

Code 911

Apartment Emergency Procedures

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This manual is to be used as a guide for procedures in the event of an emergency. Grand Peaks assumes no liability for the use of information presented in this publication.



ORGANIZATION

In the event of an emergency, the chain of command to be followed is:

President
Vice President
Regional Property Manager
Community Manager
Assistant Manager (most senior)
Maintenance Supervisor
Leasing Consultant (most senior)
Maintenance Person (most senior)

(If none of the above are present, then the most senior staff member by years of employment with the firm shall assume command.)

NOTE: The person in charge becomes the *Incident Commander*.

COMMUNICATION GUIDELINES & RESPONSIBILITIES

Policy for Communication

Emergencies, disasters, and other unusual occurrences often attract the attention of the media. Therefore, it is important that any communication is handled properly and in accordance with the company's guidelines, ensuring an effective response to and communication with our residents, the media, and others about the emergency situation.

Important: These two important guidelines for communication apply in any emergency situation:

- Do not render any opinions or repeat information learned through the course of investigation by local authorities or from the victim(s).
- Refrain from admitting liability or offering reimbursements of any kind. The company's insurance carrier will handle any claims arising from any incidents.

Communicating within the Company

For any emergency situation, it is important that you contact your supervisor once the situation is under control and work together to continue managing the situation in the appropriate manner.

If you are unable to reach your immediate supervisor, contact his/her supervisor. Continue trying to make contact with someone in a supervisory position until you reach an appropriate person.

Communicating with the Media

The primary media contact is the President or Vice President. Anyone on site who is asked for a quote or to give an interview should refer the media to the Denver Corporate Office by simply saying, "our President or Vice President is the company's media contact – you will need to contact them for information."

1. As an on-site employee, if you feel that you must say something, never say, "no comment." Instead, say, "Our primary concern is for the safety and welfare of our resident/employee. We're cooperating with the authorities, and we don't have an update at this time. If you would like any further information, here's the phone number to the Denver Corporate Office." **Note:** Be courteous and professional at all times. If there are television cameras or microphones recording your actions, take time to collect your thoughts before answering any questions.

COMMUNICATION GUIDELINES & RESPONSIBILITIES (continued)

2. Be firm in your response to the media. Never speculate about what might have happened, how it might have happened, who or what was to blame, or what the outcome might be. If you're going to talk to the media, then keep it brief and stick to the facts only.
3. Never say anything negative about the company, the property, or the staff. Never admit blame. It will be the role of Grand Peaks' senior management to determine if anyone is at fault.
4. Whenever there is media present, it is "on the record." Do not be fooled by a reporter asking you what happened "off the record." Even if the reporter puts down the microphone or the camera operator turns off or puts down the camera, you are still being interviewed, no matter how casual the conversation turns.
5. After handling the immediate demands of the emergency situation, follow the guidelines in the "After the Emergency" section of this manual.

Communicating with Resident/Employee and Others

In the event of an emergency, you will be provided with specific instructions for communicating with residents/employees. A Regional Property Manager must approve all resident/employee notifications about emergencies, safety, or crime prior to distribution. Once you have received instructions and/or approval for resident/employee communications or notifications, you should do the following:

1. Inform residents/employees of the incident or pending emergency situation, as applicable.
2. Calm the residents/employees. Assure them that you are making every effort to control/handle the situation and keep them informed.
3. Keep the answering service informed as to the status of the situation, and provide specific instructions (as approved by a GM) for responding to inquiries about the situation.

Note: Be careful not to provide the answering service with any information that could be misinterpreted. Advise operators as to when a company representative will be available for comment.

COMMUNICATION GUIDELINES & RESPONSIBILITIES (continued)

Communicating After the Emergency

Some emergency situations may have continuing effects on people and the property for some time after the initial impact of the emergency. Additional information should be provided to residents/employees if appropriate. Seek the advice, counsel, and authorization of your Regional Property Manager in developing any follow-up communication pieces for residents/employees and others. In addition, employees should be referred to the EAP for help.

Each Community Manager Must Develop a Master Catastrophe Plan:

The plan should be kept in a red binder and located in a central area available to all employees. It must include the following:

- 24-hour list of phone contacts for all employees, Regional Property Manager, and owner
- Emergency vendors, trash, plumbing, heat, electrical, city water, and sewer
- Fire department, police, 911, Red Cross
- List for emergency data, e.g., building address, list of wheelchair residents
- How to obtain hot drinks and sandwiches to be delivered
- Phone number to security company to post guards
- Insurance broker and company phone number and names
- A statement about the need to not discuss liability
- Recommendation that photos be taken
- Emergency evacuation plans
- Plan to notify new residents of evacuation plans and routes
- Location of all utility shut-offs

FIRST STEP WHEN THE EMERGENCY OCCURS

Emergency situations are a part of doing business. We must safeguard our residents, community, and co-workers. The Community Manager should contact the local authorities and discuss preparedness for severe weather, fire prevention, crime prevention, etc. and prepare an “emergency” file of information. The insurance carrier for the community also has information on emergency preparedness. All community employees should be thoroughly familiar with the proper steps to take in case of an emergency. The basic philosophy of Grand Peaks Property Group is to always solve people concerns first and building problems second.

1. **Remain Calm** - and take a few minutes to understand the scope and severity of the problem.
2. **Stabilize the Immediate Area** - and render appropriate aid to fellow employees, residents and victims who are adjacent to you.
3. **Call for help 911** - if emergency is a threat to life or property, or refer to the next page for a list of agencies and phone numbers.

If you cannot make contact, then assume command of the situation, or, if sufficient or appropriate resources cannot be summoned, then assume command. Even if you make contact, you may not get what you need; accordingly, take charge.

4. **If unable to contact your supervisor, then assume command of the situation.** (Refer to the appropriate chapter for specific emergency.)

Leadership Counts - Leadership Saves Lives

TAKE CHARGE

NOTIFICATION:

- As soon as possible, notify the Regional Property Manager of the incident.
- The Regional Property Manager is responsible for notifying the Senior Vice President.
- Complete an Incident Report, SOP: 2405-1.
- Make detailed notes of everything pertinent (i.e., times of all actions, names of victims and witnesses, sequences of events, weather conditions, actions of employees, extent of damages, etc.).
- The Regional Property Manager reports the incident to the insurance company immediately.

Never discuss liability with anyone. This determination is the responsibility of the insurance company and/or the court, if necessary. Always cooperate fully with the police and fire departments.

HELP AND HOW TO FIND IT

<u>Public Safety</u>	<u>Number</u>	<u>Public Safety</u>	<u>Number</u>
Emergency	911	Utility Companies:	
Local and Adjacent Police Departments:		Gas _____	_____ - _____
_____	_____ - _____	Electric _____	_____ - _____
_____	_____ - _____	Telephone _____	_____ - _____
_____	_____ - _____	Water _____	_____ - _____
_____	_____ - _____	Sewer _____	_____ - _____
Highway Patrol:		Ambulance Companies:	
_____	_____ - _____	_____	_____ - _____
Sheriff's Department:		_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
FBI:		Hospitals:	
_____	_____ - _____	_____	_____ - _____
Fire Department:		_____	_____ - _____
City _____	_____ - _____	_____	_____ - _____
Adjacent Cities:		Poison Control:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	Disaster Relief Help:	
County Health Department:		Salvation Army:	
_____	_____ - _____	_____	_____ - _____
County Coroner:		Red Cross:	
_____	_____ - _____	_____	_____ - _____

HELP AND HOW TO FIND IT (continued)

<u>Public Safety</u>	<u>Number</u>	<u>Public Safety</u>	<u>Number</u>
Radio Stations:		Designated Shelter Locations:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____		
_____	_____ - _____	State Disaster Assistance:	
		_____	_____ - _____
Other Agencies:		_____	_____ - _____
State Department of Transportation		Federal Government Disaster Assistance:	
_____	_____ - _____	_____	_____ - _____
Animal Control:			
City _____	_____ - _____	Local Day Care:	
County _____	_____ - _____	_____	_____ - _____
		_____	_____ - _____
Humane Society:		_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
Churches:		Senior Center:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____		
_____	_____ - _____	Deaf Services:	
_____	_____ - _____	_____	_____ - _____
County Administration:		Handicapped Services:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____		
		Local Restoration Companies:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____

HELP AND HOW TO FIND IT (continued)

<u>Public Safety</u>	<u>Number</u>	<u>Public Safety</u>	<u>Number</u>
Banks:		Portable Toilets:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____		
_____	_____ - _____	Disaster Repair Companies:	
		_____	_____ - _____
Owner Corporate Offices:		_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
		_____	_____ - _____
Manager's Corporate Offices:		Apartment Association:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____		
Pharmacies:		Hotels:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____		
State Bar Referral Service:		Other:	
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
_____	_____ - _____	_____	_____ - _____
Septic Pumping Contractor:		_____	_____ - _____
_____	_____ - _____		

ACCIDENT OR MEDICAL EMERGENCY

Employees are expected to respond to accidents or medical emergencies immediately and to provide assistance as needed to paramedics, police, or other emergency services personnel.

In the event of an accident or medical emergency at the property, the following procedures apply:

1. Call 911 and/or the police, giving accurate information about the location and nature of the accident or medical emergency.
2. Assign an employee to meet the paramedics or police and direct them to the site of the medical emergency.
3. Available staff Employees should proceed to the accident to assist, if appropriate.

Important: Do not attempt to move the victim unless the victim is at risk. If necessary, secure the area to prevent further accidents.

4. Inspect the scene of the accident carefully and take mental notes. Provide whatever helpful information you can to emergency personnel when they arrive at the scene.
5. Take pictures of the area in which the accident occurred.
6. Make no statements and do not discuss fault or liability.
7. As soon as possible, notify your Regional Property Manager and the Denver Corporate Office, or if unavailable, the appropriate personnel.
8. Complete and submit an incident report within 24 hours of the accident or medical emergency. Also submit this form to the Denver Corporate Office.
9. If the police are involved, obtain a copy of the police report as soon as possible; remember to provide a copy of the police report to the Denver Corporate Office.

ANIMAL-RELATED EMERGENCIES

Cities, counties, and states all have various laws regarding animals. It is unlawful to keep some animals as pets. Most municipalities will have registration requirements and possibly leash laws. All dogs and cats must (by law) be vaccinated against rabies (except in Hawaii where strict quarantines exist). Again, the required time period and age for vaccination will depend on the state law. State and local laws will also dictate the procedures required if an animal injures a person. Most areas will require that any injury to a person by an animal (whether vaccinated or not) must be reported to the local animal control authority.

All animals have the potential to bite and/or cause injury; dogs, cats, birds, rabbits--even small pocket pets.

