



Trip to 19600 E 39th St S
Independence, MO 64057-2301
1.69 miles - about 3 minutes

Notes
To Centerpoint Medical Center

Comfort Suites - (816) 373-9880
19751 E Valley View Pkwy, Independence, MO 64057

- 1. Start out going EAST on E VALLEY VIEW PKWY toward S VALLEY VIEW CIR. go 0.4 mi
- 2. Turn LEFT onto S LITTLE BLUE PKWY. go 0.8 mi
- 3. Turn LEFT onto E 39TH ST S. [Map](#) go 0.5 mi
- 4. 19600 E 39TH ST S is on the RIGHT. go 0.0 mi

19600 E 39th St S, Independence, MO 64057-2301
Total Travel Estimate : 1.69 miles - about 3 minutes

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Tornado

1. In the unlikely event of a tornado reported in the area, it will be the responsibility of the manager on duty (MOD) to address the hotel guests. The following message should be reported:

"Ladies and gentlemen, because of severe weather conditions, hotel management requires that all guests and employees report immediately to the FRONT DESK. Please proceed calmly and quietly and a hotel representative will direct you further. Thank you."

2. The MOD must collect a list of all occupied rooms in the hotel from the front desk, and disburse members of the housekeeping, front desk, and security departments to those rooms to make sure they are evacuated.
3. The MOD should then inform the security officer on duty (and/or other selected hotel representatives) to direct guests. The officer should inform guests to sit cross legged against the wall with their arms over their heads.
4. At least one front desk clerk should remain at the PBX for as long as possible to handle any communications needs; remaining front desk personnel should gather in a safe location. If, during the night shift, the front desk clerk needs to move to the safe location, the auditor should secure the cash drawer and guest folio bucket before leaving the front desk.

Note: The front office manager, or shift supervisor, should read the evacuation notice until relieved by hotel management or fire department personnel.

Fire

Hotel fires are more common than most people think. In a typical year, one hotel out of four will have a fire requiring a response from the fire department.

Hotel fires are frequently started by cigarettes or other smoking materials, most often in guest rooms. They can also start in storage areas, kitchens and laundries - and have electrical or suspicious origins.

Most of these thousands of yearly hotel fires are small, involving little property damage and few injuries, if any. But a small fire can grow quickly and become totally out of control in just a few minutes; the right combination of heat, ventilation and combustible materials can send a fire rapidly from room to room, down corridors, through ventilation shafts until an entire section or wing of the hotel is involved.

These fires can threaten hundreds of hotel guests who are in unfamiliar surroundings, often tired or asleep, with widely varying physical capabilities. They may be multiple stories above the street, well out of the reach of fire department ladders.

A hotel fire does not have to be a major disaster to have a significant effect on the hotel and its employees. Any fire will cause disruption and property damage. The fire can easily lead to injuries and lawsuits. A fire of any proportion will generate adverse publicity, often nationwide, resulting in a loss of business and a loss of jobs.

The two major assets available to prevent a grim scenario are hotel management and hotel employees. Management is in a position to provide the best fire safety equipment and implement a continuous training program for the prevention and emergency response. And, hotel employees are the first line of protection - they're on the spot and can discover a fire hazard or deal with a fire in its early stages.

Hotel management should obtain a variety of fire prevention training resources - pamphlets, posters, films, video tapes and slide shows - to familiarize department heads and employees with the different ways hotel fires start, and the different procedures used to prevent them.

The following information reviews what to do if a fire is discovered, and how to set up a Hotel Emergency Organization. As with the other crisis information in the Building Blocks manual, hotel management is encouraged to use this information to develop their own plan.

Hotel Emergency Organization

A Hotel Emergency Organization is a select group of hotel management and employees who receive special training, and have assigned responsibilities in the event of a fire. Before, during, and after a fire, Hotel Emergency Organization members have to know exactly what to do - and how to do it right the first time. The management of every Comfort should review the following information and establish a Hotel Emergency Organization.

Fire Procedures

All reports of a fire should be considered real and should be responded to and investigated immediately.

