

EMERGENCY PROCEDURE COMPLIANCE OF SMALL LODGING ESTABLISHMENTS IN TAGUM CITY

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Abstract

This study aimed to determine the level of emergency procedure compliance of small lodging establishments in Tagum City in terms of preparedness, response and recovery and to determine what action plan shall be made based on the result of the study. The researchers used the quantitative non-experimental research design utilizing a descriptive study to explore the emergency procedure compliance of small lodging establishments in Tagum City. In this study, the respondents are the customers of small lodging establishments in Tagum City. Random sampling was used to determine the participants. There were 150 respondents involved in the study to determine the level of emergency procedure compliance of small lodging establishments in Tagum City. A researcher-made questionnaire was distributed to the identified respondents. The result of the study shows that the level of emergency procedures compliance of small lodging establishments in Tagum City is high which indicates a strong sense of preparedness, response, and recovery in case of emergencies. An action plan was formulated to increase the level of compliance of the small lodging establishments in Tagum City.

Keywords: *emergency procedures compliance, small lodging establishments, Philippines*

1. Introduction

The US Congress passed the Superfund Amendments and Reauthorization Act (SARA) in 1986. This legislation included the Emergency Planning and Community Right to Know Act (Title III), which laid the foundation for communities to prepare for and respond to emergency incidents involving hazardous substances. Title III also requires employers to assist in planning and to provide accurate information about the hazardous substances or chemicals they control (Petersen, 2009).

In the Philippines, the Capital Development Guidelines – Series 7- Fire Risk Management and the Fire and Emergency Preparedness and Response Procedures and Training Framework provides the department policy, procedures, and processes to manage the risks to life due to fire in certain types of buildings which are owned, operated or funded by the department. It is a series of documents together with the Capital Development Guidelines – Series 7 Fire Risk Management (Safety and Security Services, 2006).

In a local setting, especially in Tagum City, emergencies occur when we least expect them. It is essential to be as prepared as possible when an emergency arises at

our hotel. A well thought out Emergency Response Planning is one of the cornerstones of an effective safety program—we owe this to every one of our guests and fellow associates, integrated & responsive to any health emergency & disaster that may affect Tagum City. It comprises the major phase, which encompasses the whole spectrum of health emergency and disaster management. It defines the overall direction of the CHD-DR office in response to all health emergencies & disasters.

Moreover, the proponents have not yet encounter research that studies emergency procedures compliance of small lodging establishment in Tagum City present existing emergency management needs that will inform the development of appropriate technologies to meet these needs in the future. For this reason, this research study was conducted.

1.1 Literature Review

To support the findings of this investigation the researchers present readings and revisions from books, other researchers, publications, magazines, journals, newspapers, internet sources, and other articles that served as the researchers' references.

A well-developed emergency plan and proper training whereby all associates understand their roles and responsibilities within the plan can result in fewer and less severe guest and associate injuries and less structural damage to the facility during emergencies. It states that operate their worker safety and health plans must provide worker protection that is "at least as effective as" the Federal program. However, because their standards and other procedures may vary, businesses should become familiar with their state regulations and agencies (Gross & Hen, 2014).

Also, OSHA wants to provide quality service to our small business customers. In October 2002, OSHA created the Office of Small Business Assistance to provide short business direction, facilitate information sharing, and help find and achieve regulatory compliance. The office also educates small businesses on using up-to-date tools and materials and facilitates opportunities to comment on OSHA's regulatory agenda (Shadick & Hopkins, 2013).

In the same study, small establishments are encouraged to investigate the full array of OSHA cooperative programs. Participation can be on an individual company basis or through an industry association. Detailed information on each program is also available on OSHA's website at www.osha.gov, by contacting any OSHA office or calling (800) 321- OSHA.

Further, to manage such disasters in a rapid and highly efficient, and coordinated manner, the optimal provisions of information concerning any crisis is an essential pre-requisite. Local Police, Fire departments, Public Health Department, Civil Defense, Military, and other emergency response organizations must react efficiently yet individually but most importantly, in a coordinated manner. These results in the necessity for both and inter-organization coordination at several hierarchy levels. Since coordination requires current information, it must be communicated within and between organizations in real-time; the need arises for an integrated communication and information system solely designated or disaster management that provides

processing of relevant efficient, reliable, and secure exchange of information (MacLennan & Mallandain, 2013).

