

THE
Fairmont
BANFF SPRINGS

General Security Info

(rev. February, 2024)

Security Dept.

Emergency contact: Ext. 3333 (from within the Hotel)
403-760-3333 (from outside line)

Non-Emergency: 403-762-2211 (ext. 6667)

Main Contacts: Dave Stick 403-762-6849
Director of Security Services

Tom Walentowitz 403-762-2211 (Ext. 6667)
Assistant Director of Security Services

- Nine full-time House Officers
- Dispatched via Hotel Operator (403-762-2211 or "0" within the hotel)
- 24-hour coverage
- 1st Aid and AED-trained

Equipment:

- 2-way radios
- 1st aid supplies
- Automated External Defibrillators (5 on site)
- Emergency Oxygen
- non-emergency transport to local clinic and/or hospital

Additional Emergency Equipment Available:

- bullhorn
- safety vests
- glowsticks
- bolt cutters
- blankets
- prybar

FIRE AND SAFETY PROCEDURES

Fire Alarm: Main Building, Gatehouse, and Conference Centre 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?

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.

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.

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.

Signal your presence by waving your arms in front of the window.

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?

Take your room key...if you are in your room, find your key. 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. Inch the door open if it is cool...if the door to the hall is cool, open it carefully, looking for smoke. Close the door quickly if there is thick smoke outside, and stay in your room. Exit if there is no smoke outside...if the hallway contains little or no smoke, head for the nearest exit. Hug the wall while exiting...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. 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.

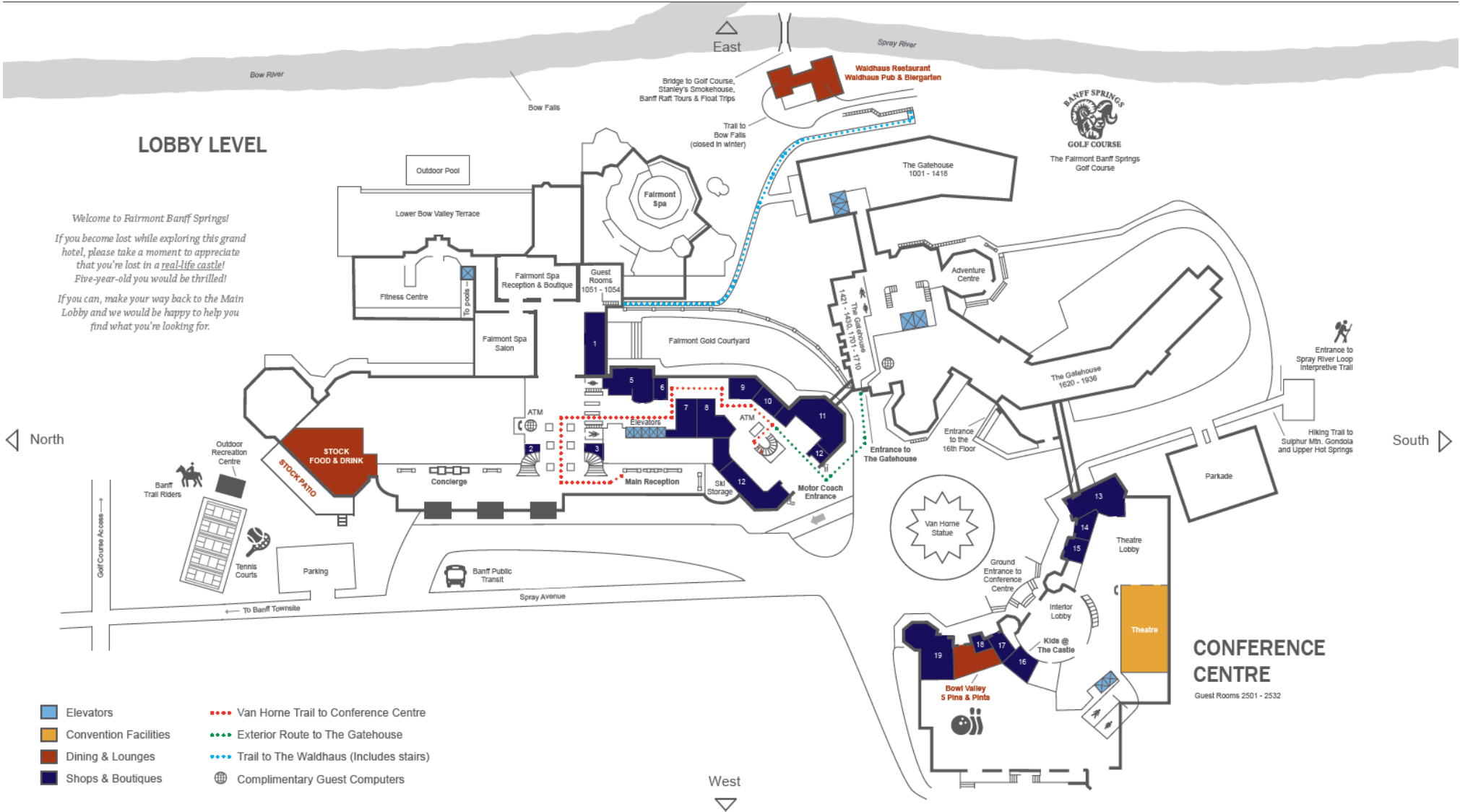
Follow directions of the hotel staff. Never use elevators for emergency exits.

