

CWPV General Safety Information

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******IMPORTANT PHONE NUMBERS******

Fire & Emergency 911

Sun Lakes Patrol (480) 895-9277

Maricopa County Sheriff (602) 876-1011

San Tan Gate (480) 895-6846

CWPV Administration Office (480) 895-3550

Homeowner Services (480) 895-9606

SRP Power Emergency (602) 236-8811

AZ Fire & Medical (623) 544-5400

COTTONWOOD PALO VERDE (CWPV) PATROL SERVICES

- **Patrol the streets of CWPV 24/7 looking for:**
 - Unauthorized solicitors, garage doors left open overnight, water leaks, and residents in distress, especially walking in hot weather.
 - Suspicious vehicles or people.
 - Reporting of street lights burned out.
 - Unauthorized use of facilities & swimming pools.
 - Securing (locking & unlocking) facilities.
 - Installing automobile windshield stickers at your residence.
 - Operating San Tan Gate 24/7.
- **Answer calls from residents who require:**
 - Assistance with battery jumps.
 - Reports of barking dogs and run-away animals.
 - Assist by performing simple tasks & helping someone who is disabled.
 - Perform welfare checks for residents.
- **Perform many tasks to help Administration and Homeowners Services personnel.**
- **Assist Golf Course personnel by putting golf carts away after hours and watching for golf course violations (driving on golf courses at night, pets and unauthorized non-golfers on golf courses).**

For more information, call Patrol: (480) 895-3550 Ext. 316

MARICOPA COUNTY SHERIFF'S OFFICE

Emergency Situations 911
Non-Emergencies (602) 876-1011

Sun Lakes Sheriff's Posse

- **Medical Equipment Loan Closet** – Need a walker, cane, commode for a short time. Call for information and hours (480) 895-8751.

ARIZONA FIRE & MEDICAL AUTHORITY (AFMA) / SUN LAKES

AFMA Administration, 25020 S. Alma School Rd., Sun Lakes, AZ 85248

Phone: (623) 544-5400 Hours: Tuesday, Wednesday, Thursday, 8:00am - 2:00pm

AFMA / Sun Lakes Website: www.AFMA.az.gov

- **Community Assistance Program (CAP)** - While Fire and Sheriff Department personnel attend to medical emergency, fire or law enforcement needs, CAP Program volunteers provide residents with on-scene emotional / practical support, and connections with resources needed in a crisis. Call AFMA Administration at (623) 544-5400 for information on program or volunteer opportunities.
- **Lock Box Program** - A Lock Box attached to the house provides the Fire Department with a key to enter your home in case you cannot get to the door during a 911 emergency. For information, call AFMA Administration at (623) 544-5400, Tuesday-Thursday, 8:00am-2:00pm.
- **Smoke Detector Battery Replacement Program** - You provide new batteries and AFMA will come to your home and replace smoke detectors batteries when you hear "chirping" or batteries are dead. There is no charge to residents. Call AFMA Administration at (623) 544-5400.

NEIGHBORS WHO CARE (NWC)

NWC's operational goal is to recruit, train, and manage community volunteers to provide quality non-medical assistance to enrolled clients, 100% of who (either temporarily or permanently) meet the definition of "disabled" under current federal law. A majority of NWC clients are over the age of 75, live alone and lack extended family members or the financial resources to obtain other forms of assistance, specifically those that require payment. NWC provides the following services:

Transport by Car or Van	Dinner Delivery	Shopping & Errands	Minor Repairs
Business Assistance	Business Service Advocacy	Reassurance Calling	Case Management
Respite Care Visits	Friendly Visiting	Welfare Visits	Lock Boxes

For Enrollment, to Volunteer, or for General Information Contact: (480) 895-7133

HOME FIRE EXTINGUISHERS

There are three classes of fire extinguishers:

- 1) Class A - Ordinary combustibles; trash, wood, paper, cardboard, most plastics.
- 2) Class B - Flammable liquids & grease, oil.
- 3) Class C - Live electrical equipment; appliances, wiring, circuit breakers, outlets. Never use water on electrical equipment due to risk of electrical shock.

