EMERGENCY RESPONSE GUIDE



JUDICIAL BRANCH OF ARIZONA

IN MARICOPA COUNTY

Building:	Room #:
Supervisor:	Supervisor #:
·	

Emergencies, disasters, accidents, injuries, and crimes can occur without warning at any time. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility.

This Emergency Response Guide has been developed to assist in minimizing the negative effects from such events. Please read this guide thoroughly before an emergency occurs, become acquainted with the contents, and keep this flipchart available in your office for immediate reference. Place your Building Name, Room #, and Supervisors Name and phone number on the front cover.

For guidelines on how to respond to a specific emergency situation, flip to the page below for the appropriate emergency situation.

Quick Reference Guide

- Remain Calm
- Determine the seriousness of the situation.
- If necessary, activate the Panic button.
- Call 911 and secure everyone's safety.
- Contact court security and/or a Floor Warden, who will put the crisis plan into action.
- Get assistance for victims.
- Gather facts while maintaining confidentiality as appropriate.
- Assemble the Emergency Evacuation Team (EET) and plan procedure to follow.

***In case of an evacuation, all Emergency Evacuation Team Members will meet at		**
	(location)	

REMEMBER NOT TO TALK WITH THE MEDIA UNLESS AUTHORIZED.

Maricopa County Sheriff's Office Dispatch	9-256-1030
Emergency	9-911
Downtown Court Security (Central Control)	506-3424
Southeast Court Security	506-2820
Durango Court Security	506-4623
Northwest Court Security	506-3424
Northeast Court Security	372-7900

AFTER CONSULTING THIS PAGE, FLIP TO THE PAGE BELOW FOR THE APPROPRIATE CRISIS.

Panic Buttons

TO ACTIVATE A SILENT PANIC BUTTON ALARM, SIMPLY PRESS THE RED BUTTON IN THE CENTER OF THE PANIC BUTTON BOX. The panic button alerts security, and deputies are then dispatched immediately.

- 1. Press the panic button when there is a situation that:
 - a. Presents an immediate danger, or
 - b. is VERY disruptive
- 2. Move to and press the panic button in a calm unobtrusive manner.
- 3. STAY CALM. Be prepared to meet and advise Sheriff's Deputies when they arrive on scene.

FALSE ALARMS? If the panic button is pressed by mistake, call MCSO by dialing 9-256-1030 and advise them that it is a false alarm.

NOTE: DO NOT USE THE PANIC BUTTON FOR FIRE OR MEDICAL EMERGENCIES. SEE INSTRUCTIONS UNDER THAT TOPIC IN THIS BOOK

Personal Threat or Assault & Dangerous Persons

Personal threat or assault includes threatening behavior that is deemed threatening or harmful by another individual.

Stalking:

- Seek the safety of others.
- Do not confront alleged stalker.
- Take note of physical characteristics and other identifiers and report to Court Security and Local Law Enforcement Officials.

Assault:

- Call 911.
- Call Court Security Dispatch (506-3424).
- Remain with victim until emergency assistance arrives provided it is safe to do so.

Dangerous Persons:

- Notify Court Security.
- Note the description of the person, direction of travel and what makes them seem dangerous.
- call 9-911 if necessary.

Power Outage

The inherent danger during a major power outage is panic; therefore, all court personnel should attempt to remain calm. To report a minor, localized power outage, call:

Facilities Management	506-1141
Court Security by location	
Downtown Court Security (Central Control)	506-3424
Southeast Court Security	
Durango Court Security	506-4623
Northwest Court Security	506-3424
Northeast Court Security	

Floor Wardens and Emergency Evacuation Team (EET) Members will have flashlights and batteries in key locations throughout work areas.

In Case of a Major, Campus-Wide Outage:

- Remain calm.
- · Follow directions from the Floor Warden.
- If evacuation of a building is required, see "EVACUATION" section of this guide.
- Do not light candles or other type of flame for lighting.
- Turn off light switches.

If People Are Trapped In an Elevator:

- Tell passengers to stay calm and that you are getting help. Instruct passengers to pick up the emergency phone in elevator so they can provide direct information to the emergency responders.
- Notify the appropriate Court Security Department (Security Main Number is 506-3424).
- Stay near passengers until court security or other assistance arrives, provided it is safe to stay in the building.

