

Emergency Operations Plan

Multi Family Housing

SITE MANAGEMENT EMERGENCY PROCEDURES

The information set forth in this guideline is presented in good faith and is believed to be accurate. This guideline offers assistance in identifying possible risks for high-rise and other high risk buildings and provides suggestions, guidance and best practices that could be introduced to minimize or eliminate these risks.

1.1. EMERGENCY TELEPHONE NUMBERS

BUILDING MANAGEMENT	insert local number and 24hr numbers
BUILDING SECURITY	insert local number and 24 hr numbers
SUPERINTENDANT	insert local number and 24 hr numbers

AGENCY	EMERGENCY NUMBER	NON-EMERGENCY NUMBER
Police	911	576-7671
Fire	911	367-5351
Ambulance	911	332-4082
Local Spills Coordinator	860-424-3377	
Emergency Management & Homeland Security	579-3822	257-5981
Public Works	576-7751	576-7130
Public Health	576-7474	576-7680
Poison Information Center	800-222-1222	
United Illuminating	800-722-5584	
Southern CT Gas	335-0157	
Aquarion	337-5910	
AT&T/SBC	611	
WPCA	576-7171	

CONTRACTORS

Elevator Service	insert local number	insert local number
Generator Service	insert local number	insert local number
Fire Alarm	insert local number	insert local number
Sprinkler System	insert local number	insert local number
Hazardous Materials Removal	insert local number	insert local number
Plumber	insert local number	insert local number
Electrician	insert local number	insert local number
Structural	insert local number	insert local number
Diesel Fuel Supplier	insert local number	insert local number

1.2. BUILDING DESCRIPTION

Building Address:

Major Intersecting Street:

Floor Identification: Insert lobby through insert number of floors (with/without a 13th floor), insert number of basement levels basement levels, penthouse level(s)

Add any other building description information here

Automatic Sprinkler System

The building is equipped with automatic sprinkler protection throughout all floor areas, including the basement and underground garage.

If your building is only partially sprinklered, modify the above to describe the areas that are sprinklered.

Standpipe System

The building is equipped with a wet standpipe system with fire hose cabinets strategically located throughout the building.

Exit Stairways

The building has _____ exit stairways. The _____ stairway exits _____, the _____ stairway exits _____.

Each stairway becomes pressurized when the fire alarm sounds. This prevents smoke from entering the stair shafts in the event of a fire on any floor.

Some doors leading from stairway to corridor are locked for security reasons; however, the doors leading to floors _____ are not locked and are clearly marked with signs on the stairway side indicating "crossovers".

Fire Alarm System

Insert a description of how your fire alarm system operates. The following are some examples, which you can modify to suit your system.

- The fire alarm system is a single stage system. When the system is activated fire alarm bells will sound continuously throughout the entire building.
- The fire alarm system is a two-stage system. The first stage sounds an alert signal (20 beeps per minute) over speakers, which have been installed throughout the building. The second stage sounds an evacuation alarm (60 beeps per minute) over the same speakers. In this building fire alarm bells are not used.
- The fire alarm system is monitored through a direct connection to a monitoring company.

Voice Communication System (keep if system is present on site)

A voice communication system has been installed throughout all floor areas of the building, including the stairways. This system allows the building management or fire department personnel to broadcast important information or special instructions in the event of an emergency. Handsets for communication by emergency personnel are located on each floor beside the exit stairwell doors.

Emergency Lighting

Emergency lights have been installed throughout all floor areas, including the stairways. Should a power failure to the entire building occur, the emergency lights provide sufficient light for evacuation for _____ minutes.

Elevators

This building is served by ____ elevators. Elevator Number ____ is designated as a firefighters' elevator.

Building Security

Trained security guards staff the building, 24 hours a day, seven days a week. The security guards can be reached at insert phone number

1.3. EVACUATION STAGING AREAS (Fires, explosions, building collapse, etc.)

Occupant Meeting Area (Area should be a minimal of 500 feet/maximum 1 city block)

Building Occupants will evacuate using the nearest Emergency Exit (if available) and evacuate outside to the (insert area for primary designated staging area) If this area is inaccessible occupants are recommended to proceed to the insert (Secondary) Site.

EMERGENCIES DUE TO HUMAN ACTIVITY

1.4. FIRE/EXPLOSION

1.4.0. Introduction

Because a fire frequently follows an explosion, the same procedures will be used to evacuate the building for both a fire and an explosion. Please note that the Emergency Procedures for fire used in this plan must coincide with the building's approved Fire Safety Plan required by the Bridgeport Fire Code.

