

Developing an Emergency Procedures Manual

Midwest Association of Housing Cooperatives, Inc



www.mahc.coop



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Letter From MAHC

Dear Co-oper:

Every cooperative, regardless of its size, should have an emergency disaster plan which addresses that property's needs. It is the road map by which the membership responds to the crisis, both during and after the specific event. The property manager's responsibility is two-fold. First, to protect the lives of the occupants, and secondly, to protect the investment of the membership.

The time to plan for any type of disaster is not after it has occurred, but in anticipation of an occurrence at some future date. It is written with the intention that it will never be implemented. However, the planning will sensitize the participants to address the issues that can be anticipated when it is implemented.

Failure to plan for a disaster is a plan to fail when disaster strikes causing further anxiety and grief for those affected by the calamity

Sincerely,

Richard Berendson
MAHC Board of Directors

Emergency Readiness Quiz

yes no

- | | | |
|--|--------------------------|--------------------------|
| 1. Do you have a family or Co-op plan?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you know the emergency plan for work and/or school?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you have a disaster supply kit in your home?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is your home equipped with the appropriate safety devices
(i.e. functioning smoke detectors, carbon monoxide warning devices)
and do your family members know how they function?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you have a meeting place outside your home if you must evacuate?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Are family and/or Co-op records and documents protected in a safe place?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Do you have contacts and/or family members to stay with in other areas?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Do you know the numbers of local authorities and emergency services?..... | <input type="checkbox"/> | <input type="checkbox"/> |

For Additional Information

National/ Federal Organizations:

U.S. Department of Homeland Security:

www.ready.gov

Center For Disease Control & Prevention

www.cdc.gov

Neighborhood Watch

www.USAonwatch.org

American Red Cross

www.redcross.org

BOOKS

Before Disaster Strikes

By IREM

www.irem.org

ISBN # 1-57203-102-6



Emergency Contacts

IN CASE OF AN EMERGENCY DIAL 911

Please take a few moments to write in contact numbers specific to you and your local area.

Make photo copies of this page for family members and keep a copy in an accessible place in case of an emergency.

Local Public Contacts

Police Department

Phone: _____

Fire Department

Phone: _____

Neighborhood Hospital

Phone: _____

Ambulance Service

Phone: _____

Poison Control

Phone: _____

Family Contacts

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Introduction

Every property, regardless of size or function, should have an emergency procedures plan that addresses the property's unique needs. The plan should spell out how the property staff will respond to different types of emergencies. In developing emergency procedures, the property manager has two primary responsibilities:

1. To protect the lives of the building's occupants and others on the premises.
2. To protect the property owner's investment.

A thorough and well-designed emergency procedures plan enables the property staff to be prepared before a disaster occurs, in order to minimize and perhaps prevent injuries to people and damage to property.

Preparing an emergency procedures plan requires extensive research and team-work. The planning involves in-depth knowledge of the property and its occupants, the neighborhood, and the community in which the property is located. A property manager cannot create a comprehensive, well-conceived plan alone. It must be formulated in cooperation with an emergency planning team which may be comprised of the property owner, police and fire department officials, disaster recovery contractors, outside service contractors, and community service agencies, as well as the property's on-site management staff and the management firm's office staff.



Preparing an emergency procedures plan involves six steps:

1. Developing the emergency planning and management teams,
2. Identifying potential emergencies and the probabilities of their occurring,
3. Adopting preventive measures to avert emergencies,
4. Planning responses to specific types of emergencies,
5. Developing procedures for debriefing the Emergency Management Team and others involved after an incident
6. Preparing for an emergency by rehearsing and testing the plan.

An emergency response plan will not come into being overnight. Before a plan can be developed, there must be an assessment of vulnerabilities and an evaluation of capabilities. This should include how and how quickly a public fire department or other first responder is likely to respond and any obstacles (physical barriers, traffic patterns, etc.) that may hinder a rapid response. The plan will evolve through several drafts and reviews before it is printed and distributed. It will take time to train the personnel who will be responsible for implementing specific procedures in the event of an emergency.

Once established, the plan should be reviewed periodically and updated as appropriate. Being prepared will facilitate an appropriate response and make it easier

Emergency Planning Actions and Decisions

- Identify who will alert staff and building occupants of an emergency situation. This may take the form of a telephone "tree" or flow chart.
- Determine where staff should report in an emergency (if they are called to the site).
- Determine which entrance the responding agency or public units will use.
- Determine where external emergency response personnel will set up a "command center" on site.
- Determine where occupants should assemble after an evacuation.
- Determine what procedures should be followed if authorities' instructions are to shelter in place.
- Determine where and to whom agencies will report.
- Determine how public and agency officials will be identified. What kind of identification will authorities require to allow key personnel to be admitted into the facility during a crisis?
- Determine the needs of disabled and non-English-speaking persons. Assign tenant or emergency team "partners" to these persons to assist them in an evacuation.
- Determine who on staff will respond to media inquiries.
- Determine who on staff will be in charge until a fire chief or other person of authority assumes command of the site as well as who will be the point of contact for responding agencies.
- Determine where relevant records will be stored (on site and off site).