Major Accidents

Aircraft Accident

When a private or commercial aircraft is involved in an accident, the Federal Aviation Administration (FAA) is the agency of jurisdiction. Subsequently, no one will be permitted within a five hundred foot radius of the aircraft. Smoke from a burning aircraft is very toxic and should be avoided. If an aircraft incident occurs on the campus, evacuation procedures will begin in the surrounding area.

SEE "EVACUATION" SECTION OF THIS GUIDE FOR MORE INFORMATION.

If You Witness an Aircraft Accident:

- Call 911. Notify the operator of the accident location, the number of casualties and if any court structures are affected.
- If the crash scene is close to your building, notify your supervisor and evacuate if smoke from the crash scene moves in your direction, or you smell smoke.
- DO NOT approach a downed aircraft. The responding Fire Department has equipment and personnel that are trained for such incidents.

Motor Vehicle Accident

If You Witness a Motor Vehicle Accident Involving Injuries:

- Call 911 immediately and remain on the scene until released by paramedics and police.
- Advise the operator of the number of injured and their injuries.
- Look for hazards that could affect you or responding emergency personnel (fuel, chemicals, etc.) and report them to the 911 operator.
- DO NOT attempt to move the injured unless it is more dangerous to leave them where they are. i.e.: car fire.
- Attempt to keep the victims calm and reassure them that assistance is on the way.
- Notify emergency personnel of the number of injured and their locations.

Flooding

Minor Imminent Flooding:

Minor or area flooding is the most likely scenario. This could be the result of major, multiple rainstorms, or a water line break. In the case of imminent minor, weather-related flooding, Court Security will monitor the National Weather Service and other emergency advisories to determine necessary action such as evacuation of areas. In cases of water main failure, affected areas would need to be evacuated immediately. In this case, refer to the **"EVACUATION"** section of this guide.

Notify Court Security

Court Security by location

Downtown Court Security (Central Control)	506-3424
Southeast Court Security	506-2820
Durango Court Security	506-4623
Northwest Court Security	
Northeast Court Security	

- Secure vital equipment, records, and chemicals (move to higher, safer ground).
- Shut off all electrical equipment.
- When able, notify County Facilities Management at 506-1141.
- Wait for instructions from Court Security and/or Floor Wardens for immediate action.
- Do not return to your building unless you have been instructed to do so by Court Security.

Major Imminent Flooding:

Major flooding would be the result of catastrophic dam failure or extraordinary releases by Salt River Project (SRP) along the Salt/Verde system. Maximum flood depth is estimated to be 37 feet.

- Evacuate from campus immediately. See "EVACUATION" section of this guide.
- Follow instructions from Court Security for immediate action.
- Use extreme caution around appliances or outlets near the leak and/or water.
- Look for downed power lines and avoid them.
- Do not use matches or lighters, in case of leaking natural gas pipes or fuel tanks nearby.

Hazardous Materials

HAVE A MAJOR HAZARDOUS SPILL? CALL 911 IMMEDIATELY

Tell the dispatcher:

- the location of spill/type of chemicals
 - any injuries or hazards
 - flammability of substance

ONLY TRAINED AUTHORIZED PERSONNEL ARE PERMITTED TO RESPOND TO HAZARDOUS MATERIALS INCIDENTS

A hazardous materials incident is considered a spill of any of the following:

- Chemicals (liquid and solids)
- Hazardous waste
- Oils (diesel and gasoline)

For a Major Spill or Leak

- Activate the nearest fire alarm.
- Immediately evacuate the area, closing doors behind you.
- Call 911.
- Call Court Security (Security Main Line is 506-3424).
- DO NOT attempt to clean up the spill yourself.
- Provide clean-up/response personnel with pertinent information.

For a Minor Spill or Leak Contact Court Facilities Maintenance at 506-5755

- · Alert people in the immediate area of the spill.
- Wear proper personal protective equipment (PPE) and attempt to contain the spill.
- Avoid breathing vapors from the spill. Confine spill to a small area.
- DO NOT ALLOW ANYTHING TO DISCHARGE INTO DRAINS!

Chemical Spill on Body

- Flood exposed area with running water from faucet or safety shower for at least 15 minutes.
- Remove contaminated clothing at once. Put in a plastic bag and seal. Avoid contact with eyes.
- Make sure chemical has not accumulated in shoes or under jewelry.
- Report incident to supervisor.