- **Any person injured by an animal should be referred to a physician immediately.**
- **Severe injuries may require calling emergency medical assistance (911).** Even small scratches can lead to severe infections. The mouth and nails of animals can harbor a lot of bacteria and other diseases.
- Never attempt to restrain, control, or handle an aggressive pet without another person present. If the animal is injured, use a large blanket to wrap its head in and then another large blanket to wrap around the animal. This will allow you to gain control or move it.
- Remember – any pet has the potential to cause injury.

Establish a relationship with a local veterinarian who can assist you with knowing the area's license, vaccination, and other regulations for animals. A local veterinarian can provide requirements for reporting injuries from animals and the telephone number of the animal control authority for your area.

When a human injury occurs from an animal:

- Advise or assist the person to seek immediate medical attention.
- Do not attempt to restrain, control, or move an aggressive animal.
- Call the animal control authority in your area.**

Important Telephone Numbers

Emergency Medical Assistance: **911**
 Animal Control Authority _____
 Daytime Veterinarian _____

ASSAULT/CRIMINAL ACTS AGAINST INDIVIDUALS

In the event of a personal assault or criminal acts against individuals (as opposed to property-related crimes such as vandalism or theft), Employees must act with special care, sensitivity, and awareness when responding to the individual circumstances which often surround such crimes. The local media, residents/employees, and others may make inquiries about the details of the assault/crime and raise concerns about the level of safety and security in the community and in the neighborhood. The company will rely on information provided by the victim and local authorities to determine its course of action and to draft any resident notifications. Until a notification and a course of action are determined, follow the procedures below.

In the event of a personal assault or any other criminal act against an individual that has occurred at the community, you should:

1. Encourage the victim to call the police and seek medical attention, if applicable.

Note: If the victim refuses to report the crime to the police, contact your Regional Property Manager to determine whether a representative of the company should do so.

2. Notify your Regional Property Manager or, if unavailable, the appropriate personnel.
3. Inspect the area where the incident occurred and take pictures. If necessary, make repairs to any damage that was caused by the criminal act (repair broken window, replace damaged lock, etc.).

Important: If the police have been contacted, wait until after the police investigation before making any repairs, other than those necessary to correct imminent life/safety hazards. Contact your Regional Property Manager if the proper course of action is in question.

Note: Document any lock changes.

4. Complete and submit an incident report within 24 hours

Resident Notification

Residents should be notified as defined by state or local laws.

AUTO ACCIDENT IN THE COMMUNITY

If a resident is involved in an auto accident at the property, the following procedure should be executed.

Note: Should any employee be involved in an auto accident while on company time regardless of location, s/he should be immediately sent for drug/alcohol testing.

In the event of an auto accident in the community, you should do the following:

1. **Call 911 and/or the police.**
2. Depending on the severity of the accident, it may be appropriate to refer to the “Accident or Medical Emergency” section of this manual.
3. Obtain the names of individuals involved and names and addresses of witnesses.
4. Encourage all parties involved to contact their insurance carrier as quickly as possible.
5. Take pictures if appropriate.
6. Notify your Regional Property Manager and the Denver Corporate Office.
7. Complete and submit an incident report within 24 hours of the auto accident. Also submit a copy of the report to the Denver Corporate Office.

BOMB THREAT

Bomb threats are serious matters and must be treated as such. The possibility of a bomb detonating in the community is too grave a matter to be shrugged off as a prank by the person receiving the bomb threat.

If you find or receive a written bomb threat, call 911 and/or the police immediately. If you are the person receiving a bomb threat over the telephone, it is very important that you follow the procedure below. Doing so will provide the police and other emergency personnel with vital information on how to handle the particular situation.

Receiving a Bomb Threat

If you receive a bomb threat over the phone, always assume that the threat is real. Do not put the caller on hold or attempt to transfer the call. Remain calm, and take notes if possible. Keeping your composure will allow you to remember more of the conversation and ask the proper questions. Always ask the caller the following questions:

- When is the bomb set to go off?
- Where is the bomb located?
- What does the bomb look like?

Write down the exact wording of the threat and answers to all questions while you are talking to the caller or as soon afterward as possible. If the caller makes demands or gives you directions, explain that you are taking careful notes, and then repeat the instructions back to the caller for clarification.

Other helpful information that you should listen for, and make written note of, includes the following:

- exact time the caller hung up
- appropriate age of the caller
- gender of the caller
- tone of the caller's voice
- familiarity of the voice
- any background noises

All of this information can help in identifying the caller's location.

BOMB THREAT (continued)

Procedure for Handling a Bomb Threat

The following procedure should be applied when a bomb threat is received:

1. Call 911 and/or the police.
2. Follow any police instructions that are given to you, either on the phone or when they arrive on the scene.
3. Notify your Regional Property Manager and the Corporate.
4. If the police recommend evacuation of the community, follow and implement their instructions. Do not put residents/employees in jeopardy.
5. Under no circumstances should an employee attempt to locate or handle a bomb.
6. Complete and submit an incident report within 24 hours of the bomb threat.

If a Bomb Explodes

If there are injuries resulting from a bomb explosion, refer to the “Accident or Medical Emergency” section of this manual. If a fire results from a bomb explosion, refer to the “Fire” section of this manual.

CHILD ABUSE

Child Abuse

Child abuse, while not a natural disaster, is a most certainly human tragedy and absolute emergency.

As owners and managers with a significant collection of people from every avenue of life, we on occasion, find ourselves faced with the impact of child abuse within our apartment community.

While one could look the other way, **one should not!** The question of a life is at stake, and we must take action! Obviously, we are treading in an area of personal and corporate legal vulnerability. As such, our steps should be: **Logical, legal, prompt and taken only after we have sought proper counsel.**

What is Child Abuse?

Child abuse is any act of omission or commission that endangers or impairs a child's physical or emotional health and development.

In reality, child abuse includes:

- **Physical abuse**
- **Physical neglect**
- **Sexual abuse/exploitation**
- **Emotional maltreatment**

The act of inflicting injury or allowing injury to result, rather than the degree of injury, is the determination for intervention.

Physical injuries and severe neglect and malnutrition are more readily detectable than the subtle and less visible injuries which result from emotional maltreatment or sexual abuse. However, **all categories of abuse** endanger and impair child's physical or emotional health and development, and demand attention.

CHILD ABUSE (continued)

Indicators of Suspected Abuse -

One of the most important grounds for suspecting child abuse is **when a child tells someone.**

It is essential that when a child tells a particular person who is an individual required to report child abuse, that communication is not privileged.

That individual, **by law**, must report what the child has related to him/her. This requirement applies to physical abuse, willful cruelty or unjustifiable punishment of a child, neglect or sexual abuse. Mandated reporters who report such suspected child abuse cases have **absolute immunity**, both civil and criminally, for making such reports.

Physical Abuse -

Physical abuse may be defined as **any act which results in a non-accidental physical injury.** Inflicted physical injury most often represents unreasonably severe corporal punishment or unjustifiable punishment. This usually happens when the parent/caretaker is frustrated or angry and strikes, shakes, or throws the child.

Intentional, deliberate assault, such as burning, biting, cutting, poking, twisting limbs, or otherwise torturing a child, is also included in this category of child abuse.

The primary location for infliction of injuries is the back surface of the body from the neck to the knees. Injuries from abuse are not typically located on shins, elbows, or knees.

CHILD ABUSE (continued)

The following behaviors may result from physical abuse:

- Parent/caretaker delays seeking care for a child or fails to seek appropriate care.
- Child is excessively passive, compliant, or fearful, or at the other extreme, excessively aggressive or physically violent.
- Child and/or parent or caretaker attempts to hide injuries; child wears excessive layers of clothing, especially in hot weather; child is frequently absent from school or physical education classes.

Physical Neglect -

Neglect is essentially the **negligent treatment or maltreatment of a child by a parent/caretaker under circumstances indicating harm or threatened harm to the child's health or welfare.**

The term includes both **acts** and **omissions** on the part of the responsible person.

California law defines two categories of physical neglect - **“severe neglect”** and **“general neglect.”**

“Severe Neglect” means the negligent failure of a parent/caretaker to protect the child from severe malnutrition or medically diagnosed nonorganic failure to thrive. It also includes those situations of neglect where the parent/caretaker willfully causes or permits the person or health of the child to be placed in a situation such that his/her person or health is endangered. This includes the intentional failure to provide adequate food, clothing, shelter, or medical care.

“**General Neglect**” means the negligent failure of a parent/caretaker to provide adequate food, clothing, shelter, medical care, or supervision where no physical injury to the child has occurred.

CHILD ABUSE (continued)

Liability Reference Point

Remember - seek counsel of

- Your attorney
- Your owner or supervisor

DO IT

- Quickly - with dispatch!!!
(a life is in the balance)
- Professionally without emotion

Then

CONTACT THE PROPER AUTHORITIES

Note: Laws vary from state to state as to immunity from liability. Follow your local state laws.

DEATH / SUSPECTED DEATH MANAGEMENT

If you have a death or suspected death on your community, follow these steps:

Injury

- **Call 911**

Note:

1. Unless it is a life-threatening situation, ***do not attempt to render any first aid yourself before medical personnel arrive.***
2. ***Do not attempt to move a person*** who has fallen and appears to be in pain.
3. ***Avoid unnecessary conversation with, or about, the ill or injured person.*** You might increase the person's fears, and thereby contribute to medical shock. **Limit your communication to quiet reassurances.**
4. After the person's needs have been taken care of, and the incident is concluded, remain on call to assist with pertinent information for the medical injury report.
5. Contact your supervisor.

If 911 emergency or other professional medical help is not available, ***Reference General First Aid*** chapter for instructions.

Death

- **Call 911**
- **Contact your supervisor**

If 911 emergency or other professional help is not available, *Reference General First Aid* chapter for instructions.

Important: Depending upon the circumstances of the situation, it may be prudent for the Regional Property Manager and/or employee to contact the police department before proceeding to the unit to investigate.

DEATH / SUSPECTED DEATH MANAGEMENT (continued)

The following procedure applies in the event of a death or suspected death:

1. The Regional Property Manager and another employee should proceed to the unit or area where there is a suspected death. They should enter the unit if there is no response to their knock.
2. If a person is found and there are signs of life, call 911 and/or the police immediately and refer to the “Accident or Medical Emergency” section of this manual.
3. If a person is found dead, nothing should be touched. The Community Manager and employee should lock the door, return to the office, and contact the police.
4. Notify your Regional Property Manager and the Corporate.
5. The Denver Corporate Office will assist you with identifying the proper resources should bio-hazard clean-up be necessary.
6. The police will notify family members.
7. Do not allow access to the deceased resident/employee’s unit to anyone other than the police. This includes family members and attorneys.

