



## Your Property Management Services Solution

### WHAT TO DO IN CASE OF AN EMERGENCY

Enclosed is a packet of what to do in case of an emergency. This is given to all of our tenants and Property Management/Maintenance staff.

Below is the sign off sheet that every tenant signs regarding working smoke detectors in their apartment:

SMOKE DETECTORS
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*In accordance with the STATE FIRE MARSHAL'S OFFICE, a smoke detector is required in your apartment. When installed, the unit will contain batteries. Future battery replacement will be the responsibility of the resident. If you are unable to reach your detector, please call our staff and we will install the battery for you.*

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Tenant Signature

Date

Integrity Services has an independent contractor that inspects all of our fire extinguishers once a year. Our maintenance staff also reports any visible problems that we may have with a fire extinguisher or missing fire extinguishers. They also check the operation of the smoke detectors in the common areas on a weekly basis.

Property Management also conducts a quarterly safety inspection of all common areas of the buildings and apartments. During that inspection we have the tenants sign off that they do have a working smoke detector.



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### EMERGENCY PROCEDURES

All tenants are instructed to call our emergency number at \_\_\_\_\_ for any maintenance or building **emergencies**. ANY NON-**EMERGENCY** CALL WILL BE CHARGED TO THE TENANT'S MONTHLY RENT IN THE AMOUNT OF \$25.00 PER CALL. This designated phone line is monitored 24-hours a day. Our staff and answering service are aware of which emergency calls are to be paged out to our maintenance staff and which calls need to go directly to our property management team. Our crisis team is as follows:

Property Manager:	Ashten James/Phil Rains
Administration:	Tina
Maintenance Manager:	Randy Wilson
Maintenance Staff:	Cliff, Alan-Michael, Chuck, Andrew, Josh, Jim and Joel



## Your Property Management Services Solution ABOUT 911

*In case of emergency, when seconds count, CALL 911*

The facilities are served by Enhanced 911, a significant safety advantage for the tenants. This means that 911 “knows” where you are as soon as you call. When you connected your telephone, the Telephone Company automatically updated the 911 emergency service system within 24 hours.

### WHEN TO USE 911

Use 911 when you see ....

- an accident
- a fire
- a robbery
- someone hurt
- someone selling drugs
- someone being attacked
- someone driving under the influence of alcohol or drugs
- someone breaking into and entering an office, apartment or automobile
- someone stealing something

### HOW TO USE 911

- 1) Dial 911  
You will be asked, “do you need police, fire or ambulance?”
- 2) Remain Calm.  
Tell the Dispatcher:  
“I need (Police, Fire Department of Ambulance) at Apartment \_\_ (your apt no.)  
located at (Street Address and City)
- 3) Stay on the line.
- 4) The dispatcher may ask questions about nearby intersections, bordering streets, and you specific location in the building.
- 5) Please listen carefully to any instructions.
- 6) Always stay on the line until the dispatcher tells you to hang up.
- 7) If you are unable to speak, simply stay on the line. Enhanced 911 will help the dispatcher locate you.
- 8) When the dispatcher tells you to hang up, YOU ARE NOT FINISHED ....

..GO TO THE APPLICABLE CHECKLIST IN FOLLOWING PAGES OF THIS HANDBOOK.

NOTE: Abuse of 911 is a violation of the Law  
and can result in prosecution



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### FIRE

Review of this checklist will help you prepare for and ensure maximum safety during an actual fire.

Building management has installed fire extinguishers on each floor of the building and in the basement.

**KEEP CALM** - PANIC CAUSED BY FEAR OF HEAT AND SMOKE IS ONE OF THE GREATEST DANGERS TO LIFE IN A FIRE EMERGENCY. CALM THE FEARS OF OTHERS SHOULD IT BECOME NECESSARY,

- 1) Get everyone away from fire and smoke, to an area behind fire- rated doors. Move towards stairwells, exiting to lower floors and to the outside of the building.
- 2) During the evacuation, make certain everyone gets the word. Be sure there are no stragglers.
- 3) Help others. Look out for people with limited physical capability, person who have been stunned by smoke, or are immobilized by panic, help them evacuate, as long as you are not putting yourself in danger.
- 4) Specify an outside gathering point away from smoke and facing into the wind where you can account for each other. Report missing person whom may be trapped in the building.

### FIRE PROCEDURE

- 1) Call 911. Use the FIRE *911 checklist*.
- 2) Notify Building Management
- 3) Notify fellow tenants
- 4) If controllable, use fire extinguisher and attempt to put out the fire.
- 5) Evacuate the building by the nearest stairwell.
- 6) Confine the fire, if possible, by closing all doors
- 7) Check to see if the floor is clear and, if necessary, assist anyone to the stairwell.
- 8) If caught in smoke, stay low and crawl on hands and knees to the nearest emergency exit.



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9) Get clear of the building.

Go to gathering point and try to determine if anyone is missing.

Move away from smoke.

Keep clear of fire lanes. Facilitate movement of emergency vehicles.

DO NOT RE-ENTER BUILDING unless advised to do so by the Fire Department.

10) Report missing person and place in the building where they were last seen, to the on-scene fire department.



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### FIRE CHECKLIST

- 1) Dial 911:  
“This is \_\_\_\_\_ at \_\_\_\_\_  
(Property Name) at \_\_\_\_\_  
(Address). The phone number here is \_\_\_\_\_  
\_\_\_\_\_ Please send fire trucks.”
- 2) Describe the nature of the fire.
- 3) Report location and type of injuries, if known, or last known location of missing persons.
- 4) Answer any questions.
- 5) Move away from the fire scene until the fire department arrives on the scene or Property Management.
- 6) Clear an access route to front of building and driveway for the responding emergency vehicles.
- 7) Post a lookout who can direct responding fire vehicles to the proper area.

