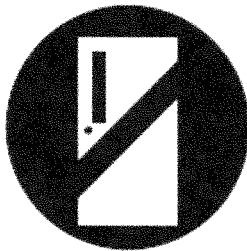


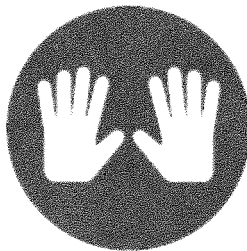


Enhancing Housing, Engaging Minds,
Enriching Lives.

Norwalk Housing Authority Standard Response Protocol



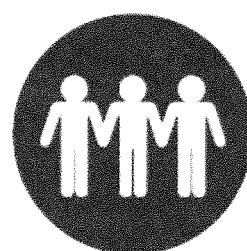
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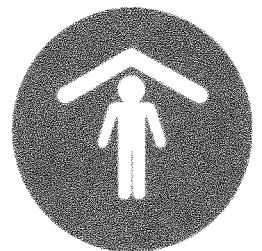
SECURE



LOCKDOWN



EVACUATE



SHELTER

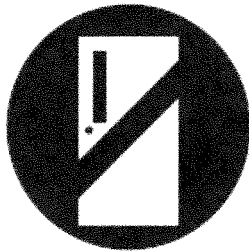
Updated: June 2023

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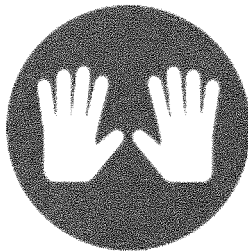
INTRODUCTION

While we cannot control the emergencies that may affect the Norwalk Housing Authority during the year, we can control how we prepare and respond. Whether it is severe weather, a fire, medical emergency or an act of violence, everyone has a responsibility to act.

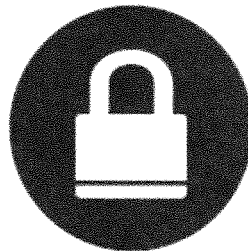
These guidelines are for NHA employees and residents to provide a quick reference for safety issues and emergencies in NHA offices and on NHA properties. **Please remember, these are guidelines and you should not put yourself at risk.**



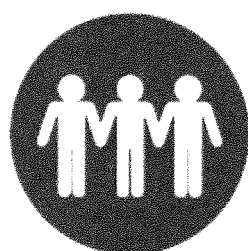
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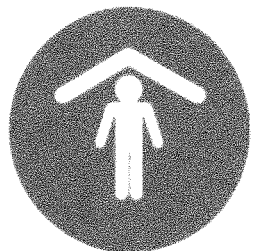
SECURE



LOCKDOWN



EVACUATE



SHELTER

This guide promotes five primary protocols:

- **HOLD**- In your office or area. Clear the halls
- **SECURE**- Get inside. Lock outside doors
- **LOCK DOWN** – Locks, lights, out of sight.
- **EVACUATE** - Depart the building in a rapid but orderly manner
- **SHELTER** - Remain in the building, but prepare for dangerous weather or other hazard

Please read this response manual thoroughly and review it regularly. If you have questions, discuss them with your Supervisor or Department head.

Keep this booklet in a location that is accessible and secure. While we hope you will never need to use this response guide, it is important that you be familiar with the information, so you can act quickly for your safety and the safety of all staff and residents NHA offices or NHA developments.



Adam Bovilsky
Executive Director



Mayor Harry W. Rilling
City of Norwalk



Chief Gino Gatto
Norwalk Fire Department



Chief Thomas Kulhawik
Norwalk Police Department

GENERAL INFORMATION

This Emergency Procedures Guide was developed to provide basic, but essential, information about how to report and respond to various emergencies. This guide should be placed at work areas throughout your Department and the building.

The Standard Response Protocols (SRP) used in this guide were developed by the 'I Love You Guys' Foundation. These protocols have been successfully used in the Norwalk School District for the past 3 years. Using the same procedures in City buildings and NHA offices or NHA developments helps ensure consistency and simplicity during emergencies. The response protocols are deliberately simple. For additional information and resources on the SRP, visit: www.iloveguys.org

In any emergency, in which the specific emergency procedure is not applicable, use your own common sense and judgment to remove yourself and your fellow employees from danger and respond to the direction of management. **To learn more about how you can prepare for emergencies, visit www.ready.gov.**

Employee Areas of Responsibility

- Notify your supervisor of any potentially dangerous situations.
- Be familiar with emergency procedures, exit routes, and emergency meeting location.
- All doors in NHA offices and NHA developments are numbered to assist first responders arriving on the scene. Take note of the door numbers nearest to your office.
- AVOID PANIC – remain calm and await instructions.
- STOP RUMORS – they can lead to confusion. Direct all media inquiries to the Department Head or designated representative. **See note below**
- Avoid using the phone and posting unconfirmed information to social media sites.
- EVACUATE IMMEDIATELY (when instructed to do so) – do not waste time by taking non-essential personal items.

Department Heads

- Maintain current list of employees and their contact information
- Identify and plan for evacuation of disabled building occupants.
For NHA Main Office: Director of Maintenance
For NHA Properties: Norwalk Emergency Services
- Account for all employees after evacuation. Report missing employees to the Personnel Dept who will notify emergency responders.
- Be familiar with the floor plan in order to identify possible locations of missing employees.
- Know the locations of fire extinguishers and how to use them.
- Know the locations of first aid kits.

Please Note: In any situation, employees are directed to not discuss the situation with the public or release any information to the media or social media. Information changes extremely quickly during a crisis and sharing incorrect or older updates can cause added stress or confusion. The Executive Director or his designee is responsible for all communications with the public and the media.

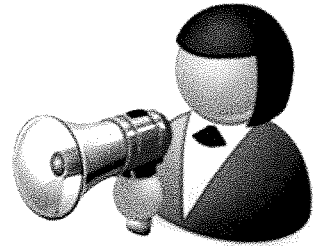
For questions regarding these guidelines, please contact your Supervisor.

Contacting 9-1-1

For every emergency, there will be one person, the initiator, who identifies the threat and begins initiating the response procedures. The initiator of any emergency procedure will follow these basic steps:

Initiator will call 911 to report event giving the following details (if known):

- Clearly state the nature of the emergency (medical, police, fire)
- Incident/ Event (for example, a man with a gun)
- Number of victims involved
- Location (for example, near front door)
- Action needed – (for example, ordering a lockdown)
- Your name
- The specific building door number for Public Safety Personnel to enter (if known)
- Provide a call back number in case you are disconnected.
- Stay on the line to answer questions from dispatch, if it is safe to do depending on the threat.



Door Numbers

The NHA has implemented a standard door numbering system for every NHA office building and NHA development. Beginning at the front door (#1) and moving counter-clockwise, each door is marked in the top corner on the exterior side and the bottom corner on the interior side. This system provides an easy reference point for first responders when calling 9-1-1, for an emergency.

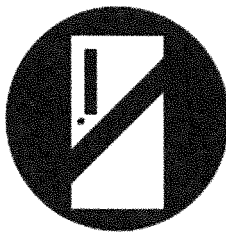
Every employee should make note of the door number closest to your Department.

Building Safety Updates

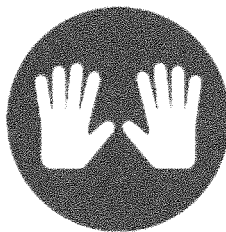
We will continue to work with the Police Department to assess building security and make improvements to ensure employees feel safe at work. Some recent updates include additional security cameras, improved visitor and vendor management, paging system.

However, employees play a critical part in keeping our municipal buildings secure. This includes not propping open exterior doors, not providing identifying information, making sure doors and windows are secure at the end of the day and activate the burglar alarm.

If you see something, say something



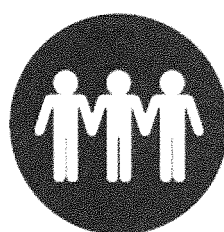
HOLD



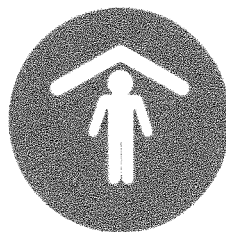
SECURE



LOCKDOWN



EVACUATE



SHELTER

Delayed opening/early dismissal policy

While every attempt will be made to keep NHA offices operational for our residents, there may be times when it is safer to close early, have a delayed opening or remain closed for the day. All decisions for early release and/or late openings will be made by the Executive Director or his/her designee.

Once a decision is made for a delayed opening or early dismissal, the information will be pushed to employees or text. You can select how you'd like to receive notifications, but it is up to the employee to check texts.

Some emergencies may include:

- Severe blizzards or snow/ice storms.
- Severe storms that have left debris and wires down and power outages throughout the City.
- When the Governor declares roads closed for a specific weather emergency.
- Significant fire or hazardous condition at a specific NHA office or NHA development

While all NHA staff do valuable work, it is necessary to designate employees as essential or non-essential for response operations and continuity/ recovery planning. **Employees should contact their direct supervisors for further guidance and designation.** In some events there may be opportunities for non-essential employees to provide assistance at a disaster shelter and other recovery sites if NHA buildings are closed. Non-essential does not mean 'not important'! The designation provides clarification for staff with specific roles in response operations.

Essential staff: Executive Director, Deputy Director, Director of Maintenance, Maintenance Supervisors, Human Resources Director, IT Director, Director of Learning Centers

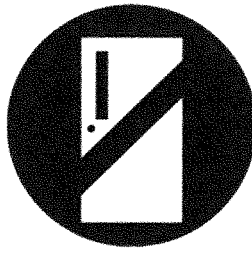
Non-essential staff: All remaining staff members, unless otherwise indicated by Essential staff at time of emergency.

Building-wide Emergency Notification

Within the NHA main office, the phone system allows paging through the phones. In the event of an emergency, the first call should be to 9-1-1 to notify them of the issue and ensure the appropriate responders (police, fire, and ems) are dispatched.

A building wide page through the phones can alert employees and provide specific directions.

Note: The fire alarm system will always be used for fires or hazardous situations that require an immediate evacuation of the building.



HOLD

In your room or area

Hold There may be situations that require occupants to remain in their room, office or area. For example, a medical emergency may demand keeping occupants out of an area or halls until it is resolved. There may be a need for people who are not in a closed areas to proceed to an area where they can be supervised and remain safe.

Notification The Notification for Hold is: “Hold in your room or area. Clear the Halls.” Be aware if there is a need to add directives for any occupants that are not in a room, or some other location where they should remain until the Hold is lifted. “Hold in your room or area. Clear the Halls. Hold in your room or area. Clear the Halls.”

Notification - Release Hold can be released by announcement or notification. “The Hold is released. All Clear. The Hold is released. All Clear.”

Actions

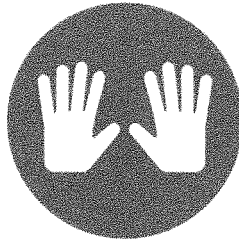
- Occupants and staff are to remain in their room or area until the all clear is announced.
- Occupants and staff in common areas, like meeting rooms or waiting areas, may be asked to remain in those areas, or to move to adjoining areas.
- Occupants and staff outside of the building should remain outside unless directed otherwise.
- It is suggested that prior to closing the door, staff should rapidly sweep the hallway for nearby staff and occupants. Additionally, staff should account for occupants, note the time, and conduct business as usual.

Responsibility Typically a supervisor is responsible for initiating a Hold. There may be instances where a staff member recommends it based on what is happening in their area.

Contingencies Occupants are trained that if they are not in a room, they may be asked to identify the nearest room and join that room for the duration of the Hold.

Examples of Hold conditions the following are some examples of when an organization or emergency dispatch might call for a Hold:

- A medical incident that requires attention
- Unfinished maintenance work during a busy time or in a populated area
- An angry client



SECURE

Get Inside- Lock outside Doors

Secure Secure is called when there is a threat or hazard outside of the building. Whether it's due to violence or criminal activity in the immediate neighborhood, or other threats out-side of the building, Secure uses the safety of the physical facility to act as protection.

Notification The notification for Secure is: "Secure! Get Inside. Lock Outside Doors."

Notification - release Secure can be released by announcement or notification. "Secure is released. All Clear. Secure is released. All Clear."

Actions

- The Secure Protocol requires bringing people into the building and locking or closely monitoring outside access points.
- When possible, daily operations would continue uninterrupted.
- There may be occasions when occupants expect to be able to leave the building. Depending on the condition, this may have to be prevented.
- During the training period, it should be emphasized to staff that they and other occupants may be inconvenienced by these directives, but their cooperation is important to ensure their safety.

Secure evolution There may be instances when a secure event might evolve from "No entry or exit" to "Monitored Entry" or "Controlled Release."

Monitored entry Circumstances where a threat is perceived but not directly evident may warrant a Monitored Entry. During a Monitored Entry, people may be allowed to enter the building.

Controlled release Circumstances where a threat is perceived but not directly evident may warrant a Controlled Release. During a Controlled Release occupants may be allowed to leave using heightened situational awareness.

Responsibility Depending on the facility, staff may be required to monitor or lock the doors and windows. Staff members assigned "Primary Responsibility" for a "Secure Zone" should be identified in advance and should actively drill the protocol. These may include doorways, windows, loading docks, and fire escape ladder access points. The assigned staff is designated as having "Secure Duty." There should also be assigned a person with "Secondary Responsibility" for Secure Duty in the event the person with Primary Responsibility is absent or unable to perform the protocol. Supervisors should attempt to determine if all staff has been accounted for.

Primary Responsibility: 1st Floor: Director of Maintenance/Procurement Specialist
2nd Floor: Receptionist/Operations Specialist

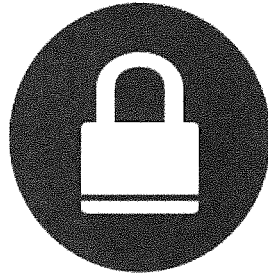
Secondary Responsibility: 1st Floor: Director of Modernization/Maintenance Dept Secretary
2nd Floor: Accounts Receivable Specialist/Deputy Director

Preparation Some facilities may have outside perimeters in addition to building perimeters, such as gates and fences. There may be conditions where the outside perimeter would or would not be affected by Secure. Individual Secure Duty Checklists should be created for each person assigned with either Primary or Secondary Secure Duty. Preparation includes identification of staff with Primary and Secondary responsibility and assignment of these duties.

Contingencies There may be physical attributes to the facility that mandate special handling of a Secure. An example would be a modular building. It may be best for occupants in modular buildings to evacuate to the main building rather than going to secure in the modular building. If, during a secure event, a hazard manifests inside the building - i.e.: fire, flood, hazmat, and then situational decisions must be made. It may be necessary to evacuate to a different location than would typically be indicated, according to circumstances.

Examples of Secure conditions the following are some examples of when an organization or emergency dispatch might call for a Secure.

- Dangerous animal on grounds
- Criminal activity in area
- Threat of domestic violence
- Civil disobedience



LOCKDOWN

Lockdown Lockdown is called when there is a threat or hazard inside of the building. From domestic disputes to intruders to an active assailant, Lockdown uses room security to protect occupants from threat.

Notification The notification for Lockdown is: "Lockdown! Locks, Lights, Out of Sight!"

Actions

- The Lockdown Protocol demands locking individual doors or other access points, moving room occupants out of line of sight of the corridor windows and having room occupants maintain silence.
- There is no call to action to lock the buildings outside access points, since sending staff to lock outside doors ex-poses them to unnecessary risk and inhibits first responders' entry into the building.
- Staff training reinforces the practice of not opening the door once in Lockdown.
- No indication of occupancy should be revealed until first responders open the door.

Responsibility Staff is responsible for implementing Lockdown. The staff member should lock all doors and access points and facilitate moving occupants out of sight. Silent or whispered attendance should be taken to determine everyone is accounted for.

Preparation Identify in advance the areas that can be locked, and mark them as safe zones. Staff should be trained, and occupants instructed, to not open a door or leave a safe zone until a first responder unlocks it. Clearly identify and train staff and resident on exits and identify places they can go, and who to call, if they must self-evacuate from the building. Occupants and staff should be advised that a Lockdown may persist for several hours and during an incident, silence is essential.

Drills Lockdown drills should be performed twice a year. If possible one of these drills should be performed with local law enforcement personnel participation. At a minimum, to comply with SRP, law enforcement participation in the drill should occur no less than once every three years. Drills should also be conducted with staff not already 'pre-placed' in their designated lockdown area. Drills should simulate an interruption to normal day-to-day activities.