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

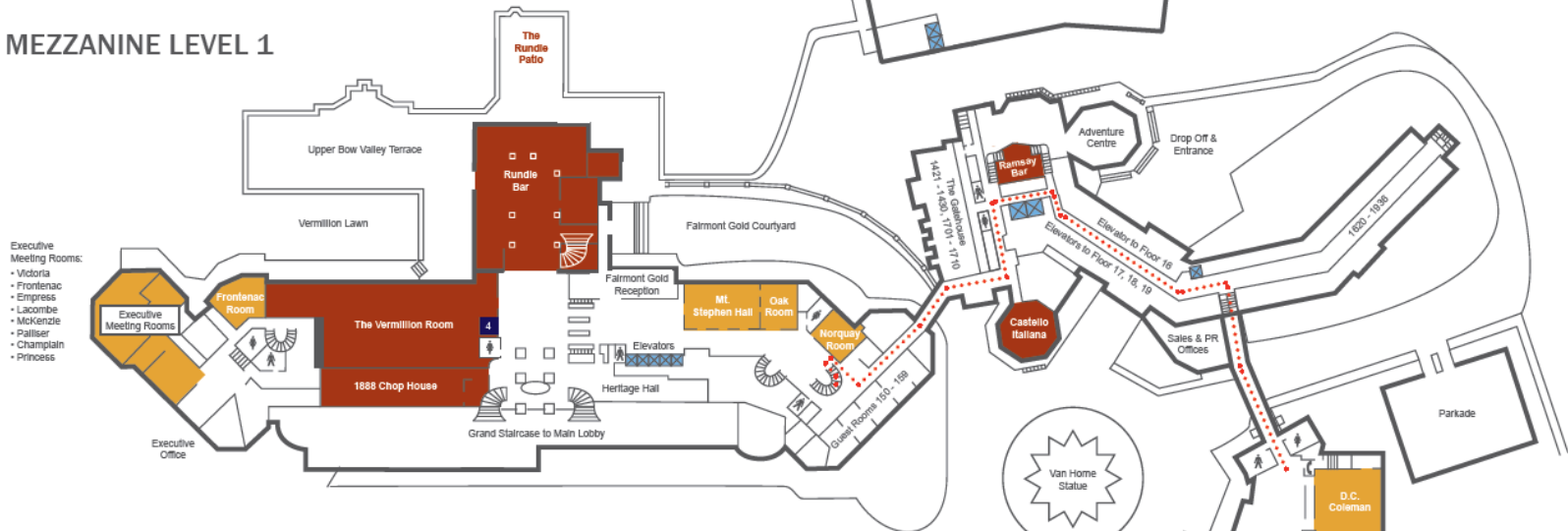
LOBBY LEVEL

Welcome to Fairmont Banff Springs!
 If you become lost while exploring this grand hotel, please take a moment to appreciate that you're lost in a *real-life castle!* Five-year-old you would be thrilled!
 If you can, make your way back to the Main Lobby and we would be happy to help you find what you're looking for.

