



L U M A

S O U T H

EMERGENCY PROCEDURES

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EMERGENCY TELEPHONE NUMBERS

LIFE THREATENING

- LOS ANGELES COUNTY FIRE AUTHORITY.....911
- PARAMEDIC AMBULANCE911
- LOS ANGELES POLICE DEPARTMENT.....911
- POISON CONTROL911

NON-EMERGENCIES:

- LOS ANGELES POLICE DEPARTMENT..... (877) 275-5273
- LOS ANGELES COUNTY FIRE AUTHORITY..... (323) 881-2411
- LOS ANGELES COUNTY SHERIFFS DEPARTMENT (323) 526-5541

BUILDING SERVICES

- LUMA FRONT DESK (213) 742-0387

AREA SERVICES

- LOS ANGELES ANIMAL SERVICES (888) 452-7381
- AMERICAN RED CROSS (310) 445-9900

HOSPITALS:

- CALIFORNIA MEDICAL CENTER LOS ANGELES (213) 748-2411
- GOOD SAMARITAN HOSPITAL..... (800) 336-8338
- CEDARS-SINAI MEDICAL CENTER (866) 616-7846

VETERINARY HOSPITALS:

- ANGELES VISTA PET MEDICAL CENTER (323) 292-0387
- MELROSE LA BREA ANIMAL HOSPITAL..... (323) 937-2334
- EAGLE ROCK EMERGENCY PET CLINIC (323) 254-7382

- POISON CONTROL CENTER (800) 544-4404

- LA DEPARTMENT OF WATER & POWER.....(213) 367-4211

- SOUTHERN CALIFORNIA GAS COMPANY (213) 244-1234

A SAFE ENVIRONMENT

Your safety greatly depends upon how you react in the unlikely event of a fire, earthquake or other disaster while you reside in Luma. These safety tips are for your review and for quick reference during an emergency, but your common sense in an emergency will still serve you best to ensure a positive outcome. In the event of a fire, medical emergency or police matter, first dial 911 on your own telephone. **DO NOT CALL THE FRONT DESK FIRST!** After you have notified emergency services then call the Front Desk and make them aware of your situation.

It is critical that if you are physically impaired, or require additional assistance in the event of an emergency, especially in stairwell travel, you contact the Management Office immediately, before an emergency occurs, so that we can plan accordingly.

WHAT IS AN EMERGENCY?

An emergency is an event that is relatively unexpected. It provides little to no prior warning, which does not allow for an opportunity to prepare. During the initial stages, emergency services are limited or not at all available. Emergencies tend to endanger the life, health or environment of those in close proximity of the event. The following is a comprehensive list of possible emergencies that may affect you at some point during your life:

- Earthquake
- Flood
- Fire
- High Winds
- Hail Storm
- Power Outage
- Explosion
- Loss of Phones
- Acts of Terrorism
- Abduction
- Protest or Civil Disturbance
- Hazardous Materials Incident
- Workplace Violence
- Shootings/ Armed Robberies

Like all regions of the country, the City of Los Angeles and Los Angeles County are not immune to natural disasters. You may encounter flashfloods, earthquakes and wildfires. In preparation for these natural disasters, it is recommended you be prepared as follows:

DISASTER SUPPLIES KIT

In the event of a major emergency or disaster, you and your family may need to survive on your own for three days or even more. Prepare now by assembling an emergency supply kit. Water, food and other necessary supplies should be stored in an easily accessible location, and should be updated on a regular basis. The City of Los Angeles Emergency Preparedness Department offers free brochures that have more comprehensive information. For more information, call (213) 978-2222.

Here are some of the recommended supplies to be included in your kit:

- Flashlight with batteries
- Portable radio/television with batteries/NOAA Weather Radio with tone alert
- Extra batteries for radios/flashlights/televisions
- Three gallons of water per person
- Non-perishable foods (protein bars and other lightweight foods)
- Manual can opener
- First aid kit
- Prescribed medications
- Whistle to signal for help
- Eyeglasses



- Heavy shoes, clothing, gloves
- Blankets
- Moist towelettes, plastic garbage bags and ties for personal sanitation
- Crescent wrench or pliers to turn off utilities
- Personal hygiene items
- Cash (small bills)
- Pet food
- Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter in-place
- Local maps

Remember: Many families have individual needs....be sure to take these into consideration as you prepare for their safety and comfort following a disaster.

