

**EMERGENCY  
PREPAREDNESS  
2019**

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MLA Consulting

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“This isn’t an event we  
wanted or planned”, the  
manager said.

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*It could never happen to us.*



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## How does one prepare?

### Sample Check List

- Regular emergency drills (for fire and other crises)
- Evacuation procedures
- Central location for all the residents to meet

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- Method of accounting for all the residents' whereabouts
- Emergency contact information for all the residents
- Emergency contact numbers for the property
- Ask yourself: "What if I cannot get to my office?"

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## Regular Emergency Drills

- Check your House Rules
  - Do they provide information about regular drills to insure the safety of your residents?
    - It is best to make sure the issue is addressed in the House Rules so residents know what is expected of them during these drills.

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- Sometimes residents refuse to participate in these drills
  - Consider posting personnel on each floor or hallway to see if residents respond
  - Make a list of those who do not, especially if they are not at home at the time of the drill
  - In some states, residents are given the option of leaving their apartment during a drill or staying where they are

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## Regular Evacuation Procedures

- These procedures need to be addressed in your House Rules
  - Some people cannot leave their area because of disabilities. What options have you given them?
  - Some residents have stickers that notify emergency personnel that they have a special challenge during the evacuation
    - This could be good or this could be bad

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- Make sure the resident gives you permission to use this item to identify their need
- Be aware that stickers like this could alert predators that there is someone residing here that would be easy prey
- Keep a list of "at risk" people to give to emergency personnel
  - If you have residents who cannot leave their areas, have a consistent method for them to announce their presence, such as a towel in the window or hanging over a balcony.

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- Do you have an evacuation route placed in every unit (similar to what one might find in a hotel)?
  - These can easily be placed on the back of the front door
- Try and cover all your bases when it comes to emergencies

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- Emergency Escape Instructions
- 1. Check to make sure there is no heat at your front door.
  - 2. If clear, leave your apartment immediately. Close the door behind you.
  - 3. Do not use the elevator. If you are on floor 2 or 3 and cannot use the stairs, go to your patio.
  - 4. Proceed first to the outside fence.
  - 5. Stay away from the area of danger.
  - 6. Make your way to the (designated meeting place)

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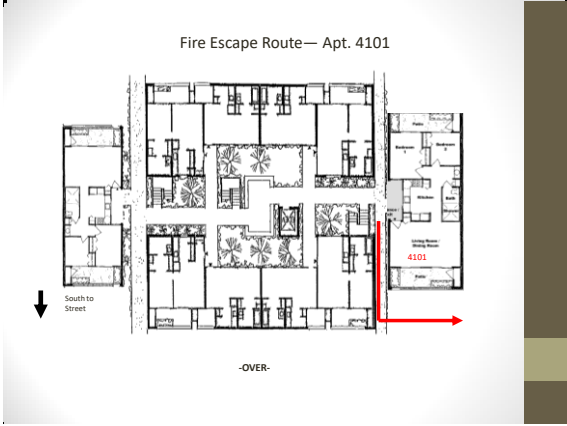
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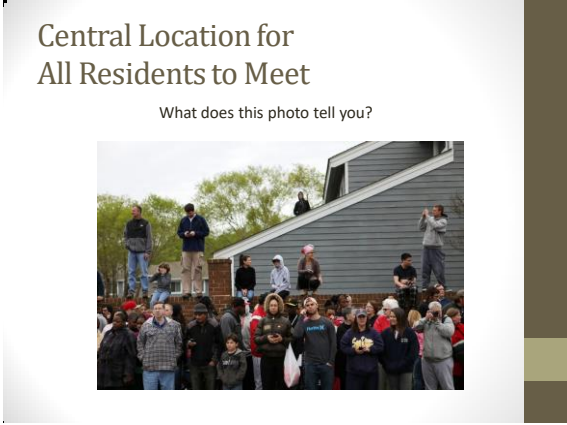
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- You must be able to account for all the individuals who are living on your site
- It is best that you meet in a location away from the problem, if something happens on the site, such as a fire or an air crash.
- Make the meeting place easily accessible and away from the problem.

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- Consider a parking lot or an adjacent site
- Have a map of the your property that shows the emergency meeting place or places
- Post the meeting places to go to when an emergency arises and place these postings in high traffic areas

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### Method of Accounting for All Residents

- Develop a method of knowing where all residents are in case of an emergency.
- You may want to develop a form or check list
- Remember that you may not be able to get to your computer.
- Consider having a list that is kept off site with information that will aid you in making sure every resident is accounted for.

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### Sample: Emergency Notification List

1 <sup>st</sup> Name	Last Name	Apt. #	*Lang.	DOB	Phone	Emerg. Phone	Contact
Jane	Smith	010	Chinese	9/21/27	713-957-4400	713-923-7722	Son
Jim	Joseph	020	English	1/01/09	281-326-5555	281-444-9900	Sister

- Know the languages of your residents
  - Should you need a translator, it is best to have the information available for EMS and Red Cross Personnel

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## Emergency Contact Form

- Many properties have an Emergency Contact Form that is placed in the resident's file.
  - However, you may not be able to get to the tenant file during an emergency
  - Consider keeping a report off site
- The most important information you need is a contact person in case of an emergency

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- Many of the residents will have already contacted someone, but do not trust that, if you cannot account for the resident
- Consider keeping a list of residents needing evacuation assistance on-site and off-site
- HUD Form 92006 can be used or create your own

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## Emergency Contact Numbers for the Property