1.4.1. Emergency Procedures For Management

Single Stage Fire Alarm

- When the fire alarm is activated or you become aware of a fire emergency contact the Fire Department at 911.
- If you become aware of a fire emergency and the fire alarm is not sounding, activate the fire alarm.
- If the fire alarm has been activated announce the evacuation instructions on the voice communications system.
- Recall all of the elevators to the main floor (or alternate floor if the fire is on the main floor) and place them in emergency service.
- Ensure that all emergency systems (sprinkler system, pressurization fans, etc.) are operating properly.
- Ensure that the fire route is clear and unobstructed.
- Coordinate the evacuation of occupants from the building and prevent persons from entering the building until the "All Clear" has been given by the fire department.
- Liaise with the Fire Department to provide any assistance that they require and ensure that the central alarm and control facility is staffed.
- Once the emergency is over take the necessary actions to return the building emergency systems to service as quickly as possible.

1.4.2. Emergency Procedures For Occupants

Single Stage Fire Alarm

Upon discovery of fire or smoke in your apartment:

- Leave the fire area immediately.
- Close all doors behind you.
- Activate the Fire Alarm Pull Station.
- Leave the building via the nearest exit.
- Do not attempt to use the elevators.
- Use the EXIT stairwell(s) to evacuate the building.
- Call the Fire Department at 911 (from a safe location).

Upon hearing the alarm:

- You must make a decision to stay or leave your apartment. Your safety is your responsibility and the decision to stay or go is ultimately yours. In most cases the best option is to evacuate the building as soon as possible.
- Leave immediately if you discover fire in your apartment or if you discover fire on your floor or on the floor below.
- However, in some situations you may have to stay in your apartment. Stay in your apartment if you:
 - Encounter smoke in the corridor on your floor and you cannot access the exit.
 - Encounter smoke in the exit stairs and are unable to use an alternate exit.
 - Are instructed to do so by fire department personnel over the voice communications system.
 - Require assistance to use the stairs and there is no one to provide you with assistance. Anyone who cannot evacuate due to physical limitations should make arrangements with management prior to an incident.

If you decide to leave:

- Remember to take your apartment key.
- Feel the door and doorknob for heat before opening. If not hot, brace yourself against the door, and open slightly. If you feel air pressure or a hot draft, close the door quickly and remain in your apartment.
- If the corridor is free of fire or smoke, leave by the nearest exit stairwell, closing the door behind you. If you encounter smoke in the corridor, return to your apartment.
- Do not use the elevator.
- If you encounter smoke on your way down the stairs, leave that stairway as soon as you can and use an alternate exit. In some buildings doors on certain floors leading from the stairway to the corridor may be locked. Remember that at least every 5 floors, the doors will not be locked so you can leave the stairway at that location.
- Do not go to the roof as doors opening onto the roof are locked and you would be trapped. As well, smoke usually rises to the top of the stairway.
- Follow instructions broadcast over the Voice Communication system.
- Never attempt to go through smoke.
- Remain calm.
- Assist physically challenged people to exit.

- If you are unable to walk down the stairs to evacuate, advise building management or a neighbor of your situation. Remain in the stairwell by the stairwell exit door or return to your apartment (If safe to do so). Firefighters will be advised and will assist you during the emergency, if they deem it necessary.

If you decide to stay:

- Remain in your apartment and close the door.
- Unlock your door for possible entry of firefighters.
- Call 911 and ask for the fire department and alert them to your location.
- Use wet towels, sheets or duct tape to seal door thresholds, mail slots, transoms, air conditioning outlets, or other openings that may admit smoke. Crouch low to the floor if smoke enters the apartment.
- Listen to instructions that may be given by authorized personnel through the voice communications system.
- Monitor radio or television stations for information.
- Hang or wave a sheet from your window to signal the firefighters and never break a window to get fresh air.

If smoke enters your apartment:

- Move to the balcony
- If you do not have a balcony, go to the most smoke-free room, close the door and seal it with duct tape. Keep low to the floor where the air is cleaner
- Wait to be rescued.
- Remain calm.
- Do not panic or jump.

1.5. BOMB THREATS

1.5.0. Introduction

Bomb threats are usually made by telephone. Few of these threats are real. Bombers that go to the trouble of manufacturing and placing a device typically will not call in a warning. If a caller can give specific information about the bomb, such as the location and time of detonation, it is more likely that a bomb has actually been planted. The principle aim of a bomb threat is to disrupt operations, discredit the property owner or occupants, or revenge/retaliation.

The majority of bomb threats are simply hoaxes. The hoax may, but more often will not, include a pre-positioned suspicious object. A well conceived hoax bomb will be very realistic and only an expert may judge its lethality. Bombers usually prefer to place devices in easily accessible locations (e.g., outside of buildings, lobbies, near exits) to minimize risk of capture. Evacuating a building without first checking these common areas may put occupants at increased risk. Bombers have used telephone threats to herd people towards a device.

Good housekeeping simplifies the task of identifying suspicious packages. Security measures make it more difficult to plant a bomb. Locking offices, service and storage rooms etc. also limit unauthorized access and reduces the areas that need to be searched.

