



911

### WHEN YOU SHOULD CALL 911

In a life-threatening emergency like a fire or medical emergency, all occupants should call 911 to activate emergency responders. Using a land line is best, but if you use a cell phone, provide your current address, name, unit number, and floor.

### IMPORTANT: CALL 911 FIRST IN ALL LIFE-THREATENING EMERGENCY SITUATIONS.

DO NOT CALL family members or friends first. DO NOT attempt to transport a seriously ill or injured person!

DO NOT hang up with 911 dispatchers until told you may do so.

DO stay on the phone and answer all of the operator's questions.

### STEPS IN CALLING 911

#### 1: CALL 911

Speak slowly and clearly. Let the operator ask ALL the questions that arriving emergency responders must know including:

Your name and building address.

Floor you are on and what part of the floor the emergency is located.

Unit or apartment #

Hang up only when directed by 911 operator.

#### 2: IF LOCATED ON SITE, NOTIFY THE BUILDING MANAGER BY PHONE:

3: If possible, send someone to meet the arriving emergency response personnel at the elevator or near your residence entrance. Turn on porch lights to help firefighters find you quickly.

### NON-EMERGENCY INFORMATION IN DENVER

Call 311 or visit [www.denvergov.org/pocketgov](http://www.denvergov.org/pocketgov)

Non-Emergency Dispatch: 720-913-2000



### IF YOU DISCOVER FIRE OR SMOKE DO THIS IMMEDIATELY

1. LEAVE THE FIRE AREA IMMEDIATELY. If safe to do so, close the doors behind you.
2. IF AVAILABLE, ACTIVATE THE NEAREST FIRE ALARM PULL STATION. A fire alarm pull station is located at the entry of every stair case and in some elevator lobbies.
3. IMMEDIATELY RELOCATE to your designated outside assembly area or relocation area.
4. DO NOT USE ELEVATORS TO EVACUATE.
- 5 HEAVY SMOKE. Stay low to the floor and crawl if you must. This may save your life.
6. IF YOU CAN'T GET OUT – Take shelter in an enclosed stairwell, or put as many doors as you can between you and the fire. Block the crack at the bottom to keep smoke out. Close windows to limit fire spread. Signal to firefighters- put something light in the window/use a flashlight
7. WHEN SAFE TO DO SO, CALL 911. Advise the operator of your situation and stay on the phone until you answer all the operator's questions.



### DURING A FIRE ALARM

Fire alarms must be treated as building emergencies and all occupants are required to take the following actions immediately.

1. IMMEDIATELY PROCEED TO THE NEAREST STAIRWELL OR EXIT. If you're in a high-rise and have a disability, follow your emergency plan or go to the area of refuge\* with your buddy until the "all clear" is given by the Fire Department. It is best to have a buddy stay with you. If you have a medical emergency, they can call 911 for help, and then give aid to the level of their training. \*Enclosed stairwell / designated elev. lobby.

### 2. IMMEDIATELY EVACUATE TO YOUR OUTSIDE ASSEMBLY AREA.

All residents should identify an assembly location at a predetermined location that is not close to the building where you and your family will meet during a fire alarm.

3. WHILE IN YOUR ASSEMBLY AREA. Remain in a central location with your family and other residents from your floor or building. Remain calm and quiet. Never go back inside.
4. AWAIT FURTHER INSTRUCTION FROM EMERGENCY RESPONSE PERSONNEL.
5. DO NOT RETURN TO YOUR FLOOR OR HOME UNTIL TOLD IT IS SAFE TO DO SO BY EITHER YOUR SAFETY TEAM OR EMERGENCY RESPONSE PERSONNEL.

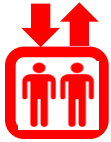


### SEVERE WEATHER

1. Move away from the perimeter of your home and exterior glass.
2. Leave your exterior rooms. If time permits and safe to do so, close the door behind you.
3. Go to the center hallways or corridors of the building.
4. Enclosed interior stairwells that do not have windows may be used for shelter – If they are crowded, move up or down for your safety or move to the basement.
5. DO NOT evacuate outside.

### WHAT TO DO: ACTIVE SHOOTER





## ELEVATOR MALFUNCTION

1. DO NOT attempt to force open the elevator doors!
2. DO NOT push the STOP button – this may delay the ability of emergency service personnel to remove you from the elevator.
3. Push the “EMERGENCY CALL” button once on the elevator panel, or phone, if it is present.
4. Two-Way voice communication may be available in the elevator. If so, emergency staff will continue to talk to you while elevator personnel are dispatched.
5. Call 911 if someone is having a medical emergency or is in danger for any reason.

## HOW TO USE A FIRE EXTINGUISHER:

Call 911 first and evacuate. For small fires only:

- **P**ull Pin
- **A**im at Base of Fire
- **S**queeze Handle
- **S**weep Side to Side



**STOVE GREASE FIRE:** DO NOT USE WATER! If it is safe to do so, put a lid or cookie sheet on the pan. Turn off the stove, but leave the pan where it is; use a Class B or ABC extinguisher. When the fire is out, call 911 and DFD will help you get rid of the smoke with our fans.



## PETS

Take your pets when you evacuate, but never delay escape or endanger yourself to rescue a family pet. Dogs can typically be evacuated with simply a leash and collar, but your cats, small dogs with no collar, and other pets should be in a secure carrier. When you practice your escape plan, practice taking your pets with you.

For more information on Pet Emergency Preparedness visit: [www.asPCA.org/pet-care](http://www.asPCA.org/pet-care), [www.Ready.gov](http://www.Ready.gov), Humane Society-United States, Red Cross-Pet Safety–Disaster Preparedness.



## DENVER REGISTRY FOR CELL PHONES & PEOPLE WITH SPECIAL NEEDS

- **SMART911** Register your cell phone. This is a private, secure service that allows you to create a safety profile that provides 911 and emergency responders with important information you want them to know about yourself, your family members and pets, your home, and your vehicles in any kind of emergency.
- **SWIFT911** Denver’s high-speed Emergency Notification System.
- **TEXTto911** supports those who are unable to hear, speak or are facing a threatening situation.

For more information on these programs & TTY: [www.denvergov.org/911](http://www.denvergov.org/911) or call **311**.



# Residential Emergency Guide



**FIRE DEPARTMENT**  
DENVER PUBLIC SAFETY

Contact us: [DFDResidential@denvergov.org](mailto:DFDResidential@denvergov.org)



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