

1. Goals & Objectives of Program – **Emergency Pocket Guidebooks** – CH&LA’s emergency pocket guidebooks provide hotel employees with a go-to manual to help employees deal with a variety of emergency situations that might occur within a hotel such as a power outage, active shooter, medical emergency, and fire situation among many others.
2. Target Audience – Front desk & security
3. Results of Program – The feedback has been great - members like it. We give it to members, in-person, in renewal packets and at events.
4. Evaluation Measures – Member response.
5. How was the program presented to the Target audience? **Emergency Pocket Guidebooks for Hotel Employees** - CH&LA, in partnership with Petra Risk Solutions, is pleased to offer an Emergency Pocket Guidebook, free for any member properties to distribute to their employees. CH&LA members can order emergency pocket guidebooks for your property, free of charge.
6. Addition information: Petra Risk Solutions, CH&LA’s endorsed insurance provider wrote and helped underwrite the cost, 50%.

