

EMERGENCY RESPONSE PLAN

Preserve at Cradle Rock

ERP Version 2.0

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Emergency Plan Owners: Janelle French, Kay Hutchison, Cheryl Pugliese,
David Roy, William Ochs

Approved by:

Signature: _____ Print Name: _____

Date: _____

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Table of Contents

- Introduction 4**
- Plan Development 4**
 - Plan Contents 4
 - Forms and Storage 5
 - Initial Training and Implementation 5
 - Plan Maintenance..... 6
 - Annual Training..... 6
 - Training Meeting Agenda..... 6
- General Operating Terms and Procedures:..... 7**
 - Personal Planning 7
 - Safety First 7
 - Team Member Preparation 7
 - Plan Activation 7
 - Authorities Having Jurisdiction..... 8
 - Evacuation and Evacuation Routes..... 8
 - Assembly Areas 8
 - Sister City Property 8
 - Designated Emergency Contact 9
 - Staff Communication..... 10
 - Media and Crisis Communications..... 10
 - Tools and Supplies Checklist 10
 - Emergency Contact Lists 10
 - Incident Reporting..... 10
 - Related Emergency Probabilities..... 11
- Disaster Response Guidance..... 12**
 - A. Fire 12
 - B. Wildfires 14
 - C. Earthquake 16
 - D. Hurricane 21
 - E. Flood 28

EMERGENCY RESPONSE PLAN VERSION 2.0

- F. Medical & First Aid Emergencies..... 34
- G. Tornado, Hailstorms & Thunderstorms 36
- H. Winter Storms 40
- I. Volcanic Eruptions 45
- J. Utility Outages..... 47
- K. Mudslides – Landslides – Sinkholes 50
- L. Crime..... 52
- M. Hazardous Materials/Environmental Incident..... 57
- N. Fatalities: Suicide, Homicide or Unaccompanied Death by Natural Causes 61
- O. Pandemic 62
- P. Mold, Moisture & Mildew Contamination 65
- Appendix/Forms 67**

INTRODUCTION

Emergencies occur due to many causes, and without proper preparation and training, it may be difficult to respond calmly and efficiently. The Mission Rock Residential policy is to establish a strategic plan that provides standard operating procedures for response to on-site emergencies. These procedures are designed to ensure the maximum protection of Team members, residents, guests, real and personal property, and timely and effective communication during emergency conditions.

The objective is to have a **practiced** plan for any emergency or potential disaster. Although government agencies are responsible for public safety, because of their off-site location and our inherent responsibilities to our residents, owners, and managers, we must be prepared to manage the initial emergency ourselves.

This resource is to guide Team members with preventative and responsive steps to be taken when confronted with an emergency to include communication between the on-site teams, residents, owners, corporate teams, and jurisdictional authorities. The plan covers natural disasters, extreme weather, crime, hazardous materials/environmental incidents, and more

This document is designed to serve as an aid to all on-site and off-site supervisors in executing the Emergency Response Plan (ERP) and their staff's training in emergency preparedness and response procedures.

PLAN DEVELOPMENT

Each property must have its property-specific Emergency Response Plan maintained on-site and available to all team members. The Property Manager's responsibility is to assemble the ERP following this document for his/her property with assistance from the Service Manager. The completed plan will go through a review and DocuSign approval by the Regional Manager, Regional Service Manager, Vice President and Executive Vice President. A sign-off sheet form is provided below which shows the approval workflow.

Plan Contents:

A Plan Development Checklist is available in the [Appendix](#) to assist the Property Manager in preparing their property plan. Each plan should include each of the following:

- General Operating Terms and Procedures
- Disaster Response Guidance
- Tools and Supplies Checklist
- Incident Reporting Forms:
- Evacuation Plans: Evacuation Information Sheet, Employee and Resident Emergency Evacuation Plans, Assembly Area, and Map
- Site Diagrams

EMERGENCY RESPONSE PLAN VERSION 2.0

- Unit Floor Plan Copies
- Team Member Responsibility Breakout Forms
- Sister City Property Form
- Crisis Communications Plan
- Media Relations Policy
- Tabletop Exercises
- Hurricane Shutter Assistance Form
- Initial Communication Checklist
- Daily Communication Checklist
- Moisture, Mold, and Mildew Action Plan
- Drug Lab Response Protocol
- Deceased Resident Protocol
- Current Emergency Vendor and Corporate Contact Lists
 1. Corporate Contacts Log
 2. Property Team Member Contact List
 3. Vendor Contacts Log for emergency service vendors,
 4. Emergency Contacts Log for local and national assistance agencies
- Site Entrance Log
- Annual Plan Update Form
- Plan Cover Sheet with Approvals
- Plan Development Checklist

Forms and Storage:

Blank forms are accessible on the COMPASS via the provided links and in your property-specific Microsoft TEAMS folder. A copy of the completed ERP with current attachments must be kept in these locations:

1. Microsoft Teams:
 - a. The Emergency Response Plan (ERP) is stored and managed within the Microsoft TEAMS application. [Click here to view the ERP TEAMS Guide.](#)
 - b. The Sister City Property Form is accessible to PMs, RMs, VPs, EVPs, and MRR Risk Management.
2. At the property in a binder in a location accessible to all team members
3. With each Team member in their cars or home, should physical access to the site or network access to the plan be prevented by the emergency event.

Initial Training and Implementation:

Once the ERP is approved, each Team Member will have access to an electronic copy in Microsoft Teams and keep a hard copy version in the event internet access is down during an event. Within 60 days, each team member will be responsible for reading the plan and provide written acknowledgment of understanding.

The team will then meet and perform at least one Tabletop exercise in Rock U. Should adjustments be made to the plan based on exercise results, the property manager shall submit those proposed changes to their regional managers and, upon approval, re-distribute sections adjusted.

EMERGENCY RESPONSE PLAN VERSION 2.0

Plan Maintenance:

Once the plan is complete, the Property Manager will:

- ✓ Verify all contact information semi-annually and provide any updates to the team
- ✓ Vendor Compliance - review vendors to ensure approved status
- ✓ Update Knox Box/Access Key box annually
- ✓ Track changes to Alarm Passcodes, Gate Codes, and Burglar Alarm Passcodes
- ✓ Provide Sister City Property plan information and updates to forms
- ✓ Schedule a review of the document on an annual basis as a group and as staff changes occur
- ✓ Perform an evacuation and emergency response tabletop exercise a minimum of annually
- ✓ Ensure that the Service Manager has stocked or replenished emergency supplies and first aid kits
- ✓ Track plan updates on the ERP Annual Update Log in the [Appendix](#)

Annual Training:

Annual updates of the ERP are recommended, and training should be performed in Rock U no less than 30 days before the start of any natural weather event to which your property is most subject. For example, properties prone to tornados should plan to hold their training in February or March.

Training Meeting Agenda:

The annual ERP training meeting takes approximately one to two hours to conduct and be led by the Property Manager. The meeting agenda should include:

- a review of changes in personnel since the previous meeting;
- edits/changes made to your property ERP binder;
- a review of the general ERP Recovery Procedures;
- a tabletop exercise session; and
- a review of any lessons learned from events of the previous year

GENERAL OPERATING TERMS AND PROCEDURES:

These topics and procedures may apply to any event identified in this guide.

Personal Planning:

When you become aware of an imminent area-wide event, prepare for anticipated personal needs. Refill prescriptions, ensure you have ample food and water supply, fill your vehicle with gas, charge laptops, tablets, and cell phones, get cash and discuss how you will keep in contact with family and other staff members.

Safety First:

After a disaster, first and foremost, ensure your safety and the safety of your family, staff, and residents. If you have any reason to believe that a building is not safe to enter, do not allow Team members, residents, or vendors access. Local authorities will probably dictate this; however, you should use your judgment if no local authority is available. IF THERE IS ANY DOUBT ABOUT THE SAFETY AND STABILITY OF A BUILDING, DO NOT ENTER. Remember to LOOK, LISTEN, SMELL, and ASSESS each structure. Use binoculars from a distance if needed to confirm it is safe to approach. Be especially cautious in areas where hazardous materials are stored and point this out to firefighting personnel.

Team Member Preparation:

Cross Training: Each Team member should be prepared to respond in case of an emergency identified in the plan. Additionally, an alternate Team member should be assigned as responsible for any task should the first Team member be unavailable or unable to respond at the time of the event.

Evacuation: All on-site team members should follow the Emergency Evacuation Plans and become familiar with each building's plan and arrangement, the location of keys, the location of residents that will require evacuation assistance as applicable to your building type and occupancy, the location of floor exits, stairwells, and where they lead. If applicable, elevators are not to be used during a fire or any disaster where power is compromised, resulting in trapping occupants.

Plan Activation:

The Property Manager or his/her backup will initiate steps included in this plan following any jurisdictional authority's or senior management's direction, or when circumstances dictate the need for action based on the outlined emergency types threatening resident, staff, or property. This may include the evacuation of staff and/or residents. Notification to team members via person-to-person communication, telephone, 2-way radios, or any other means available and will consist of information regarding the nature of the problem, whether or not time is

EMERGENCY RESPONSE PLAN VERSION 2.0

available to secure valuables, and location of the assembly area. The first Team member aware of the crisis will call 911 and inform the rest of the team.

Authorities Having Jurisdiction:

The following is a listing of local authorities that will assume the role of the "Authorities Having Jurisdiction" in response to disaster:

- Fire Department Personnel
- Fire Marshall
- Building Inspector
- Police Officer
- State Official
- FEMA Emergency Coordinator
- Regional Emergency Management Official
- Department of Homeland Security Official
- Department of Public Health
- Centers for Disease Control

Evacuation and Evacuation Routes

Evacuation means to leave the area of an actual or potential hazard. Shelter-in-place means to stay indoors. Evacuation includes additional precautions such as turning off air-conditioning, ventilation systems, and closing all windows and doors. The [Emergency Evacuation Plan PM Rollout Guide](#) (pg 72) found in the [Appendix](#) will help Property Managers establish the Employee and Resident Emergency Evacuation Plans for their properties. The templates are designed by the appropriate plan for their specific building type and local requirements. These plans will give the onsite teams the guidance needed for their personal safety as well as the safety of our residents during an event requiring an evacuation. A copy of the plans should be included in the final ERP for the property.

The property evacuation routes and assembly area must be displayed in a conspicuous place such as at clubhouse and amenity exits.

Assembly Areas

The assembly areas for staff and residents for (property name) are located at the following location no less than 50 feet from the buildings. Keep this information with your [Emergency Evacuation Plans](#).

Sister City Property

Each property will be assigned by their VP or EVP, one Sister City Property, for weather-related events in a different geographic region, so the two properties are not susceptible to the same event simultaneously. An additional property nearby will be assigned to help cover staff reductions or increased staffing needs related to the event, which may be property specific. Use the Sister City Property

EMERGENCY RESPONSE PLAN VERSION 2.0

Form to provide essential information should the affected property or property manager not be able to access or manage it:

1. Knox Box Code
2. Burglar Alarm Passcode
3. Fire Alarm Passcode
4. Gate Access Code

Designated Emergency Contact

A Designated Emergency Contact (DEC), the EVP or VP of the property, will direct relief efforts before, during, and after the hurricane makes landfall. The DEC will communicate with the relief Team Members and sites. Once a storm is determined to be imminent, the DEC, SVP of Property Services or backup, VP of Property Services, will coordinate with team members and communicate with the VP of IT and Data Analytics this process is in motion. If the VP of IT and Data Analytics is not available, his backup will be Director of IT. If the SVP of Marketing, Training, & Revenue Management is not available, the backup will be the VP of Marketing & Customer Experience (CX).

It is usually easier to call out of state than making in-state calls during a disaster. Note: text messages may go through even when calls do not. Satellite phones are provided to Regional Service Managers in Hurricane pathways. **Satellite phones should only be used when a cell or local phone lines are inoperable. Ensure the satellite phone is charged and ready for use at all times.**

All decisions will be communicated to the respective EVP, RSM, RM, and all support Team Members.

Depending on the communication limitations related to the amount of damage to the affected area - the DEC will be the conduit between the VPS, EVP's, RSM's, RM's, Risk Management, the sites, and vendors if necessary.

Most out of state calls may be limited to only 2 minutes, so the person making the call should be specific in their communication. All calls to/from the satellite phones should be direct and to the point due to limited time to communicate. There is no voice mail function on satellite phones. The DEC will then relay the message to the appropriate parties in the same manner. See the following initial and periodic communication scripts.

Satellite Phone Locations:

Texas:

Central (Austin) Regional Service Manager
Regional Manager
Local Property Cell Number:

Virginia:

Eastern Regional Service Manager

EMERGENCY RESPONSE PLAN VERSION 2.0

Regional Manager
Local Property Manager

Florida:

Eastern Regional Service Manager
Regional Manager
Local Property Manager

Staff Communication:

Everyone scheduled to work should be notified if the office will be closed for an emergency. If an on-site Team member is affected by an emergency, and such conditions prevent them from reporting in, they should call their supervisor to report their situation.

Media and Crisis Communications

1. **Media Requests:** Follow the [Media Relations Policy](#) (pg 169) attached to this plan.
2. **Resident Communication**-follow the [Crisis Communications Plan](#) (pg 181) for prepared correspondence to residents. All templates are available within your community's resident communications system (i.e., Aptexx, RENTCafe CRM). Check with your Regional Manager before sending anything not covered directly by the pre-established text.

Tools and Supplies Checklist

At each site, specific equipment should be on hand and explicitly stored for emergencies. As part of the plan development, the property manager should view and complete the [Tools and Supplies Checklist](#) located in the [Appendix](#) of this plan. All equipment should be reviewed when plans are updated and replenished if used for emergencies. Note: not all items or quantities will apply to your property or region. Ask your Regional Manager or Risk Management when unsure.

Emergency Contact Lists:

See the [Appendix](#) for the Emergency Contact forms to be completed for your property to include all emergency service vendors, local and national assistance agencies, staff members, and corporate Team members' contact information.

Emergency Contact Lists should be posted in the central bulletin area designated for team members only. **The emergency contact numbers should be entered in any on-call and company-provided cell phones.**

Incident Reporting:

EMERGENCY RESPONSE PLAN VERSION 2.0

Should property damage or bodily injury to a guest or resident occur, report using the [Incident Report Form](#) appropriate for your property owner. If a team member is injured, the Manager will report a Workers Compensation claim or employ the Nurse Triage Program, as appropriate. Complete instructions for completing these forms are in the [Appendix](#).

Related Emergency Probabilities:

Each disaster guidance type will identify other related emergencies referenced for guidance when the first event causes another to occur.

DISASTER RESPONSE GUIDANCE

A. Fire:

Every property is at risk from a fire that could damage the property and cause injuries to residents, guests, and team members. The below outlines procedures for large fires involving multiple units or buildings. Small fires should be handled by appropriate team members, with a fire extinguisher, and through normal operations.

PREVENTATIVE MEASURES FOR FIRES:

1. **Trash Accumulation:** Keeping the property free from excess trash will help prevent fires. Address observed hoarding by residents during unit inspections.
2. **Landscaping:** Keep the property well irrigated and clear of dead branches and other landscaping materials that may be dried out, especially when high temperatures exist.
3. **Establish Local Contacts:** As the aftermath of fires generally requires close interaction with the local "Authorities Having Jurisdiction" such as the local Fire Department, stay in contact with them for all fire risks.
4. **Annual Flow Tests:** Ensure all NFPA guidelines and local fire and life/safety inspection and repair requirements are certified as compliant.

RESPONSIVE ACTIONS TO FIRES:

1. **Call 911:** Confirm notification to the Fire Department directly; do not solely rely on a fire alarm system activation to notify the Fire Department – call 911 immediately no matter how small fire appears. Never assume someone else has contacted the Fire Department unless the Fire Department is already on-site upon your arrival.
2. **Authorities Having Jurisdiction:** Comply with all Fire Department requests and cooperate with local authorities at all times. Inform firefighters of materials stored within the space if office or common areas are affected. Await the local "Authority Having Jurisdiction" notification of the building being turned back over to the building owner.
3. **Evacuation: Follow the property's Emergency Evacuation Plans.**
4. **Personal Safety:** If you encounter heavy smoke, crouch, and crawl to the exit. If your clothing catches fire, STOP, DROP, and ROLL. NEVER trace the source of smoke or fire that is not obvious.
5. **Contact the Red Cross and the Humane Society:** They will provide temporary food, clothing, and shelter for any displaced residents and/or their pets.
6. **Secure the Property:** Secure property from the elements of crime by covering broken windows with plywood and securing all exterior doors that have been burned or broken by firefighters. Also, secure any perimeter fencing/gates to keep intruders off the property.
7. **Structural Integrity: Upon the direction from the fire department, risk manager or regional service manager,** engage a structural engineer to obtain an on-site assessment of the building's structural integrity. The heat from a fire can often damage a building structure, leading to a collapse. Also, smoke damage can complicate restoration activities.

EMERGENCY RESPONSE PLAN VERSION 2.0

8. **Contact Residents:** Try to make contact with residents to get any bodily injury reports, give them any updates to property access, utility outage, or other immediate information affecting their safety and use of the property following the [Crisis Communications Plan](#) (pg 181).
9. **Designated Emergency Contact (DEC):** The Vice President or Executive Vice President will be the Designated Emergency Contact for coordinating recovery efforts, managing communications, photos, inspection reports, and relay information to vendors for restoration.
10. **Post Warning Signs and Barriers:** Post signs and barriers and mark off with caution tape, in the damaged area or at the point of entry to the site, if needed. Risk Management can assist in determining the best approach. You may also need to post a contract security guard to limit access and prepare written instructions of who may enter the space. Use a [Site Entrance Log](#) when property access must be limited to contractors.
11. **Adjacent Building Owners:** Contact nearby property owners that may have been affected by the fire. DO NOT discuss insurance or cause of loss at this time. Send any questions to Risk Management.
12. **Relocate Residents:** Begin the process of relocating residents, if needed.
13. **Restoring Utilities:** Begin the process of assessing the restoration of utility services as soon as it is practical if there are building areas that were not impacted by the fire to minimize resident inconvenience.
14. **Restoring Sprinkler Protection:** If the building has sprinklers, contact a sprinkler contractor to restore the sprinkler system and related fire alarms to their normal operating conditions if possible. Make a note of any fire protection valves or systems at the site that need to be left turned "off" (impaired) and report to the local fire department. Provide a fire watch until protection is restored. If an auto-out was activated, replace the device as soon as possible in conjunction with repairs.
15. **Incident Report:** Prepare an [Incident Report Form](#) for any injuries or property damages resulting from the fire.
16. **Suspicious Fire Cause of Loss:** If arson is suspected, the property insurance company may assign a Cause and Origin (CAO) investigator to inspect the damaged area and state their opinion on the cause of the fire. Entry into space should be limited to insurance adjusters, local authorities, appropriate team members, and approved vendors until the investigation is complete.
17. **Damaged Property Tours:** Utilize a current rent roll and the [Building Inspection Checklist-Post Emergency](#) form and a digital camera to document the damage. Always exercise caution, and emphasize safety. Do not clean up the scene, remove contents or perform any mitigation/remediation until given clearance by the assigned regional service manager.
18. **Property Claim:** Assist the owner's insurance company in adjusting the claim. A third-party adjustment firm may be assigned to investigate large claims in addition to the carrier representative.

EMERGENCY RESPONSE PLAN VERSION 2.0

B. Wildfires:

In recent years, wildfire loss prevention and resiliency measures have become growingly important in combating a 'new normal' of [historically devastating and deadly wildfire seasons](#). In 2018 experienced a total of 8,054 fires that burned over 1.8 million acres, the largest area of burned acreage recorded in a fire season, and over 17,800 structures were lost.

In Colorado, four major wildfires burned an area of more than 300,000 acres across Colorado in 2020, causing evacuations, highway closures, and potentially hazardous levels of smoke and other forms of air pollution in many parts of the state.

It is essential to know the terms used to describe changing fire conditions and what actions to take. These terms can be used to determine the timeline and severity of fire danger. Watches, warnings, and evacuation notices are science-based predictions issued by the National Weather Service (NWS) that are intended to provide adequate time for evacuation.

FIRE WEATHER WATCH: Potentially dangerous fire weather conditions are possible in the next 12-72 hours.

FIRE WEATHER/RED FLAG WARNING: Fire danger exists, and weather patterns support that wildfires are either occurring or expected to occur within 24 hours.

EVACUATION NOTICE: Occupants should leave the area immediately.

PREVENTATIVE/RESPONSIVE MEASURES for WILDFIRES:

The measures taken for all fires shown in section A above should also be followed for wildfires. Additionally, here are some further actions recommended by FEMA in case of a wildfire:

STEPS TO TAKE UPON A FIRE WEATHER WATCH OR RED FLAG WARNING:

1. Close windows, vents, doors, blinds, and non-combustible window coverings.
2. Remove non-fire-resistant curtains from windows and doors. If time permits, seal attic and ground vents with plywood or commercial seals.
3. Move flammable furniture to the center of common areas, amenities, and offices.
4. Cut back dead brush near buildings to maintain a minimum 30 ft. clearance from the building exterior.
5. Clear gutters of debris.
6. Shut off natural gas at the meter and move propane, fuel oil, and other accelerants from buildings.
7. Fill all common area and vacant unit sinks with water upon the imminent threat. Advise residents to do this in their units.
8. Disconnect appropriate equipment unless doing so jeopardizes safety.
9. Disconnect automatic garage door openers so doors can be opened by hand in case of a power outage.
10. Connect garden hoses. Fill garbage cans, tubs, or other large containers with

EMERGENCY RESPONSE PLAN VERSION 2.0

water.

STEPS TO TAKE UPON AN EVACUATION NOTICE:

1. Leave the building using the designated escape routes.
2. Assemble in the designated evacuation area posted by local authorities.
3. Remain outside until the Authority Having Jurisdiction announces that it is safe to re-enter.
4. Provide the Fire Department personnel with the necessary information about the property and confirm with whom the Fire Department will communicate regarding the safe re-entry to the facility after the wildfire. The property manager typically communicates with the fire department personnel.
5. Perform an assessment and coordinate weather forecast office emergency closing procedures.
6. Confirm with team members and residents the communication process to check on the status of the property.
7. Communicate to responding authorities all physical, mental and special needs parties who have requested assistance in an emergency evacuation.

STEPS TO TAKE IF YOU BECOME TRAPPED NEAR A WILDFIRE:

1. While in Your Vehicle:
 - Stay calm.
 - Park your vehicle in an area clear of vegetation.
 - Close all vehicle windows and vents.
 - Cover yourself with a wool blanket or jacket.
 - Lie on the vehicle floor.
 - Use your cell phone to advise officials—call 911.
2. While on Foot:
 - Stay calm.
 - Go to an area clear of vegetation, a ditch or depression on level ground if possible.
 - Lie face down, cover up your body.
 - Use your cell phone to advise officials—call 911.
3. If Trapped Inside:
 - Stay calm; keep everyone there together.
 - Call 911 and inform authorities of your location.
 - Fill sinks with cold water.
 - Keep doors closed but unlocked.
 - Stay inside.
 - Stay away from outside walls and windows.

*****Related Emergency Probabilities:*****

- **Earthquake**
- **Crime**
- **Hazardous Materials/Environmental**
- **Incident**
- **Utility Outage**
- **Medical Emergencies**

C. Earthquake:

Earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and planning can reduce the dangers of serious injury or loss of life from an earthquake. A vital element of the recovery process will be road access to the affected areas and the restoration of public utilities to support our building restoration efforts.

Earthquake Magnitude – Richter Scale: The amount of energy released during an earthquake is computed from the amplitude of seismic waves. A magnitude of 7.0 on the Richter Scale indicates a powerful earthquake. Each whole number on the scale represents an increase of about "30 times" the energy release than the previous whole number represents. Be familiar with the potential damage in a region based on the reported Richter Scale magnitude:

Richter Magnitudes:	Strength Description:	Earthquake Effects:
Less than 2.0	Micro	Microearthquakes, not felt.
2.0-2.9	Very minor	Generally, not felt, but recorded.
3.0-3.9	Minor	Often felt, but rarely causes damage.
4.0-4.9	Light	Noticeable shaking of indoor items, rattling noises. Significant damage unlikely.
5.0-5.9	Moderate	Can damage poorly constructed buildings.
6.0-6.9	Strong	Can result in moderate building damage in areas up to about 100 miles across areas.
7.0-7.9	Major	Can cause serious building damage to multiple counties.
8.0-8.9	Great	Can cause severe building and infrastructure damage across a large region.
9.0 or greater	Rare great	Devastating damage to buildings and infrastructure across a wide area of the country.

Tsunami Wave Exposure: A tidal wave can occur from an earthquake's epicenter located out over the ocean, resulting in a Tsunami wave exposure for coastal properties. Property Managers should pay close attention to local news reports of potential Tsunami wave exposures after any reported earthquake that has an epicenter out over the ocean.

*****Related Emergency Probabilities: *****

- Fire
- Flooding
- Utility Outage
- Medical Emergencies
- Hazardous Materials/Environmental Incident

EMERGENCY RESPONSE PLAN VERSION 2.0

DURING AN EARTHQUAKE EVENT:

1. **Stay Inside:** If inside a building, stay there. Instruct all personnel to find shelter under a strong object or interior doorway, or move to an inside corner, inner wall, or hallway during the earthquake until the shaking stops. Avoid dangerous locations such as kitchens or areas near windows, wall-units, bookcases, skylights, and overhead fixtures.
2. **Drop, Cover & Hold:** Protect your head and neck with your arms.
3. **Stay Informed:** Continue monitoring the internet and radio, if possible, for the probability of aftershocks and the conditions reported to surrounding communities.
4. **Keep Calm:** DO NOT PANIC and await emergency instructions.
5. **Cell Phones:** DO NOT USE TELEPHONE UNLESS YOU ARE REPORTING A LIFE-THREATENING EMERGENCY. Texts may go through more quickly in an area-wide event when phone lines may be overloaded.
6. **Evacuation:** If an evacuation is ordered, follow the Emergency Evacuation Plan.

POST-EARTHQUAKE EVENT RECOVERY PLAN:

PROCEDURES: Implement this Recovery Plan if an earthquake is of a 5.0 or greater magnitude, and the epicenter is within 50 miles of a Mission Rock property.

1. **Your Safety:** Safety should be your top priority for yourself and your family
2. **Establish Local Contact:** After attending to personal and family needs, communicate your availability to assist in the Designated Command Director's recovery efforts as soon as possible. Contact your response team, including your Sister City Property, Regional Manager and Department Head, vendors & contractors to plan meetings at the pre-arranged location.
3. **Expect After Shocks:** Monitor public broadcast announcement and wait until the area is declared safe before entering. Do not disturb anything at the damaged site until approved by local authorities.
4. **Contact Local Authorities:** If accessibility is possible, establish contact with civil authorities such as police, fire, medical, and emergency agencies to advise them of your current situation.
5. **Contact Residents:** Try to make contact with residents to get any bodily injury reports, give them any updates to property access, utility outage, or other immediate information affecting their safety and use of the property following the [Crisis Communications Plan](#) (pg 181).
6. **Designated Emergency Contact (DEC):** The Vice President or Executive Vice President will be the Designated Emergency Contact for coordinating recovery efforts, managing communications, photos, inspection reports, and relay information to vendors for restoration.
7. **Restoring Utilities:** Determine whether or not any action is required regarding utilities, especially if seismic shut-off valves have been activated. Contact your Service Manager for guidance and stay in communications with the local utilities as your residents will be asking about utility restoration.
8. **Incident Report:** Complete this form if property damage is evident or injuries have been reported.

EMERGENCY RESPONSE PLAN VERSION 2.0

9. **Emergency Power Generators:** If your property does not have emergency power generators, a disaster restoration firm may be able to assist with access to one if needed.
10. **Damaged Property Tours:** The Regional Service Manager will begin property tours. The tour includes a building by building, unit by unit assessment, and roof / HVAC inspection. Utilize the [BUILDING INSPECTION CHECKLIST – POST EMERGENCY FORM](#), rent roll, and a digital camera to document the damage. Always exercise caution and place an emphasis on safety.

POST-EARTHQUAKE EVENT RECOVERY – BUILDING INSPECTION PROCESS:

PROCEDURES: During each building inspection:

1. **Appropriate Attire:** Wear proper attire, i.e., rubber-soled shoes and comfortable clothing. Keep an extra sweatshirt or jacket in the trunk of your car.
2. **Personal Safety:** Do not risk personal safety:
 - a. **Use Caution:** When entering the building as the structural soundness may be disturbed.
 - b. **Safety First:** If there is any doubt about the building's safety and stability, do not enter.
 - c. **Remember:** To LOOK, LISTEN, SMELL, and ASSESS when you arrive at the building.
 - d. **Natural Gas Leaks:** If you smell gas or hear blowing or hissing noise, leave the building and turn the outside main supply valve off.
 - e. **Broken Glass:** Watch for broken glass and sharp objects that can result in puncture wounds.
 - f. **Utility Outages:** Inspect downed power lines, electrical equipment damage, sewer, and water line damage.
3. **Structural Engineer:** Enlist the assistance of a structural engineer if necessary, after consulting with Property Services. Inspect each building for evidence of structural damage using the [Building Inspection Checklist](#):
 - a. **Cracks:** Look for cracks over 1/8" wide in the walls. Cracks under 1/16" are often not serious.
 - b. **Wall Panels:** Earthquake cracks in walls are generally in an "X" pattern, i.e., cracks crossing one another.
 - c. **Laminated Beams:** Cracks in glulam beams are a serious failure, and a contractor should be engaged immediately to shore the beams with jacks, etc.
 - d. **Sprinkler System:** On buildings with sprinkler systems, a roof failure may result in the structure resting on the fire sprinkler lines under the roof structure, which may rupture the fire lines. **IMPORTANT:** Shut off the fire sprinkler at the riser (requires Fire Department participation).
4. **Pull a Rent Roll and Floor Plans by Unit:** Print an updated rent roll for use in determining floor plans and occupancy by the unit. A supply of unit floor plan copies, one for each apartment, should be printed out and be available for documenting potential damage in individual apartments while walking. The rent roll will be an important tool

EMERGENCY RESPONSE PLAN VERSION 2.0

to assist with scheduling vendors when the time comes to make repairs.

5. **Possible Flooding:** Inspect all areas for potential flooding. Open clogged pipes and catch basins.
6. **Secure Damaged Areas:** If Team members arrive before local authorities, cordon off the area to avoid access by residents, looters, and others—contact security service to secure the site further. If necessary, post a guard at the site.
7. **Communicate to Designated Emergency Contact:** Communicate any life safety issues or extensive property damages found to Designated Emergency Contact immediately to share with the entire team.
8. **Communicate with Residents:** Use the Resident Portal or, if possible, in person regarding damage status following the [Crisis Communications Plan](#) (pg 181). The Property Manager should record an outgoing message to residents on the property line with any property or local updates or referrals for assistance whenever possible. Hearing this familiar voice will be reassuring to residents who are nervous about their current circumstances.
9. **Media Requests:** All media requests for comments or interviews should be addressed by following the [Media Relations Policy](#) (pg 169) located in the [Appendix](#).

POST-EARTHQUAKE EVENT RECOVERY – AFTER DAMAGE ASSESSMENTS COMPLETED:

1. **Building Inspection Checklist – Post Emergency Form:** Complete the [Building Inspection Checklist-Post Emergency](#) form and send it with your Incident Report Form.
2. **Temporary Space for Residents:** The Red Cross or other outside resources may assist displaced residents. Coordination with these agencies should be assigned to a specific team member, such as a Leasing Representative.
3. **Restore Utilities:** Stay in contact with the local utility companies so that you may inform Company management and Customers of the estimated date/time for utility restoration. Be sure that the physical location of utility shut-off valves is known.
4. **Seismic Shut-Off Valves:** Should seismic shut-off valves activate (i.e., natural gas line seismic shut-off valves), contact your Service Manager; special care will be needed to properly reset the valve once the piping is determined to be in working order.
5. **Emergency Power Generators:** If previous arrangements for emergency power generators have not been made, a disaster restoration firm may assist the property with obtaining access to emergency power generators.
6. **Begin Repairs:** Begin temporary repairs/restoration as soon as possible. Obtain contracts for repairs as appropriate. For items requiring immediate action before an insurance carrier review can be performed, take photos of the damage, clearly identify where and when the condition was found, and steps taken to correct the damage.
7. **Maintain a Journal:** Maintain a photo and narrative journal, reflecting all unit and building issues.
8. **Detailed Record Keeping:** Keep a detailed account of all expenses related to

EMERGENCY RESPONSE PLAN VERSION 2.0

damage and provide with your Incident Report form.

- 9. Property Claim:** Assist the owner's insurance company in adjusting the claim. A third-party adjusting firm may be assigned to investigate large claims in addition to the carrier representative.

EMERGENCY RESPONSE PLAN VERSION 2.0

D. Hurricane:

Hurricanes (also known as typhoons depending on the location) are severe tropical storms with heavy rains and intense winds that blow in a large circle around a center "eye." Hurricane winds can reach well over 100 miles per hour and create a huge dome of water called a storm surge with high waves that flood the coastline. Hurricanes can produce tornadoes and cause severe flash flooding as well.

Hurricane season runs from June to November every year, and due to climate change, these dates are under review to be extended. Per FEMA, "the 2017 Atlantic Hurricane Season was one of the most active seasons in US history, causing widespread damage to, or destruction of, critical infrastructure, livelihoods, and property. Between April and November, there were 17 named storms, of which 10 became hurricanes." Areas most likely to be affected by this type of event are coastal, but areas further inland can also suffer damage due to the storms' size.

DEFINITIONS:

Tropical Disturbance:	A rotary circulation with little to no development on the ocean surface but better development in the upper atmosphere and no strong winds, a common phenomenon in the tropics.
Tropical Depression:	A low-pressure area with some rotary circulation on the ocean surface and a sustained wind speed of less than 39 mph.
Tropical Storm:	A low-pressure area with a distinct rotary circulation and sustained wind speeds of 39 to 73 mph.
Hurricane:	A low-pressure area with a strong and pronounced rotary circulation and a sustained wind speed of at least 74 mph.

CATEGORICAL STRENGTH:

Category 1:	Winds of 74 mph to 95 mph.
Category 2:	Winds of 96 mph to 110 mph.
Category 3:	Winds of 111 mph to 130 mph.
Category 4:	Winds of 131 mph to 155 mph.
Category 5:	Winds greater than 155 mph.

ADVISORIES:

Advisory:	A way of disseminating hurricane and storm information to the public every six hours.
Special Advisory:	A warning is given anytime there is a significant change in weather conditions or change in a warning.
Immediate Advisory:	A way of updating regular advisory information every two to three hours if necessary.
Gale Warning:	Wind speeds of 39 mph to 54 mph expected.
Storm Warning:	Wind speeds of 55 mph to 74 mph expected.
Hurricane Watch:	Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours.

EMERGENCY RESPONSE PLAN VERSION 2.0

Hurricane Warning: Hurricane conditions are expected in the specified area of the Warning, usually within 24 hours.

HURRICANE PREPAREDNESS PROCEDURES:

- 1. Evacuation Information Form:** Information required for your property on this form:
 - Flood zone/evacuation zone. This information is available from local emergency management officials.
 - Community evacuation routes
 - Nearest storm shelter locations and Red Cross and other relief agencies.

Communicate the [Emergency Evacuation Plans](#) to the team and the residents.

- 2. Pull a Rent Roll and Floor Plans by Unit:** Print an updated rent roll for use in determining floor plans and occupancy by the unit. Unit floor plans, one for each apartment, should be printed and available to document potential damage in individual apartments while walking. This will be an important tool to assist with the scheduling of vendors when the time comes to make repairs.
- 3. New Residents:** Contact any new residents who may be moving in before, during, and after the storm. Notify them of the impending storm, possible roadblocks, and that the office will be closed. Agree to reschedule the move-in date if necessary. Determine a date and time to reconnect to provide updates, confirm a new move-in date, etc. (Keep a phone log of follow-up calls to make after the storm). This is particularly important for individuals moving to the area from out of town who may not be aware of the storm's approach.
- 4. Contact Vendors.** Meetings with Vendors should take place immediately. The sooner vendors can be lined up for the sites, the better. Let the vendors know we would like to lock them in as their preferred customers immediately once the storm breaks.

Listed below are vendors that will be needed:

- Landscapers
 - To clean up debris
 - Cut and move trees
- Trash Companies
 - To supply roll-off dumpsters and dumpster bags.
- Tree Companies
 - To remove trees from buildings and access points.
- Roofers
 - To dry in buildings
 - Provide replacement estimate ASAP
- Water Extraction Companies
 - To extract water from carpet and other areas as needed
 - To cut or dry sheetrock as determined by the RSM.
- Emergency Response Vendors
 - To assist with all the above
- General Contractors

EMERGENCY RESPONSE PLAN VERSION 2.0

- To provide construction estimates ASAP to limit downtime
- h. Structural Engineers
 - In case of extreme damage to confirm building structure is intact and safe to enter.
- 5. **Check Supplies:** Maintain the tools and supplies that may be needed. (see the [Tools and Supplies List](#) for recommendations)
- 6. **Resident Windows:** Mission Rock team members should make every attempt to be available to our residents and customers, providing them with local vendors and special agencies that offer assistance with shutter installation. If a resident wishes to board up their windows, they should contact a vendor designated on the Hurricane Shutter Assistance Form.

STORM PRE-CALL

Within 72 hours of estimated landfall, the Regional Service Manager in the anticipated hurricane predicted storm path, working with direction from the Executive Vice President, will schedule a call with the following people:

- Property Manager,
- Service Manager,
- Regional Manager,
- Senior Vice President or Vice President of Property Services,
- [Designated Emergency Contact \(DEC\)](#)
- Asset Managers.

All Team members mentioned above are required to be on the call even if it is on their day off.

This call may be on weekends or holidays.

Final directions will include a discussion of predicted storm path and call in times for each community after the storm.

Listed below is a sample agenda of a call.

72* Hour Pre-Call Agenda for Emergencies

Call Organizer: Regional Manager | Call Leader: VP

Agenda:

1. Roll Call
2. Discuss emergency at hand, expected timing/weather forecasts and areas expected to be affected
3. Confirm all have current printed and electronic copy of Emergency Response and [Crisis Communication Plans](#) (pg 181).
4. Review Communication process and expectations for local Team Member check-in during and after the event to confirm personal safety, location and ability or inability to respond due to personal circumstances or challenges due to ingress/egress limitations caused by the event
5. Assign responsibilities to team members/back-up per the Team Member Responsibility Breakout form based on staff availability/training and family issues.

EMERGENCY RESPONSE PLAN VERSION 2.0

Discuss each item on the list for status and concerns due to unforeseen circumstances/team member availability/family preparedness conflicts.

6. Review the SISTER CITY PROPERTY form and any questions from back-ups for cross-training needs.
7. Determine if an off-site Crisis communication Team Leader is needed for the event and if so, assign responsibilities to team members/back-up per [CRISIS COMMUNICATIONS RESPONSIBILITY MATRIX](#)
8. Review [INBOUND RESIDENT REQUEST/CONCERN LOG](#) for use by CCTL and local team
9. Address the needs for communication with residents. VP/EVP shall approve any changes to the template wording included in the [Appendix](#) of this plan to be generated and the time thereof
10. If satellite phones will be used, confirm they are charged, and usage instructions/parameters are understood
11. Discuss vendor availability
12. Review any resident or team member special needs
13. Other property specific circumstances

***Depending on the expected severity of the emergency, this may be 96 hours.**

The communication responsibilities relating to this storm are outlined in the [Crisis Communications Plan](#) (pg 181).

STORM "CHECK-IN" PROCEDURES

An up to date emergency contact sheet provides the necessary information for all community Team members, Sister City Team, Regional Managers, Regional Service Managers, and Designated Emergency Contact. The emergency contact list must be printed and available for all community Team members to take home before a storm.

DURING THE STORM:

It is Mission Rock policy that every PM or SM check-in with their RM, or in the event cellular service is not available to the RM, the call must be directed to the EVP after the storm has passed. Check-in whether your community has damage or not. The call can be accomplished through the Designated Emergency Contact should it be impossible to make local calls. **Check-in times will be determined in the pre-storm conference call to prevent everyone from calling at the same time. See sample above.**

All other Team members are required to contact their PM and SM as soon as possible to report their status for a health and safety check. This may have to be done through the Dedicated Emergency Contact (DEC).

AFTER THE STORM:

Response Team Communication: Team members adversely affected by an event should communicate to their direct supervisor so arrangements can be made to assist with the initial relief efforts. Be supportive to team members who may have been personally affected by the storm.

