ARIZONA GRAND
RESORT & SPA®

GROUP PREPAREDNESS GUIDE

2023

WHAT YOU WILL FIND IN THIS GUIDE:

This guide contains information to assist you in the event you encounter an emergency situation while at the Resort. Being prepared is critical in overcoming extreme situations.

Please familiarize yourself with the contents of this manual.

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EMERGENCY PREPAREDNESS:

Always be prepared:

- Remain calm and be patient.
- Follow the advice of security personnel and local emergency officials.
- Be aware of your surroundings. There may be little to no warning prior to an incident.
- When entering an unfamiliar area, locate the emergency exits so you will know where they are in the event you need them.
- Be aware of conspicuous or unusual behavior. Report such behavior to Resort Security or Resort Management.
- Do not leave luggage unattended.

EVACUATION:

The Resort Security staff and/or local authorities will decide if an evacuation is necessary based on the situation.

If you are asked to evacuate:

- Pay attention to directions from Resort Security personnel and local authorities regarding information on evacuation routes, guest assembly locations and procedures.
- Follow the routes recommended by Resort Security personnel and local authorities. Keep in mind, shortcuts may not be safe.
- Leave immediately when asked.
- Every Resort staff member has the responsibility to assist those that may require special assistance - infants, elderly people and people with disabilities.
- Do not return to the area until emergency personnel authorizes safe entry.

WHAT TO DO IF THERE IS AN EXPLOSION:

Leave the building as quickly as possible. It is not advisable to stop to retrieve personal possessions or make phone calls. If debris is falling around you, it may be safer to get under a sturdy table or desk until the situation stabilizes. When exiting, be careful and watch for weakened floors, stairs and falling debris as you exit. Follow the instructions of emergency personnel.

IF THERE IS A FIRE:

- Stay low to the floor and exit the building/suite as quickly as possible.
- Cover your nose and mouth with a wet cloth.
- When approaching a closed door, use the back of your hand to feel the lower, middle and upper parts of the door. Never use the palm of your hand or fingers to test for heat: burning those areas could impair your ability to escape a fire (i.e. ladders and crawling).
- If the door is hot, do not open it. Escape through a window. If you cannot escape, hang a white or light colored sheet outside the window to alert fire fighters of your presence.
- If the door is NOT hot, open slowly and ensure fire and/or smoke is not blocking your escape route. If your escape route is blocked, shut the door immediately and use an alternate escape route such as a window. If clear, leave immediately through the door.
- Be prepared to crawl. Smoke and heat rise. The air is clearer and cooler near the floor.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.

IF YOU ARE TRAPPED IN DEBRIS:

- Do not light a match.
- Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing.
- Rhythmically tap on a pipe or wall to assist rescuers in locating. Call out only as a last resort when you hear sounds and think someone will hear you - shouting can cause a person to inhale dangerous amounts of dust.

GENERAL PERSONAL SAFETY TIPS

Along with emergency situations, your personal safety is also something that you can prepare for. Observing basic precautionary measures can reduce your risk of becoming a victim of robbery or other crimes.

Here are some general personal safety guidelines:

- Travel in well-lit areas. Avoid dark corners, poorly lit alleys and streets whenever possible. Always try to walk on the side of the street nearest oncoming traffic.
- Always remain alert to your surroundings. Trust your instincts, and take proactive overt measures whenever you feel uneasy.
- Do not carry large amounts of cash or valuable jewelry.
- Avoid sparsely populated areas: Stick to areas with heavier pedestrian traffic.
- There is safety in numbers! If possible, walk with a companion or in a group. An armed robber is less likely to confront two or more individuals.
- When waiting for a bus or taxi, try to select a well-lit area. Aim for a busy stop where many people will be coming and going.
- Do not accept rides from strangers.
- Avoid taking shortcuts through deserted areas such as parks, playgrounds, vacant lots, etc.
- If someone asks for directions, keep a polite demeanor but maintain a safe distance.
- If followed on a street, cross to the other side, change directions or go to an occupied place.
- Be wary in self-service elevators. When in the elevator, stand near the alarm button. Do not enter elevators going to the basement when you want to go up.

FIRST AID AND EMERGENCY RESPONSE FOR RESORT GUESTS

The Arizona Grand Resort & Spa security staff is concerned about the safety and welfare of all guests. In the event you are in need of security or first aid while you are at our resort; dial “84911” for the Resort Operator and inform them of the nature of assistance needed.

