



## **InnSeason Resorts Falls at Ogunquit Update**

### **Was anyone hurt?**

Seven guests went to the hospital for evaluation but were released later in the day. A number of other guests were treated on site.

### **What caused the carbon monoxide issue?**

Preliminary indications are that the issue was a result of a mechanical failure of a boiler unit in one of the buildings. We are still investigating and working with local officials to determine the exact cause of the incident. The building will remain closed until we have identified and corrected the problem.

### **How did you first learn of the issue?**

Front desk agents were concerned when two guests who occupied rooms located close to each other reported feeling ill. They alerted maintenance who immediately identified a CO issue and took action by evacuating the building and calling the fire department.

### **Did it affect all the rooms?**

No, the incident was confined to one building, which remains closed pending investigation and repair. The resort is made up of four buildings and the HVAC system for each building runs independently.

### **Why don't you have CO detectors?**

The resort was in compliance with State and Local laws regarding CO detectors and there have been no issues in the past. We have launched an investigation to better understand the reasons why the CO Detectors were not in place. We are reviewing minutes from prior meetings, prior safety inspections, and other factors that will lead to a better understanding of why they were not in place.

### **What have you done to address the issue?**

We are working with our fire suppression company to retrofit all the rooms with dual detectors for fire and CO. The work should be completed in approximately 30 days. In the interim, CO detectors are now present in the facility areas of each building. The resort is staffed 24 hours and each building is being routinely checked.

We have scheduled a formal review of the property by a safety consultant and the Board of Directors will continue gathering as much information possible to help formulate an additional action plan.

**How do I know my family is safe if I stay at your resort?**

- As of 2/25/14, each of the building boilers has been reviewed by a State of Maine Certified Technician with no issues found.
- The facilities areas for each building now have CO Detection
- We have scheduled a formal review of the property by a safety consultant and the Board of Directors will continue gathering as much information possible to help formulate an additional action plan.

**Ongoing Safety:**

- Each unit has 2 hard wired Smoke Detectors. One in bedroom, One in Living Room/ Kitchen
- Each Unit has 6 heat detecting sprinkler heads throughout unit. Auto dial to 911
- Fire Pull Stations at the top and bottom of each stairwell, front desk. Auto dial to 911
- Fire Extinguishers in facilities area. All replaced as normal procedure on June 2013.
- Handheld CO detector on property
- Securitas Security Co. (A National Security Agency) is staffed here 11pm – 7am. They perform rounds nightly, including facility basement areas.

**InnSeason Resort**

**What is the status of the other InnSeason Resorts do they have CO Detectors?**

- InnSeason Resorts Surfside: Fire and CO Detectors present and inspected by town annually
- InnSeason Resorts Captain's Quarter: Fire and CO Detectors present and inspected by town annually
- InnSeason Resorts Pollard: Fire and CO Detectors present and inspected by town annually
- InnSeason Resorts HarborWalk: Fire and CO Detectors present and inspected by town annually

**Who is the point of contact for your insurance?**

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