

# HOTEL SAFETY REPORT

May 2018

## OVERVIEW

The Long Beach Hospitality Alliance, which is comprised of the city's largest hotels, maintains safety as its top priority. As part of our commitment to our employees, guests and the city council, the alliance is providing a regular safety report to share recent safety activities. Below is a summary of our proactive work over the past month.

## SAFETY TRAININGS

Alliance hotels have partnered with safety experts and organizations dedicated to helping prevent violence, human trafficking and sexual assault, and supporting victims of these crimes. We have partnered with these groups to provide our employees with prevention tools and the skills needed to equip themselves if the situation arises. Below is a summary of the safety trainings completed in May:

- **Crisis Management Training** – The Westin Long Beach completed crisis management training for 30 members of the hotel's leadership staff. This included a review of hotel standard operating procedures in the event of a crisis situation.
- **Personal Safety Course** – The Hampton Inn & Homewood Suites completed a personal safety refresher course that reviewed the hotel's safety trainings. Thirty-two housekeeping and engineering staff reviewed panic button training, guest room and storage area awareness, and safety procedures, as well as awareness when traveling to and from the building.
- **Active Shooter, Safety Compliance, & Accident Reporting Training** – The Hyatt Regency and the Hyatt Centric Long Beach completed more than 375 hours of total training in the month of May, including 50 hours of Accident Investigation and Reporting Training; 60 hours of overall Safety Compliance Training for all staff; Active Shooter, Heat Exposure, and Machine Operation training for engineers; and Safety Orientation training for 31 newly hired employees.
- **Fire Life Safety Training** – The Courtyard by Marriott Long Beach Downtown completed 20 hours of Life Safety Training to equip staff with tools needed to protect building occupants during disaster scenarios.
- **OSHA training & Job Safety Analysis** – The Renaissance Long Beach Hotel completed 20 hours of OSHA and Job Safety Analysis for newly hired employees.
- **Safety Seminars at the Southern California Hotel & Lodging Conference** – Alliance hotels attended the Southern California Hotel & Lodging Conference in Anaheim on May 24. The conference included safety seminars on sexual harassment prevention and rapid response, and workplace safety and injury prevention.

## HOTEL SAFETY TOURS

The alliance hosted Long Beach City Councilmember Al Austin for hotel safety tours on May 9<sup>th</sup>. Councilman Austin toured three alliance hotels, including the Renaissance Long Beach Hotel, the Westin Long Beach and the Courtyard by Marriott Long Beach Airport. Hotel staff walked with Councilman Austin throughout each hotel's premises, stopping by security headquarters, housekeeping areas, guest and common areas to witness firsthand the regulations and safeguards put in place to keep guests and employees safe. Councilman Austin spoke with hotel staff, including housekeepers and security teams, on safety issues and regulations. Hotel staff provided demonstrations of the panic buttons provided to employees, along with background information on device upkeep, longevity and training.



## HUMAN TRAFFICKING AWARENESS MONTH

This month, the alliance partnered with the California Hospitality & Lodging Association to distribute anti-human trafficking cards and posters to alliance hotels. The cards and posters were provided in English and Spanish, and instructed front desk, lobby, and housekeeping staff on how to recognize and respond to human trafficking.

The alliance also continued their partnership with the Human Trafficking Task Force by participating in the group's supply drive to build and provide hygiene starter kits to survivors of human trafficking. Hotels donated over 25 cases of travel amenities to the drive.

**HOUSEKEEPING STAFF  
INDICATORS OF SEX TRAFFICKING**

# RECOGNIZE AND RESPOND

GUARDIAN SEAL® TRAINING PROGRAM

Unregistered men may come into the hotel at various intervals and visit the same room, may leave the room at odd hours and go into another room, hang around outside the room, in hallways or in the lobby, appearing to deliberately waste time or keep watch on the area.

A young woman walks into the hotel looking for a room and appears nervous, scared, unsure or malnourished. She may have signs of physical abuse, suspicious marks, tattoos of a rose or crown, or is inappropriately dressed for her age or weather conditions.

A young woman or minor is constantly watched, demeaned or controlled by another person, doesn't make eye contact with others, and/or appears to be with someone much older whom she calls her "boyfriend" or "daddy."

Multiple requests for towels and clean sheets. Smell of bodily fluid. Has **Do Not Disturb** sign out for extended time and refuses cleaning services. Extended stay with few personal items.

Housekeeping finds a suspected underage person or multiple underage persons in a room unattended—**this should trigger a call to police.**

A young woman or minor is with someone during school-hours or late at night.

Housekeeping finds a large amount of cash, multiple computers and/or cell phones, condoms, sex paraphernalia, illegal drugs and/or alcohol.

All employees who observe suspicious activity should immediately **notify their supervisors** and explain to them what was observed. After notifying their supervisors, trained employees should complete an incident report prior to the completion of the shift in which the suspicious activity was observed. Decisions to call for local police assistance and the **National Child Sex Trafficking Tip Line (800) 843-5678** should be made by a supervisor or manager **unless an emergency requires an immediate 911 response.**

For more information on the Guardian Seal® Training, contact

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## COMMUNITY INVOLVEMENT

The Long Beach Hospitality Alliance has worked directly within our community to increase awareness and support local organizations who provide prevention and support resources to the Long Beach community.

- The alliance participated in the Long Beach Police Department Women's Advisory Group (WAG) meeting on May 21. The alliance provided updates on the hospitality industry's efforts surrounding guest and employee safety, and engaged in discussions on community safety in Long Beach.

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