Burns

Obtain medical attention by dialing 9-911

Spill on Body

- Remove contaminated clothing; put it in a plastic bag and seal it.
- Vigorously wash exposed area with soap and water for 1 minute
- Report incident to supervisor.

Hazardous Materials - Cont.

Biological Spills

Notes and Precautions:

A spill kit should be kept by housekeeping. Basic equipment is: concentrated disinfectant (household bleach or organism specific disinfectant), paper towels, rubber gloves, autoclave bags, sharps container, and forceps to pick up broken glass.

For any biological spill, first notify others in the area so they will not unknowingly spread the contamination.

If someone is injured call 9-911 for assistance; notify emergency personnel if you are contaminated.

Additional Site Instructions:

3.

Suspicious Packages

If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it!!!

Immediately call Court Security at 506-3424

Letter and Parcel Bomb Recognition Checklist - Inspection of Packages - Look For:

Foreign mail, air mail, and special deliveries
Restrictive markings such as "confidential" or "personal
Excessive postage
Handwritten or poorly typed address
Incorrect titles
Misspellings of common words
Oily stains or discolorations on package
Excessive weight
Rigid, lopsided, or uneven envelopes
Protruding wires or tinfoil
Excessive tape or string
Visual distractions
No return address

Handling Suspicious Packages:

- Do not open or shake it
- Do not carry or show to others
- Do not sniff, touch, taste
- Do place on stable surface, preferable a Bio-Safety Cabinet
- Do alert others in the area
- Leave the area, close doors and prevent others from entering by using signs or guarding.
- Wash hands with soap and water
- Create a list of persons in the room where the package was received

Immediately call Court Security at 506-3424

Natural Disasters

Remain calm and alert; listen for information and instructions from emergency crews and/or local officials.

Thunderstorms & Microbursts

INDOORS:

STAY INDOORS, do not exit building or use elevators. You could be trapped in them if the power is lost. STAY AWAY from all windows and large glass objects.

CROUCH DOWN and cover your head. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly.

AVOID being underneath heavier objects such as lights, wall hangings and other items, which may fall. REMAIN INSIDE until storm has passed or cleared to leave.

DO NOT USE matches or lighters, in case of leaking natural gas pipes or fuel tanks nearby.

HELP DIRECT people with special needs to a safe place, if necessary.

IF INSTRUCTED to evacuate, see "EVACUATION" section of this guide.

OUTDOORS:

MOVE AWAY From trees, buildings, walls, and power lines.

SEEK the lowest possible ground, i.e. ditch, small trench. Lying flat in a ditch or low-lying area may be the only thing available. Note: Never enter an opening or trench where a "Cave in or Flooding" maybe possible.

STAY AWAY from power lines and puddles with wires in them, they may be "Live".

DO NOT USE matches or lighters, in case of leaking gas pipes or fuel tanks.

REMAIN in position until "noise and high winds" have stopped.

DO NOT ENTER any building that is deemed or looks UNSAFE.

<u>Hail</u>

SEEK protective SHELTER immediately.

REMAIN indoors or under protective shelter until hail has stopped, usually 5-10 minutes.

Lightning

SEEK protective SHELTER immediately.

If OUTDOORS, DO NOT STAND underneath tall isolated objects. Avoid projecting above the surrounding landscape. Seek shelter in a low area under a thick growth of small trees.

Open areas, SEEK LOW AREAS such as a ravine or valley.

GET OFF or AWAY from OPEN WATER as well as metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out, keeping people several yards apart.

REMEMBER – lightning may strike some miles from the parent cloud. If you feel your hair stand on end, lightning may be about to strike you. DROP TO YOUR KNEES and BEND FORWARD, putting your hands on your knees. Do not lie flat on the ground.

Natural Disasters - Cont.

Tornado

A TORNADO WATCH means that conditions are favorable for tornados and severe thunderstorms in and close to the watch area.

A TORNADO WARNING is an URGENT announcement that a tornado has been reported and warns you to take immediate action to protect life and property.

INDOORS:

STAY INDOORS, do not exit building or use elevators. You could be trapped in them if the power is lost. Locate an interior room.

GO directly to an enclosed, windowless area in the center of the building, corners or building support columns are best. Avoid middle of exterior walls.

STAY AWAY from all windows and large glass objects.

CROUCH DOWN and cover your head. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly.