There are three options available depending on the situation:

- Complete evacuation of the premises
- Partial evacuation to a safe outside area or another internal area
- No evacuation

Initiating a search after a threat is received and evacuating a building after a suspicious package or device is found is perhaps the most desired approach. It is not as disruptive as an immediate evacuation and will satisfy the requirement to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time avoiding the potential danger areas of the bomb. Public safety should always be the foremost consideration when deciding whether or not to evacuate.

Authorities are in agreement that the most effective and fastest search of a building can be made by the normal occupants of that building. The occupants are in the best position to conduct the search because they are the only ones who will know if a box, briefcase, etc. belongs in that location.

However, under Connecticut health and safety legislation, workers cannot be forced to take part in any activity, which could be hazardous to their health or safety. Therefore, any employees who engage in bomb searching activities must be volunteers and must be provided with appropriate training in searching for bombs.

1.5.1. Emergency Procedures For Management

Upon receiving any bomb threats, it is building management's responsibility to notify the:

- Police Department (call 911)
- Building Security Officers

If the Police call with information relating to a bomb threat, they shall be directed to building management. On receiving such information from the Police, Management and Building Security Officers will follow instructions given by the Police.

In the absence of any instruction from the police, building management will make the decision of whether or not to evacuate based on the information received.

Building security/management shall be notified that no one other than emergency personnel is to be allowed into the building until further notice.

While the information is being evaluated, volunteer staff should be instructed to begin searching the exits for suspicious objects in anticipation that an evacuation may be necessary.

If it is decided that an evacuation is necessary, it should not be initiated until the searchers have determined that the evacuation route has been searched and confirmed to be safe.

When building management determines that an evacuation or partial evacuation is necessary, the occupants shall be instructed to initiate evacuation procedures through the voice communication system.

1.5.2. Emergency Procedures For All Occupants

All bomb threats received by any person shall be reported immediately to Building Management and Police.

Anyone receiving a bomb threat call shall follow the following procedures:

- Be calm and courteous.
- Do not interrupt the caller.
- Keep caller on line as long as possible.
- Obtain as much information as you can.
- After the caller hangs up, initiate call trace action by insert the procedures for initiating call trace in your area. If you don't know, contact AT&T. Note that some areas have a *57 or *69 or call display features on their telephone.
- Notify Building Management and provide them with the completed information. If Building Management is not immediately available notify the Police.

If you are notified that a bomb threat has been made:

- Quickly but thoroughly check you own apartment for the presence of any bag, box, parcel or letter that cannot be accounted for.
- If you find a suspicious object, notify the Building Management.
- Do Not Touch The Object
- Do not use two-way walkie-talkie systems or two-way cellular phone systems
- Wait for instructions to evacuate.
- If instructed to evacuate, follow the evacuation procedures unless instructed to do otherwise.
- Upon evacuating the building, go immediately to your designated meeting area.

If you are unable to walk down the stairs to evacuate, advise building management or a neighbor of your situation. Remain in your apartment. Building staff will notify the appropriate authorities and they will assist you during the emergency, if they deem it necessary.

1.6. BIOLOGICAL AND CHEMICAL THREATS

1.6.0. Characteristics

Characteristics Of A Chemical Agent

- Generally in liquid form and often aerosolized (fine mist).
- Has a unique odor and color. Common odors for chemical agents include bitter almonds, peach kernels, fresh mown hay, mustard, onion, garlic, geraniums or green grass.
- Most result in immediate symptoms or are delayed for a few hours at most.
- Inhalation is the most likely route of attacking your body.
- Attack routes may also be through food/water contamination or skin absorption.
- Many likely agents are heavier than air and tend to stay close to ground.
- Some will break down fairly rapidly when exposed to sun, diluted with water, or dissipated in high winds.

Characteristics Of A Biological Agent

- Generally in liquid or powder form.
- No odor or color.
- Symptoms may be delayed for days.
- Inhalation most likely and effective attack route.
- Attack routes may also be through food/water contamination or skin absorption.
- Many likely agents are heavier than air and tend to stay close to ground.
- Most will break down fairly rapidly when exposed to sun, diluted with water, or dissipated in high winds.

Warning Signs That A Biological/Chemical Attack Has Occurred

- Droplets of oily film on surfaces.
- Unusual dead or dying animals in the area.
- Unusual liquid sprays or vapors.
- Unexplained odors.
- Unusual or unauthorized spraying in the area.
- Multiple victims displaying symptoms of nausea, difficulty breathing, convulsions, disorientation, or patterns of illness inconsistent with natural disease.
- Low-lying clouds or fog unrelated to weather, clouds of dust, suspended or colored particles.
- People dressed unusually (long-sleeved shirts or overcoats in the summertime) or wearing breathing protection particularly where large numbers of people tend to congregate, such as subways or stadiums).

1.6.1. Emergency Procedures For Management

Any management personnel that have reason to believe that a biological/chemical attack may have occurred shall immediately ensure that all persons evacuate the area where the release occurred.

