

Emergency Quick Reference Guide

2026 Summer Educational Conference

PRESENTED BY:

ESCA

EXHIBITION SERVICES
& Contractors Association

THE *Fairmont*
BANFF SPRINGS

A Note to Our Attendees

Your safety is our top priority. As we gather for the ESCA Summer Educational Conference in Banff, we want you to feel confident and prepared, especially while traveling outside the United States. This **Quick Reference Guide** provides essential information and contacts to help you respond calmly and effectively in the unlikely event of an emergency. Please take a moment to review it and keep it with you throughout the conference.

Please also know that ESCA staff will remain in close communication with both attendees and the hotel should any emergency unfold. **All attendees will receive updates through the conference chatbot and push notifications on the event app.** For your safety, please ensure you are signed up for these services.

Please note in any life-threatening emergency, always call 911!

Fire and Safety Procedures

Fire Alarm: Main Building, Gatehouse, and Conference Center

Stage 1 Alarm: Slow ringing tones, instructions will be given through the hotel speaker system.

Stage 2 Alarm/Evacuation: Fast ringing tones. This alarm will follow the stage 1 alarm. When the stage 2 alarm sounds you should leave the building immediately by way of your nearest fire exit. Follow directions given through the hotel speaker system. Do not ring for an elevator as they will not be used during an alarm. **REMEMBER, ALWAYS TAKE YOUR KEY.**

What if...Exit is Blocked?

If your first means of exit is blocked, immediately locate your second means of exit. Every floor area has at least TWO exits. If a second means is not available, return to your room, it is the safest place for you.

If your exit is blocked, remember...

- Return to your room
- Keep calm

What if...You Can't Leave Your Room?

1. Stay there...if you can't exit, your room is the safest place to be. Immediately contact Security to advise of your situation. Dial "3333" on your telephone.
2. Next, fill your bathtub full of water, wet towels, sheets or spare clothing and place in the cracks around the door. The wet materials will keep the smoke from entering through the crack under the door.

3. Remove drapes from the window...in case fire should enter a window, no fabric should be nearby. At NO TIME, do you open the window to wave below. The opening will allow fire to enter your room.
4. Signal your presence by waving your arms in front of the window.
5. Remember, contact Security by dialing "3333" on your telephone, and then place wet material into the cracks around the door. Wave your arms in front of the window, so as to advise response personnel below.

What if...You Are Ordered To Evacuate Your Room?

1. Take your room key, if you are in your room, find your key if you are not.
2. Test doors for heat before you open them. With your hand, test the door to the hallway to see if it is hot or cool.
3. Inch the door open if it is cool. If the door to the hall is cool, open it carefully, looking for smoke.
4. Close the door quickly if there is thick smoke outside, and stay in your room.
5. Exit if there is no smoke outside.
6. If the hallway contains little or no smoke, head for the nearest exit. Hug the wall while exiting.
7. While moving to the nearest exit, keep close to the walls and as low as possible to the floor. If it is dark or smoky, count the number of doors to the exit, and feel along the walls as you go.
8. Exit with caution. Test the exit doors for heat before opening them, and again watch out for thick smoke in the stairwell. If the stairwell is safe, exit down to the street level.
9. Follow the directions of the hotel staff. Never use elevators for emergency exits.

If you are ordered to evacuate your room, remember...

- Take your room key
- Test doors for heat and inch open
- Hug walls while exiting
- Do not use elevators

Meeting Location

If leaving the hotel for an emergency situation, meet at the Van Horne Statue in the bus pick up/drop off location.

Severe Weather

- Shelter indoors, in place away from any windows
- If outside, proceed calmly into the nearest hotel entrance

- The ESCA communication team will send updates through the conference chatbot and event app notifications.

Emergency Services in Banff

Mineral Springs Hospital (face masks mandatory)

305 Lynx Street Banff, AB

403-762-2222 (non-emergency)

- 24 hour emergency room
- 21 acute care inpatient beds

Fire Department

201 Beaver Street Banff, AB

403-762-1250 (non-emergency)

Royal Canadian Mounted Police

Detachment Commander: Mike Buxton-Carr

335 Lynx Street Banff, AB

403-762-2228 (non-emergency)

Other Law Enforcement

Parks Canada Warden Service: 403-762-1470 (non-emergency)

Town of Banff Municipal Enforcement (By-Law Services): 403-762-1218 (non-emergency)

Town of Banff Administration: 110 Bear Street Banff, AB 403-762-1200

Physicians

Alpine Medical Clinic

211 Bear Street, Unit 201A (Bison Courtyard) T1L 1J8 Banff, AB

Phone: 403-762-3155

*after-hours house calls: 403-762-2294

Bear Street Family Physicians

Suite 302-220 Bear Street (Bear Street Mall) P.O. Box 1048 Banff, AB T1L 1H6

Phone: 403-762-4846

IN AN EMERGENCY: ALL EMERGENCY SERVICES

Call 911 if you are experiencing a life-threatening emergency!

Banff Springs Hotel Emergency #

Ext. 3333 (internal house phone) From outside line: 403-760-3333

Non-Emergency Contact Numbers

Alpine Medical Clinic	403-762-3155
Ambulance Service (Margie Smith)	403-760-7222
Banff By-Law Enforcement	403-762-1218
Banff Springs Hotel	403-762-2211
Banff Family Physicians	403-762-4846
Banff Fire Department	403-762-1250
Banff Parks Canada Warden Service	403-762-1470
Banff Springs Hotel Security	403-762-2211 ext. 6667
Disaster Services	403-762-1500
Royal Canadian Mounted Police	403-762-2228
Mineral Springs Hospital	403-762-2222
Poison Control	1-800-332-1414
Disaster Services	403-762-1500