

**Date:** [Insert Date]

**To:** All Residents and Tenants of [Property Name]

**Subject:** Notice of New Medical Emergency Notification Process

Dear Residents,

To ensure the safety and rapid response of emergency services at [Property Name], we are implementing a new standardized process for reporting and managing medical emergencies on the premises, effective [Start Date].

In the event of a medical emergency, please follow these steps:

1. **Call 911 Immediately:** Always contact emergency professional services first. Provide them with the property address: [Insert Full Address] and your specific unit or location.
2. **Notify Property Security/Management:** Once emergency services are dispatched, please call our 24-hour emergency line at [Insert Phone Number].
3. **Provide Critical Details:** Inform our staff of the nature of the emergency and the specific entrance or gate best suited for the ambulance to access.

**Why this process is changing:**

By notifying property management immediately after calling 911, our staff can assist by holding elevators, unlocking necessary gates, and directing paramedics directly to your location, saving vital minutes.

**Updated Resident Information:**

We encourage all residents to update their "Emergency Contact" form on file with the management office. This ensures we can notify your designated family members or friends in the event of an incident.

If you have any questions regarding this new procedure, please contact the Management Office at [Insert Email/Phone].

Sincerely,

[Your Name/Property Manager Name]  
[Property Management Company Name]