Note: Persons without proper training and equipment shall not attempt to rescue victims who have been overcome by the biological/chemical agent. They will only become another victim.

If evacuation to the outside is not possible, measures for “shelter in place” should be taken (see below).

- When everyone possible has been evacuated the area shall be sealed off as much as possible by closing doors and shutting down HVAC equipment.
- Call 911 and inform them of the nature of the incident. They must stress that they think a biological/chemical attack has occurred.
- Building security shall be notified. No one other than emergency personnel is to be allowed into the building until further notice.
- Record the names of everyone in the area who may have been in contact with the agent. This list shall be given to the appropriate authorities to ensure everyone receives appropriate follow-up treatment.
- Ensure that anyone who has been in contact with the agent washes it off with soap and water immediately.

“Shelter In Place” Procedures

If it is not possible or advisable to evacuate the building the following procedures shall be implemented.

- Advise occupants to remain within their apartment. Alternatively, and if possible, occupants

should move to a neighbor's apartment on a higher floor since many agents are heavier than air.

- Seal building so contaminants cannot enter.
- Close windows and doors. Check the inventory of openings to ensure that no openings have been overlooked. An inventory of openings should be made and incorporated into these procedures.
- Seal gaps under doorways, windows, and other building openings. Sufficient sealing materials should be kept on hand in designated locations to perform this task.
- Turn off heating, air conditioning and ventilation systems.
- Monitor radio or television stations for further updates and remain in the shelter until authorities indicate it is safe to come out.

1.6.2. Emergency Procedures For All Occupants

If you have reason to believe that a biological/chemical attack may have occurred immediately protect your breathing airways (distance yourself from contamination source, cover mouth and nose with handkerchief, clothing, etc.).

- Leave the area of attack immediately and move outside and upwind from the source of attack. If in apartment, close door upon leaving.
- If evacuation to the outside is not possible, follow "shelter in place" procedures.
- Call 911 and notify building management immediately. If splashed with an agent, immediately wash it off using warm soapy water. Do not use bleach.
- Inform responding emergency personnel that you may have been in contact with a biological/chemical agent.

1.7. SUSPICIOUS PACKAGE/DEVICE

1.7.0. Identification of Suspicious Packages

Bombs and biological/chemical/radiological agents have been known to be delivered to intended targets through the mail system. These weapons may be delivered in the form of a package, regular envelope, or even a hollowed out book. Identifying these packages and dealing with them appropriately before they reach their intended destination is crucial to the safety of the building and its occupants. Characteristics of suspicious packages/letters may include one or more of the following indicators:

- Excessive, inadequate or missing postage
- Handwritten or poorly typed addresses
- Incorrect titles or no name
- Misspelling of common words
- Oily stains, discoloration or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Restrictive markings such as "Personal", "Confidential", or "To Be Opened By"
- Postmark city/province/state does not match the return address

- Foreign mail from politically unstable or hostile countries
- Unprofessional wrapping
- Threatening markings on exterior of package
- Inappropriate air mail or special delivery stickers

Upon discovering a suspicious package, follow the emergency procedures.

1.7.1. Emergency Procedures For Management

Upon receiving a report of a suspicious package in the building:

- Obtain the following information from the discoverer:
 - Object location
 - Object description
 - Any other useful information
- Notify building security and occupants of the potential emergency.
- Report incident to the police (dial 911).
- Attempt to establish ownership of the object.
- If necessary, initiate evacuation procedures.

1.7.2. Emergency Procedures For All Occupants

Upon discovering a suspicious package:

- Do not shake or bump it.
- Do not open, smell, examine, touch or taste.
- Treat it as suspect.
- If you suspect that the package/device is a bomb:
 - Do not cover it.
 - Open doors and windows to minimize blast effects.

If you suspect that the package/device is contaminated with a chemical or biological agent:

- Gently place in clear plastic bag, if available or cover with other materials.
- Close door.
- Minimize physical contact with other people.
- Wash your hands with soap and water.
- Remove contaminated clothing and place in a sealed container (e.g., plastic bag) to be forwarded to emergency responders. Shower (with soap and warm water) as soon as possible.
- List all people who may have been in contact or close proximity to the suspicious package/device and provide this list to appropriate authorities.
- If necessary, seek medical assistance as soon as possible.
- Clear the immediate area where the package was discovered.
- Report incident to the police (dial 911) and building management and provide the following information:
 - Object location
 - Object description
 - Any other useful information

1.8. PHYSICAL THREATS

Protests – Demonstrations - Disturbances

1.8.1. Emergency Procedures For Management

Information about a Protest or Demonstration is usually received in advance.

On receipt of information relating to a planned protest or demonstration to be held around the building perimeter or on the grounds or parking areas connected to the building the following procedures shall be implemented:

- Notify the police using the business number. (Note: If the protest is already taking place and violence appears imminent, call 911)
- Notify building security that all doors to the building except insert door by which occupants and employees are to enter are to be locked to prevent entry into the building. (Nothing should be done that will inhibit evacuation from the building.)
- Inform building security that no visitors are to be allowed into the building unless they are being escorted.
- Remove occupants away from ground floor windows if there is a possibility that the windows could be broken.

