



SHELBURNE HOUSING AUTHORITY
Highland Village • Shelburne Falls, MA 01370
Executive Office: 241 Millers Falls Road • Turners Falls, MA 01376
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**Franklin County Regional Housing & Redevelopment Authority (HRA)
Emergency Preparedness and Response Plan for
Highland Village Residents**

Objective: This plan is intended to ensure resident and staff safety and maintain a healthy living environment at HRA properties in the event of emergencies.

FCRHRA Contact Information

Please note that HRA does not have 24-hour staffing for its properties and is unable to send staff to each property in the event of an emergency. The housing authority will, however, work with federal, state and local emergency personnel to ensure communication and availability of emergency response services at its properties.

HRA Emergency Coordinator: Pam Parmakian, Director of Asset & Property Management

Property Management Staff: Michael Taylor

Maintenance Staff: Mark Fortier, Wayne Jackman, Jason Malek, Paul Platek

Executive Director: Gina Govoni

Emergency Contact Information:

FOR FIRE, SMOKE, GAS AND MEDICAL EMERGENCIES, DIAL 911 IMMEDIATELY

24-hour HRA property emergency number: 413-772-5562

Fire Department emergency number: 911

Police Department emergency number: 911

Power Company: EverSource Energy (formerly Western Mass
Electric Company) 877-659-6326

Regional Public Health Nurse 413-665-1400 x114

Call 911 immediately In the event of an emergency, risk to life, health or property After calling 911 a designated person should then report the emergency to FCRHRA by calling the 24 hour emergency contact number, 413-772-5562. The emergency line operator will relay the message to the appropriate HRA staff based on the emergency type.

HOW YOU CAN HELP PREVENT EMERGENCIES

Smoke and Carbon Monoxide detectors and alarms are critical to preventing injury, loss of life and property damage in the event of emergencies. **NEVER, EVER REMOVE THE BATTERIES FROM YOUR SMOKE AND CO DETECTORS!**

Emergencies such as fires and falls can be prevented if you ask for extra help when you need it. If you find that you or a member of your family is having trouble with basic living activities, don't suffer in silence! Let your property manager know and we will try to connect you with additional services.

In extremely cold weather, when temperatures are forecast to be below zero, you can prevent pipes from freezing by turning up the heat and leaving kitchen and bathroom cabinets open. We supply sand and salt to our properties during the winter. If you need to go out before Maintenance staff arrives to clear snow and ice, please use our supplies to ensure that you can exit safely.

TENANT PREPARATION FOR EMERGENCIES

The best way to prevent injury and minimize stress in the event of an emergency is to be prepared.

Emergency plans and supplies

Make sure that your household has an emergency plan of how to contact each other and where to meet in the event that members of your family are separated during an emergency. If you live alone, please make sure you have a phone number for a friend, neighbor or relative you can contact in an emergency. You should also have basic emergency supplies in your apartment, including but not limited to:

- Flashlight(s) with extra batteries
- Fire extinguisher
- Bottled water
- Three-day supply of non-perishable food that does not need to be cooked, such as crackers and peanut butter, canned meat or fish, energy bars, etc.
- Three-day supply of prescription medication
- Three-day supply of essential personal care items
- Blankets for all members of the household
- Hand sanitizer, wipes or bleach
- Battery-powered or hand-crank radio
- A basic first aid kit
- Extra food and water for your pet

Tell us about any special medical conditions

HRA properties house families, elders and persons with disabilities. If you or someone in your household has a health condition that requires particular attention during an emergency, such as mobility issues, vision or hearing impairments, need for oxygen or other medical equipment that requires electricity to function, extreme sensitivity to heat or cold, cognitive difficulties, anxiety disorder or other mental illness, etc., please make sure that the property manager is aware of your special needs. We maintain a list of our residents with special needs and share it with local emergency service providers in your community so that they will be prepared to assist you in the event of an emergency.