EMERGENCY BROADCAST STATIONS

The Emergency Broadcast System, known as EBS, is a network of commercial radio and television stations that have agreed to broadcast emergency announcements in case of an emergency or disaster. These announcements keep you aware of the nature and immediacy of the emergency, as well as providing instructions regarding evacuation routes, shelter locations, and the like. The majority of television and radio stations participate in EBS. Your best sources for emergency information for Los Angeles is the *City's website, ICTV, Channel 30, or AM Radio Station 1640.*

For more information about disaster and emergency planning and relief, call the City of Los Angeles Emergency Preparedness Department at (213) 978-2222.

WHAT TO DO...

FLASH FLOOD

Floods are the most common and widespread of all natural hazards. Some floods develop over a period of days, but flash floods can result in raging waters in just a few minutes. During flash floods, water can rise so quickly that there is little or no time for a warning to be issued. You may have only seconds to escape. Many people are killed while trying to drive or walk on roads or bridges that are covered by water. Even though the water might look only inches deep, it could be much deeper and with very strong currents. It only takes two feet of water to carry away cars. Six inches of swiftly moving water will sweep a person off of his/her feet.

Flash floods carry a deadly cargo of rocks, mud and other debris, and can occur without any visible sign of rainfall. Mudslides are another danger created by flooding. Be aware of flood hazards, especially if you live in low-lying area, near water or downstream from a dam. Most areas in Southern California are at risk from the hazards of flooding, especially during El Niño rainstorm events.

IF YOU SUSPECT A FLASH FLOOD

1. Immediately climb to higher ground.
2. If on foot, DO NOT attempt to walk through flood waters. Turn around and go directly to higher ground.
3. Never let children or pets play near floodwaters, storm drains, washes and sewers.
4. If you are in a car, drive away from flooded areas. Never try to drive through them, even though vehicles in front of you have passed through the high water.
5. If your car stalls, immediately abandon it and climb to higher ground.
6. Flooded areas are not safe for recreational boating.
7. If advised to evacuate, do so immediately. Follow recommended evacuation routes.
8. If you observe flooding in the parking garage, contact the lobby attendant immediately to report the location and/or source.



FIRE**IF YOU HEAR OR SEE A FIRE ALARM STROBE LIGHT**

1. When leaving a room, feel doors before opening them. Do not open any door that appears hot. Close doors behind you, but do not lock them.
2. Do not return to your area for personal belongings.
3. If smoke is present, stay low. The best quality of air is near the floor.
4. Do not use the elevators. If you are in an elevator when the alarm sounds, do not push the elevator stop button. The elevator will automatically return to the main lobby.
5. EVACUATION: If you are told to evacuate, proceed to the nearest stairwell unless told to do so otherwise by a public address announcement. If you encounter physically or emotionally impaired person(s): Assist him/her into the nearest stairwell. If someone is wheelchair bound, notify emergency personnel there is someone on a floor that needs assistance and they will provide a carry. Ask each of these individuals their name and note their location (floor/stairwell). Upon your exit or in route to your designated assembly area, remain calm. You will need to advise emergency response personnel and/or building management as to the location of any individuals requiring additional assistance.

IF YOU DISCOVER SMOKE OR A FIRE

1. Extinguish the fire if it is small enough to handle with absolute safety.
2. Assist anyone in danger.
3. Confine the fire by closing doors. Do not lock them.
4. Pull the Manual Fire Alarm nearest to you.
5. Call the Fire Department: 911
6. Report your address:
 1100 South Hope Street
 Los Angeles, CA
 Floor _____, Unit # _____
 Nearest Major Cross Streets: Hope & Grand
7. Location of the Fire? _____
8. Your call back telephone number _____
9. Do not hang up until the operator advises you to do so.
10. If you can, call Luma Front Desk and report the fire: (213)742-0387
11. EVACUATION: Proceed to the safest stairwell and begin to evacuate, unless told to do so otherwise by a public address announcement. If you encounter physically or emotionally impaired person(s): Assist him/her into the nearest stairwell. If someone is wheelchair bound, notify emergency personnel there is someone on a floor that needs assistance and they will provide a carry. Ask each of these individuals their name and note their location (floor/stairwell). Upon your exit or in route to your designated assembly area, remain calm. You will need to advise emergency response personnel and/or building management as to the location of any individuals requiring additional assistance.