Note: In some cases, a court order is required before family members may enter. The law may require that the unit be totally sealed. Therefore, even if a friend or relative has a key, that friend or relative may not be permitted to enter the unit without police approval. Corporate will provide instructions following notification of the death.

Note: Do not remove belongings from the unit. The estate will be responsible for the payment of rent. (The executor or administrator of the estate will become your contact person in lease-related matters.)

8. The locks on the unit should be changed. If a spouse or roommate is designated on the current lease agreement, you must check with your Regional Property Manager or attorney before providing the spouse or roommate with a key for the new lock.

Note: While we do want to cooperate fully with the police, you should not release resident/employee files to the police without authorization from a Regional Property Manager, or unless subpoenaed to do so.

9. Complete and submit an incident report within 24 hours.

DEATH / SUSPECTED DEATH MANAGEMENT (continued)

If Murder Is the Cause of Death

If murder is the cause of death, the procedure in Death/Suspected Death will still apply. The property will probably be contacted by the media, and all Employees must be prepared to properly handle inquiries by the media, residents/employee, and others.

Employees should make no statements and should refer all questions to the designated company representative (Denver Denver Corporate Office). Refer to the “Communications Guidelines” section of this manual for detailed guidelines.

Should a major emergency happen, death may occur. You must be prepared to handle that possibility. Composure and maturity are key in your successfully managing this difficult reality.

Therefore, when death occurs, and it is unlikely that assistance will be immediately, you should establish a temporary morgue.

Action Guidelines -

Establish A Temporary Morgue

In the event of a major disaster, it may be some time before bodies can be collected and cared for by the Coroner’s Office. Therefore, mortality management guidelines prepared by the Department of the Chief Medical Examiner-Coroner to assist you in handling the dead until the Coroner’s Office can respond and assume responsibility are as follows:

When it becomes necessary to remove bodies from disaster sites due to rescue work or the health and safety of others, a set of specific procedures must be followed:

1. *Do not* remove any personal effects from the body. The personal effects must remain with the body at all times.
2. Attach an identification tag to the body with the following information:
 - a. Date and time found.
 - b. Exact location where found, including floor, apartment number and room.
 - c. Name and address of decedent, if known.
 - d. If identified, how and when.
 - e. Name and department of person making identification.
 - f. If body is contaminated, state so.

DEATH / SUSPECTED DEATH MANAGEMENT (continued)

3. Keep the area secure from people walking around by roping off the area.
4. If personal effects are found and thought to belong to a body, place them in a separate container. Do not assume any loose effects belong to a body.
5. Cover the bodies with a large blanket or sheet. Keep bodies cool if possible.
6. Notify the Police Department of the location and identity of the body.
7. Keep the area safe at all times until the arrival of the Coroner's Office staff.

DAMAGE EVALUATION AND CONTROL

Guidelines for Immediate Response

- Assess damage
- Determine assistance needs.
- Contact your supervisor for direction.
(If unable to make contact – assume command.)
- Assign responsibilities and tasks.
- Monitor progress.
- Document all activities and expenses.

THINK SMART - WORK SMART

BE SAFETY CONSCIOUS

EARTHQUAKE

In areas that are prone to earthquake activity, Employees and residents/employees should learn the proper ways to respond in an earthquake.

If you are inside when an earthquake occurs, you should do the following:

- Move under a sturdy table, desk, or door jamb
- Cover your head with your hands and tuck your head into your knees
- Be careful of falling objects and debris

If you are outside when an earthquake occurs, you should do the following:

- Stay away from chimneys, buildings, trees and power lines.

In the event of an earthquake, the following procedures apply:

1. Take steps, as described above, to ensure your personal safety and the safety of those around you.
2. Expect aftershocks.
3. If there are injuries, utility outages, or fires as a result of the earthquake, call 911 and/or the police. Refer to the procedures for “Accidents and Medical Emergencies,” “Utility Outages,” and/or “Fire,” provided in alphabetical order in this manual.
4. As soon as possible, notify your Regional Property Manager and the Denver Corporate Office.

5. If residents/employees are unable to occupy their apartments, work with them to secure interim housing, preferably on the property.
6. The community is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to residents/employees requesting hotel accommodations at the community's expense.
7. Take pictures of any damaged areas.
8. Complete and submit an incident report within 24 hours of the earthquake.

FIRE

Fire has the potential to be the deadliest form of disaster in an apartment community. ***Prompt, mature and seasonal response is necessary if life is to be protected and property damage is to be held to a minimum.*** Being prepared in the event of a fire is a responsibility of every employee. Know the location of all fire exits, firefighting equipment, and alarm pulls at the property and learn how to properly use the fire extinguishers.

Management Preparedness

- Schedule pre-fire inspection with local Fire Department.
- Preplan escape routes.
- Provide information to residents on how to report a fire, the use of fire extinguishers and property fire equipment (hose boxes).
- Maintain landscaping and provide vegetation clearance in wildlands-urban interface areas.

Never put yourself, fellow employees, or residents at risk of injury! Employees should not attempt to fight a fire unless it is very small. You should execute the following emergency procedures to limit damages and prevent injuries.

While fire can spread quickly, smoke and toxic gasses kill more people than flames do. If you discover a fire: **see to your own and co-workers' safety first.** Normal procedure

will involve calling the Fire Department, but keep in mind that following any major disaster phones may be out of service and/or the Emergency Services may be overwhelmed and unable to respond for a delayed period of time.

Action Guidelines -

- **EVACUATE** the fire area with caution.
- **ACTIVATE** nearest **FIRE ALARM**.
- **CALL 911** to report fire. Give name, clear address and location and identify the location of the fire. Be sure to specify if the fire is near a maintenance shop, boiler room or chemical storage area.

FIRE (continued)

- Do not hang up phone until instructed to so do if you are in a safe location. A specific person on site should have the responsibility to verify that the fire department is responding.
- **DO NOT OPEN HOT DOORS. CLOSE DOORS** to prevent the spread of fire.
- **DO NOT USE ELEVATORS.**
- If safe, **EVACUTE** the building by going door-to-door to evacuate the building if necessary.
- **RETURN to fight a fire** with extinguishers, radios, and several available staff members, if possible **ONLY IF IT IS SAFE** to do so and the fire department is unable to respond. Leave one staff member in the office with another radio to answer the telephone, deal with residents/employees, and act as a command center.
- **AVOID SMOKE AND TOXIC FUMES.** Cover your face with a wet cloth if possible. When exiting an area in the presence of smoke or fumes, **KEEP LOW TO THE GROUND**, preferably crawl on hands and knees. If you cannot see clearly, stay low, find a wall and feel your way around until you come to an exit.

- If your clothes are on fire, **DO NOT RUN!** You should **STOP, DROP** to the ground, **COVER** your face and **ROLL**.
- **Do not risk your life** needlessly.
- Always **KEEP AN OPEN ESCAPE ROUTE** between you and the fire.
- Calm displaced residents and direct them to a comfortable place, such as the clubhouse. If necessary, work with the displaced residents to locate interim housing, preferably on the property.
- The property is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to resident/employee requesting hotel accommodations at the community's expense.

FIRE (continued)

- As soon as possible, notify your Regional Property Manager and the Denver Corporate Office.
- Take pictures of the damaged area.
- Complete and submit an incident report within 24 hours of the fire.

**ACTIVATE FIRE ALARM WHEN FIRE HAPPENS IN
YOUR APARTMENT COMMUNITY**

**CALL 911
EVACUATE
DO NOT OPEN HOT DOORS
CLOSE DOORS
DO NOT USE ELEVATORS
AVOID SMOKE AND FUMES
KEEP LOW
DO NOT RUN
KEEP ESCAPE ROUTE OPEN
STOP, DROP, COVER AND ROLL**

FIRE (continued)

Fire Extinguishers

An effective tool for fighting fire is a fire extinguisher. Familiarize staff with the locations of extinguishers and fire hose cabinets. Have them read the instructions to the extinguisher and understand how to use it. The letters **ABC** indicate the **THREE MAJOR** types of fire an extinguisher can put out safely and effectively.

<u>TYPE OF FIRE</u>	<u>TYPE OF EXTINGUISHER</u>
A	A
<p>Usual Combustibles: Cloth paper, many plastics, rubber and wood.</p>	<p>Use a fire extinguisher with an A symbol or water, a garden hose, containers of water (pan, bucket, etc.)</p>
B	B
<p>Flammable Liquids: Gasoline, kitchen greases, oils, paints,</p>	<p>Smother flames using a fire extinguisher with a B symbol, baking soda, sand, or</p>

lacquer and solvent.

Dirt. **Do not use water; it may spread fire.**

C

C

Electrical Equipment:

Fuse boxes, motors, power tools, appliances and wires.

If possible, turn off electrical current. Use a fire extinguisher with a **C** symbol, sand or Dirt. **Do not use water.**

FLOOD

The two types of flood emergency conditions that may affect your community are as follows:

Floods due to water system problems

Floods resulting from rising water or rainstorms

Floods Due to Water System Problems

In the event of a flood from the water system, your first step should be to locate and shut off the main water valves or the appropriate valve(s) for the affected area(s). Once this is accomplished, the procedures below apply.

Floods Due to Natural Causes

The National Oceanographic and Atmospheric Administration issues **FLOOD FORECASTS AND WARNINGS** when rainfall is enough to cause rivers to overflow their banks or when melting snow combines with rainfall to produce similar effects.

FLOOD WARNINGS are forecasts of impending floods, and tell the expected severity of flooding (minor, moderate, major), the affected river, and when and where the flooding will begin.

Flooding may occur as a flash flood resulting from hillside run off, made more prevalent when hillsides are stripped of watershed by brush fires. It may also be as a result of water overflowing flood control channels resulting from extended rainfall or dam failure far upstream.

Action Guidelines -

When Flood or Flash Flood Watch is Issued

- **LISTEN TO LOCAL RADIO AND TV STATIONS** and National Oceanographic and Atmospheric Administration (NOAA) weather radio (162.400/162.550 MHz), for possible flash flood warnings and reports of flooding in progress.
- **FOLLOW THE INSTRUCTIONS AND ADVICE OF LOCAL GOVERNEMENT.**
 - **ALERT RESIDENTS** that they should **BE PREPARED TO MOVE** out of danger's way at a moment's notice. If you are advised to evacuate, coordinate the evacuation promptly. If you are instructed to move to a certain location,

FLOOD (continued)

go there - not anywhere else. Use the routes specified. Turn off utilities if told to do so. Disconnect electrical equipment, secure building.