AVOID being underneath heavier objects such as lights, wall hangings and other items, which may fall.

REMAIN INSIDE until Tornado has passed or cleared to leave.

DO NOT USE matches or lighters, in case of leaking natural gas pipes or fuel tanks nearby.

HELP DIRECT people with special needs to a safe place, if necessary.

IF INSTRUCTED to evacuate, see "EVACUATION" section of this guide.

OUTDOORS:

MOVE AWAY From trees, buildings, walls, and power lines.

SEEK the lowest possible ground, i.e. ditch, small trench. Lying flat in a ditch or low-lying area may be the only thing available. NEVER enter a cave opening or trench, as a cave in or flooding may be possible.

STAY AWAY from power lines and puddles with wires in them, they may be "Live".

DO NOT USE matches or lighters, in case of leaking gas pipes or fuel tanks.

REMAIN in position until "noise and high winds" have stopped.

DO NOT ENTER any building that is deemed or looks UNSAFE.

Earthquake

INDOORS:

STAY INDOORS, do not exit building or use elevators.

TAKE COVER underneath table, desk or doorway, if possible.

STAY AWAY from all windows and large glass objects.

AVOID being underneath heavier objects such as lights, wall hangings and other items, which may fall.

HELP DIRECT people with special needs to a safe place, if necessary.

WHEELCHAIR bound individuals should lock brakes.

OUTDOORS:

Move to an area AWAY FROM trees, buildings, walls, and power lines.

DROP TO KNEES and get into a fetal position close your eyes and cross your arms over the back of your neck for protection.

REMAIN in position until shaking has stopped.

AFTER SHAKING STOPS:

DO NOT USE cell phones, EXCEPT to report serious injuries.

ASSIST in the building evacuation of people with special needs, if safe to do so.

TUNE radios to an emergency broadcast or local radio stations for news updates and instructions.

BE PREPARED to evacuate if instructed to do so. (See "EVACUATION" section of this guide.)

DO NOT ENTER any building that is deemed or looks UNSAFE.

Code Blue = Bomb Threats

Bomb Threat by Telephone

DO NOT HANG UP!!

Remain calm.

Take the caller seriously.

Ask a lot of questions, using the checklist below as a guide.

Have a co-worker call 9-911 on another line or call 9-911 yourself immediately after hanging up.

Bomb Threat Checklist

QUESTIONS TO ASK:	CALLER'S VOICE:	CALLER'S VOICE:		
 When is the bomb going to explode? Where is it right now? What does it look like? What kind of bomb is it? What will cause it to explode? Did you place the bomb? Why? What is your address? What is your name? EXACT WORDING OF THE THREAT:	Stutter Excited Lisp Slow Raspy	Laughter Deep breathing Crying Cracking voice Normal Disguised Distinct Accent Slurred Familiar Clearing throat Loud		
	If voice if familiar, who did	it sound like?		
Name of caller: Sex of caller: Age: Length of call: Date of Call: Reported By: Number at which call is received: Number from which call originated: NOTES / REMARKS:	Crockery Animal noises Voices Clear	: MusicLocalHouse noiseLong distanceMotorBoothOffice machineryStatic		
	THREAT LANGUAGE: Irrational Taped Message read by threat maker	Incoherent Foul Well Spoken (educated)		

Medical Emergency

All court personnel are encouraged to learn first-aid and CPR. For more information call Court Security Administration at 506-6084.

CALL 9-911 FROM ANY COURT PHONE BEFORE PROCEEDING WITH THE FOLLOWING EMERGENCY RESPONSES ON ALL MEDICAL EMERGENCIES!

The guidelines below are for ADULT rescue - for individuals under the age of 8, follow the dispatcher's instructions

Start Rescue Breaths - If Victim is NOT Breathing

- Tilt the victim's head back, lift the chin, pinch the nose shut
- Give 2 short 1 second breaths. (Breathe into victim until chest gently rises)
- Check for circulation. (Normal breathing, coughing, movement)
- If there are signs of circulation, but victim is still NOT BREATHING, give one slow breath every 5 seconds (10 to 12 breaths per minute)
- Re-check signs of circulation and breathing every minute. Continue rescue breathing as long as victim is not breathing or until medical assistance arrives
- If there are no signs of circulation and victim is still not breathing, initiate Cardio Pulmonary Resuscitation (CPR)

Start CPR - If Victim is NOT Breathing and There Are No Signs of Circulation

- Find the notch where lower ribs meet the breastbone. Place the heel of your hand on the breastbone. Place your other hand on top of the first.
- Position shoulders over hands. Compress chest 30 times (1-1/2 to 2 inches) using a smooth, even rhythm.
- Give 2 short 1 second breaths.
- Do five (5) more sets of (30) compressions and (2) breaths (approximately 100 compressions per minute).
- · Check for signs of circulation.