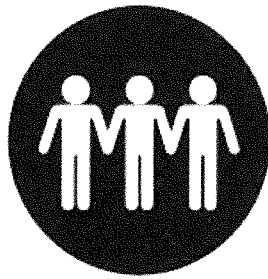
Contingencies Occupants and staff who are outside of rooms during a Lockdown may be faced with the need to get out of sight without the benefit of an empty or open room. In this situation, occupants and staff must be trained to hide or even evacuate themselves away from the building. If during a Lockdown an intruder is actively attempting to enter a room that staff and occupants are in, or an additional hazard manifests inside the building - i.e.: Fire, flood or hazmat; then situational decisions must be made. Evacuation to a non-usual location or by non-usual means (climbing out a

window) may be required, or as a last resort preparing to defend the room and yourself may be necessary.

Examples of Lockdown conditions the following are some examples of when an emergency dispatch might call for a Lockdown.

Dangerous animal within building

- Intruder
- Domestic violence threat
- Active threat



EVACUATE

Evacuate Evacuate is called when there is a need to move occupants from one location to another.

Notification The public address for Evacuate is: "Evacuate! Report to Rally Point." Type is added when special actions need to be taken during evacuation.

Actions The Evacuate Protocol demands occupants and staff move in an orderly fashion. In a tactical response, occupants and staff should be prepared to follow specific instructions given by first responders. First responders may ask occupants and staff to place their hands on their heads or use different evacuation methods, i.e. run, crawl, cover mouth and nose, etc.

Responsibility A safety team member or first responder is responsible for initiating an evacuation.

Evacuation assembly The Evacuation Assembly refers to gathering at the Evacuation Rally Point. Staff are instructed to take names and account for any missing or extra staff or occupants after arrival at the Evacuation Assembly Point.

Rally Points

NHA Main Office: Norwalk Police Department

Leroy Downs: NHA Parking Lot

Irving Freese/Senior Court/John Shostak: Community Center or Adjacent Building Parking Lot

Colonial Village: Learning Center or Adjacent Parking Lot

Meadow Gardens: Learning Center or Parking Lot

20 West: Church parking lot across the street

Fairfield Avenue: Directly across the street

Chapel Street: Directly across the street

Roodner Court: Basketball court

Seaview/Elmwood: Commercial plaza South West of Seaview

King Kennedy: Learning Center or adjacent school parking lot

School Street: Directly across the street from the parking lot

Main Avenue: Playground

Arch Street: Parking lot across the street

Drills Evacuation drills should be performed twice a year. Fire drills constitute a valid evacuation drill. (Note: Fire Codes often mandate more frequent fire drills.)

Contingencies Occupants who become separated during an Evacuation should be instructed to join the group at the Rally Point and identify themselves to a staff member upon arrival. Special needs Evacuation plans should be developed and drilled, including medication and pharmaceutical needs.

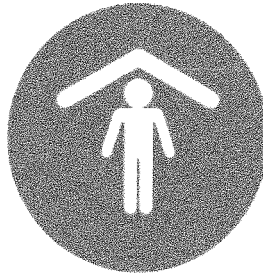
Police led Evacuation in a Lockdown event where law enforcement is clearing the building and escorting occupants and staff out, it is important to have provided instruction, in advance, on what to expect. There may or may not be any notification to occupants and staff that law enforcement is

performing these actions. As officers enter the room, occupants and staff must keep their hands visible and empty. It is unlikely that occupants or staff may be able to bring backpacks or purses with them during a Police Led Evacuation. Prepare occupants and staff that during a Police Led Evacuation, officers may be loud, direct and commanding. Occupants and staff may also be searched both in the room or area and again at any assembly area. There is a new conversation occurring with law enforcement regarding their role in post event recovery. This is a growing area and warrants conversations between organizations and agencies about how to keep occupants safe and reduce trauma that might be associated with a Police Led Evacuation.

Preparation Staff and management training. Identification of rally/assembly areas.

Special needs evacuation plans should be developed and drilled, including medication and pharmaceutical needs

- **Do Not Use The Elevators!!** When the fire alarm sounds, the elevators are automatically returned to the 1st floor where they await emergency responder control. Employees may only use the stairwells to reach the first floor via the nearest exit.
- Visitors and employees requiring assistance in descending the stairs will remain on the stairwell landing with an able-bodied person from their respective department. Fire Fighters will come to the stairwell landing and carry the person down to the first floor. Untrained employees are **NOT** to attempt to carry anyone down a stairwell, as they may block the stairwell and/or injure themselves.
- During the evacuation period, Security staff will be located at every 1st floor main entrance door to warn and prohibit people from entering the building during an emergency. The staff will also inform First Responders of any person requiring assistance in the stairwells.
- **DO NOT RE-ENTER after leaving the building!** All personnel should immediately gather at their assigned assembly points, at least 300 feet away from the building. There is 1 assembly point at the Norwalk Police Department parking lot. Every employee should know their evacuation route and closest assembly area. The senior employee in each department will report the status of all department employees and visitors to first responders. Everyone will remain outside the building until responders declare that it is safe to re-enter.



SHELTER

Shelter Shelter is called when the need for personal protection is necessary. Training should also include spontaneous events such as tornado, earthquake or hazmat.

Notification The notification for shelter should include the hazard and the safety strategy.

Safety Strategies may include:

- Evacuate to shelter area
- Seal the room
- Drop, cover and hold
- Get to high ground

Severe Weather Strategies may include:

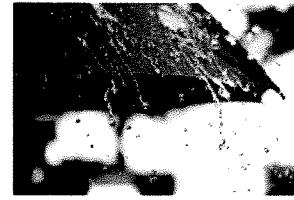
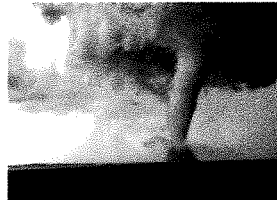
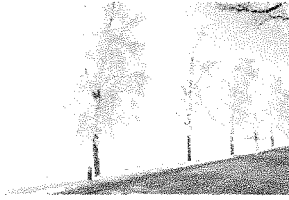
- Stay away from windows
- Leave exterior offices and doors closed
- If trapped in an external office, seek protection under a desk
- Go to a secure interior location (stairwells, elevator, lobby, restrooms)
- Remain in safe area until all danger has passed
- Follow directions of safety team member

Responsibility Each individual is responsible for sheltering. If there are special needs that prevent individual responsibility, administration should plan on how to best provide sheltering assistance. As an employee, it is important that you know what to do. Being prepared for any emergency includes you and your co-workers being proactive in making plans to assist fellow employees and other building occupants, to include visitors with disabilities and/or individuals with language barriers.

Preparation Identification and marking of facility Shelter Points.

Drills Shelter Safety Strategies should be drilled once a year.

In the event of a tornado warning, employees, visitors and residents should go to the lowest floor of the building or an interior room (no windows) or closet



NATURAL DISASTERS

Natural Disaster Natural Disasters can include severe weather events such as blizzards, hurricanes, floods, tornados or earthquakes.

Notification The notification for employees of a severe weather event will be through the Executive Director or Human Resources. All residents are encouraged to register to receive Emergency Alerts from the City at www.norwalkct.or or by calling 203-854-0238.

Severe Weather Strategies may include:

- Residents should have additional shelf stable food in case of power outages
- Keep flashlights and batteries on hand
- Stay away from windows
- Go to a secure interior location
- Avoid unnecessary travel
- Remain in a safe area until the severe weather and associated danger has passed

Responsibility Each staff member and resident is responsible for the appropriate severe weather response. If there are special needs that prevent individual responsibility, administration should plan on how to best provide sheltering assistance. As an employee, it is important that you know what to do. Being prepared for any emergency includes you and your co-workers being proactive in making plans to assist fellow employees and other building occupants, to include visitors with disabilities and/or individuals with language barriers.

Preparation Maintain emergency kits with batteries, flashlights, water, shelf stable food (if possible), blankets. Identification of Shelter Points and Rally Points.

Drills Shelter Safety Strategies should be drilled once a year.

See Appendix E: Checklist for Severe Weather Emergency Response for additional information.

Incident Specific Information

Active Shooter Event:

An active shooter is an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. During Active Shooter events, a building-wide lock-down must be issued. In preference and priority order, there are three general options or responses when confronted with an active shooter situation:

Run (First preference and priority)

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

Hide (Second preference and priority)

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Hide behind furniture if possible
- Silence your cell phone and turn off lights

Fight (Third preference and priority)

- If confronted directly, and as a last resort when your life is in imminent danger, attempt to incapacitate the shooter
- Act with physical aggression, throw items at the shooter, yell loudly and commit to the effort

Call 911 when it is safe to do so. Information you should provide to the 911 operator or law enforcement includes:

- Your location and location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

When law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers, keep hands visible
- Avoid quick movements toward officers
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating.

The active shooter incident will be a dynamic situation that evolves rapidly and demands immediate response from law enforcement to terminate the life-threatening situation. **The immediate response of the first responders on scene is to take aggressive action to find and stop the shooter(s).** Rescue efforts will be delayed until the danger can be either mitigated or eliminated.

Attempted Suicide

All suicidal thoughts and intents, suspected and expressed, should be taken seriously and reported to the Department Manager and appropriate Crisis Team Members. The plan of care for a potentially suicidal person should be developed and implemented by the Crisis Team.

The Staff Member on the Scene will:

- Stay with suicidal person if it can be done safely
- Treat attempt as a medical emergency and call 9-1-1
- Engage in conversation and attempt to calm and reassure the person if it can be done safely
- Notify Department Manager or delegate notification to a nearby staff member
- Maintain communication with the person until help arrives
- If the person has a weapon, ask that it be put down
- DO NOT physically try to take the weapon

The Department Manager or Designee will:

- Call 9-1-1, if not yet called
- Provide for scene safety and privacy
- Notify appropriate Crisis Team Members
- Notify Parent or Guardian if suicidal person is a minor

The Executive Director will:

- Work with Department Manager and Public Safety Personnel
- Provide accurate information to other Department Managers
- Communicate with media, as needed
- Contact the Personnel department and Employee Assistance Plan

National Suicide Prevention Lifeline: 1-800-273-8255

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Bomb Threat

All bomb threats will be taken seriously, recorded below on the Bomb Threat Checklist and Public Safety Personnel (9-1-1) notified. In telephone calls involving bomb threats, it is important for the person receiving the call not to put the call on hold or attempt to transfer call. In the event a suspicious device or object is found on the premises, members of the staff are directed not to touch or move the object.

The Staff Member who receives the bomb threat will:

- Listen carefully and NOT interrupt caller
- Try to remain calm
- Alert Department Manager or Designee
- Complete the information listed below
- Write down as much of the message, as can be remembered

EXACT WORDING OF THREAT:

Sex of caller: _____ Age: _____ Date: _____
Length of call: _____
Number at which call received: _____

BOMB THREAT CHECKLIST

<p>CALLER'S VOICE:</p> <p>___ Accent ___ Loud ___ Angry ___ Nasal ___ Clearing throat ___ Normal ___ Deep ___ Cracking voice ___ Ragged ___ Rapid ___ Deep breathing ___ Raspy ___ Disguised ___ Slow ___ Distinct ___ Slurred ___ Excited ___ Soft ___ Familiar ___ Stutter ___ Laughter ___ Whisper ___ Lisp</p>	<p>BACKGROUND SOUNDS:</p> <p>___ Animal noises ___ Office machinery ___ Cellular call ___ PA System ___ Clear ___ Static ___ Factory machinery ___ Street noises ___ House noises ___ Voices ___ Motor Other: _____ ___ Music _____</p>
---	--

REMARKS: _____

THREAT LANGUAGE:

___ Foul ___ Taped
___ Incoherent ___ Well spoken (educated)
___ Message read by threat maker

The Department Manager or Designee will:

- Call 9-1-1
- Collaborate with Public Safety Personnel and determine if building evacuation is required.
- Notify Executive Director

The Executive Director will:

- Work with Department Manager and Public Safety Personnel
- Provide accurate information about incident to other Department Managers

- Communicate with the media, as needed

The Staff will:

- Follow instructions provided by Department Manager or First responders
- Remain Calm

Additional Information

- Public Safety Personnel will assume command of the situation upon arrival and will determine the actions to be taken
- Use of telephones should be restricted during the incident

De-escalation of Volatile Situations

- Don't avoid the conflict. Be quiet, don't interrupt, and be attentive.
- Remain calm. When dealing with difficult clients, the best approach is to stay calm.
- Avoid being defensive. Listen to what the person is trying to tell you.
- Engage in conversation.
- Don't play the blame game. Work to see both sides and reflect the feelings the person is saying or displaying.
- Avoid overgeneralizations. Repeat the content of the person's message.
- Avoid the need to be right. Help the person clarify his or her request.
- Be empathetic. This is the quickest way to calm an angry or difficult patient.
- Align yourself with the person. For example, you might share times that you too have felt wronged.
- Avoid arguing. Be sincere, but don't contradict the person.
- Don't stonewall but set boundaries. Allow the person to release his or her frustration.
- Don't attack someone's character. Let the person know that you understand the complaint.

WHAT IF THE PROBLEM CONTINUES TO ESCALATE?

First, if you suspect the person may turn violent, don't put yourself in a situation where you may be harmed.

1. If the person stays angry but rational, calmly ask for a cooling off period and then to agree to meet back in a few minutes.
2. Keep control of your emotions. Someone has to be the adult. The customer may taunt you or call you names, just keep cool.
3. Don't yell at the person and never put your hands on someone.
4. Keep your distance.
5. Don't act threatening or provoke the person.
6. If you feel they will not calm down, and a manager is not present, calmly ask a fellow employee to call 911.
7. If you are alone, keep your distance and calmly tell the person you are calling 911 to help solve the problem. If you feel threatened, look for an exit route or a safe place to run – for instance, a closet with a locking door.

If you stay calm, listen to the person, and work together on a reasonable solution, you can de-escalate most conflicts. Also, for more information on how to resolve conflict, check out our course on preventing workplace violence.

Medical Emergency Response Plan

The First Person/Rescuer on the scene of a medical emergency will:

- Remain with the person
- Call out loudly for help
- Do not attempt to move the person unless the scene is dangerous

When help arrives, the rescuer will designate someone to:

- Call 9-1-1
- Provide the number of the closest exterior door.
- Notify the Emergency Medical Services upon arrival on site
- The Department Manager or Designee upon notification will:
- Provide for scene safety as needed, such as clearing the area of unnecessary people, maintaining clear access route for Emergency Medical Services
- Designate a staff member to accompany the person to the hospital and arrange transportation back to facility for the staff member
- Verify that a family member of the person has been notified
- Notify the Executive Director
- Convene the Crisis Team, as needed
- Notify the Director of Human Resources for EAP assistance as needed

Note: all staff should know the location of the closest first aid kit.

Missing Child

If a child has been reported lost:

The Staff Member who suspects that a child is missing will:

- Immediately notify the Department Manager or Designee and indicate where the child was last seen

The Department Manager or Designee will:

- Verify the child is missing and begin to gather information about the child
 - Child's full name and physical description
 - Address
 - Contact information for parent(s)/guardian(s)
- Assign staff to begin a search of the building (bathrooms, offices, hallways) and grounds
- Notify police, if preliminary/initial building search does not locate the missing child
- Establish a system for staff communication within the building during the search

If a child has been found alone/ separated from a caregiver:

The Department Manager or Designee will:

- Assign 2 staff members to wait with child
- Notify Police and building security
- Use phone paging system to make a building wide announcement
- Gather contact information about the child's parents
 - **Parent's name**
 - **Address**
 - **Phone Number**

Suspicious Mail and Abandoned Items

"If you see something, say something"

Building employees know better than anyone else what is out of place.

- Be aware of individuals who are seen multiple times at the same locations, sitting in parked vehicles, waiting or loitering at stations for extended periods, taking notes or annotating maps, or showing an abnormal interest in operations and facilities.
- Be aware of individuals who are entering restricted areas, attempting to gain access into restricted areas or asking for security sensitive information.
- Be aware of individuals who are changing or tampering with locks, disabling surveillance equipment, compromising fences or gates.
- Be aware of unusual or out-of-place activity for your environment.
- Be aware of unaccompanied packages or bags placed in a discreet location or other obscured area, or unoccupied vehicles parked close to buildings, bridges, stations, terminals, or other critical structures.

How to identify suspicious letters and packages:

- Excessive postage
- Incorrect title, or title without a name
- No return address
- Protruding wires or aluminum foil
- Ticking sound
- Powdery or Oily substance appearing on envelope/package
- Package/bag left outside on tables, benches with no one nearby

If you see an unattended bag, receive suspicious mail or any other item that is unusual or suspicious:

- **Call 911**
- Do not disturb or attempt to move the item
- Leave the room and close the door
- Immediately wash hands with soap and water
- Make a list of all persons who were in the room or in contact with the item, and provide it to emergency responders

Universal Precautions, First Aid and CPR

Prior to administering First Aid and CPR, one must be aware of potential exposure to Blood borne Pathogens and Infectious Diseases. Blood and other body fluids may be infected with germs that can spread diseases such as Hepatitis B / C or HIV/AIDS. Germs enter another person through broken skin (cut, scratches, etc.), mucous membranes, and punctured skin (needles/sharp objects).

