



HIP | HOSPITALITY
INSURANCE
PROGRAM

Risk Management Manual

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Introduction

The Hospitality Insurance Program (HIP) “Risk Management Manual” material is intended to provide guidance and direction in many of the major risk management areas facing Canadian pubs, hotels, and bars on a daily basis.

Although this reference material is not intended to replace existing policies and procedures, it provides risk management considerations that should go into making decisions on the most common day- to-day activities. This manual can be used by every owner, manager, and employee who may be called upon to make a decision about safe operating practices.

Additional inspection forms can be found on the Hospitality Insurance Program website at hipinsurance.ca

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Fire Prevention

Fire prevention requires consistent effort to check and remove potential hazards. In the event of a fire, quick detection and notification of the fire department can make the difference between a small fire and a total loss.

The following is a summary of points related to prevention, detection and notification of fires:

1. Check building for possible smoldering fires each night before closing.
2. Remove garbage (especially any smoking materials) nightly.
3. Check to ensure that all combustibles are at least 3 feet away from heaters and electrical panels.
4. Check fire extinguishers monthly to ensure pressure is adequate. Pressure gauge should read in normal range. If pressure is low have unit recharged immediately.
5. Provide fire extinguishers for all buildings at a minimum of one unit for every 2500 sq. ft.
6. Service and recharge fire extinguishers annually by a qualified contractor. Test smoke/heat detectors annually to ensure they operate effectively.
7. Fire hoses should be checked annually by removing the hose from the cabinet, checking for cracks, moving the folds to different spots and then re-hanging the hose. This prevents premature deterioration and cracking of the hose.
8. Sprinkler systems should be tested annually by a qualified contractor to ensure that the alarms are functioning and that the water supply line is not blocked or shut off. The main control valve should be checked monthly and after any sprinkler repair work to ensure valve is not shut off.
9. Manual fire alarms (pull stations) should be tested annually to ensure that they are operational.
10. Fire alarms and sprinkler alarms should be connected to a 24-hour central monitoring station to improve the notification and response times in the event of a fire.
11. Check emergency lighting monthly to ensure that they operate properly. A battery pack should maintain lights for a minimum of 15 minutes. Annually, the batteries should be completely drained to ensure they recharge properly. Replace weak batteries.
12. Rooms rented by the week/month should be checked weekly to ensure that all hot plates and electric frying pans are removed.

Fire Evacuation

Fire in the Building

1. Activate fire alarm to alert others
2. Call fire department (9-1-1) and report location of fire (see emergency numbers)
3. Use appropriate fire extinguisher to put out fire

Fire Extinguisher Instructions

P - PULL safety pin from handle

A – AIM (nozzle, cone, horn) at base of fire

S – SQUEEZE the trigger handle

S – SWEEP from side to side (watch for re-flash)

- For larger fires, get out, close the doors and confine fire as much as possible.
- If your clothing catches fire... STOP... DROP... ROLL

When a Fire Alarm is Activated in your Building:

1. If caught in smoke:

Drop to hands and knees and crawl; hold breath as much as possible; breathe shallowly through nose and use blouse, shirt, or jacket as filter.

2. If forced to advance through flames:

Hold your breath; move quickly; cover head and hair; keep head down and eyes closed as much as possible.

Evacuation

Determine in advance the nearest exit to your location and the route you will follow to reach that exit in the event of an emergency. Also establish an alternate route to be used in the event your first route is blocked or unsafe to use (check evacuation drawing).

1. Follow instructions of emergency personnel.
2. Do not use elevators.
3. Do not rush or crowd; use handrail in stairwells – stay to the right.
4. Move to your evacuation point.
5. Assist people with disabilities.

Evacuating the Building

1. Move away from the building quickly.
2. Watch for falling glass.
3. Do not talk to the press. If asked any questions, refer them to your hotel office. Wrong or partial information can cause bigger problems.
4. If you have evacuated the building, do not return until you are notified that it's safe to do so.

Liquor Liability

The law governing liability for the intoxicated has changed dramatically over the last 20 years resulting in a large increase in lawsuits. Legal attitudes have changed towards those who serve alcohol. Liability for liquor related accidents and injuries has increased, creating a serious concern for hotel and bar operators as well as for their insurance company.

While the number of liquor liability lawsuits has increased dramatically, this represents only a fraction of the potential suits.

Security Staff:

- Many Security staff have the responsibility to monitor the flow of customers at entrance and exit points.
- Employees charged with monitoring the customer's entrance have the ability to challenge customers. After receiving the customer's consent, Security may search:
 - » The contents of large carry bags
 - » Props such as mock up trophies for game days
 - » Pieces of clothing that could conceal substances, containers, and devices not permitted within the facility
- In some cases, Security may deny customer entry and may turn the customer over to police or other authorities.
- In order to reduce liquor related incidents, Security personnel have many issues to contend with such as:
 - » Search and seizure
 - » Removal of a customer from the premises
 - » Police intervention
- Security staff have the authority to request proof of age from customers. Those that appear to be under 25 years of age should be checked and any customer failing to provide proper proof of age should be refused entry.
- All Security positions are required to monitor customers' behavior to ensure that the venue remains safe and enjoyable. Unruly customers could cause injury to other customers as well as staff.
- If a customer becomes intoxicated and engages in aggressive behavior:
 - » Security may advise the customer to refrain from such behavior.
 - » If the customer fails to comply, Security staff are responsible to ensure that the customer is removed from the building.
 - » House policies often include the provision for customers to be placed in the care of a responsible adult, or through default, the customer be turned over to a police authority.
 - » Care must be taken to avoid the use of excessive force and to obtain the identity of the responsible adult that takes custody of the customer.

Liquor Liability (cont.)