EMERGENCY RESPONSE PLAN VERSION 2.0

Resident Communication and Re-entry: If the local authorities have announced an evacuation order, keep residents informed via the Resident Portal and outgoing voice mails on the property phone line when residents may return to their homes. The Property Manager should record an outgoing message to residents on the property line with any property or local updates or referrals for assistance whenever possible. Hearing a familiar voice will be reassuring to residents who are nervous about their current circumstances.

Property Inspection: The Property Manager and the Service Manager will meet and walk the community in its entirety as soon as the storm has passed, and it is safe for the team members to do so as may be confirmed by local officials or a structural engineer. It is imperative to walk every unit, not just those units that appear to have damage. Water can penetrate buildings in driving rain situations and cause damage that is not apparent from the building's exterior. Each property must construct and print a manual listing of residents who have special needs. The units that have residents with special needs should be inspected first. Carry a copy of unit floor plans, one copy for every apartment type for every apartment to document damage while walking. These will be used when scheduling repairs. A site plan of the property showing where the gas and water shutoffs and special-needs residents are located should be attached to this document for easy reference. Be careful to limit the visibility of the site plan to those directly in need of that information to perform response efforts to protect the privacy of individuals with special needs.

Document Damage: The Property Manager and Service Manager are responsible for completing the Initial and Periodic checklists. If a building is uninhabitable and unsafe to approach, bring printed contact lists. A designated "backup" plan must be put into place utilizing the sister community team member should the PM and SM not be able to respond to the community immediately after the storm. These team members must be prepared to complete the Initial Checklist and understand the procedure for sending them to the Designated Emergency Contact.

For items requiring immediate action before insurance carrier review can be performed, take photos of the damage clearly identifying where and when the condition was found, as well as actions taken.

Dehumidify Buildings: Follow the [Moisture Mold and Mildew Action Plan](#) for affected areas.

Property Repairs: Remember to be respectful to our residents and seek agreement from the resident when planning repairs that may affect their immediate living space.

Report Injuries and Damages: Complete an Incident Report for EACH claim of bodily injury and one form for property damage.

Property Claim: Assist the owner's insurance company in adjusting the claim. A third-party adjusting firm may be assigned to investigate large claims in addition to the carrier representative.

*****Related Emergency Probabilities: *****

1. Utility Outage

EMERGENCY RESPONSE PLAN VERSION 2.0

- Tornado
- Hazardous Materials/Environmental Incident
 - Flood
- Medical Emergencies

EMERGENCY RESPONSE PLAN VERSION 2.0

EVACUATION INFORMATION SHEET

Property _____

Address _____

Flood Zone _____

Evacuation Zone _____

Evacuation
Directions _____

Hurricanes, Earthquakes, Wildfires, Mudslides, Tsunami and Tornadoes: Shelter Locations Change – Up to date locations for shelters and utility outage phone numbers can be obtained from the local newspaper, television, and radio stations should a Storm Warning go into effect. Each property should develop a list of the most recent known Tornado Shelters that are the closest in proximity to the property.

Print copies of this information to hand out to your residents on request.

EMERGENCY RESPONSE PLAN VERSION 2.0

E. Flood:

Information: Flooding causes more property damage each year in North America than any other natural disaster, typically due to melting snow, the effects from hurricanes, prolonged - heavy rainfall, broken water lines, and frozen or bursting pipes. Determine if your property is located in high-risk flood areas (known as Zone "A" Flood areas) or if there has been a history of flooding at a facility. Implement the following responsive actions for flooded buildings:

NATIONAL WEATHER SERVICE: The National Weather Service provides up to date information on flood conditions in the United States with links to all counties and issues public statements regarding flood potential. Keep informed of possible flooding in your area. Information can be obtained at any time at The National Weather Service web site: <http://www.weather.gov/>

- **FLOOD STATEMENT:** A statement issued by the National Weather Service to inform the public of flooding along major streams in which there is no serious threat to life or property. It may also follow a flood "Warning" to give later information.
- **FLOOD POTENTIAL "OUTLOOK":** An "Outlook" issued to alert the public of potentially heavy rainfall that could send area rivers and streams into flood or aggravate an existing flood.
- **FLOOD "WATCH":** A flood "Watch" is when the risk of hazardous weather that will produce rain has increased significantly for a region, but its occurrence, location, and/or timing is still uncertain. It is intended to provide enough lead time so that those who need to set their plans in motion can do so.
- **FLOOD "WARNING":** A release by the National Weather Service to inform the public of flooding along larger streams in which there is a serious threat to life or property. A flood "Warning" will usually contain river stage (flood elevation level) forecasts.
- **FLASH FLOOD "WATCH":** Issued to indicate current or developing hydrologic conditions that are favorable for flash flooding in and close to the "Watch" area, but the occurrence is neither certain nor imminent. A flash flood is caused by heavy or excessive rainfall in a short period, generally less than 6 hours.
- **FLASH FLOOD "WARNING":** Issued to inform the public, community emergency management teams, and other cooperating agencies that flash flooding is in progress, imminent, or highly likely.

*****Related Emergency Probabilities: *****

- **Utility Outage**
- **Medical Emergencies**
- **Hazardous Materials/Environmental Incident**

BEFORE THE STORM:

1. **Flood Mitigation Supplies:** Assemble appropriate supplies (i.e., sandbags, plastic sheeting/tarps, lumber, plywood, and nails for waterproofing at strategic locations and entrances, portable pump, emergency lighting, mops/squeegees, shovels, and axes). Other supplies that may be needed for team members are food, drinking water, first aid equipment, flashlights, radios, or cell phones.
2. **Area Wide Flood Emergency Plans:** Review your area's Flood Emergency Plan. Learn the area's evacuation routes and where high ground is in your vicinity. Review

EMERGENCY RESPONSE PLAN VERSION 2.0

acceptable conditions for driving from your property.

3. **Print a Rent Roll:** Print an updated rent roll for use in determining floor plans and occupancy by unit.
4. **New Residents:** Contact any new residents who may be moving in before, during, and after the storm. Notify them of the impending storm, possible roadblocks, and that the office will be closed. Agree to reschedule the move-in date if necessary. Determine a date and time to reconnect to provide updates, establish a new move-in date, etc. (Keep a phone log of follow-up calls to make after the storm). This is particularly important for individuals moving to the area from out of town who may not be aware of the storm's pending approach.
5. **Local Flood Forecast:** Property Managers should listen to a local radio or TV station to keep abreast of flood information in their area. A flood watch means a flood is possible in your area. A flood "Warning" means flooding is a serious threat occurring in the area, and necessary precautions should be taken. Most floods develop slowly over days, providing you with time to react.
6. **Response Team Communication:**
 - Notify residents, suppliers of possible office closure using the resident letter and website update templates in the [Crisis Communications Plan](#) (pg 181).
 - Notify team members to secure their own homes and families. Communicate return to work policies for after the storm. You will need to let the team know how we will communicate – email, phone, etc. Set expectations.
 - Connect with your sister city property, so they are on alert to assist. Ensure they have the current Alarm, Key System, and Gate Code information.
 - Check-in with vendors to ensure they are on track to assist with repairs once the storm passes.
7. **Walk the Property – Flood Guideline:** Walk the perimeter of the building and property to identify issues that might lead to flood damage, using the following guideline:
 - Ensure that exterior doors, gates, and drains are accessible and in good condition. Block the entrance to ramps and doors to basements with flood boards or sandbags, repair or board up broken or damaged windows and window frames.
 - Place plywood or shutters on your leasing office windows and doors by utilizing one of the preferred vendors. Take care to minimize damage to the building, windows, and doors in this process.
 - Ensure that any existing sump pumps are operational.
 - Anchor any aboveground tanks, drums, equipment that could float away in floodwaters. Relocate hazardous materials away from platforms, sheds, and remote buildings.
 - If there are hazardous material drums on the property, secure

EMERGENCY RESPONSE PLAN VERSION 2.0

the drums to prevent floating off the property. Relocate outside storage or equipment to a safe area. Relocate essential business equipment and contents from a basement or below grade areas.

- If there is an underground parking garage, include direction with an urgent message to residents to move their cars to an unaffected area.
- Move any files and computer equipment off floors, away from windows, and to higher areas in your office and in your business center if floodwaters enter your building.
- Identify critical electrical equipment for deactivation or relocation. These include large motors, key computer systems, telecommunication equipment, and necessary backup data. **Note:** *Water may seriously damage energized electrical equipment.* **Do not** deactivate automatic fire protection equipment.
- Protect other buildings - secure pool furniture and equipment by storing it indoors. Do not place pool furniture in the pool—secure other common areas such as maintenance buildings, trash dumpsters, golf carts, etc.
- Have dumpsters or compactor emptied.
- Open Access gates and secure gates in place. Remove arms from barrier gates.
- Lock and secure all amenities, including pool gates, fitness centers, laundry facilities, business centers, etc., and ensure they are inspected and re-opened after the storm passes. Post notices that the areas are closed due to the storm. Remember to remove the notices after the areas are safe to re-open.
- Discuss your flood emergency plans with business neighbors.

DURING THE STORM

- A. **Evacuations:** If local authorities require evacuation, complete the [Evacuation Information Sheet](#) and notify residents. Remind residents and Team Members to follow the [Emergency Evacuation Plans](#) for your property. Assist local authorities with evacuation. Communicate to responding authorities all physical, mental and special needs parties who have requested assistance in an emergency evacuation. If after hours, contact residents to explain how they will be impacted and suggest they take necessary measures to stay safe and protect their personal belongings.
- B. **Electrical Equipment:** Shut off electrical power at the main building disconnects when that building is in imminent danger of flooding. Verify with utility power company before shutting off services. If multiple structures are threatened, determine ahead of time who will shut off the power and by what authority.
- C. **HVAC:** TURN OFF THE GAS.
- D. **Advise Residents and Staff to Stay Safe:**

EMERGENCY RESPONSE PLAN VERSION 2.0

- a. Avoid areas that are subject to SUDDEN FLOODING.
 - b. Do not try to CROSS a FLOWING stream where water is above your knees. Even water as low as 6 inches deep may cause you to be swept away by strong currents.
 - c. Do not try to DRIVE over a flooded road.
 - d. If your CAR STALLS, ABANDON IT IMMEDIATELY and seek higher ground.
 - e. Avoid unnecessary trips off the Property. If you must travel during the storm, dress in warm, loose layers of clothing. Advise others of your destination and estimated return time.
 - f. Use the telephone ONLY for family emergency needs or report dangerous conditions such as down power lines and broken gas lines.
- E. Avoid Disaster Areas:** DO NOT ENTER FLOODED AREAS BLOCKED OFF BY LOCAL AUTHORITIES.; your presence could hinder rescue and other emergency operations, and you may be in danger.
- F. Stay Informed:** Tune to local radio or television stations for emergency information and instructions from local authorities.
- G. Evacuations:** If evacuation is ordered, follow the Emergency Evacuation Plans for your property.

AFTER THE STORM

- A. Tour the Property:** The Property Manager and Service Manager are responsible for completing the Initial and Periodic checklists and the [Building Inspection Checklist](#). If possible, Designated Emergency Contact or Sister City Property contact should complete the form based on information provided verbally, so those on the ground can stay focused on helping residents and scheduling contractors. It is essential to walk every unit, not just those units that appear to have damage. Water can penetrate a building in driving rain situations and cause damage that is not seen from the exterior of the building.
- B. Secure Property Areas:** Isolate and barricade any unsafe areas. Use a security service if necessary.
- C. General Property Conditions:** After a flood, it is vital to check a building's safety before anyone re-enters. Assess damage and make any necessary emergency repairs. Walk the property and check for loose power lines and gas leaks. Call the utility company if any of these conditions are observed.
- D. Structural Damage:** Check the foundation for cracks and examine overhangs for any missing structural supports. If apparent damage is observed, the local building inspector or fire chief will help determine if the building is safe to enter.
- E. Utilities and HVAC Systems:** Inspect the property utilities and mechanical systems before re-energizing components. AVOID broken gas lines. DO NOT TURN GAS BACK ON YOURSELF. Call your RSM or a contractor to evaluate if the equipment shows visible signs of water or equipment damage.
- F. Flood Water Within Buildings:** Arrange to pump out the water gradually using portable sump pumps or other safe means to minimize further structural and contents damage. Discuss this situation with residents but do NOT discuss

EMERGENCY RESPONSE PLAN VERSION 2.0

insurance issues.

- G. Dehumidify Buildings:** Properly dehumidify the building, furnishings, and other areas to avoid unhealthy bacterial conditions. Mold and mildew growth may be hazardous in the ductwork. Follow the [Moisture Mold and Mildew Action Plan](#) for affected areas.
- H. Electrical:** Watch for and avoid live electrical wires and down power lines. Do not turn on any electrical equipment until an electrician confirms it is safe to do so. Call your RSM or a contractor to evaluate if electrical equipment shows visible signs of water damage or if you are unsure about safety. **DO NOT HANDLE LIVE ELECTRICAL EQUIPMENT in WET AREAS.** If electrical equipment or appliances have been in contact with water, have them checked before use.
- I. Nourishment:** Stay nourished and hydrated but do not use fresh foods or canned goods that have come in contact with floodwaters and follow local instructions regarding drinking water safety. If in doubt, BOIL or PURIFY water before drinking.
- J. Flammables:** Use flashlights, NOT lanterns, matches, or candles to examine buildings; FLAMMABLES may be inside.
- K. Stay Tuned:** Stay tuned to radio or television for information and instructions from local authorities.
- L. Resident Communication and Re-entry:** If an evacuation was ordered, keep residents informed via the Resident Portal and an outgoing message on the property phone line for timing on returning to their units. The Property Manager should record an outgoing message to residents on the property line with any property or local updates or referrals for assistance whenever possible. Hearing this familiar voice will be reassuring to residents who are nervous about their current circumstances.
- M. Document Damage:** For items requiring immediate action before insurance carrier review can be performed, take photos of the damage, clearly identifying where and when the condition was found, as well as actions taken.
- N. Property Claim:** Complete an Incident Report form and assist the owner's insurance company in adjusting the claim. A third-party adjusting firm may be assigned to investigate large claims in addition to the carrier representative.

EMERGENCY RESPONSE PLAN VERSION 2.0

ERP BUILDING INSPECTION CHECKLIST - POST EMERGENCY

Property Name:

TYPE OF DISASTER:

Building Address :

Fire	Earthquake	Tornado	Flood	Hurricane	Other

Bldg. #: PM/Maint. Tech:

		Damage Observed: (Minor, Moderate, Severe)	
		No	
Building Exterior (tour the building from outside and report on any damage below)			
Roof Structural Frame - (damage visible from ground? deflection, shifting, cracks, etc.)			
Exterior Wall Cracks (small: minor; or large: width of a pencil)			
Exterior Structural Columns - (no longer supporting structure, column cracks, cracks around foundation, etc.)			
Concrete Parking Lot/Court/Dumpster Area - (large cracks, heaving and movement, etc.)			
Concrete Sidewalks - (large cracks, heaving and movement, etc.)			
Building Structure Expansion Joints - (movement over 1 inch, ripping of joint cover, etc.)			
Parking Garage or Carports: (whole or partial collapse?; smell of gasoline? Visual spill of gasoline or oil)			
Fire Water Mains, and Natural Gas Line - (do you smell or hear gas? loose or leaking pipes, connections, impaired, etc.)			
Roof to Exterior Wall Connections - (separation from wall structure, large cracks, leaking, etc.)			
Glass Wall Panels or Windows - (broken glass, window frames damaged, etc.)			
Store Front Damage - (broken glass, window frames damaged, etc.)			
Exterior Doors - (broken, off hinges, not able to roll up/down, etc.)			
Electrical Equipment - (pole and ground transformers, power lines down, circuit breakers not re-setting, etc.)			
Street Signage - (broken, not operating, etc.)			
Landscaping - (damaged tree, shrubs, lawn, fencing, etc.)			
HVAC Equipment/Exhaust Fans - (damaged, not operating, etc.)			
Other Building Exterior Damage - DESCRIBE: (signs, etc.)			
Stairwells - (stair risers damaged, handrails down, entrance doors damaged, not usable, etc.)			
Swimming Pools and Hot Tubs (do they contain water? visible cracks, submerged items)			
Building Interior (if structure deemed safe/intact, tour all common areas and report observed damages below)			
Column Footings - (cracks, lifting, or movement in foundation)			
Roof Bar Joists/Glulam Beams - (deflected, shifted, cracked, etc.)			
Fire Sprinkler System Piping - (broken pipes, hangers damaged, sprinkler heads leaking, impaired, etc.)			
Partition/Fire Walls - (cracks, collapsed, etc.)			
Resident Property Damaged			
BUILDING STILL HABITABLE FOR RESIDENTS? Answer "YES" or "NO"		Yes	No

NOTE: If significant building damage is observed, please take photos, mark damaged area(s) on the building site plan, and attach them to this report. Please report this information to your Regional Service Manager to determine if a Structural Engineer should be contacted.

F. Medical & First Aid Emergencies:

PROCEDURES: Medical emergencies can occur anywhere. Team Members should be prepared to deal with injured or medically endangered people on the premises. A medical emergency can range from a victim suffering a heart attack, a sprained leg, broken bones, or frostbite to burns, internal bleeding, or even death. Medical attention to the injured person(s) is the first priority.

General Medical Emergencies

In the event of a serious illness or injury:

1. Let the person decide whether they want to see a doctor or go to the hospital. Be courteous at all times.
2. If the injured party is alone and unresponsive, call **911**. If unavailable due to a region-wide disaster, request assistance from any on-site medical personnel, if available.
3. If necessary, assist emergency personnel in getting to the person(s) involved by opening gates and/or entrance doors to expedite the medical attention process.
4. Notify the rest of the Property Staff.
5. Do not move the victim unless absolutely necessary.
6. Personnel trained in first aid should initiate first aid action as necessary if the injured party has agreed to the assistance.
7. In the event of minor injuries:
8. Initiate immediate first aid action as necessary.
9. Notify Property Manager.
10. Have the injured person report to the closest medical provider or Emergency Room.
11. If the medical crisis is related to an accident (i.e., slip and fall)
12. Do not offer to pay medical expenses.
13. Do not admit any responsibility.
14. Do not talk about insurance, negligence, or liability.
15. Do not apologize for the accident.
16. Do not argue over the cause of the accident.
17. Do not discuss the accident with others.
18. Coordinate with Risk Management and insurance carrier to follow up on the progress of the injured party.
19. Take steps to correct any hazard, which may have contributed to an accident.
20. In the event of any injury, follow the Mission Rock procedures for reporting injuries.

Additional Resource: The following link provides a training video on how you can assist with life-threatening injuries before paramedics arrive:

<https://community.fema.gov/until-help-arrives>.

EMERGENCY RESPONSE PLAN VERSION 2.0

*****Related Emergency Probabilities: *****

- **Earthquake**
 - **Fire**
 - **Flood**
 - **Crime**
 - **Tornado**
 - **Utility Outage**
 - **Winter Storms**
- **Hazardous Materials/Environmental Incident**

EMERGENCY RESPONSE PLAN VERSION 2.0

F. Tornado, Hailstorms & Thunderstorms:

Information: Tornadoes are nature's most concentrated and violent weather phenomena, usually striking with little or no warning. One of the first indicators that a tornado might develop is severe thunderstorm conditions. Tornadoes can strike at any time of the year but most frequently occur in the afternoon during April, May, and June and can often be followed by further damaging hailstorms. Familiarize yourself with the following National Weather Service weather alerts:

NATIONAL WEATHER SERVICE: The National Weather Service provides up to date information on tornado conditions in the United States and issues public statements regarding tornado potential, based on the following alert descriptions:

- **TORNADO "WATCH":** Issued by the National Weather Service Storm Prediction Center when severe thunderstorms that may produce tornadoes are possible. The tornado "Watch" area is issued for a large area and usually remains in effect for several hours. Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio or local news reports for information. Set up specific weather maps for your region at <http://www.weather.gov/forecastmaps>.
- **TORNADO "WARNING":** Issued by the National Weather Service Forecast Office when a tornado is imminent or occurring. A "Warning" is issued for a county and is in effect for one hour. Take shelter immediately.
- **SEVERE THUNDERSTORM "WATCH":** Severe thunderstorms are possible in your area.
- **SEVERE THUNDERSTORM "WARNING":** Severe thunderstorms are occurring.

Tornado Strength "F" Scale: The following Fujita Scale or "F Scale" lists Tornado intensity in wind speed and anticipated property damage that can be expected. All Tornadoes are assigned a single number from this scale according to the most intense damage caused by the storm:

Tornado Rating:	Sustained Wind Speeds:	Damage Building Expected:
F-0	40 - 72 mph	light damage
F-1	73 - 112 mph	moderate damage
F-2	113 - 157 mph	considerable damage
F-3	158 - 206 mph	severe damage
F-4	207 - 260 mph	devastating damage
F-5	260 - 300 mph+	catastrophic damage

Thunderstorms: Remember, tornadoes occasionally develop in areas in which a severe thunderstorm watch or warning is in effect. Remain alert to signs of an approaching tornado and seek shelter if threatening conditions exist. Look out for dark, often greenish sky, wall cloud, large hail, and a roar, similar to a freight train.

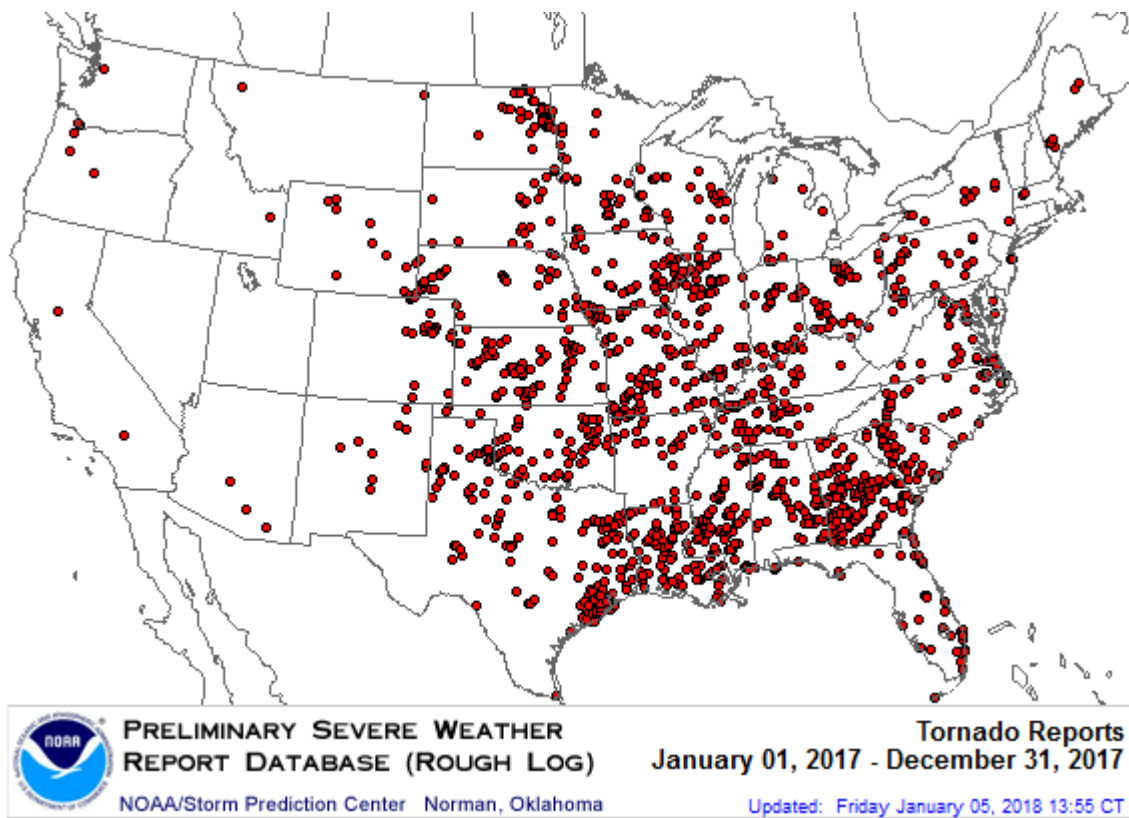
*****Related Emergency Probabilities:*****

EMERGENCY RESPONSE PLAN VERSION 2.0

- Utility Outage
- Medical Emergencies
- Hazardous Material Incident

Tornado – Prone Areas of the United States: The States of Texas, Oklahoma, Nebraska, Kansas, and Florida consistently experience over 50 Tornadoes per year, creating a weekly Tornado hazard during the spring and summer months. On average there are approximately 1,300 reported Tornadoes in the United States each year based on statistics available from the National Weather Service and NOAA.

As a leader in Tornado activity, the State of Texas has experienced over 5,000 recorded Tornadoes over the past 50 years:



Hailstorms: There are often damaging Hailstorms following severe thunderstorms and tornadoes. The damage to building roofing systems, HVAC equipment, canopies, and other building exterior components is well documented at company properties.

Prompt Notification of Hailstorms: A critical factor in limiting buildings' damage is prompt notification of a Hailstorm event to make a building inspection. You can sign up for free alerts on hailstorms in your area online.

DURING A TORNADO "WATCH" AND "WARNING" ALERTS:

EMERGENCY RESPONSE PLAN VERSION 2.0

INSTRUCTIONS: During regular business hours, activate the plan after the announcement of a Tornado "Watch" for your area by the National Hurricane Center:

1. **Resident Portal Message:** Send each Resident in buildings affected by the Tornados following the [Crisis Communications Plan](#) (pg 181).
2. **Confirm Vendor Contacts:** Check in with vendors on commitments, after-hours availability, and contact information. Assign responsibilities.
3. **Print a Rent Roll:** Pull a Rent Roll and Floor Plans by Unit: Print an updated rent roll for use in determining floor plans and occupancy by unit. Unit floor plan copies, one for each apartment, should be printed and available to document potential damage in individual apartments while walking. This will be an important tool to assist with the scheduling of vendors when the time comes to make repairs.
4. **New Residents:** Contact any new residents who may be moving in before, during, and after the storm. Notify them of the impending storm, possible roadblocks, and that the office will be closed. Agree to reschedule the move-in date if necessary. Determine a date and time to reconnect to provide updates, establish a new move-in date, etc. (Keep a phone log of follow-up calls to make after the storm). This is particularly important for individuals moving to the area from out of the town who may not be aware of the storm's pending approach.
5. **Community Tornado Shelter Plans:** Confirm locations to local shelters and insert in the [EVACUATION INFORMATION SHEET](#) in the [Appendix](#) for resident and Team member distribution
6. **Designated Emergency Contact:** Confirm the selected primary and back-up after-storm meeting site and who should attend. Reserve hotels to accommodate Company support post-event if significant damage is anticipated.
7. **Property Inspection:** Perform a visual inspection at each property and remove anything that could cause additional damage, i.e., debris, patio furniture, umbrellas, etc. Check roofs, clean gutters, & check for loose air conditioning panels. Have dumpsters or trash compactors emptied if there is time.
8. **Sister City Property Program:** Check in with your supporting Sister City Property. Also, notify ERP Director and Risk Management of the pending Tornado preparedness measures when a Tornado "Warning" is issued.
9. **Secure the Buildings:** Secure the buildings to prevent vandalism, evacuate all residents and visitors if required by the local "Authorities Having Jurisdiction." . Remind Team Members and Residents to follow the Emergency Evacuation Plans.
10. **Update Voicemail Message:** Update the property and individual office email and voicemail with "out of office" messages and emergency contact information.
11. **Contact Information:** Distribute Resident notices and post-event guidance per the [Crisis Communications Plan](#) (pg 181).
12. **Staff Meeting:** Go over current ERP Tornado Plan with Team members and provide any updated vendor and Resident contact names and numbers.

DURING A TORNADO EVENT:

1. **Safety First:** First and foremost, protect yourself and your family.
2. **Communicate Your Ability to Assist:** After attending to personal and family needs, communicate your availability to assist in the recovery efforts to the ERP as soon as possible. Be available via a mobile device, email, and the Resident Portal to Residents, associates, etc.
3. **Seek Shelter:** Advise occupants to seek safe shelter immediately in a small interior,

EMERGENCY RESPONSE PLAN VERSION 2.0

lower floor rooms without windows, hallways, or rooms constructed with reinforced concrete, brick, or block. Stay away from windows after opening them slightly so the pressure will not build and shatter them.

4. **If Caught Outside:** If caught outside during a tornado, lie flat in the nearest ditch, ravine, or culvert with hands protecting the head.
5. **Lightning:** This is a serious hazard during thunderstorms or tornados. Get inside a structurally sound facility during severe bouts of lightning. If caught outside, do not stand underneath tall trees in an open area. Stay away from wire fences, metal pipes, rails, and open water.
6. **Monitor Tornado Tracking:** Continue monitoring tornado and thunderstorm tracks via any methods available, the internet and weather radio, if possible.
7. **Avoid Vehicle Travel:** Do not attempt to travel in vehicles as tornados travel in erratic paths and can trap you in their path.

POST-TORNADO EVENT RECOVERY – AFTER ASSESSMENTS COMPLETED:

1. **Monitor Local Weather:** Be sure that the tornado and severe thunderstorm alerts have indeed passed and that there is not a second wave of potential severe weather predicted before you begin post-recovery efforts. Also, be aware of damaging hailstorms that could occur.
2. **Temporary Space for Residents:** Begin identifying and relocating Residents to temporary space, if needed.
3. **Restore Utilities:** Stay in contact with the local utility companies so that you may inform Residents of the estimated date/time for utility restoration. Be sure that the physical location of utility shut-off valves is known.
4. **Emergency Power Generators:** If your property does not have an emergency power generator, a disaster restoration firm may be able to assist with access to one.
5. **Hail Damage Assessment:** Determine if the buildings impacted by a tornado have, in fact, experienced Hailstorm damage.
6. **Begin Repairs:** Begin temporary repairs/restoration as soon as possible. Obtain contracts for repairs as appropriate.
7. **Maintain A Journal:** Maintain a photo and narrative journal reflecting all Resident and building issues.
8. **Report the Claim:** Keep a detailed account of all expenses related to damage on a spreadsheet and attach it to an Incident Report Form.

EMERGENCY RESPONSE PLAN VERSION 2.0

G. Winter Storms:

The National Weather Service provides up to date information on winter storm conditions in the United States and issues public statements regarding weather potential, as do other similar international weather services, based on the following alert descriptions:

NATIONAL WEATHER SERVICE: The National Weather Service provides up to date information on winter storm conditions in the USA and issues public statements regarding weather potential, based on the following alert descriptions:

- **WINTER STORM “WATCH”:** Issued by the National Weather Service Forecast Office when severe winter storm conditions are possible within the next 24 to 48 hours. Winter Storm Watch includes the possibility of heavy snow accumulations and/or significant ice accumulations.
- **WINTER STORM “WARNING”:** Issued by the National Weather Service Forecast Office when severe winter conditions are expected. Heavy snow warnings for accumulations above 7 inches (17.78 cm) or ice storm warnings with ½ inch (1.27 cm) of ice or more is possible.
- **BLIZZARD “WARNING”:** Issued by the National Weather Service Forecast Office when snow and strong winds will combine to produce blinding snow with visibility near zero and “whiteout” conditions likely. The wind will also cause deep snowdrifts. The “Watch” area is issued for a large area and usually remains in effect for several hours. Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio, or television for information.
- **WIND CHILL “ADVISORY”:** Issued by the National Weather Service Forecast Office when potentially damaging wind chill readings are expected. The below zero deg. F (-18 deg. C) advisory range can vary by region but is usually at least -15 deg. F (-26 deg. C) or more. These conditions can impact facilities with sprinkler systems as frozen piping can occur even in heated buildings.

Gusty Winds: These events can impede roads and travel conditions and knock down trees, utility poles, and power lines. Structures can be severely damaged from gusts of 100 mph or more and heavy snow and ice can cause structural damage and power outages.

Coastal Flooding: Properties situated near mountains' base s face the threat of tumultuous avalanches burying them in snow. Storms near the coast can cause coastal flooding and beach erosion. Pipes may freeze and burst in poorly insulated or unheated buildings, and ice jams may form and result in flooding.

*****Related Emergency Probabilities: *****

- **Utility Outage**
- **Flooding**
- **Medical Emergencies**

Please be prepared to adhere to the following protocols going forward and more specifically when cold weather approaches anywhere Mission Rock manages

property.

a. Make 100% certain your pool is winterized

- a. Blow out and air lock the lines.
- b. Ensure all drain plugs are removed in the pump, heater, and sand filter.
- c. Make sure proper amounts of winter chemicals are added to your pool.
- d. If budgeted or required, have your pool winterized by a professional company.
- e. If you have any questions or concerns, please contact your RSM.

b. Snow removal equipment

- a. Evaluate gas-powered snow removal equipment. Ensure all of the equipment runs properly, has fresh gas, and the oil is changed. Complete any necessary repairs.
- b. Ensure adequate stock of working shovels and orange cones for your entire team, including a few extras in case some break.
- c. Have at least enough snowmelt stocked to last you one month. Ideally, you should be ordering in bulk to lower the cost of the materials.
- d. Review snow removal safety procedures with your entire team, including MRR snow removal procedures and snow logs.

c. Snow Removal Contracts

- a. Read and understand the work scope portion of your snow removal contract.
- b. Read, understand and sign the Snow Removal Policy.
- c. Create a map of the locations that are to be cleared by your snow removal vendor and note the areas they are to pile snow.
- d. Have your vendor mark the curbs with reflective posts to keep from damaging curbs with plows.

d. Landscaping

- a. Have your landscaper blow out all sprinkler lines and remove any backflow preventers to be stored away for the winter before any freeze and no later than 10/31 annually.
- b. Cut away tree branches that could potentially fall on any structure or vehicle during a storm. Remove all dead limbs and trees from the property. Discuss any need for vendor engagement with your RSM.

e. Fire Suppression Sprinkler Systems:

- a. Schedule maintenance of fire protection systems well in advance of cold weather, **or no later than September 30th.**
- b. Our engaged qualified vendor should verify that fire protection systems using water have adequate heat to prevent damage. Water should be drained from low points in dry pipe systems and valve rooms heated to prevent valves and risers from freezing.
- c. For dry systems, the vendor should check the air pressure since pressure varies with temperature changes. A drop in pressure may cause the valve to open and flood the pipe with water.
- d. Any needed repairs should be brought to the attention of the RSM before proceeding.

f. Centralized Heating Systems/Emergency Generator:

EMERGENCY RESPONSE PLAN VERSION 2.0

- a. At least one maintenance inspection must be scheduled for heating systems. These checks must include all control systems, safety devices, shutoff mechanisms, auxiliary systems, and fuel supplies.
- b. Remember to include provisions for reserve fuel supplies in case of restriction or loss of existing supplies.
- c. A licensed and approved contractor should be set up to perform preventative service quarterly as well as any needed repairs on Generators.
- g. Plumbing:** All areas containing piping including chases, space above ceilings, stair towers, and entryways must be inspected for winterization needs. Preventative steps that can be taken to minimize freezing dangers to pipes include:
 - a. Verify that you have meter box keys to all water meter covers on your property. If not, contact the utility provider to coordinate copies.
 - b. Discuss the need to install extra insulation or electric heat tape around pipes with your RSM and if this should be performed by a qualified vendor.
 - c. Seal up openings that allow cold air around pipes. A good example of this would be access covers to water shut-offs on buildings that are not closed properly. Insulation is the best protection against cold air and should be installed around all exposed pipes. Cover exterior faucets with frost free hose bib covers. Work with your RSM to determine if a vendor engagement is needed to manage any part of this process.
 - d. Stock up on plumbing supplies you may need if repairs are needed. (Solder, flux, copper couplings, abrasive cloth, copper pipe, PVC pipe, PVC glue, PVC cleaner, PVC couplings, etc.) During freezing conditions these items may be hard to find, supply houses do run out.
 - e. Consult with your RSM on insulating any water lines that run along outer walls or are in non-heated areas to prevent freezing. This work may call for a vendor engagement.
- h. Freeze Warning:** Water pipes in areas that typically experience mild winters may not be as insulated as in traditional cold-weather climates.
 - a. Post Freeze Warning signs for residents.
 - b. Ensure all vacant units, laundry, utility, and sprinkler rise rooms have functioning heat with thermostats set to 60 degrees minimum. (60 degrees in vacant units).
 - c. Instruct residents to allow faucets to drip and open cabinets to allow heat to reach pipes to avoid frozen pipes.
 - d. Remind residents to advise property management immediately if they have no water.
 - e. Inspect storage areas for materials that can be damaged by freezing temperatures.
- i. Gutters & Drains:**
 - a. Evaluate gutter and drain outflow, ensuring no drainage onto walkways to avoid slippery conditions with the melt-refreeze of snow.
 - b. Gutters and drains should be cleaned to prevent clogging and snowmelt dripping over onto walkways.
- j. Property Inspections:**

EMERGENCY RESPONSE PLAN VERSION 2.0

- a. Check doors and windows for damage or drafts. Caulk and weather-strip if necessary.
- b. Check sidewalks and parking areas for damage and proper drainage.
- c. Repair roof leaks.
- d. Have chimneys and flues inspected annually and repaired and cleaned by a licensed vendor if necessary and upon approval by your RSM.

RESPONSIVE ACTION FOR A WINTER STORM:

1. **Protective Clothing:** While inspecting the Property, dress for the season wearing layers, gloves, a hat, slip proof/weatherproof boots, and a scarf to cover your mouth and protect your lungs.
2. **Structural Soundness:** If there is a tremendous amount of snow and ice on the roof, use caution when entering the building as the structural soundness may have been disturbed. Wear a hard hat, sturdy boots, and work gloves. If deemed unsafe, do not enter and contact a Structural Engineer from your vendor contact list to evaluate the structure. Also, contact Property Services and your Regional Manager to report this concern.
3. **Frozen Piping/Water Leaks: Report your findings on these items to your RSM:**
 - Examine the water meter for leaks and frost. Do not attempt to thaw the water meter. Contact the local Water Department for instructions.
 - Inspect pipes and sprinkler heads to determine if water to fire protection has been frozen, creating a shut-off. Determine if the problem is property-wide or an isolated incident.
 - For frozen pipes, shut water off, then raise the temperature in the apartment and call a plumber and your assigned RSM for further direction. For frozen pipes that are broken or leaking, shut water off, make repair, then raise temperature and let faucets drip when temperatures are below 32 degrees.
 - Make sure all temporary repairs (G-couplings) have been made permanent.
 - If any pipes were repaired make sure insulation is placed between the pipes and the outside wall before sealing opening.
 - If you are unable to get heat to an apartment, discuss the possibility of draining the plumbing lines by shutting off the water and opening the lowest fixture in the building. This may be a something performed by a vendor.
4. **Sidewalk & Roadway Access:** Snow, sleet, or freezing rain may make pedestrian and vehicular traffic dangerous or impossible. Ensure that sidewalks, driveways, parking areas, and fire lanes are kept free of snow, sleet, and ice and passable to pedestrian and vehicular traffic.
5. **Fire Hydrants:** Inspect fire hydrants and ensure they are accessible. If not, have them cleared immediately for proper access by the local Fire Department.

EMERGENCY RESPONSE PLAN VERSION 2.0

6. **Electrical Power:** If there is a power failure, it may be necessary to turn off electrical switches to prevent reactivation before checks are done. You may choose to contact your electrical contractor for advice or assistance.
7. **Fire Systems:** In the event of a prolonged power outage, seek permission from the local fire authority in writing, as well as your insurance broker or insurance company, to drain the fire suppression systems.
8. **Utility Shut Off:** In severe weather emergencies, it may be advisable to shut down natural gas and water sources. Contact your local utility gas provider for assistance; do not turn it off by yourself.
9. **Roof Inspections:** Inspect and monitor the amount of snow on rooftops and carports and engage a third party to address excessive weight, if necessary. Flat roofs are extremely vulnerable to freezing, thawing, and re-freezing.
10. **Building Heat:** Please note that pipes are more susceptible to freezing if the heat source has been turned off. Take the necessary steps to ensure that an alternate source of heat is employed.
11. **Snow Melt – Flooding:** When the snow begins to melt, flooding may occur. Make sure all street and building drains have been cleared of debris and snow. Be sure ice melt is applied sufficiently to prevent slip and falls as melted snow refreezes.
12. **Freeze Warning Signs:** Collect and store Freeze Alert signs.
13. **Incident Report:** Fill out this [form](#) to report any damage to property or bodily injuries resulting from the storm.

H. Volcanic Eruptions:

Volcanoes are eruptions from the earth's interior that can cause violent explosions of gases and rock. Eruptions can cause lava flows, mudslides, avalanches, falling ash, and floods. Fresh volcanic ash, which is pulverized rock, can be harsh, acidic, gritty, gassy, and smelly. It is not immediately dangerous to most people, but the combination of acidic gas and ash that may be present for miles around an eruption could cause lung damage to small infants, older people, or anyone with respiratory problems.