FIRST AID DETERMINATION

- If you are the first responder to a medical emergency or accident, look around where the victim is located before giving first aid. Determine if you can respond in a way that is safe for you and the victim. Look for:
 - Visible clues
 - Medical Alert Tags
 - Bystanders or Other Victims
- Consider possible safety hazards from electricity, falling objects, vehicular traffic, etc. If the situation is dangerous, wait for Paramedics or the Fire Department to respond.
- Verify that Emergency Responders have been called.

ADMINISTERING FIRST AID/CPR

If safe to take initial action:

- Tell the victim your name and that you are there to help.
- Attempt to determine the extent of injury.
- Check for ABC's
 - **A**irway Open
 - **B**reathing
 - **C**heck for Pulse
- Begin Hands Only CPR **if trained** and the situation calls for it, using appropriate protections (see Universal Precautions).
- Do Not Move the victim unless located in a dangerous area.

Universal precautions is defined by the Centers for Disease Control and Prevention (CDC) as a set of precautions intended to prevent the transmission of hepatitis, HIV infection, and other blood borne pathogens when providing first aid or health care. Universal precautions are the infection control guidelines designed to protect staff and the public from exposure to infectious diseases spread by blood and certain body fluids. The precautions are referred to as universal because they are the safety procedures that should be utilized in all circumstances, when the possibility of exposure to blood or body fluids exists. It is recommended that one should consider every person, all blood and most body fluids as potential sources of an infectious disease.

The following are universal precaution guidelines for all staff:

- Frequent and thorough hand washing is an essential step for all staff to take to minimize the spread of infection.
- Hands need to be washed before and after providing first aid (even when gloves are worn)
- Gloves should be worn whenever there is potential contact with blood or body fluids. Gloves are for single use only and should never be reused.
- In the case of severe bleeding, if gloves are not immediately available, a barrier can be created using a plastic bag, thick paper towels or clothing.
- Instruct the person who is bleeding to personally apply direct pressure to the site of bleeding.
- Building custodians should be notified for proper cleanup of blood spills, as specific products and procedures need to be utilized. Maintenance staff will be trained for blood and pathogen clean up.

- Evaluation and care by Public Safety Personnel is recommended for staff following any significant exposure to blood.
- Sharp objects (broken glass, sharp metal, needles, and knives) should be handled carefully and appropriately.
- Staff should avoid using bare hands to pick up sharp objects and consider using objects such as a broom and dustpan.
- Sharp objects should be discarded in solid, puncture resistant containers, not in plastic trash bags or regular wastebaskets.

The following are the guidelines for exposure to blood or body fluids:

If a Staff Member or the Public is exposed to blood or other potentially infectious materials he/she will:

- Wash and/or flush (eye) the affected area thoroughly
- Seek further evaluation and care by Public Safety Personnel or his/her Primary Care Provider as needed.
- Complete an Accident Report
- Notify the Department Manager and Personnel department

The Department Manager or Designee will:

- Assess, ensure the site of exposure is properly cleaned

For Staff -

- Advise staff member to seek medical evaluation in the Emergency Room, or with his/her Primary Care Provider, as needed.
- Notify Personnel Director and supervisor
- Notify Maintenance for any additional site clean-up as needed

For Children -

- Notify the parent/guardian and advise parent/guardian to immediately seek further evaluation in the Emergency Room, or with Primary Care Provider.

Unknown Animal Contact
(Actual or Potential)

Purpose: Stray or suspicious animals (domestic or wild) can pose a health and/or safety danger to the public and staff. If a stray or suspicious animal is observed on City property, the following actions need to be taken to safeguard the public and staff:

Potential Animal Contact:

The Person who observes the animal will:

- Notify the Department Manager or Designee
- Instruct the public and staff not to approach the animal and to move in a direction away from the animal

The Department Manager or Designee will:

- Remove the public and staff from the area as needed
- Contact 9-1-1
- Follow instructions provided by the responding Police and Animal Control Officer

Actual Animal Contact:

- A contact with a stray or wild animal includes; petting or holding the animal, direct contact with the animal's saliva, and/or sustaining a scratch or bite from the animal.

The Person responding to the incident will:

- Adhere to Universal Precautions
- Notify the Department Manager or Designee

The Department Manager or Designee will:

- Remove Public and staff from the area as needed
- Contact Norwalk Police/Executive Director
- Notify the Norwalk Health Department
- Follow instructions provided by the responding Police and Animal Control Officer

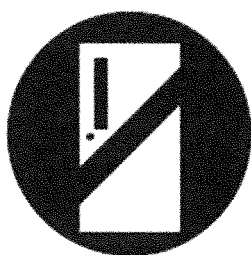
APPENDIX A: Important Emergency Contact Numbers and Links

Emergency Services	9-1-1
Norwalk Police (Non-emergency)	203-854-3000
Norwalk Fire (Non-emergency)	203-854-0200
Norwalk Health Dept	203-854-7776
Mayor's Office	203-854-7701
Norwalk Hospital - Main Number	203-852-2000
United Way- Infoline	2-1-1
Employee Assistance Program (FCA Intake Coordinator)	203-855-8765
Poison Control Center	800-222-1222
Domestic Violence Hotline	888-774-2900
National Suicide Hotline	800-273-8255
American Red Cross	(877) 287-3327

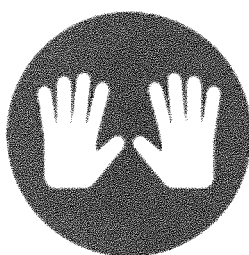
Norwalk Housing Authority
www.norwalkha.org
 203-838-8471

Helpful Links:

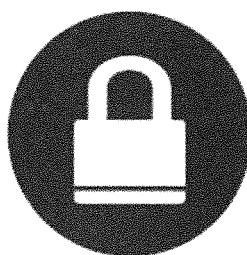
- **Ready.gov- Preparedness Information: www.ready.gov**
- **Centers for Disease Control and Prevention: www.cdc.gov**
- **The 'I Love you Guys' Foundation: www.iloveguys.org**
- **Department of Homeland Security (DHS): <https://www.dhs.gov/hometown-security>**
- **American Red Cross: www.redcross.org**



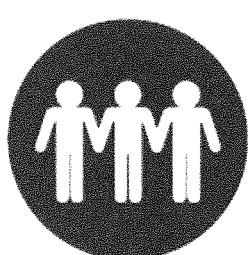
HOLD



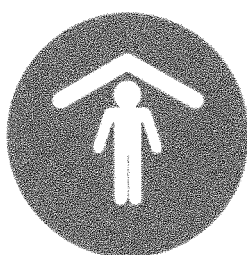
SECURE



LOCKDOWN



EVACUATE

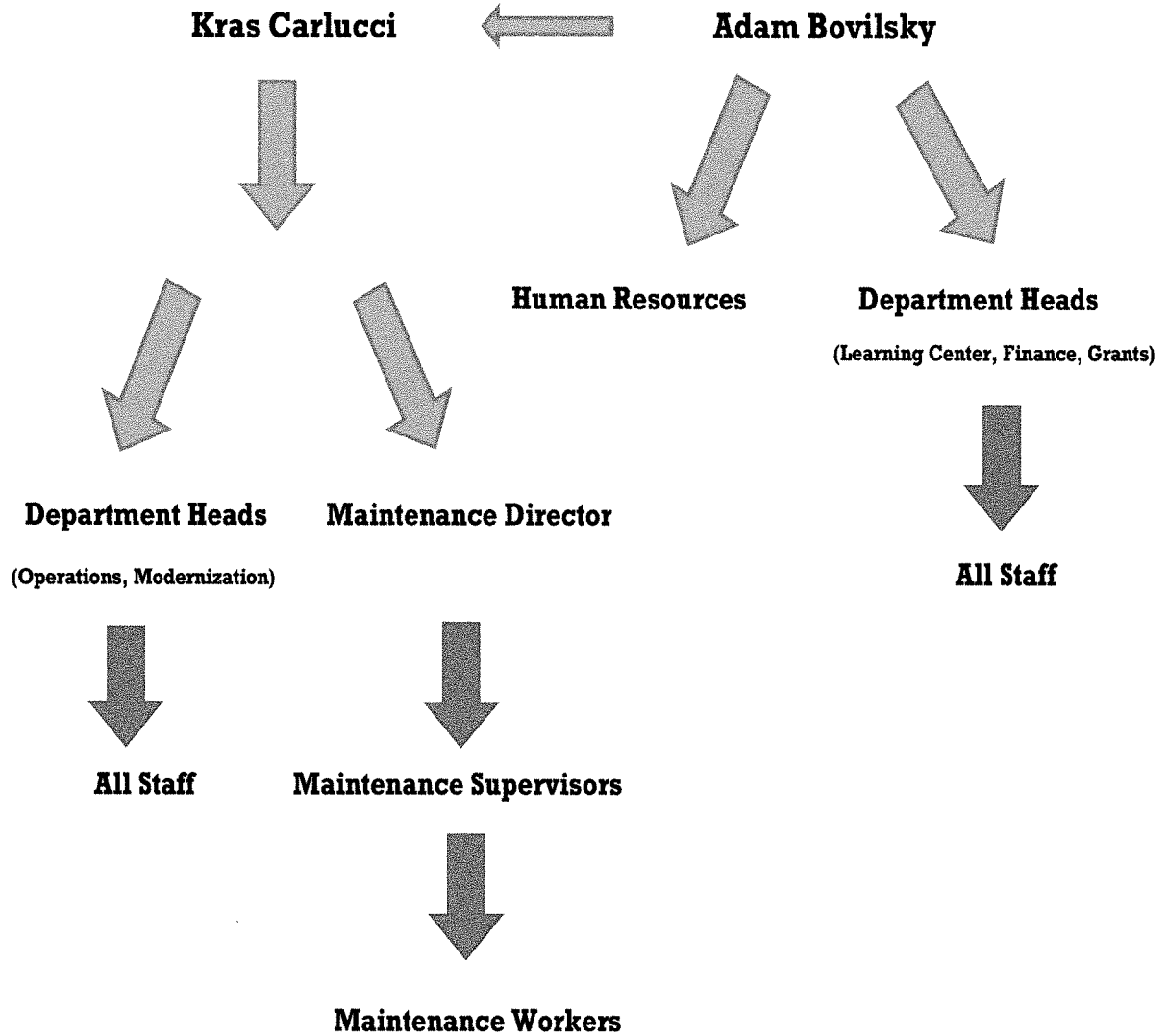


SHELTER

APPENDIX B: Chain of Communication

Organizational Chart for Emergencies

Notification Chain



APPENDIX C: Important Staff Phone Numbers

Emergency Contact Numbers			
Name	Position	Office Number	Cell Phone*
Adam Bovilsky	Executive Director	203-354-1809	203-919-8566
Kras Carlucci	Deputy Director	203-838-8471 x847	203-856-4277
Irv Clemons	IT Director	203-838-8471 x125	203-644-4625
Cathy Hopkins	Reception	203-838-8471	203-360-9741
Alison Mukhtar	Special Assistant	203-354-1803	917-657-5654
Nicole Ruffin	Human Resources Director	203-838-8471 x137	203-687-3719
Anna Keegan	Director of Housing Operations	203-354-1806	203-952-2743
Leroy Fender	Director of Maintenance	203-642-9353	203-571-7290
Charmaine Davis-Ford	Director of Finance	203-354-1814	203-295-1474
Greg Lickwola	Director of Modernization	203-505-2568	203-505-2568
Wendy Gerbier	Director of Learning Centers	203-852-1144 x102	203-803-8581
Tiana Brown	Assistant Director of Learning Centers	203-852-1144 x103	475-489-7738
Lisa Roger	FSS Supervisor	203-354-1841	203-524-3032
Nadine Delcin	CNI Administrative Assistant	203-515-3081	954-330-2584

* Personal cell phone numbers should only be used in case of emergency.

APPENDIX D: Site Emergency Teams

The following emergency plan provides response procedures to protect people and property during an emergency or disaster situation. This plan identifies and assigns personnel to various emergency tasks and responsibilities, thus creating the Site Emergency Team. This plan provides coordination between the Site Emergency Team response and governmental and local authorities to ensure the most effective response possible. The purpose of this Plan is to guide Norwalk Housing Authority (NHA) before, during and after a disaster. It develops and describes a comprehensive program that defines who does what, when, where, and how in order to mitigate, prepare for, respond to, and recover from the effects of natural, technological and human-caused hazards. This plan provides a foundation for developing and maintaining disaster response capabilities and for; identifying and applying hazard mitigation strategies.

Response Procedures

Response to an emergency situation or disaster affecting NHA is a cooperative effort between onsite departments, and governmental and local authorities. Different emergency situations may require unique response procedures. In general NHA will respond in this manner during most emergency situations. Notification of an impending emergency or disaster situation is normally received from local government authorities by means of local radio and/or television through the warning entry point from the security office, an employee, etc.

SITE EMERGENCY TEAM

NHA has created an Emergency Team to respond to emergency or disaster situations. This team is comprised of personnel from various NHA departments. Personnel are assigned emergency tasks that coincide as much as possible with their normal day-to-day functions. The following is a listing of emergency assignments and a description of their primary responsibilities before and during an emergency or disaster situation.

Executive Director

- Authorize and endorse the site emergency plan.
- Appoint personnel to perform emergency tasks.
- Determine what records are vital to the organization.
- Decide what protective measures should be taken.
- Authorize the use of organizational resources when appropriate.
- Determine whether to activate "essential" staff order.
- Make decisions on evacuations.
- Authorize emergency purchasing procedures, if required.
- Stay in contact and serve as liaison with other agencies.
- Prepare and issue news releases to/from the media.
- Conduct media tours of the onsite emergency scene, as appropriate.
- Coordinate with local government authorities for conducting press conferences and issuing news releases during an extended or large scale emergency or disaster

- situation affecting more than one area.
- Implement recall procedures for all evacuated and/or sheltered persons.
- As necessary, provide for the emergency housing and feeding needs of personnel isolated at the site due to an emergency or disaster situation.
- Direct persons to designated evacuation assembly area(s) or protective shelter(s).
- Notify local government authorities of an onsite emergency or disaster situation.

Director of Maintenance

The primary responsibilities are:

- Maintain a current Site Emergency Plan for all NHA properties.
- Provide status reports of on-site situation.
- Coordinate with local first responders and implement procedures.
- Coordinate Site team activities.
- Recommend evacuations; implement evacuation; if required.
- Implement decisions and directives from the Executive or Deputy Director.
- Coordinate maintenance personnel on site.
- Prepare sites for forewarned disasters (hurricane, winter storms, heat waves, etc.)
- Mitigate hazardous situations.
- Respond to the needs of residents and staff for disasters that strike without warning.
- Keep all emergency equipment and supplies on hand and prepared for use.
- Conduct damage assessments.
- Conduct site clearance operations.
- Notify persons onsite of the need to evacuate or seek protective shelter.
- Direct persons to designated evacuation assembly area(s) or protective shelter(s).
- Ensure that all persons have taken the appropriate protective actions.
- Coordinate all necessary shut-down (and start-up) procedures (if applicable) with the appropriate personnel.
- Assist security personnel to control the movement of people and vehicles.
- Issue further instructions and updates to personnel as necessary.
- Maintain all records of purchases.
- Maintain vendor/supply contact lists.
- Maintain a **written record of all events that occur** including actions taken, decisions made and by whom, personnel involved, costs incurred, etc.
- Report verified damage information to the local emergency management jurisdiction and to the Executive or Deputy Director for release to the media.
- Maintain procedures for controlling all site systems such as start-up and shut-down of heating and cooling system.
- Coordinate operation of utility systems at the site including repair. Drawings of utility systems should be maintained (and accessible) for use during emergencies.
- Provide emergency repair/power services as necessary.
- Coordinate debris removal and site clearance operations.
- Provide damage inspection and site re-entry recommendations.
- Prioritize emergency repairs.
- Replenish, repair and/or replace emergency equipment (including fire extinguishers) after an emergency.

Deputy Director

- Obtain verified disaster-related information.
- Maintain possession of resident manifest.

- Maintain a list of special needs residents.
- Coordinate the evacuation/relocation of residents as necessary.

Maintenance Supervisors

- Control the movement of people and vehicles at the site and maintain access lanes for emergency vehicles and personnel.
- Communicate movements and on site situation with Director of Maintenance.
- Advise on security issues.
- Prevent unauthorized entry into hazardous or secured area.