- The security division is the final defense in intervention should a customer appear to be intoxicated while departing the facility. Security may be required to:
 - » Intervene in the customer's departure.
 - » Ensure that customer is in the care of a responsible adult.
 - » Reasonably establish that the customer will arrive safely at his destination without operating a motor vehicle.
- If a customer who appears to be intoxicated is given a taxi ride home to ensure that he/she does not drive their vehicle, the taxi driver should be instructed to not return the customer to the parking lot. The name and number of taxi should be noted in the log book.

Door monitors:

May observe and consequently intervene when:

- Customers appear to be intoxicated upon arrival. Intervention options include:
 - » Denying entry to customer.
 - » In case of questionable sobriety, alert security to closer observation and subsequent follow up.
- They witness the concealment of contraband intended to be brought into a public venue. Intervention options may include referral to security for seizure and subsequent follow up.
- Departing customers appear to be intoxicated. Monitors may be required to intervene in the customer's departure, ensuring:
 - » The customer is in the care of a responsible adult or will arrive safely at his/her destination without operating a motor vehicle.
- Additionally, monitors are relied upon to ensure that alcohol beverages remain within the licensed premises (except where permitted to be removed through the re-corking of wine).

Video Surveillance Systems

In addition to acting as a deterrent against acts of vandalism, theft or arson, video surveillance plays an important role in the defense of liability claims, and the prosecution of criminals.

Location of these systems is key to the prevention of losses, as well as capturing incidents that have occurred. Cameras should be located strategically throughout the premises to ensure that all areas are covered such as, but not limited to, all serving areas, hallways, VLT's or gaming areas, general seating area, etc. Additionally cameras should also be installed on the exterior to ensure coverage of all sides of the building, outside patios and the parking lot.

Video surveillance is critical to preserving evidence. The use of digital video recorders (DVRs) provide far superior coverage, better images and ease in identifying incidents easily in comparison to older systems.

DVRs should maintain memory for a minimum of 30 days. Copies of all incidents need to be burned onto DVD's and preserved for evidence immediately following the incident. (Include 2 hours prior and 2 hours post incident to ensure it is captured in its entirety).

Liquor Liability (cont.)

Note: The preservation of evidence becomes key in defense against allegations of negligence. Although most claims are reported within 90 days of occurrence, most provinces allow an individual up to 2 years after the incident to present a claim. Some provinces are extending this limitation period even further.

When notifying Western Financial Group of a claim, please ensure that any video surveillance that is available has been preserved on a DVD for use in the investigation. This may provide valuable evidence which includes additional details of the claimant's activities pre and post incident and could play a vital role in a defense against allegations of negligence.

Logs:

- Documentation is the key to a strong defense of liability claims.
- Care should be taken to ensure that staff complete the daily log book which provides a daily record of weather conditions, staff on duty, description of the day's events and any furnishings or equipment that require repair.
- Additionally, an incident log should be completed for every customer that requires attention due to intoxication, refused service, cut off service or ejected from premises. An accident/injury log should be completed for any injury or suspected injury.

Cannabis Liability

The legalization of cannabis in Canada presents a unique liability risk for bars, pubs and other hospitality establishments where alcohol is served. In response to the legalization of cannabis, some provincial regulatory bodies have begun to update their courses on responsible service of alcohol to include sections on cannabis impairment. Much like serving alcohol, it is important that owners and their staff take steps to ensure a safe environment and to mitigate their risks and liability.

It is important that staff are able to recognize signs that the person may have consumed cannabis. Some signs to be aware of that could indicate that the person has consumed cannabis includes:

- Red eyes
- Poor muscle coordination
- Delayed reaction times
- Increased appetite
- Sudden shift in mood from tense to relaxed
- Abrupt symptoms of anxiety, panic and/or hallucinations
- Distinctive smell (usually described as skunk like) on the person's hair or clothing

If you suspect that the patron has consumed cannabis you should refrain from serving them alcohol. This should also be communicated with all staff so that they are aware and will not serve alcohol to the patron either. Keep an eye on the patron to ensure that they do not attempt to drive home – confirm that they have a ride from a responsible person; provide a taxi ride; or provide a room for the patron to sleep it off.

Documentation is the key to the defense of liability claims and all incidents of patrons refused service or cut-off from service should be documented. Additionally, logs of patrons who are sent home by taxi or with another driver should also be maintained including the recording of license plate numbers.

General Safety

Every year numerous accidents happen at hotels resulting in injury to room guests and customers. Many of these accidents result in liability claims against the hotel for insufficient repair, maintenance and protection features.

The following maintenance and safety procedures should be followed on a regular basis to prevent potential accidents and reduce liability:

Interior:

- Check condition of floors and stairs for uneven or broken surfaces. Check handrails on stairs to ensure handrails are secure and in good condition. Make repairs immediately or barricade the area until repairs can be completed.
- Check and test emergency lighting and exit lights – ensure that they are fully operational. Replace burnt out bulbs immediately.
- Check fire extinguishers to ensure that they are full and accessible.
- Check condition of windows and door panels for cracks or breaks. Repair or replace broken sections immediately.
- Check automatic doors weekly to ensure they operate properly (does not open/close too quickly) and that guard rails are in good condition.
- Check fire exit doors weekly to ensure they are not blocked (inside or outside) and that there are no drop-offs outside the door.
- Check fire escapes from upper floors monthly to ensure all stairs, railings, and drop down sections are in good condition.
- Check floor lighting in beverage room/lounge areas with raised floor sections regularly to ensure that steps are visible in dimly lit rooms.
- Floor mats used at entrances during inclement weather should be checked and straightened frequently.