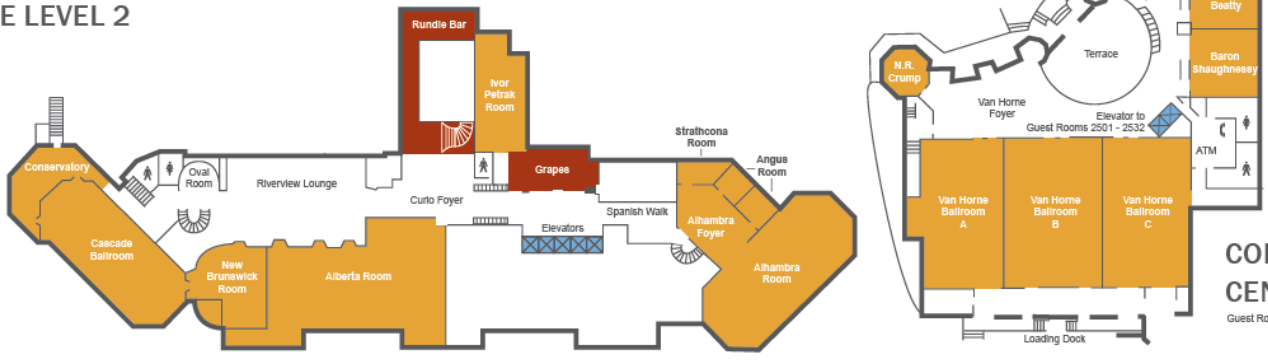










MEZZANINE LEVEL 1



MEZZANINE LEVEL 2



-  Elevators
-  Convention Facilities
-  Dining & Lounges
-  Shops & Boutiques
-  Van Home Trail to Conference Centre
-  Complimentary Guest Computers

CONFERENCE CENTRE

Guest Rooms 2501 - 2532

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
- 24 continuing-care beds
- S.T.A.R.S. (Shock Trauma Air Rescue Society) landing pad

Ambulance Service

*emergency contact: **911**

Manager: Margie Smith
305 Lynx Street
Banff, AB
403-760-7222 ext.237 (non-emergency)

- based out of Mineral Springs Hospital, Banff
- response time to F.B.S.H.: 5-10 min

Fire Department

*emergency contact: **911**

201 Beaver Street
Banff, AB
403-762-1250 (non-emergency)

- response time to F.B.S.H.: 3-6 min
- 6 trucks: 2x pumpers
1x 75ft ladder truck
1x heavy rescue
2x support vehicles

Chief Russ Geyer
Deputy Chief Mike Geisler
Admin: Erica Gilmore (403-762-1256)

Royal Canadian Mounted Police *emergency contact: 911

**Detachment Commander: Mike Buxton-Carr
335 Lynx Street
Banff, AB
403-762-2228 (non-emergency)**

**-response time to F.B.S.H.: 2-6 min
-17 members**

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
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
403-762-4846**