Furthermore, it's a good idea to look at a wide variety of potential emergencies that could occur in your workplace. It should be tailored to your worksite and include information about all possible sources of emergencies. Developing an emergency action plan means you should do a hazard assessment to determine what, if any, physical or chemical hazards in your workplaces could cause an emergency (Johnston, 2014).

Provided in this publication are the requirements of the HAZWOPER and PSM standards. It also includes an emergency action plan and fire prevention plan requirements and emergency planning and response requirements in many other OSHA standards. In order to have an adequate safety and health program, it is necessary to develop and implement emergency preparedness and response requirements applicable to the workplace (Ormel & Huizink, 2012).

The management of fire and other potential emergencies, including evacuations in properties owned by the Department of Health and Human Services, and departmental staff provide supported accommodation services and other stuff as determined by the department. The framework enables appropriately qualified and experienced professionals to prepare fire and emergency management procedures and training programs to acceptable standards in specific settings (Hoessler, 2011).

This framework is best achieved by evacuating the facility first before any attempt is made to extinguish the fire – unless the fire is minor and can be easily extinguished using a single fire extinguisher or fire blanket. Where there is a smoldering fire or a fire on the stove, actions such as turning off the power/gas may stop the fire spread or create extra time to evacuate and reduce the risk of the fire becoming larger; however, these actions should not be taken if there is any risk to life. The fire safety principle of the Department of Health and Human Services regards priority of life. To achieve this principle, the evacuation of all occupants must be the priority over the extinguishment of the fire unless extinguishing the fire is the most practical approach to life safety; that is, they are unable to move a person due to a disability or other health condition (Bettmann & Jasperson, 2013).

The emergency planning committee shall consist of not less than two people, who shall be representative of the stakeholders in a facility, one of which must be managed unless the facility is owned or occupied and operated by a single person, in which case the emergency planning committee may be the sole person who is the owner/occupant. At least one member of the emergency planning committee shall be a competent person who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skill enabling them to perform the required task (Sood, 2016) correctly.

Residential Services of the Department of Health and Human Services offer 24-hour supported accommodation, Disability Services, Out of Home Care, and Secured Serviced. Over the past ten years, significant improvements have occurred in fire and emergency management planning and building safety systems installed in these facilities. To support these advances, the department developed a fire safety training

strategy based on the principle of primacy of life. People's safety as a priority is addressed through risk mitigation and treatment and approach supported by an effective emergency management planning process, including prevention, preparedness, and response procedure (Wilson & King, 2011).

In other cases, a designated person within your business should be responsible for deciding to evacuate or shut down operations. Protecting the health and safety of everyone in the facility should be a priority. In the event of a fire, an immediate evacuation to a predetermined area away from the facility is the best way to protect employees. On the other hand, evacuating employees may not be the best response to an emergency such as a toxic gas release at a facility across town from your business (Peterson, 2011).

The type of building you work in may be a factor in your decision. Most buildings are vulnerable to the effects of disasters such as tornadoes, earthquakes, floods, or explosions. The extent of the damage depends on the type of emergency and the building's construction. Modern factories and office buildings, for example, are framed in steel and are structurally more sound than neighborhood business premises may be. However, in a disaster such as a major earthquake or explosion, nearly every type of structure will be affected. Some buildings will collapse, and others will be left with weakened floors and walls (Iyer, 2011).

In the emergency action plan, you may wish to select a responsible individual to lead and coordinate your emergency plan and evacuation. Employees must know who the coordinator is and understand that they can make decisions during emergencies (Nair, 2012).

In addition to a coordinator, you may want to designate evacuation wardens to help move employees from danger to safe areas during an emergency. Generally, one warden for every 20 employees should be adequate. The appropriate number of wardens should be available at all times during working hours, more than just willing hands to save lives. Untrained individuals may endanger themselves and those they are trying to rescue. For this reason, it is generally wise to leave rescue work to those who are trained, equipped, and certified to conduct rescues.

Employees designated to assist in emergency evacuation procedures should be trained in the complete workplace layout and various alternative escape routes. All employees and those assigned to assist in emergencies should be made aware of employees with special needs who may require extra assistance, use the buddy system, and avoid hazardous areas during an emergency evacuation (Clayton, 2014).

The best emergency action plans include employees in the planning process, specify what employees should do during an emergency, and ensure that employees receive proper training for emergencies. When you have your employees in your planning, encourage them to offer suggestions about potential hazards, worst-case scenarios, and appropriate emergency responses. After you develop the plan, review it with your employees to make sure everyone knows what to do before, during, and after an emergency (Krugman, 2014).