Exterior:

- Check condition of sidewalks, stairs and ramps for broken, uneven surfaces, missing or damaged non-slip stair edging and broken or missing handrails. Make repairs immediately or barricade the area until repairs can be completed.
- Check exterior of the building for formation of icicles that could fall onto walkways or parking spots. Remove the icicles or cordon off the area to prevent people or vehicles from using these areas.
- Check drainage from roofs and eavestroughs to ensure that water does not drain onto sidewalks or walkways where it can freeze and create a serious ice hazard. Redirect drains as necessary to prevent water and ice accumulations.
- Clear snow/ice accumulations regularly from sidewalks, stairs, ramps, and parking lots. Extra attention should be paid to handicapped parking spots and access routes.
- If a contractor is used to clear snow, set clear guidelines for frequency and minimum snow accumulation levels that trigger snow clearing work.
- Sand/salt frequently to remove icy spots. Log activities. (Note: Salt has limited effectiveness below -10°C).

General Safety (cont.)

General:

- Check buildings weekly to detect problems before major damage occurs.
- Check for roof leaks – look for any signs of water stains on walls or ceiling tiles.
- Check for water system leaks. Water systems should be shut off and drained in unused areas during the cold weather or heat maintained to prevent freezing. Check more frequently during periods of extremely cold temperatures.
- Water leak monitoring can be aided by installing water sensors on the floors and low temperature sensors connected to the alarm system.

Log inspection and repair work. See the “Forms & Checklists” section for log sheets and inspection checklists

General Safety - Banquet Rooms

Banquet halls are used for a wide variety of functions including many that involve the serving of alcohol. These functions present a number of potential hazards such as slip and fall injuries, vandalism, theft, fire, and alcohol related accidents.

The following is a summary of points relevant to the operation, maintenance and inspection of halls:

Exterior

1. Check the condition of sidewalks, stairs and ramps for broken, uneven surfaces, missing or damaged non-slip stair edging and broken or missing handrails.
2. Check exterior of the building for formation of icicles that could fall onto walkways or parking spots. Remove the icicles or cordon off the area to prevent people or vehicles from using these areas.
3. Check drainage from roofs and eavestroughs to ensure that water does not drain onto sidewalks or walkways where it can freeze creating a serious ice hazard. Redirect drains as necessary to prevent water and ice accumulations.
4. Clear snow/ice accumulations regularly from sidewalks, stairs, ramps, and parking lots. Extra attention should be paid to handicapped parking spots and access routes.
5. Sand/salt frequently to remove icy spots. Log activities. (Note: Salt has limited effectiveness below -10°C .)

Interior

1. Check condition of floors and stairs for uneven or broken surfaces. Check handrails on stairs to ensure handrails are secure and in good condition.
2. Check and test emergency lighting and exit lights – ensure that they are fully operational. Replace burnt out bulbs immediately.
3. Check fire extinguishers to ensure that they are full and accessible.
4. Do not block or lock exit doors during events.
5. Restrict use of dance floor wax to staff only – too much wax can lead to slip and fall accidents.
6. Prohibit the use of any form of pyrotechnics inside or near the building.
7. Log inspection and repair work.

Serving Alcohol

1. Adopt and use the HIP Alcohol Policy.
2. Ensure all staff serving alcohol have their server intervention certification.
3. Require security guards at all social events where liquor is sold.
4. Enforce the rules – watch for intoxicated patrons and ensure that they get home safely.
5. Require Host Liquor Liability Insurance for all hall renters that are selling liquor.

Winter, Wet Weather, & General Maintenance

Slip and fall related claims can happen at your property. Many of these injuries result from inadequate salting and sanding procedures during winter months. A smaller number of claims occur on wet surfaces inside the building from the result of melting snow or rainy weather.

These types of claims can be avoided if businesses adhere to an effective maintenance program. In many instances, claims have been successfully defended if the business maintained accurate documentation of their maintenance programs. In the absence of proper documentation, the courts will be less likely to accept that a business took all reasonable steps to prevent a hazardous situation.

Risk Management Recommendations:

Winter Months:

- If an outside contractor has been hired to clear snow, the contract should state clearly when snow removal is to be conducted, or when salting/sanding is to occur. The activities of outside contractors should be documented in a 'Maintenance Log Book'.
- During a snowfall, a regular inspection of all walkways and parking lots should be conducted to monitor the build-up of ice and snow. Roofs should be checked regularly for unusually high accumulations of snow and ice.
- Place safety cones around entranceways, internal stairs or any other areas which may be wet from snow tracked in from outside. Mop up excess moisture and dry as soon as possible.

Summer Months:

- A visual inspection of all external walkways and stairwells should be conducted weekly, or after a heavy rainfall. The date and time of the inspection along with any corrective measures should be documented in a log book.
- During rainy weather, place safety cones around entranceways, internal stairs or any other areas which may become wet due to foot traffic. Mop up excess moisture and dry as soon as possible.

General:

- Check for roof leaks – look for any signs of water stains on ceiling tiles.
- Check for water system leaks – water systems in unused areas should be shut off and drained or heated to prevent freezing.
- Report any damage, injury or claims promptly to Western Financial Group at 1-800-665-8990.

See the “Forms and Checklists” section for forms & inspection checklists.

Crime Prevention

Burglaries and theft losses have been increasing even in rural areas. Many of these losses could have been prevented or minimized with some basic crime prevention methods.