Phone List

IN AN EMERGENCY: ALL EMERGENCY SERVICES

911

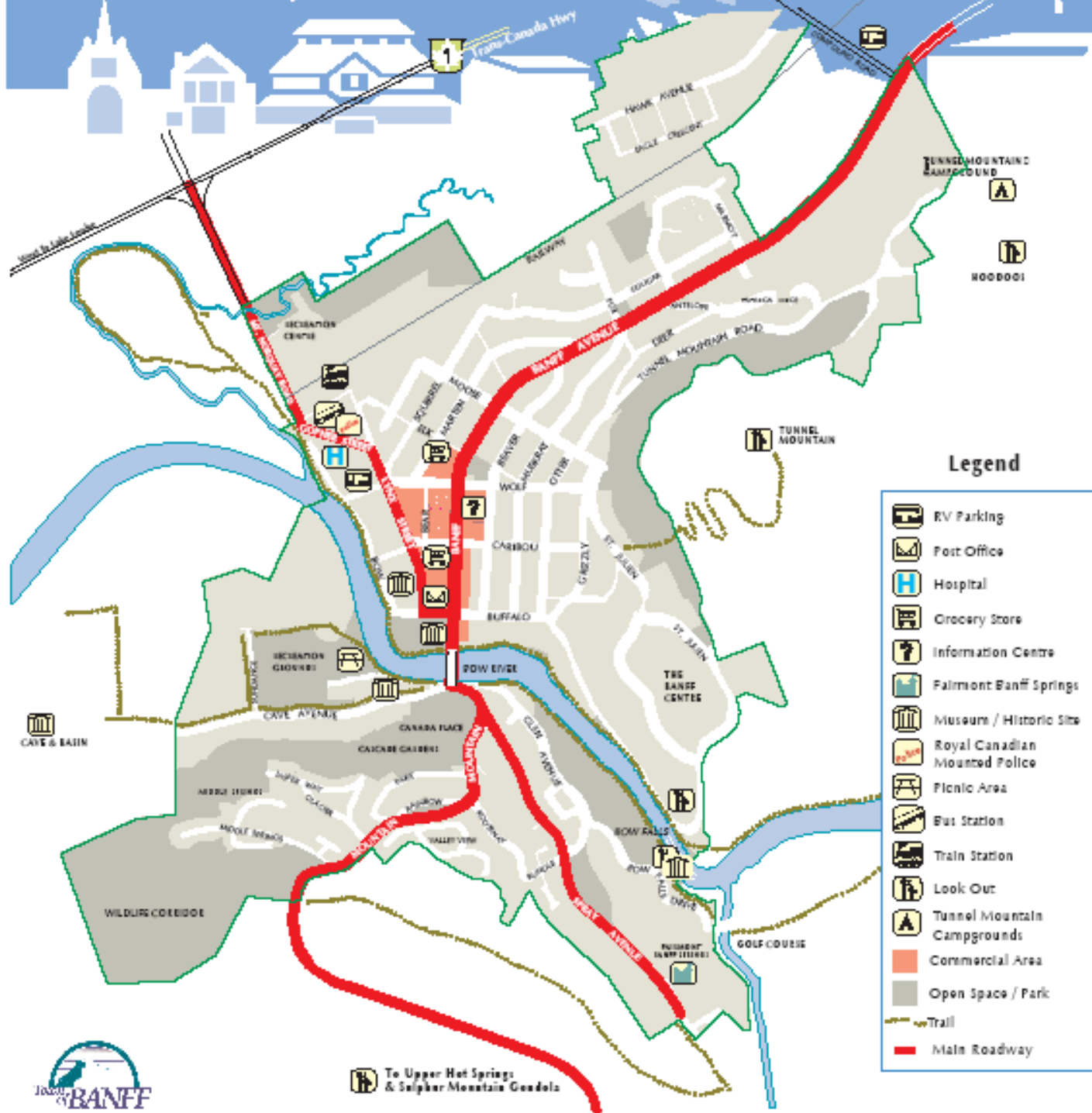
Banff Springs Hotel Emergency

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

Welcome to the
Town of Banff



Legend

- RV Parking
- Post Office
- Hospital
- Grocery Store
- Information Centre
- Fairmont Banff Springs
- Museum / Historic Site
- Royal Canadian Mounted Police
- Picnic Area
- Bus Station
- Train Station
- Look Out
- Tunnel Mountain Campgrounds
- Commercial Area
- Open Space / Park
- Trail
- Main Roadway



To Upper Hot Springs & Sulphur Mountain Gondola