CITY OF LONG BEACH

PERSONNEL POLICIES + PROCEDURES

Policy 7.8	Floor Warden Program	
	Effective Date: August 5, 2025 Original Date: March 12, 2010	

I. SCOPE

This program identifies the duties and responsibilities of the City of Long Beach (City) Floor Wardens. The mission of these individuals is to help support the safety of facility occupants during emergencies. Floor Wardens are generally trained to understand, react to, and provide assistance during emergencies. Such emergencies include, but are not limited to fires, earthquakes, evacuations, bomb threats, power outages, and floods.

This program shall rely on a structure involving six basic groups:

- Floor Wardens
- Building or Facility Maintenance Supervisor (if available)
- City Safety Officer
- Security (if available)
- Police Department
- Fire Department

II. POLICY STATEMENT

The City shall establish a Floor Warden program requiring implementation by all Departments for all facilities. This program is applicable to all City Departments and offices responsible directly to the City Manager. It is also requested that elective offices and other independent offices and Departments of the City comply with this program in the interest of uniformity.

Each facility shall also have an Emergency Action Plan that is specific to that facility and must be enforced accordingly by each Department. Management must support the purpose and duties as outlined in this program.

In alignment with the City's commitment to accessibility and fostering a culture of inclusion, the Program will ensure that emergency procedures, training, and resources address the needs of people with disabilities and other individuals with access and functional needs (DAFN). Floor Wardens and emergency protocols shall incorporate inclusive practices, ensure compliance with accessibility standards, and facilitate equitable safety measures for all.

Every Floor Warden shall be recognized as a key responder during an emergency. They shall be trained to prepare for and coordinate activities with management, staff, and patrons prior to and during an emergency. Floor Wardens shall be equipped with the skills and resources necessary to provide inclusive assistance and communicate effectively with all individuals during an emergency. In addition, they will provide training to non-Floor Warden staff as prescribed in the training section of this program. All Floor Wardens shall receive equivalent training.

This program shall comply with regulations found in California Code of Regulations, Title 8, section 3220 of the Emergency Action Plan.

III. DUTIES AND RESPONSIBILITIES

A. Department Heads

Department Heads shall be responsible for the implementation of the Floor Warden Program within their respective department and shall require that all affected personnel within their departments comply with the requirements contained herein.

B. Administrative Officer

Each floor at City Hall will be divided into two sections, with each section assigned two Floor Wardens—one primary and one alternate. This will ensure coverage in the event of a scheduled or unscheduled day off. Whenever possible, ensure that there is one primary and one alternate Floor Warden assigned for facilities other than City Hall. Buildings with multiple floors shall have a minimum of one primary and one alternate Floor Warden per floor.

The Administrative Officer or their designee will ensure that at least one Floor Warden is on-duty **and present** in their assigned area during normal working hours.

Ensure that Floor Wardens attend and maintain all required training, as well as attend periodically scheduled Floor Warden meetings.

Communicate to the City Safety Office if the Floor Warden is no longer able to perform the Floor Warden duties, or transfers to another department, facility, or position where the Floor Warden duties are no longer performed.

Ensure that all new hires, temporary (non-career/seasonal) employees and contractors are trained in the facility Emergency Action Plan and evacuation procedures no later than their first month of employment.

C. Floor Wardens

Must be able to assist in the evacuation of facility occupants (i.e. down stairwells, using evacuation chairs, etc.), perform first aid and/or CPR in adverse conditions and perform additional duties that may be required of a Floor Warden.

For City Hall, each floor will be divided into two sections, with each section assigned two Floor Wardens—one primary and one alternate. This will ensure coverage due to an employee's hybrid schedule or in the event of a scheduled or unscheduled day off. Whenever possible, ensure that there is one primary and one alternate Floor Warden assigned for facilities other than City Hall. Buildings with multiple floors shall have a minimum of one primary and one alternate Floor Warden per floor.

There should be at least one Floor Warden on-duty **and present** in their assigned area during normal working hours.

If the Floor Warden is out of the office, or an alternate Floor Warden is not available, the manager/supervisor on duty will be accountable in the event of a building evacuation.

The Floor Wardens will be required to sign a Floor Warden Agreement Form that acknowledges their roles and responsibilities as a Floor Warden.