PREVENTIVE ACTIONS FOR A VOLCANIC ERUPTION:

- 1. Ash Fall Precautions:** To prevent ash fall from entering a building, door and window latches should be checked weekly to confirm that they properly work when notified of a pending volcanic eruption.
- 2. HVAC Equipment/Air Intake:** HVAC equipment with air intakes or filters should be covered with per-sized covers and a method of securing them in place. Also, HVAC shut-down switches' location should be clearly marked for fast service and reference on your property site diagram.
- 3. Ash Accumulation & Removal:** Have equipment on hand, or a Contractor on alert, to remove any ash build-up from flat or low-pitched roofs, to reduce the threat of a roof collapse. Contact your local contractor to discuss a strategy and timeline for ashfall removal, including the cooling-off period that may be needed before it is safe to remove the ash piles from around the building and property.
- 4. Clean Out Gutters & Drains:** Gutters and drains should be cleaned every week as soon as you are notified of a pending volcanic eruption.
- 5. Pre-Planning:** Acquire essential supplies to keep on hand. Use the [Tools and Supplies Checklist](#) located in the [Appendix](#). Obtain any missing supplies.
- 6. Fire Threat:** Be prepared to help extinguish any falling embers with water from a hose or bucket of water as smoldering embers can be part of the ash fall, causing fires to start to landscaping or the building exterior. Inspect the condition of hoses, buckets, etc., **weekly** as soon as you are notified of a pending volcanic eruption.
- 7. Fire Department Communications:** Contact your local Fire Department(s) to determine what they recommend as fire prevention measures and what plans the community has in place during the volcanic eruption threat.

RESPONSIVE ACTION FOR A VOLCANIC ERUPTION:

- 1. Safety First:** First and foremost, ensure the safety of the residents and your team. Determine if evacuation is necessary and take appropriate action. Remind residents and Team Members to follow the Emergency Evacuation Plans for your property. Communicate to responding authorities all physical, mental and special needs parties who have requested assistance in an emergency evacuation.
- 2. Ashfall Precautions:** During an ashfall, doors, and windows should be kept closed, and the building mechanical systems, or at least air intakes, should be shut down.
- 3. HVAC Equipment/Air Intake:** Any equipment with air intakes or filters should be shut down and covered temporarily during the ashfall.

4. **Resident Contact:** Contact Resident(s) regarding how exterior and common areas are being addressed and if they will be impacted. They should be advised to remain in the building during an ashfall.
5. **Roof Collapse – Ash Accumulation:** Heavy ash should be removed as quickly as possible from flat or low-pitched roofs to reduce the threat of a roof collapse. Use caution when entering the building as the structural soundness may have been disturbed. If there is any doubt about the safety of the building, do not enter.
6. **Clean Out Gutters & Drains:** Gutters and drains should also be cleaned out to prevent clogging.
7. **Fire Threat:** Smoldering embers can be part of the ash fall, causing fires to start in landscaping or on building exteriors. Keep on alert and extinguish any falling embers with water from a hose or bucket of water.
8. **Notify the Fire Department:** If a fire danger exists, notify the Fire Department and determine what they recommend as fire prevention measures until they can arrive. Ask for an estimated time of arrival.
9. **Incident Report:** Complete an [Incident Report form](#) attaching photographic documentation of damages and costs related to repairs and clean up.
10. **Debris Removal:** Following the ash fall conclusion, a cooling-off period may be needed before it is safe to remove the ash piles from around the building and property.

*****Related Emergency Probabilities: *****

Fire

Flooding

Mudslides – Avalanches – Landslides

Utility Outage

Medical Emergencies

I. Utility Outages:

Electrical: The delivery of electrical power to the property could be interrupted at any time. Depending on the circumstances, a loss of electrical power may or may not result from or become an emergency. It can also be caused by faulty wiring, or the utility company may have brownout or blackout periods.

RESPONSIVE ACTION FOR UTILITY OUTAGE:

- 1. Investigate:** A determination should be immediately made about the outage to notify the appropriate persons, and that certain safeguards are taken.
 - a. Investigate the cause of disruption to help expedite the utility company's efforts to restore the utility(s) to normal operations. If the problem is internal, the Regional Service Manager will be notified after on-site maintenance.
 - b. Check to see if all buildings are without power or just individual sections are involved.
 - c. If the entire property is without power, check if neighboring buildings have electrical power.
- 2. Report:** Notify utility company about an outage and any power lines on the ground. Try to get an estimate of when power will be restored. Assistant Manager/Leasing will monitor Radio and Television for current information on the outage.
- 3. Tag All Shut Valves:** Use your property site diagram to locate shut-off valves. Use a tag to provide a visual display to personnel that a valve has been closed due to a utility outage. Keep track of all shut-off valves as they will need to be re-opened upon restoration of the utility.
- 4. Resident Communication:** Notify affected residents using the letter templates in the [Crisis Communications Plan](#) (pg 181). Communication should include this guidance:
 - a. Protect appliances from possible power surges when electricity is restored, unplug appliances and computers, and turn off non-essential lights.
 - b. Keep refrigerator and freezer doors closed as much as possible to help prevent food spoilage. Refrigerated foods should remain safe to eat for four hours. Food in a closed freezer can stay frozen for up to two days. If in doubt, throw it out.
 - c. Discontinue non-essential water usage. Do not drink cloudy or dirty water.
 - d. Stay Cool. During hot days, stay cool indoors and drink plenty of fluids.
 - e. Anticipate Traffic Delays. Intersections should be treated as four-way stops when traffic lights are out. Anticipate long traffic delays in areas where the power is out.
- 5. Evacuations:** If directed by local authorities, follow the Emergency Evacuation Plans. Communicate to responding authorities all physical, mental and special needs parties who have requested assistance in an emergency evacuation.
- 6.** If an outage is expected to continue after office hours, have team members stand by in a "safe zone" until power is restored. Maintenance staff checks all sections of the building for persons that may be unable to exit certain areas because of insufficient lighting.
- 7. Safety Issues:** Identify any life safety issues and take appropriate precautions. Do not panic. Do not use an open flame. Isolate and barricade any unsafe areas, if

necessary.

8. Emergency Power Generators: If your property does not have an emergency power generator, a disaster restoration firm may be able to assist them with access to one if needed.

Loss of Potable Water: If local public water is interrupted by drought, a water main break, or another cause, the following should be obtained to allow for occupancy of your property:

- **Bottled Water and Antiseptic Wipes:** Obtain at least 8 cases (24 bottles per case) of 16 oz. bottled water, and if porta-potties with sinks aren't available, obtain antiseptic wipes or gel for hand sanitizing.
- **Restrooms:** Inform employees/residents that they may go off-site to use a public restroom (describe location) until porta-potties arrive on site.
- **Post Signs:** Post signs on all common area restroom doors that they are not available for use due to the lack of water.
- **Porta-Potties:** Use your vendor contact list to order at least two (2) porta-potties with handwashing capabilities for the clubhouse.

Natural Gas Failure: Natural Gas is odorless; however, most utility companies add a distinctive odor for safety purposes. While a natural gas disruption caused by a ruptured line off-property may be inconvenient, a rupture on the property can become life-threatening. Action must be taken immediately by on-site team members.

1. Disrupted Gas Service

- Check multiple buildings and neighbors to determine if the problem is isolated to one space.
- Check exterior gas meters for:
 - i. Gas odor.
 - ii. Sounds of a gas leak.
 - iii. Indications of tampering.
- Contact the Gas Company to inquire about any problems in the area and to respond to investigate.
- Have residents with gas appliances shut off gas valves to prevent gas leaks through unlit pilot lights when service is restored.

2. Faint Odor of Gas near a Gas Operated Appliance

- Check pilot lights to determine if they are lit.
- Advise residents to shut off the gas valve before, vent the area with fresh air before re-lighting the pilot, or turn off the gas valve to the appliance and contact a repair service.
- Monitor to ensure the problem is secured.

3. Strong or Persistent Gas Odor or You Hear Gas Leaking

- Notify the fire department.
- Evacuate the area following the Emergency Evacuation Plan.
- Begin to ventilate the area by opening doors and docks.
- Do NOT use any items that may cause a spark.
- Call the gas company.
- Complete an incident report once the local authorities have given the all-clear.

*****Related Emergency Probabilities: *****

- **Medical Emergencies**
- **Hazardous Materials/Environmental Incident**
- **Fire/Earthquake/Tornado/Volcano/Mudslides**

J. *Mudslides – Landslides – Sinkholes:*

In the case of mudslides, avalanches, landslides, and sinkholes, there is usually some prior warning that the land or hillside is becoming unstable. Most slides and sinkholes will develop slowly over days based on the soil saturation or after a series of heavy storm activity. Discuss the probabilities with local "Authority Having Jurisdiction."

PREVENTIVE ACTION FOR MUDSLIDES – LANDSLIDES - SINKHOLES:

- 1. Barricade Critical Equipment/Openings:** If time permits or have prior notice, barricade critical outdoor equipment, and vulnerable building openings to divert mud and debris from critical areas.
- 2. Fire Protection Equipment:** Inspect all fire protection equipment to be sure it is all in operating service.
- 3. Discuss Utility Shut-Offs with Local Utilities:** Verify with the utility company before shutting down the gas or electricity. Determine ahead of time who will shut off the power and by what authority. Once electric or gas lines are disconnected, keep in mind that it could be days before reconnecting. If appropriate, shut off utilities at the main building disconnect when that building is in imminent danger of a slide or avalanche.
- 4. Emergency Building Supplies:** Assemble appropriate supplies and equipment at a central, secure location. (i.e., portable pumps, emergency lighting, lumber, plywood, nails, sandbags, mops, squeegees, tarpaulins, power and manual tools, shovels, and axes).

RESPONSIVE ACTION FOR MUDSLIDES – LANDSLIDES-SINKHOLES:

- 1. Safety First:** After an incident, it is vital to ensure a building's safety before anyone enters.
- 2. Property Evacuation:** Severe conditions may require evacuating buildings. If local authorities require evacuation, notify residents, and assist local authorities with evacuation. Communicate to responding authorities all physical, mental and special needs parties who have requested assistance in an emergency evacuation. Remind the residents and Team Members to follow the Emergency Evacuation Plans for your property.
- 3.** If after hours, contact residents affected, explain how the residents will be impacted.
- 4. Relocate Residents:** It might be necessary to relocate residents to temporary space if needed. The Red Cross may be called by Authorities having jurisdiction or property personnel to assist on large scale events.
- 5. Monitor Local Conditions:** Continue to monitor local radio and/or television stations to keep abreast of mudslide, avalanche, landslide, or sinkhole information in this area.
- 6. Structural Damage:** Check the foundation for cracks and examine overhangs for any missing structural supports. Pipes are subject to bursting, and trees and fences may collapse or break. If apparent damage is observed, the building inspector or fire chief should determine if a building is safe to enter. You should also contact a structural engineer if directed by the Regional Service Manager or local authorities.
- 7. Slope Stability:** Visually inspect areas subject to slides from a distance. A civil engineer may be necessary to help evaluate the slope's stability and the potential

for property loss or damage. A property insurance adjuster can help determine when an engineer should be involved. Call Property Services to discuss your next actions.

8. **Safe Distance:** Do not disturb anything at a sinkhole site and keep a safe distance away.
9. **Utilities & HVAC Equipment:** Inspect the building mechanicals prior to re-energizing components.
10. **Tour the Property:** Walk the property and check for loose power lines and gas leaks. Call the utility company if any of these conditions are observed.
11. **Electrical Power Lines:** Watch for and avoid live electrical wires. Do not turn on any electrical appliances until an electrician says it is safe.
12. **Broken Glass:** Check for broken glass and create barriers to keep people away to prevent injury. Board up windows until replacement glass arrives.
13. **Sump Pumps:** Arrange to pump out surface water gradually to minimize further structural damage.
14. **Debris Removal:** Remove debris or mud gradually to minimize further structural damage.
15. **Dehumidify Buildings:** Properly dehumidify the building, furnishings, and other areas to avoid unhealthy bacteria conditions; mold and mildew growth may be hazardous in the ductwork. Affected areas will need to be treated to kill bacteria and prevent the growth of mold and mildew.
16. **Reporting:** Complete an [Incident Report](#) to notify owners and others of any property damage or injuries.

*****Related Emergency Probabilities: *****

- **Utility Outage**
- **Medical Emergencies**
- **Hazardous Materials/Environmental Incident**

K. Crime:

An unfortunate reality is that there are many ways crime can negatively impact life on our properties. Until authorities can be brought in, we must manage the response to keep ourselves and our residents safe and protect our owners' assets. There is no way to identify every situation that may unfold but see below for some examples of high-risk events to be watchful and prepared to respond.

Active Shooter

Gun violence has permeated every facet of American society. Mass shootings—in which at least four people are injured or killed—occur nearly every day. The active-shooter preparedness plan shifts the collective mindset and empowers employees to take physical steps to keep themselves safe and possibly subdue the attacker.

Active Shooter Profile

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms, and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout buildings or areas until stopped by law enforcement, suicide, or other intervention.

Education and Training:

Read through this guide, and then for further information see the training option for Active Shooter in Rock U. This website is a course **recommended by** FEMA to assist in understanding the warning signs, recommended actions, and resources for an active shooter event: <https://emilms.fema.gov/IS907/curriculum/1.html>

Understanding Active Shooter Incidents

- Active shooter incidents are becoming more frequent.
- All employees can help prevent and prepare for potential active shooter situations.
- An active shooter is an individual killing or attempting to kill people in a confined and populated area.
- Typically, there is no pattern in the selection of victims in an active shooter incident.
- Common motives include anger, revenge, ideology, and untreated mental illness.

DURING AN ACTIVE SHOOTER EVENT:

In an active shooter situation, you should quickly determine the most reasonable way to protect your own life. You should:

Run. Leave your belongings, warn others if possible, but try to escape. Evacuation is the best way to lessen injuries and casualties.

Hide. If escape is not possible, lock and block doors, close, cover, and move from windows not options for evacuation, and try to hide separately from the shooter's view. Silence your cell phone.

Fight. As a last resort, channel all your energy to act aggressively against the shooter and

do your best to pick up items that can be used as weapons, like fire extinguishers and scissors. The odds of survival are better if several people can coordinate a counterattack.

Law Enforcement's Role

When there is an emergency such as an active shooter incident, it is essential to remember that officers arriving on the scene may be coming from many different duty assignments and will likely be in various types of uniforms and even in street clothes. Here is what you can expect when law enforcement officials arrive at an active shooter scene:

- Law enforcement's immediate purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
- The first officers to arrive at the scene **will not stop to help injured persons** because their first priority is life safety. They will need to secure the scene first.
- Officers may arrive in teams with tactical equipment such as vests, helmets, and rifles.
- Use pepper spray or tear gas to control the situation.
- Shout commands and may push individuals to the ground for their safety.

Here is standard protocol advised by the Department of Homeland Security, which encourages victims to do the following when law enforcement arrives:

- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers or holding on to them for safety.
- Avoid pointing, screaming, and yelling.
- Do not stop to ask officers for help or direction when evacuating; proceed in the direction from which officers are entering the premises.

Once safely evacuated, provide the following information to law enforcement officers or 911 operators:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of the shooter(s).
- Number and type of weapons held by the shooter(s). Number of potential victims at the location.

Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

AFTER THE EVENT:

1. Team Communication: Check in with your onsite team and supervisor to report your location, any injuries, and whether you can assist in addressing resident issues and property repairs. Be sensitive to anyone who may be dealing with the

- aftermath of the event emotionally or physically.
2. Property Damage: **After consulting with your Regional Service Manager** make any necessary repairs.
 3. Report the Incident: Complete an [Incident Report](#) for property damage or any bodily injuries.
 4. Increase Security: When appropriate and within owner-approved budget, engage or inform security personnel of increased criminal activity.
 5. Employee Follow Up: Report any staff counseling needs to Human Resources.
 6. Media: Follow the [Media Relations Policy](#) (pg 169)

Violence in the Workplace

Violence in the workplace is increasing and must be considered carefully as to what type of threat leads to the type of response. There are two basic categories of threats: "Implied," the other is "Real."

Implied Threat:

A threat of a promised return visit to "get even" or to harm. This type of threat should be evaluated carefully as to the emotions at the time of the threat or the cause of the threat. This type of threat could easily escalate into violence. Precautions should be taken to avoid a one on one confrontation after a threat is received from a potentially dangerous individual. Always notify your Property Manager of personal threats.

If appropriate, your supervisor may request an evaluation of the "aggressor's" personal employment history from Human Resources to assist in the departmental review of the incident. A senior supervisor or manager should interview those who work directly with the potential aggressor to acquire information such as: Does the person have ready access to weapons; has the individual been openly vocal about personal problems or work problems or been making open threats. If the threat is considered real, law enforcement should be notified immediately. Personnel should provide the police with as much information as possible about the person making the threat and why. Your supervisor should notify local law enforcement if there is immediate danger and protection required for Company staff.

Real Threat:

A physical confrontation by a Team member, resident, or vendor with intent and ability to do bodily harm. A person finding themselves in this situation has very few options readily available to them.

Stay very calm and try to calm the person down verbally. Agree with the person, even if you disagree; it is safer to agree than to force a quick confrontation. Do not do anything to escalate the situation. Try to notify other staff of the situation without being obvious. Try to get a telephone call into the police by calling 911, leaving the line open if you cannot talk directly. Emergency operators may be able to listen and trace the call's origin in most cases. If you can get a call into 911, emphasize keywords to tip the police to your circumstance: weapon, bomb, hostage, location, and keep talking on the phone as long as you can.

Ask questions that will direct the anger away from you. Do everything you can to direct the person's anger to someone or something in another location. You need to take as

much time as possible and remove yourself from the threat or buy time to allow help to arrive. Volunteer to get the person they are really angry at. The person you are dealing with may or may not be rational. Be very careful not to make any sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to defuse the situation or provide you the opportunity to escape.

Bomb Threat

PROCEDURES: Often, bomb threats are received via telephone calls or written communications (letter, email, etc.), and all threats should be taken very seriously, and the following procedures implemented. Explosives can be concealed in any container. Any suspicious items should be avoided and considered dangerous. Alert the police if anything appears out of the ordinary and follow the guidelines noted below.

RESPONSIVE ACTION TO A BOMB THREAT:

1. Contact Local Police: Call 911 immediately to report any threat received.
2. Evacuate Building: If the incident occurs during business hours, local authorities require evacuation, notify customers, and assist local authorities with evacuation. Communicate to responding authorities all physical, mental and special needs parties who have requested assistance in an emergency evacuation. Remind residents and Team Members to follow the Emergency Evacuation Plans for your property.
3. EXCEPT a Bomb Threat may be from an explosive device located outside of the building. If this is the case, advise Customers to move as far away from the potential bomb location and wait for further instructions from the local "Authority Having Jurisdiction."
4. Local Authorities Having Jurisdiction: At all times, comply with the requests from the local authorities.
5. Do Not Disturb Anything: Do not disturb anything at the site. The local authorities will notify the company when the building will be officially turned over to the owner.
6. Gather Information: Gather and document as much information noted below as possible and be prepared to provide this information to the authorities:
7. Time call received.
8. Time call terminated.
9. Exact words of the caller.
10. Time bomb is set to explode.
11. Description of a bomb.
12. Location of a bomb.
13. General demeanor of caller.

Bomb Threat – Telephone Call: If a bomb threat is received via a telephone call, follow the procedures on the [Bomb Threat – Call Handling Call Form](#) located in the [Appendix](#).

1. Report the Incident: Complete an [Incident Report](#) form when time permits.
2. Increase Security: When appropriate and within owner-approved budget, engage or inform security personnel of increased criminal activity.
3. Employee Follow Up: Report any staff counseling needs to Human Resources.

Security Events/Crime-Other

Personal Safety: Survey the scene before approaching. Do not jeopardize your safety

or the safety of others in the area.

Incidents Involving Weapons – Do not approach the scene. Observe from a safe distance and location and inform the police of all critical information to assist them with a safe response.

No Weapons Involved- Call the police and provide any assistance you can. If the perpetrator is gone, secure the scene for evidence collection by the police. Do not touch any evidence unless absolutely necessary.

First Aid: As soon as it is safe to do so, check the victim for injuries, and provide aid. Perform CPR if you are Certified and situationally appropriate. See [Medical Emergencies](#) for further guidance.

Assist Local Authorities: If the subjects were not apprehended, observe, and report the subject's description and travel direction. Attempt to maintain surveillance of the subject while on the property—relay information to the police. Continue to maintain a safe distance and location if a weapon is involved.

Increased Crime in Area: If there are repeated events, speak to courtesy patrol if your property has one, local authorities observed and follow any recommendations to mitigate the additional criminal activity.

Resident Theft: In personal theft cases, provide customer assistance, and encourage resident to file a police report.

Owner Property Theft: File a police report and complete an [Incident Report](#), including inventory and value of items to be replaced.

Increase Security: When appropriate and within owner-approved budget, engage or increase courtesy patrol.

Media: Follow the [Media Relations Policy](#) (pg 169)

Resident Communication: Circumstances may dictate the assistance of an attorney before communicating with residents. Work with your Regional Manager/Vice President/Executive Vice President to determine the course of action.

L. Hazardous Materials/Environmental Incident:

Chemical Spills

Keep in mind that hazardous materials are not used or stored at our properties facility in significant amounts to constitute a hazardous area. All flammable materials are to be stored in flame-resistant storage cabinets.

However, there may be instances where there are materials leaks, explosions, etc., from outside sources that affect our property.

Some indications of a hazardous material spill are as follows:

1. A liquid giving off an odor when exposed to air.
2. A liquid foaming when spilled.
3. A liquid staining floor or carpeting when spilled.
4. A haze in the air or visible fumes or odors from a spill.
5. Sudden headaches or fainting of several or many occupants.
6. Itchiness, rashes, choking, eye tearing, or runny noses of several or many occupants.

DURING A HAZARDOUS MATERIALS/ENVIRONMENTAL EVENT:

- a) **Identify the Source:** Try to determine the general source of the incident and/or danger areas without unnecessarily exposing personnel. Look for liquid, smoke/gas, powder, and/or unexplained victims. Consider sources on both the interior and exterior of the property.
- b) **Call for Help:** If a hazardous substance is found leaking on-site, contact these resources for guidance and assistance.
 - i. Call 911 for major events threatening life safety or extensive property damage
 - ii. Call the local fire department for other chemical spills
 - iii. Call a national restoration contractor or environmental consultant for assistance for all other ongoing matters
 - iv. If you need assistance finding an environmental consultant, contact Risk Management
 - v. Information needed will include:
 - a. Location of spill
 - b. Material spilled and estimated volume
 - c. Surface affected; i.e: soil/grass; asphalt; concrete; water
 - d. Sensitive receptor affected (where did it go): i.e., sewer, surface water, groundwater, drainage ditch
- c) **Take Protective Measures:** If possible, keep the substance from reaching a drain to avoid getting into the water supply.
- d) **Air Quality:** If fumes are present, wear, and provide respiration masks for those who must be in the area to address the issue. Do not approach, walk into, or touch any suspected material. Avoid inhalation of fumes, smoke, and vapors. Do not assume that gases or vapors are harmless because of the lack of smell. If you can see the hazard, you are too close.
- e) **Personal Safety:** Do not rush to the aid of victims. Assess the danger before giving aid; they may be contaminated or in a contaminated area, causing responders to become ill. Notify responding public rescue personnel of their location. NEVER

ATTEMPT TO CLEAN UP A HAZARDOUS SPILL UNLESS YOU HAVE THE PROPER TRAINING AND PROTECTIVE CLOTHING.

- f) **SDS Guidance.** If the identity of the substance is known, consult the **SDS** Data Sheet. If it is not known, use this guide:
- i. **Minor Threat-** No apparent victims or effects; or in a contained area. Isolate the area from the public and wait for the responding public authorities. Identify anyone who has been exposed and ask that they wait for medical personnel.
 - ii. **Major Threat Store Interior.** Property Management is in charge until people reach the common area. Once in the common area, assist as needed. Evacuate to fresh air keeping up-wind of the contamination source, keep out of low areas, and evacuate 50 to 100 meters in all directions—close all doors downwind of the accident.
 - iii. **Major Exterior Threat-**with advanced warning. In cases of a significant exterior threat with advanced warnings, such as a tanker car accident, consult with local police and fire department for orders to evacuate or protect-in-place.
- g) **Perform a Property Assessment:** Address property damages. Engage a restoration contract to perform clean up as needed.
- h) **Hazardous Waste Manifest:** The hazardous waste manifest is the document used to track the transportation and proper disposal of hazardous materials. We should not sign manifests; however, it is crucial to ensure that any transport of a material classified as a hazardous material has a manifest completed and signed by our restoration contractor. One of the manifest copies will be returned to the originator indicating that the material was disposed of properly.
- i) **Follow Regulations:** Report any event required by law to the Environmental Protection Agency as advised by the authority having jurisdiction or your restoration contractor.
- j) **Incident Report:** Complete this [form](#) if there are damages to property or any known or expected bodily injury claims.
- k) **First-Aid:**
- i. Move victims to fresh air (if possible.)
 - ii. If you are CPR certified, use a CPR mask with a one-way valve when giving CPR to persons who have ingested or inhaled toxicants.
 - iii. Remove and isolate contaminated outer clothing and shoes.
- l) **Contamination:** In cases of contact with a substance, immediately flush skin or eyes with running water for at least 20 minutes. Shower and wash with soap.
- i. Keep the victim warm and quiet.
 - ii. Effects of exposure may be delayed; ensure medical personnel is aware of the suspected circumstances and material(s) involved (if known.)

Discovery of a Methamphetamine Lab:

Information: A meth lab can exist just about anywhere; in a moving car, in a basement, in a stolen Winnebago, or even in a state-of-the-art underground laboratory beneath an industrial laundry facility. Some methamphetamine labs go up in flames as fires and explosions are telltale signs of chemistry gone wrong. However, most go undetected by police. In reality, law enforcement makes arrests on only a fraction of clandestine laboratories. Refer to the [Drug Lab Response Protocol](#) in the [Appendix](#) for a thorough guide on steps to take. Below is general information to familiarize yourself with related to

this issue.

Know the Dangers

It is essential to know the dangers of possible exposure. Meth labs are highly toxic chemical minefields. Fire and explosion pose an immediate risk due to the volatile compounds used in production. Entering a meth lab can cause symptoms ranging from coughing, nausea, and dizziness to chemical burns and even death. Routes of exposure from meth lab chemicals occur through inhalation, absorption or direct skin contact, and ingestion.

Besides the chemical dangers surrounding a meth lab, there is also the danger of booby traps intended to protect inventory. Emergency responders report finding gasoline-filled light bulbs that ignite with a flip of the switch, hidden trip wires connected to tear gas grenades, and even explosive devices packed with broken glass.

The first step is identifying the danger.

Here are some things to watch for before entering a suspect structure:

- 1. Police Activity:** Check with local fire and police departments and inquire about recent clandestine laboratory activity in the area.
- 2. Pungent Odors:** The chemicals used in or created by meth production result in extreme, highly toxic odors.
- 3. Unkempt Property:** Many meth labs are unkempt and in various states of disrepair. Burns on hard surfaces and countertops, dirty furniture or a lack thereof, leaky roofs, and visible drug paraphernalia are red flags. Yellow staining on walls and drains and irregular areas of dead vegetation near the property are also common.
- 4. Chemical Containers:** Look for chemical debris scattered throughout the area. This might include glass containers, funnels, and tubing used in the cooking process and empty bottles of acetone or paint thinner, ammonia in propane tanks, iodine, hydrochloric acid, phosphorous, drain cleaner bottles, kitty litter, and packaging from over-the-counter medications that contain pseudoephedrine.
- 5. Check with the DEA:** The US Drug Enforcement Administration's [National Clandestine Laboratory Register](#) lists the street address of known methamphetamine laboratories by state, county, and city. Remember, this list only includes properties documented by law enforcement.
- 6. Safety First:** Do not work or enter a unit suspected of being used for meth production.
- 7. Assessment:** Work with police to have the unit assessed.

Once the assessment is confirmed:

- 1. Report to Authorities:** Call Police if they are not already involved.
- 2. Legal Actions and Protection:** Contact local environmental counsel for next steps regarding eviction, reporting, and re-occupancy regulation.
- 3. Report:** Complete an incident report for property damage and any reports of related injuries from adjacent occupants.
- 4. Isolate:** Block the surrounding area to protect residents and property from contamination.
- 5. Resident Relocation:** Temporary or permanent relocation may be required for adjacent residents. Relocation should be worked through counsel.

6. **Clean & Restore Property:** Engage a qualified restoration contractor to clean the unit and any contingent contamination. See below for steps recommended by the EPA.
7. **Media:** Local counsel and MRR Media Spokesperson should manage any communication scripting and delivery.
8. **Resident Communication:** Same as the step above.
9. **Clearance Testing:** Continue working with environmental counsel to ensure testing results after cleaning meet local re-occupancy clearance levels.

*****Related Emergency Probabilities: *****

- **Utility Outage**
- **Medical Emergencies**
 - **Fire**

M. Fatalities: Suicide, Homicide or Unaccompanied Death by Natural Causes

As managers of residential properties, this is an unfortunate event that occasionally occurs and must be addressed quickly with exceptional discretion.

1. **Call Emergency Services:** Contact police and fire department, if necessary.
2. **Secure the Area:** If exterior to the unit and, if possible, block the scene's view. Close the area above and around the incident to all foot or vehicle traffic if applicable. If a crime, police will address this.
3. **Deaths Inside Units:** Follow the Deceased Resident Protocol located in COMPASS/Risk Management/1120.
4. **Privacy:** Do not take photographs or speak to unaffected residents about the event. The police will take any necessary pictures for their records.
5. **Roommate/Emergency Contact Notification:** The responding emergency service provider will manage this communication. Depending on the circumstances and wishes of the roommate, they may need to relocate immediately.
6. **Reporting:** Notify your regional manager and complete an [Incident Report](#).
7. **Property Restoration:** Once local authorities have released the scene, clean up may begin and the property restored to normal operations. The property manager or RSM should engage a specialty environmental contractor to manage biohazardous conditions.
8. **Media:** Follow the [Media Relations Policy](#) (pg 169) within the [Crisis Communication Plan](#) (pg 181).

*****Related Emergency Probabilities: *****

- **Pandemic**
- **Medical Emergencies**
 - **Fire**
 - **Crime**

N. Pandemic

A healthy and available workforce is an organization's most valuable asset. A pandemic will incapacitate some employees and result in others being quarantined. Illness, school closings, caring for sick household members, and possible reduction of available public transportation, medical care, food, cleaning products, and other supplies could result in a significant disruption to normal operations. Additionally, residents, vendors, suppliers, and service providers will deal with the same restrictions. A thorough review of these dependencies, available resources, and single points of failure will be critical in maintaining productivity.

The [2020 Mission Rock Residential Business Continuity Plan-Pandemic Guidance](#) should be reviewed in case of an outbreak. Any necessary adjustments to that plan will be made by senior management for the current, specific breadth and characteristics of the recent event.

1. **Awareness:** Before a disease is declared a pandemic, there will be news reports identifying an outbreak and related source, symptoms, method of transmission, and potential to spread. National and local government agency news and Public Health, OSHA, and CDC guidelines should be followed closely by senior management to assess the direct and contingent risks to the organization, residents, and the general public.
2. **Personal Preparation:** Team members will need to assess how the outbreak may affect their families, planning for childcare in case daycares or schools close, caring for other family members who may become ill, and any transportation needs. They should also prepare for any needed groceries, prescriptions, financial matters, or travel that may be impacted.
3. **Staff Coverage:** A review of outstanding cross-training needs on critical operations should be assessed and addressed wherever possible. Arrange a call with your Sister City to review the plan and any property-specific matters they may need to address as your back-up. In extreme staff shortages, retired employees may be a source of temporary labor.
4. **Process Adjustments:** To prevent the spread of the disease and keep residents and Team members safe, below are some of the activities that should be under review subject to approval and guidance of Senior Management:
 - a) Residents:
 - Move-ins and outs should be reviewed and treated with flexibility
 - Scheduled or upcoming annual site inspections-internal and external, postponed
 - Work order response may be adjusted to emergency only and require acknowledgment from a resident of any sickness in unit or exposure to same-see "Safety" below for further details
 - Resident events/cancellations or postponements until that can be held safely
 - Amenities-limited with controls such as signage, waivers, wall-mounted hand sanitizer supplies, and increased cleaning protocol and/or no access
 - Increased cleaning methods/related vendor activity
 - Payment and communication methods limited to digital
 - Evictions: local or national regulations may institute process changes.
 - Late fee assessment/rent collections: due to potential widespread unemployment or reduced employment, changes will develop incrementally as local and national legislative measures are introduced.

- b) Employees:
- Plan for staff members in corporate and other off-site roles to work remotely.
 - On-site personnel may require stagger schedules, social distance by re-arranging desk and other office equipment, or work remotely.
 - Non-essential travel may need to be canceled or limited.
 - Terminations/new hires/starts may need to be postponed
 - Training should be moved to web-based versus in person
 - Non-essential group activities should be canceled
 - Meetings moved to web-based applications
 - Increased PPE usage requirements will apply per CDC and Public Health Department recommendations
 - A review of any staff with special needs and make adjustments accordingly
5. **Order & Track Supplies:** Review supplies for daily operations, increased PPE use, and other supply needs for cleaning, disinfecting, or washing, such as soap and hand sanitizer. Order these immediately as these items will quickly be exhausted and/or their prices inflated on the marketplace. Keep an inventory of supplies and re-order far in advance of need.
 6. **Vendor Contacts:** Verify your vendor contact information is up to date and confirm their availability in the upcoming period.
 7. **Senior Management Direction:** Based on the above assessment and any directive by Authorities Having Jurisdiction, steps to mitigate, stop, or re-direct certain operations will be communicated by Announcements, Senior Management, or your supervisor. All who are able and cross-trained should be prepared to assist those impacted by the disease.
 8. **Safety:** Safety is the single most important of any activity, so the use of appropriate Personal Protective Equipment, PPE, will be required of any Team member performing an authorized activity. Any activity deemed unsafe for Team members using PPE will be contracted to Vendors specialized in providing these services.
 9. **Sick Team Members:** Team members experiencing symptoms of the disease or who come into close contact with the same are expected to go or stay home and self-quarantine. Further direction will be given through HR and your manager on the next steps.
 10. **Outside Communication:** Communication to residents, owners, vendors, and any third parties related to the Pandemic should be made following senior management guidance.
 11. **Rapid Progression:** Flexibility will be critical during this time. Expect frequent changes in status and process as the situation develops.
 12. **Ongoing Virus Tracking:** The preventative measure information may change as health authorities learn more about the virus. Keep a close watch for new information and adjust accordingly. Expect a second or even third wave of infections before the crisis ends.
 13. **Privacy:** As always, no team member's medical information should be shared outside their direct supervisor and human resources, only when it affects their ability to perform their regular duties. The company may be required to make a general report of infection at the property, which will be drafted by legal counsel.
 14. **Media:** Reports of infected residents or staff may reach the media. Follow the [Media Relations Policy](#) (pg 169) the [Crisis Communication Plan](#) (pg 181).
 15. **Team Member Support:** Employees experiencing emotional distress during this event should be reminded of the Employee Assistance Program (EAP) available to them

and their families.

16. Restoring Normal Operations: Senior management will communicate any resumption of business operations once the appropriate Authorities Having Jurisdiction have provided official clearance or guidance. It is prudent for our operations to do so.

*****Related Emergency Probabilities: *****

Fatalities

Medical Emergencies

Environmental

O. Mold, Moisture & Mildew Contamination

Molds are an everyday presence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration, or flooding, molds may grow and become apparent as visible discoloration of surfaces or through the detection of odors. For areas of contamination of 100 square feet or less, team members should follow the Mission Rock Moisture, Mold and Mildew Action Plan. This section is intended for contaminated areas that exceed these parameters, that as required by the Institute of Cleaning and Restoration Certification (IICRC)/NY Standards, must be managed through a certified contractor.

General Information

Concern about mold in both the residential and occupational setting is escalating. While there are many unanswered questions about the potential health effects of mold, it is prudent for site teams to (1) repair any known conditions involving excessive moisture that could, under the right conditions, lead to mold growth and (2) clean and remove any mold growth when it occurs. In order to accomplish this objective, it is important to establish a partnership between the property management staff and residents so that conditions that require attention are identified and dealt with promptly. We do this through our lease addendum, follow-up correspondence after a service call related to mold, moisture or mildew and inspections performed after a major event.

PREVENTIVE ACTION FOR MOLD, MOISTURE AND MILDEW:

- 1. Training:** On-site team members should be familiar with procedures to deal with water intrusions/excessive moisture and appropriate remediation techniques for water-damaged surfaces. Team members should review the Moisture, Mold and Mildew Action Plan policies and procedures and contact their VP of Property Services for contaminations exceeding 10 square feet, should decisions need to be made concerning testing or activities beyond their scope of training or responsibility.
- 2. Routine Maintenance:** Routine maintenance and turnover activities provide on-site team members with the opportunity to monitor and correct any conditions involving moisture that could lead to mold growth. Treatment of mold is to be incorporated into general property management activities, and on-site teams should perform an inspection for mold as a part of unit turnover inspections. Any visual mold growth should be immediately and properly remediated as part of the turnover process requirements.

On-site team members are also encouraged to monitor the property for signs of moisture, water damage or situations that may lead to conditions favorable for mold growth, such as leaking faucets and broken sprinkler heads when conducting other maintenance tasks. Also, be aware of situations such as carpet-cleaning techniques, which may leave carpets too damp and run the risk of creating conditions favorable for mold growth.

RESPONSIVE ACTION FOR MOLD, MOISTURE AND MILDEW

- 1. Investigate the source:** Once mold is identified; it is vital to identify and correct water intrusion's underlying source. Otherwise, mold growth will recur. Generally speaking, if mold is either seen or smelled, it should be remediated. Thus, a visual inspection is the first step to assessing a mold service request. According to EPA guidelines, it is not essential to identify the types of mold to remediate the situation. Under certain circumstances, however, it may be important to have materials/air tested to determine the type of mold

present. Consult with your VP of Property Services before proceeding with any testing. On-site teams can remediate a mold issue following the policies in the MRR Moisture, Mold and Mildew manual. If an area is less than 100 square feet, per IICRC/NY standards,

2. Evaluate the Scope: If extensive (i.e., the total surface area of visible mold is greater than 100 square feet or the potential for increased resident exposure during remediation is estimated to be significant), it is important to consult an experienced professional with specific experience in mold projects and preferably is certified by the IICRC to develop a remediation plan. The IICRC Standards are common, industry-accepted language regarding cleaning, inspection and restoration. They are also considered "state of the art" in the area of contamination control.

3. Begin Remediation: Working with your SVP or VP of Property Services and Regional Service Manager, engage an approved contractor to perform the remediation. Depending on the jurisdiction and building age, an asbestos test may be required. Follow their guidance on protective equipment and re-entry for best safety practices.

