

# MIAMI BEACH

## HOTEL SAFETY & SECURITY FEATURES

### Fire Protection

- Fire Panel is monitored by Security 24hrs a day, 7 days a week.
- Sprinkler system throughout entire building (guest rooms, hallways, meeting rooms, public areas).
- Hard wired smoke detectors throughout entire building (hallways, meeting rooms, public areas).
- Portable fire extinguishers.
- Fire alarms, visual fire alarms (strobes) located throughout entire building.
- Elevator recall activation for fire alarms.
- Automatic fire doors in hallways that close in the event of a fire.

### Evacuation

- Walkways and signs are well-lit and free from obstacles.
- All stairwells are free from obstacles. All stairwell & exit signs are well-lit.
- The hotel utilizes a Public Address (PA) System to communicate to all areas of hotel in an emergency.
- Hotel has written Emergency Evacuation Plan.
- Hotel staff trained annually in Emergency Procedures.
- Evacuation drills are conducted annually with hotel staff.
- Hotel is equipped with an emergency power generator for back-up lighting.

### Guest Room Safety/Security Features

- All guest room doors are equipped with an electronic locking device.
- All guest room doors are equipped with peephole viewers.
- All guest room doors are equipped with a 1 inch deadbolt lock.
- All guest room doors are equipped with a secondary locking device – latch.
- All guest room doors automatically lock when closed.
- All guest room connecting doors are equipped with 1 inch deadbolt lock.
- All guest room phones have autodial emergency numbers posted.
- All guest rooms are equipped with smoke detectors, sprinklers & alarms.

### Security

- The Hotel employs a uniformed, in-house, full-service security department – 24hrs day / 7 days a week.
- All Security staff members are trained in CPR/AED and First Aid.
- All Security staff members are equipped with two-way radios.
- Upgraded CCTV system in use.
- Upgraded alarm system in use.
- Strict key control procedures in effect.



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## EMERGENCY PROCEDURES

### Fire Protection

The Loews Miami Beach Hotel is fully protected by a sprinkler fire suppression system as well as a dedicated smoke detector / fire alarm notification system. The Loews Miami Beach Hotel complies with all local/state and federal fire protection codes.

In the event of fire or other unforeseen event that would require the evacuation of the Hotel the following procedures would be implemented:

- Notification of a fire in any of the areas of the Hotel would be via the Fire Life Safety System alarm. This alarm enunciates by audio sirens / horns as well as strobe lights. The alarm will sound on the floor of the alarm activation as well as the floor above and the floor below the affected area.
- Upon activation of the alarm system the Hotel Security and Engineering staff would immediately investigate the cause of the alarm before a Hotel evacuation is ordered.
- At this time, an announcement will be made over the Public Address System, advising the guests in the affected area that the cause of the alarm is being investigated and additional notification of pending action will be broadcast over the P.A. system.
- If the Hotel Staff determines that evacuation is not necessary, a second announcement over the P.A. system will advise the guests that they can return to their normal activities.
- If the Hotel staff determines that evacuation is necessary, a second announcement over the P.A. system will instruct the guests to evacuate their rooms at this time.
- The guest will be instructed to exit the building using the hallways and stairwells and to proceed outside the building and to the Rally Point on the beach immediately.
- Upon arrival outside the Hotel the Guests will be instructed to proceed to beach area, directly east of the Hotel. Once at this location we will conduct a "Role Call" to determine if there is anyone that is unaccounted for and possibly did not evacuate the Hotel. (In this event, the Hotel Staff will notify the Fire Department personnel and a search will be completed)
- The Hotel Guests and Staff will be permitted to return to the Hotel only upon clearance and notification by the City of Miami Beach Fire Department officials.

### Medical /Illness

The Loews Miami Beach Hotel Security staff is the primary contact for all Medical Emergencies. All personnel on the Security staff are certified in CPR / AED. The Hotel staff may contact the Security department via phone or radio and advise them of the situation and the need for a response.

If the situation obviously needs a Paramedic response the Security Dispatcher will immediately notify Miami Beach Paramedics of the emergency and the Security staff will coordinate the arrival of Miami Beach Fire Rescue personnel to the location of the emergency.