The following is a summary of points related to the prevention and minimization of burglaries and theft losses:

Risk Management Recommendations:

1. Install good quality locks on all exterior and interior doors to offices and storage rooms. Use the locks! Often doors to buildings, offices and storage rooms are left unlocked when unattended.
2. Exterior doors opening outward should be equipped with security hinges which prevent hinge pins from being removed from the outside. They should also be equipped with steel pry plates over the locks and frame, which prevents a pry bar from being used near the locks to force open the doors.
3. Windows that open to target areas on the grade floor or those accessible from lower roof sections should be protected by grills or heavy wire screens.
4. Lock up money in a secure safe at night or deposit at a bank. Leaving money in the building often becomes known and acts as a magnet for thieves.
5. Install a burglar alarm system in building areas that contain burglary targets such as beverage room, beer vendor, and office. The burglar alarm system could include:
 - » Contact switches on all exterior doors, roof hatches etc. as well as doors to offices and storage rooms.
 - » Motion detectors in hallways, offices and other areas containing valuables. Detectors should be placed so that an intruder cannot move around the building without being detected.
 - » Glass breakage detectors in high target areas with grade floor windows and those accessible from lower roofs.
6. Burglar alarms should be connected to a 24-hour central monitoring station to increase notification and police response times.
7. Additional alarm features such as water sensors on the floors and low temperature sensors can be added.

ATM & VLT Theft

Automated Telling Machines (ATMs) or Video Lottery Terminals (VLTs) provide convenience, revenue and can attract guests to your business. Unfortunately, they can also be an attractive target for criminals.

Below are steps that can be taken to reduce the risk of ATM or VLT theft:

1. Have a monitored alarm system with both perimeter and motion sensors.
2. Securely bolt machines in place. The bolts should not be easily accessible or removable.
3. ATM machines should be alarmed and monitored. The alarm should activate if the machine is removed or damaged in any way.
4. Installing a tracking device within a machine can increase the odds of recovery.
5. Surveillance cameras should be placed so they cannot be easily removed or covered up.
6. Have a secure password system in place so that an alarm activates or a dye pack explodes if a machine is tampered with.
7. Machines should be located away from doors and windows so they cannot be easily removed by a vehicle.
8. The area surrounding machines should be adequately lit and patrolled on a regular basis.
9. When the business is closed, cash should be removed from the machine and stored in a secure safe.

Many ATM and VLT thefts happen when a businesses is closed. Speak with your local police, RCMP or security company and be familiar with their expected response time. The response time may be an indicator that additional risk control measures may be necessary to prevent machine theft.

Security Guidelines

Alarm System:

- Motion detectors covering all target areas of the building
- Contact switches on all doors and other openings
- Glass breakage detectors
- Alarms monitored by Underwriters' Laboratories of Canada (ULC) listed monitoring station with line security

Line Security:

- A backup radio transmitter sending a signal to the monitoring station or, an automatic cell phone module connected to the alarm system that will call the monitoring station if the phone lines do not operate.

Building Security:

- Steel burglary bars, roll down steel shutters or expanding burglary grills, covering all windows and glass doors, with high security padlocks or deadbolt locks.
- Double cylinder deadbolt locks (key locked on inside and outside) on the doors.
- Steel pry plates covering the door lock and the gap between the door and the doorjamb to prevent prying open of the doors.

Securing Stock:

- Cigarettes, tobacco, lotto tickets, etc. should be kept to a minimum (one day's supply) at the front counter to reduce theft and hold up risk.
- Cigarette/tobacco stocks stored in a steel cabinet with locking steel covers.
- Lotto tickets locked in a Class 2 (ULC rated TL-15) safe at night.
- Excess stock of the above securely locked up at all times.

Money Handling:

- Empty VLTs each night after closing.
- Remove all bills from change machine.
- Fill ATM and change machine in morning.
- Lock up money in safe at night.

Money Security:

- Skim money frequently from cash registers to reduce hold up risk.
- Deposit excess cash into a drop slot safe or securely anchored cash box.
- A Class 2 (ULC rated TL-15) safe used to secure money and securities up to \$5,000 and Class 3 (ULC rated TL-30) safe for limits from \$5,000 to \$20,000.
- Safe to be anchored to the floor to prevent removal.
- Bank deposits securely locked in safe until deposit is made.

Bomb Threats

While this may seem extreme, the reality is that these events do happen. It is important to know how to respond appropriately in the unlikely event you are faced with this situation. Bomb threats are usually received by telephone but sometimes by note or letter. Most bomb threats are made by callers who want to create an atmosphere of general anxiety and panic. All calls must be taken seriously and handled as though an explosive device is in the building. If you receive a note or letter, immediately contact the police or RCMP.

When there has been a threat, or if you see a package or foreign object in an unusual place – don't touch it. Survey your immediate work area and immediately call police to report the device.

If you answer a bomb threat call, follow these steps:

1. Ask a lot of questions: Where is the bomb? When is it going to go off? What kind is it? What does it look like? Let the caller talk as long as possible without interruption.
2. Take notes on everything said and on your observations about background noise, voice characteristics, etc.
3. Call police to report the threat. If possible, get a co-worker to do this while you continue talking to the caller. The purpose of keeping the person talking is to assist in identifying the caller. Tracing is not always possible.
4. All bomb threats are assumed to be real; they are to be considered a threat to patrons and employees. After police have been notified, you will be advised if evacuation is necessary. Follow the instructions given by emergency personnel.
5. If an explosion of any type occurs at any time, it should be reported immediately to the fire department.
6. See bomb threat report on next page for easy reference.

Bomb Threat Report

Questions to Ask:

1. When is the bomb going to explode?
2. Where is it now?
3. What does it look like?
4. What will cause it to explode?
5. Did you place the bomb? Why?
6. What is your address?
7. What is your name?