4. Relocate Residents: It might be necessary to relocate residents to temporary space during remediation.

5. Reporting: Complete an [Incident Report](#) to notify owners and others of any related property damage or injuries.

6. Maintain a Journal: Maintain a photo and narrative journal reflecting all resident and building issues.

7. Re-Entry: Once the remediation contractor provides a clean test, the space can be put back to its intended use.

*****Related Emergency Probabilities: *****

- Hurricane
- Flooding
- Medical Emergencies

APPENDIX/FORMS

Table of Contents

- Emergency Evacuation Plan: ALL Property Managers 72**
 - Introduction..... 73
 - Document Overview: Summary of Local Jurisdiction and Fire Department Requirements 73
 - Property Manager Responsibilities 74
- Emergency Evacuation Plan: Employee (LOW-RISE NO Elevator) 80**
 - Introduction..... 81
 - Alarm Types: Fire versus Other Emergencies 82
 - Fire Protection Equipment..... 82
 - Procedures for Reporting Fires 83
 - Emergency Process Priorities..... 84
 - Post Emergency Re-Opening Procedures 84
 - Fire Safety Maintenance Procedures..... 84
- Emergency Evacuation Plan: Employee (LOW-RISE w/Elevators)..... 85**
 - Introduction..... 86
 - Alarm Types: Fire versus Other Emergencies 88
 - Fire Protection Equipment..... 89
 - Elevator Recall 90
 - Procedures for Reporting Fires 92
 - Emergency Process Priorities..... 92
 - Post Emergency Re-Opening Procedures 93
 - Fire Safety Maintenance Procedures..... 93
- Emergency Evacuation Plan: Employee (HIGH-RISE w/ Elevators)..... 94**
 - Evacuation Overview..... 95
 - General Evacuation Guidelines for Employee..... 95
 - Alarm Types: Fire versus Other Emergencies 97
 - Fire Protection Equipment..... 98
 - Elevator Recall 99
 - Procedures for Reporting Fires 101
 - Emergency Process Priorities..... 101
 - Post Emergency Re-Opening Procedures 101
 - Fire Safety Maintenance Procedures..... 102

- Emergency Evacuation Plan: Residents (LOW-RISE NO Elevator) 103**
 - Evacuation Overview 104
 - Actions to Take During a Fire Emergency 104
 - General Evacuation Guidelines for Residents 104
 - Procedures for Reporting Fires 106
 - Post Emergency Re-Opening Procedures 107
 - Special Assistance Evacuation 107
- Emergency Evacuation Plan: Residents (LOW-RISE w/ Elevators)..... 108**
 - Evacuation Overview 109
 - Actions to Take During a Fire Emergency 109
 - General Evacuation Guidelines for Residents 109
 - Procedures for Reporting Fires 111
 - Post Emergency Re-Opening Procedures 112
 - Special Assistance Evacuation 112
- Emergency Evacuation Plan: Residents (HIGH-RISE w/ Elevators)..... 113**
 - Evacuation Overview 114
 - Actions to Take During a Fire Emergency 114
 - General Evacuation Guidelines for Residents 114
 - Procedures for Reporting Fires 116
 - Post Emergency Re-Opening Procedures 117
 - Special Assistance Evacuation 117
- Sample of Evacuation Route and Assembly Area 118**
- Emergency Contact Lists 120**
 - Sister City Property Information 120
- Corporate Contacts Log 121**
- Property Staff Contact List 122**
- Vendor Contacts Log 123**
- Local/National Emergency Contacts Log 124**
- Tools and Supplies Checklist 125**
- First Aid Kit 127**
- Site Diagram 128**
- Hurricane Shutter Assistance 130**
- Incident Reporting Form 131**

Emergency Employee Injury Reporting Procedure 132

 When an Injury Happens 132

 Witness to Team Member Injury Statement 133

 WA: When a Team Member Injury Happens 134

Bomb Threat – Call Handling Form 135

Site Entrance Log Sheet 137

Moisture, Mold and Mildew Action Plan 138

Drug Lab Response Protocol 158

Deceased Resident Protocol..... 166

Media Relations Policy 169

Initial Communication Checklist..... 171

Daily Communication Checklist 173

Additional Tabletop Exercise Examples 174

Emergency Response Plan – Sign Off Sheet 178

Annual ERP Update Tracking Form 179

Plan Development Checklist..... 180

Crisis Communications Plan..... 181

 On-Site Potential Crisis Response Checklist 182

 Forms..... 183

 Communication Templates & Expectations..... 184

 How to Send Communications..... 185

 Potential Crisis Intake Form 187

 Crisis Communications Responsibility Matrix..... 189

 Inbound Resident Request/Concern Log 191

 Media Call & Coverage Grid 192

 Wildfire Notice 193

 Air Quality Alert 194

 Hurricane Notice..... 195

 Flood Notice..... 197

 Winter Storm Notice 198

 Volcanic Eruption Notice 198

 Mudslide/Landslide Notice 200

 Resident Portal Property Closure Message 201

Utility Outage Message for Water 202

Utility Outage Message for Electricity 203

Utility Outage Message for Internet/Phones..... 203

Pandemic Shelter In Place Office Closure..... 205

Pandemic Resident Notification (Exposure) 206

Return to Property after Disaster Letter- for Emergency Types A1-H 207

Restoration of Service Letter for Water 208

Restoration of Service Letter for Electricity 209

Restoration of Service Letter for Internet/Phone 210

Resident Crime Letter 211

Team Member Pre-Call Agenda 212



PROPERTY MANAGER: EMERGENCY EVACUATION PLAN ROLLOUT OVERVIEW & RESPONSIBILITIES

**This Master Guide is to assist the Mission Rock property managers in
the implementation of their Emergency Management Plans**

Prepared By:
SLS Consulting, LLC and Mission Rock Residential Risk Management

Introduction

This project was initiated in conjunction with the Emergency Response Plan for Mission Rock properties to ensure life safety for employees and residents, as well as to ensure prescriptive compliance with local fire codes.

Document Overview: Summary of Local Jurisdiction and Fire Department Requirements

This document is accompanied by a spreadsheet titled Summary of Local Jurisdiction and Fire Department Requirements. The primary columns included in the spreadsheet are detailed in Figure 1.

Figure 1: Summary of Local Jurisdiction and Fire Department Requirements

The terms included in this spreadsheet are defined below:

Name & Address- These columns represent the Property Name and associated address.

Property Type – There are three property types which have individualized plans. Complete the plan template as indicated by the property type:

- **Type 1 – TEMPLATE A: Low-Rise Building (1-4 stories)**
 - o Buildings between 1-4 stories are not always provided with elevators. If your building is between 1-4 stories and does not include elevators, please use Template A.
- **Type 2 – TEMPLATE B: Low/Mid-Rise Building (1-7 stories)**
 - o If your building is between 1-7 stories and includes elevators, please use Template B.
- **Type 3 – TEMPLATE C: High-Rise Building: (Greater than 75 feet in height)**
 - o High-Rise buildings are greater than 75 feet in height. Typically, this includes buildings that are greater than 8 stories in height. These buildings are required to be provided with an emergency voice/alarm communication system (i.e., fire

alarm system with voice annunciation capabilities). These buildings are also required to be provided with elevators and a fire sprinkler system. If your building meets these characteristics, please use Template C.

Applicable Fire Codes – This column represents the applicable fire codes for this property. There are two nationally accepted standards that your state or local jurisdiction may have adopted. They are the National Fire Protection Association (NFPA) or the International Fire Codes (IFC). States will adopt, and possibly amend, these standards. Verify with your local fire departments for any variations due to the age of the community.

Code Sections – This column represents the section of the fire code that states the requirements for your plan. The provided templates cover the requirements; however, you can refer to these code sections for additional information related to the fire code requirement.

Requires Emergency Plan – This column identifies if the local jurisdiction requires an emergency evacuation plan.

Fire Drills/Frequency - This column represents whether fire drills are required to be conducted and at what frequency.

Required Resident Participation - This column represents whether the local jurisdiction requires building management to notify residents to participate in the fire drill. It is not the obligation of Mission Rock to ensure residents participate, only to notify them that a fire drill will be taking place.

Submittal of Emergency Evacuation Plan to AHJ – The Authority Having Jurisdiction (AHJ) is typically the Building Department or Fire Department. In some cases, especially in smaller cities, the Building Department Official also serves as the Fire Marshall. The first step in submitting your plan is to contact your local building department and ask: (1) if there is a fire prevention division, and (2) to whom you should submit this information.

Additional Resources – If your local jurisdiction provides the additional resources above, the standard code requirements for emergency evacuation plans can be found at the links in this column.

Template Used - This column represents the appropriate template that should be used in the development of your property's plan.

Property Manager Responsibilities

Emergency Evacuation Plan Development and Contents

- a) **Templates:** Each property manager must review the [Summary of Local Jurisdiction and Fire Department Requirements spreadsheet](#) to identify the templates that apply to their property. With the assistance of the Service Manager, the Property Manager will ensure the appropriate use of fire protection equipment, including fire alarm systems, smoke alarms, and the portable fire extinguishers identified in the plan.

A map should be inserted into the plan that marks the location of the assembly

area(s). These maps should also be posted in the leasing office and amenity exits. An example of this map is shown in Figure 2.

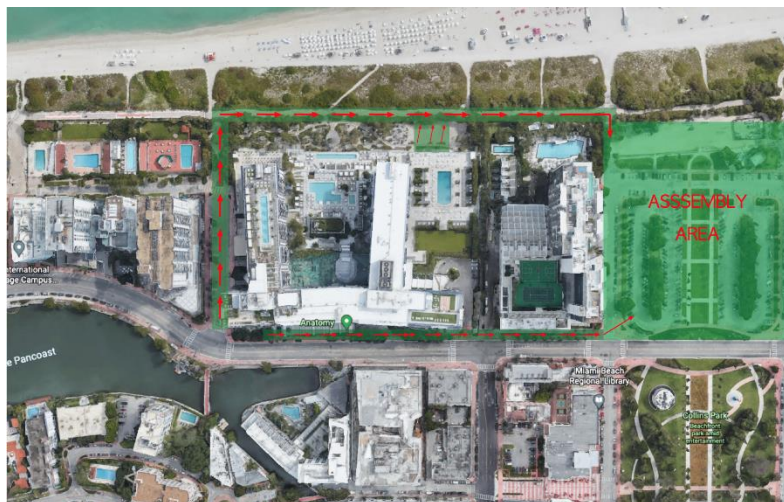


Figure 2: Assembly Area Example

NOTE: Assembly Area(s) should be located at least 50 feet away from any building. The location of the assembly area may be subject to change depending on the emergency and this may be communicated verbally by the Property Manager or the Responding Emergency Personnel. Unless necessary, the evacuation route should not require occupants to evacuate across main streets.

- b) Identify which personnel can be contacted for further information or explanation of duties detailed in the Emergency Evacuation Plan.

Review and Approval: Plans must be sent from the Property Manager to the Fire Code Official to be reviewed and approved using the information provided in the [Summary of Local Jurisdiction and Fire Department Requirements](#). Although the review process will vary depending on the jurisdiction, it is anticipated that these plans will be approved, or responded to with comments, within 2 - 4 weeks.

- c) Once the plan is created, rename the file for the Resident Template to "Property Name/Emergency Evacuation Plan for Residents" and "Property Name/ Emergency Evacuation Plan for Employees" and save them with your Emergency Response Plan for Properties.

Distribution and Training:

It is the responsibility of the property manager to ensure that a copy of the Employee Emergency Evacuation Plan shall be given to each team member at onboarding and the Resident Emergency Evacuation Plan to each resident before initial occupancy.

The Property should review the plan at a weekly safety meeting.

If a fire alarm system is provided, a description of the alert tone should be communicated to all employees to ensure that it can be easily understood and facilitate evacuation.

Emergency Evacuation Plan Maintenance/Annual Updates

It is the responsibility of the property manager to ensure the plan is reviewed, updated for any communicated changes by the local authorities or internal processes, and distributed annually. This process may also be necessitated by changes in staff assignments or the major renovations to the building(s). Significant changes to the plan outline should be forwarded to the Fire Code Official for review.

Fire Equipment Maintenance:

The Property Manager is responsible for ensuring that annual inspections are completed by a licensed contractor. It is the responsibility of the Fire Contractor/Inspector to report any deficiencies. It is the responsibility of the Property Manager to hire the necessary contractor to remedy these deficiencies.

Smoke Alarms:

The International Fire Code requires smoke alarms in the following locations:

- a) Each bedroom, outside each sleeping area, and on every level of the home (including the basement and garages).
- b) For levels without bedrooms, alarms are required in the living room (or den or family room), near the stairway to the upper level, or in both locations.
- c) If there are any basements present, the smoke alarms should be installed on the ceiling at the bottom of the stairs leading to the next level.
- d) In kitchens, smoke alarms should be installed at least 10 feet from a cooking appliance to minimize false alarms when cooking.
- e) For smoke alarms that are not mounted on the ceiling, they should be mounted high on walls less than 12 inches away from the ceiling (to the top of the alarm).
- f) If the ceilings end at an angle or form a pitch, the alarm must be located within 3 feet of the peak but not within the tip of the peak (four inches down from the peak).
- g) Verify with your local fire departments for any variations due to the age of the community.

Testing smoke alarms regularly with the instructions below:

- a) Smoke alarms should be maintained according to the manufacturer's instructions.
- b) Test smoke alarms annually using the test button. Note this is the official requirement. As a best practice, MRR checks smoke alarms twice annually.
NOTE: As of 2021, the local jurisdiction requires testing annually based on the corresponding spreadsheet. However, every jurisdiction may or may not amend this portion of the code which may require a modification to the testing requirements. For this reason, it is necessary for the property managers to be aware of any changes in the local fire codes and contact a local, licensed Fire Inspector for further clarifications.
- c) Ensure all residents understand the sound of the smoke alarm and know how to respond.
- d) Follow manufacturer's instructions for cleaning to maintain proper operation of the smoke alarm. The instructions are included in the package or can be found on the manufacturer's website.

Fire Extinguishers

Fire Extinguishers are inspected by licensed contractors according to the appropriate fire code. Here is what can be expected during those inspections. The requirements are broken down into three different sections on inspection, maintenance, and testing. In each section, there is information on what needs to be done (Procedures), who is allowed to perform the work (Qualifications), how often each step needs to be done (Frequency), and how to document the work (Recordkeeping).

Site Team Visual Inspection Procedures

Performing an inspection is the easiest thing you can do to ensure your extinguisher can be used reliably and effectively in an emergency. At a minimum, inspection needs to consist of the following steps:

- Make sure it is located in its designated place
- Make sure the extinguisher is visible or that there is signage indicating where the extinguisher is located
- Make sure you can easily access the extinguisher
- Ensure the pressure gauge is in the operable range or position
- Make sure it is full, this can be done by just lifting the extinguisher or you can weigh it
- For wheeled extinguishers, make sure the condition of tires, wheels, carriage, hose, and nozzle are acceptable
- For non-rechargeable extinguishers, operate the push-to-test pressure indicators

Qualifications

You are not required to be certified in order to perform an inspection; any knowledgeable, competent person should be able to do it.

Frequency

- Mission Rock Residential's policy is for Regional Service Managers to perform quarterly inspections on a sampling of extinguishers. or as required by the local jurisdiction. It is recommended that extinguishers be inspected more frequently if they are installed in locations where they are more prone to rust, impact, or tampering.
- Fire extinguishers need to have an external maintenance examination conducted on an annual basis. These must be carried out by a licensed Fire Inspector.

Recordkeeping

Records of the annual inspections are maintained by either a tag or label on the extinguisher or by having it recorded on paper or electronic files. The following items should be recorded:

- The month and year of the inspection
- The person conducting the inspection

These records need to be maintained for at least 12 months.

Maintenance Procedures

Maintenance shall be done by a licensed contractor and procedures must include the procedures detailed in the manufacturer's service manual and a thorough examination of the basic elements of the fire extinguisher, including the following:

- Mechanical parts of all fire extinguishers
- Extinguishing agent
- Expelling means
- Physical condition

This is completed by doing an external examination. An internal examination can also be required as part of your maintenance. Details on how to do an internal examination are located in your fire extinguisher service manual.

Qualifications

Maintenance needs to be performed by a licensed contractor.

Recordkeeping

Each fire extinguisher shall have a tag or label securely attached that indicates that maintenance was performed. The tag or label needs to identify the following:

- Month and year maintenance was performed
- Person performing the work
- Name of the agency performing the work

How to Organize & Run Fire Drills

There are no required drills for our properties based on the review of the local code. However, in the event the local authority recommends you perform a drill or you or your manager feel based on circumstances specific to your property, a drill would be beneficial to the property, team members, and resident, this section has been inserted to assist you in the process.

Step #1: Ensure everyone is on board

- Notify employees and residents at least two weeks ahead that you will be conducting the fire drill. This notification can be done by the resident portal, employee safety meeting, and postings in the leasing office and common areas.

Step #2: Notification of Fire Alarm Contractor and Fire Department

- Fire Department Notification - The week before the fire drill, the property manager should notify their local fire department that they intend on conducting a fire drill. This step ensures that the fire department understands this is a drill and not a real emergency.
- Fire Alarm Service Contractor Notification – Notify your fire alarm service company that you will be conducting a fire drill on a specific date and request their presence

to manually activate and deactivate the fire alarm. This step ensures the fire alarm system is put into test mode and is not sending emergency notifications to the fire department.

Step #3: Appoint observers

When you conduct a fire drill at work, you should choose a few people to act as neutral observers. They should be tasked with looking for the following:

- Large groups moving slowly or talking with each other
- People on cell phones or using other mobile devices
- Unhelpful behavior such as grabbing coats, purses, and bags

After the fire drill, the observers should conduct a debriefing to go over their observations. The meeting location is a convenient place to conduct this debrief since memories of the drill will be fresh. Gather the fire-team together to go over what happened and what can be improved for next time. Assess all of the steps above and compile notes on what worked flawlessly and what was sub-par.



EMERGENCY EVACUATION PLAN: EMPLOYEE

This Emergency Evacuation Plan shall pertain to only Low-Rise Buildings (under 75 feet) which do not have any Elevators in the building.

PROPERTY NAME

STREET ADDRESS
CITY, STATE, ZIP CODE

Prepared By:
SLS Consulting LLC and Mission Rock Residential Risk Management

Introduction

Fire codes dictate that fire emergency guides shall be provided for all residential apartment buildings. The Emergency Evacuation Plan outlines procedures for implementing a coordinated and effective evacuation during an emergency. The plan identifies critical components, including response procedures for establishing coordinated efforts with the first responders. On-site team members should review this document to become aware of fundamental fire protection and life safety principles.

Scope

The Mission Rock Residential Emergency Evacuation Plan may be partially, or fully, implemented in response to an emergency. It is intended to be flexible, scalable, and comprehensible while providing the necessary guidance to effectively respond to emergencies. It contains guidelines that will assist in maximizing the protection of life and property.

The overall priorities of the Emergency Evacuation Plan during an emergency include:

1. Protect and preserve human life, health, and safety.
2. Coordinate response efforts with local authorities.
3. Minimize loss or damage to property.
4. Manage immediate communications and information.

General Evacuation Guidelines for Employee

In the event of an emergency, it is critical that all employees:

1. Immediately evacuate the building using the nearest access point (stairwell, ramp, or exterior exit). After exiting the building, all employees must meet at the assembly location.
2. Do not return to your workspace to retrieve personal items and/or effects.
3. Do not lock fire exits or block doorways, halls, or stairways.
4. Do not attempt or seek out where the fire is or its severity. Evacuate the building as quickly as possible.
5. Remain calm during the evacuation and follow the directions of the Local Authorities.

Alarm Types: Fire versus Other Emergencies

If a fire alarm system is provided within the building, it may have been designed to provide users with audible and/or visual notification. The fire alarm emergency notification is activated by the fire alarm detection system, or a fire alarm manual pull station. Examples of these fire alarm devices are shown in Figure 1.

EXAMPLE OF FIRE ALARM DEVICES



**HORN STROBE
NOTIFICATION**



**SMOKE
DETECTOR**



**MANUAL
PULL STATION**

Figure 1: Examples of Fire Alarm Devices

NOTE: Property Managers should fill out this equipment list based on the equipment present on the property.

- Horn Strobe Notification
- Smoke Detector
- Manual Pull Station
- Emergency Voice Communications

Fire Protection Equipment

To help facilitate an orderly evacuation, all fire protection equipment needs to be operational. If you observe damaged fire protection equipment, this device must be reported to the property manager to have addressed immediately. It is common for deficiencies to be observed with (1) manual pull stations and (2) fire extinguishers; therefore, these items should be inspected annually by a licensed professional per the applicable fire code. These terms are further defined below:

Manual Pull Stations - Manual pulls may be installed near exit discharge to ensure that residents can notify occupants during evacuation.

Fire Extinguishers - Fire extinguishers are installed throughout the building as required by applicable fire codes or mentioned in the manual. Table 1 below provides a brief overview of the installation requirements, including the maximum distance to a Fire

Extinguisher based on the Hazard Area. An annual inspection by a licensed contractor to identify must be performed and any deficiencies addressed.

Table 1: Fire Extinguisher Code Requirements

Hazard Area	Minimum Size and Type	Maximum Travel Distance to Extinguisher (ft)	Maximum Floor Area per Unit of A (ft ²)	Maximum Floor Area per Extinguisher (ft ²)
Low Hazard (Residential floors, Assembly areas, Office spaces)	2A:10B:C Increase rating based on limits.	75	3,000	11,250
Moderate Hazard (Parking Garage, Storage)	2A:20B:C Increase rating based on limits.	50	1,500	11,250

Procedures for Reporting Fires

If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:

- a. **Call** the Fire Department – Dial: **9-1-1**
- b. **Activate the Fire Alarm Pull Station** when evacuating if the fire alarm is not sounding.
- c. **Meet** at the Assembly Point.
- d. **Provide the following information to the Fire Department:**
 - i. Type of Emergency (i.e., smoke, fire alarm, etc.)
 - ii. Address
 - iii. Closest Cross Street
 - iv. Type of Occupancy: Apartments
 - v. Floor Level
 - vi. Apartment #
 - vii. Telephone number
- e. **In all other situations:**
 - i. Contact your Property Manager

Emergency Process Priorities

If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:

- **Call the Fire Department.**
- **Isolate** the fire (close the door to slow the spread of the fire). Only attempt this if it is from a safe distance and does not block emergency exits for others. **Do not attempt to do so if it is unsafe.**
- If the fire alarm does not sound, activate the fire alarm manual pull station as you evacuate.
- **Evacuate the Building** - Using exit/stairs evacuate to assembly the area as shown on the map.
- **Meet** in the Assembly Area. It is important to note that the Assembly Area may be subject to change depending on the emergency and would be verbally communicated.
- **In the event of an alarm, it is critical that you immediately:**
 - **Call** the Fire Department then your Property Manager.
 - **Evacuate** the building to the Employee Assembly area as shown.

Post Emergency Re-Opening Procedures

Only re-enter the property once you receive communication from the Property Manager that Local Authorities have determined it is safe to re-open the property and have deemed the buildings to be safe for habitation.

Fire Safety Maintenance Procedures

To help facilitate an orderly evacuation, the following procedures must be maintained:

- Corridors and stairways that form part of escape routes should be kept clear and hazard-free at all times.
- Do not reset the fire alarm panel until all fire alarm investigation and firefighting actions are complete.
- Do not reset the Fire Alarm Control Panel until all fire alarm devices and fire sprinkler system components (if applicable) are fully functional.
- Perform, or engage a third party, to conduct a fire watch until the fire alarms/fire sprinklers are fully functional.
- Communicate with your residents using the communications strategy tools outlined in the [Crisis Communication Plan](#) (pg 181).



EMERGENCY EVACUATION PLAN: EMPLOYEE

This Emergency Evacuation Plan shall pertain to only Low-Rise Buildings (under 75 feet) that have Elevators in the building.



PROPERTY NAME

STREET ADDRESS
CITY, STATE, ZIPCODE

Prepared By:
SLS Consulting LLC and Mission Rock Residential Risk Management

Introduction

Fire codes dictate that fire emergency guides shall be provided for all residential apartment buildings. The Emergency Evacuation Plan outlines procedures for implementing a coordinated and effective evacuation during an emergency. The plan identifies critical components, including response procedures for establishing coordinated efforts with the first responders. On-site team members should review this document to become aware of fundamental fire protection and life safety principles.

Scope

The Mission Rock Residential Emergency Evacuation Plan may be partially, or fully, implemented in response to an emergency. It is intended to be flexible, scalable, and comprehensible while providing the necessary guidance to effectively respond to emergencies. It contains guidelines that will assist in maximizing the protection of life and property.

The overall priorities of the Emergency Evacuation Plan during an emergency include:

- Protect and preserve human life, health, and safety.
- Coordinate response efforts with local authorities.
- Minimize loss or damage to property.
- Manage immediate communications and information.
-

General Evacuation Guidelines for Employee

In the event of an emergency, it is critical that all employees:

- Immediately evacuate the building using the nearest access point (stairwell, ramp, or exterior exit). After exiting the building, all employees must meet at the assembly location.
- Do not return to your workspace to retrieve personal items and/or effects.
- Do not lock fire exits or block doorways, halls, or stairways.
- Do not attempt or seek out where the fire is or its severity. Evacuate the building as quickly as possible.
- Remain calm during the evacuation and follow the directions of the Local Authorities.
- Perform an assessment and coordinate weather forecast office emergency closing procedures.
- Using the pre-drafted letters in the [Crisis Communications Plan](#) (pg 181), notify residents via the Resident Portal by sending both email and text message notifications to explain how they will be impacted and suggest they take necessary measures to stay safe and protect their personal belongings.
- When the emergency is deemed to be concluded, the local authorities or Property Manager will issue an "all clear" signal and notify evacuees (via

Resident Portal) to return to their buildings. An "all clear" signal generally indicates that all have evacuated the building and the building's structural integrity has been confirmed to be sound and safe for re-entry.

Additional guidance for evacuations on specific emergency types:

Fire:

- Shut down computers; turn off gas & electrical equipment, if safe to do so.
- Do not attempt or seek out where the fire is or its severity.
- Follow clearly marked escape routes that are as short and direct as possible.

Wildfire:

- Take your emergency kit, lock your home and choose a route away from the fire hazard.
- Watch for changes in the speed and direction of the fire and smoke. Inform someone of when you left and where you are going.
- For a SHELTER IN PLACE ORDER: Stay in your current location or the safest nearby building or nonflammable area.

Earthquake:

- If inside when shaking starts, stay away from outer walls, windows, fireplaces, and hanging objects. Drop to the floor under a sturdy desk or table, cover your head and face with your arms, and hold on. If suitable furniture is NOT nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- The moment the ground stops shaking it is important take action quickly and safely.
- Beware of falling debris or electrical wires as you exit the building.
- If you are outside, go to an open area away from trees, telephone poles, and buildings, and stay there.
- Evacuate to higher ground if a tsunami is possible.
- Beware of aftershocks.

Hurricane:

- Plan a safe evacuation route to the home of either friends or family in a non-vulnerable area within your county 20-50 miles inland.
- Take refuge in a designated storm shelter, or an interior room for high winds. Be aware public shelters usually do not accept pets.
- If trapped in a building by flooding, go to the highest level of the building.

Flood:

- Do not walk, swim, or drive through flood waters.
- Move to higher ground or a higher floor.
- Turn off utilities at the main switches or valves and disconnect electrical appliances if safe to do so.
- Do not touch electrical equipment if you are wet or standing in water.

Tornado:

- Go to a safe shelter immediately, such as a safe room, basement, storm cellar or a small interior room on the lowest level of a sturdy building.
- Stay away from windows, doors, and outside walls.
- Do not go under an overpass or bridge.

Volcanic Eruptions:

- Avoid areas downwind and river valleys downstream of the volcano.
- Protect yourself from falling ash.
- Avoid driving in heavy ash.

Mudslides/Landslides/Sinkholes:

- If you are inside, remain where you are and take cover under a sturdy piece of furniture.
- If you are outside, run to the nearest high ground away from the landslide or debris flow.
- If escape is not possible, curl into a tight ball to protect your head.

Active Shooter:

- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Do not stop to ask officers for help or direction when evacuating, as their main focus will be mitigating the situation.
- If you can't evacuate, find a secure place to hide. Create distance between you and the threat.

Bomb Threat:

- All bomb threats are not legitimate and evacuation is not always required. Wait for direction from local officials.

Chemical Spill:

- Do not initiate evacuation from nearby buildings unless otherwise advised by emergency responders.
- Thoroughly wash exposed areas of the skin with soap and water.

Alarm Types: Fire versus Other Emergencies

If a fire alarm system is provided within the building, it may have been designed to provide users with audible and/or visual notification. The fire alarm emergency notification is activated by the fire alarm detection system, or a fire alarm manual pull station. Examples of these fire alarm devices are shown in Figure 1.

EXAMPLE OF FIRE ALARM DEVICES



**HORN STROBE
NOTIFICATION**



**SMOKE
DETECTOR**



**MANUAL
PULL STATION**

Figure 1: Examples of Fire Alarm Devices

NOTE: Property Managers should fill out this equipment list based on the equipment present on the property.

- Horn Strobe Notification
- Smoke Detector
- Manual Pull Station
- Emergency Voice Communications

Fire Protection Equipment

To help facilitate an orderly evacuation, all fire protection equipment needs to be operational. If you observe damaged fire protection equipment, this device must be reported to the property manager to have addressed immediately. It is common for deficiencies to be observed with (1) manual pull stations and (2) fire extinguishers; therefore, these items should be inspected annually by a licensed professional per the applicable fire code. These terms are further defined below:

Manual Pull Stations - Manual pulls may be installed near exit discharge to ensure that residents can notify occupants during evacuation.

Fire Extinguishers - Fire extinguishers are installed throughout the building as required by applicable fire codes or mentioned in the manual. Table 1 below provides a brief overview of the installation requirements, including the maximum distance to a Fire Extinguisher based on the Hazard Area. An annual inspection by a licensed contractor to identify must be performed and any deficiencies addressed.

Table 1: Fire Extinguisher Code Requirements

Hazard Area	Minimum Size and Type	Maximum Travel Distance to Extinguisher (ft)	Maximum Floor Area per Unit of A (ft ²)	Maximum Floor Area per Extinguisher (ft ²)
Low Hazard (Residential floors, Assembly areas, Office spaces)	2A:10B:C Increase rating based on limits.	75	3,000	11,250
Moderate Hazard (Parking Garage, Storage)	2A:20B:C Increase rating based on limits.	50	1,500	11,250

Elevator Recall

Elevator Recall is usually initiated in cases of Fire/Emergency. Elevator Recall is a process that allows firefighters to take control of the elevator and suspends access to the public. This helps the firefighters reach the floor of incidence, allowing them to extinguish the fire or assist with the evacuation process.

This section will help the On-Site Team understand the different Elevator recall processes that may help in evacuation.

This Recall process occurs in two phases. Phase I is when the elevator is recalled to a primary floor and Phase II allows the firefighters to take control of the elevator cab.

It is important that the On-Site Team as well as the Residents know that **elevators should not be used** in case of emergencies. For this reason, it is important to ensure that this sign is placed above all elevator controls on every level. Figure 2 shows an example of the placard used for signage.

However, if this sign is missing, it is important to ensure that they are placed correctly, and the words are legible, clearly understood and readable. Figure 3 explains the placement of the sign above the elevator's controls outside the elevator.



Figure 2: Example of Placard placed near the Elevators

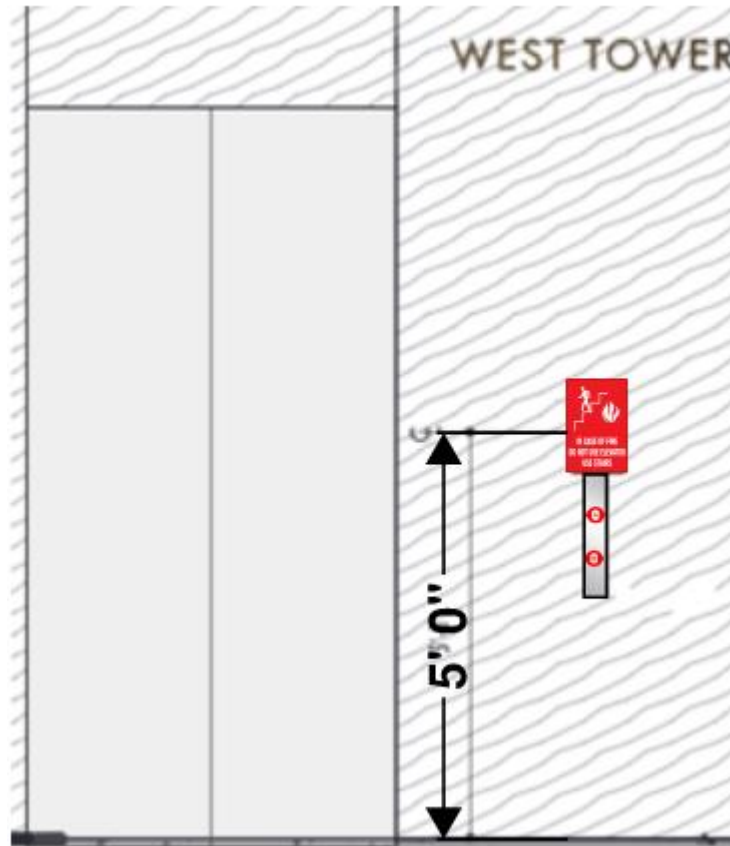


Figure 3: Example of Sign placed above the Elevator Controls 5 feet above the ground

As the figure shows above, the middle of the sign should be placed at a minimum 5 feet above the ground. It is important to note that the sign should be placed above the elevator controls.

Procedures for Reporting Fires

If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:

- A. **Call** the Fire Department – Dial: **9-1-1**
- B. **Activate the Fire Alarm Pull Station** when evacuating if the fire alarm is not sounding.
- C. **Meet** at the Assembly Point.
- D. **Provide the following information to the Fire Department:**
 - a. Type of Emergency (i.e., smoke, fire alarm, etc.)
 - b. Address:
 - c. Closest Cross Street
 - d. Type of Occupancy: Apartments
 - e. Floor Level
 - f. Apartment #
 - g. Telephone number
- E. **In all other situations:**
 - a. Contact your Property Manager

Emergency Process Priorities

If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:

- **Call the Fire Department.**
- **Isolate** the fire (close the door to slow the spread of the fire). Only attempt this if it is from a safe distance and does not block emergency exits for others. **Do not attempt to do so if it is unsafe.**
- If the fire alarm does not sound, activate the fire alarm manual pull station as you evacuate.
- Do not use Elevators in case of Emergency.
- **Evacuate the Building** - Using exit/stairs evacuate to assembly the area as shown on the map.
- **Meet** in the Assembly Area. It is important to note that the Assembly Area may be subject to change depending on the emergency and would be verbally communicated.
- **In the event of an alarm, it is critical that you immediately:**
 - **Call** the Fire Department then your Property Manager.
 - **Evacuate** the building to the Employee Assembly area as shown.

Post Emergency Re-Opening Procedures

Only re-enter the property once you receive communication from the Property Manager that Local Authorities have determined it is safe to re-open the property and have deemed the buildings to be safe for habitation.

Fire Safety Maintenance Procedures

To help facilitate an orderly evacuation, the following procedures must be maintained:

- Corridors and stairways that form part of escape routes should be kept clear and hazard-free at all times.
- Do not reset the fire alarm panel until all fire alarm investigation and firefighting actions are complete.
- Do not reset the Fire Alarm Control Panel until all fire alarm devices and fire sprinkler system components (if applicable) are fully functional.
- Perform, or engage a third party, to conduct a fire watch until the fire alarms/fire sprinklers are fully functional.
- Do not use Elevators in case of Fire/Emergency.



EMERGENCY EVACUATION PLAN: EMPLOYEE

This Emergency Evacuation Plan shall pertain to only High-Rise Buildings (over 75 feet) that have Elevators in the building.



PROPERTY NAME

STREET ADDRESS
CITY, STATE, ZIPCODE

Prepared By:
SLS Consulting LLC and Mission Rock Residential Risk Management

Evacuation Overview

Introduction

Fire codes dictate that fire emergency guides shall be provided for all residential apartment buildings. The Emergency Evacuation Plan outlines procedures for implementing a coordinated and effective evacuation during an emergency. The plan identifies critical components, including response procedures for establishing coordinated efforts with the first responders. On-site team members should review this document to become aware of fundamental fire protection and life safety principles.

Scope

The Mission Rock Residential Emergency Evacuation Plan may be partially, or fully, implemented in response to an emergency. It is intended to be flexible, scalable, and comprehensible while providing the necessary guidance to effectively respond to emergencies. It contains guidelines that will assist in maximizing the protection of life and property.

The overall priorities of the Emergency Evacuation Plan during an emergency include:

5. Protect and preserve human life, health, and safety.
6. Coordinate response efforts with local authorities.
7. Minimize loss or damage to property.
8. Manage immediate communications and information.

General Evacuation Guidelines for Employee

In the event of an emergency, it is critical that all employees:

6. Immediately evacuate the building using the nearest access point (stairwell, ramp, or exterior exit). After exiting the building, all employees must meet at the assembly location.
7. Do not return to your workspace to retrieve personal items and/or effects.
8. Do not lock fire exits or block doorways, halls, or stairways.
9. Do not use elevators during emergencies
10. Do not attempt or seek out where the fire is or its severity. Evacuate the building as quickly as possible.
11. Remain calm during the evacuation and follow the directions of the Local Authorities.
12. Perform an assessment and coordinate weather forecast office emergency closing procedures.

13. Using the pre-drafted letters in the [Crisis Communications Plan](#) (pg 181), notify residents via the Resident Portal by sending both email and text message notifications to explain how they will be impacted and suggest they take necessary measures to stay safe and protect their personal belongings.
14. When the emergency is deemed to be concluded, the local authorities or Property Manager will issue an "all clear" signal and notify evacuees (via Resident Portal) to return to their buildings. An "all clear" signal generally indicates that all have evacuated the building and the building's structural integrity has been confirmed to be sound and safe for re-entry.

Additional guidance for evacuations on specific emergency types:

Fire:

- Shut down computers; turn off gas & electrical equipment, if safe to do so.
- Do not attempt or seek out where the fire is or its severity.
- Follow clearly marked escape routes that are as short and direct as possible.

Wildfire:

- Take your emergency kit, lock your home and choose a route away from the fire hazard.
- Watch for changes in the speed and direction of the fire and smoke. Inform someone of when you left and where you are going.
- For a SHELTER IN PLACE ORDER: Stay in your current location or the safest nearby building or nonflammable area.

Earthquake:

- If inside when shaking starts, stay away from outer walls, windows, fireplaces, and hanging objects. Drop to the floor under a sturdy desk or table, cover your head and face with your arms, and hold on. If suitable furniture is NOT nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- The moment the ground stops shaking it is important take action quickly and safely.
- Beware of falling debris or electrical wires as you exit the building.
- If you are outside, go to an open area away from trees, telephone poles, and buildings, and stay there.
- Evacuate to higher ground if a tsunami is possible.
- Beware of aftershocks.

Hurricane:

- Plan a safe evacuation route to the home of either friends or family in a non-vulnerable area within your county 20-50 miles inland.
- Take refuge in a designated storm shelter, or an interior room for high winds. Be aware public shelters usually do not accept pets.
- If trapped in a building by flooding, go to the highest level of the building.

Flood:

- Do not walk, swim, or drive through flood waters.
- Move to higher ground or a higher floor.
- Turn off utilities at the main switches or valves and disconnect electrical

appliances if safe to do so.

- Do not touch electrical equipment if you are wet or standing in water.

Tornado:

- Go to a safe shelter immediately, such as a safe room, basement, storm cellar or a small interior room on the lowest level of a sturdy building.
- Stay away from windows, doors, and outside walls.
- Do not go under an overpass or bridge.

Volcanic Eruptions:

- Avoid areas downwind and river valleys downstream of the volcano.
- Protect yourself from falling ash.
- Avoid driving in heavy ash.

Mudslides/Landslides/Sinkholes:

- If you are inside, remain where you are and take cover under a sturdy piece of furniture.
- If you are outside, run to the nearest high ground away from the landslide or debris flow.
- If escape is not possible, curl into a tight ball to protect your head.

Active Shooter:

- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Do not stop to ask officers for help or direction when evacuating, as their main focus will be mitigating the situation.
- If you can't evacuate, find a secure place to hide. Create distance between you and the threat.

Bomb Threat:

- All bomb threats are not legitimate and evacuation is not always required. Wait for direction from local officials.

Chemical Spill:

- Do not initiate evacuation from nearby buildings unless otherwise advised by emergency responders.
- Thoroughly wash exposed areas of the skin with soap and water.

Alarm Types: Fire versus Other Emergencies

If a fire alarm system is provided within the building, it may have been designed to provide users with audible and/or visual notification. The fire alarm emergency notification is activated by the fire alarm detection system, or a fire alarm manual pull station. Examples of these fire alarm devices are shown in Figure 1.

EXAMPLE OF FIRE ALARM DEVICES



**HORN STROBE
NOTIFICATION**



**SMOKE
DETECTOR**



**MANUAL
PULL STATION**

Figure 1: Examples of Fire Alarm Devices

NOTE: Property Managers should fill out this equipment list based on the equipment present on the property.

- Horn Strobe Notification
- Smoke Detector
- Manual Pull Station
- Emergency Voice Communications

Fire Protection Equipment

To help facilitate an orderly evacuation, all fire protection equipment needs to be operational. If you observe damaged fire protection equipment, this device must be reported to the property manager to have addressed immediately. It is common for deficiencies to be observed with (1) manual pull stations and (2) fire extinguishers; therefore, these items should be inspected annually by a licensed professional per the applicable fire code. These terms are further defined below:

Manual Pull Stations - Manual pulls may be installed near exit discharge to ensure that residents can notify occupants during evacuation.

Fire Extinguishers - Fire extinguishers are installed throughout the building as required by applicable fire codes or mentioned in the manual. Table 1 below provides a brief overview of the installation requirements, including the maximum distance to a Fire Extinguisher based on the Hazard Area. An annual inspection by a licensed contractor to identify must be performed and any deficiencies addressed.

Table 1: Fire Extinguisher Code Requirements

Hazard Area	Minimum Size and Type	Maximum Travel Distance to Extinguisher (ft)	Maximum Floor Area per Unit of A (ft ²)	Maximum Floor Area per Extinguisher (ft ²)
Low Hazard (Residential floors, Assembly areas, Office spaces)	2A:10B:C Increase rating based on limits.	75	3,000	11,250
Moderate Hazard (Parking Garage, Storage)	2A:20B:C Increase rating based on limits.	50	1,500	11,250

Elevator Recall

Elevator Recall is usually initiated in cases of Fire/Emergency. Elevator Recall is a process that allows firefighters to take control of the elevator and suspends access to the public. This helps the firefighters reach the floor of incidence, allowing them to extinguish the fire or assist with the evacuation process.