If the situation is not of an emergency nature but the individual needs additional medical assistance the Security staff will provide a list of the local medical care providers.



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## **Evacuation Procedures**

The evacuation of the Loews Miami Beach Hotel may become necessary due to unforeseen circumstances or Natural Disasters.

A Natural Disaster, in this region of South Florida, normally takes the form of a Hurricane. During the Hurricane Season, June through November, these storms are constantly monitored and tracked by our staff and we would have advanced notice of their arrival. In the event that Miami Dade County / City of Miami Beach orders the evacuation of our district, we would have prior notice of this requirement.

We will communicate the process and timing of the orderly evacuation of the Hotel to the guests via Public Address system, Voicemail, In Room Television or Letter delivery to the guestroom.

## **Local Law Enforcement and Medical Care Facilities**

Miami Beach Police – 1100 Washington Ave, Miami Beach, FL  
Emergency contact # - 911

Non-Emergency contact # - 305-673-7900  
Main Contact – Maj. Tom Weschler – 305 – 673-7776

Mt. Sinai Medical Center – 4300 Alton Rd., Miami Beach, FL  
General Information # - 305-674-2121

Miami Beach Fire Rescue – 2300 Pine Tree Dr. Miami Beach, FL  
Emergency contact # - 911  
Non-Emergency contact # - 305-604-2489

## **Lost and Found Property Procedures**

Property that does not belong to the Hotel is found by Loews Miami Beach team member, that property is turned into the Security Department for documentation and storage.

The information about where the item was found, who found it, time turned into Security and description of the property is entered into the Lost and Found log books and the item is bagged and placed into storage with the other items that were turned in for that day.

