

## EMERGENCY QUICK REFERENCE

**1<sup>st</sup> call 911**

**2<sup>nd</sup> call Robinson Rental at (847) 866-1966**

### **Fire / Smoke in your Unit:**

- LEAVE your APARTMENT immediately and CLOSE the door. Leave your door unlocked so fireman may enter.
- Go to neighbors and call 911.
- Do not go back into your apartment to try to put the fire out.

### **Fire / Smoke in Hallway:**

- Call 911 from your apartment. Give the dispatcher your street address (not a vanity address), floor, apartment number, description of problem.
- Call Robinson Rental to activate building staff response.
- Feel door for heat (back of hand). If heat detected stay put.
- If door is cool, brace your shoulder against door, open slightly to check for hall conditions.
- If hallway is tenable, proceed to nearest exit, alerting neighbors by knocking at doors.

**Medical:** Call 911.

**Pipes Flooding:** Call Robinson Rental with location.

**Weather Problems:** Stay away from windows. Interior halls & bathrooms are best for shelter  
Call Robinson Rental if window breaks.

**Electrical Outage:** Stay in unit. If outage is longer than 1 hour call ComEd for status.  
Call 911 if emergency requires leaving the building.

**Elevator Stops:** Press emergency button. Respond station is alerted and will begin rescue process and communication with you.

**Crime:** If assailant is in apartment do not confront or block escape.  
Look carefully and get full description if possible.  
Call 911 & Doorman / management office.  
Do not disturb anything.  
Be available to police when they arrive on scene.

**Resident Concern:** Contact Management office.

**Bomb Threat:** Listen and take notes if possible.  
At end of call ask where bomb has been placed.  
Do not hang up at end of call – this will isolate the call.  
Call 911 & Manager on another line or go to on-site office.