This section will help the On-Site Team understand the different Elevator recall processes that may help in evacuation.

This Recall process occurs in two phases. Phase I is when the elevator is recalled to a primary floor and Phase II allows the firefighters to take control of the elevator cab.

It is important that the On-Site Team as well as the Residents know that **elevators should not be used** in case of emergencies. For this reason, it is important to ensure that this sign is placed above all elevator controls on every level. Figure 2 shows an example of the placard used for signage.

However, if this sign is missing, it is important to ensure that they are placed correctly, and the words are legible, clearly understood and readable. Figure 3 explains the placement of the sign above the elevator's controls outside the elevator.



Figure 2: Example of Placard placed near the Elevators

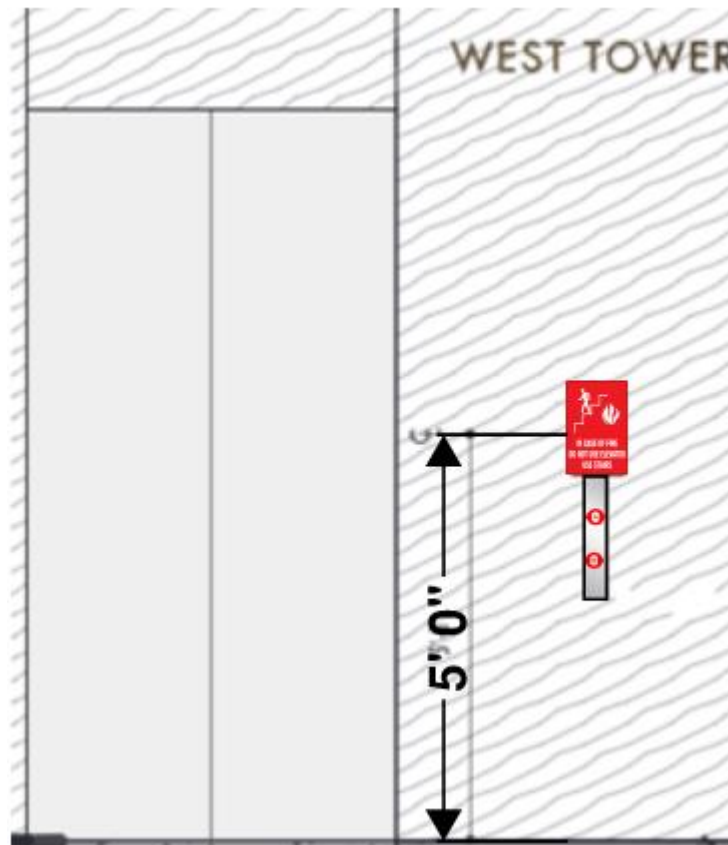


Figure 3: Example of Sign placed above the Elevator Controls 5 feet above the ground

As the figure shows above, the middle of the sign should be placed at a minimum 5 feet above the ground. It is important to note that the sign should be placed above the elevator controls.

Procedures for Reporting Fires

- A. **If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:**
- a. **Call** the Fire Department – Dial: **9-1-1**
 - b. **Activate the Fire Alarm Pull Station** when evacuating if the fire alarm is not sounding.
 - c. **Meet** at the Assembly Point.
 - d. **Provide the following information to the Fire Department:**
 - i. Type of Emergency (i.e., smoke, fire alarm, etc.)
 - ii. Address
 - iii. Closest Cross Street
 - iv. Type of Occupancy: Apartments
 - v. Floor Level
 - vi. Apartment #
 - vii. Telephone number
 - e. **In all other situations:**
 - i. Contact your Property Manager

Emergency Process Priorities

- A. **If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:**
- a. **Call the Fire Department.**
 - b. **Isolate** the fire (close the door to slow the spread of the fire). Only attempt this if it is from a safe distance and does not block emergency exits for others. **Do not attempt to do so if it is unsafe.**
 - c. If the fire alarm does not sound, activate the fire alarm manual pull station as you evacuate.
 - d. Do not use Elevators in case of Emergency.
 - e. **Evacuate the Building** - Using exit/stairs evacuate to assembly
 - f. the area as shown on the map.
 - g. **Meet** in the Assembly Area. It is important to note that the Assembly Area may be subject to change depending on the emergency and would be verbally communicated.
- B. **In the event of an alarm, it is critical that you immediately:**
- a. **Call** the Fire Department then your Property Manager.
 - b. **Evacuate** the building to the Employee Assembly area as shown.

Post Emergency Re-Opening Procedures

Only re-enter the property once you receive communication from the Property Manager that Local Authorities have determined it is safe to re-open the property and have deemed

the buildings to be safe for habitation.

Fire Safety Maintenance Procedures

To help facilitate an orderly evacuation, the following procedures must be maintained:

- Corridors and stairways that form part of escape routes should be kept clear and hazard-free at all times.
- Do not reset the fire alarm panel until all fire alarm investigation and firefighting actions are complete.
- Do not reset the Fire Alarm Control Panel until all fire alarm devices and fire sprinkler system components (if applicable) are fully functional.
- Perform, or engage a third party, to conduct a fire watch until the fire alarms/fire sprinklers are fully functional.
- Do not use Elevators in case of Fire/Emergency.



EMERGENCY EVACUATION PLAN: RESIDENTS

This Emergency Evacuation Plan shall pertain to only Low-Rise Buildings (under 75 feet) which do not have any elevators in the building.

PROPERTY NAME

STREET ADDRESS
CITY, STATE, ZIPCODE

Prepared By:
SLS Consulting, LLC and Mission Rock Residential Risk Management

Evacuation Overview

Introduction

The Mission Rock Residential Emergency Evacuation Plan is being provided to assist you in keeping safe in the event of an emergency where evacuation is recommended or required. Residents should review this booklet to become aware of general knowledge related to basic fire protection and life safety procedures. In an emergency, there is no time to stop and think. It is the resident's responsibility to identify the escape routes from your apartment and building in advance. As such, it is critical that each resident prepares and practices their escape plans. **Every individual is responsible for his/her own safety.**

Pre-Emergency Items

1. **Determine evacuation procedures** and decide on a meeting place outdoors for your family and guests.
2. **Practice!** Rehearse your plan. In case of confusion, please use the map provided which leads to the nearest exit.
3. Make sure that your children and any guests **understand the plan and exit locations.**
4. Residents are responsible for understanding the different types of alarm notifications. For any further information/clarification, please contact your On-Site Team at the leasing office.
5. It is the resident's responsibility and duty to notify the Fire Department of any mobility-impaired person that requires special assistance in the event of an evacuation.

Actions to Take During a Fire Emergency

1. **Call the Fire Department** when smoke is observed or when the fire alarms are activated and are constantly ringing.
2. **Do not rush out of your apartment into the hallway.** First, feel the door. If it is hot, the fire could be close, and you may need to find another way out. If the door is cool, leave by the nearest exit.
3. If you cannot escape your apartment, **stuff wet towels, sheets, or clothes around the bottom of the door and vents to keep smoke out.** Notify 9-1-1 that you are unable to escape and provide the Fire Department with your location within the building.
4. **Close all doors** behind you to slow the fire from spreading.
5. If you think someone is trapped, tell the fire department. **Never go back into the building yourself.**
6. If your planned route becomes smoky, **get down on your hands and knees and crawl.** Smoke rises, so the cleaner air is near the floor.
7. **Inform** your family, guests, or roommates/housemates to evacuate in time. It is the responsibility of the resident to ensure everyone from their unit has evacuated safely and has arrived at their designated **Assembly Area.**

NOTE: The **Assembly Area** should be at least 50 feet away from the building. The location of the assembly area may be subject to change depending on the emergency personnel and this may be communicated verbally by the Property Manager or the Authorities/Emergency Personnel.

General Evacuation Guidelines for Residents

1. **Immediately evacuate** the area and get out of the building.
2. **Know your escape routes.** Sometimes the best escape route may be behind you.

3. In cases of fire, if the alarm does not notify, please **pull the manual pull station** while evacuating the building.
4. **Do not return** to your apartment to retrieve personal items and/or effects.
5. **Do not lock fire exits or block** doorways, halls, stairways, or unit doors when evacuating. Corridors and stairways that form part of escape routes should be kept clear and hazard-free at all times.
6. **Remain calm** during and follow directions of the Police and/or Fire Rescue.
7. **Evacuate** to the best place **away from the building**.
8. Residents are responsible for **notifying their contacts they are safe** during and after the incident. Mission Rock will abide by all Privacy Laws and cannot provide an update on the whereabouts of the residents and/or share their contact information.
9. Mobility-Impaired occupants may require special assistance in the event of a fire. The person having mobility impairments should be positioned near the exit/stair that is located farthest away from the fire. If fire conditions pose a personal threat, the person having mobility impairment, and any person assisting, should be positioned within the exit/stair and wait for the Fire Department. Please refer to the '**Special Assistance Evacuation**' Section in this report for further information.

Additional guidance for evacuations on other emergency types:

Wildfire:

- Take your emergency kit, lock your home and choose a route away from the fire hazard.
- Watch for changes in the speed and direction of the fire and smoke. Inform someone of when you left and where you are going.
- For a SHELTER IN PLACE ORDER: Stay in your current location or the safest nearby building or nonflammable area.

Earthquake:

- If inside when shaking starts, stay away from outer walls, windows, fireplaces, and hanging objects. Drop to the floor under a sturdy desk or table, cover your head and face with your arms, and hold on. If suitable furniture is NOT nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- The moment the ground stops shaking it is important take action quickly and safely.
- Beware of falling debris or electrical wires as you exit the building.
- If you are outside, go to an open area away from trees, telephone poles, and buildings, and stay there.
- Evacuate to higher ground if a tsunami is possible.
- Beware of aftershocks.

Hurricane:

- Plan a safe evacuation route to the home of either friends or family in a non-vulnerable area within your county 20-50 miles inland.
- Take refuge in a designated storm shelter, or an interior room for high winds. Be aware public shelters usually do not accept pets.
- If trapped in a building by flooding, go to the highest level of the building.

Flood:

- Do not walk, swim, or drive through flood waters.

- Move to higher ground or a higher floor.
- Turn off utilities at the main switches or valves and disconnect electrical appliances if safe to do so.
- Do not touch electrical equipment if you are wet or standing in water.

Tornado:

- Go to a safe shelter immediately, such as a safe room, basement, storm cellar or a small interior room on the lowest level of a sturdy building.
- Stay away from windows, doors, and outside walls.
- Do not go under an overpass or bridge.

Volcanic Eruptions:

- Avoid areas downwind and river valleys downstream of the volcano.
- Protect yourself from falling ash.
- Avoid driving in heavy ash.

Mudslides/Landslides/Sinkholes:

- If you are inside, remain where you are and take cover under a sturdy piece of furniture.
- If you are outside, run to the nearest high ground away from the landslide or debris flow.
- If escape is not possible, curl into a tight ball to protect your head.

Active Shooter:

- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Do not stop to ask officers for help or direction when evacuating, as their main focus will be mitigating the situation.
- If you can't evacuate, find a secure place to hide. Create distance between you and the threat.

Bomb Threat:

- All bomb threats are not legitimate and evacuation is not always required. Wait for further direction from local officials.

Chemical Spill:

- Do not initiate evacuation from nearby buildings unless otherwise advised by emergency responders.
- Thoroughly wash exposed areas of the skin with soap and water.

Procedures for Reporting Fires

- If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:**
 - Call** the Fire Department – Dial: **9-1-1**
 - Activate the Fire Alarm Pull Station** when evacuating if the fire alarm is not sounding.
 - Meet** at the Assembly Point.
 - Provide the following information to the Fire Department:**

- i. Type of Emergency (i.e., smoke, fire alarm, etc.)
 - ii. Address
 - iii. Closest Cross Street
 - iv. Type of Occupancy: Apartments
 - v. Floor Level
 - vi. Apartment #
 - vii. Telephone number
- e. **In all other situations:**
- i. Contact your Property Manager

Post Emergency Re-Opening Procedures

Only re-enter the property once you receive communication from the Property Manager that Local Authorities have determined it is safe to re-open the property and have deemed the buildings to be safe for habitation.

Special Assistance Evacuation

Mobility-Impaired occupants may require special assistance in the event of a fire. Occupants not requiring assistance should evacuate first. This avoids the possibility of persons in need of assistance being bumped and/or falling, thus slowing evacuation and/or causing injury. If there is evidence of fire, the person having mobility impairments should be positioned near the exit/stair that is located farthest away from the fire. If fire conditions pose a personal threat, the person having mobility impairment, and any person assisting, should be positioned within the exit/stair and wait for the Fire Department.

If fire conditions pose a personal threat in the exit/stairs, the mobility-impaired person should be evacuated to another safe location. If the mobility impaired person enters the exit/stairs, someone should notify the Fire Department of their location in the exit/stairs and that the mobility impaired person requires special assistance with evacuating.



EMERGENCY EVACUATION PLAN: RESIDENTS

This Emergency Evacuation Plan shall pertain to only Low-Rise Buildings (under 75 feet) that have elevators in the building.

PROPERTY NAME

STREET ADDRESS
CITY, STATE, ZIPCODE

Prepared By:
SLS Consulting LLC and Mission Rock Residential Risk Management

Evacuation Overview

Introduction

The Mission Rock Residential Emergency Evacuation Plan is being provided to assist you in keeping safe in the event of an emergency where evacuation is recommended or required. Residents should review this booklet to become aware of general knowledge related to basic fire protection and life safety procedures. In an emergency, there is no time to stop and think. It is the resident's responsibility to identify the escape routes from your apartment and building in advance. As such, it is critical that each resident prepares and practices their escape plans. **Every individual is responsible for his/her own safety.**

Pre-Emergency Items

1. **Determine evacuation procedures** and decide on a meeting place outdoors for your family and guests.
2. **Practice!** Rehearse your plan. In case of confusion, please use the map provided which leads to the nearest exit.
3. Make sure that your children and any guests **understand the plan and exit locations.**
4. Residents are responsible for understanding the different types of alarm notifications. For any further information/clarification, please contact your On-Site Team at the leasing office.
5. It is the resident's responsibility and duty to notify the Fire Department of any mobility-impaired person that requires special assistance in the event of an evacuation.

Actions to Take During a Fire Emergency

1. **Call the Fire Department** when smoke is observed or when the fire alarms are activated and are constantly ringing.
2. **Do not rush out of your apartment into the hallway.** First, feel the door. If it is hot, the fire could be close, and you may need to find another way out. If the door is cool, leave by the nearest exit.
3. If you cannot escape your apartment, **stuff wet towels, sheets, or clothes around the bottom of the door and vents to keep smoke out.** Notify 9-1-1 that you are unable to escape and provide the Fire Department with your location within the building.
4. **Do not use Elevators** in case of Emergency/Fire.
5. **Close all doors** behind you to slow the fire from spreading.
6. If you think someone is trapped, tell the fire department. **Never go back into the building yourself.**
7. If your planned route becomes smoky, **get down on your hands and knees and crawl.** Smoke rises, so the cleaner air is near the floor.
8. **Inform** your family, guests, or roommates/housemates to evacuate in time. It is the responsibility of the resident to ensure everyone from their unit has evacuated safely and has arrived at their designated **Assembly Area.**

NOTE: The **Assembly Area** should be at least 50 feet away from the building. The location of the assembly area may be subject to change depending on the emergency personnel and this may be communicated verbally by the Property Manager or the Authorities/Emergency Personnel.

General Evacuation Guidelines for Residents

1. **Immediately evacuate** the area and get out of the building.
2. **Know your escape routes.** Sometimes the best escape route may be behind you.
3. In cases of fire, if the alarm does not notify, please **pull the manual pull station** while evacuating the building.
4. **Do not return** to your apartment to retrieve personal items and/or effects.
5. **Do not lock fire exits or block** doorways, halls, stairways, or unit doors when evacuating. Corridors and stairways that form part of escape routes should be kept clear and hazard-free at all times.
6. **Remain calm** during and follow directions of the Police and/or Fire Rescue.
7. **Do not use Elevators** in case of Emergency/Fire.
8. **Evacuate** to the best place **away from the building.**
9. Residents are responsible for **notifying their contacts they are safe** during and after the incident. Mission Rock will abide by all Privacy Laws and cannot provide an update on the whereabouts of the residents and/or share their contact information.
10. Mobility-Impaired occupants may require special assistance in the event of a fire. The person having mobility impairments should be positioned near the exit/stair that is located farthest away from the fire. If fire conditions pose a personal threat, the person having mobility impairment, and any person assisting, should be positioned within the exit/stair and wait for the Fire Department. Please refer to the '**Special Assistance Evacuation**' Section in this report for further information.

Additional guidance for evacuations on other emergency types:

Wildfire:

- Take your emergency kit, lock your home and choose a route away from the fire hazard.
- Watch for changes in the speed and direction of the fire and smoke. Inform someone of when you left and where you are going.
- For a SHELTER IN PLACE ORDER: Stay in your current location or the safest nearby building or nonflammable area.

Earthquake:

- If inside when shaking starts, stay away from outer walls, windows, fireplaces, and hanging objects. Drop to the floor under a sturdy desk or table, cover your head and face with your arms, and hold on. If suitable furniture is NOT nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- The moment the ground stops shaking it is important take action quickly and safely.
- Beware of falling debris or electrical wires as you exit the building.
- If you are outside, go to an open area away from trees, telephone poles, and buildings, and stay there.
- Evacuate to higher ground if a tsunami is possible.
- Beware of aftershocks.

Hurricane:

- Plan a safe evacuation route to the home of either friends or family in a non-vulnerable area within your county 20-50 miles inland.
- Take refuge in a designated storm shelter, or an interior room for high winds. Be aware public shelters usually do not accept pets.

- If trapped in a building by flooding, go to the highest level of the building.

Flood:

- Do not walk, swim, or drive through flood waters.
- Move to higher ground or a higher floor.
- Turn off utilities at the main switches or valves and disconnect electrical appliances if safe to do so.
- Do not touch electrical equipment if you are wet or standing in water.

Tornado:

- Go to a safe shelter immediately, such as a safe room, basement, storm cellar or a small interior room on the lowest level of a sturdy building.
- Stay away from windows, doors, and outside walls.
- Do not go under an overpass or bridge.

Volcanic Eruptions:

- Avoid areas downwind and river valleys downstream of the volcano.
- Protect yourself from falling ash.
- Avoid driving in heavy ash.

Mudslides/Landslides/Sinkholes:

- If you are inside, remain where you are and take cover under a sturdy piece of furniture.
- If you are outside, run to the nearest high ground away from the landslide or debris flow.
- If escape is not possible, curl into a tight ball to protect your head.

Active Shooter:

- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Do not stop to ask officers for help or direction when evacuating, as their main focus will be mitigating the situation.
- If you can't evacuate, find a secure place to hide. Create distance between you and the threat.

Bomb Threat:

- All bomb threats are not legitimate and evacuation is not always required. Wait for further direction from local officials.

Chemical Spill:

- Do not initiate evacuation from nearby buildings unless otherwise advised by emergency responders.
- Thoroughly wash exposed areas of the skin with soap and water.

Procedures for Reporting Fires

- A. **If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:**
 - a. **Call** the Fire Department – Dial: **9-1-1**

- b. **Activate the Fire Alarm Pull Station** when evacuating if the fire alarm is not sounding.
- c. **Meet** at the Assembly Point.
- d. **Provide the following information to the Fire Department:**
 - i. Type of Emergency (i.e., smoke, fire alarm, etc.)
 - ii. Address
 - iii. Closest Cross Street
 - iv. Type of Occupancy: Apartments
 - v. Floor Level
 - vi. Apartment #
 - vii. Telephone number
- e. **In all other situations:**
 - i. Contact your Property Manager

Post Emergency Re-Opening Procedures

Only re-enter the property once you receive communication from the Property Manager that Local Authorities have determined it is safe to re-open the property and have deemed the buildings to be safe for habitation.


Special Assistance Evacuation

Mobility-Impaired occupants may require special assistance in the event of a fire. Occupants not requiring assistance should evacuate first. This avoids the possibility of persons in need of assistance being bumped and/or falling, thus slowing evacuation and/or causing injury. If there is evidence of fire, the person having mobility impairments should be positioned near the exit/stair that is located farthest away from the fire. If fire conditions pose a personal threat, the person having mobility impairment, and any person assisting, should be positioned within the exit/stair and wait for the Fire Department.

If fire conditions pose a personal threat in the exit/stairs, the mobility-impaired person should be evacuated to another safe location. If the mobility impaired person enters the exit/stairs, someone should notify the Fire Department of their location in the exit/stairs and that the mobility impaired person requires special assistance with evacuating.



EMERGENCY EVACUATION PLAN: RESIDENTS



This Emergency Evacuation Plan shall pertain to only High-Rise Buildings (over 75 feet) that have elevators in the building.



PROPERTY NAME

STREET ADDRESS
CITY, STATE, ZIPCODE

Prepared By:
SLS Consulting LLC and Mission Rock Residential Risk Management

Evacuation Overview

Introduction

The Mission Rock Residential Emergency Evacuation Plan is being provided to assist you in keeping safe in the event of an emergency where evacuation is recommended or required. Residents should review this booklet to become aware of general knowledge related to basic fire protection and life safety procedures. In an emergency, there is no time to stop and think. It is the resident's responsibility to identify the escape routes from your apartment and building in advance. As such, it is critical that each resident prepares and practices their escape plans. **Every individual is responsible for his/her own safety.**

Pre-Emergency Items

1. **Determine evacuation procedures** and decide on a meeting place outdoors for your family and guests.
2. **Practice!** Rehearse your plan. In case of confusion, please use the map provided which leads to the nearest exit.
3. Make sure that your children and any guests **understand the plan and exit locations.**
4. Residents are responsible for understanding the different types of alarm notifications. For any further information/clarification, please contact your On-Site Team at the leasing office.
5. It is the resident's responsibility and duty to notify the Fire Department of any mobility-impaired person that requires special assistance in the event of an evacuation.

Actions to Take During a Fire Emergency

1. **Call the Fire Department** when smoke is observed or when the fire alarms are activated and are constantly ringing.
2. **Do not rush out of your apartment into the hallway.** First, feel the door. If it is hot, the fire could be close, and you may need to find another way out. If the door is cool, leave by the nearest exit.
3. If you cannot escape your apartment, **stuff wet towels, sheets, or clothes around the bottom of the door and vents to keep smoke out.** Notify 9-1-1 that you are unable to escape and provide the Fire Department with your location within the building.
4. **Do not use Elevators** in case of Emergency/Fire.
5. **Close all doors** behind you to slow the fire from spreading.
6. If you think someone is trapped, tell the fire department. **Never go back into the building yourself.**
7. If your planned route becomes smoky, **get down on your hands and knees and crawl.** Smoke rises, so the cleaner air is near the floor.
8. **Inform** your family, guests, or roommates/housemates to evacuate in time. It is the responsibility of the resident to ensure everyone from their unit has evacuated safely and has arrived at their designated **Assembly Area.**

NOTE: The **Assembly Area** should be at least 50 feet away from the building. The location of the assembly area may be subject to change depending on the emergency personnel and this may be communicated verbally by the Property Manager or the Authorities/Emergency Personnel.

General Evacuation Guidelines for Residents

1. **Immediately evacuate** the area and get out of the building.

2. **Know your escape routes.** Sometimes the best escape route may be behind you.
3. In cases of fire, if the alarm does not notify, please **pull the manual pull station** while evacuating the building.
4. **Do not return** to your apartment to retrieve personal items and/or effects.
5. **Do not lock fire exits or block** doorways, halls, stairways, or unit doors when evacuating. Corridors and stairways that form part of escape routes should be kept clear and hazard-free at all times.
6. **Remain calm** during and follow directions of the Police and/or Fire Rescue.
7. **Do not use Elevators** in case of Emergency/Fire.
8. **Evacuate** to the best place **away from the building**.
9. Residents are responsible for **notifying their contacts they are safe** during and after the incident. Mission Rock will abide by all Privacy Laws and cannot provide an update on the whereabouts of the residents and/or share their contact information.
10. Mobility-Impaired occupants may require special assistance in the event of a fire. The person having mobility impairments should be positioned near the exit/stair that is located farthest away from the fire. If fire conditions pose a personal threat, the person having mobility impairment, and any person assisting, should be positioned within the exit/stair and wait for the Fire Department. Please refer to the '**Special Assistance Evacuation**' Section in this report for further information.

Additional guidance for evacuations on other emergency types:

Wildfire:

- Take your emergency kit, lock your home and choose a route away from the fire hazard.
- Watch for changes in the speed and direction of the fire and smoke. Inform someone of when you left and where you are going.
- For a SHELTER IN PLACE ORDER: Stay in your current location or the safest nearby building or nonflammable area.

Earthquake:

- If inside when shaking starts, stay away from outer walls, windows, fireplaces, and hanging objects. Drop to the floor under a sturdy desk or table, cover your head and face with your arms, and hold on. If suitable furniture is NOT nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- The moment the ground stops shaking it is important take action quickly and safely.
- Beware of falling debris or electrical wires as you exit the building.
- If you are outside, go to an open area away from trees, telephone poles, and buildings, and stay there.
- Evacuate to higher ground if a tsunami is possible.
- Beware of aftershocks.

Hurricane:

- Plan a safe evacuation route to the home of either friends or family in a non-vulnerable area within your county 20-50 miles inland.
- Take refuge in a designated storm shelter, or an interior room for high winds. Be aware public shelters usually do not accept pets.
- If trapped in a building by flooding, go to the highest level of the building.

Flood:

- Do not walk, swim, or drive through flood waters.
- Move to higher ground or a higher floor.
- Turn off utilities at the main switches or valves and disconnect electrical appliances if safe to do so.
- Do not touch electrical equipment if you are wet or standing in water.

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- Go to a safe shelter immediately, such as a safe room, basement, storm cellar or a small interior room on the lowest level of a sturdy building.
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- Avoid areas downwind and river valleys downstream of the volcano.
- Protect yourself from falling ash.
- Avoid driving in heavy ash.

Mudslides/Landslides/Sinkholes:

- If you are inside, remain where you are and take cover under a sturdy piece of furniture.
- If you are outside, run to the nearest high ground away from the landslide or debris flow.
- If escape is not possible, curl into a tight ball to protect your head.

Active Shooter:

- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Do not stop to ask officers for help or direction when evacuating, as their main focus will be mitigating the situation.
- If you can't evacuate, find a secure place to hide. Create distance between you and the threat.

Bomb Threat:

- All bomb threats are not legitimate and evacuation is not always required. Wait for further direction from local officials.

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- Do not initiate evacuation from nearby buildings unless otherwise advised by emergency responders.
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- If an emergency is reported to you, if you see flames, if you see/smell smoke, or if you hear a fire alarm, it is critical that you immediately:**
 - Call** the Fire Department – Dial: **9-1-1**
 - Activate the Fire Alarm Pull Station** when evacuating if the fire alarm is not sounding.
 - Meet** at the Assembly Point.
 - Provide the following information to the Fire Department:**

- i. Type of Emergency (i.e., smoke, fire alarm, etc.)
 - ii. Address
 - iii. Closest Cross Street
 - iv. Type of Occupancy: Apartments
 - v. Floor Level
 - vi. Apartment #
 - vii. Telephone number
- e. In all other situations:**
- i. Contact your Property Manager

Post Emergency Re-Opening Procedures

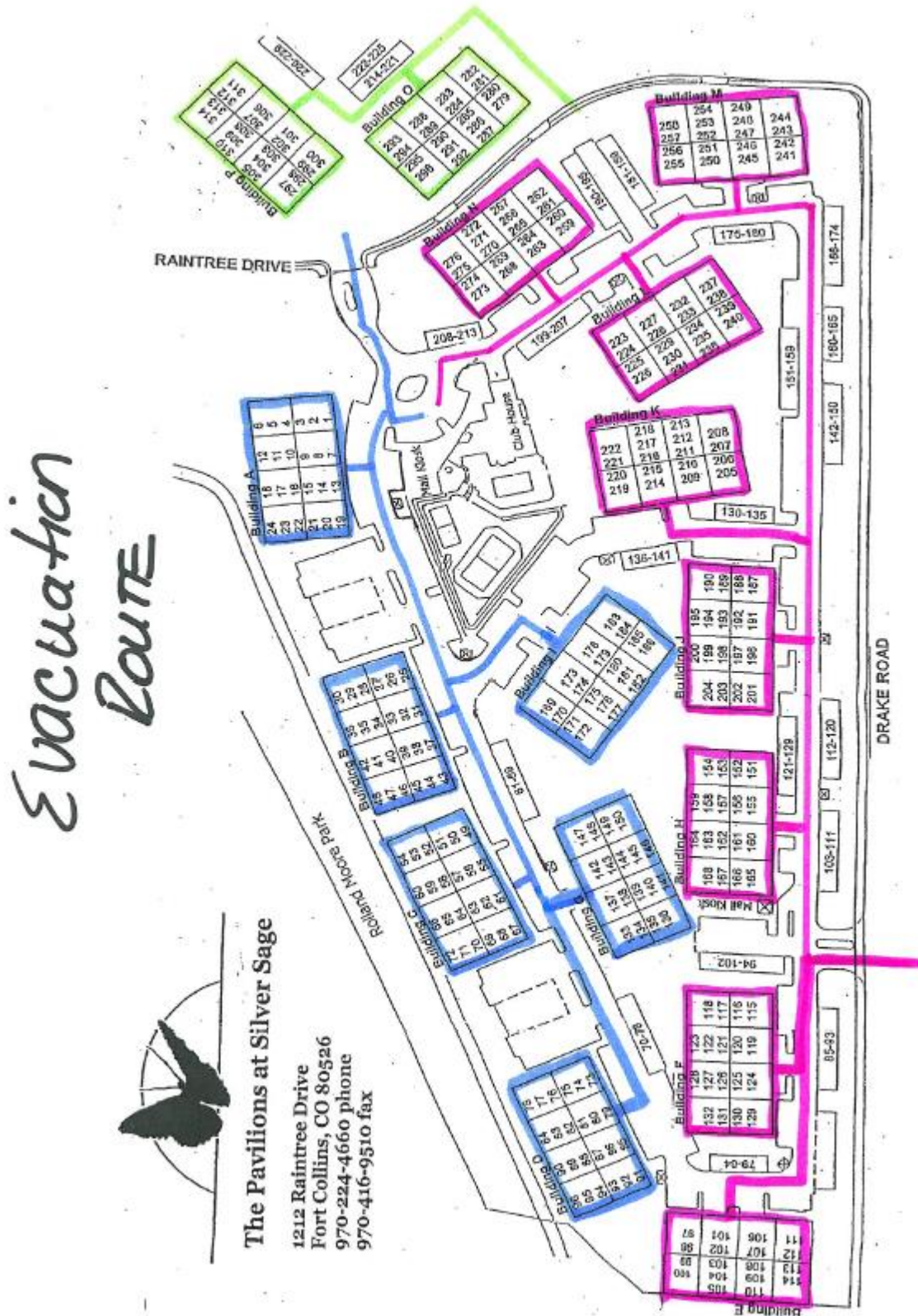
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If fire conditions pose a personal threat in the exit/stairs, the mobility-impaired person should be evacuated to another safe location. If the mobility impaired person enters the exit/stairs, someone should notify the Fire Department of their location in the exit/stairs and that the mobility impaired person requires special assistance with evacuating.

SAMPLE OF EVACUATION ROUTE AND ASSEMBLY AREA



ASSEMBLY AREA


The Pavilions at Silver Sage
 1212 Raintree Drive
 Fort Collins, CO 80526
 970-224-4660 phone
 970-416-9510 fax



EMERGENCY CONTACT LISTS

Sister City Property Information for (property being covered)

Sister City Property		Property		Gala Code:	
Office Address:		Office Address:			
Main Office Phone:		Main Office Phone:		Knox Box Code:	
Property Manager		Property Manager			
Cell:		Cell:			
Email:		Email:			
Regional Property Manager:		Regional Property Manager:			
Cell Phone:		Cell Phone:			
Email:		Email:			
Regional Service Manager		Regional Service Manager			
Cell Phone:		Cell Phone:			
Email:		Email:			

Burglar Alarm Monitoring Contact

Property Name & Account #:	Monitoring Company Name Full Address & Main Phone #:	Business Hours Passcode & Phone #:	First After Hours Contact Info:	Second After Hours Contact Info:	Area Monitored:

Fire Alarm Monitoring Contact

Property Name & Account #:	Monitoring Company Name Full Address & Main Phone #:	Business Hours Passcode & Phone #:	First After Hours Contact Info:	Second After Hours Contact Info:	Area Monitored:

CORPORATE CONTACTS LOG

Corporate Contacts Log					
	Name	Title/Role	Office Phone	Cell Phone	Email
Corporate Communications	Marcella Epsteiner	SVP of Marketing & Training	720 644-6178	720 591-4642	mepsteiner@missionrockres.com
CEO	Pat Hutchison	CEO	720-644-6156	303 548-2332	phutchison@missionrockres.com
President	Meredith Wright	President	720-644-6159	303-981-8237	mwright@missionrockres.com
Designated Emergency Contact					
IT	James Widby	VP of IT and Data Analytics	720-644-6219	720-724-4043	jwidby@missionrockres.com
IT	Josh Erosky	Director of IT	720-613-3376	303-552-1045	josh.erosky@missionrockres.com
Executive Vice President-East	Andy Tsangarides	Executive Vice President-East	404-719-4286	404-859-0168	atsangarides@missionrockres.com
Executive Vice President-Central	Janelle French	Executive Vice President-Central	720-644-6194	303-517-2739	jfrench@missionrockres.com
Sr. Executive Vice President-West	Kay Hutchison	Executive Vice President-West	(602) 903-7103	480-881-5051	khutchison@missionrockres.com
Property Services SVP	David Roy	SVP of Property Services	602-903-7113	623-451-5734	droy@missionrockres.com
Property Services VP	Bill Ochs	VP of Property Services	N/A	804-694-6138	wochs@missionrockres.com
Regional Service Manager					
Regional Manager					
Vice President or Executive VP					
Legal	Todd Williams	General Counsel	415.423.3742	415 999 4854	todd@hamiltonzanze.com
Human Resources	Carolyn Reynolds	Vice President, HR	720 644-6193	720 610-8606	Carolyn.Reynolds@missionrockres.com
Risk Management: MRR	Cheryl Pugliese	Risk Control Manager	303-927-0648	720-403-0122	cpugliese@missionrockres.com
Asset Manager: HZ	Tim Bruss	Managing Director, Asset Management		415-509-7097	tim@hamiltonzanze.com
Risk Manager: HZ	John Gilmore	Risk/Asset Manager	415.561.6801	650-888-3101	john@hamiltonzanze.com
Asset Manager: AIG	Arista Eden	AIG Regional VP	213-533-3722		Arista.Eden@aig.com
ReyLenn	Ric Shwisberg	Principal	858-436-7703	619-520-0510	rics@reylenn.com
Risk Manager: ReyLenn	Christy Dutchman	Asset/Risk Manager	858 367-7136		christyd@reylenn.com
Kim Rubino	Kim Rubino	Owner	970-274-0362		kim@rubinoprop.com
Dee Strong/Matthew Blumberg	Dee Strong	President	303 730 0361		dstrong@multifamilysa.com
Treeline	Jason Sisk	Managing Director	720 523 5736	303 301 4936	jsisk@treelinemp.com
Timnath/Capital Investmt Asset Mgmt	Bill Albright	Co-Owner	715 831-8000		balbright@capvestpartner.com
East Wind	Stephanie Miller	Vice President Asset Management	(561) 370-6606	(239) 340-1882	smiller@eastwinddevgroup.com

PROPERTY STAFF CONTACT LIST

Position	Name	Best Contact Number (cell)	Email
Property Manager			
Service Supervisor			
Assistant Manager			
Painter/Make Ready			
Service Technician			
Grounds/Porter			
Reno Technician			
Leasing Consultant			
Housekeeper			
Regional Service Manager			
Director of Property Services			
Regional Manager			
Property Main Number			
Gate Access Code			

VENDOR CONTACTS LOG

	Name	Title/Role	Office Phone	Cell Phone	Email
Interstate Restoration	Sergei Korneev	National Restoration C	303 426 4200	720 352-0889	skorneev@interstaterestoration.com
Interstate Dedicated Line		National Restoration C	TBD		
Restoration #2		National Restoration C	TBD		-
R2 Dedicated Line		National Restoration C	TBD		
Structural Engineer					
HVAC					
Plumber					
Trash Services					
Electrician					
Roofer					
Portable Toilets					
General Contractor					
Fire Alarm Systems					
Fire Sprinkler Systems					
Elevator Service					
Local Counsel					
Courtesy Patrol					

LOCAL/NATIONAL EMERGENCY CONTACTS LOG

	Name	Title/Role	Office Phone	Website
Fire Department				
Red Cross			1 (800) 733-2767	https://www.redcross.org/
Police				
FEMA			1 (800) 621-3362	https://www.fema.gov/
Gas & Electric Company				
Water & Sewer Company				
Ambulance				
Environmental Protection Agency			800-424 8802	https://www.epa.gov/emergency-response/
Local Hospital				
Humane Society				
Poison Control				
Department of Public Health				
Center for Disease Control (CDC)			1-800-232-4636	https://www.cdc.gov/

TOOLS AND SUPPLIES CHECKLIST

At each site, specific equipment should be on hand and explicitly stored for emergencies and should include: (Must be restocked by June 1st every year and after each event). Note: not all items or quantities will apply to your property or region. Ask your Regional Manager or Risk Management when unsure.

All Stock must be labeled for “Emergency Use Only.”

1. Water - Five one-gallon bottles of water will be stored in the clubhouse if you have a vendor that provides a water delivery service to the Leasing Clubhouse. The water will be stored and replaced on a three-month basis—otherwise, 2 cases of _____ bottled water.

2. Chain Saw _____
 - a. 2-cycle oil _____
 - b. Extra chains (always keep chains sharpened) _____

3. Flash Lights, radios, batteries _____

4. At least two battery-operated cell phone chargers, including spare batteries, suggest solar or hand-cranked chargers and a USB power pack if appropriate to charge mobile phones. _____

5. First Aid Kits – See [Appendix](#) _____

6. PPE – 1 set per service personnel
 - a. Rubber Boots _____
 - b. Waders _____
 - c. Heavy Gloves _____
 - d. Hard hats or Bump Caps _____
 - e. Back Braces _____
 - f. Safety Glasses _____
 - g. Sunscreen and insect repellent _____
 - h. Respirator Masks _____
 - i. Safety Vests _____

7. Gas Cans (Safety Cans only) _____
 - a. 2 Five Gallon _____
 - b. 1 1 gallon (for mixing fuel for chainsaws) _____
 - c. 10 gallons of gas _____

8. Moisture Meters 5 per Property _____

9. Carpet Blowers – 4 per Property _____

10. Sandbags-properties subject to flooding/hurricanes _____

11. Hand Sanitizer _____

12. Portable Generator if approved by Ownership _____

13. Fluorescent Paint (for identification of repairs) (Recommend Different Color for each service vendor)
 - a. Orange = Tree/Limb Removal _____

- b. Blue = Plumbing
- c. Yellow = Electrical

14. Miscellaneous Supplies

- a. Rope (4-50ft)
- b. Trash Bags (largest bags available)
- c. Caution Tape (2-100ft rolls)
- d. Fiberglass Screen material (1-72"x100' roll)
- e. Sledgehammer
- f. Hammer, nails, wood to board up minor issues
- g. Trash bags, portable debris bags/boxes
- h. Blankets
- i. Energy bars
- j. Binoculars

FIRST AID KIT

[Things you should have](#) | [Things it may be useful to have](#) | [Non-prescription drugs](#)

Many injuries are not life-threatening and do not require immediate medical attention. Knowing how to treat minor injuries can make a difference in an emergency. Consider taking a first aid class, but merely having the following things can help you stop bleeding, prevent infection, and assist in decontamination.

Things you should have:

- Two pairs of Latex or other sterile gloves (if you are allergic to Latex).
- Sterile dressings to stop bleeding.
- Cleansing agent/soap and antibiotic towelettes to disinfect.
- Antibiotic ointment to prevent infection.
- Burn ointment to prevent infection.
- Adhesive bandages in a variety of sizes.
- Eyewash solution to flush the eyes or as general decontaminant.
- Thermometer (Read more: Biological Threat)
- Prescription medications you take every day, such as insulin, heart medicine, and asthma inhalers. You should periodically rotate medicines to account for expiration dates.
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies.