- **SECURE OUTSIDE OBJECTS.**
- **KEEP SERVICE VEHICLES WITH FULL GAS TANKS** - service stations may be closed following severe storms.
- **STOCKPILE EMERGENCY BUILDING MATERIALS** - sandbags, plywood, plastic sheeting, nails, lumber, roofing materials.
- If on the road, **WATCH FOR FLOODING AT HIGHWAY DIPS, BRIDGES, AND LOW AREAS. WATCH FOR WASHED OUT OR UNDERMINED ROADWAYS, EARTH SLIDES, BROKEN SEWER OR WATER MAINS, LOOSE OR DOWNED ELECTRICAL WIRES, AND FALLING OR FALLEN OBJECTS.**

When Flood or Flash Flood Warnings are Issued or When a Flood Occurs

- **ACT QUICKLY** to save the residents, staff and those who depend on you. You may have only seconds in a flash flood.
- Evacuate residents/employees from the flooded unit, as it may become necessary to discontinue electrical power to these units. **MOVE TO A SAFE AREA** before access is cut off by floodwater.
- Calm displaced residents/employees and offer the use of a dry place, such as the clubhouse, until interim housing can be secured. (The community is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to residents/employees requesting hotel accommodations at the community's expense.)
- **AVOID DRIVING OVER A FLOODED ROAD**, if you have to, do not drive through water of unknown depth. If your vehicle stalls, **ABANDON IT IMMEDIATELY AND SEEK HIGHER GROUND**. Rapid rising water may sweep the vehicle and its occupants away. Many deaths have been caused by attempts to move stalled vehicles.
- **AVOID AREAS SUBJECT TO SUDDEN FLOODING.**

FLOOD (continued)

- **SHUT OFF WATER MAIN** to isolate possible contaminated water from entering water heaters which can be a source of emergency drinking water.
- As soon as possible, notify your Regional Property Manager and the Denver Corporate Office.

After a Flood

- **DO NOT USE FRESH FOOD THAT HAS COME IN CONTACT WITH FLOODWATER.**
 - **BE SURE DRINKING WATER IS NOT CONTAMINATED;** water should be lab tested before drinking. When in doubt purify.
- **DO NOT HANDLE OR OPERATE ELECTRICAL EQUIPMENT IN WET AREAS.** Electrical equipment should be dried and checked before being returned to service.
- **STAY OUT OF FLOOD AREAS.**

LISTEN TO RADIO AND TV STATIONS
FOLLOW LOCAL GOVERNMENT INSTRUCTIONS
EVACUATE IF ADVISED
SHUT OFF UTILITIES
WATCH FOR HAZARDS
ABANDON STALLED VEHICLES
SEEK HIGHER GROUND
AVOID AREAS SUBJECT TO FLOODING
BEWARE OF CONTAMINATED FOOD/WATER
DO NOT USE ELECTRICAL EQUIPMENT
STAY OUT OF FLOODED AREAS
STAY CLEAR OF POWER LINES AND TREES

- Take pictures of the damaged area.
- Complete and submit an incident report within 24 hours of the flood.
- Immediately begin an assessment as to the nature of the contaminant and refer to the remediation manual for specific procedures to be followed.

GENERAL FIRST AID

General First Aid

This information is not intended as a substitute for a first aid course, but to review some basic first aid measures that could be utilized in a major disaster when medical assistance is delayed or temporarily unavailable. As part of personal preparedness, staff is urged to enroll in RED CROSS FIRST AID and CPR classes.

Action Guidelines -

First Step - Assess the Situation

- **TAKE A MOMENT TO ASSESS THE WHOLE SITUATION.** Do not rush immediately to the victim nearest you; others may be more need of help.
- Look at and/or speak quickly to each victim to determine his/her injuries.

- **NEVER MOVE** an **INJURED** person **UNLESS** it is **ESSENTIAL FOR SAFETY** reasons.

Rescue

One of your first decisions in an emergency is whether or not to move the victim. You must consider these factors:

- **DANGER OF FURTHER INJURY** caused by moving the victim.
- **DANGER** to you and the victim **FROM SURROUNDINGS**, such as from fire, water, or passing automobiles.
- **DANGER** to the victim **FROM EXISTING INJURIES AND OTHER CONDITIONS**, such as severe bleeding or stopped breathing.
- **DON'T MOVE A VICTIM IF YOU DON'T HAVE TO**, but if there is danger; get the victim and yourself to a safe place before you do anything else.

GENERAL FIRST AID (continued)

General First Aid

- If the victim must be dragged, **PULL THE LONG WAY BY THE SHOULDERS, UNDER THE ARMS OR, IF NECESSARY, BY THE FEET**. Try to support and keep in alignment as much as possible the head, neck and spinal column. Support fractured, twisted or disfigured limbs until they can be splinter.
- **DO NOT PULL SIDEWAYS.**
- Once you are both out of danger, **KEEP THE VICTIM STILL**. Do not let an injured person get up and walk around.

**ASSESS THE WHOLE SITUATION
NEVER MOVE INJURED UNLESS ESSENTIAL**

**PULL BY SHOULDERS, UNDER ARMS OR FEET
DO NOT PULL SIDEWAYS
SUPPORT HEAD, NECK AND SPINE
SUPPORT LIMBS
KEEP VICTIM STILL**

The easiest way to approach first response medical aid is to remember your **ABC's**. To **maintain life, a person needs:**

- Airway** - an open airway to allow oxygen into the body.
- Breathing** - respiratory function for gas exchange.
- Circulation** - intact blood vessels (veins and arteries) and a beating heart to pump the blood through them.

GENERAL FIRST AID (continued)

Action Guidelines -

Artificial Respiration

A. Check for Unresponsiveness:

- ⇒ Tap or gently shake victim.
- ⇒ Rescuer shouts **“Are you OK?”**
- ⇒ Rescuer shouts **“Help!”**

B. Position the Victim:

- ⇒ Roll victim onto back, if necessary.
- ⇒ Kneel facing the victim, midway between victim's hips and shoulders.
- ⇒ Straighten victim's legs, if necessary, and move arm closest to you above victim's head.
- ⇒ Lean over victim, and place hand on victim's shoulder and other hand on victim's hip.
- ⇒ Roll victim toward you as a single unit; as you roll victim, move your hand from shoulder to support back of head and neck.
- ⇒ Place victim's arm nearest you alongside victim's body.

GENERAL FIRST AID (continued)

C. Open the Airway:

Use Head-Tilt/Chin-Lift Digital Sweep of Mouth and Throat

- ⇒ Place one hand on victim's forehead.
- ⇒ Place fingers of other hand under bony part of lower jaw near chin.
- ⇒ Tilt head and lift jaw - avoid closing victim's mouth.

D. Check for Breathlessness:

- ⇒ Maintain open airway.
- ⇒ Place your ear over victim's mouth and nose.
- ⇒ Look at chest, listen and feel for breathing for 3-5 seconds.

GENERAL FIRST AID (continued)

E. Give Two Full Breaths:

- ⇒ Maintain open airway.
- ⇒ Pinch nose shut.
- ⇒ Open your mouth wide, take a deep breath, and make a tight seal around outside of victim's mouth.
- ⇒ Give two full breaths at the rate of 1 to 1-1/2 seconds per breath.

- ⇒ Observe victim's chest rise and fall; listen and feel escaping air. If abdomen (stomach) rises when you breathe, or if you cannot blow any air in, reposition victim's head to achieve an open airway (airway to lungs is blocked and breathing is going ineffectually into the victim's stomach.) If repositioning the victim's head does not open the airway, look for a foreign object and sweep it out with your finger.

F. Check for Pulse

- ⇒ Maintain head tilt with one hand on forehead.
- ⇒ Locate Adam's apple with middle and index fingers of hand closest to you.
- ⇒ Feel for carotid pulse for 5 to 10 seconds.

GENERAL FIRST AID (continued)

G. Phone the EMS System for Help:

- Tell someone to **call 911** for an Ambulance.
- Rescuer says, "No breathing, has a pulse/has no pulse, call 911 or operator."

H. CPR

Begin Rescue Breathing:

- ⇒ Maintain open airway.
- ⇒ Pinch nose shut.
- ⇒ Open mouth, take a deep breath, and make a tight seal around outside of victim's mouth.
- ⇒ Give 1 breath every 5 seconds at a rate of 1 to 1 -1/2 seconds per breath.
- ⇒ Observe chest rise and fall; listen and feel for escaping air and the return of breathing. (Watch for undesired rise of stomach as noted above.)
- ⇒ Continue for 1 minute - about 12 breaths. Recheck for spontaneous breathing. If the victim does not respond, continue until help arrives or you can no longer go on.

GENERAL FIRST AID (continued)

I. For Infant or Small Child

- ⇒ Tilt head slightly, cover and seal mouth and nose with your mouth, and blow shallow breath once every 3 seconds, or 20 times per minute.

**CHECK FOR UNRESPONSIVENESS
POSITION VICTIM
OPEN THE AIRWAY
CHECK FOR BREATHLESSNESS
GIVE 2 FULL BREATHS
CHECK FOR PULSE
PHONE FOR HELP - 911
BEGIN RESCUE BREATHING**

GENERAL FIRST AID (continued)

Cardiopulmonary Resuscitation - CPR

If a person's heart stops beating, you must immediately give closed chest heart massage as well as rescue breathing. **SECONDS COUNT!** Stoppage of the heart is soon followed by cessation of respiration unless it has occurred first. Be calm! Think and act! When a victim's heart has stopped, there is no pulse at all; the person is unconscious and limp, and the pupils of the eyes are open wide. If you do not detect a pulse immediately do not waste time checking further; start heart massage and rescue breathing. If you find the victim's pulse to be very weak and irregular, you must give him closed chest heart

massage and rescue breathing. These signs indicate ineffective beats of the heart and precede heart stoppage. The combination of closed chest heart massage and rescue breathing is called cardiopulmonary resuscitation (CPR).

CPR is rhythmical, external compression of the heart to provide artificial circulation in order to restore the heart beat and keep blood flowing to the brain and other organs until the heart starts beating normally again.

Since **CPR** always combines heart massage with rescue breathing it is preferable to have two rescuers. One person positions himself on one side of the victim at the head, keeps the head positioned to keep the airway open and administers artificial respiration. The other administers closed chest heart massage. If you are alone, alternate these methods described as follows:

GENERAL FIRST AID (continued)

Action Guidelines -

CPR:

A. Preliminary Steps for Administering CPR:

⇒ Place victim in **FACE UP HORIZONTAL** position on a solid, firm surface. A bed or couch is too flexible.

