

EMERGENCY RESPONSE PROCEDURES

Emergency Telephone Numbers

Life Threatening Emergency **911**

Local Police _____

Local Fire and Paramedics _____

Power Company _____

Water Company _____

Gas Company _____

Building Maintenance _____

Emergency Contact _____

Alternate Emergency Contact _____



Power Outage

Before a Power Outage

- Learn location of fuse box or circuit breaker.
- Store candles, flashlights, blankets, battery-operated radios and extra batteries in convenient places.
- Have food and water supplies on hand.
- Make appropriate preparations if dependent on electricity for life-sustaining equipment.

During the Power Outage

- If you do not have surge protectors, unplug all your electronic equipment.
- Open refrigerator door only to take food out; close door as quickly as possible.
- Report any downed power lines.
- If the carbon monoxide alarm sounds: move quickly to a fresh air location outdoors or by an open window or door. Call for help from this location.

After the Power Outage

- When power is restored, plug in appliances one by one, waiting a few minutes between each one. This will prevent overloading the system.
- Examine your frozen food. If it still contains ice crystals, it may be refrozen. If meat is off-color or has an odd odor, throw it away.

Property Manager

- ♦ Secure building as much as possible.
- ♦ Help residents who require special assistance such as elderly and disabled.
- ♦ Alert residents when power becomes available.

Power Outage

Gas Leak ≡

If you smell gas:

1. Extinguish all flames. Put out cigarettes. Do not light matches. Do not operate electrical appliances, as they may create a spark.
2. Turn off all gas appliances. Make sure that all pilot lights are out.
3. Open all windows and doors to reduce the chance of a gas build up.
4. If you still smell gas, or you think that gas is still escaping, turn off the main gas tap at the meter [if you know how].
5. Leave the property and call the Fire Department and Gas Company.

Property Manager

- Assist residents in evacuation.
- Contact fire department and gas company.
- Assist responders in gaining access to building and providing information.
- Alert residents when building is safe to enter.

Fire Department _____

Gas Company _____

Gas Leak

Water Shutoff

Do not drink unsafe water, in the event of a tainted water supply:

- Contact local or state public health department for specific recommendations for boiling or treating water in your area, or where you may have access to safe water.
- Follow directions of local officials and property manager.

Property Manager

- Inform residents of situation; answer questions, if possible.
- Refer tenants to appropriate organizations for answers and solutions.
- Alert residents when danger is over.

If the water is shutoff completely, contact:

Property Manager _____

Water Company _____

Local Health Department _____

Water Shutoff

Winter Storms ❄️

Winter storms can range from moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

If there is a winter storm advisory/warning in your area:

- Listen to a NOAA weather radio or other local news channels for critical information from the National Weather Service.
- Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.
- Help people who require assistance such as elderly people living alone, people with disabilities and children.

Property Manager

- Check-up on residents, help locate any needed materials (blankets, food, heating elements, etc).
- Coordinate with emergency officials and volunteer organizations, if needed.

Winter Storms

Man-made Disaster

Man-made disasters are disasters resulting from human intent, negligence, or error, or involving a failure of a man-made system. They may include: terrorism, civil unrest, hazardous material spill, vehicle accidents, transportation failure, vandalism, and many more.

If a man-made disaster occurs:

- Determine whether to evacuate, or shelter-in-place.
- Follow appropriate response plan.

Property Manager

- ♦ Alert emergency officials.
- ♦ Explain situation to residents, identify proper response (evacuate or shelter-in-place).
- ♦ Notify residents when threat or disaster is over at it is safe to return to building or evacuate.

Fire Department _____

Police Department _____

County Health Department _____

CDC Utah 801-538-6191

Man-made Disaster

If there is a fire:

- **GET OUT**
 - Keep yourself between the fire and the nearest exit—do not get trapped.
 - Feel doors with back of hand before opening them. If a door is hot, don't open it.
 - If there is smoke, crawl to your exit. Cleaner air is near the floor.
 - Help family members exit the building.
 - Close the door upon exiting the building.
- **STAY OUT**
 - Activate building alarm system (if available).
 - Follow evacuation procedures.
 - Account for all family members.
- **CALL 911**
 - Wait for emergency personnel before re-entering the building.

