

In Case of an Emergency...

Emergency Numbers:

- Emergency Assistance: 911
- City of Atlanta
 - Police: 404.614.6544
 - Fire: 404.546.7000
 - Ambulance (24 hrs)
- Fulton County: 404.612.4000

Medical Emergency on Hotel Properties

Hilton Atlanta

Guest room phones can dial **911** directly. If you are unable to dial **911**, the Hilton Atlanta is fully prepared to handle different types of situations to assist our guests. The following is information on our emergency procedures:

The hotel internal emergency number is **66** from a house phone. The hotel has an emergency response team 24 hours a day. In the event of an emergency, calling the emergency number **66** will initiate the appropriate response. Paramedics, Fire Department, and the Police Department are all located approximately 5 minutes from the hotel. Our Security Department, as well as a small number of other employees, are trained in CPR and First Aid. Emergency evacuation routes and procedures are located on the inside of all guest room doors.

Atlanta Marriott Marquis

Dial **911** on any house phone. There is not a need to dial a prefix to get an outside line in the need of dialing **911**. The call will not go through the switchboard, but the switch board is notified that **911** was called from a specific room or area. For security related issues at the hotel, dial **6078** from a house phone. Each department has a copy of the hotel's emergency procedures. Outside evacuation is to 201 Courtland Street. It is an uncovered parking lot. Inside evacuation is to the Hilton Hotel located on the other side of Courtland Street.

Hyatt Regency Atlanta

911 should only be dialed in a life-threatening emergency. For security use EXT **55** or dial direct at 404-460-6325. Dialing **55** from any house phone will summon a Hotel Manager. State the area and nature of the Emergency. Security Dispatch will immediately send Security to the Emergency location. Please include location (i.e. Room number, etc.) and nature of injury or illness in your initial call. Security Officer completes Incident Report notating all information from guest and witnesses. An Emergency Public Address and Fire Alarm Speaker is located in each room and will sound in an emergency, and can be used to advise of status and to direct evacuations.

Medical Services / Disaster / First Aid:

- American Red Cross / Metro Atlanta Chapter, 404.876.3302
- Children’s Health Care System of Atlanta 404.785-5473
- Emory Health Connection Physical Referral, 404.778.7777
- Georgia Dental Association, 404.636.7553
- Georgia World Congress Center First Aid, 404.223.4096

Atlanta Ambassador Force:

The Ambassador Force of the Downtown Improvement District will provide an escort for employees and residents in the District to a parking lot, MARTA station or any location in the District during the following hours:

Monday through Friday, 7:00am to 12 Midnight

Saturday, 7:00am to 12 Midnight

Sunday, 8:00am to 11:00pm

Dispatch Hours 6am-Midnight Monday- Sunday

If you need an escort, call the ADID Field Office at **404/215-9600** or www.atlantadowntown.com. Give your name and location to the ADID Dispatcher and a member of the Ambassador Force will respond.

Hospitals Located in/near Downtown Area (in order by distance):

- Grady Memorial Hospital (0.8 Miles)
80 Jesse Hill Jr Drive SE
Atlanta, GA 30303
Main: 404.616.1000
- Emory University Hospital Midtown (0.9 Miles)
550 Peachtree Street NE
Atlanta, GA 30308
Main: 404.686.4411

Closest Urgent Care facility

Concentra Urgent Care
688 Spring St NW
Atlanta, GA
(404) 881-1155

Closest 24-Hour Pharmacy

Walgreens (24 Hours)
595 Piedmont Ave. Ste 100
Atlanta GA 30308
(404) 347-9997
Approximately 6 blocks away

Fire Alarms

Hilton Atlanta

This hotel is sprinklered throughout each guestroom and has a smoke detector. The hotel is divided into zones and each zone is equipped to detect and contain smoke and or fire. In the event of activation an alarm will sound as well as strobe lights. Guests will be instructed as to the nature of the situation by an announcement through the fire panel public address system. Atlanta Fire Department is immediately notified to respond to the hotel. The hotel crisis committee and in house emergency response team will respond to the area. All individuals are to standby for further instructions from the public address system. When the situation is declared all clear guests will be informed to proceed with normal activity. If for any reason the hotel or one part of the hotel must evacuate, instructions will be given via the facility's public address system. Once the announcement is made, please exit quickly but calmly following the directions of the public announcement and of the Hilton Atlanta staff in the area. Stairwells lead down to the outside of the building exiting to Baker Street on the north side of the complex and Harris Street to the south side. Hotel guests will be directed by Hilton Atlanta team members to the Marriott hotel for shelter, safety and accountability. All guests will remain at the Marriott until Hilton Atlanta staff advises that it is safe to return to the Hilton.

Hyatt Regency Atlanta

Hyatt Regency Atlanta has a state-of-the-art fire detection and alarm system. When triggered, horns and flashing strobe devices, accompanied by a pre-recorded announcement, activate in the effected zone. The alarm system is connected to the City of Atlanta Fire Department which will dispatch Fire units to the facility. If you are in an area that has an active alarm, please move immediately to an emergency exit. Remember that elevators and escalators will not be available for use during an evacuation. If you are above the lobby level in the meeting rooms move toward the emergency staircases, located at either end of the floor and in the middle of the floor. Hotel Staff will respond quickly to assist with the evacuation and with re-entry once the emergency has passed.