- ⇒ **ELEVATE THE LEGS** about 6 inches to help blood return to heart.
- ⇒ **POSITION YOURSELF CLOSE TO VICTIM'S SIDE.**
Locate the lower edge of the victim's ribs with your fingers. Trace the rib cage to the notch where the ribs meet the breastbone at the center of the chest. **PLACE TWO FINGERS ON THE LOWER END OF THE BREASTBONE AND POSITION THE OTHER HAND AGAINST THEM. REMOVE THE FINGERS AND PLACE THAT HAND ON TOP OF THE POSITIONED HAND, EXTENDING OR INTERLOCKING THE FINGERS.**

B. CPR - Basic Procedure:

- ⇒ With your hands in the correct position, bring your shoulders directly over the victim's breastbone, **KEEP YOUR ARMS STRAIGHT, AND PRESS DOWNWARD. APPLY ENOUGH PRESSURE TO PUSH THE BREASTBONE DOWN 1 -1/2 TO 2 INCHES.** Too much pressure may fracture the victim's ribs; therefore, do not push the breastbone down more than 2 inches. (If the injured person is a child, press the breastbone lightly with only one hand. If the injured person is an infant, press the breastbone lightly with your fingers.) A general guide is 2" of adults, 1-1/2" for children, 1/2 to 1" for infants.

GENERAL FIRST AID (continued)

- ⇒ **RELEASE THE PRESSURE IMMEDIATELY.** The heel of the rescuer's hand should not be removed from the chest during relaxation, but pressure on the breastbone should be completely released so that it returns to its normal resting position between compressions.

C. CPR Applied with Two Rescuers:

⇒ If there are two rescuers, one performing rescue breathing and the other administering closed chest heart massage, the **PERSON ADMINISTERING HEART MASSAGE SHOULD COMPRESS THE HEART ONCE EVERY SECOND (60 COMPRESSIONS PER MINUTE).**

Relaxation must immediately follow compression and should be of equal duration.

⇒ **PROPER TIMING** for 60 compressions per minute with a natural rhythm **IS ACHIEVED BY COUNTING ALOUD** as follows: “one, one thousand;” “two, one thousand;” “three, one thousand;” “four, one thousand;” “five, one thousand;” **BREATHE. THERE SHOULD BE A SLIGHT PAUSE IN THE COMPRESSIONS TO ALLOW THE FULL BREATH TO GO INTO THE VICTIM.** Each time the rescuer says, “one,” s/he compresses the heart; and as s/he says the thousand number, he releases the pressure. The rescuer repeats the same count to “five, one thousand” throughout the entire period s/he is administering CPR.

⇒ The **MEMEBER OF THE RESUE TEAM WHO IS PERFORMING RESCUE BREATHING Q1UICKLY BLOWS INTO THE VICTIM’S LUNGS AFTER EACH FIVE COMRESSIONS (5:1 RATIO).**

GENERAL FIRST AID (continued)

⇒ Two rescuers can perform CPR best when **THEY ARE ON OPPOSITE SIDES OF THE VICTIM.** They can then switch positions when one becomes fatigued without any significant interruption in the 5 to 1 rhythm. This can be smoothly accomplished when the rescuer performing the compressions (the compressor) changes from counting and says: “switch on **Three** next time.” After the next ventilation,

the rescuer who is performing the rescue breathing (the ventilator) moves to the side of the victim's chest immediately after s/he has inflated the lungs. The **ventilator** places his hands in the air, next to those of the **compressor**.

As soon as the ventilator's hands are properly placed, the compressor removes his hands and the **previous ventilator** becomes the **current compressor**, and continues with the series of compressions.

Conversely, the **previous compressor** becomes the current **ventilator** and moves to the victim's head, then gives the next breath immediately after the count of "five, one thousand."

GENERAL FIRST AID (continued)

D. CPR Applied With One Rescuer:

⇒ When there is only one rescuer, that rescuer must **PERFORMS CPR USING A 15 TO 2 RATIO**. This ratio consists of **15 HEART COMPRESSIONS FOLLOWED BY**

TWO VERY QUICK BUT FULL LUNG INFLATIONS.

To make up the time used for inflating the lungs, the rescuer must perform each series of 15 heart compressions **AT THE FASTER RATE OF 80 COMPRESSIONS** per minute. This time is achieved by counting aloud as follows: **“one plus, two plus, three plus, four plus, five plus, six plus, seven plus, eight plus, nine plus, ten plus, eleven plus, twelve plus, thirteen plus, fourteen plus, fifteen.”** After the count of *“fifteen,”* the rescuer blows to breaths into the victims airway in rapid succession (within a period of 5 to 6 seconds) without allowing full exhalation between the breaths. The rescuer repeats the same count as s/he continues resuscitation.

AFTER COMPLETING FOUR CYCLES OF CPR, S/HE FEELS FOR A PULSE. IF S/HE DETECTS NO PULSE, CONTINUE CPR UNTIL THE VICTIM STARTS TO BREATHE ON HIS OWN, OR UNTIL THE RESCUER IS RELIEVED BY ANOTHER PERSON OR MEDICAL PERSONNEL, OR UNTIL HE IS ABSOLUTELY TOO TIRED TO CONTINUE. If the rescuer detects a pulse, s/he stops CPR. Rescue breathing may still be necessary.

GENERAL FIRST AID (continued)

**EXAMINE THE VICTIM PROMPTLY FOR:
ABSENCE OF BREATHING
AND/OR HEARTBEAT
APPLY LIFE SAVING MEASURES IMMEDIATELY
IF NO BREATHING, OPEN AIRWAY**

**IF STILL NO BREATHING, START RESCUE
BREATHING
IF NO PULSE OR VERY WEAK PULSE, BEGIN CPR
CONTINUE UNTIL:
VICTIM BREATHES ON HIS OWN
PULSE IS DETECTED
YOU ARE RELIEVED BY ANOTHER
RESCUER OR MEDICAL PERSONNEL
YOU ARE TOO TIRED TO CONTINUE**

GENERAL FIRST AID (continued)

Bleeding

Action Guidelines -

Bleeding:

- Shock and loss of consciousness may occur from the rapid loss of as little as a quart of blood. It is possible to bleed to death in a very short period of time. Take immediate action!
- **APPLY DIRECT PRESSURE OVER THE SITE OF THE WOUND.** Use a clean cloth, or pad if one is available or your bare hand.
- **PRESS HARD!**
- **DO NOT LOOK UNDER THE PAD** to see if bleeding has stopped. This will disturb the formation of a blood clot which is what you want to stop the bleeding. Most bleeding will stop within a few minutes.
- **ELEVATE THE WOUND** above the level of the heart and continue applying direct pressure.
- If bleeding continues (dressing becomes saturated), apply another dressing over the original.
- If severe bleeding continues, also apply pressure over the supplying artery, closer to the heart than the wound.

**APPLY DIRECT PRESSURE
PRESS HARD
DON'T UNCOVER WOUND
ELEVATE WOUND
APPLY PRESSURE TO ARTERY**

GENERAL FIRST AID (continued)

Burns

Action Guidelines -

Burns:

Burns are usually classified according to the depth or degree of skin damage.

A. First Degree

- Skin is red or discolored, mild swelling and pale.
- **APPLY COLD WATER** or submerge burned area in cold (not iced) water. **APPLY A DRY DRESSING** if needed.

B. Second Degree

- Skin is red or is mottled in appearance, blisters, pain, swelling and/or wet appearance on surface of skin.
- Same as for the first degree, plus: **DO NOT BREAK BLISTERS; DO NOT APPLY OINTMENTS, GREASE OR SPRAYS.**

C. Third Degree

- Deep tissue destruction. Severe white or charred (black) appearance.
- **DO NOT REMOVE ADHERED PARTICLES OF CHARRED CLOTHING. COVER BURNS WITH A STERILE DRESSING OR WRAP IN A CLEAN DRY SHEET. PROTECT BURNED AREA FROM FURTHER CONTAMINATION. KEEP BURNED FEET OR LEGS SLIGHTLY ELEVATED. MAINTAIN BODY TEMPERATURE.**

GENERAL FIRST AID (continued)

D. Burns in Face Area

- **IF ANY BURN OCCURS TO VICTIM'S FACE AREA, WATCH POSSIBLE NEED FOR ARTIFICIAL RESPIRATION.**

FIRST DEGREE:

**APPLY COLD WATER
APPLY DRY DRESSING**

SECOND DEGREE:

**SAME AS ABOVE
DO NOT APPLY OINTMENTS, GREASE, SPRAYS**

THIRD DEGREE:

**LEAVE ADHERED PARTICLES
COVER BURNS
PROTECT BURNS FROM FURTHER CONTAMINATION
ELEVATE BURNED FEET/LEGS**

GENERAL FIRST AID (continued)

Choking

Action Guidelines -

Choking:

A. Conscious Victim:

Survey scene as you approach victim. **ASK, “ARE YOU CHOKING?”**
If the person is coughing weakly or making high pitched noises or is not able to speak, breathe, or cough forcefully, **OFFER TO HELP.**

Perform Abdominal Thrusts:

- ⇒ **STAND BEHIND** victim.
- ⇒ **WRAP ARMS** around victim’s waist.
- ⇒ **MAKE A FIST WITH ONE HAND** and **PLACE THUMB SIDE OF FIST AGAINST MIDDLE OF VICTIM’S ABDOMEN** just above navel and well below lower tip breastbone.
- ⇒ **GRASP YOUR FIST** with your other hand.
- ⇒ Keep elbows out, **PRESS FIST INTO VICTIM’S ABDOMEN** with a **QUICK UPWARD THRUST.**
- ⇒ Each thrust should be a separate and distinct attempt to dislodge the object.
- ⇒ **REPEAT THRUSTS** until obstruction is cleared or victim becomes unconscious.

Choking (continued)

**STAND BEHIND VICTIM
WRAP AREMS AROUND WAIST
MAKE A FIST
PLACE FIST AGAINST VICTIM'S ABDOMEN
PRESS FIST WITH QUICK UPWARD THRUST
REPEAT THRUSTS**

B. Unconscious Victim

- **SHOUT FOR HELP**, slowly lower victim to floor, supporting from behind, make sure victim's head doesn't hit floor.
- **CALL 911**
- **DO A FINGER SWEEP.** (Use first two fingers in sweeping, side-to-side motion to clean victim's mouth of any obstructions.)
- **OPEN AIRWAY - GIVE TWO FULL BREATHS.**
- **GIVE 6 TO 10 ABDOMINAL THRUSTS** if you are unable to breathe air into victim's lungs.
- Place heel of one hand against middle of victim's abdomen just above navel and well below lower tip of breastbone.
- Place other hand directly on top of first hand (fingers of both hands should be pointing toward victim's head).
- Press victim's abdomen 6 to 10 times with quick upward thrusts.
- Each thrust should be a separate and distinct attempt to dislodge the object.

- **REPEAT THESE THREE STEPS** (*finger sweep, rescue breaths, 6 to 10 abdominal thrusts*) in the same sequence until the obstruction is cleared or until EMS personnel arrive and take over.

