



MARRIOTT  
CHICAGO DOWNTOWN  
MAGNIFICENT MILE

# EMERGENCY PROCEDURES



**A BRIEF OVERVIEW OF THE HOTEL'S  
PROCEDURES IN THE EVENT THAT AN  
EMERGENCY SITUATION SHOULD OCCUR**

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# REPORT OF SMOKE

In event that smoke is seen within the property the **At Your Service (hotel operator)** is immediately contacted.

The Operator activates the Hotel's H.E.A.T (Hotel Emergency Action Team) which is comprised of key, trained departments that respond to the area.

After a thorough search, the team will determine if additional assistance from the city is needed to correct the problem or if the situation is deemed "All Clear".







# REPORT OF FIRE

In the event that fire is seen within the property the At Your Service (hotel operator) is immediately contacted.

The operator activates the hotel's H.E.A.T. (Hotel Emergency Action Team) which is comprised of key trained departments that respond to the area.

After a thorough search of the area, assistance is requested from Chicago's emergency units, an announcement is made through a public address system advising all guests and employees to exit the area and a fire brigade is assembled (comprised of trained employees) to assist in relocation or evacuation procedures

# EVACUATION

In the event that an evacuation is deemed necessary, an announcement is made over the public address system advising all guests/patrons and employees to evacuate the hotel.

The hotel has four main fire escape stairwells: two exits out onto Rush Street, one exit out onto Ohio Street and one exit to Michigan Avenue. There are also exits to Rush Street and Michigan Avenue in the lobby.

The designated hotel reassemble location is the intersection at Grand and Lower Michigan Avenues. This area is covered and spacious. Hotel management will update guests and employees on conditions or additional safe relocations, if necessary.





# HOTEL EMERGENCY CONTACTS

In the event that you need assistance in a security or medical emergency, the following in-house extensions should be called.

**Security Department – 5011 or 4761**

**At Your Service Operators – “O”**

# NEAREST HOSPITAL

Northwestern Memorial Hospital  
251 East Huron  
Chicago, IL 60611  
312-926-2000

*(.3 miles from the hotel)*







## **STAFFING**

The Security Department is on duty 24 hours a day, 7 days a week. All officers are trained in minor First Aid, CPR and AED.



# LOST AND FOUND ITEMS

Security Department maintains and secures all items that are left behind in a guestroom or found in public areas. Security is easily accessible from any hotel phone by dialing the hotel operator.





# VIP'S DIGNITARY SPECIAL ATTENTION

The Chicago Downtown Marriott Hotel is aware that under certain circumstances a person's position within an organization or company may require additional security considerations, available upon request.

These requests may be as simple as an alternate entrance or exit pathway, secured elevator escort, holding rooms or special vehicle attention.

Our Director of Security is prepared to meet and discuss any of these or other security concerns.



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