IF YOU ARE TRAPPED BY FIRE

1. Wedge cloth material along the bottom of the door to keep out smoke.
2. Close doors between you and the fire.
3. Call 911 and notify the Fire Department of your location and problem.
4. If windows can be opened and you must have air, open the windows. Break windows only as a last resort as it will become impossible to close later.

SMOKE DETECTORS are provided for your personal safety. Anyone who tampers with fire-protection equipment, site barriers, security devices, signs or seals shall be guilty of a misdemeanor (L.A. M.C., Section 57.112.05).

AN ALARM SYSTEM is also provided in the common area for your personal safety. Any person who activates or transmits an alarm signal causing a police response where an emergency situation does not exist is guilty of a misdemeanor (P.C. 148.3) and subject to a fine in an amount established by the City by resolution.



FIRE EXTINGUISHERS should only be used when it is safe to do so. When using a fire extinguisher, remember **P-A-S-S!** **P**ull the pin, **A**im the nozzle, **S**queeze the handle, **S**weep side to side from the base.

EARTHQUAKE

An earthquake is the sudden release of energy when pieces of the earth's crust move against one another and is often without warning other than the roaring sound like a fast approaching locomotive or airplane. This often occurs along fault lines, which reflects zones of weakness in the earth's crust. Movement along these fault lines is horizontal, vertical or a combination of both ways. You may be without assistance or emergency for up to 72 hours or more in the event of a major earthquake.

IF YOU FEEL AN EARTHQUAKE

1. Stay Calm. Do not panic.
2. Move away from any windows, temporary walls or partitions or freestanding objects that can fall on you.
3. Duck or drop to the floor.
4. Take cover under a sturdy piece of furniture and hold onto it. Stay there until the building stops shaking.
5. If on an upper floor, do not attempt to rush for the stairwells. If on the ground or street level, do not run outside. Individuals running out of high-rise buildings may be hit by falling glass and other materials or by vehicles. If outside the building, do not attempt to re-enter the building, but rather, move if possible to an open area that is a safe distance away from the building, utility poles, fallen electrical power lines, street light fixtures, trees, and objects that may be a hazard.
6. If inside an elevator, remember that in earthquake sensitive areas, most building elevators are equipped with seismic devices which will likely take you to the nearest floor in the direction you were traveling, stop and automatically open the doors. If the elevator stalls, do not attempt to force open the doors. Summon assistance by pushing the emergency call, emergency alarm, or emergency only button on the elevator car's floor section panel. Then carry out the instructions of responding staff. Remember that power failures are commonly associated with severe earthquakes, and there may be some delay in freeing all passengers trapped in building elevators.
7. If in a wheelchair, stay in it. Move to cover, lock the wheels and if possible protect your head with your arms.

AFTER AN EARTHQUAKE

1. Be prepared for aftershocks. Check your immediate area for damage and potential hazards if aftershocks should occur.
2. Check for injuries and administer first aid if needed.
3. Replace telephone handsets that may have been shaken off. Use it only for emergency communications. Telephones that are off the hook tie up the telephone networks unnecessarily.
4. Remain on your floor and do not use the elevators until instructed to do so.
5. If you have a portable radio or television, tune in to the Emergency Broadcast Stations.
6. Listen for any announcements made by building management over the "All Call" system and follow instructions of staff members, floor wardens and responding public agencies.
7. Do not smoke or use a lighter or matches; the building has gas lines and leaks may have resulted from the seismic activity.
8. Do not pass on anything to others that could be misinformation.
9. If possible, contact your floor warden for accountability.

BEFORE AN EARTHQUAKE

1. Be prepared with a Disaster Supplies Kit as detailed above.
2. It is also a good idea to have a list of phone numbers of family members, insurance contacts and other important emergency information that you may need and won't be able to collect in the event of an evacuation or earthquake.
3. Make sure that bookcases and other large pieces of furniture are properly secured.