What Is an Emergency?

At the outset, the manager needs to work with the property staff and others to identify the specific types of situations and events for which emergency procedures are needed. Loosely defined, an emergency is an event or occurrence that disrupts the normal flow of a property's operations, often resulting in danger to occupants and visitors as well as damage to buildings.

Many people consider only fire and natural disasters such as earthquakes, tornadoes, and floods when they think of potential emergencies. However, property managers must consider a wide range of natural and man-made disasters when developing emergency procedures. (Information relevant to planning for specific emergencies is presented in separate chapters.) Depending on the type of property and where it is located, emergency procedures may be needed to address some or all of the following:

Weather-related disasters

- Tornadoes
- Hurricanes
- Floods
- Drought
- Wildfires
- Landslides
- Severe thunderstorms
- Severe winter weather—heavy snow, extreme cold
- Heat waves



Other natural disasters

- Earthquakes
 - Tidal waves
- Volcanic eruptions

Man-made emergencies

- Arson and fire-related accidents
- Power outages
- Hazardous materials incidents
- Hostage situations
- Civil disorder
- Crime—assault, theft, robbery, vandalism
- Bomb threats
- Explosions
- Medical crises
- Terrorist acts



This list is not all-encompassing. The possibilities are endless. Regardless of what type of emergency arises, all emergencies have in common the need for a prepared property manager and an Emergency Management Team whose members are trained to respond. A planned response to specific emergencies will provide a frame of reference for responding to emergencies that had not been anticipated.

Contents of a Disaster Plan

This list summarizes the key components of a comprehensive disaster preparedness plan -- one that deals with disaster prevention and damage reduction, immediate response activities, recovery or salvage procedures, and rehabilitation of damaged materials. It is useful to have a plan in which all these elements are fully developed. However, a "phased" approach can also be applied to disaster preparedness (as it can to preservation activities in general). That is, it is acceptable, as a first phase, to begin with a few sections (even in outline form), particularly if the institution focuses first on those issues that are of greatest concern. In a subsequent phase, the planners can gradually add more detail and other sections as they become better educated, have time to pursue the plan, and are able to develop consensus on how the institution should organize its preparedness activities.

Body of the Disaster Plan

- **Emergency information sheet:** one-page summary of immediate steps to be taken and individuals to be contacted.
- **Introduction to the plan:** its purpose, author, organization, scheduled updates.
- **Communication plan (or "telephone tree"):** names of those to be contacted, including office and home numbers, strategy for contacting them, and communication vehicles that can be used.
- **Prevention/protection strategy:** schedules, procedures, and persons responsible for routine testing and inspections (e.g., of fire alarms and suppression systems, roof, etc.), and procedures for follow-up to reported vulnerabilities. *Note:* Inspection checklists should appear in the appendix, and completed inspection forms should be retained to allow follow-up on reported problems.
- **Checklist of pre-disaster actions:** outline of procedures to be followed in advance of emergency for which there is advance warning (e.g., hurricane, flooding), including assignment of responsibilities for those actions.
- **Instructions for response and recovery:** It is useful in the body of the plan to summarize the procedures for the most likely incidents, and to include both more detail and a broader range of incidents in the appendix.

HAZARD & VULNERABILITY ANALYSIS

EVENT	PROBABILITY			HUMAN IMPACT		IMPACT ON FACILITY			PREPAREDNESS			TOTAL
	HIGH	MED	LOW	NONE	LIFE THREAT	HEALTH SAF.	HIGH IMPACT	MOD IMPACT	LOW IMPACT	POOR	FAIR	
SCORE	3	2	1	0	1	1	3	2	1	3	2	1
AVIATION ACCIDENT												
BOMB THREAT												
CIVIL UNREST/STRIKE												
DAM FAILURE												
EXPLOSION												
FIRE												
WILDLAND FIRE												
FLOODING												
HAZARDOUS FIRE												
ICE STORM/SLEET												
HEAT WAVE/EXT. COLD												
KIDNAPPING/HOSTAGE												
EARTHQUAKES												
MINE SUBSIDENCE												
LANDSLIDES												
NUCLEAR POWER												
OZONE ACTION DAYS												
RADIOLOGICAL EMER												
SEVERE THUND. STRM												
WINTER STORM												

HAZARD & VULNERABILITY ANALYSIS

EVENT	PROBABILITY			HUMAN IMPACT			IMPACT ON FACILITY			PREPAREDNESS			TOTAL
	HIGH	MED	LOW	NONE	LIFE THREAT	HEALTH SAF.	HIGH IMPACT	MOD IMPACT	LOW IMPACT	POOR	FAIR	GOOD	
SCORE	3	2	1	0	1	1	3	2	1	3	2	1	
TERRORISM													
BIOLOGICAL													
NUCLEAR													
INCENDIARY													
CHEMICAL													
EXPLOSION													
UTILITY FAILURE													
ELECTRICAL													
NATURAL GAS													
WATER													
SEWER FAILURE													
STEAM FAILURE													
FIRE ALARM FAILURE													
COMMUNICATION FAIL.													
TRANS. ACCIDENT													
TROPICAL STORM													
HURRICANES													