**CALL FOR HELP
CALL 911
DO FINGER SWEEP
GIVE TWO RESCUE BREATHS
GIVE 6 - 10 ABDOMINAL TRUSTS
REPEAT**

Heart Attack

Action Guidelines -

Heart Attack:

Principal Symptoms: Acute **pain in chest**
Extreme **shortness of breath**
Apprehension
Sweating

Consider absence of pulse and breathing to indicate heart attack (also known as - cardiac arrest, myocardial infarction, M.I.), **AND TREAT AS FOLLOWS:**

- **PLAVE VICTIM IN COMFORTABLE POSITION**, usually sitting up.
- If not breathing, **GIVE ARTIFICIAL RESPIRATION.**
- If no pulse present, **ADMINISTER CPR.**
- **CALL FOR MEDICAL HELP**, assist with administering prescribed medication if requested.
- **DO NOT GIVE LIQUIDS TO UNCONSCIOUS VICTIMS.**

SYMPTOMS: PAIN
SHORTNESS OF BREATH
APPREHENSION
SWEATING

POSITION VICTIM COMFORTABLY
GIVE ARTIFICIAL RESPIRATION
ADMINISTER CPR
CALL FOR HELP
DO NOT GIVE LIQUIDS

Poisoning

Action Guidelines -

Poisoning:

Symptoms and aids to determine if poison was swallowed:

Information from victim or observer
Presence of poison container
Condition of victim (sudden onset of pain or illness)
Burns around lips
Breath odor
Pupil contracted to pinpoint size

- **CALL 911 - EMERGENCY RESCUE SQUAD**
- **CALL POISON CONTROL CENTER**
- **SAVE LABEL OR CONTAINER FOR I.D.**
- **SAVE SAMPLE VOMITUS**
- **IF VICTIM IS CONSCIOUS:**
 - ⇒ **DILUTE POISON** with milk or water (If directed by poison container label or by poison control.)
 - ⇒ Give **RESCUE BREATHING/CPR** as needed
 - ⇒ **DO NOT GIVE FLUIDS**
 - ⇒ **DO NOT INDUCE VOMITING**

- **FOR CONVULSIONS:**

- ⇒ **DO NOT RESTRAIN** victim

- (Move furniture, or other objects that may cause harm, away from victim.)

- ⇒ **LOOSEN** tight **CLOTHING**

- ⇒ **WATCH** for **AIRWAY** obstruction

- ⇒ **DO NOT GIVE FLUIDS**

- ⇒ **DO NOT INDUCE VOMITING**

- **IF POISONING IS BY INHALATION OF GAS OR NOXIOUS FUMES:**

- ⇒ Immediately **GET VICTIM TO A WELL VENTILATED AREA.** Don't attempt a rescue in a gas filled area; you may be overcome by fumes yourself.

GENERAL FIRST AID (continued)

Poisoning (Continued)

**CALL 911
CALL POISON CONTROL CENTER
SAVE LABEL
SAVE VOMITUS**

IF CONSCIOUS:

DILUTE WITH WATER OR MILK

***DO NOT NEUTRALIZE
DO NOT GIVE OILS***

IF UNCONSCIOUS:

**TURN VICTIM ON SIDE
MAINTAIN AIRWAY
RESCUE BREATH/CPR**

***DO NOT GIVE FLUIDS
DO NOT INDUCE VOMITING***

CONVULSIONS:

***DO NOT RESTRAIN
LOOSEN CLOTHING
MAINTAIN AIRWAY
NO FLUIDS
DO NOT INDUCE VOMITING***

HURRICANE

The National Weather Service tracks hurricanes. This tracking system generally allows adequate time to prepare for emergency conditions. Stay tuned to a local radio or television station to keep informed of the latest advisories, watches, warnings, or special instructions.

Note: The greatest danger from a hurricane is often a result of the tornadoes and flash floods that may accompany the hurricane. To be fully prepared for any circumstances resulting from a hurricane, you should also familiarize yourself with the emergency procedures for “Tornadoes” and “Floods” when a hurricane is imminent.

DEFINITIONS:

Hurricane Season May 15 through November 30

Hurricane Watch The first notification by the National Weather Service that a hurricane is a definite threat to a geographic region of the United States. Landfall is uncertain and broad geographic areas are alerted. It is normally given 36 hours before the storm is expected to strike.






Hurricane Warning Notification by the National Weather Service, normally 24 hours before the storm is expected to strike; more accurate landfall is predicted, with narrower geographic boundaries.

Hurricane Alert Notification by the National Weather Service issued when Hurricane Force winds are imminent.

Hurricane Shelters Areas of refuge to be used in the event of a hurricane should be a substantial building with limited glass.

HURRICANE (continued)

Hurricanes are rated into five categories. They are characterized by their sustained winds with category one being the least severe and category five being the most severe. The following scale was developed to categorize hurricanes:

Category	Winds & Effects	Storm Surge	Examples
1	<p>74-95 mph (64-82 kt)</p> <p>No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery and trees. Also, some coastal flooding and minor pier damage.</p>	4-5 ft	<p>Category 1 <i>Minimal</i> 74-95 mph winds</p> 
2	<p>96-110 mph (83-95 kt)</p> <p>Some roofing material, door and window damage. Considerable damage to vegetation, mobile homes, etc. Flooding damages piers and small craft in unprotected moorings may break their moorings.</p>	6-8 ft	<p>Category 2 <i>Moderate</i> 96-110 mph winds</p> 
3	<p>111-130 mph (96-113 kt)</p> <p>Some structural damage to small residences and utility buildings, with a minor amount of curtain-wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain may be flooded well inland.</p>	9-12 ft	<p>Category 3 <i>Extensive</i> 111-130 mph winds</p> 
4	<p>131-155 mph (114-135 kt)</p> <p>More extensive curtain-wall failures with some complete roof structure failure on small residences. Major erosion of beach areas. Terrain may be flooded well inland.</p>	13-18 ft	<p>Category 4 <i>Extreme</i> 131-155 mph winds</p> 
5	<p>>155 mph (135 kt)</p> <p>Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Flooding causes major damage to lower floors of all structures near the shoreline. Massive evacuation of residential areas may be required.</p>	>18 ft	<p>Category 5 <i>Catastrophic</i> Winds over 155 mph</p> 

HURRICANE (continued)

Evacuation

If directed by local authorities to evacuate the local area, the property offices will be closed and all site Employees will be off duty, including on-call responsibilities, until the storm has passed. After the hurricane, site Employees should make efforts to contact their supervisor to inform them of their ability to return to work.

SUSPENSION OF SERVICES:

All instructions such as closing of offices, releasing of employees, special instructions will be done by email or phone.

Preparing for a Hurricane

72 Hours before Hurricane Landfall

- Manager and staff should review current conditions and discuss general plans and readiness.
- Review Hurricane Preparedness Plan, Emergency Operations Plan, Integrated Contingency Plan, and Emergency Procedures Plan as needed.
- Begin frequent monitoring of weather related media sources including but not limited to the National Weather Service, NOAA, FEMA, and NHBOEM.
- Consider available supplies of food, water and fuel.
- Check grounds and remove dead limbs, clean up loose debris and begin moving all loose equipment and materials.
- In preparation for an impending hurricane or in preparation for an evacuation, you should do the following:
 - Notify your Regional Property Manager and the Denver Corporate Office.
 - Notify all residents/employees as early as possible by posting hurricane warning notices in all common areas and entrances to the community.
 - Follow all instructions and take all other precautions communicated by your Regional Property Manager, including the following:
 - Disconnect electric power where appropriate
 - Shut down all irrigation systems

HURRICANE (continued)

- Lower all pool water levels and turn off power to pool pumps
- Secure all pool furniture (move to storage or place in pool), dumpsters, signage and loose guttering
- Store office/shop/maintenance inventory above water level
- Make sure the Police Department, Manager, Maintenance and all other employees have current telephone numbers for support responders such as water suppliers, emergency generator suppliers, fuel suppliers, food suppliers and others as needed. Ensure emergency generators and all vehicles are fueled and serviced.
- Identify alternate space to move critical equipment, chemicals and supplies that could be damaged from possible storm surge flooding. Consider boarding of windows depending on conditions and the directional approach of the storm. Consult Facilities Management for additional assistance.
- Make sure cellular telephones are fully charged. Install a new battery if needed.
- Make sure all storm drains are clear.
- Verify stock of sandbags and sand
- Verify stock of plastic sheeting
- Verify battery stock and check emergency lighting batteries and battery stock

48 Hours before Hurricane Landfall

- Management team reviews current conditions and recommends actions to the President or Vice President.
- Management and maintenance team initiates procedures to protect buildings. Procedures may include providing sandbags and securing the building.
- Backup of (or secure) apartment files and all other relevant data should occur at this stage.
- Begin notification to residents regarding evacuation procedures, Shelter-in-Place locations and other details as received from the Police Department and Fire Department.

HURRICANE (continued)

- Ensure that pool equipment, outdoor equipment, trash and recyclable receptacles, benches and all other loose items that may become projectiles in high winds are appropriately secured.
- Turn off unnecessary lighting and appliances, secure windows, doors and shutters, locking when appropriate.
- Make sure all storm response equipment is inspected and ready for operation. This includes but is not limited to chainsaws, blowers, water pumps, tractors and portable generators.

36 Hours before Hurricane Landfall or 750 miles as noted on Hurricane tracking map

- Based on the category classification of the hurricane, the President or Vice President will make decision for the evacuation of all residents and employees to the city announced shelters.
- Staff initiates any specific shut down procedures including back up of computer data, protecting apartment files by covering with plastic sheeting and begin evacuation of staff.
- Unplug all office equipment including computers and store off the floor.
- Close windows, lower all blinds/shades, close slats and draw curtains.
- Remove personal items that may become damaged since they are not covered by Property's Insurance.
- Protect the data on office computers by backing-up fully, turning computers off, and storing back-up disks in a dry, secure place.
- Board up all windows to the leasing office, maintenance shop, clubhouse, and other common areas.
- Attempt to locate and/or stock items that you may need immediately after the storm, such as bottled water, flashlights, batteries, garbage bags, shovels, rakes, cell phones, plywood, and gasoline.

HURRICANE (continued)

During a Hurricane

Property offices will usually be closed after hurricane preparations have been completed (or possibly before, at the direction of local authorities or your GM). In the event offices have not yet closed and a hurricane strikes unexpectedly, you should protect yourself as follows:

1. Take cover in an interior hallway or room with few or no windows. The safest place is in the center of the building in a small room such as a closet or bathroom.
2. Remain indoors in the safe area until you are sure the storm has passed.

Important: During a hurricane, there are calm weather conditions in the eye of the storm.

Be aware that the storm is **not** over, danger has **not** passed, and the second half of the storm is yet to come.

