



Security Information Fact Sheet

To assure that our guests have a safe and enjoyable visit to The Hyatt Regency Orlando we are pleased to provide the following information.

Emergency Response:

For 1st aid response please notify the Security department immediately. The hotel staff has responders trained in 1st Aid/CPR and the hotel is equipped with 10 AED.

For serious emergencies call 911. Please make certain you also notify Security at extension 77.

The response will flow more smoothly when EMS can be met by security and allows for the patient to receive care at the earliest possible moment.

Emergency	Security	Extension	77 or 407-309-5656
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Our staff is eager to meet your emergency or non-emergency needs while with us. Assistance can be arranged by calling the Security Desk at 407-345-4455

On duty Security Supervisor	Varies
Director of Security	Mark Cicciu

Lost & Found

The hotel uses a website to inventory, track and return items left behind or lost during your stay. To report or recover Lost items:

www.ileftmystuff.com

Hotel Client Identification Number: 41353 or search by name

They can also contact lost and found at 54455.

In the event of a life-threatening emergency, contact the security dispatcher at **extension 77** or **call 407-309-5656** from your cell phone

NOTE: THE SECURITY DISPATCHER WILL NOTIFY 911 IN THE EVENT IT IS NECESSARY TO HAVE PARAMEDICS RESPOND TO THE HOTEL.

The Hyatt Regency Orlando does not have a doctor or nurse on staff; however, The Medical Concierge, 888-648-5252, will come to the hotel upon guest request. They have doctors and nurses on call 24 hours a day. Other medical services are also available; please see the Concierge located on the Lobby Level, Extension 54090.

The nearest hospital is the Dr. Phillips Hospital located on Turkey Lake Road, 407-351-8500.

The Hyatt Regency Orlando hotel security officers are trained in CPR and basic first aid.

We can provide basic first aid to our guests, and can supply bandages, ice packs, and antiseptic.

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The Hyatt Regency Orlando security department cannot dispense any type of medication. Over the counter medication is available in our gift shop.

The Hyatt Regency Orlando has a state of the art Fire Alarm System. This system has strobe lights and audible alarms on each floor, in each meeting room and in all public areas. Each guest room has an individual smoke detector. The Hyatt Regency Orlando can provide ADA approved smoke detectors upon request.

Pull stations are located by each fire exit on each guest floor. In the event of alarm activation, security officers respond to the area in question for immediate investigation. Guests are notified and instructions given via public address speakers located through the hotel.

In the event of an evacuation, guests are instructed to go to the nearest stair well and exit the building.

DO NOT USE THE ELEVATORS

If a **HURRICANE** strikes Central Florida during your stay, the hotel will provide you with glow sticks for use in the event of a power failure. During a power failure, the hotel has a back up generator for limited lighting, power and elevator operation. If an evacuation of our guest room tower is necessary, guests are instructed via public address speakers and advised to proceed to the ballrooms on the convention level, by using either the guest elevators or stairwells. Hotel staff will assist with the evacuation and direct guests to the proper location.

Security officers assist guests with evacuation when possible.

If you have any questions please feel free to contact the security department or the sales and catering department.

Have a great convention!

MEDICAL REFERENCES:

Clinic	Hours	Phone	Address
CVS Minute Clinic	8:30am-7:30pm	866-389-2727	10701 International Drive
Centra Care Lake Buena Vista	24 hours 7 days wk	407-934-2273	12500 Apopka Vineland Rd
Centra Care Dr. Phillips	M-F 8:00am-8:00pm S&S 8:00am-5:00pm	407-291-8975	8014 Conroy-Windermere Rd #104
The Medical Concierge In Room Visit	Daily 8:00am-5:00 pm	855-932-5252	
The Medical Concierge Clinic	Monday–Saturday 8:00am-5:00pm	855-932-5252	6000 Turkey Lake Road St. #208, Orlando, FL 32819

HOSPITALS	PHONE	ADDRESS	INFO
Dr. Phillips Hospital	Guest Services – 407-351-8546 Admitting – 321-842-8168	9400 Turkey Lake Road	4 miles from hotel
Orlando Regional Medical Center	407-841-5175	1414 Kuhl Ave. (off S. Orange Ave.)	11 miles from hotel (20 min.)

PHARMACY	PHONE	ADDRESS	INFO
Walgreen's	407-345-8402	6201 International Dr.	24 Hr. Prescription Service
CVS Drugs	407-351-2906	7324 International Dr.	

DRY CLEANERS	PHONE	ADDRESS
Williamsburg Dry Cleaners	407-239-0839	5458 Central Fla. Parkway

<u>FIRE MARSHALL'S OFFICE</u>	<u>DIAGRAM AUTHORIZATIONS</u>
<p>Ms. Stephanie N. Elix Permit Analyst False Alarm Coordinator Orange County Fire Rescue Office of the Fire Marshal 7079 University Blvd. Winter Park, FL. 32792 Office: 407-836-8304 Fax: 407-836-8330 Stephanie.elix@ocfl.net</p>	<p>Paul F Giacalone Plans Examiner 1 Orange County Fire Rescue Office of the Fire Marshal 7079 University Blvd. Winter Park, FL. 32792 Office: 407-836-8316 Mobile: 407-404-1011 Fax: 407-836-8330 Chester.Kennerly@ocfl.net</p>