Additional Site Instructions:

- If there are signs of circulation, but victim is still NOT BREATHING, give one slow breath every 5 seconds (10 to 12 times per minute).
- If there are no signs of circulation and victim is not breathing, continue CPR.

Use Automated External Defibrillator (AED) If Available

- If the building is equipped with AEDs, retrieve the closest unit.
- If lay responder(s) are trained in the use of an AED, proceed with using unit.
- If lay responder(s) are not trained in the use of an AED, follow the dispatcher's instructions.
- Do not use the AED on a patient who is lying in water or on any electrically conductive surface such as wet grass.
- Do not operate the AED in a potentially explosive environment.

NOTE: The use of an AED is necessary to revive a victim of cardiac arrest. The unit is automated and will only shock when necessary.

Location of the nearest AED:	
Location of telephone:	
•	

Medical Emergency – Cont.

Court Security by location

Downtown Court Security (Central Control)	506-3424
Southeast Court Security	
Durango Court Security	
Northwest Court Security	
Northeast Court Security	

Choking (Abdominal Thrusts)

- Call 9-911.
- Get behind victim; wrap your arms around the person's waist, just above their navel.
- Clasp your hands together in a double fist. PRESS IN AND UP IN QUICK THRUSTS.
- Be careful not to exert pressure against the victim's rib cage with forearms.
- Repeat procedure until choking stops.
- Report incident to supervisor.

Personal Injury - In all "serious cases" call 9-911 for emergency treatment

Heart Related Illnesses

- Get victim to a cool place.
- Loosen tight clothing.
- Apply cool, wet cloths to the skin.
- Fan the victim.
- If victim is conscious, give cool (not cold) water to drink.
- Call 911 for an ambulance, if victim refuses water, vomits, or loses consciousness.
- · Report incident to supervisor.

Minor Cuts & Punctures

Vigorously wash injury with soap and water for several minutes. If IMPALED by a foreign object – DO NOT REMOVE THE OBJECT. Seek medical attention immediately.

Material Splashed in Eye

Immediately rinse eye and inner surface of eyelid with water continuously for 15 minutes. Forcibly hold eye open to ensure effective wash behind eyelids.

A	ıbt	tiona	il Site	Instr	'uct	tions:

Location of First Aid Kit:	
Location of telephone: _	

Fire

SEE "EVACUATION" SECTION OF THIS GUIDE FOR MORE INFORMATION.

If You Discover a Fire or See or Smell Smoke:

- If building alarm is not sounding, manually activate the alarm by using a fire alarm pull station located near an exit.
- Immediately exit the building.
- Call 9-911 from the nearest safe phone and 506-3424.

If Building Fire Alarm is Activated or Someone Informs You of a Fire:

- Walk to the nearest exit. DO NOT USE THE ELEVATORS
- Notify emergency personnel if you know or suspect someone is trapped or still inside the building.
- Gather outside at a designated area away from the building and do not attempt to re-enter the building until authorized to do so by the emergency responders.

If Caught in Smoke:

- Drop to hands and knees and crawl towards the nearest exit.
- Stay low as smoke will rise to ceiling level.
- Hold your breath as much as possible; breathe through your nose and use a filter such as a shirt or towel.

If Trapped in a Room:

- Close as many doors as possible between you and the fire.
- Wet and place a cloth material around or under the door to help prevent smoke from entering the room
- If room has an outside window, be prepared to signal someone outside.

Clothing on Fire: [Stop, Drop, Roll]

- Roll person around on floor to smother flame.
- Only drench with water if safety shower is immediately available.
- Obtain medical attention. Call 9-911.

Using a Fire Extinguisher:

Only use a fire extinguisher if the fire is very small and you have been trained to do it safely. If you can't put out the fire, leave immediately and make sure the building alarm is activated and emergency personnel notified. TOTAL AND IMMEDIATE EVACUATION IS THE SAFEST.