CRITICAL EQUIPMENT AND MATERIALS

EQUIPMENT/ROOM	LOCATION	ACCESS REQUIRED	PREVENTIVE ACTION REQUIRED
EMERGENCY GENERATOR			
EMERGENCY COMMAND CENTER			
EMERGENCY SUPPLIES			
HAZARDOUS MATERIALS STORAGE			
PHONE SYSTEM EQUIPMENT			
SATELLITE EQUIPMENT ROOM			
COMPUTER CENTER			
SERVERS			
WORKSTATIONS PC'S			
ELEVATOR CONTROL ROOM			
COPIERS			
PRINTERS			
FAX MACHINES			

DATE _____ UPDATED _____

BY _____

FIRE DETECTION / ALARM CHECKLIST

EQUIPMENT	YES/ NO	LOCATION(S)
MAIN FIRE ALARM CONTROL PANEL		
FIRE EXTINGUISHERS		
CLASS A		
CLASS B		
CLASS C		
AUTOMATIC SPRINKLERS		
FIRE PUMP		
SMOKE DETECTORS		
HEAT DETECTORS		
FIRE ALARM-REMOTE PANEL		
FIRE ALARM-MANUEL PULL STATIONS		
STANDPIPES		
HOSE STATIONS		
FD CONNESTIONS-SIAMESE		
EMERGENCY LIGHTING		
LIGHTED EXIT SIGNS		
FIRE DOORS		

DATE _____

BY _____

KEY SERVICE VENDORS

VENDOR TYPE	CONTRACTOR/ VENDOR	EMERGENCY PHONE NUMBERS	
ALARM SYSTEMS			
COMPUTER SYSTEMS			
DISASTER RESTORATION CONT			
ELECTRIC COMPANY			
ELECTRICIAN			
ELEVATOR SERVICE			
ENGINEERING FIRM			
ENVIORNMENTAL SERVICES			
FIRE SUPPRESSION SYSTEMS			
GAS COMPANY			
GLASS COMPANY			
HVAC SERVICE			
JANITORIAL SUPPLIES			
LOCKSMITH			
MOVERS/ STORAGE			
OFFICE EQUIPMENT			
OFFICE SUPPLIES			
PHONE SYSTEM SERVICE			
PLUMBER			
PRINTER/ BUSINESS FORMS			
SECURITY SYSTEMS			
SIGN MAKER			
SNOW REMOVAL			
STEAM COMPANY			
WATER COMPANY			
DAILY OPERATION SUPPLIES			
EMERGENCY GENERATOR			

DATE _____

BY _____

EMERGENCY RESPONSE PLAN REVIEW DATES AND DRILL

RECORDS FOR THE YEAR _____

	DATES	PARTICIPANTS
PLAN REVIEW		
NEXT REVIEW		
NEXT REVIEW		
NEXT REVIEW		
NEXT REVIEW		
PLAN DRILL		
PLAN DRILL		

DATE _____
BY _____

EMERGENCY SUPPLIES

ITEM	LOCATION	QUANTITY	INSPECTED BY	DATE
BLANKETS				
BOTTLED WATER				
FIRST AID SUPPLIES				
FLASHLIGHT/ BATTERIES				
RUBBER BOOTS				
RUBBER GLOVES				
COTTON GLOVES				
EYE PROTECTION				
PROTECTIVE CLOTHING				
DUST MASKS				
RESPIRATORS				
BROOMS				
MOPS				
BUCKETS				
FLAT SHOVELS				
TRASH BAGS AND BARRELS				
PAPER TOWELS				
AXE				
CROWBAR				
CORDLESS DRILL				
CIRCULAR SAW				
HAND SAW				
WET/ DRY VACUUM				
NYLON ROPE				

PART ONE

EMERGENCY SUPPLIES CONTINUED

ITEM	LOCATION	QUANTITY	INSPECTED BY	DATE
BASIC TOOL KIT				
FASTENERS				
ROLL OF 6 MIL PLASTIC				
LADDERS				
STAPLE GUN/ STAPLES				
DUCT TAPE				
TARP				
HARD HATS				
12 GAUGE EXTENSION CORDS				
PORTABLE QUARTZ LIGHTS				
GENERATOR				
GASOLINE				
WATER CONTAINERS				
CARDBOARD BOXES				
LABELS				
MARKERS				
PACKING TAPE				
SCISSORS				
BATTERY OPERATED RADIO				
TWO-WAY RADIOS				
AS BUILT DRAWINGS				

PART TWO

DATE _____ UPDATED _____

BY _____

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