Call Information:

Exact wording of the threat:

Sex of caller:

Approximate age:

Length of call:

Time:

Date:

Number at which call is received:

Caller's Voice:

- | | | | | |
|-----------------------------------|------------------------------------|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Nasal | <input type="checkbox"/> Excited | <input type="checkbox"/> Cracked Voice |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Loud | <input type="checkbox"/> Normal | <input type="checkbox"/> Slow | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Crying | <input type="checkbox"/> Deep | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Rapid | <input type="checkbox"/> Stutter | <input type="checkbox"/> Lisp | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Disguised | <input type="checkbox"/> Familiar | <input type="checkbox"/> Accent | |

If voice is familiar, who does it sound like? _____

Background Sounds:

- | | | | |
|---------------------------------------|--|--|--|
| <input type="checkbox"/> Static | <input type="checkbox"/> Clear | <input type="checkbox"/> Music | <input type="checkbox"/> Street Noises |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Voices | <input type="checkbox"/> PA System | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> House Noises | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Long Distance | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> Other: | | | |

Language/Tone:

- | | | |
|--------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Foul | <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by threat maker |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Well spoken (educated) |

Swimming Pool Safety

Every year accidents are reported in pools/spas across Canada. Many of these injuries are avoidable with proper supervision, safety education, and good maintenance and inspection programs for pool area equipment. Attention to pool area maintenance and regular pool water testing to meet health department standards are needed to prevent injuries and avoid liability claims. Adequate signage is an important factor in reducing liability for pool accidents.

Pool and Area Rules:

1. No person infected with a communicable disease or having open sores on his or her body shall enter the water.
2. No glass containers allowed in the pool area.
3. No person shall engage in play hazardous to others persons in or around the pool & facility.
4. No food or snacks allowed on the pool deck or in the pool. Snacks are allowed in the pool lounge area only.
5. Guests may not bring liquor into the pool, pool deck area or pool lounge area. Food and liquor service is available through room service.
6. No diving.
7. No running.
8. A telephone for emergency use is located _____.
9. Infant wear: Diapers are not allowed. "Little Swimmers" or equivalent only.
10. This is a family environment. Please, no offensive language or conduct.
11. Proper bathing attire must be worn at all times suitable for family environment.
12. No ball or other object throwing in pool or from waterslide.
13. Pool hours: ___ a.m. to ___ p.m.

Caution Sign

- No lifeguard on duty
- Swim at your own risk
- Children under the age of 12 must be accompanied by an adult.

Safety Equipment

- 1 Reaching Pole
- 1 Floatation Device
- 1 Backboard
- 1 First Aid Kit
- 1 Telephone Access to 911

Safety Rules - Waterslides

Waterslides are a great source of enjoyment for many hotel guests, especially those with children. Waterslides also have a potential for serious injury if they are misused. Rules for proper slide use are needed to prevent accidents and to avoid liability in the event that an accident occurs resulting from improper use.

The slides should be checked at least twice a year to ensure that the stairs, rails and support structures are in good condition. The slide sections should also be checked for shifting and the joints should be realigned and sealed to prevent injury when sliders pass over the joints.

Waterslide Rules:

- Feet first sliding only.
- No backward or headfirst sliding.
- Enter slide only when other person has exited slide.
- Sitting up. Slower speed. Laying down. Faster speed.
- Parents can slide with a child between their legs.
- Maximum 2 sliders at a time. Both sliders must be sitting in the slide and remain attached.
- NO STOPPING on the slide at any time.
- NO WALKING up the slide at any time.

Caution Sign

- No lifeguard on duty
- Swim at your own risk
- Children under the age of 12 must be accompanied by an adult.

Safety Equipment

- 1 Reaching Pole
- 1 Floatation Device
- 1 Backboard
- 1 First Aid Kit
- 1 Telephone Access to 911

Group Pool Use Policy

Many hotels host groups from schools, youth associations and sports teams that use the swimming pool and waterslides as part of their trip. The following is a guideline of a Group Use Policy that can be used for these events. Having a written policy to send to the group prior to the event will improve understanding of the rules and reduce any misunderstanding about responsibilities.

The responsibility of Schools/Youth Group includes the following but is not limited to:

1. Group to notify hotel 7 days in advance as to:
 - » Arrival date
 - » Number of youth and ages
 - » Number of chaperones
 - » Swimming hours required outside the stated 5 – 10 p.m.
2. To review the hotel swim/water slide policy prior to arrival & sign Group Use Policy.
3. Schools to supply supervision according to school division policy. This supervision is to be maintained at all times.
4. To ensure, that all supervisors, chaperones acquaint themselves with the pool area:
 - » Safety equipment and location
 - » Pool area rules
 - » Pool area supervisors and staff
 - » Pool attendant credentials
5. If required in the pool area, our staff attendant will stop horseplay or other activities deemed to be unsafe, hazardous and that may affect other hotel guests. Chaperones may be asked for assistance.
6. Ensure that students/youth are not using floatation devices.
7. Review pool area rules, policy and emergency action plans with pool supervisor and/or manager on duty.

The responsibility of the hotel includes:

1. To operate and maintain the pool facility according to the Department of Health Pool Standards.
2. To maintain the following supervision levels:
 - » 1 First Aid Certified Staff for up to 25 students/youth
 - » 2 First Aid Certified Staff for 25+ students/youth

This supervision level is based on the number of students/youth in the main pool at any one time. Other hotel guests using the pool at the same time are not included in this ratio.

3. To supply and maintain in good condition:
 - » 1 Reaching Pole
 - » 1 Backboard
 - » 1 Floatation Device
 - » 1 First Aid Kit
 - » 1 Telephone with access to 911

Group Pool Use Policy (cont.)

4. To post in the pool area, the following rules:
 - » Pool Area Rules
 - » No Diving Policy
 - » Waterslide Rules
5. To enforce the above mentioned rules to all students/youth.
6. Ensure that students/youth are not using floatation devices.
7. To ensure that the pool area rules, policies and emergency action plan is reviewed with school chaperones.