Finance Department

- Track all costs related to the emergency(ies) including supplies, over-time, labor, equipment, contractors.

APPENDIX E: Emergency Checklists

CHECKLIST FOR EMERGENCY RESPONSE

SEVERE WEATHER (Flood, Hurricane, Blizzard, Tornado, Extreme Heat)

Executive Director

- 1. Monitor weather conditions.
- 2. Obtain verified information about the incident.
- 3. Notify personnel when a severe weather warning has been issued.
- 4. Determine whether personnel should be released.
- 5. Direct that staff should be notified as necessary
- 6. Determine what staff and personnel should do if isolated at site.
- 7. As necessary, provide for the emergency housing and feeding needs of personnel isolated at site
- 8. Maintain a primary and alternate communications system between Director of Maintenance, Deputy Director and local authorities.
- 9. Notify key officials as necessary
- 10. Authorize the use of organization resources by and local response agencies.
- 11. Prepare and issue news releases to the media, if necessary
- 12. Conduct media tours of weather conditions (if possible).
- 13. Recall personnel when the severe weather warning has been terminated, or when conditions permit.

Director of Maintenance

- 1. Monitor weather conditions.
- 2. Establish communications with Maintenance Supervisors, Deputy Director.
- 3. Ensure that a working battery-powered radio is presented to listen for changes in weather conditions.
- 4. If necessary, coordinate with maintenance personnel, utility companies, and the fire department in shutting down utility lines or systems that might present an additional hazard (i.e., downed electrical lines, broken water lines, etc.).
- 5. As conditions permit, dispatch personnel to inspect the site for damage.
- 6. Report verified damage information to the local emergency management jurisdiction and to the Executive Director for release to the media as necessary.
- 7. Coordinate utility start-up procedures (as necessary) with maintenance personnel, utility companies, and the fire department.
- 8. Maintain a record of events that occur.
- 9. Prepare an after-action report.

Human Resources

- ___ 1. Notify personnel of their early dismissal due to weather conditions.
- ___ 2. Coordinate unit shut-down procedures as necessary.
- ___ 3. Ensure that all persons in the main and/or auxiliary offices have dismissed.
- ___ 4. Coordinate unit start-up procedures as necessary.

Maintenance Supervisors

- ___ 1. Report to the Director of Maintenance. Coordinate the activities listed below.
- ___ 2. Assist with traffic/access control as necessary.
- ___ 3. Assist with snow, ice, and debris clearance and site cleanup as necessary.
- ___ 4. Provide emergency repair services as necessary.
- ___ 5. As conditions permit, inspect the site for damage and provide re-entry recommendations.
- ___ 6. Provide auxiliary power/lighting as necessary.
- ___ 7. Control the movement of people and vehicles at the site.
- ___ 9. Maintain access lanes for emergency and snow removal vehicles.

Deputy Director

- ___ 1. Establish communications with Executive Director and Director of Maintenance
- ___ 2. If necessary, assist in the evacuation of residents to identified assembly area assembly.
- ___ 3. As necessary, provide for the emergency housing and feeding needs of residents
- ___ 4. Brief resident leaders and maintain contact.
- ___ 5. Provide updates to residents, as they become available.
- ___ 6. Refer to resident manifest and list of residents with special needs.
- ___ 7. Responsible for communications with residents via text and written material to be distributed by maintenance staff.

EMERGENCY RESPONSE CHECKLIST

STRUCTURAL THREATS

(Gas Leak, HAZMAT, Chemical, Fire, Power Failure)

Executive Director

- ___ 1. Obtain verified information about the situation.
- ___ 2. If necessary, direct the evacuation of personnel to the evacuation assembly area
- ___ 3. Maintain primary communications with Deputy Director and local authorities
- ___ 4. Determine what staff and personnel should do during interim period.
- ___ 5. Authorize the use of organization resources as necessary.
- ___ 6. Prepare and issue news releases to the media.
- ___ 5. Notify key officials as necessary.

Director of Maintenance

- ___ 1. Determine the extent of the threat, if possible.
- ___ 2. Ensure that the fire alarm system has been activated, if required.
- ___ 3. If necessary, evacuate to the evacuation assembly area identified
- ___ 4. Establish communication with Deputy Director and Maintenance Supervisors
- ___ 5. Ensure that the local authorities, utility companies, as necessary, have been notified.
- ___ 6. Coordinate actions of personnel with those of offsite responders.
- ___ 7. Coordinate with maintenance personnel, utility companies, and the fire department in shutting down utility lines or systems that might present an additional hazard (i.e., gas main).
- ___ 8. Erect barricades and other traffic/access control devices and assist with traffic control as necessary.
- ___ 9. Provide auxiliary power/lighting as necessary.
- ___ 10. Coordinate utility start-up procedures with maintenance personnel, utility companies, and the fire department.
- ___ 11. Start up utility lines or systems when appropriate.
- ___ 12. Augment personnel and resources as necessary.
- ___ 13. As conditions permit, inspect the site for damage and provide re-entry recommendations.
Note: Local fire officials will make the final determination as to whether or not the site is safe to re-enter.
- ___ 14. Recall evacuated personnel when it is safe to do so.
- ___ 15. Report verified damage information to the Executive Director
- ___ 16. Maintain a written record of all events that occur during the incident including actions taken, decisions made and by whom, personnel involved, costs incurred, etc. If possible, a photographic or video record should be arranged.
- ___ 17. Prepare an after-action report.

Human Resources

- ___ 1. Notify persons of the need to evacuate.
- ___ 2. Ensure personnel provide immediate assistance to any staff with disabilities.
- ___ 2. Ensure that non-duplicated vital records located within the office are preserved.
- ___ 3. Coordinate unit shut-down procedures as necessary.
- ___ 4. Ensure that all persons in the unit have evacuated.
- ___ 5. Account for all personnel at the assembly area.
- ___ 6. Coordinate unit start-up procedures as necessary.

Maintenance Supervisors

- ___ 1. Report to the Director of Maintenance, if conditions allow.
- ___ 2. If necessary, evacuate maintenance staff or residents to the evacuation assembly area identified
- ___ 3. Direct local authorities to the scene.
- ___ 4. Control the movement of people and vehicles at the site.
- ___ 5. Maintain access lanes for emergency vehicles and personnel.
- ___ 6. Prevent unauthorized entry into the hazardous area
- ___ 7. Support local authorities as requested.
- ___ 5. Provide emergency repair services as necessary.
- ___ 6. Assist with debris clearance and site cleanup as necessary.
- ___ 9. Replenish, repair, or replace emergency equipment (including fire extinguishers) as necessary

Deputy Director

- ___ 1. Establish communications with Executive Director and Director of Maintenance.
- ___ 2. If necessary, coordinate evacuations of residents to the evacuation assembly area
- ___ 3. As necessary, provide for the emergency housing and feeding needs of residents isolated at the site.
- ___ 4. Brief resident leaders and maintain contact.
- ___ 5. Provide updates to residents, as they become available.
- ___ 6. Refer to resident manifest and list of residents with special needs.
- ___ 7. Recall residents to the building once the threat is over.

EMERGENCY RESPONSE CHECKLIST

ACTS OF VIOLENCE

(Active Shooter, Workplace Violence)

The first person becoming aware of the Incident should activate the warning system as soon as they are able to safely do so. Immediate contact should be made to the Norwalk Police Department by calling 911.

Executive Director

- ___ 1. Identify the situation (i.e. description of the incident, number of individuals involved, location, type of threat, extent of injuries, etc.)
- ___ 2. Issue protective action notification, as possible (i.e. shelter in place, evacuate etc.).
- ___ 3. If evacuation is possible, direct all personnel to alternative assembly area at Norwalk Police Department parking lot.
- ___ 4. If unable to safely evacuate, direct staff to relocate to a safe area(s) or establish a safe area by locking or barricading doors.
- ___ 5. Call 911. Establish communications with Norwalk Police Department.
- ___ 6. Brief local authorities/first responders on the situation.
- ___ 7. Authorize the establishment of the Media Center.
- ___ 8. As conditions permit, obtain verified information about the nature of the incident, number of individuals involved, weapons involved, injuries and number of persons unaccounted for, current status of situation (hostages, search and rescue, arrests, etc.)
- ___ 9. Notify key officials as necessary
- ___ 10. Authorize the use of organization resources as required.
- ___ 11. Recall staff when threat is mitigated

Director of Maintenance

- ___ 1. Implement protective actions immediately upon becoming aware of the situation. Assist others as necessary.
- ___ 2. Call 911 (If not already done).
- ___ 3. Notify Emergency Medical Services at Norwalk Fire Department 203-854-0200
- ___ 4. Verify that protective actions are underway.
- ___ 5. Secure and lock designated areas if possible.
- ___ 6. Access and secure pre-designated site information (floor plans, blueprints, utility shutoff points, etc.)
- ___ 7. Assist with securing entry points as necessary- if safe to do so.
- ___ 8. Monitor reports about the disturbance and coordinate response activities- if safe to do so.
- ___ 9. Ensure available equipment, records, and information is secured- if safe to do so.
- ___ 10. Augment personnel and resources as necessary.
- ___ 11. Brief Executive or Deputy Director on the status of the site (access points, utility shutoffs, available site equipment, etc.)
- ___ 12. Erect barricades and other traffic/access control devices and assist with traffic control as

necessary

- ___ 13. As necessary, collect and compile damage/injury information from site personnel.
- ___ 14. As necessary, report verified damage/injury information to the Executive and Deputy Director for release to the media.
- ___ 15. Provide auxiliary power/lighting as necessary.
- ___ 16. Provide emergency repair services as necessary.
- ___ 17. Inspect the site for damage as soon as possible after regaining access
- ___ 18. Assist with debris clearance and site cleanup as necessary.
- ___ 19. Maintain a written record of all events that occur related to the incident, including actions taken, decisions made and by whom, personnel involved, costs incurred, etc. If possible, a photographic or video record should be arranged.
- ___ 20. As necessary, prepare an after-action report.

Human Resources

- ___ 1. Ensure available equipment, records, and information is secured
- ___ 2. Secure the current attendance records, work schedules, sign-in sheets, or other information identifying those present on the unit.
- ___ 3. Account for all personnel/students/visitors
- ___ 4. Establish a Family Reunification Center (FRC) away from the site and implement procedures to relocate individuals to the center.
- ___ 5. Begin contacting immediate family members, directing them to the FRC.
- ___ 6. Arrange for counseling services, critical incident stress debriefings, and clergy.

Maintenance Supervisors

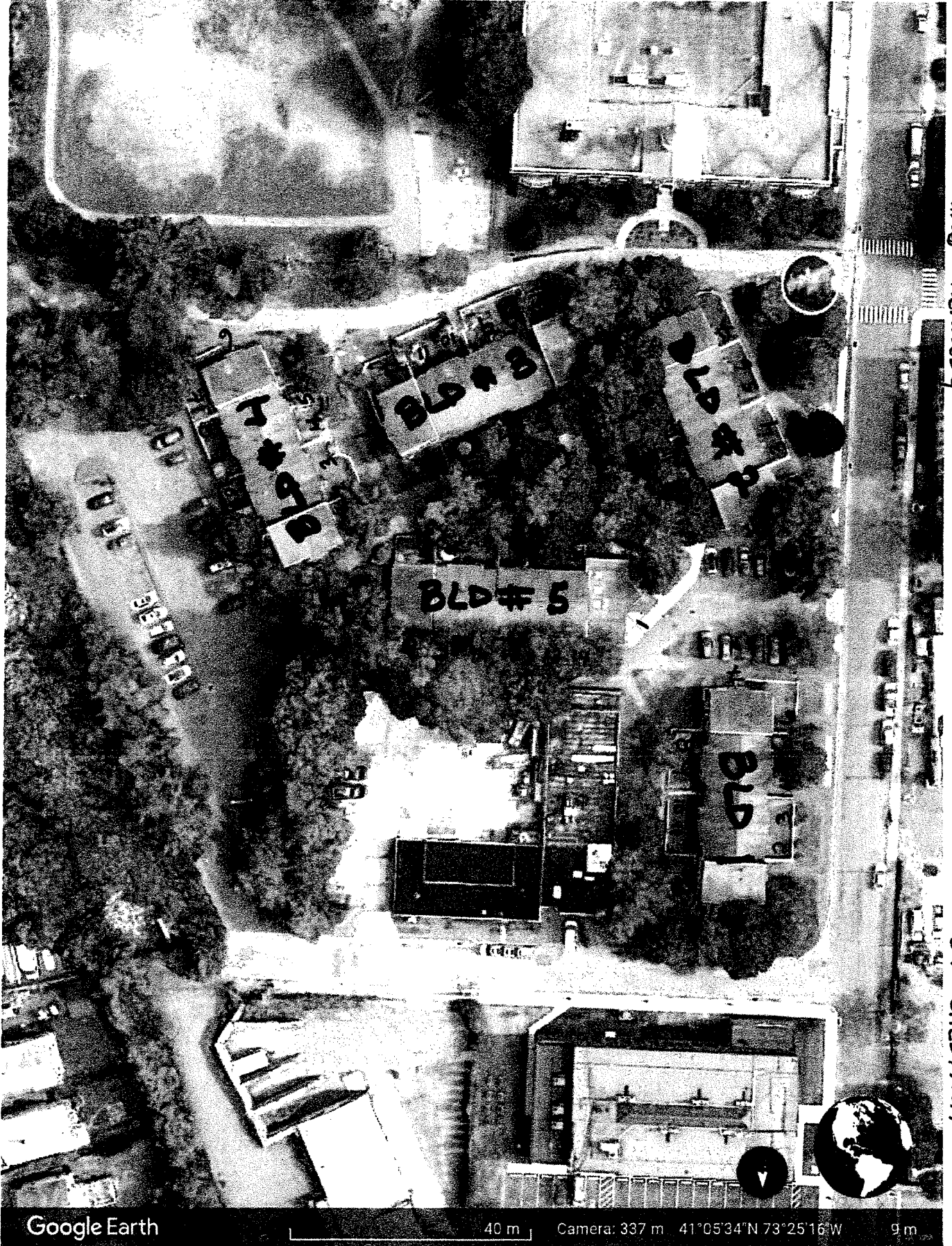
- ___ 1. Implement protective actions immediately upon becoming aware of the situation. Assist others as necessary.
- ___ 2. Call 911 (If not already done).
- ___ 3. Secure designated areas if possible.
- ___ 4. Report to the EOC. Coordinate site security with law enforcement response personnel.
- ___ 5. Secure entry points to the site, Media Center, and Family Reunification Center as necessary.
- ___ 6. Prevent unauthorized entry onto the site, the Media Center, and the Family Reunification Center.
- ___ 7. Control the movement of people and vehicles at the site.

Deputy Director

- ___ 1. Establish communications with Executive Director and Director of Maintenance.
- ___ 2. If necessary, coordinate evacuations of residents to the evacuation assembly area
- ___ 3. As necessary, provide for the emergency housing and feeding needs of residents isolated at the site
- ___ 4. Brief resident leaders and maintain contact.
- ___ 5. Provide updates to residents, as they become available.
- ___ 6. Refer to resident manifest and list of residents with special needs.
- ___ 7. Recall residents to the building once the threat is over.