Once a possible fire has been reported, the following should be done:

1. The manager on duty and security officer should respond to the scene and determined if the fire is real.
2. If the situation dictates, have PBX operator contact the fire department immediately.
3. Determine the necessity for evacuation. If evacuation is necessary the manager on duty should contact the front desk staff and inform them of the situation.
4. Tell guests to:
 - o Feel the door before opening it. If it is cool, they should leave the building.
 - o Take their room keys with them.
 - o Not use the elevator.
 - o Go back to their room and call the front desk if they encounter smoke.

Then:

- o Seal all cracks, particularly at the bottom of the door.
 - o Turn off the air conditioner and fan.
 - o Hang a sheet from the window to alert the fire department.
 - o Fill the tub with water (in case it's needed later to fight the fire).
5. Station an employee in the parking lot to direct the fire department.
 6. Run a list of employees punched in and direct staff accordingly.
 7. Assign staff members to verify all guest rooms are vacant. Once room is checked, an X should be marked on the door to alert fire department that room is vacant.

Departmental Guide

Front Office

1. Stay calm.
2. Call the Fire Department.
3. Contact the general manager and all department heads.
4. Run the following reports:
 - o Room Status Report (Occupied Rooms)
 - o In-House Listing
 - o Compile list of guests needing assistance (handicapped)
5. Call all occupied rooms. Advise the guests of the following information:
 - o Inform them of the situation.
 - o Instruct guests to feel the door before opening. If cool, leave the room.
 - o Tell guests to take their keys with them.
 - o Tell guests not to use the elevator.
 - o Advise them that if they encounter smoke, go back to their room immediately and call the front desk.
 - o If a guest cannot leave the room, advise him/her to
 - Seal all cracks (e.g., bottom of door).
 - Turn off the air conditioner and fan.
 - Hang a sheet from the window to alert the fire department.
 - Fill the bath tub with water (in case it's needed to fight the fire).
6. Keep a list of any room that you were unable to contact and any guests who were unable to leave their room due to smoke/fire.

7. Lock cash drawer and put the key in your pocket.
8. Take the Room Status Report, In-House Listing, and list of guests (with room number) needing assistance, along with the Guest Registration Box (the folio Bucket) with you before leaving the building.

Housekeeping

1. Stay calm.
2. The executive housekeeper should ensure that all housekeeping employees have been evacuated from the building.
3. Instruct all employees to put away their carts and report to the lot in front of the building. Account for all housekeeping personnel on duty.
4. Once evacuation is complete, assign one employee to meet the fire department when they arrive in order to direct them to the fire.
5. The executive housekeeper and/or assistant executive housekeeper should assist with inspecting guest rooms to verify all have been vacated.
6. Once a room has been checked, the outside door should be marked with an X to alert fire department that the room is vacant.
7. Continue to assist with the evacuation until the fire department arrives or until the situation dictates that you must then evacuate.
8. Report to the front lot with the other employees and verify that all of your employees on duty have been accounted for.

Maintenance

1. Stay calm.
2. Respond to scene. Determine if the fire is real.
3. Complete emergency shut-off procedures.
4. All maintenance personnel on duty should assist with inspecting guest rooms to verify that all have been vacated. **Assist guests with disabilities first.**
5. Once a room has been checked, the outside door should be marked with an X to alert the fire department that the room is vacant.
6. If the fire is small, assist with putting out the fire with a fire extinguisher.
7. Continue to assist with the evacuation effort until the fire department arrives or until the situation dictates that you must leave the building.
8. Report to the front lot with the rest of the employees and verify that all of your employees on duty have been accounted for.

Manager on Duty

1. Stay calm.
2. Respond to the scene. Determine if the fire is real.
3. Assist front office in contacting occupied rooms.
4. Assist with inspecting guest rooms to verify that all have been vacated.
5. Once a room has been checked, the outside of the door should be marked with an X to alert the fire department that the room is vacant.
6. Verify that all guests and employees have been accounted for. A list of those who were not contacted or accounted for should be kept on hand to give to the fire department upon arrival.
7. Verify that front office personnel have left the building with the proper reports and information.
8. Exit the building. Report to the front lot and verify with department heads that all of their employees have been accounted for.
9. If the media arrives, act as the hotel spokesperson. Follow the "Crisis Management Plan" and call:

Hotline 8:30 a.m. - 5:00 p.m. (17:00) EST (301) 592-6152
24-Hour Hotline (800) 998-9572

10. Contact Choice Hotels International (available 24 hours a day, 7 days a week);
Special Services (inventory control/tour desk) (800) 638-2624 or
Property Support (computer equipment) (800) 528-3118

Action Points

When a Fire Is Discovered

- Sound the alarm immediately.
- Attempt to extinguish the fire if it's small enough.
- Help guests in nearby rooms to get out.
- As you escape, shut all doors to help contain the fire.