1.8.2. Emergency Procedures For All Occupants

If you learn that a demonstration may occur around the building perimeter or on the grounds or parking areas connected to the building notify Building Management. If they are not available notify the Police.

If a demonstration is taking place when you arrive at the building, enter the building through insert door by which occupants and employees are to enter if possible. If you are prevented from entering the building, go to a safe location and call Building Management. If they are not available notify the Police.

- At no time do anything that will place you in confrontation with the demonstrators.
- If you are in the building when a demonstration occurs outside, remain in the building. Move away from ground floor windows to avoid being hurt by glass if the window is broken.
- If you see any demonstrators or strangers in the building notify building security immediately. Do not attempt to remove them yourselves.
- Follow the instructions from building management or building security.

Armed Intrusion or Hostage Taking Situations

1.8.3. Emergency Procedures For Management

Any management person who becomes aware of an intrusion by an armed person, a violent act (shooting, stabbing or physical assault) or a hostage taking incident shall take the following actions:

- Immediately evacuate as many people as possible from the area.
- Cordon off the area or otherwise prevent people from entering the area.
- Call 911. Tell them if people have already been injured, how many intruders there are and what weapons they have.
- Advise building management or security staff of the situation.
- Ensure that any victims receive first aid treatment, if this can be provided without putting any

one else in danger.

- The police will take command of the situation when they arrive. Management will provide the police with any information they require, **including floor plans of the area in question.**

If the police determine that an evacuation of the building is required, the exit routes described in the Fire Safety Plan will be utilized by occupants without the activation of the Fire Alarm signals but rather using the Communication System or by Police Officers and security staff visiting each area and verbally advising occupants to evacuate.

1.8.4. Emergency Procedures For All Occupants

If an armed person invades your apartment, or if a violent act (shooting, stabbing or physical assault) or a hostage taking incident occurs all occupants shall take the following actions:

- Leave the area immediately, if possible.
- Warn others in the immediate area of the danger and prevent anyone from entering the area.
- If you are unable to leave your apartment, barricade yourself in the most secure room available. Keep calm and do nothing that will attract the intruder's attention.
- Call 911. Tell them how many intruders there are and what weapons they have.
- Advise the Building Management of the situation.
- Provide first aid to any victims if this can be done without putting yourself in danger.
- Follow the instructions of the police, building security or your Building Management.

1.9. RADIOLOGICAL ACCIDENTS

1.9.0. Introduction

A radiological accident is an event that involves the release of potentially dangerous radioactive materials into the environment. This release will usually be in the form of a particulate cloud or vapor plume and could affect the health and safety of anyone in its path.

In Connecticut, the Department of Environmental protection is the authority to direct a response during nuclear emergencies. Following a radiological accident, authorities will monitor any release of radiation and determine when the threat has passed.

1.9.1. Emergency Procedures For Management

If management becomes aware that a radiological accident may have occurred they shall:

- Tune to the local radio and/or television station for information and direction from State or City of Bridgeport authorities.
- Alert occupants that an evacuation may be necessary.
- Close windows, doors and other openings to the exterior.
- Turn off air conditioning, vents, fans, and heating equipment.

If advised by State or local authorities to evacuate the building, management should provide assistance in :

- Organizing a calm evacuation.
- Ensuring the building is secure.
- Arranging transportation will be conducted by the City of Bridgeport Emergency Operations Center for those who have not made arrangements or without vehicles.

If advised by State or local authorities to remain in the building, management should:

- Notify occupants of the hazard and reasons to “shelter in place”.
- Seal building so contaminants cannot enter by:
 - Ensuring that all windows and doors are closed.
 - Sealing gaps under doorways, windows, and other building openings. (Supplies for this purpose can be found in insert location(s) where supplies will be kept for sealing doors, windows, cracks, etc.)
 - Ensuring that all heating, air conditioning and ventilation systems are turned off.
- Monitor radio or television stations for further updates and remain in shelter until authorities indicate it is safe to come out.

1.9.2. Emergency Procedures For All Occupants

If an occupants becomes aware that a radiological accident may have occurred they shall immediately inform Building Management.

- Remain in the building unless specifically instructed to evacuate.
- Close windows, doors and other openings to the exterior in your area.
- Turn off air conditioning, vents, fans, and heating equipment.
- If instructed to evacuate the building, follow the same evacuation procedures as for a fire.