POWER OUTAGE

1. Remain calm and in place.
2. Luma is equipped with an emergency generator to power minimal equipment and one elevator in COMMON AREAS ONLY for a limited period of time. You should keep your home stocked with flashlights and batteries, as well as an emergency battery-operated radio. You should also keep extra batteries on hand.
3. Luma emergency generator will ONLY power emergency lighting-not your interior lighting. Please plan for this emergency by having several flashlights handy.
4. The telephone number for Department of Water and Power is (800) 342-5397.

MEDICAL EMERGENCY

1. Do not move the person unless there is further danger. If necessary and qualified, administer first aid.
2. Call paramedics by dialing 911.
Report the address:
 1100 South Hope Street
 Los Angeles, CA
 Floor _____, Unit # _____
 Nearest Major Cross Streets: Hope & Grand
 Telephone call back number near the victim: _____
3. Call the Front Desk: (213)742-0387
4. Post a person at the elevator to lead the medical team to the injured person.

FIRST AID

It is extremely important that each of us react to first aid or medical situations. Immediate response, appropriate action and timely notification are essential steps in ensuring such a situation is addressed. The following are some common medical or first aid situations that you may encounter:

CHOKING

Anything stuck in the throat blocking the windpipe can stop breathing and cause unconsciousness, permanent brain damage and/or death may occur within four (4) to six (6) minutes.

1. If a person suddenly looks startled and puts a hand to his/her throat, cannot speak, cough or breathe, he/she is choking. You must take action immediately; however, do not interfere with a choking victim who can speak, cough or breathe. Any of these conditions is a sign that air in the victim's windpipe can help expel the object that is partially blocking the airway.
2. If the victim cannot speak, cough or breathe, but remains conscious, take the following actions immediately.
 - a. From behind (the victim can either be standing or sitting), wrap your arms around the victim's middle just below the rib cage. Keep your arms bent at the elbow to avoid causing damage to the victim's rib cage.
 - b. Make a fist with one hand and place the thumb side against the victim's abdomen midway between the waist and bottom edge of the rib cage. Grasp your fist with your other hand and press into the victim's abdomen with quick, inward and upward thrusts.
 - c. As long as the victim remains conscious, repeat thrusts until the object is expelled. If the victim starts to cough, STOP GIVING THRUSTS.
 - d. If the victim becomes unconscious **IMMEDIATELY** have someone call 9-1-1. Place the victim on the ground; face up with their arms at his/her side. Tip the head back to open the airway, check for breathing and look into the mouth for any object that may be blocking the airway.
 - e. Perform a finger sweep to remove object that may be blocking the airway, check for breathing and look into the mouth for any object that may be blocking the airway.
 - f. Repeat the following procedures until the object is expelled or the victim can breathe on their own or the emergency help arrives:
 - i. Give six (6) to ten (10) thrusts to the abdomen
 - ii. Perform a finger sweep of the mouth
 - iii. Give two (2) full slow breaths



MOUTH-TO-MOUTH

1. To give mouth-to-mouth breathing, the victim must be lying on his/her back. If not, straighten the legs and arms and roll the victim toward you without twisting any body parts. Turn the body over as a unit to avoid any possible neck injury. Use one hand to control the head movement and the other to move the body.
2. Pinch their nostrils closed so that air will not come out of the victim's nose when you blow into his/her mouth.
3. Take a deep breath. Open your mouth wide and cover the victim's mouth completely, making an airtight seal. Give two (2) slow full breaths of one (1) to one and a half (1.5) seconds each. Remove your mouth from the victim between breaths to allow the lungs to deflate after each breath.
4. After you give two (2) slow full breaths, keeping the head tipped back with your hand on the forehead, check the victim's pulse on the side of the neck closest to you. Check the pulse for at least five (5) seconds, but no longer than ten (10) seconds. Place your ear near the victim's mouth and look, listen and feel for breathing.
5. If the victim remains unconscious and is not breathing, continue the above steps for mouth-to-mouth breathing with one (1) breath every five (5) seconds until emergency help arrives. **ONLY A PERSON WHO HAS BEEN PROPERLY TRAINED IN THE TECHNIQUE OF CPR SHOULD GIVE CPR.**

POISONING – CALL 9-1-1

1. **DO NOT** follow first-aid instructions found on any suspected poison container label to neutralize poison.
2. **DO NOT** induce vomiting unless recommended to do so by medical personnel.
3. If the victim is UNCONSCIOUS, check the area around the victim's mouth for signs of chemical burns. Smell their breath. If you suspect the victim may have swallowed a caustic substance (i.e. lye, toilet bowl or drain cleaner, ammonia, household bleach, etc.) and is NOT breathing, tilt head back and perform mouth-to-nose breathing.
4. If the victim should vomit or have other fluid coming from the mouth, roll him/her on their side so the fluids can drain from his/her mouth.