When an Alarm Is Sounded

- PBX operator call fire department immediately.
- Summon Hotel Emergency Organization members to the Command Center.
- Send two team members to fires scene, equipped with extinguishers.
- Maintain 2-way radio contact.
- Communicate with guests and take steps to calm them.
- Team members to posts: by elevators, with fire fighter keys, etc.

If an Evacuation Is Ordered

- Evacuate the fire floor first, room by room.
- Initiate system for keeping track of every guest.
- Initiate system for tracking guests who don't respond to room call.
- Take measures to evacuate handicapped guests.
- Hotel Emergency Organization members go to designated point of assembly.
- Evacuate floor above fire floor.
- Evacuate floor below.

As Fire Is Being Fought

- When tasks are completed, Hotel Emergency Organization members are to return to Command Post.
- Follow orders of fire department officer in charge.

Working with the Fire Department

A Hotel Emergency Organization can benefit in a number of ways from working closely with the local fire department. A good pre-fire plan can save lives and property in case of a fire and cooperative work on fire inspection and code compliance can prevent a fire from occurring in the first place.

Fire departments are typically overburdened and understaffed for the number of tasks they would like to accomplish. Thus you should take the initiative, with a call to the fire safety or public information officer. Tell him/her that you are upgrading your fire safety

program, and want to know what kind of help you can receive from the fire department.

Available resources will vary from department to department, but you should be able to get assistance in three main areas.

Fire Safety Education

A fire department with a good public education program will be able to give you literature, and loan you audiovisual programs, for training Hotel Emergency Organization members. A public information officer might be able to visit the hotel, demonstrate survival techniques, and answer questions. You may be able to arrange live, hands-on training in the operation of fire extinguishers and hose lines. The fire department also may have CPR and first-aid training classes.

Fire Inspection

Ideally, fire departments should conduct thorough hotel inspections once a year. If they're having trouble keeping up with it, you can call and request an inspection. A trained inspector will be able to spot problems overlooked in your staff inspections that could cause serious problems later. Fire department inspectors will be conversant with the fire code that applies to your hotel. Code requirements vary for different jurisdictions; for example, most jurisdictions now require smoke detectors in every room.

A fire inspection may require hotel management invest time and money to bring your hotel into compliance. However, consider these points:

- Almost without exception, fire codes are based on testing and research by experts, as well as the careful weighing of costs and benefits by local governing bodies. They are far from arbitrary and represent prudent measures you can take to protect yourself from potentially disastrous losses.
- Although fire departments attempt to educate people, fire code compliance is ultimately hotel management's responsibility. If a fire were to occur that led to damage suits against you, non-compliance with fire codes would work against you in court.

Pre-Fire Planning

A fire officer in charge will probably make time to visit your hotel and work out a pre-fire plan. This benefits both parties. The fire department will then have on file essential information such as access to hydrants and standpipes, available entrances, potential traffic problems and location of fire fighter's keys. You will learn the fire department's plan of action, so fire fighting operations can take place with a minimum of disruption and danger should your Comfort have a fire.

Sprinkler Inspections and Tests

The chief engineer or other Hotel Emergency Organization member should inspect the sprinkler system monthly.

The most critical element in a sprinkler inspection is the sprinkler valve. Any sprinkler system will have a number of valves at different points, and a main valve to shut off the whole system. These valves permit service of the system, and will control water damage once a fire is extinguished.

But, too often, valves are shut off for one reason or another and left off. Time after time, buildings with adequate sprinkler protection are destroyed by fire because of a shut valve.