Things it may be useful to have:

- Cell Phone
- Scissors
- Tweezers
- Tube of petroleum jelly or other lubricant

Non-prescription drugs:

- Aspirin or non-aspirin pain reliever
- Anti-diarrhea medication
- Antacid (for upset stomach)

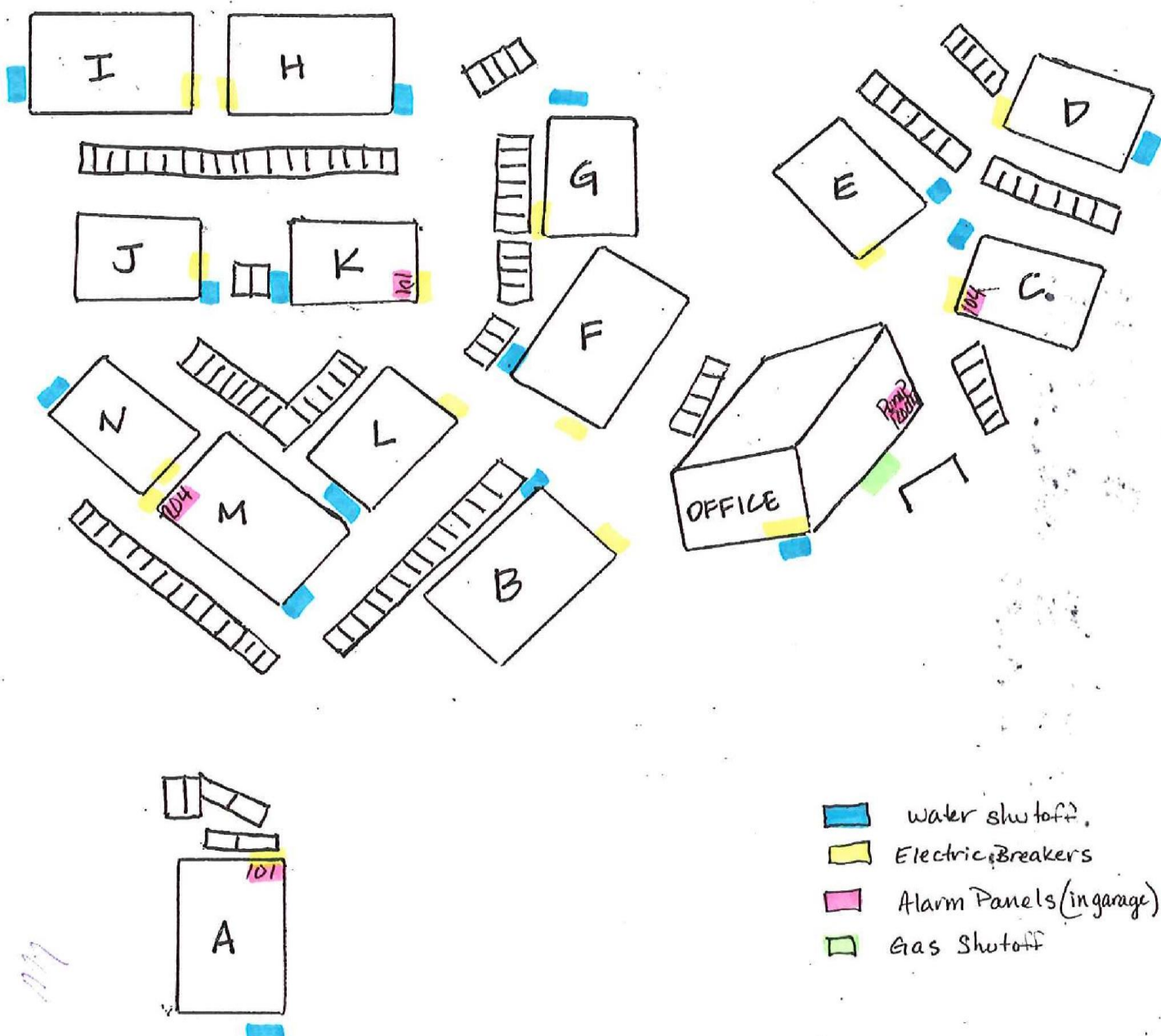
SITE DIAGRAM

Preparation of Property

Site Diagrams: If one is not already available, develop a building site (plot plan) diagram for your property and indicate on it where natural gas, fire sprinkler, electrical power, and other shut-off valves shown below are located throughout the property and how to access them. This document will aid you, contractors, and emergency response personnel in the location of ingress and egress points, areas of elevated hazards, utility connections, meters, and isolation valves. The illustration must identify any of the following, if applicable:

- Water Shut Off and Water Mains
- Electrical Circuit Breaker Panels and Shut Off
- Natural Gas Shut Off and Gas Main Piping
- Fire Hydrants
- Fire Extinguishers
- Fire Alarm Pull Stations
- Sprinkler Shut-offs
- Elevators
- Flammable or Combustible Material Location
- Fencing and Access Gates
- Computer Rooms
- Other Unique Features to Property
- Telephone Switch Rooms

An example is provided below to assist you in preparing your own.



- water shutoff.
- Electric Breakers
- Alarm Panels (in garage)
- Gas Shutoff

101
104

HURRICANE SHUTTER ASSISTANCE

Need Help? Below are some local contractors who provide Shutter installation services for our area:

Vendor Name
(XXX) XXX-XXXX
Email

Vendor Name
(XXX) XXX-XXXX
Email

INCIDENT REPORTING FORM



INCIDENT REPORTING FORM
(For Internal use only)

PROPERTY INFORMATION	
Property Name:	Region:
Address, City, State, Zip:	Phone:
Submitted By: (Print Name & Title)	Today's Date:

INCIDENT INFORMATION	
Type of Incident: <input type="checkbox"/> Owner Building/Premises Damage <input type="checkbox"/> Injury (Non-Employee) <input type="checkbox"/> Other (Please Specify)	<input type="checkbox"/> Third Party Personal Property Damage <input type="checkbox"/> Security Issue
Date of Incident: Time of Incident: Day of Week:	Police, Fire or Courtesy Patrol Involved? (If Yes, provide Name, Phone and Report Number)
Exact Location of Incident: (attach site map & photos of scene at incident time/condition. If not available, attach a photo of the area & note time taken & by whom.)	
Briefly describe details of incident: INCLUDE FACTS ONLY. DO NOT PROVIDE OPINIONS REGARDING LIABILITY, FAULT OR INSURANCE. Example: Resident alleges slip & fall on sidewalk outside Unit 4536 while carrying box injuring left wrist. No medical treatment was sought. Photo of the area is attached.	
Any Obstacles in the Vicinity? (If yes, please describe & attach photos) Weather: (If Applicable attach Snow Cleaning Log to Risk Manager)	
Lighting: (Check One) <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Dark	Other Contributing Factors i.e. on the phone, carrying boxes, other distractions, conditions or obstructions.:
Is there a 3 rd Party (i.e. vendor and/or resident or other third party), that may be responsible for the Loss? If yes, provide Name, address, & phone number.	
Potential Witnesses and Statement: (Name, Address, & Phone Number – Include separate sheet if necessary)	

THE SECTION BELOW SHOULD BE COMPLETED IN FULL FOR ALL THIRD PARTY REPORTED INCIDENTS AND/OR CLAIMS:

CLAIMANT (INJURED OR INVOLVED PARTY; USE N/A for NO FAULT PROPERTY CLAIMS)			
Claimant Name:	Age if Relevant:	Sex:	
Address:			
Home Phone:	Work Phone:	Employer Name if Relevant:	Occupation if Relevant:
Date Management Notified	How was Management notified and by whom?		
Reason for being on the premises:	<input type="checkbox"/> Resident	<input type="checkbox"/> Guest	<input type="checkbox"/> Vendor <input type="checkbox"/> Employee <input type="checkbox"/> Other
Emergency or Other Treatment and or Services: (Where, when, brief description of what treatment)			

EMERGENCY EMPLOYEE INJURY REPORTING PROCEDURE

When an Injury Happens

1. For emergency medical injuries, call 911, get medical attention. Our team member should be taken to the nearest hospital or emergency room. Next, call (800)553-4681 and report the injury.
 - a. **For the State of Washington Seek medical attention – call 911. Our team member should be taken to the nearest hospital or emergency room. Next our team member will need to contact L&I by calling 800-547-8367 or <http://www.lni.wa.gov/ClaimsIns/>**
2. In all states for non-emergency medical injuries - If a team member has sustained a work-related injury that is not life, limb or eyesight threatening call the Coventry Nurse Navigator service at (888)551-5605, 24 hours per day / 7 days per week.
 - a. Provide a secure area for the employee to speak with the nurse. Please inform the nurse of any language needs; bilingual nurses are available.
3. Complete the Internal Injury form to notify Human Resources of the injury by [clicking here to access the Internal Injury Form.](#)
4. Pictures, employee's statements, and witness statements are always helpful and should be completed and sent to HR as soon as humanly possible.

What if the Team Member Does NOT Want Medical Attention?

1. While we cannot force anyone to get medical attention, you will still need to report the injury and indicate that that the injured team member did not seek medical attention. They may need a band-aid or to wash off their wound. That is okay. You can follow up with the team member and ask them how they are feeling a couple of days later. If they want to go to seek medical attention later, give them the call the Coventry Nurse Navigator service at (888)551-5605, 24 hours per day / 7 days per week.

WHO TO CALL IN HR IF YOU HAVE QUESTION ABOUT WORKER'S COMPENSATION:

Jennifer Carter (720)772-0294
Shawnee Noke - (720)788-4525

WHAT TO TELL THE CLINIC OR HOSPITAL IF THEY ASK:

Employer is Mission Rock Residential
Contact: Helmsman Claim Management (ADP TotalSource)
Claims Management Services
P. O. Box 7203, London, KY 40742-7203
Phone: (800) 553-4681
Fax: (714)285-5829



Witness to Team Member Injury Statement

Please document in as much detail as you can the circumstances of what you witnessed

Your Name _____ Work Location _____

Job Title _____ Today's Date _____

Thank you for taking time to complete this form. It is very helpful to have any information that was witnessed at the time of injury of one of our fellow team members.

What were you doing when the team member injured him/herself? _____

Where did the injury/accident happen? _____

Explain in your words what happened to cause the team member to become injured.

What part of their body do you think the team member hurt? (Please be specific) _____

What were the weather conditions at time of injury? _____

What approx. time did the injury occur? _____

I affirm that the information I have provided on this form and to my manager is my honest understanding and memory of the circumstances leading up, during, and/or directly after I witnessed a workplace injury.

Print Name _____ Signature _____

Human Resources

Below are the instructions of what to do when a team member at Mission Rock gets hurt in the **state of Washington**.

WA: When a Team Member Injury Happens

1. For emergency medical injuries, call 911, get medical attention. Our team member should be taken to the nearest hospital or emergency room. In Washington, the team member needs to report the claim to their doctor or they can call LNI directly.
 - a. **For the State of Washington Seek medical attention – call 911. Our team member should be taken to the nearest hospital or emergency room. Next our team member will need to contact L&I by calling 800-547-8367 or <http://www.lni.wa.gov/ClaimsIns/>**
2. Complete the Internal Injury form to notify Human Resources of the injury by [clicking here to access the Internal Injury Form](#).
3. Pictures, employee's statements, and witness statements are always helpful and should be completed and sent to HR as soon as humanly possible.

WHAT IF THE TEAM MEMBER DOES NOT WANT MEDICAL ATTENTION?

1. While we cannot force anyone to get medical attention, you will still need to report the injury and indicate that that the injured team member did not seek medical attention. They may need a band-aid or to wash off their wound. That is okay.
2. To speak with a nurse, a team member can call Nurse Navigator at (888)551-5605.
3. You can follow up with the team member and ask them how they are feeling a couple of days later. If they want to go to seek medical attention later, allow them to see medical attention from a doctor of their choice.

WHO TO CALL IN HR IF YOU HAVE QUESTION ABOUT WORKER'S COMPENSATION:

Jennifer Carter (720)772-0294
Shawnee Noke - (720)788-4525

BOMB THREAT – CALL HANDLING FORM

(pg. 1 of 2)

Time of Call: _____ Date: _____

Language Used by the Caller: _____

TRY TO KEEP CALLER ON THE LINE (Ask the Following:)

When will the bomb go off? _____

Where is it located? _____

IF HE/SHE WON'T ANSWER THE ABOVE, TRY ASKING:

At least tell me if it is located where it will hurt someone. Is it:

In the guestroom area? _____

What building? _____

What floor? _____

In the Lobby? _____

In a restroom? _____

Near a staircase? _____

In a mechanical room? _____

What does it look like? _____

What type of explosive is it? _____

Why did you put it on this property? _____

You don't want to hurt innocent people; tell us where the bomb is, to protect them.

CALL 911 TO REPORT THE BOMB THREAT TO THE POLICE!!



DO NOT DISCUSS WITH RESIDENTS OR EMPLOYEES OTHER THAN YOUR REGIONAL MANAGER AND RISK MANAGEMENT.

BOMB THREAT - CALL HANDLING FORM:

(Page 2 of 2)

Did person seem to be familiar with the property? _____

Could you determine origin of call? _____

Local: _____ Long Distance: _____

Phone Booth: _____ Internal: _____

Was the caller:

Male? _____ Female? _____

Adult? _____ Juvenile? _____

Child? _____ Estimated Age? _____

To the best possible extent, provide the following characteristics:

SPEECH:		ACCENT:	VOICE:	GRAMMAR:
Rapid	Slow	Local	Deep	Excellent
Loud	Soft	Regional	High	Poor
Normal	Disguised	Foreign:	Stutter	Average
Excited	Calm	Do you know what	Nasal	
Slurred		accent? _____	Lisp	
Foul Language		_____		

RACE: (if possible to determine)

Caucasian African American Hispanic Other _____

Name of Company Person Receiving Call:

Telephone Number Call Received on:

Could you detect any background noise?

MOISTURE, MOLD AND MILDEW ACTION PLAN

Process and Procedure for Assessing, Remediating, and Documenting Moisture, Mold, or Mildew

All resident service requests related to moisture, mold, or mildew shall be inspected and abated by those Mission Rock team members who have completed the moisture, mold, and mildew training and signed the Acknowledgement Form.

Use the following guidelines when processing a resident service request concerning a Moisture, Mold, or Mildew service request.

BE SURE TO COMPLETE EVERY STEP OF THESE GUIDELINES.

Action Steps

At the Office

1. Receive service request from the resident regarding Moisture, Mold, or Mildew.
2. Treat the request and concern like an emergency.
3. Prepare Moisture/Mold Inspection Packet.

At the Apartment

1. Inspect the entire apartment for leaks - interior & exterior. Utilize the [Moisture, Mold, or Mildew Service Request Checklist](#).
 - a. If no leak is found: Proceed to step #5.
 - b. If a leak is found: Stop the leak and dry all affected areas completely. Refer to the [Water Damage Cleanup and Mold Prevention Table](#)(pg 142). Proceed to step #5.
2. Complete the [Moisture, Mold, or Mildew Service Request Checklist](#) (pg 141) to inspect the apartment for any possible signs of Moisture, Mold, or Mildew.

BE SURE TO INSPECT EVERY LOCATION REFERRED TO ON THE CHECKLIST.

3. If no Moisture, Mold, or Mildew is found: Proceed to step #6.
4. If Moisture, Mold, or Mildew is found, estimate square footage and contact your Director of Property Services; if the area is over ten square feet, you will not do anything with that area until given further directions from the Director of Property Services.
5. Clean up following the [Guidelines on Remediation of Moisture, Mold, and Mildew](#).
6. Proceed to step #6.
7. Complete 2 copies of the [Moisture, Mold, or Mildew Resolution Letter to Resident](#) (pg 154).
8. Leave one copy in the apartment for the resident and a copy of the [Tips to Prevent Moisture Mold & Mildew](#). (pg 151)

EMERGENCY RESPONSE PLAN VERSION 2.0

Back at the Office

1. Complete the [Moisture, Mold, or Mildew Tracking Log](#) (pg 153). Save this in the unit file
2. File the second copy of the [Moisture, Mold, or Mildew Resolution Letter to Resident](#) (pg 154). in the maintenance file.

Within 7-10 Days

1. Place a follow-up call to the resident verifying that the Mold, Mildew & Fungi problem has been resolved.
2. Log the follow-up action on the [Moisture, Mold, or Mildew Tracking Log](#) (pg 153).
3. If the resident cannot be reached via telephone, send a [Moisture, Mold, or Mildew Resolution Letter to Resident](#) (pg 154).

Things to Know About Your Forms & Guidelines

Processing a Resident Service Request

This section provides you with detailed guidelines on how to process any service request related to moisture, mold, and/or mildew.

Moisture, Mold, or Mildew Service Request Checklist

This Checklist is used when inspecting the apartment for signs of Moisture, Mold, or Mildew. Be sure to complete every section of the Checklist.

Water Damage Cleanup and Mold Prevention Procedures

This form illustrates methods for water damage cleanup and mold prevention.

Guidelines on Remediation of Moisture, Mold, and Mildew

These guidelines outline specific facts about the procedures for the remediation of Moisture, Mold, or Mildew. Be sure to read them entirely before beginning any treatment of affected areas.

Resident Resolution Letter

This letter tells the resident specifically what was done during the Moisture, Mold, or Mildew inspection of the apartment and informs them of any other work that may still need to be completed. A copy of the "[Tips To Prevent Moisture, Mold, and Mildew](#)" (pg 151) should be left with this letter.

Tips To Prevent Moisture, Mold, and Mildew

These tips, which are to be left with the resident after a moisture, mold, or mildew service request, are guidelines on moisture, mold, and mildew prevention.

Moisture, Mold, or Mildew Tracking Log

This log is to track all resident calls and the action(s) taken. Be sure to complete this Log after EVERY inspection for Moisture, Mold, or Mildew. This log is to be kept on the I: Drive of your community's computer and updated regularly. A hard copy may also be printed and kept in your Moisture, Mold, or Mildew Binder.

Moisture, Mold, or Mildew Resident Follow-up Letter

This letter is to be sent to a resident if they cannot be reached via telephone for a follow-up call within 7-10 days of the Moisture, Mold, or Mildew inspection.

EMERGENCY RESPONSE PLAN VERSION 2.0

Equipment List

A list of recommended equipment used to deal with water intrusion and/or mold remediation.

Resident Notification Letter / Mold Addendum

This letter/addendum informs the resident of their responsibility in moisture, mold, and mildew prevention.

Moisture, Mold, and Mildew Acknowledgement Form

This form is used in documenting those team members who have completed the moisture, mold, and mildew training.

The Moisture, Mold, or Mildew Inspection Packet

This packet can be pre-assembled and stored for use as needed. Packets should include the following:

- a. [Moisture, Mold, or Mildew Service Request Checklist](#) (pg 141)
- b. [Water Damage Cleanup and Mold Prevention Procedures](#) (pg 142)
- c. [Guidelines on Remediation of Moisture, Mold, or Mildew](#) (pg 144)
- d. [Resident Resolution Letter](#) (2 copies) (pg 154)
- e. [Tips to Prevent Moisture, Mold, and Mildew](#) (pg 151)
- f. Moisture, Mold, or Mildew Resident Follow-up Letter (Section 8)

OSHA Respiratory Protection Standard (29 CFR 1910.134)

Firms that provide workers with facemasks, but make their use voluntary, must comply with the OSHA Respiratory Protection Standard and provide a copy of [Appendix D](#) of the Standard that details the appropriate use of a respirator.

Indoor Air Quality Managers

The "Indoor Air Quality Manager" is the Director of Property Services for your respective apartment community. Contact your local IAQ Manager in any/all of these cases:

- Affected areas of Moisture, Mold, or Mildew are over 10 sq. ft.
- Resident continues to make service calls after the affected area(s) have been treated, and the issue has not been resolved and/or requests to speak with the Business Manager.
- Questions arise regarding general communication with the resident regarding Moisture, Mold, or Mildew issues.

Additional Information Regarding the Mold Action Plan

In the case of Level 2, 3, 4, or 5 (mold covering areas of 10 square feet or more), it is our policy to contact the Director of Property Services for your respective apartment community.

EMERGENCY RESPONSE PLAN VERSION 2.0

Moisture, Mold, and Mildew Service Request Checklist

Moisture-Mold and Mildew Service Request Checklist

Apt. #:	
Date:	
Assigned to:	

Check boxes for **clean** (areas are clean, no work required) or **corrected** (areas require action to correct the problem). File completed checklist in unit maintenance file. If affected area is larger than 10 sq. ft., contact your IAQ Manager immediately before proceeding. Notify office of any vendors needed, such as: cleaners, carpet cleaning, vinyl, pest control, or repairs, etc.

Unit exterior (signs of holding water or missing building components)	clean	corrected
Check planters (sprinkler spray pattern)		
Check roof		
Check raingutters		
Check stairs		
Check Sidewalks		
Check Exterior Front Door		

Interior Entry (note any current signs or past signs of moisture)	clean	corrected
Check inside of Front Door		
Check inside of closet(s) (entry)		
Check Interior doors		
Check Windows		
Check all baseboards		
Check Walls and Ceilings		
Check Flooring		
Check Carpet		
Check carpet tack strip in corners		

Living room	clean	corrected
Check inside of closet(s) (entry)		
Check Interior Doors		
Check Windows		
Check all baseboards		
Check Walls and Ceilings		
Check Flooring		
Check Carpet		
Check carpet tack strip in corners		
Check Sliding Doors		
Check /Paint Fireplace		
Check Stair Railings in corners		
Check Sliding Doors		
Check/Paint Fireplace		
Check Stair Railings		

Patio/Balcony (note any signs of current or past signs of moisture)	clean	corrected
Check Roof		
Check Exterior Doors		
Check Deck Surface		
Check Railings		
Check Waterheater (all fittings)		
Check Storage closet		
Check Exterior Paint		

Kitchen exterior (signs of holding water or missing building components)	clean	corrected
Check inside all Cabinets		
Check Sink		
Check Faucets		
Check Flooring		
Check Walls and Ceilings		
Check Interior Doors		
Check Windows		
Check GCFI's		
Check Refrigerator		
Check Icemaker (connections)		
Check Dishwasher (underneath)		
Check Disposer		
Check Washing Machine		
Check Hoses		
Check Dryer		
Check Dryer Vent		

Bathrooms(s) indicate location	clean	corrected
Check Lavatory Sinks		
Check Lavatory Faucets		
Check Lavatory Pop-up		
Check Bathtubs/Showers		
Check Bath/Shower Faucets		
Check Showerheads		
Check Toilets		
Check inside all Cabinets		
Check inside Medicine Cabinets		
Check Shelving		
Check Flooring		
Check Walls and Ceilings		
Check Interior Doors		
Check Windows		
Check GCFI's		
Check bathroom exhaust fan		

Hallways (note any signs of current or past signs of moisture)	clean	corrected
Check Walls and Ceilings		
Check Interior Doors		
Check Light Fixture		
Check Windows		
Check Carpet		
Check Carpet Tack Strip in Corners		

Bedroom(s) indicate location	clean	corrected
Check Windows		
Check Sliding Doors		
Check Light Fixture		
Check Walls and Ceilings		
Check Carpet		
Check Carpet Tack Strip in corners		
Check Interior Doors		
Check Closet(s)		

Closets (note any signs of current or past signs of moisture)	clean	corrected
Check Shelving		
Check Walls and Ceilings		
Check Light Fixtures		
Check Attic Access Panels		

HVAC	clean	corrected
Check operation		
Check Air Circulation		
Check Thermostat		
Check Evaporator Coil		
Check Condensate Pan		
Check Condenser Fan Motor		
Check Furnace		
Check Baseboard Heaters		
Check Wall Heaters		
Check all Vents		
Check Filters		

Safety/Lock/Key	clean	corrected
Check peephole (160)		
Check passage set		
Check strike plate (3" screws)		
Check window latches		
Check sliding door latches		
Check Sliding Door Pin		
Check Sliding Door Charley Bar		
Check smoke detectors		
Check fire extinguisher		

Before Leaving Apartment	completed
Leave Maintenance Was Here Door Hanger	

Comments:

Section 2

MT018

Water Damage-Cleanup and Mold Prevention

Water Damage -- Cleanup and Mold Prevention	
<i>Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth</i>	
Water-Damaged Material	Actions
Books and papers	For non-valuable items, discard books and papers. Photocopy valuable/important items, discard originals. Freeze (in frost-free freezer or meat locker) or freeze-dry.
Carpet and backing - dry within 24-48 hours	Remove water with water extraction vacuum. Reduce ambient humidity levels with a dehumidifier. Accelerate the drying process with fans.
Ceiling tiles	Discard and replace.
Cellulose insulation	Discard and replace.
Concrete or cinder block surfaces	Remove water with water extraction vacuum. Accelerate the drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation Hard surface, porous flooring (Linoleum, ceramic tile, vinyl)	Discard and replace. Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. Check to make sure under flooring is dry; dry under flooring if necessary. If wet, check the ceiling and on the floor below if applicable.
Non-porous, hard surfaces (Plastics, metals)	Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.

EMERGENCY RESPONSE PLAN VERSION 2.0

Upholstered furniture	<p>Remove water with water extraction vacuum.</p> <p>Accelerate the drying process with dehumidifiers, fans, and/or heaters.</p> <p>It may be difficult to dry within 48 hours. If the piece is valuable, you may wish to consult a restoration/water damage professional who specializes in furniture</p>
Wallboard (Drywall and gypsum board)	<p>It may be dried in place if there is no noticeable swelling and the seams are intact. If not, remove, discard, and replace.</p> <p>Ventilate the wall cavity, if possible.</p>
Window drapes	<p>Follow laundering or cleaning instructions recommended by the manufacturer.</p>
Wood surfaces	<p>Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood</p> <p>Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry.</p> <p>Wet paneling should be pried away from the wall for drying.</p>

GUIDELINES ON REMEDIATION OF MOISTURE, MOLD, AND MILDEW

In all situations, the underlying cause of water accumulation must be rectified, or fungal growth will recur. Any initial water infiltration must be stopped and cleaned immediately. An immediate response (within 24 hours) and thorough clean-up, drying, and/or removal of water-damaged materials will prevent or limit mold growth. If the water source is elevated humidity, relative humidity shall be maintained at levels below 60% to inhibit mold growth. Emphasis shall be on ensuring proper repairs of the building infrastructure so that water damage and moisture buildup does not recur.

Five different levels of abatement are described below. The size of the area impacted by fungal contamination primarily determines the type of remediation. The sizing levels below are based on professional judgment and practicality; currently, there is no adequate data to relate the extent of contamination to the frequency or severity of health effects. **The goal of remediation is to remove or clean contaminated materials to prevent the emission of fungi and dust contaminated with fungi from leaving a work area and entering an occupied or non-abatement area while protecting the health of workers performing the abatement.** However, the listed remediation methods were designed to achieve this goal; however, due to these methods' general nature, it is the people's responsibility to conduct remediation to ensure the methods enacted are adequate. The listed remediation methods are not meant to exclude other similarly effective methods. Any changes to the remediation methods listed in these guidelines, however, must be approved by the Director of Property Services or Vice President in consultation with the Certified Industrial Hygienist.

Non-porous (e.g., metals, glass, and hard plastics) and semi-porous (e.g., wood and concrete) materials that are structurally sound and are visibly moldy can be cleaned and reused. Cleaning shall be done using an antimicrobial detergent solution. Porous materials such as ceiling tiles and insulation and wallboards with more than a small contamination area shall be removed and discarded. Porous materials (e.g., wallboard and fabrics) that can be cleaned can be reused but shall be discarded if possible. A professional restoration consultant will be contacted when restoring porous materials with more than a small area of fungal contamination. All materials to be reused shall be dry and visibly free from mold. Routine inspections will be conducted to confirm the effectiveness of remediation work.

The use of gaseous ozone or chlorine dioxide for remedial purposes will not be utilized to remediate. Both compounds are highly toxic, and contamination of

EMERGENCY RESPONSE PLAN VERSION 2.0

occupied space may pose a health threat. Furthermore, the effectiveness of these treatments is unproven.

Table 2: Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water

Material or Furnishing Affected	Cleanup Methods
Level 1: Small isolated area (total surface 10 sq. ft or less) Remediation can be conducted by Regular	
Books and papers	2, 4
Carpet and backing	1, 3
Concrete or cinder block	1, 2
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2
Non-porous, hard surfaces (plastics, metals)	1, 2
Upholstered furniture & drapes	1, 2, 3
Wallboard (drywall and gypsum board)	2, 3, 4, 5
Insulation	5
Wood surfaces	1, 2, 4, 5
Level 2: Mid-sized area (total surface 10 - 30 sq. ft) Contact your Director of	
Books and papers	2, 3, 4
Carpet and backing	1, 3, 4
Concrete or cinder block	1, 2, 3
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3
Non-porous, hard surfaces (plastics, metals)	1, 2, 3
Upholstered furniture & drapes	1, 2, 3, 4
Wallboard (drywall and gypsum board)	2, 3, 4, 5

EMERGENCY RESPONSE PLAN VERSION 2.0

Insulation	5
Wood surfaces	1, 2, 3, 4, 5
Level 3 and above: Contact your Director of Property Services.	

Method 1	Wet Vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is thoroughly dried). The cleaning solution should have an antimicrobial added (do not use bleach). Steam cleaning may be an alternative for carpets and some upholstered furniture.
Method 2	Damp-wipe surfaces with an antimicrobial detergent solution (except wood -- use wood floor cleaner); scrub with a brush as needed.
Method 3	High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags.
Method 4	Remove and discard water-damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as regular waste. HEPA vacuum area after it is dried.
Method 5	Apply paint that has a mold additive.

Use professional judgment to determine prudent levels of Personal Protective Equipment (PPE) and containment for each situation, particularly as the remediation site size increases and the potential for exposure and health effects rises. Assess the need for increased Personal Protective Equipment if, during the remediation, more extensive contamination is encountered than was expected. Consult Table 1 if materials have been wet for less than 48 hours and mold growth is apparent. These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage or chemical or biological pollutants, then the Occupational Safety and Health Administration (OSHA) requires PPE and containment. An experienced professional should be consulted if you and/or your remediator's do not have expertise in remediating contaminated water situations.

Select the method most appropriate to the situation. Since molds gradually destroy the things they grow on, if mold growth is not addressed promptly, some items may be damaged such that cleaning will not restore their original appearance. If mold growth is heavy and items are valuable or important, you may wish to consult a restoration/water damage/remediation expert. Please note that these are guidelines; other cleaning methods may be preferred by some professionals.

LEVEL ONE

EMERGENCY RESPONSE PLAN VERSION 2.0

1. **A Level I: Small Isolated Areas** (10 sq. ft or less) - e.g., ceiling tiles, small areas on walls
 - a. Remediation can be conducted by regular building maintenance staff. Such persons must receive training on proper clean-up methods, personal protection, and potential health hazards. This training can be performed as part of a program to comply with the OSHA Hazard Communication Standard (29 CFR 1910.1200).
 - b. A Dust Mask is recommended. Gloves and eye protection shall be worn.
 - c. The work area shall be unoccupied. Vacating people from spaces adjacent to the work area is not necessary. Still, it is required in the presence of infants (less than 12 months old), persons recovering from recent surgery, immune suppressed people, or people with chronic inflammatory lung diseases (e.g., asthma, hypersensitivity pneumonitis, and severe allergies).
 - d. Containment of the work area is not necessary. Dust suppression methods, such as misting (not soaking) surfaces prior to remediation, are required.
 - e. Refer to Table 2: Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water.
 - f. Contaminated materials that cannot be cleaned shall be removed from the building in a sealed plastic bag. There are no special requirements for the disposal of moldy materials.
 - g. The work area and exit areas used by remedial workers shall be cleaned with a damp cloth and/or mop and an antimicrobial detergent solution.
 - h. All areas shall be left dry and visibly free from contamination and debris.

LEVEL ONE HVAC

HVAC Level I: Remediation of HVAC Systems

1. **A Small Isolated Area of Contamination (<10 square feet) in the HVAC System**
 - a. Remediation can be conducted by regular building maintenance staff. Such persons shall receive training on proper clean-up methods, personal protection, and potential health hazards. This training can be performed as part of a program to comply with the OSHA Hazard Communication Standard (29 CFR 1910.1200).
 - b. A Dust Mask is recommended. Gloves and eye protection shall be worn. The HVAC system shall be shut down prior to any remedial activities.
 - c. The work area shall be covered with a plastic sheet(s) and sealed with tape before remediation to contain dust/debris.
 - d. Dust suppression methods, such as misting (not soaking) surfaces before remediation, are required.

EMERGENCY RESPONSE PLAN VERSION 2.0

- e. Growth supporting materials that are contaminated, such as the paper on the insulation of interior lined ducts and filters, shall be removed. Other contaminated materials that cannot be cleaned shall be removed in sealed plastic bags. There are no special requirements for the disposal of moldy materials.
- f. The work area and areas immediately surrounding the work area shall be HEPA vacuumed and cleaned with a damp cloth and/or mop and an antimicrobial detergent solution.
- g. All areas shall be left dry and visibly free from contamination and debris.

HVAC manufacturers require various biocides for use with HVAC components, such as cooling coils and condensation pans. HVAC manufacturers shall be consulted for the products they recommend for use in their systems.

LEVEL TWO

1. Level II: Mid-Sized Isolated Areas (10 - 30 sq. ft.) - e.g., individual wallboard panels. Before beginning the remediation process, contact your Director of Property Services

- a. Remediation can be conducted by regular building maintenance staff. Such persons shall receive training on proper clean-up methods, personal protection, and potential health hazards. This training can be performed as part of a program to comply with the requirements of the OSHA Hazard Communication Standard (29 CFR 1910.1200).
- b. A Dust Mask is recommended. Gloves and eye protection shall be worn.
- c. The work area shall be unoccupied. Vacating people from spaces adjacent to the work area is not necessary but is required in the presence of infants (less than 12 months old), persons having undergone recent surgery, immune suppressed people, or people with chronic inflammatory lung diseases (e.g., asthma, hypersensitivity pneumonitis, and severe allergies).
- d. The work area shall be covered with a plastic sheet(s) and sealed with tape before remediation to contain dust/debris.
- e. Dust suppression methods, such as misting (not soaking) surfaces prior to remediation, are required.
- f. Refer to Table 2: Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water.
- g. Contaminated materials that cannot be cleaned shall be removed from the building in sealed plastic bags. There are no special requirements for the disposal of moldy materials.
- h. The work area and exit areas used by remedial workers shall be HEPA vacuumed (a vacuum equipped with a High-Efficiency Particulate Air filter) and cleaned with a damp cloth and/or mop and an antimicrobial detergent solution.

EMERGENCY RESPONSE PLAN VERSION 2.0

- i. All areas shall be left dry and visibly free from contamination and debris.

LEVEL THREE

1. **Level III: Large Isolated Areas** (30 - 100 square feet) - e.g., several wallboard panels.

Contact your Director of Property Services, who will take over the remediation process.

LEVEL FOUR

1. **Level IV: Extensive Contamination** (greater than 100 contiguous square feet in an area)

Contact your Director of Property Services, who will take over the remediation process.

LEVEL FIVE

1. **Areas of Contamination (>10 square feet) in the HVAC System**

Contact your Director of Property Services, who will take over the remediation process.

HAZARD COMMUNICATION

- a. When fungal growth requiring large-scale remediation is found (Level (4) and (5) according to these guidelines), Mission Rock acting as an agent for the building owner, management, and/or employer will notify occupants in the affected area(s) of its presence. Notification will include a description of the remedial measures to be taken and a timetable for completion. Group meetings held before and after remediation with full disclosure of plans and results will be utilized when possible to effectuate communication. Communication template is available within your community's resident communications system under the template [Resident Resolution Letter](#) (2 copies)

CONCLUSION

In summary, the prompt remediation of contaminated material and infrastructure repair must be the primary response to fungal contamination in buildings. The simplest and most expedient remediation that properly and safely removes fungal growth from buildings shall be used. The underlying cause of water accumulation must be corrected, or the fungal growth will recur in all situations. Emphasis must be placed on preventing contamination through proper building maintenance and prompt repair of water damaged areas.

Widespread contamination poses much larger problems that must be addressed on a case-by-case basis in consultation with the Director of Property Services and, if deemed necessary, a Certified Industrial Hygienist.

TIPS TO PREVENT MOISTURE, MOLD, AND MILDEW

Mold and mildew are found virtually everywhere in our environment--both indoors and outdoors. These microorganisms may begin to increase inside any home for several reasons; the most common is excess moisture. Residents should eliminate moisture build-up in their apartment to avoid potential problems from the excessive growth of mold, mildew, and other microorganisms. This can be most easily accomplished by following these guidelines.

1. Open windows and window coverings frequently to allow proper air ventilation and permit sunlight in your apartment.
2. In damp or rainy weather conditions, keep windows and doors closed.
3. Maintain a moderate temperature within your apartment.
4. Wipe down and dry areas that accumulate moisture, like countertops, windows, and windowsills, frequently.
5. Wipe down leather articles frequently (i.e., shoes, jackets, books, or furniture), especially in closets, where there is less light and air circulation.
6. Keep the areas around heating, ventilation, or air-conditioning ducts clear to allow airflow.
7. Use any pre-installed bathroom fan and open bathroom windows when bathing (allow the fan to run until all excess moisture has vented from the bathroom).
8. Never disconnect or tamper with the ventilation, heating, or air-conditioning controls.
9. Run the exhaust fans in your kitchen when cooking or while the dishwasher is on its "dry" cycle (allow the fan to run until all excess moisture has vented from the kitchen).
10. Limit house plants to a reasonable number.
11. Use care when watering houseplants. If spills occur, dry up excess water immediately.
12. Ensure that your clothes-dryer vent is connected correctly, clear of any obstructions, and the lint screen is kept clean.
13. When washing clothes in warm or hot water, watch to make sure condensation does not build-up within the washer and dryer closet; dry any condensation with a fan or towel.
14. When steam cleaning the carpet, open windows and window coverings to allow proper air ventilation until the carpet is dry or run the exhaust fans in conjunction with the heating or air-conditioning.
15. Dry excess moisture that has gathered on bathroom fixtures, walls, and other surfaces.
16. Do not overfill closets or storage areas.

EMERGENCY RESPONSE PLAN VERSION 2.0

17. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended time.
18. Immediately report to the management office any of the following:
 - a. evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area
 - b. evidence of mold or mildew that cannot be removed by applying a common, reliable household cleaner
 - c. failure or malfunction of your heating, ventilation, or air-conditioning system
 - d. Windows and doors that do not open or close properly
 - e. Musty odors

Regular cleaning and dusting of your apartment, combined with proper air ventilation, will inhibit the excessive growth of mold, mildew, and other microorganisms resulting in a healthy environment.

EMERGENCY RESPONSE PLAN VERSION 2.0

MOISTURE-MOLD AND MILDEW TRACKING LOG

Moisture-Mold and Mildew Tracking Log						
1	Date	Sample Date 1/3/2004				
2	Apt #	A 29 (Sample Apt)				
3	Resident Name	Mr. Smith Sample Name				
4	Complaint Details	Mold in the Closet Mold in the Bathroom				
5	Prepare Inspection Packet	Completed	Completed	Completed	Completed	Completed
	Perform Service Request	Completed Date:	Completed Date:	Completed Date:	Completed Date:	Completed Date:
6	Perform Unit Inspection	Completed <input type="checkbox"/> Date: <input type="checkbox"/>	Completed <input type="checkbox"/> Date: <input type="checkbox"/>	Completed <input type="checkbox"/> Date: <input type="checkbox"/>	Completed <input type="checkbox"/> Date: <input type="checkbox"/>	Completed <input type="checkbox"/> Date: <input type="checkbox"/>
7	Action Taken	Replaced leaky sink Supply line	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
8	Moisture Mold & Mildew Tips	Left on kitchen counter <input type="checkbox"/> Gave to Resident	Left on kitchen counter Gave to Resident	Left on kitchen counter Gave to Resident	Left on kitchen counter Gave to Resident	Left on kitchen counter Gave to Resident
9	File Checklist	Checklist Filed Date: <input type="checkbox"/>	Checklist Filed Date: <input type="checkbox"/>	Checklist Filed Date: <input type="checkbox"/>	Checklist Filed Date: <input type="checkbox"/>	Checklist Filed Date: <input type="checkbox"/>
1	Resolution Letter	Left on Counter <input type="checkbox"/> Filed copy <input type="checkbox"/>	Left on Counter <input type="checkbox"/> Filed copy <input type="checkbox"/>	Left on Counter <input type="checkbox"/> Filed copy <input type="checkbox"/>	Left on Counter <input type="checkbox"/> Filed copy <input type="checkbox"/>	Left on Counter <input type="checkbox"/> Filed copy <input type="checkbox"/>
1	Follow Up Call or Letter	Called Resident <input type="checkbox"/> Letter Delivered <input type="checkbox"/> Date: <input type="checkbox"/>	Called Resident <input type="checkbox"/> Letter Delivered <input type="checkbox"/> Date: <input type="checkbox"/>	Called Resident <input type="checkbox"/> Letter Delivered <input type="checkbox"/> Date: <input type="checkbox"/>	Called Resident <input type="checkbox"/> Letter Delivered <input type="checkbox"/> Date: <input type="checkbox"/>	Called Resident <input type="checkbox"/> Letter Delivered <input type="checkbox"/> Date: <input type="checkbox"/>
1	Complaint Resolved	Resident Confirmed Resolved <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:						

MT017

EMERGENCY RESPONSE PLAN VERSION 2.0

Moisture, Mold, and Mildew Resident Communication

Date:

To:

From:

RE: Weekly Follow up

Apt.# _____

Dear Resident(s),

It has been 7-10 days since we inspected/treated your apartment for Mold, Mildew, and Fungi. We hope that all of your concerns have been addressed and remedied to your satisfaction.

