

DELTA OTTAWA CITY CENTRE Emergency Procedures

Reporting an Emergency

In order to contact emergency services, guests can use two processes:

Dial 0 – Communicate the emergency to the telephone operator who will call 911 - the phone displays the meeting room name and room number, which will be confirmed. The guest(s) are asked to stay with any person who requires emergency attention.

Guests may call 911 directly from their guestroom. Our Main switchboard will receive an Alarm indicating that 911 has been called and the room number will be identified.

If an ambulance is called, they will be met at the front door by Bellman and an elevator is placed on service for the paramedics, who will be escorted to the room.

Responsibility in an Emergency Situation

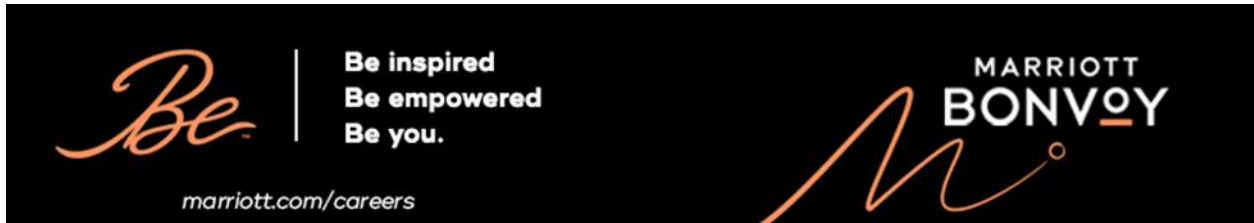
All associates are trained on their individual responsibilities during an emergency. In the case of an emergency, the following individuals will take complete charge of all procedures before, after and during the emergency.

- Hotel Manager
- Senior Food & Beverage Operations Manager
- Senior Rooms Operation Manager
- Manager on Duty (Evening & Weekend)

Emergency Equipment

The Hotel is equipped with the following tools to ensure the safety of guests and associates:

- Early warning smoke detection and sprinkler system.
- An auxiliary power source for emergency lighting as well as all line safety features, such as the emergency fire pump.
- Manual fire alarm pull stations are located throughout the Hotel.
- Speakers are installed in each guest floor hallways, function room areas, in all back of the house areas, all corridors and public areas.
- Kitchen hood extinguisher systems, handheld fire extinguishers, and fire hose cabinets throughout the building.
- Strobe lights are also installed in 7 accessible guest rooms.
- Two Defibrillators: One Located at the Front Desk; & One Located in the Health Club



INFORMATION NEAR DELTA OTTAWA CITY CENTRE

Drug Stores locations close to Delta Ottawa City Centre

Locations

- A** **Rexall Drugstore**
 240 Sparks St. C102 · (613) 238-...
Open · Closes 5 p.m.
 In-store pickup · Delivery

[Schedule](#) [Website](#) [Directions](#)

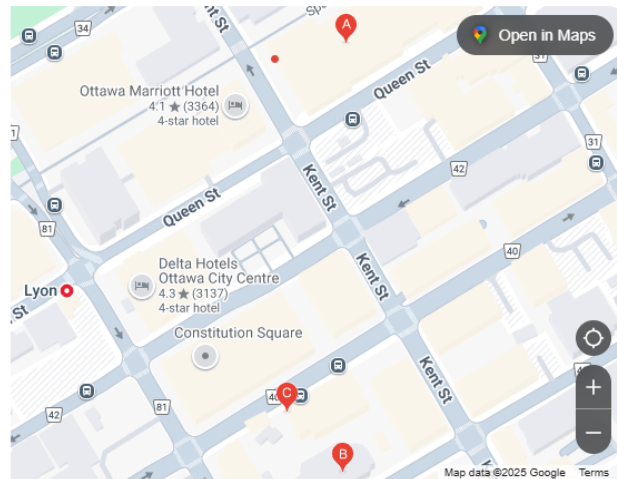
- B** **Rexall Drugstore**
 407 Laurier Ave W Unit # 24,25&2...
Open · Closes 7 p.m.
 In-store pickup · Delivery

[Schedule](#) [Website](#) [Directions](#)

- C** **Rexall**
 329-355, Ottawa 40 · (613) 782-2332
Open · Closes 7 p.m.
 Delivery

[Website](#) [Directions](#)