After the Hurricane

1. If there are any injuries as a result of the hurricane, call 911 and/or the police. Refer to the procedures for “Accidents and Medical Emergencies.”
2. Once the hurricane has subsided, take steps to calm and comfort the residents/employees.
3. Be aware of potential hazards due to live electric lines, leaking gas lines, unstable structures-including trees and branches, displaced pets and wildlife and sewage.
4. If residents/employees are unable to occupy their units, work with them to secure interim housing, preferably in the community.
5. The community is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to Resident/Employee requesting hotel accommodations at the community’s expense.
6. Notify the answering service and supply operators with specific instruction (approved by the President or Vice President) for responding to inquiries about the situation.
7. Take pictures of any damaged areas.
8. Complete and submit an incident report within 24 hours.

HURRICANE (continued)

Inspecting Utilities

Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can. Call the gas company. If you turn off the gas for any reason, it must be turned back on by a professional.

Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker; call an electrician first for advice. Do not touch the circuit breaker panel while standing in water!

Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid the water from the tap. You can obtain safe water by melting ice cubes.

IMMEDIATE ACTION IN THE EVENT OF A SEWER BACKUP

- Send a maintenance technician or plumber to open the clogged trap, toilet, or drain. Make sure that they are wearing protective boots and gloves that can be decontaminated after use.
- Decontaminate all surfaces touched by sewage and wastewater.
- Use an appropriate disinfectant to kill bacteria.
- Baseboards may need to be removed to access all areas for

LIFE AND PROPERTY STABILIZATION

Remain Calm - Take Charge (Ranking Employee)

First: Stabilize Injuries.

- Direct medical emergency personnel to those who appear to be the most seriously injured.
- If medical assistance is not available, *refer to General First Aid* chapter for instructions.

Second: Stabilize Property.

- Direct Maintenance to turn off appropriate utility - gas - electric - water, if utility is causing damage.
- If Maintenance personnel are not available, use first available person to handle turn-offs.
- Post signs on areas of community that are hazardous, and evacuate residents from those locations.

Third: Establish a command post, coordinate personnel available and incoming Communications so that resources are effectively utilized.

Fourth: Make presence visible at affected areas. Demonstrate a calm confident demeanor. Be factual, **provide reassurance**. Do not hypothesize. *Your mission is to restore stability.*

NOTE: Be prepared to be self-sufficient for at least three to four days in the event of a major disaster.

NATURAL GAS EXPLOSIONS

Natural Gas Explosions

Natural gas explosions are deadly and devastating. Immediately **call 911**. Evacuate adjacent areas in immediate danger and, if possible, turn off all utilities to the affected site.

Note: Natural gas is lighter than air and will rise. Accumulations will collect in attics, near ceilings, etc. Natural gas contains an additive to odorize it for detection purposes. Liquefied Petroleum Gas (LPG) on the other hand is heavier than air and will seek lower levels such as basements and around foundations. In both atmospheres, it is important to control sources of ignition such as pilot lights, do not use electric switches or flashlights.

Actions Guidelines -

- **REMAIN CALM**
- **BE PREPARED** for possible further explosions.
- **BE GUIDED BY LOCAL AUTHORITIES.** If evacuation is ordered, proceed to an evacuation point. Evacuate uphill, upwind.
- **CRAWL UNDER** table or desk.
- **STAY AWAY** from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment.
- **DO NOT MOVE SERIOUSLY INJURED PERSONS** unless they are in obvious, immediate danger of fire, building collapse, etc.
- **OPEN DOORS CAREFULLY. WATCH FOR FALLING OBJECTS.**
- **DO NOT USE ELEVATORS.**
- **DO NOT USE MATCHES OR LIGHTERS.**

- **AVOID USING TELEPHONES AND DO NOT SPREAD RUMORS.**

NATURAL GAS EXPLOSIONS (continued)

TURNING OFF THE GAS SUPPLY TO A BUILDING OR APARTMENT

Although a leaking gas main must be dealt with by the gas or utility company, you may have to deal with a gas leak within an apartment home.

In master-metered buildings, shut-off valves should be located on each submeter that serves an individual apartment home. The location of the gas cut-off valves should be marked on a site plan. Make sure all employees know how to close the gas valves.

If a leak is massive or if it is uncertain which shut-off valve to use, the main gas supply to the building or apartment home should be closed.

GAS LEAKS EMERGENCY PROCEDURES

- Immediate Action if a Gas Leak or Gas Odor is Reported
- Advise residents to leave the apartment home. Instruct them to open windows and doors allowing fresh air to enter. Advise them not to turn on electric switches or lights and to extinguish all flames, smoking materials, etc. Instruct them to be careful not to generate any static electricity charges.
- Send a maintenance technician to check on the pilot lights on the stove, furnace, hot water tank, and dryer.
- Open windows and doors to ventilate the area.
- Advise them not to turn on electric switches or lights. They should use an explosion-proof flashlight.
- If pilot lights are all lit, check the gas line connections using a gas leak detector solution.
- If still unable to determine the source of the leak, shut off the gas to the apartment at the individual meter, if possible.
- Notify the gas company only after receiving approval from your supervisor.
- If the gas or utility company cannot send a maintenance person, call a plumber or other technician to test the gas line.



- If the leak cannot be detected or repaired, evacuate all residents threatened by the leak.
- Prepare an Incident Investigation Report.

After the leak has been corrected and when it is safe to do so, check and re-light all pilot lights that may have been extinguished when the gas was turned off.

THEFT/ROBBERY

The following procedures apply in the event of theft of a resident's personal property, an associate's personal property, or the property of the community and its offices.

In the event of any theft occurring on the premises, you should do the following:

1. Notify the police. Obtain a copy of the police report as soon as possible.
2. Inspect the area where the incident occurred and take pictures if appropriate. If necessary, make repairs to any damage that was caused by the criminal act (repair broken window, replace damaged lock, etc.).
3. Notify your Regional Property Manager and the Denver Corporate Office.
4. Complete and submit an incident report within 24 hours.

TORNADO

A tornado is a violent storm with whirling winds of up to 300 miles per hour. It appears as a rotating, funnel-shaped cloud, from gray to black color, which extends towards the ground from the base of a thunder-cloud. A tornado spins like a top and may sound like the roaring of an airplane or locomotive. These short-lived storms are the most violent of all atmospheric phenomena, and over a small area, the most destructive.

A tornado watch means that tornadoes may threaten the area

A tornado warning means that a tornado is expected to strike the area

You should follow and implement any directives from local authorities to minimize damage to the property and ensure the safety of all individuals.

Action Guidelines -

TORNADO WATCH (Tornadoes may occur in or near your area.)

- **LISTEN TO LOCAL RADIO, TELEVISION, OR NATIONAL OCENOGRAPHIC AND ATMOSPHERIC ADMINISTRATION (NOAA WEATHER RADIO)** for information and advice.
- **WATCH THE SKY.** If you see revolving or funnel shaped clouds, report them by telephone to local police or weather service. Do not use the phone to get information, only to report.

1. Notify your Regional Property Manager and the Denver Corporate Office.
2. Notify the resident of the tornado watch or warning by posting tornado warning notices in the common areas and entrances to the property if there is time.
3. Follow all instructions and take all other precautions communicated by your GM, including the following:
 - Disconnect electric power where appropriate
 - Shut down all irrigation systems
 - Lower all pool water levels and turn off power to pool pumps
 - Secure all pool furniture (move to storage or place in pool), dumpsters, signage, and loose guttering

- Store office/shop/maintenance inventory above water level
4. Protect the data on office computers by backing-up fully, turning computers off, and storing back-up disks in a secure, dry place.
 5. Attempt to locate and/or stock items that you may need immediately after the tornado, such as bottled water, flashlights, batteries, garbage bags, shovels, rakes, cell phones, plywood and gasoline.

TORNADO (continued)

TORNADO WARNING

(Tornadoes have been sighted and may strike your areas.)

As the tornado approaches, take steps to ensure your personal safety and the safety of those around you by doing the following:

- If there is time, open all windows in the building to reduce the amount of pressure that can build up inside the building during a tornado.
- **TAKE SHELTER IMMEDIATELY!** Best protection is an underground shelter or cave or a substantial steel-framed or reinforced concrete building. Take cover in an interior hallway or room on the lowest floor of the building. The safest place is the center of the building in a small room such as a closet or bathroom. Stay clear of windows that may shatter.
- **GO TO AN INTERIOR HALLWAY ON THE LOWEST FLOOR.** Take cover in a small room such as a closet or bathroom, or under sturdy furniture.
- **STAY AWAY FROM WINDOWS** to avoid flying debris.
- **DO NOT REMAIN IN A TRAILER, MOBILE OR MODULAR BUILDING.** Take cover elsewhere in a nearby shelter or lie flat in the nearest depression or ditch.
- If you are outside in open country, **TAKE COVER AND LIE FLAT IN THE NEAREST DEPRESSION (DITCH, CULVERT, EXCAVATION, OR RAVINE), AND COVER YOUR HEAD WITH YOUR ARMS.**
- Remain indoors in the safe area until you are sure the storm has passed.

TORNADO (continued)

AFTER THE TORNADO

1. If there are any injuries as a result of the tornado, call 911 and/or the police. Refer to the “Accident and Medical Emergency” section of this manual.
2. Take steps to calm and comfort residents/employees.
3. Be aware of potential hazards due to live electric lines, leaking gas lines, unstable structures-including trees and branches, displaced pets and wildlife and sewage.
4. If residents/employees are unable to occupy their units, work with them to secure interim housing, preferably on the property.
5. The community is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to residents/employees requesting hotel accommodations at the community’s expense.
6. Take pictures of any damaged areas.
7. Complete and submit an incident report within 24 hours of the tornado.

UTILITY OUTAGES (INCLUDING HVAC)

During a utility outage, Employees must respond immediately by notifying the utility company and residents. Rapid notification expedites the repair of the utility outage and minimizes any inconvenience to the residents. For the duration of the utility outage, it will be very important to keep residents/employees informed as to the status of the situation.

In the event of a utility outage in the community, the following procedures apply:

1. Contact the appropriate utility company to report the outage and request repair.
2. Determine the extent of damage and length of time needed to make repairs and restore service.
3. Notify residents by posting notices in common areas, breezeways, or entrances to buildings, of the approximate length of time before their utility service is restored.
4. Notify your Regional Property Manager and the Corporate.
5. If necessary, work with residents to locate interim short-term accommodations.
6. The community will not pay for this interim housing.

Loss of HVAC

Intense summer heat or extreme winter cold may create hardships for elderly residents and/or residents with health problems. Therefore, repair of heating, ventilating, and air conditioning systems may sometimes need to be handled as an emergency situation.