APPENDIX F: Arial Photos of NHA Developments

(Attached Separately)



Google Earth

40 m

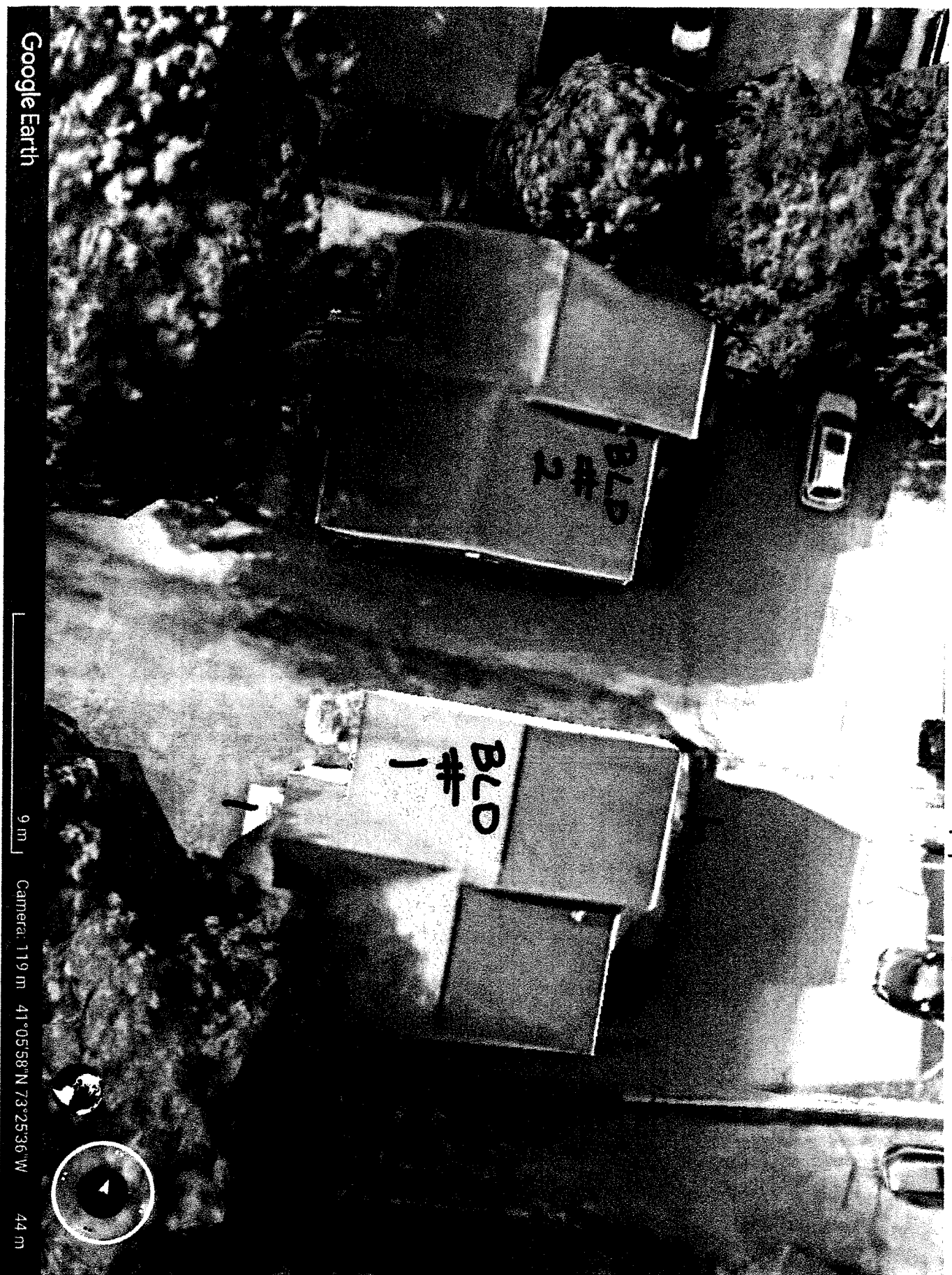
Camera: 337 m 41°05'34"N 73°25'16"W

9 m

8/10/2021

Google Earth

49 AND 51 ELNWOOD AVE



Google Earth

<https://earth.google.com/web/@41.09945391,-73.429667423,44.17058245a,74.88810684,35v,347.08432088h,0v,0r>

9 m

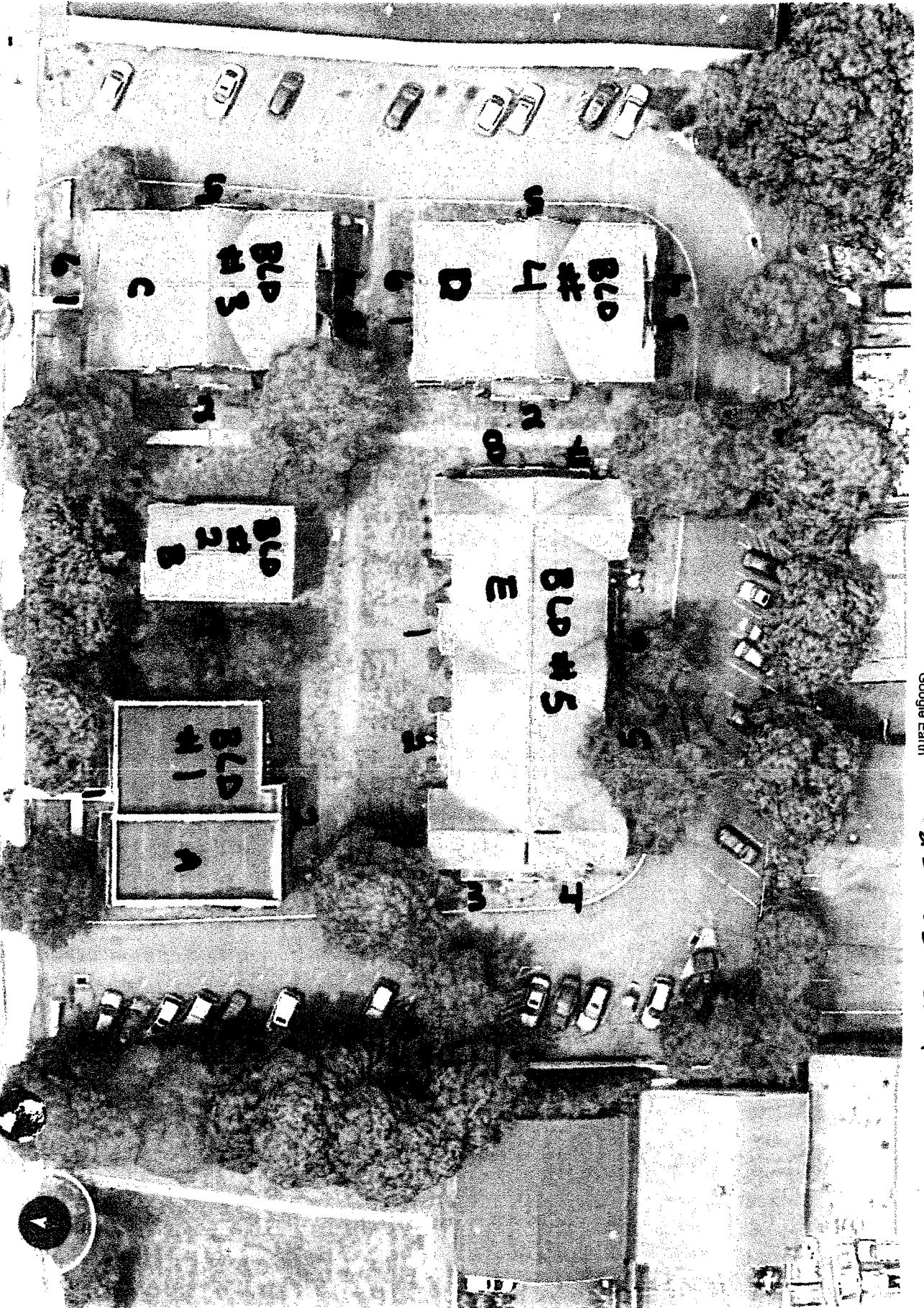
Camera: 119 m 41°05'58"N 73°25'36"W

44 m



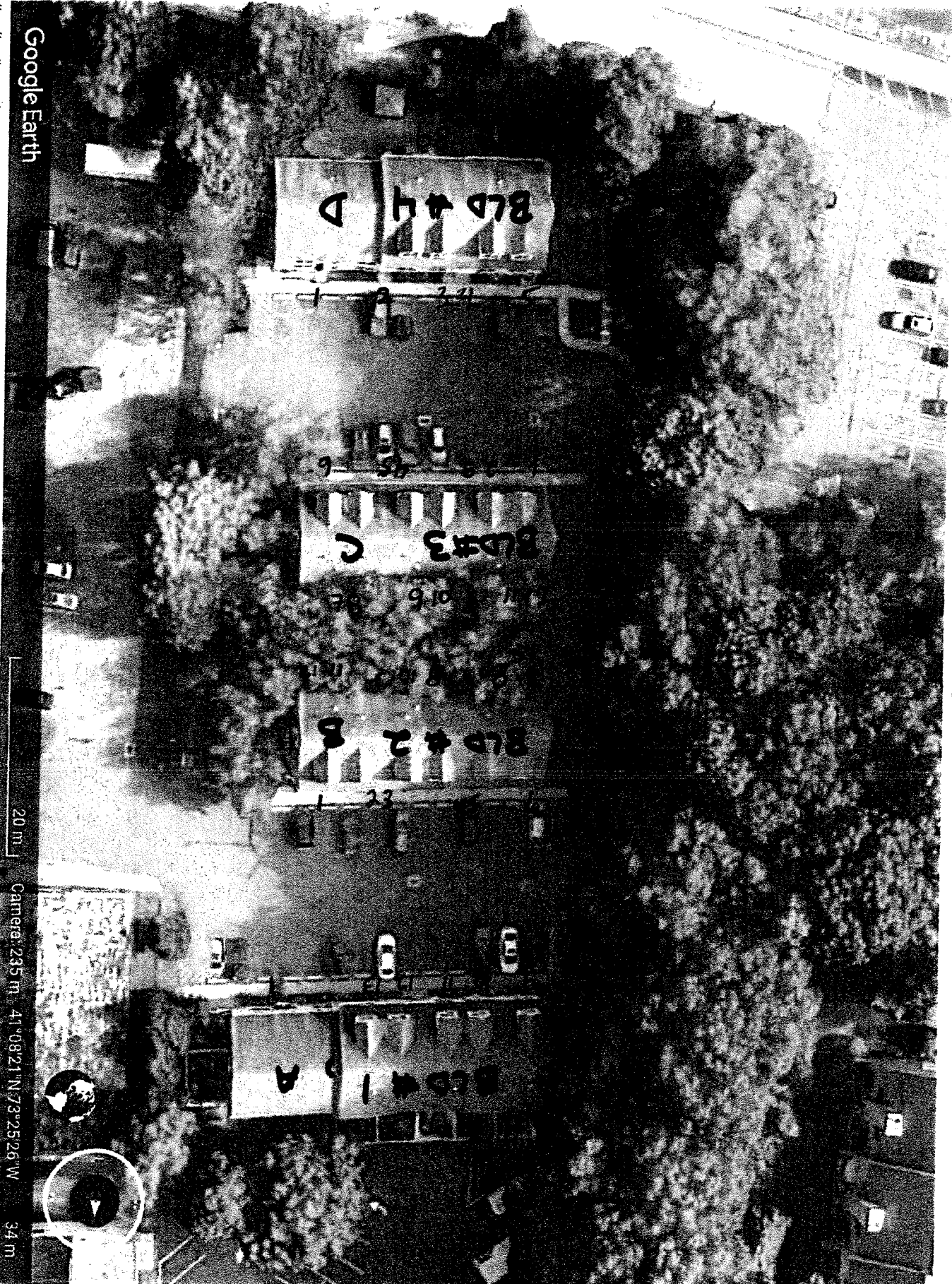


23 - 25 CHAPEL ST



Google Earth

20 m Camera: 193 m 41°06'54"N 73°24'42"W 11 m



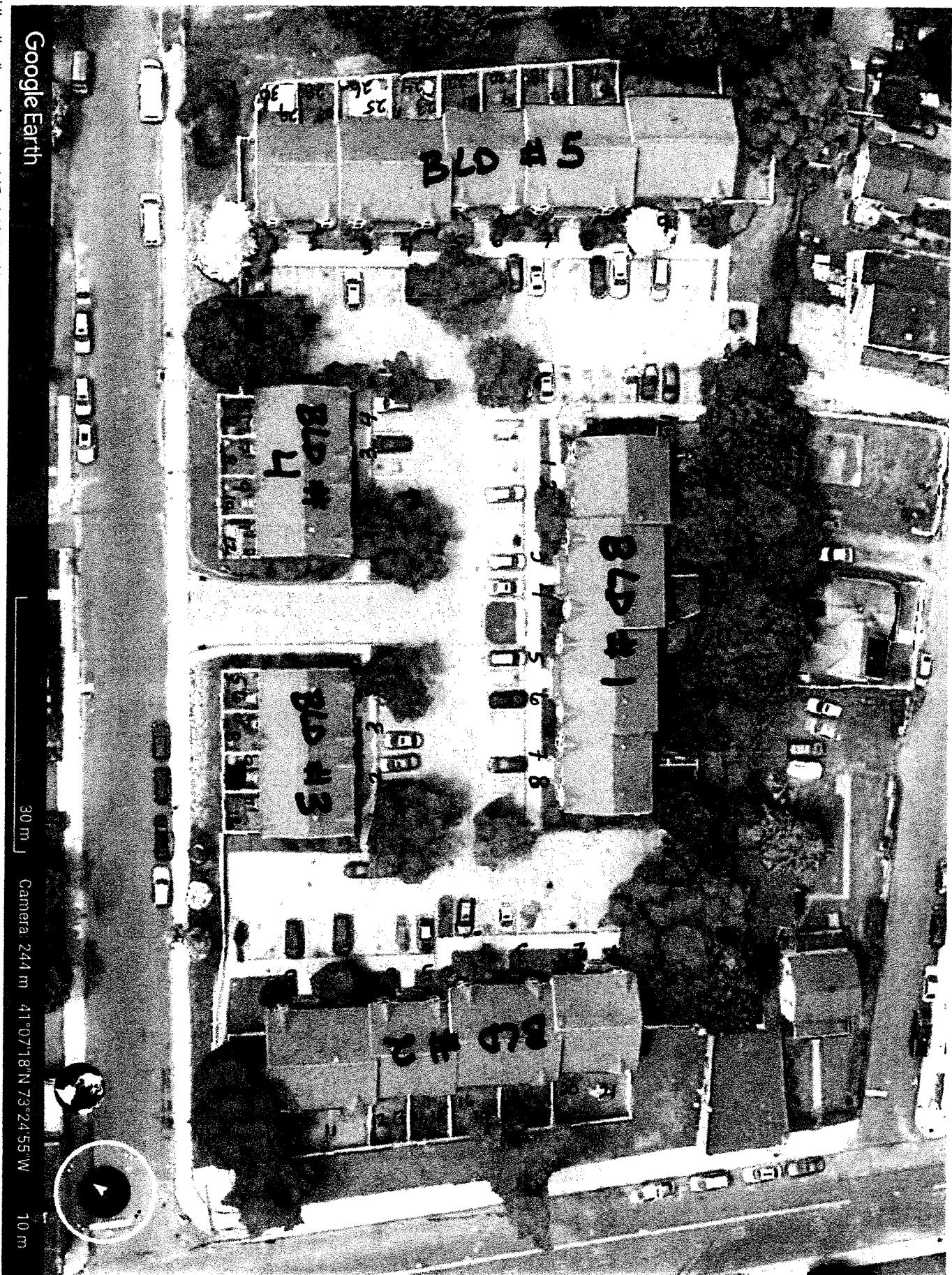
Google Earth

https://earth.google.com/web/@41.13930577,-73.42406276,36.50019703a,201.31047625d,35v,85.48406161h,8.917625d,41.26m-

20 m

Camera: 235 m 41°08'21"N 73°25'26"W

34 m



Google Earth

https://earth.google.com/web/@41.12183426,-73.41557264,10.3138628a,235,32710313a,35v,-3d,14660778a,7,217901741,n

30 m

Camera 244 m 41°07'18"N 73°24'55"W

10 m

8/9/2021

IRVING FREES

Google Earth

57 WARD ST



Google Earth

<https://earth.google.com/web/@41.1297573,-73.41662107,25.5341388a,288,25055538d,35v,-55,78022554h,0,0dR4,6637v,-0->