[More locations →](#)



Hospital Closest to the Delta Ottawa City Centre – Closest Hospital to the Delta is

The Ottawa Hospital Civic Campus 1053 Carling Avenue

- The Ottawa Hospital**
 3.1 ★★★★★ (848) · General hospital
 501 Smyth Rd · (613) 722-7000
Open 24 hours
+ Emergency room: Open 24 hours

[Website](#) [Directions](#)

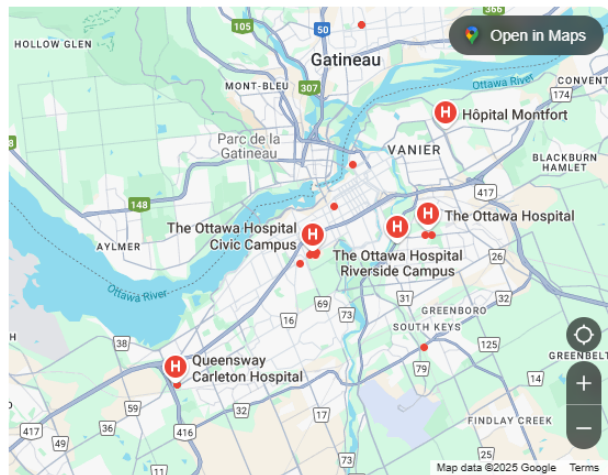
- Queensway Carleton Hospital**
 3.0 ★★★★★ (937) · General hospital
 Nepean, ON · (613) 721-2000
Open 24 hours
+ Emergency room: Open 24 hours

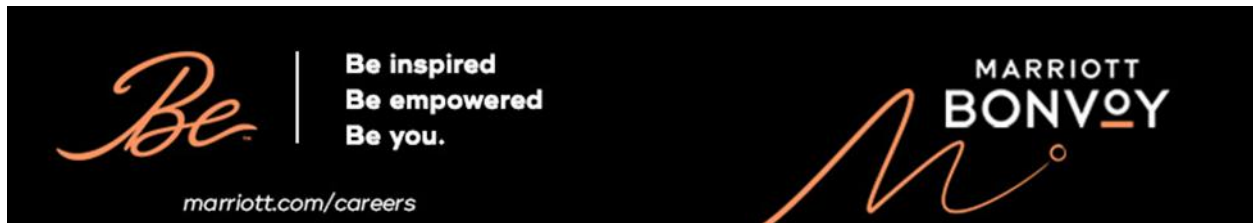
[Website](#) [Directions](#)

- The Ottawa Hospital Civic Campus**
 3.2 ★★★★★ (759) · General hospital
 1053 Carling Ave · (613) 722-7000
Open 24 hours

[Website](#) [Directions](#)

[More places →](#)





Fire Alarm System

The alarm system is divided into two (2) stages:

- a) First Stage: Alarm sounds at 60 tones/minute
- b) Second Stage: General alarm (Evacuation) - alarm tone at 120 tones/minute.

At the sound of the first stage bell, announcements will be made regarding the location of the fire and evacuation instructions regarding full evacuation of the floor of the fire, as well as those floors directly above and below.

If asked to evacuate, **do not use the elevator.**

There is a stairwell located at each end of the guest hallways, as well as in our meeting and public spaces. Hotel Associates, designated with yellow vest and “red” armband will be located at the exits to assist in the evacuation process.

If weather does not permit for hotel guests and associates to remain outdoors during the investigation of the emergency, you may report to the lobby of the Ottawa Marriott, located at 100 Kent Street.

Accessibility

Guests who require assistance in evacuating the building are to report themselves to the telephone operator, by **dialing 0**. In the case of evacuation, our team will coordinate the safe evacuation of any guest or associate with the fire response team. *It is pertinent that the Front Desk Team be made aware of any guests that require assistance pre-arrival if known.*

First Aid

If a guest requires first aid, **Dial 0** – Communicate the emergency to the telephone operator who will communicate with the Manager on Duty, and dial 911 if necessary - the phone displays the meeting room name and room number, which will be confirmed. The guest(s) are asked to stay with any person who requires first aid attention.

There are associates, in each area, who are first aid certified.

First aid boxes are in each department and are accessible by all associates.

There are two defibrillators located in the hotel, one in the Health Club and a second at the Front Desk.