1.10. CARBON MONOXIDE

1.10.0. Introduction

Signs that there may be a hazardous or potentially hazardous concentration of carbon monoxide (CO) in the air in your apartment or building:

- Stale, stuffy air.
- Occupants have symptoms of CO exposure (see below).
- The pilot light on gas-fired equipment keeps going out.
- A sharp odor or the smell of natural gas (rotten egg smell) occurs when equipment turns on.
- The burner flames and pilot light of a natural gas furnace or other equipment are mostly yellow, rather than a clear blue. (Note that some natural gas fireplaces are designed to have yellow flames).
- Chalky, white powder forms on a chimney or exhaust vent pipe or soot builds up around the exhaust vent.
- Excessive moisture on walls or windows in areas where natural gas equipment is on.
- Alarm activates on CO detectors.

Symptoms Of CO Exposure

Exposure to CO can cause flu-like symptoms without a fever, including:

- Headaches
- Nausea
- Dizziness
- Drowsiness or fatigue
- Burning eyes
- Confusion
- Loss of coordination

Where occupants experience these symptoms inside a building, but feel better when they go outdoors or away from the building, CO may be the cause.

1.10.1. Emergency Procedures For Management

If there is a possibility that occupants have or could be exposed to CO you shall:

- Shut down HVAC system.
- Evacuate the building immediately.
- Call 911.
- Seek medical attention for those that need help. Pay particular attention to anyone with a respiratory ailment (e.g. asthma).

1.10.2. Emergency Procedures For All Occupants

If you or others in your apartment experience flu-like symptoms, such as headaches, nausea, dizziness, drowsiness or fatigue, burning eyes, confusion, or loss of coordination and you do not have a fever you shall:

- Inform Building Management of your symptoms.
- Leave your apartment to obtain fresh air.
- Evacuate, following the evacuation procedures for fire.
- If you believe you have been exposed to CO, seek medical attention.

1.11. NATURAL GAS LEAKS

1.11.1. Emergency Procedures For Management

If management believes that a natural gas leak has occurred they shall:

- Instruct building maintenance to immediately shut off the gas at the main valve and any secondary valves if necessary.
- Evacuate the building following the fire evacuation procedures.
- Instruct occupants to not smoke or use any electrical devices, including cell phones.
- Call 911 from a phone located well away from the source of the leak.
- Call your gas company from a phone located well away from the source of the leak.
- Building management should retain a list or drawings that identify the locations of all gas shut-off valves, not just the main shut-off valve locations.

1.11.2 Emergency Procedures For All Occupants

- If you smell natural gas inform the Building Management.
- If smell is in your apartment immediately evacuate the building.
- Do not light matches or lighters or use cell phones.
- Do not turn on or turn off electrical power.

1.12. ELEVATOR MALFUNCTIONS

1.12.1. Emergency Procedures For Management

Elevators are a very reliable means of transportation. The regulations governing elevator maintenance and installation require that a number of safety features be provided for every elevator. Occasionally an elevator may malfunction. The safety systems will normally stop the elevator and not allow it to move without the intervention of an elevator technician.

When notified of an elevator malfunction:

- Notify the elevator service company of the elevator malfunction and determine their estimated response time.
- Determine where the elevator is stopped.
- Station a person at the floor.
- Caution elevator occupants not to panic. Reassure the elevator occupants that help is on the way and when it will arrive.
- Ensure that the elevator occupants do not try to force the doors open.
- Do not attempt to evacuate elevator occupants.
- If any occupant is in distress, call the Fire Department for assistance.
- Follow the directions of the elevator service technician or Fire Department when they arrive.
- Ensure that the elevator is taken out of service until the necessary repairs are made.

1.12.2. Emergency Procedures For All Occupants

If you become aware that someone is trapped in an elevator:

- Notify building management or security staff of the situation and the location of the elevator.
- If neither is available, call 911.
- Reassure the occupants and tell them that help has been called.
- Follow the directions of the property management staff.

If you are in an elevator that malfunctions:

- Press the door open button to determine if the door will open.
- If you are trapped, press the elevator alarm to get someone's attention (red button with a bell picture on it).
- If there is an elevator telephone, use it to contact the property management staff and tell them which car you are in and approximately where it is stopped.
- Remain calm.
- Do not attempt to force the elevator doors open.
- Do not attempt to evacuate.
- If someone is in distress, notify the property management staff.
- Wait for the elevator service company to respond and remove you from the elevator.

1.13. MEDICAL EMERGENCIES

1.13.1. Emergency Procedures For Management

Residents, employees or visitors may require emergency medical aid for a variety of reasons. Property Management or security staff may be trained in first aid. These persons should be identified as part of this plan.

When notified of a medical emergency:

- Obtain the location of the casualty, the nature of the emergency, and the name of the caller.

- Call the Emergency Services at 911.
- Do not move ill or injured person(s), unless it is essential for their safety. Try to make them comfortable.
- Provide first aid if you are trained to do so.
- Recall elevators to the floor level where the emergency services will respond and place them in emergency service.
- Ensure that the emergency response/fire route is clear.
- Assist the emergency personnel to the emergency location.
- Return the elevators to service.

