

THE WESTIN
DIPLOMAT
RESORT & SPA
HOLLYWOOD, FLORIDA



**Aspiring to Provide Proactive
Professional Safety & Security Services**

Safety & Security Services

Welcome to the Westin Diplomat Resort & Spa. The Safety and Security of our guests is of paramount concern to us. The following information will acquaint you with some safety information and key services we offer.

- **24 Hour Security:** Safety & Security Officers are provided around the clock at the Resort for the welfare of our guests, ambassadors and assets. Security Officers patrol the property and monitor the CCTV system 24/7.
- **Security Details:** The Safety & Security Department can arrange security details for your specific convention, event or function. Advance notice is required and an hourly fee will apply. See attached pricing guidelines.
- **Client Access Keys:** The Safety & Security Department can provide, at a nominal charge, key core change to most function ballrooms and re-key of Hotel breakout rooms. These keys allow you to control access to the rooms at your discretion. Arrangements must be made in advance with your convention services manager.
- **AED, CPR and First Aid Trained Staff:** Our Safety & Security Officers are trained and certified to respond to most medical emergencies that may arise here at the hotel.
- **Safe Deposit Boxes:** For your convenience, the Resort provides safe deposit boxes at no charge. Boxes are available to all guests and may be obtained at the front desk.
- **In-Room Safe:** In-room safes are also provided at no cost and are located in each guestroom closet.
- **Lost & Found:** The Safety & Security Department oversees Lost & Found at the Resort. Found items are held for 30 days. If you lose something during your stay with us, please call 954-602-8800. Chances are we may have found your item.
- **Electronic Room Keys:** The Westin Diplomat Resort & Spa utilizes electronic room keys. These keys provide for a high level of security and ensure that each new guest receives a new and unique key upon checking in for their guest room or meeting room.
- **Life Safety Systems:** The Engineering and Safety & Security Departments oversee the integrated life safety systems at the Resort. This includes: Audible Fire Alarms, Smoke Detectors, Fire Extinguishers, Smoke Evac through the entire building including garage, Fire Sprinkler and Closed Circuit TV signaling systems.
- **Radio Communications:** The Safety & Security Department oversees the Resort's radio communication system. During your stay you will undoubtedly encounter an employee or two who is carrying a two-way radio. With over 500+ radios in service each day, we are able to communicate/respond quickly and efficiently. **Security can arrange radio rentals for your group.**
- **Customer Service Oriented:** Our staff is acutely aware of the expectations of our customers and we strive to fulfill those expectations by working closely with all Resort departments.
- **Partnership with the Community:** The Safety & Security Department maintains an excellent relationship with various municipal agencies including the Hollywood Police Department, Hollywood Fire Department, Broward Sheriff's Office, FBI, Secret Service and Homeland Security.

“We are here to help, whatever the situation may be. We pride ourselves in our ability to handle matters in a competent and professional manner.” Pride, Passion, & Perfection

Frequently Asked Questions

- **In case of emergency, what should we do?**
 - REMAIN IN PLACE unless there is an immediate danger. Listen to audible message for further instructions. In case of evacuation, proceed to nearest stairwell and exit on ground level. Gathering location: Diplomat Landings directly across from Hotel. Hotel is fully equipped with an automated Fire System, which includes sprinkler & smoke evac.
- **In case of an emergency, is there a phone extension in the hotel that should be dialed?**
 - Pick up any guest phone or house phone and dial 28888 to be connected with our 24 hour security dispatch emergency line or dial 911.
- **What does the fire alarm sound like?**
 - The alarm is a continuous short siren, followed by an automatic voice announcement.
- **What actions does the hotel take when an alarm sounds?**
 - Security, Engineering and the Fire Department are automatically notified and will respond to the main fire control panel and also to the location of the alarm. Update messages will be played via the Public Address (PA) System.
- **Are all guests notified in the event of a fire alarm?**
 - In the hotel, the alarm will sound two floors above and two floors below the location of the alarm. The Convention Center is a full alert alarm.
- **What is the location of the main control panel for communicating with the Fire Department?**
 - Our fire alarm control room is located in the lower lobby of the Convention Center and also in the Security Control Room.
- **What is the response time for Emergency Service Personnel?**
 - The Fire Department, Paramedics and Police have a normal response time of 5-10 minutes. The nearest hospital is 3 miles from the hotel.
- **Does the hotel have a written emergency plan for emergencies and where is it located?**
 - We have an Emergency Procedure Plan and a Crisis Management Plan that is located in the Security Control Room.
- **What is the hotel's procedure for dealing with protests, demonstrations or confrontations?**
 - Hotel is private property and no demonstration will be permitted on premises. Subjects can demonstrate on the public sidewalk if they are not disorderly or blocking access, but they must have a permit approved by the City of Hollywood. Police will be notified to be on site in that case.
- **What is your policy for communicating with the media should an incident arise?**
 - Michelle Levous-Schulman is the Director of Media Relations. If necessary, a media room will be established and Michelle and/or the General Manager will be the contact persons.
- **Is there any limitation on the numbers who can be present in the venue, such as a restriction imposed by the local authorities?**
 - Events of more than 700 attendees require on-site EMT's from Hollywood Fire Dept.
- **Where can I get more information about the Safety & Security Department, its services and emergency procedures?**
 - Feel free to contact the Director of Safety & Security, Frank Becker (954-602-8801) or Security Manager, Hiram Hernandez (954-602-8802). Also, your Convention Service Manager will provide you the Meeting Planner's Resource Guidelines.