1. Primary Floor Warden Duties

<u>Training and Preparedness</u>

- Complete Monthly Inspection Checklist. The checklist can be found in the Floor Warden Packet and on the City Safety intranet page.
- Ensure that Floor Warden equipment (i.e. supplies, communication equipment, evacuation backpacks, etc.) are properly maintained and in "ready" working order. The Equipment list can be found in the Floor Warden Packet and on the City Safety intranet page.
- The Floor Warden equipment check, and monthly inspection checklist are to be completed by the last business day of each month.
- Ensure that work areas are inspected and documented on the monthly inspection checklist for evacuation hazards (i.e. blocked aisle ways) and that exit paths and doors are never obstructed.
- Ensure that the facility Emergency Action Plan is reviewed with all staff in their area and that staff are trained in basic emergency procedures and documented on the monthly inspection checklist.

- In collaboration with the AO or Department Representative, maintain and update employee information on an accountability roster. Sample Accountability Roster can be found in the Floor Warden Packet and on the City Safety intranet page.
- Conduct annual evacuation drill with guidance and direction from City Safety.
- Conduct annual earthquake drill with guidance and direction from City Safety.

<u>Emergency Response</u>

- Communicate with employees, management, City Safety Manager or Department Safety Professional, and other emergency response.
- When evacuating a building, assist building occupants in safely relocating to their pre-designated assembly area.
- Conduct a headcount using the accountability roster, if available, and report missing employees to emergency personnel or the Building Designee at the Command Post (if applicable).

2. Alternate Floor Warden

- Perform the duties of a primary Floor Warden, in their absence, during an emergency.
- Act in a support role, or back-up, to the primary Floor Warden.
- Conduct an assessment to determine injuries and floor condition in the event of an emergency.
- Assist in the distribution of emergency disaster supplies to employees, as necessary.
- During an evacuation, conduct a sweep of the floor to ensure that all personnel have evacuated.
- In the absence of a primary and/or an alternate Floor Warden during an emergency, emergency personnel would ensure that all occupants have evacuated.

D. City Safety Manager shall:

- Ensure that training on emergency procedures is provided to all Floor Wardens.
- Ensure that all training records are maintained.
- Assist in the development of the Emergency Action Plan, as requested, and maintain copies for each facility.

E. Building Services Supervisor (if available) shall:

- Cooperate with Fire and Police Departments.

- Ensure that all building life-safety systems are operational.

F. Special Services Officers (if applicable) shall:

- Participate in evacuation procedures and Emergency Action Plan training. Provide necessary support to Floor Wardens, Police and Fire Departments in the event of an emergency.

IV. FLOOR WARDEN ELIGIBILITY CRITERIA

A. Step 1

No less than 30 days before the Floor Warden term ends, all interested employees will submit their interest form to the City Safety office via the electronic interest form: **Floor Warden Interest Form**

B. Step 2

The City Safety office will determine employee eligibility based on the following criteria:

- Employee is in good standing - Has not received a less than satisfactory rating on their employee performance review in the last two years.
- Employee has completed and signed the Floor Warden interest form.

C. Step 3

City Safety office will take the names of eligible employees and put them in a randomizer. The first name drawn will be selected as the Primary Floor Warden. The second name drawn will be the Alternate Floor Warden. If more than two Floor Wardens are required for a site, the Primary Floor Wardens will be selected first. Selected employees will be allowed to be a Floor Warden for two years. No less than 30 days before the Floor Warden term ends, employees shall submit interest again. If there is no interest, the current Floor Warden will be given the opportunity to stay on for another two years.

V. TRAINING

A. Floor Wardens

All Floor Wardens (primary and alternate) shall receive initial and refresher training coordinated through the City Safety Office on the following topics:

a. AED/CPR/First Aid (every 2 years)
b. Bloodborne Pathogen (annual)
c. Fire Extinguisher (annual)

d. Active Shooter Training (every 2 years)
e. Emergency Action Plan Training (when assigned role)
f. Evacuation Chair Training (if necessary for work area)
g. Floor Warden Program Training (when assigned role)

Floor Wardens will receive a Floor Warden Packet containing detailed information regarding required forms and the list of safety equipment during their training.