Emergency Action Plan:

Given that there is an element of risk with all physical activities with a high possibility of injury, it is necessary to establish a plan of action for dealing with an injury when it occurs. It is vital that an injured student/youth receive professional medical care as soon as possible. A well-prepared Emergency Action Plan will make this happen efficiently and effectively. The EAP must include the “in-charge person” and the “call person” with provision for supervision of the class in progress while the injury is being attended to.

Emergency Action Plan Components:

- First Aid Kits
- Location & Access to telephone
- Emergency Numbers
- Directions to Hospital
- Transportation to Hospital
- Staff members qualified to assist

When an Injury Occurs:

1. When first coming in contact with an injured person, take control and assess the situation. Take necessary action including applying first-aid treatment, or ask for assistance from first aid trained staff and call 911.
2. Keep in mind the Cardinal Rule of Injury Care: “Cause No Further Harm”
 - DO NOT MOVE THE INJURED PERSON
 - IF A PERSON CANNOT START A MOVEMENT BY HIMSELF/HERSELF, DO NOT MOVE THE PART FOR HIM/HER.
3. Instruct all bystanders to leave the injured person alone.
4. Leave all of the student/youth’s equipment in place.

We have read the above and agree to abide by this policy to promote a safe event for our group:

Group name: _____

Group leader: _____ Date: _____

Signature: _____

(We thank the Russell Inn for their contribution in providing a guide for this policy)

Cyberattacks

A cyberattack is a malicious and deliberate attempt by an individual or organization to breach the information system of another individual or organization. Once a cyberattack is carried out, individuals can:

- Alter, damage or destroy your software, programs or data
- Infect your computer system with a virus or other malicious code
- Release or sell your data to someone else
- Make your website or computer system inaccessible by initiating a cyberattack, such as a denial-of-service attack
- Transfer funds using your computer system

These attacks can cause financial loss, disruption or damage to the reputation of a business. It is important that businesses take steps to secure their network and educate staff on the best practices when it comes to storing/ accessing data.

Cyber Security Tips

- Protect your computer system with a firewall and antivirus software. Keep your software updated.
- Be careful when opening an email. Many cybercriminals lure victims with infected emails that appear to be legitimate. These emails may contain malicious links or attachments.
- Don't click on pop-up ads when using the Internet. Cybercriminals use fake ads to lure victims. You can avoid pop-up ads by using a pop-up blocker.
- Back up your data regularly. Keep copies of critical data at an off-site location.
- Use strong passwords and change them frequently
- Ensure that company devices are password protected and always stored in a secure location

Flood Mitigation

Flood damage claims have risen dramatically over the last number of years and the costs associated with them as well. Spring is a particular bad time for flooding and water damage to businesses as snowmelt runoff is the most common cause of flooding in Canada. There are a number of actions businesses can take to mitigate the potential for loss during a flooding event.

- Ensure that your Emergency Response Plan is up-to-date
- Electrical equipment should be elevated or relocated to a location less likely to be flooded
- Interior flood walls could be built around utilities
- Ensure electronic information and records are backed up and stored at safe off-site location
- Remove all hazardous materials to prevent the risk of pollution of flood waters
- Check with municipality/city administration to see whether a permanent berm or dike could be built up around the property. This would include an opening and in the event of a flood being imminent this opening could be closed off to stop the flood waters from reaching the building.
- Owners should make arrangements/contract with a flood mitigation company to attend the business in the event of a possible flood and either sandbag the area around the building or use some other form to stop the waters ex. Tiger Dams
- Install water sensors in the lowest area of the property (basement / main floor) and should be connected to the alarm system to give early warning of water problems and the opportunity to correct any issues and reduce the damages
- All stock should be raised off the ground especially in basements
- Ensure that the parking lot and grounds all slope away from the building
- Clear sewer drain lines to ensure water from weeping tiles can drain away
- Install a sewer back flow valve, if not equipped, and check to ensure it is operating
- Install a pit and sump pump, if not equipped, and check to ensure it is working
- Keep materials like sandbags, plastic sheets, plywood and lumber handy for emergency waterproofing

Claims Reporting

1 - INSURED'S (CLIENT'S) RESPONSIBILITIES AND COURSE OF ACTION:

To Report a New Claim Call Toll Free 1-(800)-665-8990

Non-Emergency Claims

If you require Commercial Insurance claims service, simply call our main number 1-800-665-8990. Our regular business hours are 8:00 AM to 5:00 PM (CST), Monday through Friday.

Emergency Claims - 24 Hour Service

Western Financial Group after hours Commercial Insurance Emergency Claims Service is available 24 hours a day, 7 days a week, 365 days of the year. Our on-call claims service provides more immediate and personal response to serious after-hours emergency situations. Call 1-800-665-8990 and follow the prompts for our Emergency Claims Service.

Include the following information in your message:

- Your name and phone number;
- Name of your business;
- Brief description of what has happened;
- Any policy details, if available.

Our service does not stop when a claim is reported. We provide continuing support and monitor all claims until the losssettlement is finalized.

A. LOSSES TO OWNED PROPERTY

1. Notify the appropriate local authorities immediately; (i.e. Fire or Police Departments).
2. Protect your property against further loss by:
 - Securing doors, windows, etc that may have been broken or damaged;
 - Removing property that may be exposed to further damage;
 - Maintaining heat, if possible.
3. Advise our office of the loss by telephone as soon as possible.
4. As it is your responsibility to prove your loss, you will be required to:
 - Provide details as to the date and time of occurrence and the cause of the damage;
 - Provide a list of the property damaged and its value. This evaluation can take the form of reference to original invoices, estimates for repair, or reference to appraisals previously made.
5. Do not throw away or destroy any damaged property;
6. If possible, take photographs of the damage before beginning clean up or repairs.