Additional Site Instructions:

Explosions/Gas Leaks

Explosions

- Set off fire alarm; evacuate all buildings (office staff take cell phones).
- Notify Court Security.
- Call 911.
- Notify district Facility/Maintenance at 602-506-1141.
- Follow evacuation procedures.

Gas Leaks

- Notify Court Security.
- Determine need to evacuate building.
- If vacating building, please see evacuation section of this guide.
- DO NOT USE matches or lighters, in case of leaking gas pipes or fuel tanks.

Evacuation

Always be prepared. Learn all exists and routes to help determine the nearest exit to your location and the best route to follow if evacuation is necessary.

If time permits during evacuation, and it is safe to do so, secure your workplace and take personal items.

In most emergencies, complete evacuation of the campus is not necessary. If, however, there is a major hazardous materials release, flood, or other MAJOR incident, it may be necessary to relocate all personnel to a safer location.

Evacuation from a Building:

- Walk, do not run.
- Do not use elevators.
- If safe to do so, assist people with special needs as indicated by that person to the staging area.
- Gather outside at a designated staging area. There your Floor Warden will take roll and account for all personnel.
- If you cannot return to your building, wait for instructions from the ASU Police Department or other organization in charge.

"In-Place" Evacuations:

In some instances, it is safer to evacuate "in-place" than it is to leave a building, e.g., smoke or fire is immediately outside your room, live electrical wires bar access to the exit, individuals with mobility disabilities are above or below ground floors.

- If the hazard is fire or smoke, see "FIRE" section of this guide.
- If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify emergency personnel of your location and that you are unable to evacuate the building.
- Call 9-911 and tell them your name, your location, that you are unable to evacuate, and why you
 are unable to evacuate the building. Follow directions of the 911 operator.

Staging Areas:

In the event of a building or area evacuation, you will be notified where staging areas will be located.

First-aid, shelter, and information will be available at designated staging areas

Building Destruction:

- Follow evacuation procedures if advised by Court Security.
- Call 9-911.
- Notify Court Security.
- Notify Facility/Maintenance Department at 602-506-1141.
- In case of explosions, crawl under desk, close eyes, and cover heads with arms, coats or books.
- Evacuate only after explosions and debris have stopped, then secure building.

Code 100 = Lockdown

- · Lock doors.
- · Cover windows if possible.
- Turn off lights
- Stay away from door and windows if possible.
- Maintain a calm environment.

Civil Disturbance

Civil disturbances include riots, demonstrations, threatening individuals, crimes in progress, or assemblies that have become significantly disruptive.

- Notify Court Security at 506-3424.
- · Avoid provoking or obstructing demonstrators.
- Determine threat of safety to students and/or staff, and initiate "Lockdown" if necessary.
- Refer to Emergency Preparedness Plan for "Lockdown" procedures.
- Secure your area (lock doors, safes, files, vital records, and expensive equipment).
- Avoid area of disturbance.
- Continue with normal routines as much as possible.
- If the disturbance is outside, stay away from doors or windows. STAY INSIDE!
- Prepare for evacuation or relocation.

Emergency Numbers

Facility Name:	
City Located:	
Street Address:	
Phone Number:	-
Physician Dalies Demontroport (Origina Chara)	000 000 0454
Phoenix Police Department (Crime Stop)	
Glendale Police Department	623-930-3000
Mesa Police Department	480-644-2324
Peoria Police Department	623-773-8311
Surprise Police Department	623-222-4000
Sheriff's Department	602-506-1000
Poison Control	602-253-3334
Child Protective Services	1-888-767-2445
EMPACT/Suicide Crisis Hotline	480-784-1500
APS (general – to report outages)	602-371-7171
(emergencies other than outages – line breaks)	602-258-5483
Southwest Gas (to report gas leaks)	602-271-4277
City of Phoenix Water (emergency leaks)	602-262-6251
(emergency leaks after hours)	602-261-8000
City of Glendale Water (emergency leaks)	623-930-2700
(emergencies leaks after hours)	623-934-7551
City of Mesa Water (emergency leaks)	480-644-2142
(emergencies leaks after hours)	480-644-2262
City of Peoria Water (emergency leaks)	623-773-7433
City of Surprise Water (emergency leaks)	623-222-7000
(amergencies leaks after hours)	602-316-7605