30 m

Camera: 314 m 41°07'47"N 73°24'59"W

17 m



8/9/2021

JOHN SHOSTAK

Google Earth

65 WARD ST

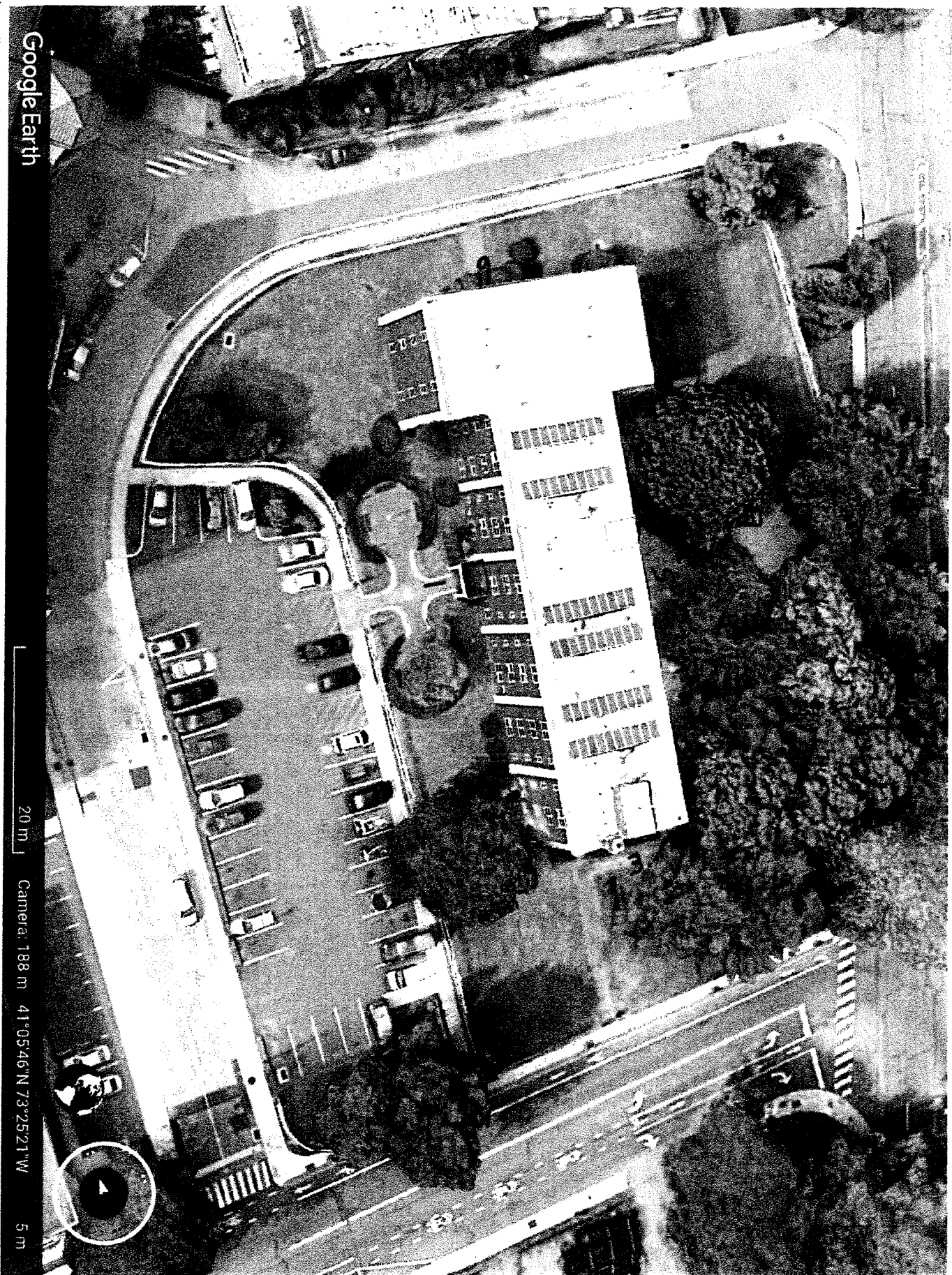


8/9/2021

LEROY DOWNS

Google Earth

26 MONROE ST.



Google Earth

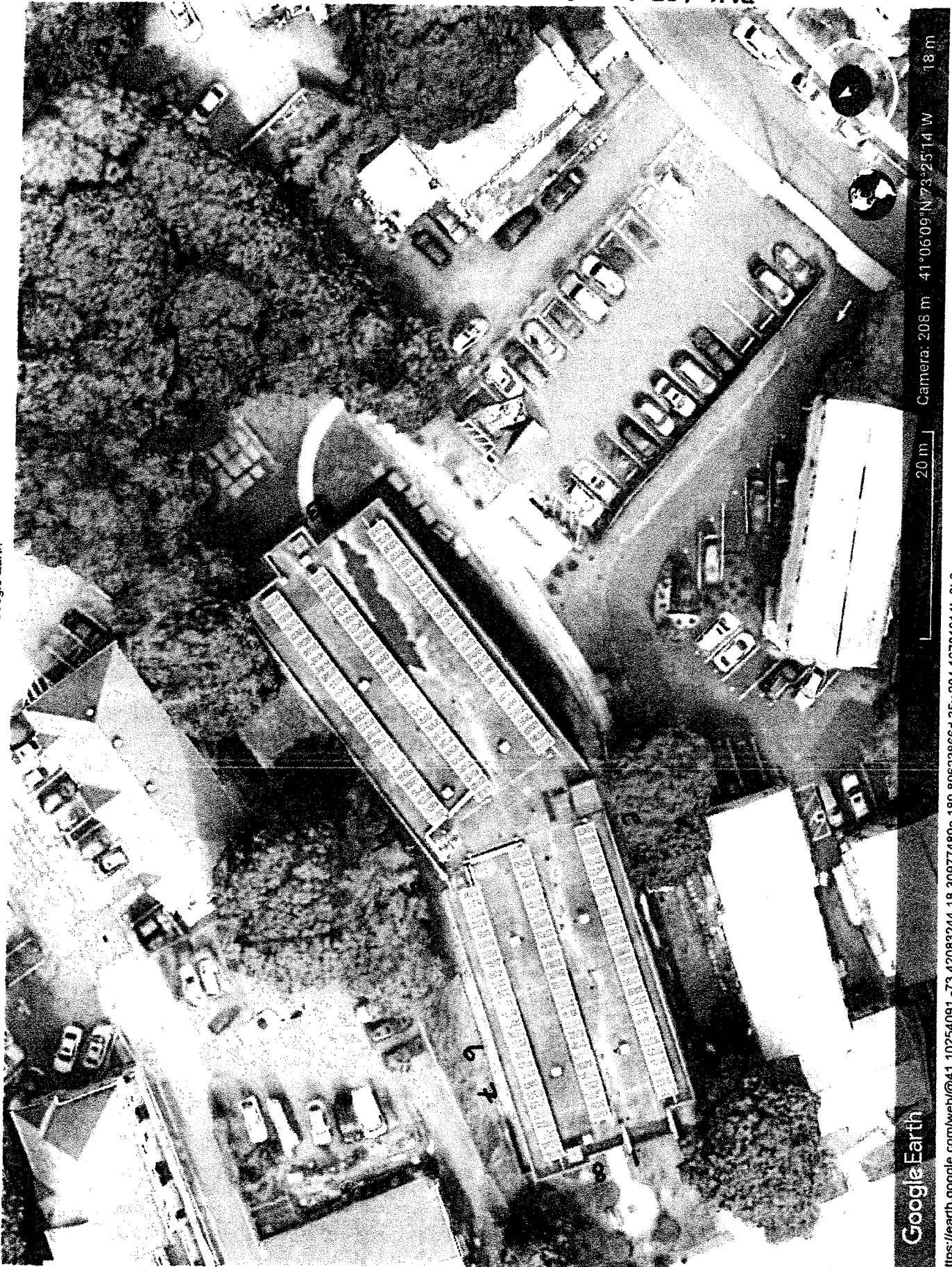
20 m

Camera: 188 m 41°05'46"N 73°25'21"W

5 m

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Google Earth



20 WEST AVE

Google Earth

Camera: 208 m 41°06'09"N 73°25'14"W 18 m

20 m

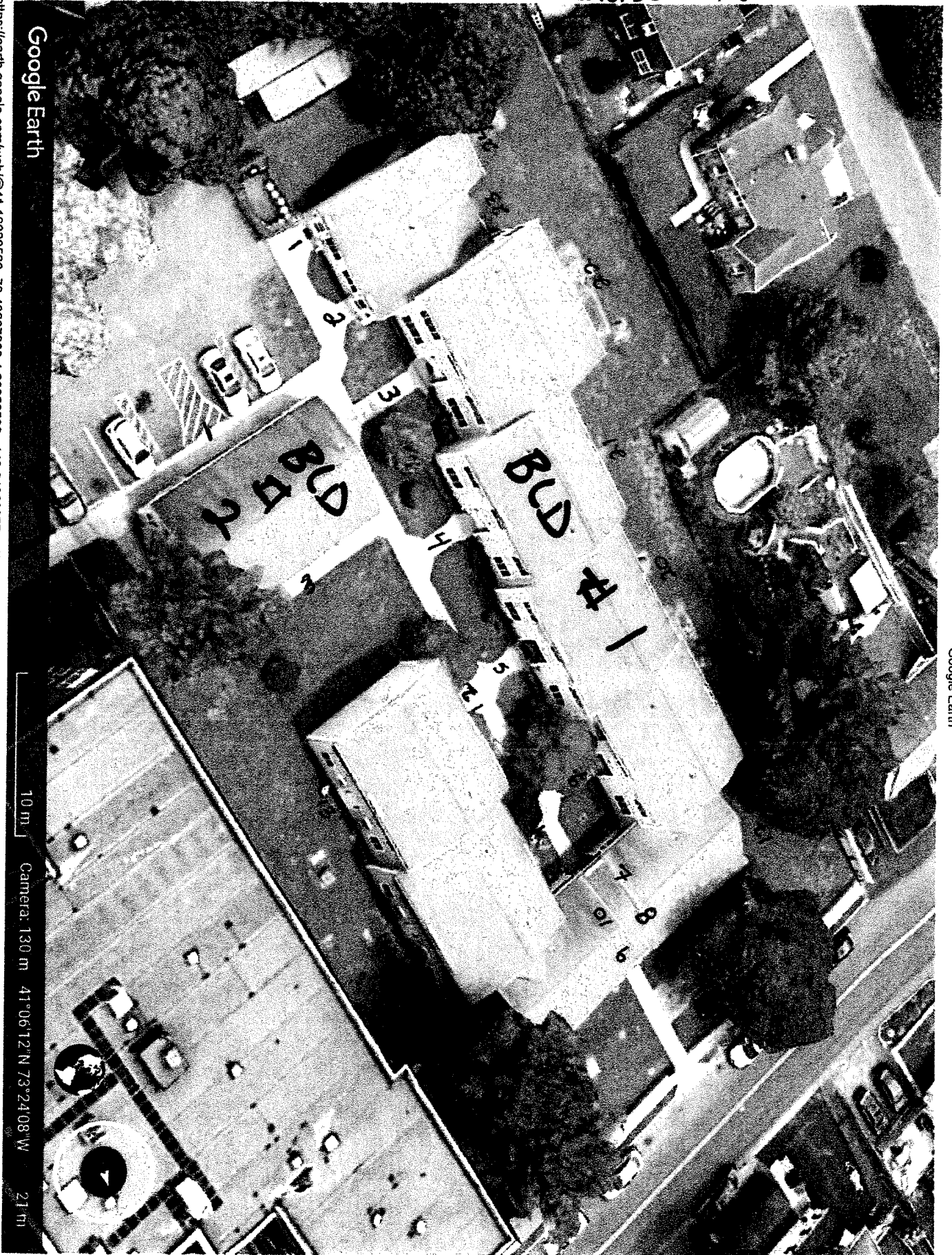
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LUDLOW VILLAGE

EMERSON AVE.

8/18/2021

Google Earth



<https://earth.google.com/web/@41.10329596,-73.40207939,4.28952502a,148.9192977t,35v,10q,52ndAR36h,32.0024780v,n>

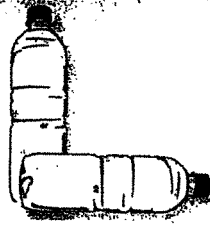
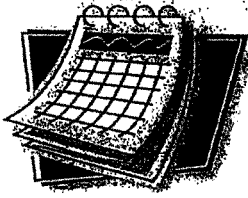
Google Earth

10 m

Camera: 130 m 41°06'12" N 73°24'08" W

21 m

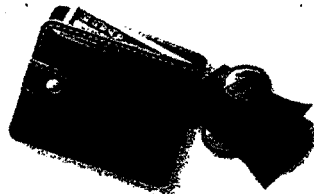
Emergency Kit Checklist



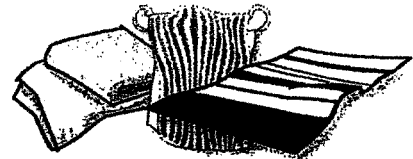
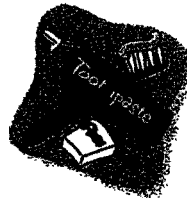
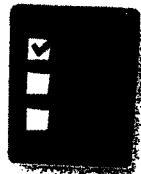
3 days of nonperishable / non-cook food
water (1 gal. per day per person), medication



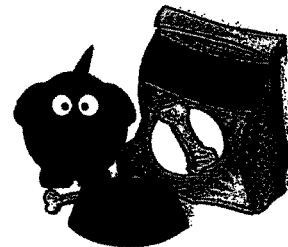
flashlight, battery operated radio, extra batteries



first aid kit, cash, cell phone and charger



ID cards, information: (Dr., meds, allergies), family / friends
contacts, toothbrush / toothpaste, blanket and washcloth



clothes and baby or pet supplies if you need them

DISASTER PREPAREDNESS: The likelihood that you will recover from an emergency tomorrow often depends on the planning and preparation done today. This list may help you get through the first 3 days, after a disaster.

It is a starting point, as individual needs vary depending upon circumstances.

For additional information, visit: www.Ready.gov & www.mass.gov/mema/ready



Grab and Go

Medical supplies

- Arrange for a **one-month supply** of all medications. Contact your doctor and pharmacy early. Also, ask your doctor about how to properly store medication during a power outage, especially the medication that you would normally keep in the refrigerator.
- Have extra prescription eyeglasses, sunglasses and hearing aid batteries.

Food, water and related supplies

- Non-perishable foods, such as ready-to-eat canned meats, fruits and vegetables; canned/bottled beverages; and dry foods such as crackers. At least a 5-7 day supply of food is recommended.
- Non-electric can opener **THAT YOU CAN TURN** by hand
- Drinking water. At least one gallon per person, per day. A two-week supply is suggested.
- Soaps and detergents
- Non-electric stove (optional). Do not forget to buy fuel for it if you use one.
- Several coolers and ice. Consider making "blocks" of ice in advance to use in the coolers when you need them.
- Disposable eating utensils (optional) or several sets of dinnerware
- Pet food, supplies and carrier cage
- Large and small trash bags
- Paper towels, tissues and rubber gloves

Personal products

- Sanitary/continence supplies (toilet paper, adult diapers, etc.)
- Personal hygiene items (toothbrush, toothpaste, deodorant, soap, etc.)

First aid/protective gear

- First aid kit
- Fire extinguisher
- Insect repellent and sunscreen
- Bleach without additives (for purification purposes)
- Disinfectant
- Protective clothing and hats
- Extra pairs of dry socks and several pairs of comfortable shoes

Other supplies and documents

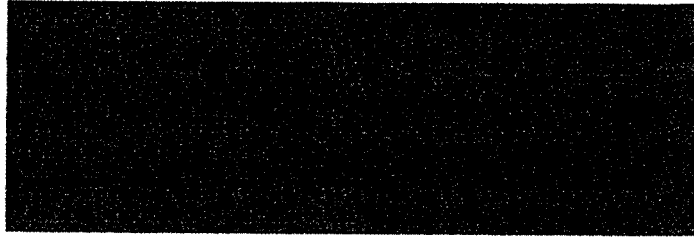
- Flashlights and extra batteries
- Battery operated radio, fan and extra batteries
- Matches in a waterproof container
- Umbrellas and lawn chairs
- Tarp or plastic sheeting
- Pillows and blankets
- Sleeping bag/folding cot
- Get a non-cordless telephone! **CORDLESS PHONES WILL NOT WORK IF THE POWER IS OUT.**
- Have an extra battery pack for your cellular phone or a charger for use in a car lighter.
- Have cash/travelers checks in case banks are closed and ATMs aren't working.
- Put all important papers such as insurance policies (home, auto, life), list of medications, Medicare and/or Medicaid cards, birth certificates, etc. in a waterproof, portable container and put in a safe place.
- Have a current phone list of family and friends.

Be Red Cross Ready

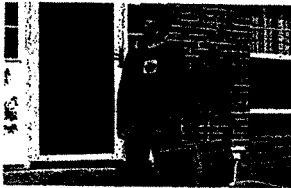
Be Red Cross Ready

Pets and Disaster Safety Checklist

Our pets enrich our lives in more ways than we can count. In turn, they depend on us for their safety and well-being. The best way to ensure the safety of your family is to be prepared with a disaster plan. If you are a pet owner, that plan includes your pets. Being prepared can help save lives.



How can I prepare?



Plan to take your pets with you in an evacuation. If it is not safe for you to stay, it is not safe for them either.

- Know which hotels and motels along your evacuation route will accept you and your pets in an emergency. Call ahead for reservations if you know you may need to evacuate. Ask if no-pet policies could be waived in an emergency.
- Most Red Cross shelters cannot accept pets because of health and safety concerns and other considerations. Service animals that assist people with disabilities are allowed in Red Cross shelters.
- Know which friends, relatives, boarding facilities, animal shelters or veterinarians can care for your animals in an emergency. Prepare a list with phone numbers.
- Although your animals may be more comfortable together, be prepared to house them separately.
- Include your pets in evacuation drills so that they become used to entering and traveling in their carriers calmly.
- Make sure that your pet's vaccinations are current and that all dogs and cats are wearing collars with securely fastened, up-to-date identification. Many pet shelters require proof of current vaccinations to reduce the spread of disease.
- Consider having your pet "microchipped" by your veterinarian.