Once all details are available and you are satisfied with the total amount of your claim to be made, you will complete a "Proof of Loss" form which will be your official request for payment.

Claims Reporting

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Disclaimer

The following forms are provided as sample wordings for the exclusive use of hotels, motels, and resorts insured under the Hospitality Insurance Program. You are free to copy these forms for your own hotel's use or to amend them to fit a specific need. Any form or modified form should be approved by your hotel's management and its legal counsel before use.

The Hospitality Insurance Program, Western Financial Group, the authors or contributors to this manual do not accept liability or responsibility arising from the use of these forms by any hotel, motel, resort, any other person, organization, or agency.

Property Claims Reporting Form

Forward Original Copy to Western Financial Group on Date of Incident.

Fax: 1-204-943-9597 Telephone: 1-800-665-8990

Retain one copy at the Business Office.

Note: Any claim requiring immediate action to prevent further loss should be reported by calling the above phone number.

Date Reported: _____ Reported By: _____

Name of Business: _____

Address of Business: _____

Location of loss: _____ Telephone Business: _____

Residence: _____ Fax: _____

Date Loss Occurred: _____ Time: _____ a.m. p.m.

Estimate of Damage: _____ \$

Statements from witnesses must be attached:

Fire - Area affected: _____

Property/Crime - Burglary Theft Hold-up Police Incident #: _____

Property/Other - Windstorm Hail Lightning Water Damage Vandalism

Other

Boiler – Equipment Damage, Consequential Loss (These claims should be reported immediately by calling one of the above telephone numbers.)

Vehicle Impact to Owned Property:

Area Affected: _____

Driver's Name: _____ Telephone # _____

Address: _____

Driver's License #: _____

Insurance Company Information: _____

Glass:

Cause: _____

Windows Affected: _____

Details of Loss:

Property Claims Reporting Form

Forward Original Copy to Western Financial Group on Date of Incident.

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Address: _____

Driver's License #: _____

Insurance Company Information: _____

Glass:

Cause: _____

Windows Affected: _____

Details of Loss:

Instructions for Completion of Incident Reports

An incident is an event that results in, or may lead to, harm or injury to people or damage to property. The best way to record the details of an incident are by completion and retention of an Incident Reporting Form. Properly completed Incident Reporting Forms are valuable because:

- They capture complaints, accidents and incidents before they become claims.
- They help establish a defense for claims that may be presented years after an incident.
- They serve as the basis for analyzing the causes of incidents and for recommending risk improvements to prevent similar events in the future.
- They help identify areas in your current risk management policies and procedures, which could give rise to potentially serious losses.

Incident Reporting Forms

1. Complete for all incidents even if they do not appear to be a problem.
2. Obtain injured party's name, address and telephone number and details. (Customer Incident Statement attached – Do not give customer "Incident Reporting Form".)
 - Describe incident, location and probable cause;
 - Describe assistance given (if needed).
3. Take witness statements immediately after the incident (Witness Statement Forms attached).

Note: Injured parties have two years to make a claim (longer in some provinces) and it is difficult to remember exactly what happened after that length of time.
4. Write down any comments made by the injured party (i.e. "I should have had these old shoes repaired.")
5. Note any observations regarding the injured party's footwear, obvious disabilities, etc., that may have contributed to the incident.
6. Take a photograph of accident site to verify that the floor is clean (date and sign photo). Use disposable camera, if necessary, and send to Western Financial Group with Incident Report.
7. Complete a drawing of the incident site with positions of the injured party and witnesses.
8. Have form reviewed and signed by Manager/Delegate.
9. Forward a copy of the Incident Reporting Form to the Western Financial Group Claims Department if serious enough to require involvement of your insurance company. If in doubt, check with Claims staff.
10. Whether reported or not, keep the Incident Reporting Form on file for as long as necessary to defend against potential claims.
 - If the involved party is an adult, keep the incident documentation on file for at least three to five years after the Statute of Limitations passes for that type of claim.
 - If the involved party is a minor, keep the incident documentation on file for at least three to five years after the Statute of Limitations passes for that type of claim once the minor has reached the age of majority. The length of time that legal action may be taken by law is called the Statute of Limitations. This period varies by province from 2 years to 6 years. Your lawyer can verify the term applicable to your individual situation.

Customer Incident Statement

Date of Incident: _____

Business Name: _____

Location of Business: _____

Customer Name: _____ Age: _____

Customer Address: _____

Telephone Number: _____

Date: _____ Time: _____

Details:

Signature: _____ Date: _____

Customer: _____

Incident Report Form – Bodily Injury

FOR INTERNAL USE ONLY

Forward original copy to Western Financial Group on date of incident

Fax: 1-204-943-9597 Telephone: 1-800-665-8990

Retain one copy for your records

Do Not Give Copy to Patron

Name of Business: _____

Business Address: _____

Contact Name: _____ Telephone: _____

Date of Incident: _____ Time: _____ Weather: _____

Location of Incident: _____

Name of Patron/Injured Person (Mr/Mrs /Ms/Miss): _____

Telephone (Home): _____ (Age): _____

If Minor, Name of Parent: _____

Address: _____

Did patron/injured person continue with activity? Yes No

Details of injury: _____

Did patron/injured person require medical attention? Yes No

Assistance given (e.g. Ambulance, First Aid, etc.): _____

How did incident happen? _____

What was the cause of this incident? _____

Witnesses:

Employee(s): _____ Telephone: _____

Other than employee(s): _____ Telephone: _____

Statements from witnesses must be attached.

What other circumstances might have contributed to incident? (i.e. type of shoes, infirmities, age)

Suggestions to prevent re-occurrence of incident: _____

Drawing of incident - please attach to report and note position of patron, witness and objects.