- The security staff is on duty 7 days a week, 24 hours a day.
- The Resort typically has at least one Emergency Medical Technician (EMT) on shift who can render first aid when necessary or requested. If an EMT is not on site, security will respond, assess the situation and request additional medical assistance if necessary.
- All security staff members are trained in emergency response. They will respond to emergencies and notify local authorities as needed.
- The Resort has (6) AEDS (Automatic External Defibrillator) located in strategic areas throughout the Resort for use in emergency situations.

EMERGENCY GUEST/STAFF ASSEMBLY AREA LOCATIONS

- Camelback Building - Front of building in Camelback Northeast Parking Lot
- Sedona Building - Front of building in Sedona Northeast Parking Lot and rear Southwest Parking Lot
- Conference Center - Front of building in Conference Center North Parking Lot
- Mountainside Building - Front of building in Mountainside North Parking Lot
- Lobby - East of Lobby in Mountainside North Parking Lot
- Villas and Vista Buildings - Oasis West Parking Lot near slide towers

OTHER SECURITY/SAFETY FUNCTIONS

- Regular patrols of the Resort property via foot and golf cart.
- Provide escorts to and from vehicles.
- Maintain lost and found items.
- Assist guests with directions on property.

HOTEL SAFETY

After checking into your resort suite you should examine the following:

- Check the guest suite entry lock and be sure it is functioning properly.
- Inspect windows and outside doors to ensure they are locked and functioning properly.
- Check the lock on the adjoining door to ensure it is secured and works properly.
- Check the telephone and make sure you know how to make an outside call.

You should also:

- Look for information in the suite about fire safety and become familiar with the fire exit stairway.
- If you notice a light out in the stairways or walkways, please notify the front desk.
- When you enter your resort suite, make sure the door closes securely and that the deadbolt works properly. You should never prop your suite door open.
- It is always a good idea to place your suite key in the same location every time you return to your room, preferably close to the bed. In an emergency, if you have to leave the suite in a hurry, you may not have time to search for your key, which you will need to get back into your suite.
- Be sure to always use your deadbolt and night latch whenever you are in your suite.
- Do not open your suite door unless you know who it is.
- If you receive a phone call to your suite and the person states he or she is with the Resort and needs to come to your suite to repair something, use caution. Always get the employees name and call the front desk to verify that it was a legitimate employee who called you and that he or she does in fact need to come to your suite.
- Consider locking your laptop and other valuables in the safe within your suite.

OUR SECURITY

At a minimum, all security staff members must have prior law enforcement, security, or military experience and be trained in Cardiopulmonary Resuscitation (CPR). Our full-time staff is continuously trained to respond to emergencies, disturbances and other safety concerns. Our on-site Emergency Medical Technicians (EMT'S) are certified in the State of Arizona and nationally, prior to employment.

Firearms are prohibited on Resort property, unless you are a Federal Law Enforcement Officer or an Arizona Law Enforcement Officer.

NEARBY MEDICAL FACILITIES

URGENT CARE FACILITIES:

FastMed Urgent Care
Monday - Saturday: 8am-8pm and Sunday: 8am-4pm
1804 W. Elliot Road, Tempe, AZ 85284
480-456-0444

Fast Med Urgent Care
Monday - Saturday: 8am-8pm and Sunday: 8am-4pm
2720 W. Baseline Road, Tempe, AZ 85283
602-777-6000

DENTISTS:

Dental Group of Ahwatukee
Call for Availability
10827 S. 51st Street #201, Phoenix, AZ 85044
480-893-0888

South Mountain Family Dental
Call for Availability
2233 W Baseline Rd #104, Tempe, AZ 85283
602-438-9245

Today's Dental
Call for Availability
10850 S 48th Street, Phoenix, AZ 85044
480-893-1223

PHARMACY:

Walgreens (Open 24 hours)
1745 E. Southern Avenue, Tempe, AZ 85282
480-424-5527

HOSPITALS:

Banner Desert Medical Center
Offers Pediatric Services
1400 S. Dobson Road, Mesa, AZ 85202
480-412-3000 (Open 24 hours)

Tempe St. Lukes Hospital
1500 S. Mill Avenue, Tempe, AZ 85281
480-784-5500 (Open 24 hours)

Arizona General Hospital - Ahwatukee
4328 E. Chandler Blvd, Phoenix, AZ 85048
480-454-3630 (Open 24 hours)