Educate your employees about the types of emergencies that may occur and train them in the proper course of action. The size of your workplace and workforce, processes used, materials handled, and the availability of onsite or outside resources will determine your training requirements. Be sure all your employees understand your emergency action plan's function and elements, including types of potential emergencies, reporting procedures, alarm systems, evacuation plans, and shutdown procedures. Discuss any special hazards you may have onsite such as flammable materials, toxic chemicals, radioactive sources, or water-reactive substances. Communicate to your employees who will be in charge during an emergency to minimize confusion (Hunt, 2013).

Once you have reviewed your emergency action plan with your employees and everyone has had the proper training, it is a good idea to hold practice drills as often as necessary to keep employees prepared. Include outside resources such as fire and police departments when possible. After each drill, gather management and employees to evaluate the effectiveness of the drill. Identify the strengths and weaknesses of your plan and work to improve it (Rich, 2013).

Nobody expects an emergency or disaster – especially one that affects them, their employees, and their business personally. Yet the simple truth is that emergencies and disasters can strike anyone, anytime, and anywhere. You and your employees could be forced to evacuate your company when you least expect it (Diaz, 2014).

An emergency action plan covers designated actions employers and employees must take to ensure employee safety from fire and other emergencies. Not all employers are required to establish an emergency action plan. See the flowchart on page 11 to determine if you are. Even if you are not explicitly required to do so, compiling an emergency action plan is an excellent way to protect yourself, your employees, and your business during an emergency (Namaste, 2012).

Developing your emergency action plan, it's a good idea to look at a wide variety of potential emergencies that could occur in your workplace. It should be tailored to your worksite and include information about all possible sources of emergencies. Developing an emergency action plan means you should do a hazard assessment to determine what, if any, physical or chemical hazards in your workplaces could cause an emergency. If you have more than one worksite, each site should have an emergency action plan (Toth, 2013).

1.2 Research Objectives

This study's main concern was to assess the level of emergency procedures compliance of small lodging establishments in Tagum City, which will be the basis for proposing an emergency procedure.

Furthermore, this will seek to answer the following objectives:

1. What is the level of emergency procedures compliance of small lodging establishment in Tagum City in terms of:

- 1.1 Preparedness;
- 1.2 Response; and
- 1.3 Recovery.

2. To determine what action plan shall be made based on the result of the study.

2. Method

2.1 Research Design

The researchers used the descriptive methods of research to describe and analyze the emergency procedure compliance of small lodging establishments in Tagum City. This method was used when the objective is to describe the status of the situation as it existed at the time of the study to explore the causes of a particular phenomenon. The term descriptive refers to the participants being addicted in an accurate way or simply describing the respondents who took part in the study. There were two ways of doing a descriptive type of research. First, observational it defined as the viewing or recording of participants. Second, survey which it is a brief interview in the form of questionnaires. Thus, it's involves gathering information that describe events and then Organizes, tabulates, depicts, and described the information assorted.

2.2 Population and Sample

Random sampling was used in the selection of the respondents. The subjects of the study were the employees of the small lodging establishments in Tagum City. The scope and the sample limited the possibility for the general applicability of the findings. Accordingly, even though there could be standard features, the findings may not have general applicability to other systems.

2.3 Data collection Procedure

The researchers underwent the following steps: First, they sought permission from the dean of college, management of several small lodging establishments to allow them to conduct the study. Primary data were used for the task. The structured questionnaire was used as a data collection tool. The questionnaire was prepared and distributed to the small lodging establishment in Tagum City by the researchers. Respondents were not required to write their name in the questionnaire for confidentiality and were given three days (3) to fill in the questionnaire. After three days, the answered questionnaires were then collected and interpreted based on the research objectives.

2.4 Data Analysis

The data gathered through the research instruments were tallied, tabulated, interpreted, and analyzed using Mean. This statistical tool was used to determine the level of emergency procedures compliance of small lodging establishment in Tagum City.

3. Results

Level of Emergency Procedures Compliance of Small Lodging Establishments in Tagum City

The following are the mean scores for the indicators of emergency procedures compliance of small lodging establishments, with the overall result shows a mean of 4.09 described as High with the standard deviation of 0.52. This means that emergency procedures compliance is much evident.