Recommended Fire Extinguisher for Residential Use is: 2A10BC Type

This may be used for Classes A, B, and C fires. Best located in the kitchen and garage.

For more information contact: Arizona Fire & Medical Authority at (623) 544-5400, Tuesday-Thursday, 8:00am - 2:00pm.

911 EMERGENCY PHONES & AUTOMATIC EXTERNAL DEFIBRILLATOR

LOCATIONS IN CWPV

Emergency 911 Phone Locations:

- Cottonwood Pool Area (Yellow Box with button on wall of lounge)
- Cottonwood Tennis Area (North side of court #3)
- Cottonwood Kiddie Pool (South wall of building)
- Cottonwood Driving Range (wall on ball dispenser building)
- Palo Verde Pool (next to stairs to Racket Ball Courts)
- Michigan Gate Pool (pole near the North gate)

Automatic External Defibrillator Locations:

- Patrol - Prius 1
- Patrol - Prius 2
- Cottonwood Bar & Grill
- Cottonwood Pro Shop
- Fitness Activity Center (behind reception desk)
- Palo Verde Restaurant (behind reception desk)

GOLF CART SAFETY AND REGULATIONS

About 1,000 Americans are injured each month in golf cart accidents. Falling from golf carts is the most common injury. Remember small children are at the greatest risk. Arizona Law requires that you be a licensed driver to operate a golf cart.

DO NOT LET CHILDREN DRIVE GOLF CARTS!

GOLF COURSE USE AND RESTRICTIONS

Cottonwood and Palo Verde Country Club golf courses have been constructed for the sole purpose of the golfers utilizing said facilities. Walkers, joggers, bike riding or any other similar use is prohibited and such restricted use may be subject to being cited and fined. Pets are not permitted on golf courses at any time. These rules are especially important at night.

Homeowners living on our golf courses are requested to report any after dark activity to the Patrol immediately.

HOME SECURITY TIPS

Here are a few tips to improve your home security:

- **Answering the door:** Do not open the door to anyone you do not know without first verifying that person's identity, but you should let the person at the door know someone is home. Do not ignore it! Install peephole or wide-angle viewer in all entry doors. There are doorbell cameras that can now be installed inexpensively.
- **Garage Door:** Keep it closed completely down and locked. This helps protect valuable property stored in your garage and prevents access to interior doors to the house. An open garage is an invitation for a burglar or unwanted animals.
- **Key Sense:** Do not hide keys in mail boxes, planters or under doormats. Give a duplicate key to a trusted friend or neighbor in case you are locked out. Put no personal identification on key rings. Leave only your ignition key with service mechanics and garage attendants. If you lose the keys to your home or move, change the locks immediately. Patrol cannot unlock your house or car for you.
- **Deadbolts:** It is recommended that all exterior doors be equipped with a good quality case-hardened deadbolt lock. With a bolt that protrudes at least 1 inch.
- **Going Away:** Burglars hope to avoid confrontations, so make sure your home looks occupied! Leave lights on and the radio playing, when you go out. Use inexpensive timing devices to turn inside lights and radio on at different times.

REPORT FRAUD

Many victims of fraud are reluctant to come forward because they feel that their loss is not significant or they are afraid or ashamed to tell anyone. Therefore, many victims suffer in silence. As difficult as it may be, it is important for your wellbeing to talk about your experience and report the crime. If you, any family member or friend has been a victim of Fraud, Scam, or a Con, report it immediately so these criminals do not continue to victimize you or others.

- AZ Attorney General Consumer Info. & Complaints
(602) 542-5763 www.azag.gov
- AZ Corporation Commission (Investment Fraud)
(602) 542-4242 www.azinvestor.gov
- AZ Registrar of Contractors (Home Repair Fraud)
(602) 542-1525 www.azroc.gov
- Federal Trade Commission: (Identity Theft)
(877) 438-4338 www.ftc.gov
- Internet Crime Complaint Center www.ic3.gov
- National Fraud Information Center (Telemarketing / Internet Fraud)
(800) 876-7060 www.fraud.org
- Social Security Administration (Fraud Hotline)
(800) 269-0271 www.ssa.gov
- US Postal Inspection Service (Mail Fraud)
(877) 876-2455 www.postalinspectors.uspis.gov