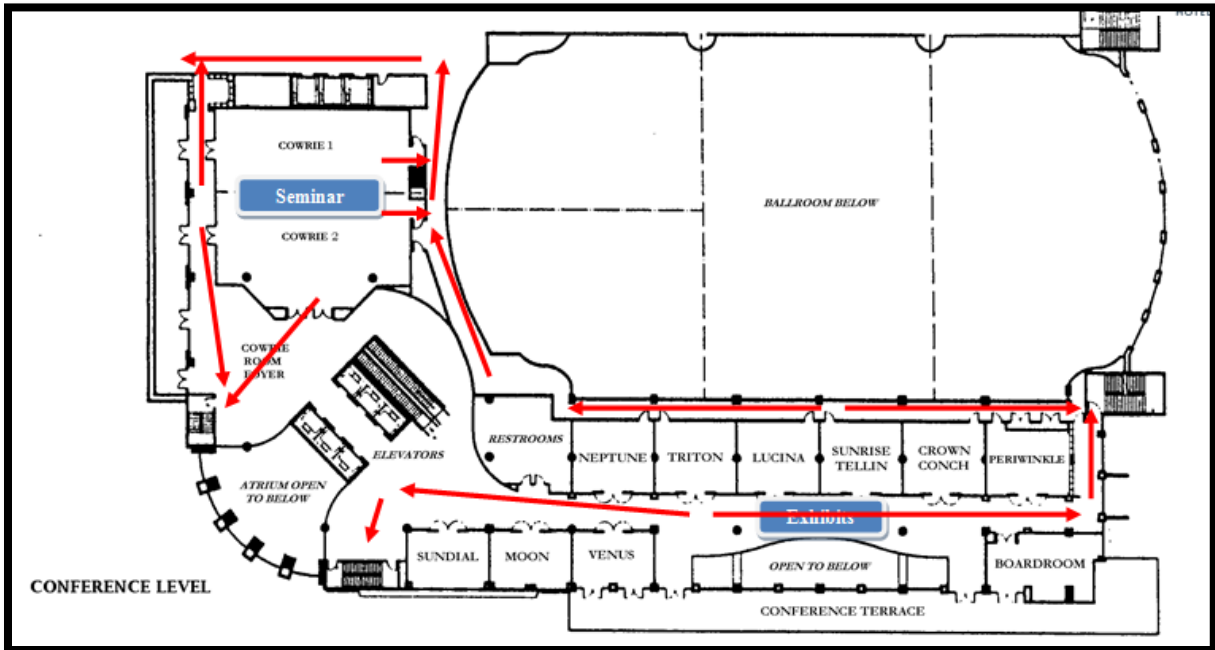
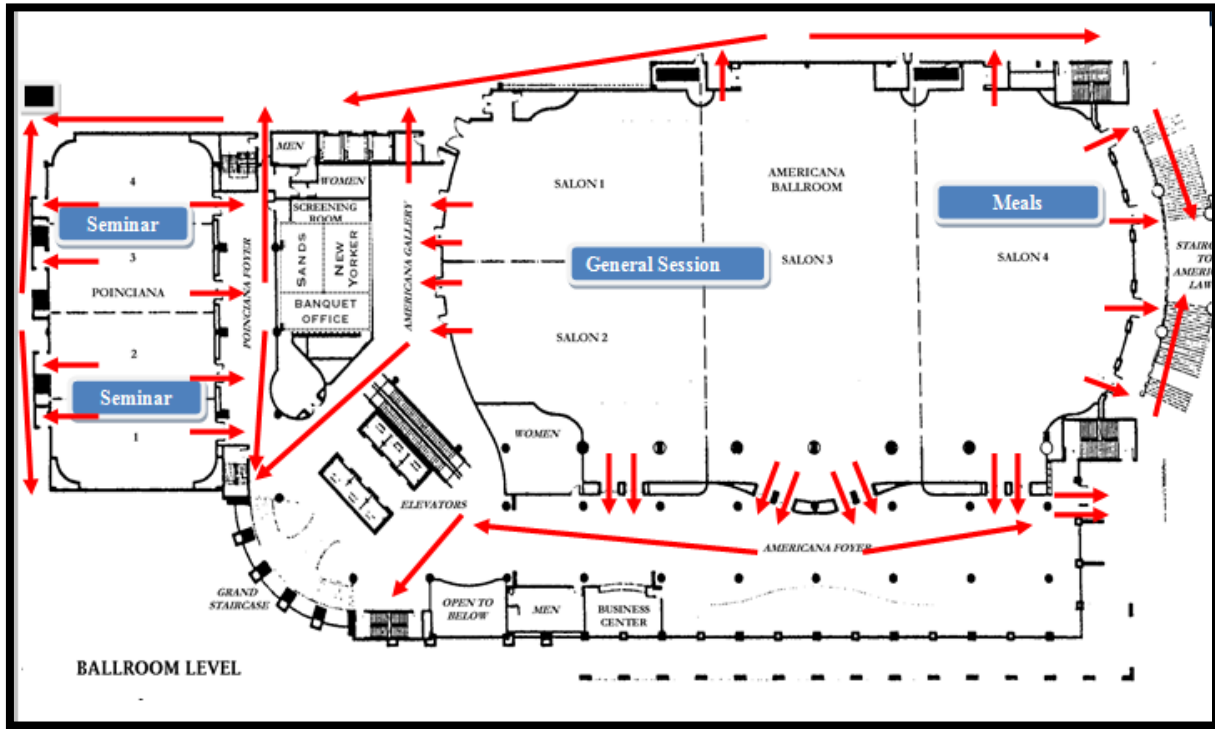
When a guest contacts Security concerning a lost item the Security Dispatcher checks the Lost and Found logbook to determine if the item has been located.

- If Security has the item it is then returned to the guest after proper ID is checked and the guest verifies, through description and location lost, that the item is theirs.
- If Security does not have the item the guest is asked for contact info, name and phone # and the information concerning the item is entered into the Lost and Found Inquiry Log for future reference. If an item is matched with an inquiry the guest is contacted and arrangements are made to return or ship the item to the guest.



# MIAMI BEACH

## Exit Routes



1601 Collins Avenue  
Miami Beach, FL 33139

T 305.604.1601  
F 305.604.3999  
loewshotels.com

**LOEWS**  
HOTELS

