



## **METROPOLITAN EMERGENCY PROCEDURES**

The Metropolitan and Signature Property Management desire to provide our residents with the finest safety available.

One of the most important aspects of high-rise living is the early notification of possible emergencies. Two of the notifications are for fire and severe weather, both of which require residents to evacuate their personal units.

*What should I do as a resident when a notification is made?*

### **IN CASE OF FIRE**

There is a smoke detector, strobe and audio alarm above, or close to, every front door. These alarms are very sensitive to smoke, dust, and at times, steam. The alarms are “hard wired” to the front desk central alarm system. There are battery powered alarms in your unit as well. These are not hard wired to the front desk and they will not alert anyone but the resident.

If the detector at the entry door senses smoke, an alarm will be sent to the fire department and to the front desk, identifying your unit. The building alarms and strobes will activate and a recorded announcement will be made (and continually repeated), initiating evacuation. Follow the instructions and exit your unit immediately, using the east or west stairwells. **DO NOT USE THE ELEVATORS. AND DO NOT CALL THE FRONT DESK!**

During 7am to 12am, the concierge staff will call the resident to ask if there is a problem. If there is no answer, the concierge must allow the fire department to arrive. An alarm cannot be “acknowledged” or be considered a “false alarm” without verification. And if a resident cannot be reached, it becomes the responsibility of the fire department.

[If it is a false alarm, the concierge will turn off the alarm and make an announcement, stating that the alarm was in error and to not evacuate the building.]

In an emergency, exit using the east, or west, stairwell. The east stairwell will direct you to the B1 level and you will exit through the parking garage and to the outside. The west stairwell will direct you to the lobby and you will promptly exit out the south entrance. Keep in mind that Fire fighters will be using the south entrance, even on false alarms, so keep moving until you are at the designated meeting place – Admiral and Cherry.

All residents will meet at the SE corner of Admiral and Cherry. A member of management will come to this location and provide residents with all information, including when it is safe to return. You will need to be prepared to stand outside for a length of time, possibly more than two hours.

**ABSOLUTELY DO NOT CALL THE CONCIERGE DESK WHEN AN ALARM SOUNDS.** The concierge will be extremely busy and more importantly, the lines of communication must be open to the alarm monitoring company and all emergency personnel. The concierge will need to prepare for and assist the arriving fire department.

**And please note that if you repeatedly create false alarms, you WILL BE FINED BY THE FIRE DEPARTMENT! The penalty is steep, so please use caution and properly ventilate your unit when necessary.**

### **IN CASE OF SEVERE WEATHER**

Building personnel will be monitoring the National Weather Service. If a severe storm watch is broadcast, the Metropolitan residents will be notified by the building's alarm system, using a voice message audible to all floors. If sounded, please go to the B1 level / laundry area.

### **MEDICAL EMERGENCIES**

If you, a family member, or a guest needs medical attention, please dial 911. Be sure to advise the correct address, 600 East 8<sup>th</sup> Street, informing medical personnel to enter at the 8<sup>th</sup> Street entrance. Follow all directions given by the emergency dispatcher and NEVER HANG UP FIRST; let the dispatcher disconnect the phone. If possible, call the building concierge so they are aware of the situation and can have an elevator waiting for arriving emergency crews.

### **NEED FOR POLICE**

At times, we all have the need to call the police. In Kansas City Missouri, the non-emergency number is 816-234-5111. Please dial 911 for all emergencies.

If you call the police, please advise the building concierge that the police have been contacted. You do not have to say why you have called, but the concierge staff will need to be available for assistance upon police arrival. The concierge staff can aid in allowing police entry into the building and up to your unit in a timely manner.

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