Safety & Security Fee Schedule & Guidelines

Security Officer Coverage.....\$35.00/hour

All Security Services are exclusive to Westin Diplomat Resort Security unless documentation is provided to the Director of Safety that satisfies the Starwood Corporate requirements for third party Security personnel. (Must be submitted 30 days in advance of event). Our uniformed Security Officers are state certified and professionally trained through the American Hotel & Lodging Assoc. Officers can perform a variety of security-related duties such as physical security, overnight security, V.I.P. escorts or badge check. During Group Load in and/or Load out, a security officer must be employed for Dock Traffic Control, Destination Location and to operate the Freight Elevator. Additionally, any self-park event that exceeds 500 vehicles require traffic control Security in the Parking Garage. Two officers minimum are required for events 500-1000 vehicles and four officers 1000-1500 vehicles. There is a 48-hour cancellation policy for all details, which will result in a full rate cancellation fee. Last minute details that arise within Seven Days of the shift will be charged at \$45.00/hour. All security coverage is based on a four-hour minimum.

Re-Key of Conference Room.....\$50.00/door

Doors to conference rooms can be locked and keys can be provided to you. The re-key fee includes five keys. Additional keys are available for \$5.00/key. Air walls cannot be locked.

2-Way Radio Rental.....\$80.00/radio

We offer Motorola EX600 radios for your group to use. The radio rental fee includes the radio, battery and charger. Radios are rented at a per week basis. Privacy earpieces are also available at an additional charge of \$20.00/each.

Police Officer.....\$45.00/hour

Officers can be hired from the Hollywood Police Department to be on site in the event of an emergency. A minimum of Two Officers must be hired for Bus staging on the street or any self-park event that exceeds 500 vehicles. There is a 3-hour minimum for police details.

Traffic Control.....\$45.00/hour

Bus movements of eight or more vehicles and any self-park event that exceeds 500 vehicles require traffic control officers provided by the Hollywood Police Department. Two officers minimum are required for events 500-1000 vehicles, and four officers 1000-1500 vehicles. Off-site parking must be coordinated by client for any event that exceeds 1500 vehicles. There is a 3-hour minimum for all traffic details. 72 hour cancellation policy

Fire Watch.....\$45.00 to \$65.00/hour

Depending on the nature and the size of your event, the City of Hollywood Fire Marshall will require that you hire officers from the Hollywood Fire Department to be on site for all events that exceed 700 persons. There is a 3-hour minimum for fire watch details. Plans must be submitted 45 days in advance to the City for all events. 30 day cancellation policy.

EMT's.....\$65.00/hour

Emergency Medical Technicians (EMT's) can be hired from the Hollywood Fire Department to be on site in the event of an emergency. There is a 3-hour minimum EMT details.

Note: Rates effective 01/01/09. Rates are subject to change at any time without notice.

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HOLLYWOOD, FLORIDA

**Safety & Security Management Contacts
Emergency Medical Services Information**

Frank Becker

Director of Safety & Security
frank.becker@westin.com

954-602-8801

Hiram Hernandez

Safety & Security Manager
hiram.hernandez@westin.com

954-602-8802

**Memorial Regional Hospital
& Joe DiMaggio Children's Hospital**

3501 Johnson Street
Hollywood, Florida 33021

954-987-2000

Aventura Hospital

20900 Biscayne Blvd
Aventura, Florida 33180

305-682-7000

Premiere Total Healthcare

One Stop Medical Center
1250 East Hallandale Beach Blvd, 2nd Floor
Hallandale, Florida 33009

954-456-0250

Fast Care

Urgent Care Clinic
20601 East Dixie Hwy, Suite 340
Aventura, Florida 33180

786-923-4000

AM/PM House Calls

House Call Doctor
24 Hour a Day Emergency Medical Service

888-AM-PM-DOC