The cited overall mean score resulted from the following computed mean scores ordered from highest to lowest: 4.15 for recovery with the standard deviation of 0.56;

4.09 for a response with a standard deviation of 0.56; and 4.04 for preparedness with the standard deviation of 0.61. Each indicator has an equivalent described as very high. Table 1. *Level of Emergency Procedures Compliance of Small Lodging Establishments in Tagum City*

Indicators	$\bar{x}$	SD	Descriptive Level
Preparedness	4.04	0.61	High
Response	4.09	0.56	High
Recovery	4.15	0.56	High
Overall	4.09	0.52	High

The recovery obtained the highest mean having high as its descriptive equivalent. This indicates that emergency procedures compliance in terms of recovery is much evident among lodging establishments. This implies that the said lodging establishments have a safe area for the guests to stay whenever there are on-going investigations. They also have recordings in the CCTV camera that can help during studies to understand and follow the established rules during emergencies. A first-aid kit is always at hand as well. And whenever damages on the facilities rise, the procedure to repair is immediately conducted.

Secondly, *the response* obtained a high mean indicating that it is much evident among lodging establishments. Also, they provide a plan for facilities to immediately secure guests and provide a first aid kit during emergencies. They always coordinate with Local Police, Fire departments, Public Health Department, Civil Defense, Military, and other emergency response organizations, allowing them to promptly prompt warning for evacuation.

Lastly, *preparedness* is much evidence as well, for it has a high mean. This means that they have an emergency evacuation map that guests can easily read and analyze. Smoke detectors in rooms are properly installed, and alarm systems are on every floor of the building to detect any occurrence. Additionally, they have fire extinguishers that are functional and visible to the guest on every floor of the building in case of emergencies. And in case of an immediate need for the exit, there is an available fire exit that guests can easily access.

4. Discussion

Level of Emergency Procedures Compliance of Small Lodging Establishments in Tagum City

The overall respondents' level of emergency procedures compliance of small lodging establishments is high. This means that emergency procedures compliance is much evident among small lodging establishments of Tagum City. This indicates a strong sense of preparedness, response, and recovery in case of emergencies. This relates to the study of Gross & Hen (2014) that associates operate their worker safety and health plans. Thus, providing worker protection that is "at least as effective as" the Federal program.

In terms of *preparedness*, results have shown that the said lodging establishments have ready plans and facilities useful in emergencies. This is supported

by Johnston's (2014) study stating that it's a good idea to look at a wide variety of potential emergencies that could occur in your workplace. It should be tailored to your worksite and include information about all possible sources of emergencies. Developing an emergency action plan means you should do a hazard assessment to determine what, if any, physical or chemical hazards in your workplaces could cause an emergency.

As for *the response*, results have shown much evident coordination of lodging establishments to various agencies mainly concerned with safety such as Local Police, Fire departments, Public Health Department, Civil Defense, Military, and other emergency response organizations. A similar study conducted by MacLennan & Mallandain (2013) supports this statement that the aforementioned emergency response organizations must react efficiently yet individually but most importantly, in a coordinated manner. And since coordination requires current information, such information must be communicated within and between organizations in real-time; the need arises for an integrated communication and information system solely designated or disaster management that provides processing of relevant efficient, reliable, and secure exchange of information.

Finally, the recovery results have expressed a much evident sense of recovery among lodging establishments on damages. This is relevant to the study of Wilson & King (2011) with a statement that significant improvements have occurred over the past ten years in including fire and emergency management planning and building safety systems installed in these facilities. To support these advances, the department developed a fire safety training strategy based on the principle of primacy of life. People's safety as a priority is addressed through risk mitigation and treatment and strategy supported by an effective emergency management planning process, including prevention, preparedness, and response procedure.

Conclusion

After the interpretation of data, the gathered details turned into figures have come up with the conclusion. The level of emergency procedures compliance of small lodging establishment in Tagum City is high. All of its indicators obtained a common mean. This means that emergency procedures compliance is much evident in terms of preparedness, response, and recovery. In general, the said lodging establishments have emergency action plans and coordinates with emergency response organizations during emergencies. During investigations after every incident, they can give their support by witnessing and giving CCTV footages to track activities before the incident.

5. Recommendation

After a thorough review of the aforementioned findings and conclusions of the study, the following recommendations were offered: The level of emergency procedures compliance shall be raised to very high by obliging each establishment to present a safety officer to join training on safety. The training shall teach the safety officers the things to prepare before emergencies and the actions to be conducted from the smallest to the largest detail to avoid accidents as much as possible and to immediately respond to accidents if there may be. The safety officer(s) shall then discuss the learning they have acquired in the organization and practice through drills.

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