HEART ATTACK – CALL 9-1-1

1. If you suspect that someone is having a heart attack, loosen the victim's clothing and keep him/her as quiet as possible until emergency help arrives.
2. If the victim stops breathing and still has a heartbeat, give mouth-to-mouth breathing until help arrives.
3. If the victim's heart stops beating, CPR and mouth-to-mouth breathing should be given at once.

DRUG OVERDOSE – CALL 9-1-1

1. A drug overdose is a form of poisoning and can involve alcohol, stimulants, tranquilizers, narcotics, hallucinogens, or inhalants. Check the victim's breathing and pulse. If breathing has stopped, give mouth-to-mouth breathing.
2. Keep the victim warm and save any pills, medicine bottles or containers and give them to the responding medical personnel.
3. DO NOT throw water on the victim's face.
4. DO NOT give liquor or other stimulants to the victim.
5. Continue to check breathing.

BLEEDING – CALL 9-1-1

1. Direct pressure and elevation will stop bleeding for most wounds. Always use direct pressure. Use a thick pad or cloth – gauze, clean handkerchief or sanitary pad. If nothing else is available, apply direct pressure with bare hands.
2. Unless there is evidence of a broken bone, a severely bleeding wound to the head, neck, arm or leg should be elevated. Lift the injured part of the body onto a pillow, or some other object, until the injury is raised above the victim's heart level. Apply direct pressure to the wound.
3. If the wound is large, deep or bleeding heavily, DO NOT remove the cloths that were used to stop bleeding. DO NOT clean a serious wound that has stopped bleeding, as it may start to bleed again. Seek professional medical attention.



NOSE BLEEDS – CALL THE PARAMEDICS

1. A serious nosebleed can very quickly lead to a large loss of blood and death if not treated in a timely manner.
2. To stop a nosebleed, apply direct pressure by firmly pinching the back of the nose shut with your fingers for ten (10) to fifteen (15) minutes. The person should sit down and lean slightly forward – **not backward**.
3. On releasing the pressure, the victim **SHOULD NOT** blow his/her nose.
4. Stay with the person until medical help arrives.

BROKEN BONES – CALL 9-1-1

1. **DO NOT** move the victim unless he/she is in immediate danger or prone to further injury.
2. **DO NOT** assume that there are no broken bones just because the victim is able to move the injured limb or joint.
3. If broken bones are obvious, **DO NOT** try to push them back into place if it is sticking out of the skin.
4. Make no attempt to clean the wound.
5. **DO NOT** try to straighten the fracture.
6. **DO NOT** permit the victim to walk.

SERIOUS BURNS – CALL 9-1-1

1. **DO NOT** attempt to clean the burn or remove clothing or other articles attached to the burn area.
2. To lessen the shock, keep the victim lying down, calm and comfortable until medical help arrives.

SEIZURES – CALL 9-1-1

When a person is stricken with a seizure, it can be very frightening for those who are standing nearby. The victim's body may experience uncontrolled jerking movements and/or become stiff. The eyes may roll upward. The victim may also foam at the mouth. **DO NOT** put anything into the victim's mouth and **DO NOT** force anything between the teeth. Although there is very little you can do to stop the seizure, here are some things you may do to help a victim who is having one:

1. Let the seizure run its course.
2. Use no force to restrain the victim.
3. Move objects out of the way that may cause injury to the victim (i.e. chairs, tables, etc.) and protect their head from injury.
4. If the objects cannot be moved, put material (i.e. clothing, cushions, etc.) between the victim and the objects.
5. If possible, help the victim lie down to avoid injury. Lay the victim flat with their face to one side.
6. If the victim should vomit or have other fluids coming from their mouth, roll him/her on to their side so that the fluids can drain from their mouth.
7. Loosen restrictive clothing.
8. After the seizure, stay with the victim until medical help arrives.
9. Help the victim to a more private room or office if he/she is able to get up and walk.



