



## The Broadmoor Hotel Emergency Procedure Information

### **Information and Contacts:**

**The Broadmoor Hotel:** 1 Lake Ave, Colorado Springs, Co. 80906  
Hotel main phone number: 719-634-7711

### **The Broadmoor Security Department:**

1. Director of Security: Greg Maxwell Cell 719-306-6218, Office 719-471-6371
2. Department Dispatch Telephone number, (direct) 719-577-5785.
3. In-house emergency extension number **(5100)**.
4. In-house non-emergency extension number **(5101)**.
5. Twenty-four hour coverage. **(5785)** Dispatch center located in the Main Hotel Complex.
6. Extensive CCTV System management.
7. Welcome Centers operated (Main Hotel Complex and West Hotel Complex).
8. Access to the property is restricted to hotel guests, golf club members and hotel patrons only.
9. Saflok system on guest room doors, with an emergency override master key in the possession of Security.
10. Every guest room has an in room safe for storage of valuables.
11. Each room has one way view port (Peep-Hole)
12. Security Supervisor and Security Officer (Patrol) on duty twenty-four hours a day.
13. Emergency response to all emergencies. Fire Life Safety Systems, Severe Weather, Bomb Threats etc.
14. All Security staff trained on first aid, CPR, and AED use. 7 AED's in various locations.
15. Lost and Found Management.

### **Broadmoor Fire Rescue:**

- Neighborhood Fire and Medical Response.
- Located on the West Side of the Hotel Complex.
- Immediate response to medical emergencies and other emergencies.
- Dispatched through the Broadmoor Security Department.
- Paramedic and Emergency Medical Technician (EMT) and each shift twenty four hours daily.
- Up to date medical and life saving equipment.
- Fire and Rescue equipment and capabilities.
- Response time less than 5 minutes
- In – house emergency extension number (3300)
- Fire department phone number 719-633-1069

**On-Call Physician Service:**

- AM/PM House Calls Dr. Stanulonis (Emergency Room Doctor)
- Cell number 719-271-1163, Pager # 719-442-5858
- Response time for doctor is one hour by personal visit or telephone contact.
- Billing issues are between AM/PM House Calls and the guest requesting service.

**Penrose St. Francis Hospital (Private):**

- Physical address is 2222 N. Nevada Avenue, Colorado Springs, Co. 80907.
- Telephone number is 719-776-5000.
- Excellent Emergency and Trauma Center.
- Drive time to hospital is about fifteen minutes (non-emergency)

**Memorial Hospital (Public):**

- Physical address is 1400 E. Boulder St. Colorado Springs, Co. 80909.
- Telephone number is 719-365-5000.
- Excellent Emergency and Trauma Center
- Drive time to hospital is about fifteen minutes (non-emergency)

**Closest Walk-in Clinic:**

- Memorial Health Systems, Urgent Care (No X-Ray)
  - Physical address is 2767 Janitell Road, Colorado Springs, CO 80906
  - Telephone number is 719-365-2888
  - Drive time is about five minutes (non-emergency).
- QwikCareMD, Urgent Care (Rapid COVID testing)
  - Physical Address is 6530e S Academy Blvd, Colorado Springs, CO 80906
  - Telephone number is (719) 471-2273
  - Drive time is about five minutes (non-emergency).

**Emergency Dentist**

- Dr. Donn – Word of Mouth Dentistry
  - Physical address is 202 E. Cheyenne Mountain Blvd., Suite E
  - Telephone number is 719-576-6551
  - Drive time is about five minutes.
- Dr. Van Ness – Broadmoor Lake Dental
  - Physical address is 155 Lake Avenue, Suite 201
  - Telephone number is 719-375-5201
  - Drive time is about 2 minutes

**Closest 24 hour Pharmacy**

- Walgreens
- Physical Address is 1855 Southgate Rd., Colorado Springs, CO 80906
- Telephone number is 719-473-7300
- Drive time is about fifteen minutes.

**Colorado Springs Police Department:**

- Telephone number, 719-444-7000 (non-emergency).

**El Paso Sheriff's Department:**

- Telephone number: 719-390-5555 (non-emergency).

**Emergency Procedures:****Fire Emergencies:**

- For meetings and public space, staff will assist with locating the closest and most appropriate emergency exits, fire extinguishers, and fire pull stations based on the emergency.
- Guest room emergency exits are highlighted during the bellman room orientation and for every floor, the Exit stairwells are well lit and identifiable.
- All guest rooms and public areas are covered by smoke/heat detectors and sprinklers.
- Emergency annunciation system or direct contact by Security personnel to direct guests,
- Patrons, visitors and employees in response to an emergency situation.
- In the event of an evacuation guests, patrons, visitors and employees will be directed to an assembly area by Security or Emergency Personnel.

**Medical Emergencies:**

- For medical emergencies call the in-house emergency line (5100) or 911.
- Security Dispatch will notify emergency responders.
- Security will respond to the location of the medical emergency.
- The Hotel has AED's in six of the major meeting locations.
- Over one hundred employees throughout the Hotel have been trained to use the AED.
- All Security officers are trained to use the AED and respond to all emergency medicals with an AED.

**Other Emergency Situations:**

- Call the in-house emergency number (5100) for any emergencies.
- Listen for directions or information from Security.
- Security or Emergency Response personnel will respond to the emergency location.
- Follow any directions given in the event of an evacuation.

The Broadmoor Hotel works closely with all local, state, and federal emergency response personnel. In the event of any emergency help is on the way. If there are any questions concerning any emergency response situation, or if any additional information is needed pertaining to an emergency situation please contact the Security Department.