### ON ARRIVAL OF PROPERTY MANAGEMENT:

- 1) Establish a “command post” away from smoke and facing into the wind which will provide a clear view of the area.
- 2) Move people away from smoke, either upwind or crosswind, and facing into the wind. If possible, keep your command post location separate from the crowd.
- 3) Allow no casual traffic. Limit access to the area. Enlist the aid of tenants and responding police to help limit access.
- 4) Determine the location of injured personnel and be certain responding EMT’s are aware of their existence and location.
- 5) Establish a list of tenants who may still be trapped in the fire area.
- 6) Isolate utilities which threaten further damage or injury.
- 7) Brief the responding fire team when they arrive. Be certain to mention injured and missing personnel or tenants with their suspected locations.



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### SEVERE WEATHER CHECKLIST

High winds and heavy rains are often accompanied by power failures. Tenants should be aware of the following:

- 1) Lightning can cause severe damage to computers and other electronic equipment. Turn off computers, DVD players, stereos and Television Sets. Unplug if possible.
- 2) Some minor leakage and condensation during very severe weather is normal. Tenants should not be alarmed. Nevertheless, please report apparent leaks to Property Management.
- 3) Flash flooding around the property can disrupt traffic. Advise tenants to plan accordingly.
- 4) Snow accumulation and icing can occur during the winter. In such conditions be advised to wear appropriate clothing, especially safe footwear. High heels are especially hazardous. Keeping an extra pair of shoes in the car during snow and ice conditions is recommended. Property Management makes every effort to keep driveways and sidewalks clear, but tenants can help by using good judgment and common sense.



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### CRIMINAL ACTIVITY CHECKLIST

Call 911 if:

You see a crime in progress

You have strong reason to believe a criminal act is imminent

You believe the perpetrator of a crime is still on the premises

If no crime is currently in progress, review the following policy:

The \_\_\_\_\_ Police Department has jurisdiction over all the property.

General guidance regarding crime reporting:

In cases of theft, vandalism, etc. *in which no particular suspect is to be apprehended and there is no evidence which can lead to immediate apprehension of a criminal*, report the crime to a precinct office and to Property Management.

*If a suspect is involved or there is evidence that can lead to an immediate conviction and a police officer is needed on the scene*, report the incident to 911 regardless of the precinct.





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### EARTHQUAKE CHECKLIST

- 1) **Remain calm.**  
**Do not evacuate the building during tremors.**
- 2) Move away from the building exterior towards interior hallways.
- 3) Keep away from glass.
- 4) Take cover under a desk, sturdy kitchen table or in a doorway.
- 5) Avoid stairwells during tremors.
- 6) Prepare for after-shocks.
- 7) Evacuate the building as soon as tremors subside.
- 8) Report damage to building management at \_\_\_\_\_.
- 9) Report injuries to 911. Go to Medical Emergency Checklist.



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### TORNADO CHECKLIST

Tornado warnings will be issued by the National Weather Service. If a tornado is sighted, sirens will sound notifying citizens of the impending danger. If you see a tornado, hear a steady siren, or if you are notified by the Property Management to take the action outlined below.

A TORNADO WATCH is issued by the National Weather Service to inform the public the conditions are favorable for tornadoes to develop and to be alert.

A TORNADO WARNING means that a tornado has actually been sighted. All persons within the tornado warning area are advised to take shelter.

A STEADY SIREN is a tornado warning for all persons within earshot and is a signal to immediately take shelter.

#### PROCEDURE:

- 1) Remain inside or enter the nearest building.
- 2) Leave perimeter of unit or area with exterior glass.
- 3) Close doors to exterior of unit and stay on your floor.
- 4) Move to interior of unit, or move down into basement.
- 5) Cover your head by seeking protection under a desk, sturdy kitchen table, or by putting your head as close to your lap as possible.
- 6) Wait for "All Clear" signal or notification from Property Management before resuming normal activity.



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### ACCIDENT OR MEDICAL EMERGENCY CHECKLIST

- 1) Call 9-1-1 and say,  
“This is \_\_\_\_\_ (Your name) in apartment # at (Building Address).  
We have an emergency. (Describe emergency).”

STAY ON THE LINE WITH 911 IN CASE THEY HAVE INSTRUCTIONS.

- 2) Call and have Property Manager paged at 541-2064 and repeat the information you gave to 911.
- 3) Have a person to flag down the EMT so you can escort them to the victim. BE CONSPICUOUS, and stand in the street so the EMT squad is certain to see you. At night have a flashlight.
- 4) Keep the victim warm and as comfortable as possible. Have someone stay with the victim. DO NOT attempt to move the victim.
- 5) Follow instructions of the responding EMT's.

*In many medical emergencies, time is precious. Do everything possible to ensure that the EMT's get in and out quickly.*



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## EMERGENCY RESPONSE PROCEDURES

Determine what actions would be necessary to:

- Assess the situation
- Protect employees, tenants, and visitors
- Get units back up and running

Specific procedures might be needed for any number of situations such as tornadoes, severe weather, and for such functions as:

- Warning employees and tenants
- Communicating with personnel and community responders
- Conducting an evacuation and accounting for all persons in the building
- Managing response activities
- Activating and operating emergency operations center
- Restoring operations of the building