Floor Wardens who complete and maintain all of the above required training classes will be eligible for a skill pay, with the exception of sworn, management, and temporary employees. A Floor Warden will no longer be eligible for the skill pay if they become past due on any of the classes listed above, are no longer able to perform the Floor Warden duties, or transfers to another department, facility or position where the Floor Warden duties are no longer performed.

B. Non-Floor Warden Employees

All employees shall receive instruction from the Floor Warden on the following:

1. Emergency communication
2. Evacuation routes & assembly areas
3. Life-safety features and equipment of the facility
4. General emergency procedures

New hires and transfers shall receive this training within the first month of hire. Independent contractors and vendors working in a City facility must also receive evacuation information prior to the start of work.

VI. REVISION HISTORY

Original: 03/12/2010
Revised: 08/05/2025 Updated guidelines and skill pay.

VII. APPENDICES

A: Employee Accountability Roster
B: Floor Warden Agreement Form

APPROVED:

Tom Modica
City Manager

7/21/25
Date

APPENDIX A: ACCOUNTABILITY ROSTER

			Revised Date:					
Date: _____			Employee Schedule:					
Accounted for (X)	**Employee Name**	**Employee Contact #**	**M**	**Tu**	**W**	**Th**	**F**	**Notes (e.g. special assistance needed, visitor)**
	Employee A	(562) 555-1234	**TC**	**SH**	**TC**	**SH**	**TC**	
	Employee B	(562) 555-1235	**TC**	**TC**	**TC**	**TC**	**TC**	
	Employee C	(562) 555-1236	**SH**	**SH**	**SH**	**TC**	**TC**	
	Add Visitor Names:							

Legend:
TC: Telecommuting
SH: Scheduled Office Hours

APPENDIX B: FLOOR WARDEN AGREEMENT FORM

Name: _____ **Department: _____**

Date: _____

Responsibilities:

1. **Emergency Response**

   - Able and willing to assist in the evacuation of facility occupants (i.e. down stairwells using evacuation chairs, etc.), perform first aid and/or CPR in adverse conditions and perform additional duties that may be required of a Floor Warden.
   - Respond promptly to alarms and emergency situations within designated area.
   - Communicate with employees, management, and other emergency response as necessary.
   - Direct building occupants to evacuate safely in case of fire or other emergencies to their pre-designated assembly area.
   - Conducting a sweep of the floor to ensure that all personnel have been evacuated.
   - Accounting for employees at the pre-designated assembly area.

2. **Training and Preparedness**

   - Complete the monthly inspection checklist to ensure that work areas are regularly inspected.
   - Ensure Floor Warden equipment is properly maintained and in “ready” working order on a monthly basis.
   - Maintain and submit orders for supplies for First Aid kits and AEDs as needed.
   - Manage and update employee information on an accountability roster on a monthly basis.
   - Ensure that the Emergency Action Plan is periodically reviewed with all staff in their area and that staff are trained in basic emergency procedures. New hires and transfers shall receive this training within the first month of hire.
   - Conduct at least one evacuation and one earthquake drill per year to ensure preparedness.
   - Receive initial and refresher training in the following topics:

     - AED/CPR/First Aid (every 2 years)
     - Bloodborne Pathogen (annual)
     - Fire Extinguisher (annual)
     - Active Shooter Training (every 2 years)

- Emergency Action Plan Training (when assigned role)
- Evacuation Chair Training (if necessary for work area)
- Floor Warden Program Training (when assigned role)

3. **Documentation and Reporting**
    a. Document incidents, drills, and any safety concerns observed.
    b. Report safety hazards and maintenance issues to Management promptly.

Expectations:

- **Leadership:** Demonstrate leadership and remain calm under pressure.
- **Confidentiality:** Maintain confidentiality regarding building security and emergency protocols.
- **Compliance:** Adhere to all safety policies and procedures outlined by the City.

Agreement:

I, _____(Floor Warden's Name), understand and agree to fulfill the responsibilities outlined above to the best of my ability. I acknowledge that my role as a Floor Warden is crucial to ensuring the safety and well-being of building occupants during emergencies.

I understand I will no longer be eligible for the skill pay if I become past due on any of the required classes, are no longer able to perform the Floor Warden duties, or transfer to another department, facility, or position where the Floor Warden duties are no longer performed.

Signature: _____ **Date**: _____