties as to what should happen in the event of an Emergency evacuation situation.
8. The PEEP should be added to the clipboard at reception which contains details of all occupied accessible rooms as well as other completed PEEP forms.
9. Details of the PEEP should be entered onto the white board behind reception and the details communicated during shift hand-overs.

In the Event of an Emergency Evacuation Situation:-

Receptionist Will contact the bedroom of any person with a PEEP to ensure they are aware of the emergency situation and depending on the PEEP will either:

- Ask the guest whether they need assistance
- Inform the guest that assistance is on the way

Fire Warden Will gather the PEEP information for those guests currently staying in the premises

Will ensure the receptionist has contacted those guests with PEEPs

Will instruct a (trained) member of staff (ideally 2 if possible) to go to the guest's bedroom with an evacuation chair and assist them in evacuating to a place of safety.

Lifts Most lifts cannot be used in an emergency. Any lift used for the evacuation of disabled people must be either a 'fire-fighting lift' or an 'evacuation lift' your local fire and rescue service or the architects department at Head Office will be able to tell you, if and what circumstance a lift may be used in the event of a fire

- Equipment** Each hotel has at least one Evac chair which may be used to assist disabled people to use stairways in the event of an emergency evacuation situation.
However, the disabled person must be able to self-transfer into the Evac chair easily and they are not suitable for use by a disabled person who weighs 14 stone or more.
- Hearing** Deaf or hearing impaired guests may be offered a vibrating pillow which activates automatically when the alarm system operates.

During a night evacuation, when there is often less staff on duty, it may be necessary to move a mobility impaired guest to an area of comparative safety.
This will mean moving the guest to a safe area away from the location of the fire (separated by at least 3 fire doors) and holding them there until there are enough people to assist with a decent vertically and to complete safety.

Universal Personal Emergency Evacuation Plan

(THIS PLAN IS A GUIDE TO THE EVACUATION PROCESS BUT STILL SHOULD BE TAILORED TO SUIT THE INDIVIDUAL GUESTS NEEDS – USING THE INFORMATION SUPPLIED BY THE GUEST)

STAGE ONE

Fire alarm is triggered, there will be both a siren and flashing beacon on all sensors located throughout the hotel

STAGE TWO (DAY EVACUATION)

Duty Manager (Fire Warden) will be given the information from the whiteboard and the PEEP forms for guests in the hotel.

If guests have stated they can evacuate the hotel either alone or with their friend/carer, then reception must call the bedroom to ensure they are ok and ask if they do need any assistance.

If guests have stated they do need assistance, then instruct a member of staff (ideally 2 if possible) to their bedroom, providing it is safe to reach it and escort the guest to a safe place

An evacuation chair must be available

STAGE TWO (NIGHT EVACUATION)

Night Manager (Fire Warden) is given the information from the whiteboard and the PEEP forms for any guests in the hotel.

If guests have stated they can evacuate the hotel either alone or with their friend/carer, then reception must call the bedroom to ensure they are ok and ask if they do need any assistance.

If guests have stated they **do** need assistance, then instruct a member of staff (ideally 2 if available) to their bedroom, ensuring you have a 2-way radio and providing it is safe to reach it and escort the guest out again.

An evacuation chair must be available.

If only one member of staff available then it may be necessary to move the guest to an area of comparative safety until assistance is available to escort them out of the building.

STAGE THREE

Staff members evacuate the guest to the fire assembly point

Personal Emergency Evacuation Plan

Part 1:			
Name:		Room Number:	
Arrival Date:		Departure Date:	
Address:			
Mobile number:			
Are you staying with a friend / carer?			Yes / No
(if yes) Name:		Room number:	
Mobile number:			

Part 2: To be completed by receptionist with the assistance of the guest	
Can you hear the fire alarm in normal circumstances?	Yes / No
Comments:	
Would a vibrating pillow be of assistance?	Yes / No
Comments:	
Do you have a visual impairment, which would have an adverse impact on your ability to leave the hotel unaided in the event of an evacuation	Yes / No
Comments:	
Do you require an aid to help you move around the hotel i.e. care assistance dog or other equipment?	Yes / No
Comments:	
Can you go up and/or down stairs unaided	Yes / No
Comments:	
Can you go up and/or down stairs with the assistance of a friend / carer?	Yes / No
Comments:	
Are you a wheel chair user?	Yes / No
Comments:	
Is the wheel chair required in all circumstances?	Yes / No
Comments:	

Part 3: Plan details		
Option 1	If guests have stated they can evacuate the hotel either alone or with their friend/carer, then in an emergency situation reception must call the bedroom to ensure they are ok and ask if they do need any assistance.	Yes / No
Option 2	If guests have stated they do need assistance, then in an emergency situation a member of staff must attend their room and escort the guest An evacuation chair must be available	Yes / No

**The above details must be entered onto the PEEP white board
and communicated during shift hand-over
This form must be saved on the "PEEP clipboard" until the guest has checked-out of the hotel**