

## After Hours Emergency

### After hours process

Civida contracts with a security firm, Paladin Security, to handle emergencies after regular business hours during the week and over the weekend. In addition to regularly patrolling all our buildings, Paladin Security handles tenant calls after hours.

The after hours emergency line is in effect from: 7:00 pm to 8:30 am Monday to Thursday during the week and 4:00 pm Friday to 8:30 am Monday over the weekend.

If you experience a problem after business hours, call 780-420-6161. You will be redirected to the Paladin Security line.

They will determine if it is necessary to send a contractor or security staff. If it is not an emergency, you will be advised to contact your Site Manager the next business day.

If someone is injured or passes away in your home, call your Site Manager or the after hours emergency line as soon as possible.

In the case of fire, medical emergencies, crimes in progress or safety concerns, tenants should call emergency responders at 911. Tenants can call 911 at any time.

### Emergencies

If after hours, call the after hours emergency line at 780- 420-6161. If during business hours, call your site manager.

#### Maintenance emergencies

- Loss of heat
- Loss of water
- Loss of power
- Significant plumbing leaks
- Flooding or sewage backup
- Fire
- Natural gas smell
- Alarms (fire, smoke alarm)
- Elevator problems
- Something that causes important equipment to fail (i.e., fridge, stove)

#### Other types of emergencies:

- Blood or other body fluids on site
- Broken doors
- Broken locks
- Broken windows
- Tenant locked out
- Break in

### Our office hours

Monday to Thursday: 8:30 am to 7:00 pm.

Friday: 8:30 am to 4:00 pm.

We will remain closed on statutory holidays.