Was photograph taken of incident site? Yes No

Form completed by: _____ Date: _____

Manager/Delegate: _____ Date: _____

Incident Report Form – Bodily Injury

FOR INTERNAL USE ONLY

Forward original copy to Western Financial Group on date of incident

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Retain one copy for your records

Do Not Give Copy to Patron

Name of Business: _____

Business Address: _____

Contact Name: _____ Telephone: _____

Date of Incident: _____ Time: _____ Weather: _____

Location of Incident: _____

Name of Patron/Injured Person (Mr/Mrs /Ms/Miss): _____

Telephone (Home): _____ (Age): _____

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What was the cause of this incident? _____

Witnesses:

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Other than employee(s): _____ Telephone: _____

Statements from witnesses must be attached.

What other circumstances might have contributed to incident? (i.e. type of shoes, infirmities, age)

Suggestions to prevent re-occurrence of incident: _____

Drawing of incident - please attach to report and note position of patron, witness and objects.

Was photograph taken of incident site? Yes No

Form completed by: _____ Date: _____

Manager/Delegate: _____ Date: _____

Witness Statement

Date of Incident: _____

Business Name: _____

Business Address: _____

Witness Name: _____

Witness Address: _____

Telephone #: _____

Details:

Signature: _____

Date: _____

Witness: _____

Witness Statement

Date of Incident: _____

Business Name: _____

Business Address: _____

Witness Name: _____

Witness Address: _____

Telephone #: _____

Details:

Signature: _____

Date: _____

Witness: _____

Witness Statement

Date of Incident: _____

Business Name: _____

Business Address: _____

Witness Name: _____

Witness Address: _____

Telephone #: _____

Details:

Signature: _____

Date: _____

Witness: _____

Daily Activity – Salt & Sanding Log

Name of Business: _____

Business Address: _____

Date: _____ From: _____ a.m./p.m. To: _____ a.m./p.m

Weather Conditions: _____

Temperature: _____

Check one:

- Clear
- Rain
- Freezing Rain
- Snow - Indicate accumulation _____ cm
- Other - Indicate _____

Location(s) Checked:

- Sidewalks
- Walkways
- Driveways
- Entrances
- Steps
- Perimeter
- Parking Lots

Action Taken:

- None Required Indicate areas: _____
- Snow Removal: _____
- Ice Removal: _____

Applications:

- Sand Indicate areas: _____
- Salt Indicate areas: _____
- Salt/Sand Indicate areas: _____
- Ice Melter Indicate areas: _____

Comments:

Completed by: Employee Contractor

Name (printed): _____

Signature: _____ Date: _____

Daily Activity – Salt & Sanding Log

Name of Business: _____

Business Address: _____

Date: _____ From: _____ a.m./p.m. To: _____ a.m./p.m

Weather Conditions: _____

Temperature: _____

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- Driveways
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Applications:

- Sand Indicate areas: _____
- Salt Indicate areas: _____
- Salt/Sand Indicate areas: _____
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Check one:

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- Rain
- Freezing Rain
- Snow - Indicate accumulation _____ cm
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- Driveways
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- Steps
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- Parking Lots

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- Snow Removal: _____
- Ice Removal: _____

Applications:

- Sand Indicate areas: _____
- Salt Indicate areas: _____
- Salt/Sand Indicate areas: _____
- Ice Melter Indicate areas: _____

Comments:

Completed by: Employee Contractor

Name (printed): _____

Signature: _____ Date: _____

Emergency Lighting Maintenance Log

Name of Business: _____

For Year: _____

Date	Power Pack Unit #	DIP Switch	Power Failure	Comments	Initials
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Annual Test Date: _____ Done By: _____

Emergency Lighting Maintenance Log

Name of Business: _____

For Year: _____

Date	Power Pack Unit #	DIP Switch	Power Failure	Comments	Initials
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Annual Test Date: _____ Done By: _____

Emergency Lighting Maintenance Log

Name of Business: _____

For Year: _____

Date	Power Pack Unit #	DIP Switch	Power Failure	Comments	Initials
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Annual Test Date: _____ Done By: _____

Fire Alarm Maintenance Log

Name of Business: _____

For Year: _____

Date	Pull Station Location	Satisfactory	Unsatisfactory	Evacuation Time	Initials
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Annual Test Date: _____ Done By: _____

Fire Alarm Maintenance Log

Name of Business: _____

For Year: _____

Date	Pull Station Location	Satisfactory	Unsatisfactory	Evacuation Time	Initials
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Annual Test Date: _____ Done By: _____

Fire Alarm Maintenance Log

Name of Business: _____

For Year: _____

Date	Pull Station Location	Satisfactory	Unsatisfactory	Evacuation Time	Initials
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

Annual Test Date: _____ Done By: _____

Fire Extinguishers Maintenance Log

Name of Business: _____ For Year: _____

Extinguisher Location: _____

Make: _____ Serial Number: _____

Type: (Please Check One)

- ABC Dry Chemical BC Dry Chemical
- "K" Wet Chemical Pressurized Water

Manufactured Date: _____ Hydro Test Due Date: _____

Next 6-Year Inspection Date: _____

Date	Satisfactory	Unsatisfactory	Comments	Initials
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

Annual Test Date: _____ By: _____

Fire Extinguishers Maintenance Log

Name of Business: _____ For Year: _____

Extinguisher Location: _____

Make: _____ Serial Number: _____

Type: (Please Check One)

- ABC Dry Chemical BC Dry Chemical
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Next 6-Year Inspection Date: _____

Date	Satisfactory	Unsatisfactory	Comments	Initials
January				
February				
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September				
October				
November				
December				

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January				
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November				
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Annual Test Date: _____ By: _____