1.13.2. Emergency Procedures For All Occupants

If you become aware of a person who requires immediate medical attention:

- Do not move ill or injured person(s), unless it is essential for their safety. Try to make them comfortable.
- Call the Emergency Services at 911.
- Notify building security that you have called the Emergency Services and give them your location
- Assign someone to meet the Emergency Services at the elevator and direct them to the casualty.
- Provide first aid, **if you are trained to do so.**

If you become ill and require medical attention:

- Call Emergency Services at 911. State your name, apartment #, building address and your condition.
- Notify building security and/or Property Management that you have called the Emergency Services. State your name, apartment # and condition.

EMERGENCIES DUE TO NATURAL DISASTERS

1.14. EARTHQUAKE

1.14.0. Introduction

Though seismic activity in Ontario is generally well below what is experienced in other parts of the country, historically earthquakes of a high magnitude have been experienced. As such, consideration should be given in preparation for such an event.

1.14.1. Emergency Procedures For Management

- Warn occupants to expect the fire alarms and sprinklers to go off during an earthquake.
- Instruct occupants that it is very dangerous to leave a building during an earthquake because objects can fall on occupants. Instruct occupants to seek shelter within their apartment.
- Once the shaking has stopped, a decision must be made as to the requirement to evacuate the building. If evacuation is determined to be necessary, occupants should be evacuated using the stairs and moved quickly away from the building to prevent injury from falling debris. Warn occupants of fallen power lines and other hazards.
- Call emergency services, as appropriate, and give first aid as necessary. Don't try to move seriously injured people unless they are in immediate danger of further injury.
- Put out small fires quickly **if this can be done without endangering personnel.**
- Clean up flammable liquid spills immediately.
- Expect aftershocks.

- A decision will have to be made as to when reentry to the building will occur. **Before authorizing reentry, he/she will need to determine (from advice received from local Bridgeport experts) whether the building is safe to occupy.**

1.14.2. Emergency Procedures For All Occupants

- Stay calm and do not run outdoors.
- Take shelter under tables, desks or other objects that will offer protection against flying glass and debris. Alternatively, step under a doorway or into a narrow hall or corridor or to an inside room (away from the outer walls of the building). Keep at least 15 ft away from windows to avoid flying glass. Keep away from skylights and large overhead light fixtures. Protect face and head with arms.
- Stay under cover until shaking stops. Be prepared for aftershocks.
- When instructed to evacuate the building, watch for falling debris, or electrical wires upon leaving the building.
- If fire occurs, sound the alarm and follow the fire procedures.
- Proceed to a safe area, away from the danger of being struck by falling glass, bricks, electrical wires, or other hazardous objects.

1.15. SEVERE STORMS

1.15.1. Emergency Procedures For Management

Severe weather conditions such as tornadoes, hurricanes, hail, blizzards, ice storms and heavy rain are monitored by the City of Bridgeport's Emergency Operations Center and Emergency 911 Dispatch Centers 24 hours a day, 7 days a week. If a severe weather storm is on the horizon, the National Weather Service issues watches, advisories and warnings through the media, thus allowing time for preparation to safe guard against property damage, personal injuries and loss of life.

If the building is affected by a severe weather condition:

- Identify persons with injuries and call emergency services as appropriate.
- Check exit stairwells to ensure they are safe and available to use in the event of a building evacuation.
- A decision will have to be made as to the requirement to evacuate the building. Evacuation may be required if the building is determined to be unsafe or there is danger to the occupants due to severe weather damage. **This decision will be provided by the City of Bridgeport Incident Commander(s) or by the Emergency Operations Center**
- Before authorizing reentry, building management will have determined **(from advice received from emergency service experts)** that the building is safe to occupy.

1.15.2. Emergency Procedures For All Occupants

If a severe weather condition occurs those in the building will:

- Stay calm and do not run outdoors.
- Take shelter under tables, desks or other objects that will offer protection against flying glass and debris. Alternatively, step under a doorway or into a narrow hall or corridor or to an inside room (away from the outer walls of the building). Keep at least 15 ft away from windows to avoid flying glass. Keep away from skylights and large overhead light fixtures. Protect face and head with arms.
- Stay under cover until the severe weather condition has subsided.

If the building is affected by severe weather conditions:

- Identify persons within your apartment with injuries and call emergency services as appropriate.
- If instructed to evacuate, watch for falling debris, or electrical wires upon leaving the building. Follow the evacuation procedures for fire emergencies. Proceed to a safe area, away from the danger of being struck by falling glass, bricks, electrical wires, or other hazardous objects.

1.16. MAJOR ELECTRICAL POWER FAILURES

1.16.0. Introduction

Electrical power failures often result from uncontrolled events such as severe storm conditions, earthquakes, and floods.

1.16.1. Emergency Procedures For Management

- Advise occupants of the situation through voice communication system.
- Contact United Illuminating (800-722-5584) to inform them of the situation.