There are a number of systems for controlling the shut valve hazard. Some valves have indicators reading "Open" and "Shut." All valves should be locked open with padlock and chain. This is in addition to any tamper alarms that may be present. When valves have to be closed for maintenance purposes, a closed valve tag system serves as a constant reminder that protection is out of service. However, none of these are foolproof. Thus, the monthly sprinkler inspection must first verify that every sprinkler valve is locked open. The person in charge of sprinkler inspection should know where every valve is, and develop an exact checklist for verifying this every month.

The sprinkler heads themselves should also be inspected. The most common hazard here is the obstructed sprinkler head (e.g., a pile of boxes, a new set of shelves, or some other obstruction, stands between the sprinkler head and the intended pattern of its spray, reducing its usefulness in case of a fire. Get in the habit of visually checking for sprinkler head obstructions in the course of your inspection rounds. At the least, an 18" clearance should be maintained from the sprinkler head to any storage areas.

Over time, deposits of grease, grime and dust may build up on sprinkler heads, impairing their usefulness. Once a year, maintenance personnel should be assigned to check and clean all sprinkler heads; and, check the overall operation of the system. If your system is wired to a Central Station Alarm, notify the alarm company before performing the test. You will find a valve at the topmost level of the sprinkler system, at the end of the branch line. Opening this valve allows a release of water equivalent to one sprinkler activation. When the valve is open, the waterflow alarms should go off within three minutes.

The Inspector's Test is a means of verifying that water will indeed flow to the most remote sprinkler in the system. If it does not, or if large quantities of dirt and scale come out, your system needs maintenance. Contact your local sprinkler contractor for maintenance, or an overall evaluation of the system.

Elevator Operations in a Fire

Elevators can be extremely hazardous in a fire. However, a properly equipped elevator may be a useful means of access in a fire. Fire fighters are trained to operate elevators in fire emergency conditions. Nobody in the Hotel Emergency Organization should attempt this without hands-on practice with fire fighter's keys, and, preferably, training by a representative from the fire department.

Only elevators equipped with a Fire Fighter's Switch may be used in a fire. The Fire Fighter's Switch is activated by a fire fighter's key, which should be kept in a secure location where it is easily accessible in case of an emergency.

In the "Off" position, the Fire Fighter's Switch allows normal, automatic elevator operation. In the "On" position, elevators are called to the return area (lobby or other designated floor), where they shut down with doors open. The automatic system is bypassed. There is no danger of a guest attempting to take an elevator during the fire.

In the "Bypass" position, the Fire Fighter's Switch will bypass smoke detectors, alarm systems or other devices that are preventing normal operation of the elevators.

Some elevators have Fire Fighter's In-Car Service - a key-operated switch inside one or more elevator cars. These are the cars that may be used to approach a fire in the upper

floors of a high-rise building.

To use the In-Car Service, the elevators are first keyed Down by setting the lobby switch on "On." Then the same key is removed and used to turn the switch in the elevator car to "On." Then the same key is removed and used to turn the switch in the elevator car to "On." Now, the elevator will respond only to calls activated inside the car; it will ignore exterior signals, such as when a fire activates the call button on the fire floor.

With the switch at "On," the car is tested by taking it up one or two floors. If the elevator misses the called floor, or operates erratically, hit the emergency stop switch at once. When the car stops, turn it on again and press the button for the main floor. If the car does not go down, hit the stop switch again and radio for help.

If the elevator goes to the called floor, the door will remain closed. Press the "Door Open" button and inch the door open enough to check out conditions on that floor. If it's all clear, hold the button down until the door is open. Then check up the hallway for evidence of smoke and fire. If the hallway is clear, take the elevator up further and repeat the procedure. You may proceed in this manner to within two floors of the fire floor. Go no further. Take the stairs the rest of the way.

Designated members of the Hotel Emergency Organization should practice every step (including mock elevator failures) a number of times. With these precautions, in the event of a fire, a properly equipped elevator can greatly facilitate your Hotel Emergency Organization response.

In some jurisdictions, emergency use of elevators by Hotel Emergency Organizations may be discouraged by the fire department. When this is not the case, Hotel Emergency Organization members must be alert not to tie up elevators which are needed by responding fire fighters.