Follow these procedures when treating loss of HVAC as an emergency (weather over 80 degrees):

1. Upon receiving a service request from the resident/employee, prioritize completion of the service request as quickly as possible.

2. If parts are needed and are not immediately available, you may utilize parts from a vacant apartment.
3. If the repair cannot be completed within 24 hours of the request, work with the residents to secure interim housing, preferably in the community.
4. The community is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to residents/employees requesting hotel accommodations at the community's expense.

VANDALISM

There are two categories of vandalism that Employees may encounter and need to address: vandalism to a resident's property and vandalism to the community's property.

Procedures for handling both are provided.

Vandalism to an Owner's/Guest's Property

If an owner's/guest's property is vandalized on the premises, you should do the following:

1. Encourage the victim to notify the police.
2. Take pictures if appropriate.
3. Notify your Regional Property Manager and the Denver Corporate Office.
4. Complete and submit an incident report within 24 hours.

Vandalism to Community Property

If any community property (i.e. furniture, fixtures, or equipment) is found vandalized, you should do the following:

1. Notify the police. Obtain a copy of the police report as soon as possible.
2. Take pictures of the vandalized area.
3. Notify your Regional Property Manager and the Denver Corporate Office.
4. Complete and submit an incident report within 24 hours.

5. Repair the damage as quickly as possible, unless the insurance company notifies you that an insurance representative will need to view the vandalism to determine the extent of the damage and coverage.

WINTER STORM OR FREEZE ALERT

It is important to anticipate the problems that storms and freezing weather can cause, and prepare your community appropriately. In preparation for winter storms or freezes, you should consult with your Regional Property Manager to identify any special requirements your community may have because of the age of the facility or the type of construction.

In the event of a winter storm or freeze alert, you should do the following:

- Notify your Regional Property Manager or the Denver Corporate Office.
- Notify all residents/employees as early as possible by posting freeze alert notices in common areas and entrances to the community.

Place a **FREEZE ALERT** sign at each exit and entrance.

Distribute **FREEZE ALERT** flyers.

- Follow all instructions and take all other precautions communicated in this section on the following pages as they relate to laundry rooms, swimming pools, irrigation systems, interior/exterior sprinkler systems, etc.
- Walk every vacancy and each apartment on the out-of-town list. Set the heat at 55, drip all the faucets (both hot and cold), and open all closet and cabinet doors. If the apartments have laundry connections on exterior walls, discuss precautions with your supervisor. Take the same precautions in the office, models, clubrooms, shops, etc.
- Protect unoccupied premises (i.e. vacant units, model units, clubrooms, and units where the Resident/Employee are known to be out of town) from freeze or storm damage by setting the heat at 60°F. Drip all faucets.
- Protect the exterior spigots. Install faucet covers.

- If the roadways and driveways are icy, open the controlled access gates.
- Shut down and drain off the irrigation system. Discuss this procedure with your landscape contractor.
- Follow interior fire sprinkler procedure (if applicable).
- Make sure the pool and spa pumps are working properly or are properly winterized. The circulating water will prevent freeze damage during a mild freeze.

WINTER STORM OR FREEZE ALERT (continued)

If Water Loss is Reported During Extremely Cold Weather (Frozen Pipes)

- Check with other residents to determine if the problem is building-wide or an isolated incident.
- If building-wide, check with neighboring buildings to determine the extent of the problem.
- If neighboring buildings have water, the problem may be a frozen pipe or meter.
- Examine the water meter.
- Check for leaks.
- Is the frost plate (bottom portion of the meter) cracked? If so, the meter is probably frozen.
- **DO NOT ATTEMPT TO THAW THE WATER METER**
- Contact the water department/authority to report the frozen water meter and seek instructions.
- In some instances, you may be instructed to remove the meter. If the senior maintenance technician knows how to disconnect the meter from the water line, you may take it to the water department/authority for replacement.
- If the meter is not frozen, proceed to check for a frozen water pipe around the building perimeter, in the basement or crawl space.

- Exercise great caution - frozen pipes may already be cracked, but they are not leaking because the water inside is frozen solid.

Before applying heat to the pipe, open the valve or faucet nearest to the frozen section. This will allow the water to flow freely as the ice melts. **NEVER USE AN OPEN FLAME!**

- Use a hair dryer, light bulb, electric heat tape, or exhaust from a vacuum to thaw a pipe.
- Use only heavy-duty extension cords with grounded plugs. Make sure that the cord and the appliance are protected from the water.

WINTER STORM OR FREEZE ALERT (continued)

- **CAUTION:** If the pipe bursts or is leaking, your electrical appliance could become wet and pose additional dangers.
- Use your hands to locate the coldest section of pipe. This is usually where the ice can be found.
- Start warming the pipe at the end nearest the faucet or valve and work backward toward the frozen section.
- Keep the heat source moving. Never concentrate on one spot.
- **IF THE FREEZING WEATHER IS SEVERE, ICY, OR EXTENDED**
- If your laundry room does not have heat, shut down the laundry rooms, lock doors, post signs and drain the water lines.
- Re-check all vacancies and out-of-town residents' apartments. Leave notice in occupied apartments.
- Throw styrofoam or life ring in the pool to prevent tile damage upon instruction of your supervisor.
- Check steps and sidewalks for ice. Spread sand or remove ice on request.

WINTER STORM OR FREEZE ALERT (continued)

FREEZE ALERT (FOR PROPERTIES IN GENERALLY MILD CLIMATES)

Freezing weather and its effect on apartment communities are unpredictable. We have an obligation to both the residents and the company to take zealous precautions to prevent damages.

FREEZE ALERT signs	Posted at all exits/entrances to inform residents.
FREEZE ALERT flyers	Distributed to all residents and placed at mailboxes.
Sand/De-icing materials	Spread in front of office, all resident walk areas, and at mail areas. Other areas are covered by resident request only.
Site plan with marked water cut-offs	Used in the event of broken pipes--plywood used to cover open holes in the ground or walls.
Rope/Safety flags/Caution tape	Used to cordon off open holes.
Clamps/G-Couplings	Used for —temporary emergency pipe repair.
Laundry room locks/Heat sources	Used if laundries are in danger of broken pipes.
Water shut-off notices	Distributed if necessary.
List of out-of-town residents	Used to check these apartments to take precautions.
Camera/Film/Flashbulbs	For photos of damages.
Insulation/Spigot covers	To protect exterior faucets.
Styrofoam or life ring	Thrown in the pool in the event of a hard freeze to prevent tile damage.



Micro cloth
Vendor list
Letters to Residents

To cover color beds.
For emergency repairs.
To remind residents to let the office know
when they are out of town.

WINTER STORM OR FREEZE ALERT (continued)

EMERGENCY FREEZE ALERT LETTER TO RESIDENTS

Date: _____

Dear Residents:

Because of the severe freezing weather, water pipes in our community may freeze and burst if all of us do not take immediate action. Please take the following precautions as soon as you read this notice.

1. Please drip all the faucets in your apartment. Drip both the HOT and COLD water. Please leave the faucets dripping until we remove the FREEZE ALERT signs at the entrances to our community.
2. Turn on the heat and leave it at the 55 mark. Open your closet and cabinet doors to expose plumbing fixtures so that these spaces will remain ventilated with warm air.
3. If residents are gone, we will be entering the apartments to take these same precautions. (Please remember to notify the office.)

These precautions are essential in order to avoid substantial damage to your apartment from broken pipes.



If you have negligently failed to take these precautions, you may be liable for damages to your neighbor's apartment. This is especially important if you do not have insurance to cover this damage.

We strongly recommend that you purchase renter's insurance to cover unexpected damage from water, fire, windstorm, etc., to your personal belongings. The property owner and management company assume no liability for personal loss.

Thank you for your prompt and continuous cooperation regarding this serious problem.

Sincerely,

Community Manager

WINTER STORM OR FREEZE ALERT (continued)

AS SOON AS THE FREEZE ALERT IS OVER

- Remove the FREEZE ALERT signs.
- Restore the laundry rooms.
- Walk the vacancies and the out-of-town apartments and turn off the heat, close the faucets, doors, and cabinets. Leave an appropriate note in the occupied apartments.
- Reactivate the controlled access gates.
- Check your supplies. Do they need replenishing?

IF THE PROPERTY EXPERIENCES FREEZE DAMAGE

Freeze damage includes broken pipes, damaged landscaping and any other property damage.

- Contact your supervisor.
- Begin the Incident Investigation Report and the Incident Log. Keep detailed notes on the specifics and location of the damages.
- Take photos of any damaged areas.
- Mark a site plan with the locations.
- Inform the residents of water cut-off, etc.
- Keep a log of vendors called, services performed and employee time.

- Keep a photocopy of all appropriate invoices and time sheets for the final insurance claim.
- If there are any injuries as a result of the storm, call 911 and/or the police.** Refer to the procedure for “**Accidents or Medical Emergencies.**”
- Take steps to calm and comfort residents/employees.
- If residents/employees are unable to occupy their unit, work with them to secure interim housing, preferably on the property.
- The community is under no obligation to pay for this interim housing; therefore, the Regional Property Manager will need to give approval before any commitments are made to residents/employees requesting hotel accommodations at the community’s expense.
- Complete and submit an incident report within 24 hours of the winter storm or freeze.

Note: Owners’/guests’ belongings should be insured through their individual renter’s insurance. The company’s insurance carrier will handle any settlements with residents/employees.

AFTER THE EMERGENCY

When an emergency occurs, you must notify your Regional Property Manager as soon as possible, regardless of the time of day or night at which the incident occurs. If your Regional Property Manager is not available, refer to the Emergency Contact List for the names and numbers of other company representatives to contact.

As soon as possible after the emergency, Employees have certain responsibilities that must be met with regards to reporting the incident, assessing damages and identifying repair needs.

Incident Reporting – What to Report

An incident report must be completed for every type of major property and liability incident occurring in the community. There are two broad categories of incidents that require reporting:

A liability incident involves injury to a person. Examples include accidents, assaults, drowning, rapes, and murders.

A property incident involves damage to our buildings or other property on the premises. Examples include fires, floods, hurricanes, tornadoes, freezes, and winter storms.

When to Report

In all cases, complete and submit an incident report within 24 hours of the incident.



Important: You must fill out an incident report even if, at the time of the incident, the resident/employee involved indicates that “everything is fine” and no problems are immediately apparent. It is necessary should questions arise at a later date.

Completing the Form

All pertinent information should be recorded on the incident report. Do not speculate as to the cause of the incident. Report only the facts. This includes the following:

- Details of the incident (i.e., time, date, location, weather conditions)
- The precise sequence of events
- Names, addresses, and telephone numbers of all involved persons and witnesses, and any direct quotations by involved persons
- The extent of damage or injuries
- The response time of local authorities