The "TIPS TO PREVENT MOLD, MILDEW & FUNGI" Sheet that we left in your apartment at the time of inspection should help you prevent and identify these types of problems in the future.

If you discover any more activity, please do not hesitate to call the Leasing Office. We are happy to assist in any way possible.

There are several ways to contact the

Leasing Office:

Property email:

Property phone:

Resident Portal:

Water Intrusion/Mold-Related Incidents Reporting Guidelines

Complete the attached Water Intrusion/Mold-Related Incident Reporting Form. This form is for internal use only in reporting water intrusion and mold-related incidents under the following circumstances:

Report to Corporate Claims if any of the following occurs:

1. A current or former resident, visitor, or Team member alleges injury or illness due to exposure to mold;
2. A current or former resident, visitor, or Team member mentions a health concern related to mold exposure;
3. A current or former resident, visitor, or Team member alleges personal property damage due to mold;
4. A current or former resident indicates that s/he has retained an attorney to represent her/him on damages due to mold;
5. The community is contacted by an attorney who claims to represent a current or former resident, visitor, or team member about mold-related illness or property damage;
6. A resident makes a subsequent complaint on moisture, water intrusion, or a mold-related concern that was believed (by the community) to have been addressed;
7. There are five (5) or more resident complaints at any one building in a community about water intrusion or mold in a thirty (30) day period;
8. The media contact the property;
9. The property is contacted by the Health Department or other outside agency regarding concerns with moisture or mold;
10. A resident places a sign or placard somewhere in the community;
11. If there seems to be a recurring problem, a pattern, or an issue concerning moisture or mold-related incidents that keep arising, report to RM, RSM, erring on the side of over-reporting.

Email to incidents@missionrockres.com **WITHIN 24 HOURS OF INCIDENT**

EMERGENCY RESPONSE PLAN VERSION 2.0

Report to your Regional Service Manager if:

A resident, Team member, or contractor reports/complains of:

1. Mold exceeding 10 square feet;
2. A sudden event or a slow leak that resulted in water damage, excessive moisture, or mold;
3. Visible mold on/in HVAC systems, including fan coil units or ductwork;
4. Water intrusion resulting from sewer or water line back up where it affects porous materials such as carpet, drywall, ceiling tiles, unfinished wood surfaces, etc.;
5. Moisture intrusion due to landscape sprinklers or weather conditions;
6. Moisture intrusion due to roof, window leaks, condensation, or moisture penetration through walls or from under concrete floor slabs;
7. Moldy or musty smells that have not been completely eradicated.

DRUG LAB RESPONSE PROTOCOL

Updated: November 2018

Introduction

This document is intended to be used as a guideline for responding to and managing situations where illegal drug contamination is suspected or known to be present in a residential unit or common area.

It is important to know that rules and regulations for responding to and cleaning up drug contamination vary by state and even by city or town. You should always check for the most current cleanup requirements in your location before taking any action. Please refer to the State/Local Laws Resources section at the end of this document as an initial starting point for researching your area's requirements. Keep in mind; laws frequently change, so you should always verify you have the most current information, even if not listed in this document.

This Drug Lab Response Protocol was written primarily to address methamphetamine ("meth") contamination. That said, several states regulate the contamination of property by other illegal drugs, not just meth. You should consult your state-specific requirements in all situations concerning discoveries of illegal drug contamination.

Resident Communications

To be handled by the: Regional Manager/Property Manager

It is important to know when to communicate and what to say. Every situation will be different, and how you respond will vary depending on the particular circumstances you are dealing with. Below are some general considerations regarding communicating with residents and other interested parties.

- Consider Communication with Resident(s) Throughout the Process
- Know who to notify and when. Required notifications to regulatory agencies will vary depending on state and local law, but most jurisdictions require some formal notice to the regulatory body. This should happen in advance of notification to residents whenever possible. Do not delay notifying residents if they must evacuate.
- Know when to notify impacted residents. Once contamination is found, you must consider when tenants should be moved. In some situations, neighboring residents may also have to be moved and common areas blocked off. For residents who are temporarily relocated, explain that they may not stay in the unit until cleaning is complete. Explain also whether cleaning will impact their belongings.
- Know what to say and what not to say. Say only what you know for certain. Do not make promises and do not speculate on outcomes. Residents who are being relocated may not be allowed to take their belongings with them.
- Work closely with your industrial hygienist to understand the requirements before informing residents. Do not tell them to pack like they are going on "vacation." This makes people angry. Do not try to hide what is going on. Residents talk to one another, and people find out quickly what is going on. It is much better to make sure

EMERGENCY RESPONSE PLAN VERSION 2.0

residents understand you are working proactively to protect them and not to hide something from them.

- Give regular updates. Even if you have nothing new to say, establish a regular communication schedule and try to keep it.
- Establish a single point of contact for the residents and a number where they can get information. Make sure the designated contact person is informed and up-to-date on the status of the project so they can give timely and accurate information.
- Ask questions you have about communicating with residents or regulatory agencies to management and, if needed, legal counsel.

Response Operations

To be handled by Regional Manager/Regional Senior Manager

Responding promptly is essential to manage the discovery of a drug properly contaminated property. Managers and senior managers should be familiar with this protocol and who the proper regulatory agencies are in the event of an incident involving drug contamination.

Know How to Choose a Testing Vendor

The first step in responding to a suspected drug contamination incident is to hire a qualified and reputable vendor to sample for contamination. Consider the following important suggestions.

- Know whether your state or locality licenses or certifies consultants who test for meth or other controlled substances. These people are often referred to as industrial hygienists or consultants, and they should be independent of the company you hire to do any cleanup.
- If state or local certification is required, choose from the list of certified consultants.
- If no certification is required, select a reputable vendor with experience in testing for meth or other controlled substances. Make sure they have proper insurance and get referrals.
- Vet whether or not potential vendors fully understand state and local regulations (sampling, reporting, cleanup, etc.)
- Consider getting referrals to vendors from attorneys knowledgeable in the area of illegal drug lab cleanup.
- Know your local and state regulations so you can evaluate what your vendor is telling you. For example: how much sampling is enough, must you sample other units or common areas, when do you sample contents, etc.
- Ask your chosen industrial hygienist for referrals to certified cleanup/remediation contractors.

Know What Test to Order

The way you sample for contamination matters. Understand in advance what is required and what is best for your operations. Sometimes you may not have a choice in what the law requires.

- Know what type of sampling your state or locality requires or allows.
- Most states have defined protocols for Preliminary Assessments ("PA"), though they maybe called something different depending on the state.

EMERGENCY RESPONSE PLAN VERSION 2.0

- Some states allow for a screening assessment. Know that sometimes a screening assessment will lead to having to do a full PA anyway. Sometimes screening assessments are only allowed for real estate transactions.
- Most states require some kind of clearance sampling after remediation is complete to demonstrate cleanup has been successful.
- Consider ordering a PA in most cases as this will best determine the breadth of the situation – the impact and extent of contamination and it may be required by regulation.
- Know what your state and local regulations require in terms of assessment sampling.
 - For example, some states require sampling of:
 - Kitchen and bathroom exhaust fans (exhaust fans should be tested separately from the walls)
 - HVAC systems/furnaces
 - Four walls per room
 - Air intakes
 - Attics/crawl spaces
 - Common areas
- Once PA results are received, and if regulatory limits are exceeded, you will need to hire a qualified remediation contractor who should review the scope of work with your industrial hygienist. In some cases, it may be necessary to also consult the state or local health department before clean-up starts.

Know When to Relocate Residents

Residents cannot occupy apartments or common areas that are contaminated above the regulatory standard. Understand when the residents should be relocated.

- If sample results show widespread contamination, consult with your industrial hygienist and the local or state health department to understand what is required.
- Follow your state and local regulations.
- Be mindful of your obligations under the rental agreement/lease to cover relocation costs or provide alternative housing. This may vary depending on whether your resident caused the contamination.
- If contamination is present in limited access areas only (e.g., crawl spaces or attics), a full move-out may not be necessary but might be prudent. Follow your state and local regulations and work closely with your industrial hygienist.

Know How to Evaluate the Results of Sampling

You must understand what your sample results mean to make an effective action plan. Work with your industrial hygienist to understand what the sampling means.

- Understand what “positive results” mean. Know what the cleanup standard is in your state. Is the contamination above or below the cleanup standard?
- Know whether there are local regulations that apply in addition to state rules.
- Understand where contamination is present – e.g., the entire unit, one room, ventilation system, hallways, attics, contents, etc.
- If sampling shows contamination above the cleanup standard - notify residents of the impacted unit and relocate them immediately after consultation with your Regional Manager.

EMERGENCY RESPONSE PLAN VERSION 2.0

- Understand when residents may take contents with them and whether they are temporarily or permanently relocating – consult with your industrial hygienist.
- In some cases, contents may be cleaned. Consult your state and local regulations for how to handle contents.
- Based on whether there is a shared ventilation system or other circumstances connecting multiple apartments, other units may need to be sampled.
- Know what your sample results mean in the context of the overall stage of the project.
 - For example, are you doing an assessment or clearance? If sample results are above the cleanup standard (know your state and local limits), the industrial hygienist will have to determine, in consultation with RM/RSM, what actions will need to be taken to remediate the unit properly and whether additional testing must be done.
- It may be appropriate to consult an attorney knowledgeable in drug lab remediation for review of sample results and your planned response as the potential liabilities for failing to comply with the rules and regulations may be substantial.

Know When to Test More than Just the Initially Impacted Unit

Sometimes use or cooking of illegal drugs in a single apartment can contaminate surrounding units and common areas. Make sure you understand when you must investigate areas outside the source problem.

- Consult your industrial hygienist and the regulatory agency.
- Are there any areas of shared air space/ventilation?
- Are there holes in the walls or connections between apartments?
- Review as-built plans if available (not commonly available).
- Review physical construction of units to understand connections.
- Evaluate combustion exhaust and fresh air intake sources.

Know How to Choose a Cleanup Vendor

Once contamination is confirmed, it is important to hire a qualified and reputable vendor to remediate the contamination. Consider the following essential suggestions.

- Know whether your state or locality licenses or certifies contractors who cleanup drug-related contamination.
- If state or local certification is required, choose from the list of certified contractors.
- If no certification is required, select a reputable vendor with experience in remediating meth or other controlled substances. Make sure they have proper insurance and get referrals.
- Do not use a standard fire/flood contractor. They typically do not have the qualification, experience, or expertise to deal with meth or other drug contamination.
- Know your local and state regulations so you can evaluate what your contractor is telling you.
 - For example: can some items and surfaces be cleaned, or must they be demolished/disposed of? Get more than one opinion on the cost of cleanup. Obtain a minimum of two bids based on the sampling/reporting completed by the industrial hygienist. Have your industrial hygienist define the scope of work, so you get to do an “apples to apples” comparison of bids.

EMERGENCY RESPONSE PLAN VERSION 2.0

- Be actively engaged with your industrial hygienist and remediation contractor so that you understand and agree with the scope of cleanup and what will be necessary to reconstruct the unit once the remediation is done.
- Being knowledgeable of how meth and controlled substance contamination can spread (e.g., cooking, smoking, cross-contamination, etc.) can help you understand the needed remediation.

Know When Cleanup is Complete

Remediation is often not successful on the first pass. Understand what the requirements are for obtaining clearance after cleanup.

- Have your industrial hygienist conduct clearance sampling.
- Some areas may need to be re-cleaned and re-tested – it is not uncommon to fail on a the first round of cleaning, especially with high levels of contamination.
- The same company should be used, absent extenuating circumstances, to do both the preliminary assessment and clearance sampling.
- If all samples are below the regulatory limits, final reports should be submitted to the state and local regulatory agencies (know your state and local requirements.)
- You may have to file reports with the “governing body” – local health, local building, local law enforcement, etc.
- Some states, like Colorado, provide immunity from future health claims but only if you follow the regulations and properly file your reports.
- Know whether your state or local regulatory agency will do clearance sampling or issue certificates of clearance, etc.
- Keep reports for a minimum of 7 years. Know whether your state or local agency requires a more extended retention period.

Maintenance – On-Site Property Team

Know When to Test

Understanding when to test for meth or other drug contamination is often very difficult. You must educate yourself on the signs of potential drug use or manufacturing that would trigger testing and, potentially, cleanup.

If you find any of the indicators noted below, you MUST consult RSM/RM before any actions are taken.

- Know your state and local regulations.
- Know what controlled substances trigger testing requirements. This varies by state (e.g., meth, marijuana, heroin, ecstasy, precursors, analogs, etc.)
- Know what activities trigger testing requirements. This varies by state (manufacture, processing, storage, disposal, use, distribution, etc.)
- Are there signs of meth/drug cooking or use in the home?
 - Some states (Colorado, for example) regulate contamination caused by use, not just manufacturing.
 - What to look for – educate yourself on what meth labs and drug paraphernalia look like.
 - Old methods of cooking meth
 - Yellowing of cabinets and walls, but the unit does not smell like smoke
 - Red or orange (iodine) staining
 - Etching of sinks/tubs/drains

EMERGENCY RESPONSE PLAN VERSION 2.0

- Large amounts of odd trash and excess household products (matches, Sudafed, Coleman fuel, Heet, etc.)
- Tubing and glassware
- Multiphase liquids in various plastic or glass bottles "Shake and Bake" method
 - Small batches usually made in 2-liter soda or Gatorade bottles
- Containers may be expanded or bulging and contain odd liquid
- Takes just hours to make – add chemicals, let react, release pressure
- Lithium metal or similar material; these are very dangerous and can be hidden in closets, etc.
- Are there signs of other drug use in the home?
- Have you been informed by law enforcement or neighbors of meth/drug use?
- Understand what to do after an arrest occurs on the property for a meth/drug-related charge. Receiving information about meth-related activity from law enforcement triggers mandatory testing in some states (including Colorado.)

Know When to Keep Employees and Others Out

Once contamination is confirmed, you must keep employees out of the affected areas. Only people with proper hazardous materials training and appropriate personal protective equipment should enter contaminated areas. This is not only required by some state and local regulations; it is also required by OSHA.

- Do not allow employees, vendors, or other trades into known contaminated areas.
- Inform anyone with a need to enter of the contamination and the requirements (e.g., law enforcement during an eviction, etc.)
- Do not send employees into areas of known or suspected contamination to clear contents or take other actions in an eviction situation.
- Do not put contaminated contents "on the curb." They must be appropriately disposed of, so no one is exposed to meth or other drug contamination.

STATE/LOCAL LAWS AND RESOURCES

Requirements for the cleanup of illegal drug contamination vary by state, county, and city. It is essential to know the specific requirements of all jurisdictions with authority over any given property. Because the law is subject to change, it is necessary to research legal requirements at the time of each incident. Never rely on past experiences or experiences at different properties to assume all legal requirements are being satisfied.

Below are links to state resources that will be helpful when researching the current status of the law. The links provided below are not intended to be a comprehensive resource for responding to drug labs. Nor should the links be relied on as an alternative to seeking legal advice.

Arizona

- Arizona State Board of Technical Registration – Drug Lab Webpage
- Arizona Department of Environmental Quality – Homepage w/Contact Info
- Drug Laboratory Site Remediation Regulations, including Best Standards and Practices – Various provisions in Arizona Administrative Code §§ R4-30-101 et seq.

Colorado

- Statewide Resources:
 - Colorado Department of Public Health and Environment – Meth Lab

EMERGENCY RESPONSE PLAN VERSION 2.0

- Cleanup Webpage w/Links to State Statutes and Regulations
- Boulder County – Meth Webpage w/Links to County Specific Requirements and Contact Info
- City of Longmont – Hazardous Materials Webpage; Meth Lab Ordinance
- Tri-County Health Department (Adams, Arapahoe and Douglas Counties) – Meth Lab Cleanup w/links to Tri-County specific requirements
- Jefferson County – Meth Lab Cleanup w/Links to County Requirements
- Colorado Springs Police – About Meth Labs

Connecticut

- EPA Resource: EPA Guidelines

Georgia

- Georgia Department of Health – Meth Lab Guidance (PDF)

Idaho

- Statewide Resources:
- Idaho Department of Health and Welfare – Drug Lab Cleanup Program w/Links to State Laws
- City of Boise – Public Nuisance Abatement Ordinance (PDF)

Maryland

- EPA Resource: EPA Guidelines

Nevada

- Nevada Department of Environmental Protection, Bureau of Corrective Action – Webpage w/Contact Info and Link to EPA Meth Lab Cleanup Guidance
- Nevada Drug Lab Statutes – NRS § 40.140 (Drug Labs as a Public Nuisance; Government Abatement Authority)

Oregon

- Oregon Health Authority – Drug Lab Cleanup w/Links to State Laws
- Lane County – Nuisance Ordinance Addressing Drug Labs (PDF)

Texas

- Texas Commission on Environmental Quality – Homepage w/Contact Info

Utah

- Utah Department of Health – Meth Response w/Links to State Laws
- Utah Department of Environmental Quality – Drug Lab Cleanup w/Links to State Laws
- Davis County Health Department – Meth Lab Cleanup
- Salt Lake County Health Department – Meth Lab Cleanup
- Weber-Morgan County Health Department – Illegal Drug Operations Site Reporting and Decontamination Regulations (PDF); Website

Virginia

- EPA Resource: EPA Guidelines

EMERGENCY RESPONSE PLAN VERSION 2.0

Washington

- Washington Department of Health – Drug Lab Cleanup w/Links to State Laws
- Washington Department of Ecology – Drug Lab Response
- Tacoma-Pierce County Health Department – Meth Lab Cleanup Guidance w/Contact Info
- Thurston County Public Health and Social Services – Meth Lab Response
- Snohomish County Sheriff – Meth Lab Cleanup Guidance w/Contact Info

DECEASED RESIDENT PROTOCOL

An unfortunate reality of multi-family property management is that some residents will pass away in their units. There will be cases where the death goes undetected for some time and/or there are extenuating circumstances related to the cause of death. Every situation will be a little different, and escalation to your regional manager and VP will be required in these cases, but below are some general guidelines and considerations when a resident has lived alone for dealing with the remains, effects, and lease impact.

First Steps:

- When resident remains are found by staff, or a welfare check is requested by a third-party, call the police immediately. The dwelling unit should be treated as a crime scene until a full and final investigation is done by the local authorities and released back to MRR for coordination of Biohazard clean up. At no time should an MRR employee or a resident re-enter the dwelling unit without written consent and clearance from the local police department. The police will accompany the coroner to determine the cause of death, manage the remains' removal, and contact the next of kin, roommate, and/or emergency contact. Exception: If the deceased is an active military service member, the military will usually take overall communication and coordination with local authorities.
- Call your VP and the VP of Property Services.
- Once the authorities have released the unit, any remediation can begin with Regional Service Manager approved scope and a signed contract for jobs for \$20,000 or more. NO CLEAN UP SHOULD BE PERFORMED BY MRR STAFF. Property Services will help select an approved vendor licensed and insured to perform bloodborne pathogen or bio-hazard clean-up. If the family/emergency contact wants to engage a biohazard service directly, they should be directed to use an approved MRR vendor for this service.
- If, for any reason, you have to enter the unit before clean-up is complete, you must get EVP approval. Only do so with at least two employees at a time, wear protective clothing such as gloves, a mask, booties, and keep a log in the tenant file including purpose, parties, date, and times.

Retrieval/Disposal of Resident Belongings:

- Access to the unit will be determined by the biohazard company or the state agency.
- If family or others have a key already, they may now access the space, but coordination may be needed for clean-up work. If contents are or may be contaminated, the contractor may ask them to sign a release.
- When relatives without keys wish to retrieve personal belongings, set up a specific time to meet them in the office and inform them to expect to complete some paperwork; use local counsel to draft a release that includes language addressing these issues:

EMERGENCY RESPONSE PLAN VERSION 2.0

- They are the representatives of the estate or confirmation there are no legal heirs or will identifying other parties who would take possessions before them.
- Assumption of risk related to any possible environmental condition of the unit and/or contents.
- Any local required language/terms.
- Length of access/lease termination.
- Clarification items left will be disposed of and related costs applied to final billing.
- Transfer of access to unit and personal effects to a third-party company specializing in packing, shipping, or disposal of contents when the family chooses to engage such services.
- If no one appears on behalf of the deceased resident's estate, check with your county if they have assigned a Public Administrator or contact your local attorney for guidance.

When Environmental Conditions Apply:

- Put the unit on "down" status in Yardi.
- Be aware that extensive demolition and restoration may be required depending on the length of time before the deceased was found.
- Check surrounding units for odors or other related damage and include the cost of remediation in any clean-up contract scope.
- Let the unit sit for at least a week, then re-evaluate with Property Services before putting the unit back on the market as odors may reappear with weather conditions or after the ozone chemical smells have faded.

Cost Calculations and Recovery:

- Create a schedule of costs, outlining unit, vendor, materials or service, date of service, and how this cost is directly related to the death. Include the cost of legal fees, police reports, and lost rents.
- Rent and utilities should be calculated thru clean-up completion. Rent charges may be extended if a new tenant move-in is lost and for any concessions given to roommates or neighboring units (see below for further information).
- When preparing move-out costs, consider materials that may have been removed and replaced during clean-up and whether they would have been replaced at move-out anyway based on resident tenancy length.
- If the resident is on autopay, ongoing received rent payments may be reversed, and fees applied once the estate closes the account. Be watchful you have a final accounting.
- When expenses are minimal and there is no clear path of recovery, check with your VP on a course of action.
- Resident insurance coverage may or may not apply. Risk management will assist with filing a claim and work with the property on loss adjustment. Documents to provide include:
 - the above-referenced schedule of costs and related invoice copies
 - lease

EMERGENCY RESPONSE PLAN VERSION 2.0

- evidence of resident insurance unless not allowed to collect due to low-income status
 - police report
 - photos of resultant damage if available
- If the claim is denied, we may pursue it by charging the estate as allowed by the lease. Local counsel should be engaged to assist in this process. Below are some of the avenues that may be pursued:
 - Most straightforward: Add to final billing sent to the estate
 - Next step: Use local counsel letter to explain and send billing
 - Most challenging/costly: engage probate counsel -\$5K estimate to start

Other Considerations:

- Roommates or affected neighbors may need immediate unit transfers or move-outs. We do not cover roommate moving costs. Work with your VP for possible lease termination fee waivers or other cost adjustments.
- If neighboring residents complain or ask about circumstances, especially when a violent death may have been involved, we are not required to and should not share any details of the activity in the unit.
- Employee Support: Consider discovery implications to staff depending on the extent of the relationship to the deceased and/or death circumstances. Work with ADP and Human Resources for any counseling that may be needed. The Employee Assistance number is 866-574-7256. They are available 24/7.
- Media/Reputation Issue Potential: Suicides are usually kept out of the news, but violent deaths thru criminal activity may be reported. Contact your RM or VP if the media contact you.

MEDIA RELATIONS POLICY

(Page 1 of 2)

Mission Rock Residential manages multifamily communities, and periodically issues arise that gain the attention of the media. These issues may consist of a fire on the property, violent crimes against resident(s), and property crimes. The media policy's objective is to ensure that the information being disseminated is consistent, accurate, fair, and timely.

Mission Rock has designated the SVP of Marketing, Training, & Revenue Management as the person responsible for the initial point of contact with any media personnel. Additionally, below is the contact information.

1. Marcella Eppsteiner

Direct: (720) 644-6178

Cell: (720) 591-4642

2. Ashley Fenlon

Direct: (720) 644-6702

Cell: (720) 765-0168

3. DEC

TBD

After the initial contact, **only** the following individuals are designated to speak on Mission Rock's behalf:

President

Executive Vice Presidents

Senior Vice President – Marketing/Training/Revenue Management

Vice Presidents (Operations & Marketing)

No other team members (except those noted above) should represent the company's position to the media. In cases that require a detailed technical explanation, a spokesperson may be designed by one of the above to address a particular issue.

PROCEDURE

All media inquiries for a Mission Rock managed community, whether verbal or written, are directed initially to the SVP of Marketing, Training, & Revenue Management, with a copy to the appropriate Regional Manager. The SVP of Marketing, Training, & Revenue Management will evaluate the request and answer the inquiry or direct it as needed. The Property Manager and Regional Manager may be consulted to gather information before the media is contacted.

In some cases, the issue will need to be referred to a local legal firm.

PRIVACY

Mission Rock has an obligation to protect its residents, investors, owners, team members, and team members' privacy. Resident information is not subject to public disclosure. Team Members should direct all questions about confidentiality to their regional manager.

EMERGENCY RESPONSE PLAN VERSION 2.0

(Page 2 of 2)

MEDIA GUIDELINES

The following guidelines provide best practices for working with the media:

- Request the name of the reporter, his/her media organization, and contact information. Let them know their information will be relayed promptly to the appropriate representative for Mission Rock Residential.
- Honesty and timeliness are best when working with the media. The SVP of Marketing, Training, & Revenue Management will return messages as soon as possible.
- Nothing is ever “off the record.” Anything you say could be quoted.
- Avoid sharing “off the record” or “background” information.
- When contacted by a reporter, never answer with “no comment.” Let them know that someone who can provide the information will contact him/them as soon as possible. At that point, notify the SVP of Marketing, Training, & Revenue Management and provide the reporter's contact information.
- Never “guess” or speculate when asked a question. State a representative with Mission Rock will get back to them promptly.
- Be collegial concerning reporters, investigators, colleagues, or other property management companies. Many of these situations are stressful, so it is important to always act as a leader.

A crisis situation can have a lasting impact on a company's image and reputation. Therefore, we must handle the information to the media in a crisis with extreme care.

For any questions/concerns regarding Mission Rock Residential's Media Relations Policy, please contact the SVP of Marketing, Training, & Revenue Management.

INITIAL COMMUNICATION CHECKLIST

Initial Contact (within 4 hours after the event)

Upload to Microsoft Teams if service available or communicate verbally to Designated Emergency Contact.

Community _____

Date _____ Time _____ Reporter _____

I. Personal Injuries _____

II. Utilities

Electric

Area On _____ Off _____

Property On _____ Off _____

Phone

Area On _____ Off _____

Property On _____ Off _____

Gas

Area On _____ Off _____

Property On _____ Off _____

Pipes Need assistance _____

Will be handled on Site _____

Water

Area On _____ Off _____

Property On _____ Off _____

Pipes Need assistance _____

Will be handled on Site _____

Trash

Area _____

Emptied Last (date) _____ Currently Full Yes _____ No _____

III. Roads

Access to Community Yes _____ No _____ Not Known _____

Local Streets Clear Yes _____ No _____ Not Known _____

DAILY COMMUNICATION CHECKLIST

Daily Update Upload to Microsoft Teams if service is available or communicate verbally to Designated Emergency Contact

Community _____

Date _____ Time _____ Reporter _____

100% Units Walked Yes _____ No _____ If No, why? (Should be done in 72 hours)

How Many Not Walked _____

Total Number of Wet Apartments to Date _____

I. Utilities

Electric

Area On _____ Off _____

Property On _____ Off _____

Phone

Area On _____ Off _____

Property On _____ Off _____

Gas

Area On _____ Off _____

Property On _____ Off _____

Water

Area On _____ Off _____

Property On _____ Off _____

Trash

Area _____

Emptied Last (date) _____ Currently Full Yes _____ No _____

II. Roads

Access to Community Yes _____ No _____ Not Known _____

Local Streets Clear Yes _____ No _____ Not Known _____

Highways Clear Yes _____ No _____ Not Known _____

ADDITIONAL TABLETOP EXERCISE EXAMPLES

MOCK DRILL: TABLETOP ERP REVIEW

- **MOVE 1: Table Top Group Training - Local Power Outage Event**
 - A local business interruption event that will test our thought process through a manageable outage.
 - 3-4 Days of interruption of electrical power.

- **MOVE 2: Table Top Group Training – Regional Catastrophic Event**
 - Employee injuries and major structural damage to at least two properties.
 - Unknown recovery time and no access to either property will be allowed until determined to be structurally "safe" to enter.
 - *Different Scenario: Based on your regional exposures, please select an applicable event scenario Example: Kansas may select a Tornado event, or Colorado may choose a Winter Storm or Hail.*

MOVE 1: LOCAL POWER OUTAGE EVENT

MOVE 1: EVENT SCENARIO

- **Monday at 10:00 AM MST:** Underground Electric Power Feeder Break Occurs!
- **Local Radio News Coverage:** Reporting an electrical power outage affecting businesses in the area of one of your properties, and power may not be restored until Wednesday morning!
- **What Time is it?** You are all hearing about this news while at work this morning.
- **Impact to Company Facility:** Roadways and Building is accessible.

WHAT DO WE DO NOW???

GROUP DISCUSSIONS:

- Assemble your property team.
- Complete the following series of tasks as a result of your team discussions.
- Use all available ERP reference materials - this is an "Open Book" exam.

YOU HAVE 20 MINUTES TO DISCUSS AND ANSWER THE FOLLOWING...

QUESTIONS TO ANSWER:

1. What is the first action that your team should take? Who should take action, and why should this be done first?

TAKE WHAT ACTION?	WHO SHOULD DO THIS?	WHY FIRST?

MOVE 1: LOCAL POWER OUTAGE EVENT (cont'd)

2. What are the "Top 5" most urgent business priorities for your team to address at this time now that you know that it will be several days before power is restored, and why? Please list:

#	PRIORITIES:	WHY?
1.		
2.		
3.		
4.		
5.		

3. What tools are available to assist you at this time within the ERP Binder?

#	TOOLS TO HELP YOU FROM THE ERP BINDER:	FOUND WHERE IN THE ERP?
1.		
2.		
3.		
4.		
5.		

4. When electrical power is restored, how should you communicate that property operations have returned to normal, and who should do this?

#	RESTORING OPERATIONS - ACTION STEPS:	WHO SHOULD DO THIS?
1.		
2.		
3.		
4.		
5.		

TEAM NOTES:

MOVE 2: REGIONAL CATASTROPHIC EVENT

MOVE 2: EVENT SCENARIO

Different Scenario: Based on your regional exposures, please select an applicable event scenario Example: Virginia may select a Hurricane event, or East may choose a Winter Storm or Tornado.

- **Monday at 10:00 AM MST:** Major Catastrophic Event Occurs!
- **Local Radio News Coverage:** Reporting major structural damage to waterfront buildings, regional utility outages, fires, and building damage reported. Road access and bridges to at least two properties are impaired! Hospitals are receiving many injured citizens.
- **Impact to Properties:** Both properties receive severe structural damage!!
 - The roadways to the facilities are not expected to be passable for 24 hours.
 - Reports from residents are that each building has sustained some degree of structural damage – an extent not yet known.
 - Surrounding areas have also been severely impacted structurally by the event.
 - There are reported to be several residents trapped inside the building, and their condition is not yet known.

WHAT DO WE DO NOW???

GROUP DISCUSSIONS

- Quickly assemble into two new functional teams – You all decide on who goes on which team!
- Complete the following series of tasks as a result of your team discussions.
- Use all available ERP reference materials - this is an “Open Book” exam.

YOU HAVE 30 MINUTES TO DISCUSS AND ANSWER THE FOLLOWING...

QUESTIONS TO ANSWER:

1. What is the first action that your team should take? Who should take action, and why should this be done first?

TAKE WHAT ACTION?	WHO SHOULD DO THIS?	WHY FIRST?

EMERGENCY RESPONSE PLAN VERSION 2.0

MOVE 2: REGIONAL CATASTROPHIC EVENT (cont'd)

2. What are the "Top 5" most urgent business priorities for your team to address at this time now that you know that it will be several days before access to the buildings may be granted? Please list:

#	PRIORITIES:	WHY?
1.		
2.		
3.		
4.		
5.		

3. What tools are available to assist you at this time within the ERP binder?

#	TOOLS TO HELP YOU FROM THE ERP BINDER:	WHERE FOUND IN ERP?
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

4. When the full extent of building damage and resident impact is known, what should you communicate, who should do this, and who should be notified?

#	COMMUNICATE WHAT?	BY WHOM?	TO WHOM?
1.			
2.			
3.			
4.			
5.			

EMERGENCY RESPONSE PLAN – SIGN OFF SHEET

(Property Name)

Prepared by: _____ Title: Property Manager Date: _____

Reviewed and Approved by:

_____ (Signature) _____ Regional Manager Date: _____

Printed Name _____

_____ (Signature) _____ Regional Service Manager Date: _____

Printed Name _____

_____ (Signature) _____ Vice President Date: _____

Printed Name _____

_____ (Signature) _____ Executive Vice President Date: _____

Printed Name _____

ANNUAL ERP UPDATE TRACKING FORM

PROCEDURES: *The responsibility for updating the property ERP will be the property manager. Please: (1) complete this form; (2) print a copy to keep in your ERP binder; and (3) save the form in _____*

PM Name:		Property:	
-----------------	--	------------------	--

EMERGENCY RESPONSE PLAN (ERP) – ANNUAL UPDATES		
ERP Version #:	Date of Update:	Comments/Remarks:

EMERGENCY RESPONSE PLAN VERSION 2.0

PLAN DEVELOPMENT CHECKLIST

Mission Rock Residential Emergency Response Plan			
	Plan Development Checklist	Printed Copy Guidance	Binder Tab
Plan Development & Rollout	FAQ's	Master Template Only	N/A
	Plan Development Checklist	ALL-one copy	Plan Development
	PM Evacuation Plan Rollout Guide	ALL-one copy	Plan Development
	Rollout Letter to Residents- Emergency Evacuation Plan	ALL-one copy	Plan Development
Initial Forms to Complete	Evacuation Information Sheet	One Per Team Member	Emergency Evacuation Plan: Resident
	Employee Evacuation Plan (pick one) with Assembly Area Map (Use Summary of Local Jurisdiction and Fire Department Requirements)	One Per Team Member	Emergency Evacuation Plan: Employee
	Resident Evacuation Plan (pick one) with Assembly Area Map (Use Summary of Local Jurisdiction and Fire Department Requirements)	One Per Team Member	Emergency Evacuation Plan: Residents
	Sister City Property Form	RM & Backup Only	Contact Lists
	Corporate Contact Log	One Per Team Member	Contact Lists
	Property Staff Contact List	One Per Team Member	Contact Lists
	Vendor Contact Log	One Per Team Member	Contact Lists
	Local Emergency Contacts Log	One Per Team Member	Contact Lists
	Tools & Supplies Checklist	One Per Team Member	Logs and Checklists
	First Aid Kit	One Per Team Member	Logs and Checklists
	Site Diagrams with Utility Shut-offs	One Per Team Member	Site Diagram/Shut Off Maps
	Plan Cover Sheet Example for Approvals-Will come thru DocuSign	Will be sent thru DocuSign	Plan Development
	Forms to Insert for Conditional U	Hurricane Shutter Assistance	One Per Team Member
Incident Reporting Forms:			Incident Reporting Forms
MRR Incident Reporting Form		One Per Team Member	Incident Reporting Forms
MRR Emergency Injury Process		One Per Team Member	Incident Reporting Forms
Witness Statement to Team Member Injury		One Per Team Member	Incident Reporting Forms
Site Entrance Log		One Per Team Member	Logs and Checklists
Designated Emergency Contact Form		One Per Team Member	Contact Lists
Team Member Responsibility Breakouts (By Disaster Type)		One Per Team Member	Logs and Checklists
Initial Communication Checklist		Several copies on hand-onsite only; One Per Other Team M	Logs and Checklists
Daily Communication Checklist		Several copies on hand-onsite only; One Per Other Team M	Logs and Checklists
Unit Floor Plan Copies		one set; PM & back-up	Floor Plans
Building Inspection Checklist-Post Emergency		Several copies on hand-onsite only; One Per Other Team M	Logs and Checklists
Potential Crisis Event Intake Form		One Per Team Member	Crisis Communication Plan-Forms
Pre-Call Agenda		One Per Team Member	Crisis Communication Plan-Forms
Inbound Resident Request Concern Log		One Per Team Member	Logs and Checklists
Media Call & Coverage Grid		One Per Team Member	Logs and Checklists
Crisis Communication Responsibility Checklist		One Per Team Member	Crisis Communication Plan-Forms
Procedure Reference Section and Crisis Communication Templates	Media Relations Policy	ALL-one copy	Reference Materials
	Crisis Communication Plan with Formatted Letter Templates by Disaster	ALL-one copy	Crisis Communication Plan
	Snow Removal Policy	ALL-one copy	Reference Materials
	Drug Lab Response Protocol	ALL-one copy	Reference Materials
	Deceased Resident Protocol	ALL-one copy	Reference Materials
	Moisture, Mold, and Mildew Action Plan	ALL-one copy	Reference Materials
Update Form & FAQ's	Annual Plan Update Form	Teams	Annual Updates/Training
	Tabletop Group Exercise Signoff Sheet	Teams	Annual Updates/Training
	*All items listed in red are created by the property	Additional Documents to Insert in Binders	
		Introduction	Plan Development
		Plan Activation	Plan Development
		General Operating Terms and Procedures	General Operating Terms and Procedures
		Disaster Guidance (Insert each type by Tab of Disaster Guidance	

CRISIS COMMUNICATIONS PLAN

Introduction

The purpose of this resource focused specifically on Communications is to allow the onsite management team to focus on life safety and property protection while communication and decision-making matters are managed by the Corporate Mission Rock Communications team.

This plan introduces a new role: Crisis Communications Team Leader (CCTL). The person designated to perform this role should be a member of the Marketing Department and will lead external communication, reputation management strategy and implementation. The CCTL will also assist with drafting, answering, and tracking resident communications related to the crisis. It will be determined on the [72 Hour Pre-Call](#) (pg 212) if the scale of the crisis dictates the need for this role.

The plan also refers to the Designated Emergency Contact (DEC). This should be the EVP or VP of the property and will direct relief efforts before, during, and after a crisis. The DEC will communicate with the relief Team Members and sites.

While this Communication Plan's procedures are focused in part on providing a sense of confidence and comfort to Mission Rock's residents, Team Members, Owners and Vendors, it also ensures that the entire Mission Rock Residential organization will take considered and consistent actions to protect its own national industry reputation with far-reaching audiences before, during, and after the crisis event.

Initiating the Plan

The events that fall under this Crisis Communications Plan align with the events in the Emergency Response Plan for Properties. The plan is triggered with the [Potential Crisis Event Intake Form](#) (pg 187) and subsequent [72 Hour Pre-Call](#) (pg 212) identified in the following pages.

On-Site Potential Crisis Response Checklist

Steps 1-3 should be completed in the first 24 hours of your awareness of the impending event.

STEP 1: RESPONSE TEAM INITIAL COMMUNICATION & SET-UP

_____ A call between the RSM, RM, PM, SM, VP and possibly EVP will determine the need to begin preparations for an emergency for which there is an advanced warning. The Regional Manager will create or revise the existing Team in the Microsoft Teams application for all Emergency Response Team Members as identified in the Corporate Contacts Log of the Emergency Response Plan for Properties.

STEP 2: POTENTIAL CRISIS EVENT INTAKE FORM

_____ For events with Advance Warning, the Property Manager will complete the [Potential Crisis Event Intake Form](#) (pg 187) which the Regional Manager will save into the Emergency Response Team Folder for distribution to alert all Emergency Response Team Members that the onsite team has started to implement Mission Rock's Emergency Response Plan, including the communications process.

STEP 3: 72 HOUR PRE-CALL

_____ Regional Manager shall set up a Teams Meeting for ALL Emergency Response Team Members. The VP will lead the call and set the agenda.

_____ Agenda items for the call shall cover topics noted in the [72 Hour Pre-Call](#) (pg 212). Team members should review the [Crisis Communications Responsibility Matrix](#) (pg 189) at the pre-call to assign tasks to specific team members and back-ups based on their expected availability for the event. The completed forms will be maintained and saved in the Emergency Response Team folders set up for this event in Microsoft Teams

STEP 4: ONGOING COMMUNICATIONS

The below outlines Communications activities and who will be responsible for them. Any questions on the emergency response efforts or status shall go through the Regional Manager or VP to allow the property team to manage the emergency.