1.16.2. Emergency Procedures For All Occupants

In the event of a power failure:

- Notify building management.
- Specify the location where the power failure occurred and details of the power failure.
- If it is safe to do so, remain on your floor and wait for further instructions from building management.
- Turn off all burners on electric cooker/stove.
- Ensure all electrical appliances (e.g. Microwave, Toasters, Ovens and TV) are turned off.
- Use flashlights for lighting and portable heaters approved for indoor use for heating. **Avoid using candles and unsafe appliances for lighting and heat.**

1.17. ROOF COLLAPSE

1.17.0. Introduction

Buildings may experience roof collapse due to environmental conditions such as high winds, severe storms, and in particular, snow loading. A cubic foot of snow can weigh from 7 pounds for new and dry snow and up to 30 pounds for old, compacted snow. Drifting snow may put excessive loads on the areas where it piles up.

1.17.1. Emergency Procedures For Management

To mitigate the risk of roof collapse:

- Have roof assessed by a professional engineer to determine whether the snow load is significant or there are any visible signs of structural distress (twisting, bending or cracking).
- Implement a safe snow removal procedure that will not result in producing any uneven or concentrated loading on the roof.

1.17.2. Emergency Procedures For All Occupants

In the event of a roof collapse:

- Evacuate the building immediately following the evacuation procedures for fire emergencies.

1.18. Area Evacuations Due to Severe Storms (See Section 1.16)

1.18.0 Introduction

The City of Bridgeport is a coastal community and can be impacted by Hurricanes, Nor'Easters, Tropical Storms, Severe Thunderstorms, Severe Coastal Storms, Ice Jams, Waterspouts, and Flash Floods. In the City of Bridgeport Hurricane Season begins June 1st and ends on November 30th, Severe Weather Systems run from late March into November and Winter Weather from December to March. During these seasons the City of Bridgeport's Emergency Operations Center is in continual monitoring of all weather systems 24 hours a day 7 days a week 365 days a year.

In the event of a severe weather, Hurricane, winter storm watch and/or warning the City of Bridgeport Emergency Operations Center will immediately notify all home and business owners of area evacuations through many alerting mechanisms such as through local media and the Emergency Activation System, emergency service personnel PA systems, warning sirens and any other means necessary to help provide emergency orders and instructions to the community.

If evacuations or mass care operations are ordered within the City of Bridgeport to safeguard the community all home and business owners will adhere to these mandatory or voluntary orders. When these orders are disseminated to the public the City of Bridgeport Emergency Operations Center will provide evacuation routes, evacuation times and emergency shelter locations so that the warning areas may have the most accurate information to follow and adhere to the City of Bridgeport Emergency Operations Planning.

1.18.1 Emergency Procedures For Management

Upon notification that the building needs to be evacuated due to a severe weather event the following procedures will be followed:

- **Management and building occupants will adhere to all emergency instructions and orders.**
- Management will alert all occupants by going door to door disseminating the emergency orders and instructions, if time permits.
- Management will provide the City of Bridgeport the names, locations and possible telephone numbers of those residents not adhering to the emergency instructions so that emergency service personnel may respond to the location to carryout the emergency orders.
- Management will assist the City of Bridgeport in providing numbers of **Special Needs** occupants so that emergency transportation is provided in a timely manner.
- Management will leave the building location until emergency service personnel have declared it safe to relocate back at the site.

Upon Reentry to the building's location

- Management will assess any and all damages done to the building by document this damage information so that reports may be provided to their Insurance Provider and to the City of Bridgeport Emergency Operations Center.
- Management will work with the City of Bridgeport Emergency Operations Center in disseminating any emergency supplies to the building's occupants so that recovery operations may be maintained in an orderly manner.
- If the building's area has been completely destroyed or is unable to be reentered, City of

Bridgeport officials will instruct you on what to do, who to call and where to go.

1.18.2. Emergency Procedures For All Occupants

Upon notification that an evacuation is ordered for their location all occupants will follow these procedures:

- **All building occupants will adhere to all emergency instructions and orders by listening into the local media.**
- **If evacuations are ordered, building occupants will evacuate without hesitation.**
- Make sure that all medications, emergency supplies kits and emergency contact information are packed securely in mobilized containers.
- Shut off all utilities.
- Let others know where you are going.
- Relocate you, your family and your pets to the pre-designated evacuation point i.e. relative's house, inland hotel, friend's home or emergency shelter.
- Do not leave pets behind.
- Adhere to the emergency evacuation routes and evacuation times so that proper evacuation will take place in an orderly manner. Do not take shortcuts, as they may be blocked. Be alert for washed-out roads and bridges. Do not drive into flooded areas and stay away from downed power lines.

Upon Reentry to the building's location

- Occupants will assess any and all damages done to their apartment by documenting this damage information so that reports may be provided to their Insurance Provider and to the City of Bridgeport Emergency Operations Center.
- If the building's area has been completely destroyed or is unable to be reentered, City of Bridgeport officials will instruct you on what to do, who to call and where to go.

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