What should I do?



Assemble a portable kit with emergency supplies for your pets.

- Keep items in an accessible place and store them in sturdy containers so that they can be carried easily. Your kit should include—
 - Sturdy leashes, harnesses and/or carriers to transport pets safely and ensure that they can't escape.
 - Food, drinking water, bowls, cat litter/pan and a manual can opener.
 - Medications and copies of medical records stored in a waterproof container.
 - A first aid kit.
 - Current photos of you with your pet(s) in case they get lost. Since many pets look alike, this will help to eliminate mistaken identity and confusion.
 - Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to foster or board your pets.
 - Pet beds and toys, if easily transportable.

Know what to do as the disaster approaches.

- Often, warnings are issued hours, even days, in advance. At the first hint of disaster, act to protect your pet.
- Call ahead to confirm emergency shelter arrangements for you and your pets.
- Ensure that all pets are wearing collars with securely fastened, up-to-date identification.
- Check that your pet disaster supplies are ready to take at a moment's notice.
- Bring pets inside so you won't have to search for them if you need to leave quickly.

After a disaster ...



- The behavior of pets may change dramatically after a disaster, becoming aggressive or defensive, so be aware of their well-being and protect them from hazards to ensure the safety of other people and animals.
- Watch your animals closely and keep them under your direct control as fences and gates may have been damaged.
- Pets may become disoriented, particularly if the disaster has affected scent markers that normally allow them to find their home.
- Be aware of hazards at nose and paw or hoof level, particularly debris, spilled chemicals, fertilizers and other substances that might not seem to be dangerous to humans.
- Consult your veterinarian if any behavior problems persist.

Emergency action plans for your family should include your animals—all of your animals.

For information on disaster planning and emergency actions to take for livestock, horses, birds, reptiles or other small animals, such as gerbils or hamsters, please visit RedCross.org, the Humane Society of the United States (www.HSUS.org) or Ready.gov.



For more information on disaster and emergency preparedness, visit RedCross.org.

Be Red Cross Ready

Coping with Shelter-in-Place Emergencies

Sheltering in place can disrupt our routines and challenge our ability to tend to responsibilities, such as work and caring for loved ones. Understandably, we may become nervous or uncomfortable when sheltering in place. The following information can help you cope emotionally with this type of emergency.

People are resilient, and most often bounce back after difficult times.

Understanding Sheltering in Place



During certain emergencies, local authorities may ask or require you to shelter in place.

- Sheltering in place is taking immediate shelter wherever you are—at home, work, school or in between.
- Emergency personnel advise or require sheltering in place during rare instances when the safest action for you and others is to remain at your current location.
- These instances include events such as a gas leak, chemical spill or nuclear accident.
- Local officials or authorities on the scene are the best source of information for your particular situation. Following their instructions during a shelter-in-place emergency will help keep you and your loved ones safe.
- During a shelter-in-place emergency, authorities provide information on TV, the radio and other forms of electronic communication in order to help you understand how to remain safe.
- In spite of challenging circumstances, most individuals who have sheltered in place have successfully coped with the emergency. You can, too.

Useful Resources

- Your local American Red Cross chapter: <http://www.redcross.org/where/where.html>
- Your state and local health departments: <http://www.cdc.gov/mmwr/international/relres.html>
- Your local emergency management agency: <http://www.ready.gov/america/local/index.html>
- Humane Society of the United States: <http://www.humanesociety.org/about/state>

Typical Reactions



Understanding typical reactions to sheltering in place helps us recognize them and better cope.

- Our personal emotional reactions during difficult times are unique. Reactions of those who have experienced shelter-in-place emergencies have varied widely, ranging from feelings of stress to uncertainty or even fear.
- During a shelter-in-place emergency, emotional reactions may show themselves as:
 - Anxiety, particularly when separated from loved ones.
 - Uncertainty regarding how long we will need to shelter in place.
 - Concerns for the physical safety of ourselves and others.
 - Confusion or frustration regarding questions left unanswered by public officials or the media.
 - Guilt about not being able to fulfill responsibilities, such as work, parenting or caring for dependents.
 - Feelings of boredom or isolation.
 - Thoughts of blame, worry or fear.
- Those who have sheltered in place for more than a few hours have also reported having:
 - Concerns about meeting obligations and lost income.
 - Problems making decisions or staying focused on topics.
 - Changes in appetite or sleep patterns.

What You Can Do

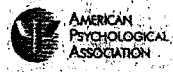
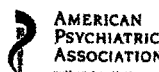


You can take actions that will help protect emotional well-being during a shelter-in-place emergency.

- Remain informed, if possible, by checking in with local news sources. However, also take care not to become overexposed. Excessive or repeated exposure to media can increase feelings of stress, uncertainty and fear, especially in children.
- Pay attention to your emotional health while sheltering in place, remembering that many different feelings are common. Know that others are also experiencing emotional reactions and may need your time and patience to put their feelings and thoughts in order. Try to recognize when you or those around you may need extra support.
- Monitor your physical health needs. When sheltering in place for more than a few hours, remember to eat, rest and take regularly prescribed medications. Avoid alcohol or substance use.
- Focus on positive actions you can take right away, such as taking an inventory of emergency supplies, obtaining accurate information and providing support to others.
- Try to maintain contact with family, friends and those around you. The telephone and the Internet can be helpful when physical separations become necessary.
- Hold a picture in your mind of the best possible outcome. Make a list of your personal strengths and use these to help both yourself and others stay emotionally strong.
- Maintain religious and/or spiritual practices that you have found to provide comfort and emotional strength.

Special Situations

- Children: Be creative, and think of fun activities that will occupy your child's time. Keep a schedule, set appropriate limits and maintain usual rules of behavior.
- If you are alone: Know that the same tips for staying emotionally strong apply. If possible, try to connect with others and stay informed.
- Pets: Plan to shelter in place with them. If something is not safe for you, it is not safe for them. Like people, pets' behaviors may change. Keep track of their well-being and, as best you can, take care of their needs.



For more information on disaster and emergency preparedness, visit RedCross.org.

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Be Red Cross Ready

Sudden power outages can be frustrating and troublesome, especially when they last a long time. If a power outage is 2 hours or less, you need not be concerned about losing your perishable foods. For prolonged power outages, though, there are steps you can take to minimize food loss and to keep all members of your household as comfortable as possible.

Energy Conservation Recommendations

- Turn off lights and electronics when not in use.
- Wash clothes in cold water if possible. Wash only full loads and clean the dryer lint trap after each use.
- When using a dishwasher, use full loads and use the hot water. If possible, use the rinse-only cycle and turn on the heat temperature rise option. When the regular wash cycle is done, just open the dishwasher door to allow the dishes to air dry.
- Replace incandescent light bulbs with energy-efficient compact fluorescent lights.

How do I prepare for a power outage?



To help preserve your food, keep the following supplies in your home:

- One or more coolers—Inexpensive Styrofoam coolers work well.
- Ice—Surrounding your food with ice in a cooler or in the refrigerator will keep food colder for a longer period of time during a prolonged power outage.
- A digital quick-response thermometer—With these thermometers you can quickly check the internal temperatures of food to ensure they are cold enough to use safely.

Put together an emergency preparedness kit with these supplies in case of a prolonged or widespread power outage:

- Water—one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
- Food—non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)
- Flashlight
- (NOTE: Do not use candles during a power outage due to the extreme risk of fire.)
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash

- If someone in your home is dependent on electric-powered, life-sustaining equipment, remember to include backup power in your evacuation plan.
- Keep a non-cordless telephone in your home. It is likely to work even when the power is out.
- Keep your car's gas tank full.

What should I do during a power outage?



Keep food as safe as possible.

- Keep refrigerator and freezer doors closed as much as possible. First use perishable food from the refrigerator. An unopened refrigerator will keep foods cold for about 4 hours.
- Then use food from the freezer. A full freezer will keep the temperature for about 48 hours (24 hours if it is half full) if the door remains closed.
- Use your non-perishable foods and staples after using food from the refrigerator and freezer.
- If it looks like the power outage will continue beyond a day, prepare a cooler with ice for your freezer items.
- Keep food in a dry, cool spot and keep it covered at all times.

Electrical equipment

- Turn off and unplug all unnecessary electrical equipment, including sensitive electronics.
- Turn off or disconnect any appliances (like stoves), equipment or electronics you were using when the power went out. When power comes back on, surges or spikes can damage equipment.
- Leave one light turned on so you'll know when the power comes back on.
- Eliminate unnecessary travel, especially by car. Traffic lights will be out and roads will be congested.

Using generators safely

- When using a portable generator, connect the equipment you want to power directly to the outlets on the generator. Do not connect a portable generator to a home's electrical system.
- If you are considering getting a generator, get advice from a professional, such as an electrician. Make sure that the generator you purchase is rated for the power that you think you will need.

What should I do when the power comes back on?



- Do not touch any electrical power lines and keep your family away from them. Report downed power lines to the appropriate officials in your area.

Throw out unsafe food.

- Throw away any food that has been exposed to temperatures 40° F (4° C) for 2 hours or more or that has an unusual odor, color or texture. When in doubt, throw it out!
- Never taste food or rely on appearance or odor to determine its safety. Some foods may look and smell fine, but if they have been at room temperature too long, bacteria causing food-borne illnesses can start growing quickly. Some types of bacteria produce toxins that cannot be destroyed by cooking.
- If food in the freezer is colder than 40° F and has ice crystals on it, you can refreeze it.
- If you are not sure food is cold enough, take its temperature with the food thermometer. Throw out any foods (meat, poultry, fish, eggs and leftovers) that have been exposed to temperatures higher than 40° F (4° C) for 2 hours or more, and any food that has an unusual odor, color or texture, or feels warm to touch.

Caution: Carbon Monoxide Kills

- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.
- Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.

Let Your Family Know You're Safe

If your community experiences a disaster, register on the American Red Cross Safe and Well Website available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call 1-800-GET-INFO to register yourself and your family.



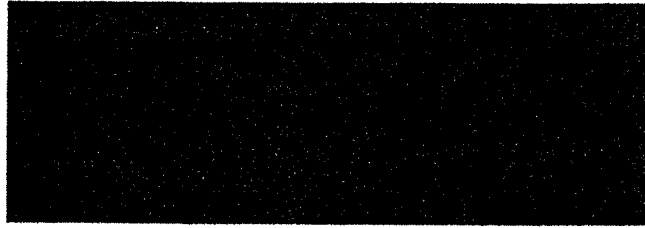
For more information on disaster and emergency preparedness, visit RedCross.org.

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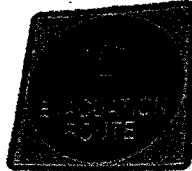
Be Red Cross Ready

Flood Safety Checklist

Floods are among the most frequent and costly natural disasters. Conditions that cause floods include heavy or steady rain for several hours or days that saturates the ground. Flash floods occur suddenly due to rapidly rising water along a stream or low-lying area.



What should I do?



- Listen to area radio and television stations and a NOAA Weather Radio for possible flood warnings and reports of flooding in progress or other critical information from the National Weather Service (NWS).
- Be prepared to evacuate at a moment's notice.
- When a flood or flash flood warning is issued for your area, head for higher ground and stay there.
- Stay away from floodwaters. If you come upon a flowing stream where water is above your ankles, stop, turn around and go another way. Six inches of swiftly moving water can sweep you off of your feet.
- If you come upon a flooded road while driving, turn around and go another way. If you are caught on a flooded road and waters are rising rapidly around you, get out of the car quickly and move to higher ground. Most cars can be swept away by less than two feet of moving water.
- Keep children out of the water. They are curious and often lack judgment about running water or contaminated water.
- Be especially cautious at night when it is harder to recognize flood danger.
- Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.FloodSmart.gov.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Extra set of car keys and house keys
- Extra clothing, hat and sturdy shoes
- Rain gear
- Insect repellent and sunscreen
- Camera for photos of damage

What do I do after a flood?



- Return home only when officials have declared the area safe.
- Before entering your home, look outside for loose power lines, damaged gas lines, foundation cracks or other damage.
- Parts of your home may be collapsed or damaged. Approach entrances carefully. See if porch roofs and overhangs have all their supports.
- Watch out for wild animals, especially poisonous snakes that may have come into your home with the floodwater.
- If you smell natural or propane gas or hear a hissing noise, leave immediately and call the fire department.
- If power lines are down outside your home, do not step in puddles or standing water.
- Keep children and pets away from hazardous sites and floodwater.
- Materials such as cleaning products, paint, batteries, contaminated fuel and damaged fuel containers are hazardous. Check with local authorities for assistance with disposal to avoid risk.
- During cleanup, wear protective clothing, including rubber gloves and rubber boots.
- Make sure your food and water are safe. Discard items that have come in contact with floodwater, including canned goods, water bottles, plastic utensils and baby bottle nipples. When in doubt, throw it out!
- Do not use water that could be contaminated to wash dishes, brush teeth, prepare food, wash hands, make ice or make baby formula.
- Contact your local or state public health department for specific recommendations for boiling or treating water in your area after a disaster as water may be contaminated.

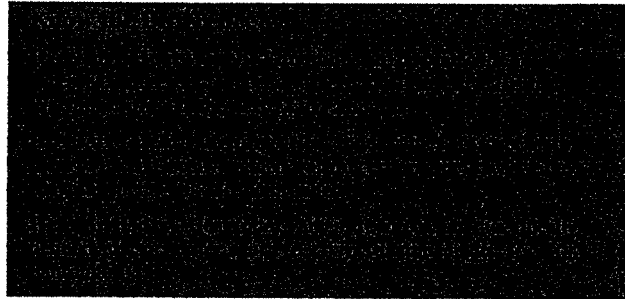


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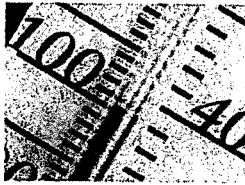
Be Red Cross Ready

Heat Wave Safety Checklist

In recent years, excessive heat has caused more deaths than all other weather events, including floods. A heat wave is a prolonged period of excessive heat, often combined with excessive humidity. Generally temperatures are 10 degrees or more above the average high temperature for the region during summer months, last for a long period of time and occur with high humidity as well.



How can I prepare?



- Listen to local weather forecasts and stay aware of upcoming temperature changes.
- The heat index is the temperature the body feels when the effects of heat and humidity are combined. Exposure to direct sunlight can increase the heat index by as much as 15° F.
- Discuss heat safety precautions with members of your household. Have a plan for wherever you spend time—home, work and school—and prepare for the possibility of power outages.
- Check the contents of your emergency preparedness kit in case a power outage occurs.
- Know those in your neighborhood who are elderly, young, sick or overweight. They are more likely to become victims of excessive heat and may need help.
- If you do not have air conditioning, choose places you could go to for relief from the heat during the warmest part of the day (schools, libraries, theaters, malls).
- Be aware that people living in urban areas may be at greater risk from the effects of a prolonged heat wave than are people living in rural areas.
- Get trained in first aid to learn how to treat heat-related emergencies.
- Ensure that your animals' needs for water and shade are met.

What should I do during a heat wave?



- Listen to a NOAA Weather Radio for critical updates from the National Weather Service (NWS).
- Never leave children or pets alone in enclosed vehicles.
- Stay hydrated by drinking plenty of fluids even if you do not feel thirsty. Avoid drinks with caffeine or alcohol.
- Eat small meals and eat more often.
- Avoid extreme temperature changes.
- Wear loose-fitting, lightweight, light-colored clothing. Avoid dark colors because they absorb the sun's rays.
- Slow down, stay indoors and avoid strenuous exercise during the hottest part of the day.
- Postpone outdoor games and activities.
- Use a buddy system when working in excessive heat.
- Take frequent breaks if you must work outdoors.
- Check on family, friends and neighbors who do not have air conditioning, who spend much of their time alone or who are more likely to be affected by the heat.
- Check on your animals frequently to ensure that they are not suffering from the heat.

Recognize and care for heat-related emergencies ...



Heat cramps are muscular pains and spasms that usually occur in the legs or abdomen caused by exposure to high heat and humidity and loss of fluids and electrolytes. Heat cramps are often an early sign that the body is having trouble with the heat.

Heat exhaustion typically involves the loss of body fluids through heavy sweating during strenuous exercise or physical labor in high heat and humidity.

Signs of heat exhaustion include cool, moist, pale or flushed skin; heavy sweating; headache; nausea; dizziness; weakness; and exhaustion.

Move the person to a cooler place. Remove or loosen tight clothing and apply cool, wet cloths or towels to the skin. Fan the person. If the person is conscious, give small amounts of cool water to drink. Make sure the person drinks slowly. Watch for changes in condition.