A. EXTERNAL:

1. The assigned CCTL will now be acting as the property's direct conduit for these functions including:
 - a. Reputation Management Issue Reporting to SVP and VP of Marketing
 - b. Social Media
 - c. Press Monitoring
 - d. Website Updates

The CCTL will also track these communications managed by other Team Members assigned to these Crisis Communication activities:

- a. Communication Templates Message Generation:
 - Resident Letter Templates by Crisis type (Resident Portal)- (in the [Appendix](#))
2. Investor and Owner communications will be scripted and shared by the CEO, President or Executive Vice President based on the event and information relevant to the financial and other high-level criteria.

EMERGENCY RESPONSE PLAN VERSION 2.0

B. INTERNAL:

1. The Designated Emergency Contact (DEC), Regional Manager or Vice President will manage the below communications using the templates in the [Appendix](#) as a starting point.
 - a. Corporate Communications
 - b. Team Member Availability & Emergency Response Communications
2. Human Resources will manage the below communications as appropriate:
 - a. Employee Injuries
 - b. Employee Assistance Needs
 - c. Courtesy Connection Emergency Message Blasts for Corporate Offices

STEP 5: LOG RESIDENT REQUESTS FOR SUPPORT / CONTACT WITH QUESTIONS

CCTL and Onsite Team: Use the following [Inbound Resident Request/Concern Log](#) (pg 191) to track and review questions and concerns posed by residents. This insight may also guide proactive communications or FAQs provided to residents throughout the emergency for this and/or future events.

The completed logs will be maintained and saved in the Emergency Response Team folders set up for this event in Microsoft Teams and reviewed at the emergency "Lessons Learned Call" after the event.

STEP 6: LESSONS LEARNED CALL

No later than 30 days after the crisis is over or storm has passed and property operations have resumed normally, the VP shall organize a meeting shall to go over the effectiveness of the response efforts to determine where cross-training, communication and procedural enhancements or corrections could be applied for a better result. There should also be a celebration of successes during this call.

Forms

1. [Potential Crisis Event Intake Form](#)
2. [Crisis Communications Responsibility Matrix](#)
3. [Inbound Resident Request/Concern Log](#)
4. [Media Call & Coverage Grid](#)

EMERGENCY RESPONSE PLAN VERSION 2.0

Communication Templates & Expectations:

The chart below identifies communication available to use for specific event types, audience, to be generated before, during, or after the event takes place.

NOTE: All Resident Communication templates within this plan are pre-loaded into your community's resident communications system (ex. Aptexx, RENTCafe CRM).

On-Site Potential Crisis Response Expectations Checklist:

Communication Type Needed by Events in Emergency Preparedness for Properties Manual	Before Event		During Event			After Event		
	Resident Warning Letter	Team Member Pre-Planning	Resident Portal Announcement for Office Closure	Team Member Check ins	Resident Outgoing Message-Property Voicemail	Aptexx to Residents-when can return to property/office re-open, etc		
						Team Member Check ins	Owner/Investor Communication	
A1. Fire			X	X	Standard	X	X	Script by CEO/EVP
A2. Wildfire	X	X	X	X	Standard	X	X	Script by CEO/EVP
B. Earthquake		X	X	X	Standard	X	X	Script by CEO/EVP
C. Hurricane	X	X	X	X	Standard	X	X	Script by CEO/EVP
D. Flood	X	X	X	X	Standard	X	X	Script by CEO/EVP
F. Tornado, Hailstorms & Thunderstorms			X	X	Standard	X	X	Script by CEO/EVP
G. Winter Storms	X	X	X	X	Standard	X	X	Script by CEO/EVP
H. Volcanic Eruptions	X	X	X	X	Standard	X	X	Script by CEO/EVP
I. Utility Outages			X		Standard	X	X	Script by CEO/EVP
J. Mudslides-Landslides-Sinkholes	X		X	X	Standard	X	X	Script by CEO/EVP
K. Crime:			X		Standard	X		Script by CEO/EVP
a. Active Shooter			X	X	Standard	X	X	Script by CEO/EVP
b. Violence in the Workplace			X	X			X	Script by CEO/EVP
c. Bomb Threats			X	X	Standard	X	X	Script by CEO/EVP
d. Security			X		Standard	X		Script by CEO/EVP
L. Hazardous Materials/Environmental Incident			X		Standard			Script by CEO/EVP
d. Pandemic			X	X	Standard	X	X	Script by CEO/EVP

EMERGENCY RESPONSE PLAN VERSION 2.0

How to Send Communications:

APTEXX:

Sending a TEMPLATE Communication:

- a. Log into Aptexx via OKTA
- b. Select MESSAGING within the menu on the left
 - i. Select *New Group Message*
 - ii. Select your group
 - iii. Select your timing
 - iv. Select "email" as the method
 - v. Select "Done"
- c. Select your community from the Properties dropdown menu on the left
- d. **IMPORTANT!** Select "Current" in the Lease Status dropdown, then click DONE on the right.
- e. Click on "IMPORT TEMPLATE"
- f. Search for your communication, i.e. wildfire, hurricane, flood, etc.)
 - i. *Tip: search "Crisis Communications" to see all templates for your choosing.*
- g. Fill in any highlighted fields, if applicable.
- h. Click DONE on the right.
- i. Send Test to yourself if you have time; otherwise, select DELIVER NOW.
- j. **IMPORTANT! You must send communications to residents on-notice. Therefore, you must repeat steps D – I and instead of selecting "Current" in the Lease Status dropdown, select "On-Notice."**

Sending a NEW Communication:

- a. Log into Aptexx via OKTA
- b. Select MESSAGING within the menu on the left
 - i. Select *New Group Message*
 - ii. Select your group
 - iii. Select your timing
 - iv. Select "email" as the method
 - v. Select "Done"
- c. Select your community from the Properties dropdown menu on the left
- d. **IMPORTANT!** Select "Current" in the Lease Status dropdown, then click DONE on the right.
- e. Type your Subject and your message.
- f. Click DONE on the right.
- g. Send Test to yourself if you have time; otherwise, select DELIVER NOW.
- h. **IMPORTANT! You must send communications to residents on-notice. Therefore, you must repeat steps D – I and instead of selecting "Current" in the Lease Status dropdown, select "On-Notice."**

RENTCafe CRM:

Sending a TEMPLATE Communication:

- a. Log into RENTCafe CRM via OKTA
- b. Select "Email Management" from the SITE MANAGER dropdown tab
 - vi. Click on "Property Email Management"
- c. Select your community

EMERGENCY RESPONSE PLAN VERSION 2.0

- d. Select the TEMPLATES tab
- e. Search for your communication, i.e. wildfire, hurricane, flood, etc.)
 - vii. *Tip: search "Crisis Communications" to see all templates for your choosing.*
- f. Fill in any highlighted fields, if applicable.

Sending a NEW Communication:

- a. Log into RENTCafe CRM via OKTA
- b. Select "Email Management" from the SITE MANAGER dropdown tab
 - viii. Click on "Property Email Management"
- c. Select your community
- d. Select SEND EMAIL on the right
- e. Clarify your Audience as "All Residents"
 - i. Select "Create New Audience"
 - ii. Select "Residents" and "All"
 - iii. Select Current, Future, & On Notice
 - iv. Continue
- b. Select Default template
- f. Enter your Email Subject and type message.
- g. Select "Send Email"

Resident Communications:

i) Before Event:

Wildfire Notice
Air Quality Alert
Hurricane Notice
Flood Notice
Winter Storm Notice
Volcanic Eruption Notice
Mudslide/Landslide Notice

ii) During Event

Resident Portal Property Closure Message
Utility Outage Message for Water, Electricity, and Internet/Phone
Pandemic Shelter In Place Office Closure
Pandemic Resident Notification (Exposure)

iii) After Event

Return to Property after Disaster Letter- for Emergency Types A1-H
Restoration of Service Letter for Water, Electricity & Internet/Phone
Resident Crime Letter

Team Member Communications:

i) Before Event:

Team Member Pre-Call Agenda

ii) During Event:

Team Member Check In-Method Determined during Pre-Call

EMERGENCY RESPONSE PLAN VERSION 2.0

iii) After Event:

Team Member Check In -Method Determined During Pre-Call

Owners/Investors Communications:

Scripted at the Time of the Event Based on Circumstances

Potential Crisis Intake Form

PAGE 1 of 2 to be completed by Property Manager, Distributed by the Regional Manager and reviewed on the 72 HOUR PRE-CALL.
Time/Date Reported:
Mission Rock Community Involved:
Mission Rock Region:
Property Manager Name:
Property Manager Cell Phone:
Type of Potential Incident Impending:
What is expected to happen (include details currently available from weather service or other authority)?
Any local authority recommendations for property evacuation at this time? ___ YES ___ NO If YES, provide details:
Is this property specific or regional impact? PROPERTY SPECIFIC ___ REGIONAL IMPACT ___
Have comments, reviews, or messages been received on social media or review platforms related to this event? ___ YES ___ NO
TO BE FILLED OUT BY CRISIS COMMUNICATIONS TEAM LEADER ONLY
Who in Marketing is reviewing online platforms for public feedback and press?

EMERGENCY RESPONSE PLAN VERSION 2.0

Has a folder been created in the Emergency Response Plan folder in Teams to archive communication templates and press articles (if applicable)? YES NO

EMERGENCY RESPONSE PLAN VERSION 2.0

Crisis Communications Responsibility Matrix

Incident: _____

Date: _____

Responsibility	Role	Team Member Assigned at 72 Hour Pre-Call	Back-up
BEFORE / DURING / AFTER THE INCIDENT			
Monitor weather service for updates on potential incident	ALL		
Serve as point of contact with Mission Rock people in the field (can be on-site or at headquarters). This is DEC	DEC/RM/Sister City		
Serve as public spokesperson for media inquiries or public comments	SVP MKTG,TRNG,REV MAN		
Contact Property Owner and serve as point of contact throughout Crisis	DEC/RM or VP		
Serve as point of contact for coordination with client PR staff on statements and status of media inquiries and interest	SVP MKTG,TRNG,REV MAN		
Serve as point of contact with local regulatory agencies about the incident and necessary next steps	PM		
Serve as point of contact with Property Owner's General Counsel or in-house legal team	RM or VP & EVP & Risk Control Manager		
Initiate Resident Email or Text as available Message for updates and ongoing incident communications; Manage distributions of Resident Portal updates	RM		
Review and approve all communications and messages crafted before distributions for any legal concerns	VP/EVP		
Log timeline of decisions, briefings, and developments	VP		
DURING THE INCIDENT			
Monitor for potential property-specific Media Coverage on Incident and fill out Media Call & Coverage Grid	CCTL		
Field inbound media inquiries and fill out Media Call & Coverage Grid	CCTL		

EMERGENCY RESPONSE PLAN VERSION 2.0

Prepare written and verbal statements for the property management team's use with residents	VP/CCTL/DEC		
Prepare written and verbal statements for use with media	CCTL		
Monitor, draft, and respond to ongoing social media activity	CCTL		
Monitor resident requests and fill out Inbound Resident Request/Concern Log	CCTL/DEC & PM		
AFTER THE INCIDENT			
Prepare property team member communications and distribute via email	VP		
Prepare resident communications and distribute across email, print, and social media platforms	RM/PM/DEC/ CCTL		
Draft news release on property impact (if appropriate) and talking points for the designated spokesperson	CCTL/SVP MKTG,TRNG,REV MAN/ CCTL		
Review/approve external media and social media communications prior to distribution (for legal ramifications)	Legal		
Develop a post-incident reputation management plan	CCTL/ SVP MKTG,TRNG,REV MAN/ CCTL		
Organize Crisis Event Review Meeting	VP		

EMERGENCY RESPONSE PLAN VERSION 2.0

Inbound Resident Request/Concern Log

Similarly, the Onsite Team and Crisis Communications Team Leader will maintain this Resident Request Log to track and monitor **phone calls, office visits, and in-person contact from** residents requesting support for the upcoming potential crisis event. The log will be stored in the Emergency Response Team files set up in Microsoft Teams for the event.

Incident: _____

Date: _____

Resident/Unit #	Date/Time of Call	Purpose of call	Phone Number	Follow-up handled?

EMERGENCY RESPONSE PLAN VERSION 2.0

Before Event:

Wildfire Notice

Dear Resident:

The National Weather Service has issued a [REDACTED] for our area. At this time the on-site teams are focused on emergency preparedness for the building(s) and common areas. We ask that you please begin making plans for your personal safety.

It is important to know the terms used to describe changing fire conditions and what actions to take. These terms can be used to determine the timeline and severity of fire danger. Watches, warnings, and evacuation notices are science-based predictions issued by the National Weather Service (NWS) that are intended to provide adequate time for evacuation.

FIRE WEATHER WATCH: Potentially dangerous fire weather conditions are possible in the next 12-72 hours. Confirm which news service you will follow for daily updates.

FIRE WEATHER/RED FLAG WARNING: Fire danger exists and weather patterns support that wildfires are either occurring or expected to occur within 24 hours.

EVACUATION NOTICE: Occupants should leave the area immediately.

We recommend you monitor the local news and evacuate when ordered to do so. Details on the levels are as follows:

LEVEL 1: "BE READY" for potential evacuation. Be aware of the danger in your area, monitor emergency services websites, and local media outlets for information. Prepare/move persons with special needs, mobile property, and pets. If conditions worsen, emergency services personnel may contact you via an emergency notification system.

LEVEL 2: "BE SET" to evacuate. Be prepared TO LEAVE AT A MOMENTS NOTICE. This level indicates significant danger to your area; plan to voluntarily relocate outside of the affected area, or if choosing to remain, be ready to evacuate at a moment's notice. Gather necessary items only at your own risk. THIS MAY BE THE ONLY NOTICE THAT YOU RECEIVE Emergency services cannot guarantee that they will notify you if conditions rapidly deteriorate. Area media services will be asked to broadcast periodic updates.

LEVEL 3: "GO" Evacuate NOW LEAVE IMMEDIATELY! Danger to your area is current or imminent. If you choose to ignore this advisement, you must understand that emergency services may not be available to assist you further. DO NOT delay leaving to gather any belongings or make efforts to protect your home. THIS WILL BE THE LAST NOTICE THAT YOU RECEIVE Entry to evacuated areas may be denied until conditions are safe. Area radio and TV stations have been asked to broadcast periodic updates.

Here are some valuable tips to protect property:

- Remove non-fire-resistant curtains from windows and doors. Keep doors and windows closed but unlocked.
- Fill sinks and tubs with cold water.
- Remove personal items from patios and balconies.

If the National Weather Service issues a Red Flag Warning for this area, we will close our offices within 4 hours, so that our Team Members may be home with their families. Once our office is closed, please contact local authorities and emergency management services if you are in need of assistance. We will return to provide customer service once it is safe to do so.

Helpful Links:

Red Cross Disaster Preparation and Relief: [Red Cross How to Prepare for Wildfire](#)

Wildfire Evacuation Map: [REDACTED]

Thank you and please be safe.

The Management
Mission Rock Residential

Air Quality Alert

Important Notice

Date

Please be advised there is an air quality advisory in affect due to the nearby wildfire. Poor air quality conditions are a health threat and should be avoided by all residents in communities with extreme smoke conditions. Local smoke levels can rise and fall rapidly depending on weather factors, including wind direction.

We are currently rated at _____ in the _____ area, which falls into the _____ category.

Here's what you need to know about the levels:

- 0-50 = Good = No advisory
- 51-100 = Moderate = Unusually sensitive individuals should consider limiting prolonged outdoor exertion
- 101-150 = Unhealthy for Sensitive Groups = Children, active adults, and people with respiratory diseases, such as asthma, should limit prolonged outdoor exertion
- 151-200 = Unhealthy = Persons in the sensitive group should avoid prolonged outdoor exertion; everyone else should limit prolonged outdoor exertion
- 201-300 = Very Unhealthy = Persons in the sensitive group should avoid outdoor exertion; everyone else should limit outdoor exertion
- 301-500 = Hazardous = *Everyone should avoid all physical activity outdoors. – This is where we are currently.*

Ways that you can help protect yourself:

- Close all windows and doors to prevent smoke from entering your home
- Wear an N95 mask or respirator with filters if you must go outdoors
- Make sure your A/C running on a re-circulation mode and not drawing air from outside
- Avoid frying foods as it can increase indoor smoke

We urge you to take responsibility for your personal safety by staying informed.

Helpful Links:

Wildfire Evacuation Map (watch for periodic updates):



If you have any questions or concerns, please don't hesitate to reach out to the office by EMAIL ONLY! We will not be in the office until further notice due to the air quality advisory, therefore will not be able to answer phone calls.

For Emergency Hour Calls; please continue to call your after-hours emergency number, or 911 for all life-threatening emergencies.

Thank you,

The Management
Mission Rock Residential

Hurricane Notice

(Page 1 of 2)

Dear Resident:

The National Weather Service is predicting that a hurricane may affect our community very soon.

Please take this opportunity to familiarize yourself with these terms used by the National Hurricane Center as you prepare for your personal safety:

Hurricane and Tropical Storm Related Watches and Warnings

Storm Surge Warning:	The danger of life-threatening inundation from rising water moving inland from the shoreline somewhere within the specified area, usually within 36 hours.
Tropical Storm Watch:	Sustained winds of 39-73 mph are possible in the area, usually within 48 hours.
Tropical Storm Warning:	Sustained winds of 39-73 mph are expected in the area, usually within 36 hours.
Hurricane Watch:	Sustained winds of 74 mph or higher are possible in the area, usually within 36 hours.
Hurricane Warning:	Sustained winds of 74 mph or higher are expected in the area, usually within 24 hours.

Pay close attention to local media, such as television and radio. Follow any government authorities' instructions, including the mayor, county officials, or the police or sheriff's department, to evacuate the area. Please comply with any evacuation instructions and let local authorities know immediately if you need special assistance in an evacuation or if you are aware of neighbors who may also need assistance.

At this time, local authorities:

- have called for a voluntary evacuation;
- have called for a mandatory evacuation;
- have not issued an evacuation order.

The following links provide a wealth of important preparedness, evacuation and response information (choose the appropriate options for your region, including links and maps).

National Weather Service
<https://www.weather.gov/>

National Hurricane Center
<https://www.nhc.noaa.gov/>

Local evacuation and response website

EMERGENCY RESPONSE PLAN VERSION 2.0

(Page 2 of 2)

Below are some valuable tips to protect yourselves and your property:

- Should there be a loss of power due to fire hazards, do not use candles, kerosene lamps, or flammable materials inside your apartment.
- Have towels available to place on your windowsills and at the bottom of all exterior doors. Blowing rain can enter these areas and damage your belongings. Remove personal items from patios and balconies.
- Be prepared to fill your bathtubs with water for use in the event there are service interruptions.
- Have a family disaster plan and a supply kit with non-perishable food and clean water to last each person 3-5 days.

We do not represent that these are all the preparations you should undertake.

At this time, the on-site teams are focused on emergency preparedness for the building(s) and common areas. If the National Weather Service issues a full Hurricane Warning for this area, we will close our offices within 4 hours so that our Team Members may be home with their families during the storm. Once our office is closed, please contact local authorities and emergency management services if you are in need of assistance.

Mission Rock team members will return to provide customer service once the storm is over, and it is safe to do so. Our service team will be entering your apartment home and patio/balcony/garage to assess any building damage and to complete post-disaster inspections typically within 24 hours of the storm's passing. This inspection is for insurance purposes only, and you are not required to be present, although you are welcome to be there.

Thank you, and please be safe.

The Management
Mission Rock Residential

Flood Notice

Date

Dear Resident:

The National Weather Service is predicting flooding may affect our community very soon. We suggest that you take steps to protect yourself if flooding occurs.

Pay close attention to local media, such as television and radio. Follow any government authorities' instructions, including the mayor, county officials, or the police or sheriff's department, to evacuate the area. Please comply with any evacuation instructions and let local authorities know immediately if you need special assistance in an evacuation or if you are aware of neighbors who may also need assistance.

At this time, local authorities have: have called for a mandatory evacuation; not issued evacuation instructions.

The following links provide a wealth of important preparedness, evacuation and response information:

Here are some valuable tips to protect yourselves and property:

- Should there be a loss of power, due to fire hazards, do not use candles, kerosene lamps, or flammable materials inside your apartment.
- Have towels available to place in your windowsills and at the bottom of all exterior doors. Rising water can enter in these areas and damage your belongings. Remove personal items from patios and balconies.
- If you have to evacuate, remove things from your refrigerator that would spoil and cause odor or health problems and consider putting other valuables on top of kitchen/bathroom counters, tables, or beds to minimize possible damage from rising water.
- Be prepared to fill your bathtubs with water for use in the event there are service interruptions.
- Have a family disaster plan and a supply kit with non-perishable food and clean water to last each person 3-5 days.

We do not represent that these are all the preparations you should undertake.

At this time the on-site teams are focused on emergency preparedness for the building(s) and common areas. We will close the office in accordance with local authority guidance and/or safety precautionary measures. Once our office is closed, please contact local authorities and emergency management services if you are in need of assistance. We will return to provide customer service once it is safe to do so.

Thank you and please be safe.

The Management
Mission Rock Residential

Winter Storm Notice

Dear Resident(s),

RE: Winter Storm

The National Weather Service is predicting inclement weather that may affect our community very soon. Winter storms can cause power outages that last for days. They can make roads and walkways extremely dangerous and negatively affect critical community services.

As freezing temperatures may be in effect, we ask all residents comply with the following precautions to prevent pipes from freezing:

- Please make sure the heat is set to heat, auto and no lower than 55 degrees. If you plan to be away, have someone check your unit daily to make sure the heat is still on.
- Please keep all windows and doors closed in your apartment unit.
- Be sure to open the cabinet doors under the kitchen sink and bathroom sink to allow heat to get to the plumbing.

Pay close attention to local media, such as television and radio for current conditions and follow any instructions by local authorities. We suggest that you take steps to protect yourself if severe weather occurs. To be prepared, please visit <https://www.ready.gov/prepare>.

A few tips include:

- Stay indoors and off the roads. If you must walk on icy, wet, or snowy sidewalks, you should wear shoes that have a good tread. Be aware that ice forms on steps, sidewalks, and driveways. Keep in mind that frost can also cause slippery surfaces. If you must drive, keep emergency supplies in your car.
- Dress in layers, and use blankets to stay warm.
- Stock emergency supplies, such as food, medicines, critical documents, warm clothing and blankets.
- Never use a generator, camp stove, charcoal grill, or gasoline or propane heater indoors, as these items can start accidental fires, cause electric shock, and/or cause deadly carbon monoxide poisoning.
- Never heat your home with a cooktop or oven.

Winter Weather-related Advisories, Watches, and Warnings are issued by your local National Weather Service office and are based on local criteria. A full list of winter weather Advisories, Watches, and Warnings criteria are listed at <http://www.nws.noaa.gov/om/winter/ww.shtml>.

Thank you,

The Management
Mission Rock Residential

Volcanic Eruption Notice

EMERGENCY RESPONSE PLAN VERSION 2.0

Dear Resident:

Local authorities have indicated there is a risk of a volcanic eruption, for our area. We ask that you please begin making plans for your personal safety.

It is important to know the effects and dangers involved in order to be prepared. A volcanic eruption may involve lava and other debris that can flow up to 100 mph, destroying everything in their path. Volcanic ash can travel hundreds of miles and cause severe health problems. A volcanic eruption can:

- Contaminate water supplies.
- Reduce visibility through smog and harmful gases
- Make it hard to breathe and irritate the skin, eyes, nose, and throat.

We recommend you monitor the local news and evacuate when ordered to do so. Please comply with any evacuation instructions and let local authorities know immediately if you need special assistance in an evacuation or if you are aware of neighbors who may also need assistance. Details on the levels are as follows:

LEVEL 1: "BE READY" for potential evacuation.

LEVEL 2: "BE SET" to evacuate. Be prepared TO LEAVE AT A MOMENTS NOTICE.


LEVEL 3: "GO" Evacuate NOW LEAVE IMMEDIATELY! Danger to your area is current or imminent.

Here are some valuable tips to protect yourself and your property:

- Learn about community warning systems by signing up for a free service called the Volcano Notification Service (VNS) that sends notifications about volcanic activity.
- Keep doors and windows closed.
- Fill sinks and tubs with cold water.
- Stock up on soap, hand sanitizer, disinfecting wipes, and general household cleaning supplies.
- Remove personal items from patios and balconies.
- If you have any breathing problems, avoid contact with ash and stay indoors until authorities say it is safe to go outside.

Helpful Links:

<https://www.ready.gov/volcanoes>

Evacuation Map: 

At this time the on-site teams are focused on emergency preparedness for the building(s) and common areas. We will close the office in accordance with local authority guidance and/or safety precautionary measures. Once our office is closed, please contact local authorities and emergency management services if you are in need of assistance. We will return to provide customer service once it is safe to do so.

Thank you and please be safe.

The Management
Mission Rock Residential

EMERGENCY RESPONSE PLAN VERSION 2.0

Mudslide/Landslide Notice

Dear Resident:

Local authorities have indicated there is a risk of a landslide/debris flow, more commonly known as a mudslide, for our area. We ask that you please begin making plans for your personal safety.

It is important to know the effects and dangers involved with a mudslide in order to be prepared. A debris flow occurs when a high-intensity rainfall saturates loose soil, rock and other debris high in the mountains, creating a moving mass that travels down slope, getting larger as it travels downward. The mud/ rock slurry can pick up cars, houses, people and anything else in its path. It also picks up speed as it gets larger, reaching speeds of 30 mph and even "avalanche speed." The "huge mass" doesn't slow down when it reaches the bottom of the slope, instead, flattens out, spreading and depositing debris and mud in all directions.

Recognize Warning Signs

- If you are near a wildfire burn area, sign up for emergency alerts and pay attention to weather forecasts for the burn area. The weather in the burn area could be very different from where you are located.
- Listen and watch for rushing water, mud, unusual sounds.
- Unusual sounds, such as trees cracking or boulders knocking together, might indicate moving debris.
- A faint rumbling sound that increases in volume is noticeable as the landslide nears.
- Fences, retaining walls, utility poles, k-rails, boulders, or trees move.

We recommend you monitor the local news and evacuate when ordered to do so. Please comply with any evacuation instructions and let local authorities know immediately if you need special assistance in an evacuation or if you are aware of neighbors who may also need assistance. Details on the levels are as follows:

LEVEL 1: "BE READY" for potential evacuation.

LEVEL 2: "BE SET" to evacuate. Be prepared TO LEAVE AT A MOMENTS NOTICE.

LEVEL 3: "GO" Evacuate NOW LEAVE IMMEDIATELY! Danger to your area is current or imminent.

Here are some valuable tips to protect yourself and your property:

- Keep doors and windows closed.
- Fill sinks and tubs with cold water.
- Stock up on soap, hand sanitizer, disinfecting wipes, and general household cleaning supplies.
- Remove personal items from patios and balconies.
- During a storm that could cause a mudslide, stay alert and awake. Many deaths from mudslides occur while people are sleeping.
- Be aware that by the time you are sure a debris flow is coming, that will be too late to get away safely. Never cross a road with water or mud flowing. Never cross a bridge if you see a flow approaching.
- If you do get stuck in the path of a mudslide move uphill as quickly as possible.

Helpful Link:

[ready.gov/landslides-debris-flow](https://www.ready.gov/landslides-debris-flow)

Evacuation Map: _____

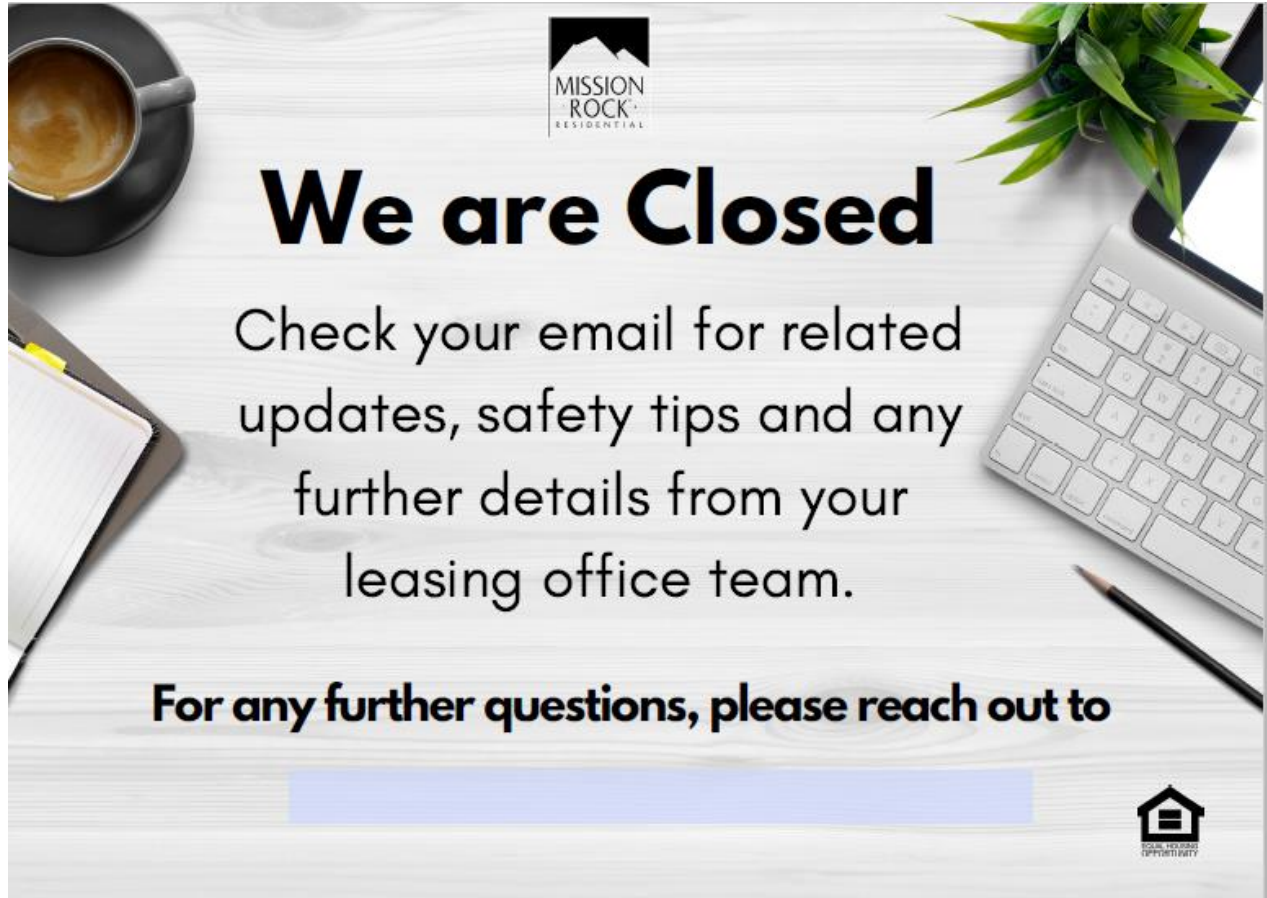
At this time the on-site teams are focused on emergency preparedness for the building(s) and common areas. We will close the office in accordance with local authority guidance and/or safety precautionary measures. Once our office is closed, please contact local authorities and emergency management services if you are in need of assistance. We will return to provide customer service once it is safe to do so.

Thank you and please be safe.

Mission Rock Residential Management

During Event:

Resident Portal Property Closure Message



Utility Outage Message for Water



IMPORTANT — PLEASE READ CAREFULLY

Dear Valued Residents:

This notice is to alert you that there is a water outage affecting _____ due to _____.

- We are in touch with the local water company and their estimate of a service restoration time is _____.
- We are working as quickly as we can to minimize the inconvenience. The work to repair plumbing and restore service is expected to be completed by _____.

During this time, we have rented portable toilets and have purchased bottled water available in the leasing office to accommodate you until service is restored.

We will notify you as soon as we have further information.

Thank you for your understanding and please be safe!

Regards,

Mission Rock Residential Management

Utility Outage Message for Electricity

IMPORTANT — PLEASE READ CAREFULLY

Dear Valued Residents:

As you may be aware, there are widespread power outages due to [REDACTED] affecting our property.

Below is the last update provided from the local power company for the area:

We are aware of the outage at address: [REDACTED]
Estimated Restoration Time: [REDACTED]
Last Updated: [REDACTED]

Severe weather has caused area outages. We apologize for any inconvenience and we are working to restore power as quickly as possible. This message will be updated as more specific information becomes available.

You may visit their website at [REDACTED] for further updates; however, we will notify you if the power is restored during office hours.

Here are a few steps to take during a power outage:

- Please remember to use caution entering and exiting the building and driving through the area as all common area lighting and streetlights will not be working.
- Check your flashlights and portable devices for batteries.
- Do not use candles or kerosene lamps for light. Only battery powered lighting may be used for lighting if electricity is interrupted or terminated.
- Keep your refrigerators and freezers closed as much as possible to minimize food spoilage.

Thank you for your understanding and please be safe!

Regards,

Mission Rock Residential Management

Utility Outage Message for Internet/Phones

EMERGENCY RESPONSE PLAN VERSION 2.0

TO BE SENT ONLY AFTER A MINIMUM OF 60 MINUTE DISRUPTION OF SERVICE (REMOVE BEFORE SENDING)

IMPORTANT — PLEASE READ CAREFULLY

Enter Current Date

Dear Valued Residents:

This notice is to alert you the property phones and internet are down. We have reached out to our service provider and will follow up once they are back online.

Should you have an urgent need at this time, please call your after-hours emergency number; or 911 for all life threatening emergencies.

Thank you for your understanding.

Regards,

The Management

Pandemic Shelter In Place Office Closure

To: [REDACTED]

RE: [REDACTED] **OUTBREAK UPDATE**

Mission Rock Residential is closely monitoring news of the current [REDACTED] outbreak, which is evolving quickly. During this outbreak, our focus is on the safety and well-being of our employees, as well as the residents and the communities we manage.

Starting immediately, employees of this apartment community will adhere to a “Shelter in Place” government mandate. This stay-at-home order is an attempt to prevent the further spread of the virus.

The property service team will be completing **emergency requests only** at this time. Non-emergency requests will be completed in the order they are received and by urgency when our operations return to normal. Unfortunately, the 24-Hour Maintenance Response portion of our “Rock Solid Guarantee” will be temporarily suspended.

You may call the number below or place a service work order and pay rent through the Resident Portal on the property website.

[REDACTED]
Property Phone Number and website

We appreciate your understanding and we look forward to seeing you as soon as we possibly can!

Mission Rock Residential

Pandemic Resident Notification (Exposure)

Date:

Dear Residents:

We have recently received notification of a exposure in the community. Because the health and safety of our residents and employees are top priorities, and even though we understand Personal Protective Equipment (PPE) and all CDC guidelines were followed, we are closing the leasing office(s) and certain common area amenities temporarily for deep cleaning. We will notify you as soon as these facilities re-open.

If our team members need to enter a unit, they will follow our standard safety protocol and notification requirements under the applicable lease agreement.

On-site staff may be working remotely in the near-term and, as such, we appreciate your patience if we are delayed in responding to resident requests.

If you have any questions or concerns, don't hesitate to reach out to your on-site team; however, please note that we are prohibited by law from sharing specific details regarding the potential exposure or any impacted individuals.

Sincerely,

Mission Rock Residential Team

After Event:

Return to Property after Disaster Letter- for Emergency Types A1-H

Date

Dear Resident:

Local authorities have indicated we are allowed to return to the property following the recent (name weather or other disaster event).

As a reminder, our service team will be entering your apartment home and patio/balcony/garage to assess any building damage and to complete post-disaster inspections at this time. This inspection is for insurance purposes only and you are not required to be present, although you are welcome to be there. These inspections and emergency repairs will be the team's main focus in the immediate future. Please be patient on any outstanding or new work order requests that are not urgent. We will make every effort to manage all of your service needs as soon as we are able to do so.

Our offices will re-open on Date at Time.

We are looking forward to welcoming you back home again.

Thank you,

Mission Rock Residential Management

Restoration of Service Letter for Water

IMPORTANT — PLEASE READ CAREFULLY

Dear Valued Residents:

Be advised the water service to the property has been restored. If you experience any discoloration or sediment when you run your faucets, let them flow for 10 minutes to clear the lines. Should you continue to have issues, please contact the office or send in a service request.

Thank you for your understanding during the service interruption.

Regards,

The Management

EMERGENCY RESPONSE PLAN VERSION 2.0
Restoration of Service Letter for Electricity

IMPORTANT — PLEASE READ CAREFULLY

Dear Valued Residents:

Please be advised the power to the leasing office has been restored. If you continue to have electrical issues, please contact the office or submit a service request through the resident portal.

Thank you for your understanding during the outage.

Regards,

The Management

Restoration of Service Letter for Internet/Phone

Dear Valued Residents:

Be advised the property phone and internet service has been restored. You may contact the office line as usual and we will begin responding to voicemails and emails in the order they were received.

You may also continue to use the emergency number for urgent matters; or 911 for all life threatening emergencies.

Thank you for your patience during the outage.

Regards,

The Management

Resident Crime Letter

IMPORTANT — PLEASE READ CAREFULLY

Date

Dear Valued Residents:

This notice is to advise you of suspected criminal activity involving:

Define Activity

which recently took place on or very near to our property. Local authorities are currently investigating the incidents thoroughly. Residents with information or questions regarding the(se) incident(s) are encouraged to contact the police department.

As a community, it is in everyone's best interest to remain vigilant at all times. It is recommended that you become acquainted with your neighbors and stay alert to any suspicious activity. When walking within the community, it is suggested that you remain aware of your surroundings at all times. It is recommended that you keep your apartment home and car doors locked and be sure all windows are securely closed and locked. It is recommended that you do not open your door for strangers and remember that all maintenance associates wear uniforms. Do not leave any items inside of your car, including packages, bags or anything that may look valuable.

We urge all residents to double-check to make sure all existing locks and latches are properly working. If they are not, you should notify us immediately so corrective action can be promptly taken. It is advisable that you maintain insurance coverage for yourself, your vehicle, and other personal belongings.

If you are aware or suspect a crime is occurring, WE STRONGLY ENCOURAGE YOU TO CALL 911 IMMEDIATELY. Failure to do so could result in crucial delays. After first calling the police, please report all incidents to the Management Office or appropriate onsite personnel. Doing so will enable us to take action we may otherwise not realize is necessary.

As you can appreciate, no one can ensure that you and your property are entirely safe at all times. Please remember that your security is primarily your responsibility. Local law enforcement agencies exist to help. To effectively do their job, and do their best to maintain your safety, however, you must follow their advice and promptly communicate with them as soon as you believe the need for their assistance arises.

Sincerely,

Mission Rock Residential Management

Team Member Pre-Call Agenda

72* HOUR PRE-CALL AGENDA for EMERGENCIES

Call Organizer: RM Leader: VP or Designated Emergency Contact (DEC)

Agenda:

1. Roll Call
2. Discuss emergency at hand, expected timing/weather forecasts and areas expected to be affected.
3. Review whether a similar event has occurred at this location during MRR's management and if the current Emergency Response Team was in place at the time.
4. Confirm all have current printed and electronic copy of Emergency Response and [Crisis Communications Plan](#) (pg 181).
5. Review communication process and expectations for local Team Member check-in during and after the event to confirm personal safety, location and ability or inability to respond due to personal circumstances or challenges due to ingress/egress limitations caused by the event.
6. Assign responsibilities to team members/back-up per the TEAM MEMBER RESPONSIBILITY BREAKOUT form found in the EMERGENCY RESPONSE PLAN FOR PROPERTIES based on staff availability/training and family issues. Discuss each item on the list for status and concerns due to unforeseen circumstances/Team member availability/family preparedness conflicts.
7. Review the SISTER CITY PROPERTY Form found in the EMERGENCY RESPONSE PLAN FOR PROPERTIES and any questions from back-ups for cross-training needs.
8. Determine if an offsite Crisis Communication Team Leader is needed for the event and if so, assign responsibilities to team members/back-up per CRISIS COMMUNICATIONS RESPONSIBILITY MATRIX on pages 8-9 in the plan [Appendix](#). This role should be assigned to a member of the marketing department.
9. Review INBOUND RESIDENT REQUEST/CONCERN LOG on page 10 of the plan [Appendix](#) for use by CCTL and local team.
10. Address the needs for communication with Residents. DEC/VP/EVP shall approve any changes to the template wording included in Section II of the [Appendix](#) of this plan to be generated and when to send it.
11. If Satellite phones will be used, confirm they are charged and usage instructions/parameters are understood.
12. Discuss vendor communication efforts made and their availability.
13. Review any resident or team member special needs.
14. Other property specific circumstances

***Depending on the expected severity of the emergency, this may be 96 hours**