- ⇒ If you are properly trained, and it is a small controllable fire, attempt to use the fire extinguisher to extinguish the fire.
- ⇒ If you see someone on fire, use a coat or a blanket to smother the flames.

Property Management

- Activate building alarm system.
- Call 911.
- Assist residents with evacuation procedures.
- Account for all residents.
- Assist emergency responders in gaining access and providing information when appropriate.

Fire Department _____

Flood

If a flood is likely in your area, you should:

- Listen to the radio or television for information.
- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain.

Property Manager

- If there is time, gather important documents, such as contact information, current list of residents (including emergency contact), and insurance information.
- Assist residents with evacuation procedures.

If you must prepare to evacuate, you should do the following:

- Secure your home. Close windows and lock doors.
- Turn off utilities at the main switches or valves if instructed to do so.
- Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
- If you have to leave your home, remember these evacuation tips:
 - Do not walk through moving water. Six inches of moving water can make you fall.
 - If you have to walk in water, walk where the water is not moving.
 - Use a stick to check the firmness of the ground in front of you.

Flood

Earthquake

Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

Indoors

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use the elevators.

If outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If trapped under debris

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

Property Manager

- ♦ Assists residents with evacuation procedures when safe to do so.
- ♦ Secure building as much as possible.
- ♦ Document damage with photos and written descriptions.
- ♦ Keep residents from returning until it has been declared safe.

Earthquake

In-place Sheltering ▲

Sometimes disaster response requires that tenants not evacuate, but rather stay in their apartments; this is known as "sheltering-in-place." The fire or police department warnings to "shelter-in-place" could include:

- An automated phone system for sending recorded messages, sometimes called "reverse 9-1-1."
- Emergency Alert System (EAS) broadcasts on the radio or television.
- Outdoor warning sirens or horns.
- News media sources—radio, television and cable.
- NOAA Weather Radio alerts.
- Residential route alerting—messages announced to neighborhoods from vehicles equipped with public address systems.

Property Manager

- ◆ Secure building as much as possible.
- ◆ Alert residents when danger is over.
- ◆ Document damage with photos and written descriptions.

In the event a shelter-in-place is necessary, follow any instructions given by property managers and emergency officials:

- Close and lock all outside doors and windows.
- If you are told there is danger of explosion, close the window shades, blinds or curtains.
- Turn off the heating, ventilation or air conditioning system. Turn off all fans, including bathroom fans operated by the light switch.
- Get your disaster supplies kit and make sure the radio is working.
- Take everyone, including pets, into an interior room with no or few windows and shut the door.
- If you are instructed to seal the room, use duct tape and plastic sheeting, such as heavy-duty plastic garbage bags, to seal all cracks around the exterior doors. Tape plastic over any windows and over any vents. Seal electrical outlets and other openings. Reduce the flow of air into the room as much as possible.
- Call your emergency contact and keep the phone handy in case you need to report a life-threatening condition. Otherwise stay off the phone, so that the lines will be available for use by emergency responders.
- Avoid being near windows to prevent injury from broken glass.
- Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Do not evacuate unless instructed to do so.
- When you are told that the emergency is over, open windows and doors, turn on ventilation systems and go outside until the building's air has been exchanged with the now clean outdoor air.

In-place Sheltering

Paste a copy of chain of command here

Paste a copy of evacuation plan here

Other



325 South State, Suite 500
Salt Lake City, UT 84111
(801) 538-8700

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Winter Storms

Man-made Disaster

Fire

Flood

Earthquake

In-place Sheltering

Chain of Command

Evacuation Plan

More Contact Information

Other

Other