If the person refuses water, vomits or begins to lose consciousness, call 9-1-1 or the local emergency number.

Heat stroke (also known as sunstroke) is a life-threatening condition in which a person's temperature control system stops working and the body is unable to cool itself.

Signs of heat stroke include hot, red skin which may be dry or moist; changes in consciousness; vomiting; and high body temperature.

Heat stroke is life-threatening. Call 9-1-1 or the local emergency number immediately.

Move the person to a cooler place. Quickly cool the person's body by giving care as you would for heat exhaustion. If needed, continue rapid cooling by applying ice or cold packs wrapped in a cloth to the wrists, ankles, groin, neck and armpits.



For more information on disaster and emergency preparedness, visit RedCross.org.

Be Red Cross Ready

Earthquake Safety Checklist

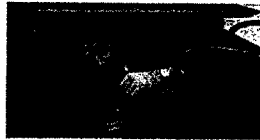
An earthquake is a sudden, rapid shaking of the earth caused by the breaking and shifting of rock beneath the earth's surface. Earthquakes strike suddenly, without warning, and they can occur at any time of the year, day or night. Forty-five states and territories in the United States are at moderate to very high risk of earthquakes, and they are located in every region of the country.

How can I prepare?



- Become aware of fire evacuation and earthquake plans for all of the buildings you occupy regularly.
- Pick safe places in each room of your home, workplace and/or school. A safe place could be under a piece of furniture or against an interior wall away from windows, bookcases or tall furniture that could fall on you.
- Practice drop, cover and hold on in each safe place. If you do not have sturdy furniture to hold on to, sit on the floor next to an interior wall and cover your head and neck with your arms.
- Keep a flashlight and sturdy shoes by each person's bed.
- Make sure your home is securely anchored to its foundation.
- Bolt and brace water heaters and gas appliances to wall studs.
- Bolt bookcases, china cabinets and other tall furniture to wall studs.
- Hang heavy items, such as pictures and mirrors, away from beds, couches and anywhere people sleep or sit.
- Brace overhead light fixtures.
- Install strong latches or bolts on cabinets. Large or heavy items should be closest to the floor.
- Learn how to shut off the gas valves in your home and keep a wrench handy for that purpose.
- Learn about your area's seismic building standards and land use codes before you begin new construction.
- Keep and maintain an emergency supplies kit in an easy-to-access location.

What should I do during an earthquake?



If you are inside when the shaking starts ...

- Drop, cover and hold on. Move as little as possible.
- If you are in bed, stay there, curl up and hold on. Protect your head with a pillow.
- Stay away from windows to avoid being injured by shattered glass.
- Stay indoors until the shaking stops and you are sure it is safe to exit. If you must leave the building after the shaking stops, use stairs rather than an elevator in case there are aftershocks, power outages or other damage.
- Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.

If you are outside when the shaking starts ...

- Find a clear spot and drop to the ground. Stay there until the shaking stops (away from buildings, power lines, trees, streetlights).
- If you are in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses and power lines if possible. Stay inside with your seatbelt fastened until the shaking stops. Then, drive carefully, avoiding bridges and ramps that may have been damaged.
- If a power line falls on your vehicle, do not get out. Wait for assistance.
- If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris. Landslides are often triggered by earthquakes.

What do I do after an earthquake?



- After an earthquake, the disaster may continue. Expect and prepare for potential aftershocks, landslides or even a tsunami. Tsunamis are often generated by earthquakes.
- Each time you feel an aftershock, drop, cover and hold on. Aftershocks frequently occur minutes, days, weeks and even months following an earthquake.
- Check yourself for injuries and get first aid, if necessary, before helping injured or trapped persons.
- Put on long pants, a long-sleeved shirt, sturdy shoes and work gloves to protect against injury from broken objects.
- Look quickly for damage in and around your home and get everyone out if your home is unsafe.
- Listen to a portable, battery-operated or hand-crank radio for updated emergency information and instructions.
- Check the telephones in your home or workplace to see if you can get a dial tone. Make brief calls to report life-threatening emergencies.
- Look for and extinguish small fires. Fire is the most common hazard after an earthquake.
- Clean up spilled medications, bleach, gasoline or other flammable liquids immediately.
- Open closet and cabinet doors carefully as contents may have shifted.
- Help people who require special assistance, such as infants, children and the elderly or disabled.
- Watch out for fallen power lines or broken gas lines and stay out of damaged areas.
- Keep animals under your direct control.
- Stay out of damaged buildings.
- If you were away from home, return only when authorities say it is safe to do so. Use extreme caution and examine walls, floors, doors, staircases and windows to check for damage.
- Be careful when driving after an earthquake and anticipate traffic light outages.

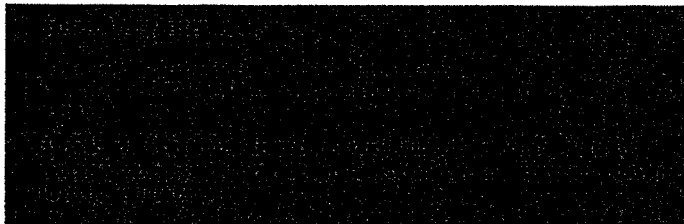


For more information on disaster and emergency preparedness, visit RedCross.org.

Be Red Cross Ready

Hurricanes are strong storms that cause life- and property-threatening hazards such as flooding, storm surge, high winds and tornadoes.

Preparation is the best protection against the dangers of a hurricane.



What should I do?



- Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).
- Check your disaster supplies and replace or restock as needed.
- Bring in anything that can be picked up by the wind (bicycles, lawn furniture).
- Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- Turn the refrigerator and freezer to the coldest setting and keep them closed as much as possible so that food will last longer if the power goes out.
- Turn off propane tanks and unplug small appliances.
- Fill your car's gas tank.
- Talk with members of your household and create an evacuation plan. Planning and practicing your evacuation plan minimizes confusion and fear during the event.
- Learn about your community's hurricane response plan. Plan routes to local shelters, register family members with special medical needs as required and make plans for your pets to be cared for.
- Evacuate if advised by authorities. Be careful to avoid flooded roads and washed out bridges.
- Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.FloodSmart.gov.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Extra set of car keys and house keys
- Extra clothing, hat and sturdy shoes
- Rain gear
- Insect repellent and sunscreen
- Camera for photos of damage

What do I do after a hurricane?



- Continue listening to a NOAA Weather Radio or the local news for the latest updates.
- Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- If you evacuated, return home only when officials say it is safe.
- Drive only if necessary and avoid flooded roads and washed-out bridges.
- Keep away from loose or dangling power lines and report them immediately to the power company.
- Stay out of any building that has water around it.
- Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- Use flashlights in the dark. Do NOT use candles.
- Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- Check refrigerated food for spoilage. If in doubt, throw it out.
- Wear protective clothing and be cautious when cleaning up to avoid injury.
- Watch animals closely and keep them under your direct control.
- Use the telephone only for emergency calls.



For more information on disaster and emergency preparedness, visit RedCross.org.

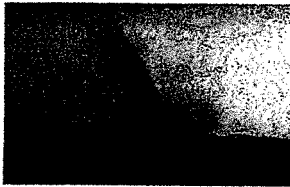
Be Red Cross Ready

Tornado Safety Checklist

A tornado is a violently rotating column of air extending from the base of a thunderstorm down to the ground. Tornado intensities are classified on the Fujita Scale with ratings between F0 (weakest) to F5 (strongest). They are capable of completely destroying well-made structures, uprooting trees and hurling objects through the air like deadly missiles. Although severe tornadoes are more common in the Plains States, tornadoes have been reported in every state.

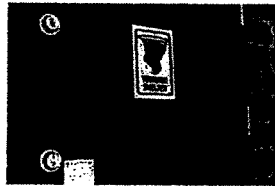
Know the Difference

What should I do to prepare for a tornado?



- During any storm, listen to local news or a NOAA Weather Radio to stay informed about watches and warnings.
- Know your community's warning system. Communities have different ways of warning residents about tornadoes, with many having sirens intended for outdoor warning purposes.
- Pick a safe room in your home where household members and pets may gather during a tornado. This should be a basement, storm cellar or an interior room on the lowest floor with no windows.
- Practice periodic tornado drills so that everyone knows what to do if a tornado is approaching.
- Consider having your safe room reinforced. Plans for reinforcing an interior room to provide better protection can be found on the FEMA Web site at <http://www.fema.gov/plan/prevent/rms/rmsp453.shtm>.
- Prepare for high winds by removing diseased and damaged limbs from trees.
- Move or secure lawn furniture, trash cans, hanging plants or anything else that can be picked up by the wind and become a projectile.
- Watch for tornado danger signs:
 - Dark, often greenish clouds—a phenomenon caused by hail
 - Wall cloud—an isolated lowering of the base of a thunderstorm
 - Cloud of debris
 - Large hail
 - Funnel cloud—a visible rotating extension of the cloud base
 - Roaring noise

What should I do if a tornado is threatening?



- The safest place to be is an underground shelter, basement or safe room.
- If no underground shelter or safe room is available, a small, windowless interior room or hallway on the lowest level of a sturdy building is the safest alternative.
 - Mobile homes are not safe during tornadoes or other severe winds.
 - Do not seek shelter in a hallway or bathroom of a mobile home.
 - If you have access to a sturdy shelter or a vehicle, abandon your mobile home immediately.
 - Go to the nearest sturdy building or shelter immediately, using your seat belt if driving.
 - Do not wait until you see the tornado.
- If you are caught outdoors, seek shelter in a basement, shelter or sturdy building. If you cannot quickly walk to a shelter:
 - Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter.
 - If flying debris occurs while you are driving, pull over and park. Now you have the following options as a last resort:
 - Stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible.
 - If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands.
 - Your choice should be driven by your specific circumstances.

What do I do after a tornado?



- Continue listening to local news or a NOAA Weather Radio for updated information and instructions.
- If you are away from home, return only when authorities say it is safe to do so.
- Wear long pants, a long-sleeved shirt and sturdy shoes when examining your walls, doors, staircases and windows for damage.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- Stay out of damaged buildings.
- Use battery-powered flashlights when examining buildings—do NOT use candles.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly and call the gas company or fire department.
- Take pictures of damage, both of the building and its contents, for insurance claims.
- Use the telephone only for emergency calls.
- Keep all of your animals under your direct control.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Check for injuries. If you are trained, provide first aid to persons in need until emergency responders arrive.

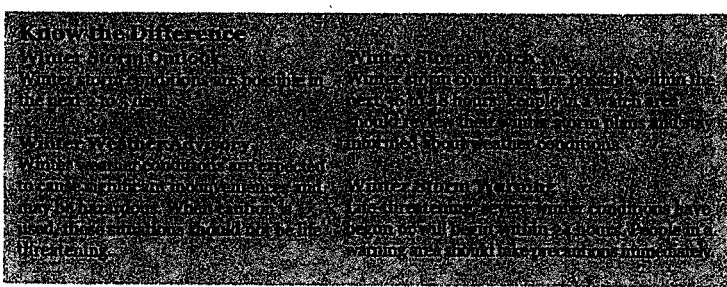


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Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Some winter storms are large enough to affect several states, while others affect only a single community. Many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



What should I do?



- Dress in several layers of lightweight clothing, wear mittens and a hat (preferably one that covers your ears).
- Wear waterproof, insulated boots to keep your feet warm and dry and to maintain your footing in ice and snow.
- Minimize travel. If travel is necessary, keep a disaster supplies kit in your vehicle.
- Listen to a NOAA Weather Radio or other local news channels for critical information from the National Weather Service (NWS).
- Winterize your vehicle and keep the gas tank full. A full tank will keep the fuel line from freezing.
- Insulate your home by installing storm windows or covering windows with plastic from the inside to keep cold air out.
- Maintain heating equipment and chimneys by having them cleaned and inspected every year.
- Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.
- Running water, even at a trickle, helps prevent pipes from freezing.
- All fuel-burning equipment should be vented to the outside and kept clear.

Cold-Related Emergencies

- Frostbite and hypothermia are two dangerous and potentially life-threatening emergencies. Learn how to care for these emergencies by taking a first aid class.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Sand, rock salt or non-clumping kitty litter to make walkways and steps less slippery
- Warm coats, gloves or mittens, hats, boots and extra blankets and warm clothing for all household members
- Ample alternate heating methods such as fireplaces or wood- or coal-burning stoves

What do I do after a storm?



- Go to a designated public shelter if your home loses power or heat during periods of extreme cold.
- Avoid driving when conditions include sleet, freezing rain or drizzle, snow or dense fog.
- Before tackling strenuous tasks in cold temperatures, consider your physical condition, the weather factors and the nature of the task.
- Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.
- Help people who require special assistance such as elderly people living alone, people with disabilities and children.
- Check on your animals and make sure that their access to food and water is not blocked by snow drifts, ice or other obstacles. If possible, bring them indoors.

Caution: Carbon Monoxide Kills

- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.
- Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.

Let Your Family Know You're Safe

In your community, you may have a designated shelter or an alternate location for the American Red Cross. Call and Web to see available locations. Red Cross helps you let your family and friends know about emergencies. If you don't have Internet access, call 1-800-GET-INFO for more information about yourself and your family.



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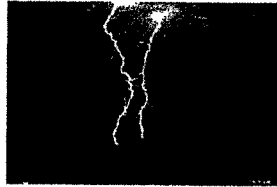
A thunderstorm is considered severe if it produces hail at least 1 inch in diameter or has wind gusts of at least 58 miles per hour. Every thunderstorm produces lightning, which kills more people each year than tornadoes or hurricanes. Heavy rain from thunderstorms can cause flash flooding and high winds can damage homes and blow down trees and utility poles, causing widespread power outages.

How can I prepare ahead of time?



- Learn about your local community's emergency warning system for severe thunderstorms.
- Discuss thunderstorm safety with all members of your household.
- Pick a safe place in your home for household members to gather during a thunderstorm. This should be away from windows, skylights and glass doors that could be broken by strong winds or hail.
- Make a list of items to bring inside in the event of a severe thunderstorm.
- Make trees and shrubbery more wind resistant by keeping them trimmed and removing damaged branches.
- Protect your animals by ensuring that any outside buildings that house them are protected in the same way as your home.
- Consult your local fire department if you are considering installing lightning rods.
- Get trained in first aid and learn how to respond to emergencies.
- Put together an emergency preparedness kit
 - Water—one gallon per person, per day
 - Food—non-perishable, easy-to-prepare
 - Flashlight • Battery-powered or hand-crank radio (NOAA Weather Radio, if possible) • Extra batteries • First aid kit
 - Medications (7-day supply) and medical items • Multi-purpose tool • Sanitation & personal hygiene items • Copies of personal documents • Cell phone with chargers • Family & emergency contact information • Extra cash

What should I do during a thunderstorm?



- Listen to local news or NOAA Weather Radio for emergency updates. Watch for signs of a storm, like darkening skies, lightning flashes or increasing wind.
- Postpone outdoor activities if thunderstorms are likely to occur. Many people struck by lightning are not in the area where rain is occurring.
- If a severe thunderstorm warning is issued, take shelter in a substantial building or in a vehicle with the windows closed. Get out of mobile homes that can blow over in high winds.
- If you can hear thunder, you are close enough to be in danger from lightning. If thunder roars, go indoors! The National Weather Service recommends staying inside for at least 30 minutes after the last thunder clap.
- Avoid electrical equipment and telephones. Use battery-powered TVs and radios instead.
- Shutter windows and close outside doors securely. Keep away from windows.
- Do not take a bath, shower or use plumbing.
- If you are driving, try to safely exit the roadway and park. Stay in the vehicle and turn on the emergency flashers until the heavy rain ends. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.
- If you are outside and cannot reach a safe building, avoid high ground; water; tall, isolated trees; and metal objects such as fences or bleachers. Picnic shelters, dugouts and sheds are NOT safe.

What do I do after a thunderstorm?



- Never drive through a flooded roadway. Turn around, don't drown!
- Stay away from storm-damaged areas to keep from putting yourself at risk from the effects of severe thunderstorms.
- Continue to listen to a NOAA Weather Radio or to local radio and television stations for updated information or instructions, as access to roads or some parts of the community may be blocked.
- Help people who may require special assistance, such as infants, children and the elderly or disabled.
- Stay away from downed power lines and report them immediately.
- Watch your animals closely. Keep them under your direct control.

If Lightning Strikes ...

Follow these steps if someone has been struck by lightning:

- Call for help. Call 9-1-1 or the local emergency number. Anyone who has sustained a lightning strike requires professional medical care.
- Check the person for burns and other injuries. If the person has stopped breathing, call 9-1-1 and begin CPR. If the person is breathing normally, look for other possible injuries and care for them as necessary. People who have been struck by lightning do not retain an electrical charge and can be handled safely.



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