- Make sure you have a list of emergency contact numbers.
  - Consider putting them in your cell phone so that you can easily contact the people you need to address the problems
- Consider the following contacts (and who to contact first)
  - Fire Department/EMS 911

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- Owner/Managing Agent/Supervisor
- Red Cross
- Insurance Agent
- Contractor
- HUD Asset Manager
- Contract Administrator

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- Local Facilities who can help
  - Place of Worship
  - Community Center
  - Veterinarian
- Nearby Apartment Communities that might assist in placement

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## Step by Step Priorities

- Priority Number One: Residents



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• Priority Number Two: Residents



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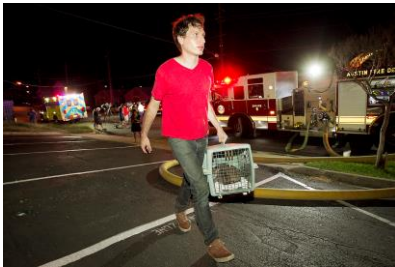
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• Priority Number Three: Residents



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## Residents at the Scene

- At your designated meeting place, get a count of all the residents
  - If anyone is missing from the group, notify Emergency Personnel immediately, providing apartment number
  - It is vital that all residents' whereabouts are known

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- Residents should not leave the scene without checking with the staff and letting them know how they can be contacted
  - Remind residents of this when you are at the designated meeting place
- The Red Cross may come to your site and attend to the immediate needs of disaster victims
  - If any residents are missing, it will greatly slow down the process

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- Try to get all residents a place to stay, at least for the night, and if possible for the next few days, in order to help in the event of a relocation
  - Some residents may choose to stay with friends or family until they can get back into their own unit.
  - Make sure you get a contact number and encourage them to contact you the next day.

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### Residents: "The Next Day"

- Check with the Red Cross as to their availability to meet with your residents on site if at all possible.
  - Transportation may be an issue if the resident has to travel to the central headquarters of the Red Cross.

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- Notify your HUD office and ask for help in relocating your residents if needed.
- There may be other apartment communities in the area that can offer aid.
- Consider developing a list of potential communities and get to know the managers. They may have available units to rent.

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- If there is a facility (such as a church or community center) close by, ask if their facility might be used to house donated items to aid victims of the emergency.
- If you have a community room, and space is available, you might want to utilize that area as well.

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- Some people in the community may want to make monetary donations to the victims.
- Contact your owner/agent and ask how they would like to handle such an account and how to dispense the donation. Keep accurate records of how money is spent.
- Remember, the more information that you can give the resident and the help that you can provide, the more your entire community and company will benefit

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## Handling the Media



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- In emergency situations, the media can be your friend and they can easily misrepresent you
  - Be careful what you say
  - Do not seek them out
  - Speak to them only if they speak to you

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- **“No Comment “** is not appropriate
  - Should the media ask any question, let them know that your first concern is the residents and their safety
- Finding housing is a major concern
  - Let the media know which agencies you are working with, to help relocate your residents

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- Never discuss the origin of the emergency (for example, a fire)
- Never assume that you know – and never repeat what you hear from other residents
- The emergency response personnel (for example, the fire department) will issue a report determining the origin or cause of the crisis

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- Residents will have their own stories and may say just about anything to a reporter
- You cannot prevent them from talking
- Keep you cool and do not respond to anything that a resident has said

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- If asked, be ready to provide a fact sheet about your property
- That will keep you from spending time with media that you need in order to deal with the actual situation
- If your company has a media spokesperson, direct the media to that person – either in person or by phone

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- Obtain a video of the emergency for your records
  - This may be available for free or for purchase from local media covering the situation
  - Obtain the newscasts and news reports if possible
  - This will also help with your insurance claims

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## Property Staff

- The Property Manager is the key to the success of handling the stress of this situation
  - Your advance preparation will have a calming effect on the residents and other staff members
- Keep a copy of your emergency response book somewhere other than your office and make sure that it is kept current

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- Having information sheets available for EMS (Emergency Medical Services) and other agencies (such as the Fire Department) could help save a life
- Each resident deserves your attention and deserves to know that you are there to help them
  - Be aware of all residents, even those who are observing the scene. Some of them may need medical attention too.

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- Your cell phone could be the most important tool you have
  - Call your resources (church, friends, vendors) to ask for help
- Your very presence marks that you are a leader
  - During emergencies, many people panic, and most people want to be led

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## FACT SHEET

- For media purposes, it is best to have a fact sheet about your property. This should include:
  - Type of property (Multi-Family, Elderly, Disabled, Assisted Living, etc.)
  - Number of units (and units affected)
  - Number of residents
  - General Description (Garden Style, High-Rise)

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- This will enable the media to report proper information about your property
  - Make sure that all of this information has been approved by your management company




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## Federally Declared Disaster

- If the President declares a disaster, please refer to Chapter 38 of the **Multifamily Asset Management and Project Servicing, HUD Handbook 4350.1**

[https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/hudclips/handbooks/hshg/4350.1](https://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/hshg/4350.1)

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## FEMA

Emergency Financial First Aid Kit (EFFAK)

This kit is available free from FEMA

Download at

[www.ready.gov/financialpreparedness](http://www.ready.gov/financialpreparedness)

and at

[www.operationhope.org](http://www.operationhope.org)

Or call (800)480-2530 (publication # 1075)

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Thank You!  
Wishing you  
Safe Travels  
And Remember  
**BE PREPARED!**

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