NATIONAL SECURITY EMERGENCIES – TERRORISM GENERAL INFORMATION

The City of Los Angeles Emergency Preparedness Department recommends that citizens be prepared for all emergencies, whether national security emergencies related to terrorism, or other man-made or natural disasters. Therefore, it is prudent to prepare for the disruption of services that may occur during any major emergency or disaster. Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises such as follows:

1. Be alert and aware of the surrounding areas. The very nature of terrorism suggests that there may be little or no warning.
2. Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended.
3. Learn where emergency exits are located. Think ahead about how to evaluate a building, subway or congested public area in a hurry. Learn where staircases are located.
4. Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.

For more information regarding terrorism, contact the City of Los Angeles Emergency Preparedness Department at (213) 978-2222.



WATER PURIFICATION

THREE WAYS TO TREAT WATER

In addition to having a bad odor and taste, contaminated water can contain microorganisms that cause diseases such as dysentery, typhoid and hepatitis. You should treat all water of uncertain purity before using it for drinking, food preparation or hygiene. This is especially true after a disaster. There are many ways to treat water. None is perfect. Often, the best solution is a combination of different methods.

Two easy treatment methods are boiling and disinfection. These measures will kill most microbes but will not remove other contaminants such as heavy metals, salts, and most other chemicals. Before treating, let any suspended particles settle to the bottom, or strain them through layers of paper towel or clean cloth.

Boiling is the safest method of treating water. Bring water to a rolling boil for 3-5 minutes, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring the water back and forth between two clean containers. This will also improve the taste of stored water.

Disinfection uses household liquid bleach to kill microorganisms. Use only regular household liquid bleach that contains 5.25 percent sodium hypochlorite. Do not use scented bleaches, color- safe bleaches or bleaches with added cleaners. Add 16 drops of bleach per gallon of water, stir and let stand for 30 minutes. If the water does not have a slight bleach odor, repeat the dosage and let stand another 15 minutes.

While the two aforementioned methods will kill most microbes in water, distillation will remove microbes that resist these methods, and heavy metals, salts and most other chemicals.

Distillation involves the boiling of water and then collecting the vapor that condenses back into water. The condensed vapor will not include salt and other impurities. To distill, fill a pot halfway with water. Tie a cup to the handle on the pot's lid so that the cup will hang right-side-up when the lid is upside-down (make sure the cup is not dangling into the water) and boiled the water for 20 minutes. The water that drips from the lid into the cup is distilled.

This information regarding water purification is provided by the American Red Cross website. For further information visit their website: www.redcross.org.

COMMUNITY EMERGENCY RESPONSE TEAM (C.E.R.T.)

The City of Los Angeles began its Community Emergency Response Team (CERT) program in 1985. It involves an seven week course that covers the following topics: Disaster Operations, Disaster Psychology and Team Organization, First Aid, Fire Suppression, Light Search and Rescue. This course cumulates with an exercise where students can test the skills that they have learned. CERT graduates are trained to care for their families and their neighbors in the event of a local disaster.

If you are interested in participating in this program, please contact the Los Angeles Fire Department CERT Office at (818) 756-9674 for further information.

REMEMBER:

YOU CAN MAKE A DIFFERENCE BETWEEN LIFE AND DEATH THROUGH YOUR KNOWLEDGE OF STANDARD EMERGENCY PROCEDURES AND YOUR PROMPT REACTION TO ALL ALARMS. IT IS ALSO IMPORTANT TO RECOGNIZE THAT IF YOU PLAN TO BE AWAY FOR AN EXTENDED PERIOD OF TIME, PLEASE NOTIFY THE LOBBY ATTENDANTS SO THAT IN THE EVENT OF AN EMERGENCY, WE ARE ABLE TO PROVIDE THE EMERGENCY RESPONSE PERSONNEL AN ACCURATE COUNT AS TO WHO HAS BEEN ACCOUNTED FOR AND WHO REMAINS MISSING.