Drills

Emergency and evacuation drills may be scheduled by Management on an annual basis. At the end of the procedure, Management will meet with the Emergency Responders to discuss the outcome of the drill including evacuation time, unforeseen problems, and recommendations to streamline and make the plan more effective.

Insurance

In the event of an emergency that results in property damage, such as smoke, fire or flooding, HRA's insurance only covers damage to the building, not to tenant property. To ensure that you will be able to replace your own property if it is damaged in an emergency, consider purchasing renter's insurance.

Fire

Due to the proximity of apartments, fire can potentially spread quickly between units. Most developments are equipped with sprinkler systems that are inspected and serviced regularly. All units are equipped with smoke detectors, and common spaces are equipped with fire extinguishers that are serviced annually. Residents are also encouraged to have fire extinguishers in their apartments; fire extinguishers can be purchased at any hardware store.

Fire alarms and lighting are tested on an annual basis. Alternative emergency notification devices for residents with special needs are in place, including bright LED and strobe lights for the hearing impaired, and sirens and alarms for residents with limited vision. These systems are tested annually by maintenance. If you or a member of your household develops a vision or hearing disability, please let Management know immediately so we can update the alarm system in your unit to protect you.

Annual fire safety inspections include the following:

- Fire department contact information is current and posted in commons areas
- Fire and smoke detectors installed and checked
- Flammable debris (branches, grasses, garbage) cleared from property
- Fire extinguishers charged and inspected (tags are current, not expired)
- Gas and electrical shutoff valve/switch unblocked and easily accessible
- Flammable liquids are properly stored
- Insurance policy is updated and adequate
- Evacuation routes are clear (halls, stairs, and fire lanes)
- Evacuation routes posted in commons areas
- Fire alarms checked

DISASTER PLAN (FIRE, CARBON MONOXIDE, SMOKE, AND OTHER SEVERE EMERGENCIES)

- In the event of a small appliance or kitchen fire, use a fire extinguisher if you have one nearby and you can do so safely.
- Otherwise, if you hear or see fire alarms or detect smoke, calmly evacuate the building immediately.
- DO NOT USE ELEVATORS during evacuation. If you are unable to use stairs safely, wait for assistance.
- Contact 911, then the HRA 24-hour emergency number.
- Proceed to the farthest point of the driveway of the development.
- Attendance will be taken to ensure all residents have reached safety.
- Do not re-enter the building until the “all-clear” signal has been given by emergency personnel.
- If sheltering is necessary HRA will contact local and state emergency response personnel.

Weather emergencies

Severe winter storms bring heavy snow, ice, strong winds, and freezing rain while thunderstorms in other seasons may bring heavy rain, high winds and flooding. In these conditions it is not unusual to experience disruptions and outages in utility services. Transportation may also be severely affected. Maintenance staff will ensure safe access to and egress from HRA properties as soon as possible during and after storms.

A review of storm readiness will be conducted on an annual basis by maintenance, including:

- Branches over power lines and buildings are trimmed
- Sidewalks are maintained (proper grade, even, and free from potholes)
- Roof shingles are properly installed and in adequate shape
- Drainage ways are clear from blockages (storm drain, sewer, rain gutters, etc.)
- Heating systems are checked and tested for safety and efficiency; filters are changed
- Windows are free from cracks and holes

- Doors and windows are caulked and weather-stripped
- Carbon monoxide detectors are installed and checked
- Insulation installed in attics, exterior walls, and around pipes is sufficient

In the event of problems caused by weather, including but not limited to power outages, please contact the 24 hour emergency line. In the event that cell phone service is not working, try to find a resident who has a land line. Avoid use of candles, which can cause fires. **NEVER use propane or kerosene heaters indoors.** This creates serious risk of fire and carbon monoxide poisoning and puts your life and the lives of your family members and neighbors at risk.

A review of power outage readiness will be conducted on an annual basis by the property management and maintenance, and should include the following:

- Power company contact information is current and posted in the office
- Alternate forms of communication established and reviewed
- Electrical panels are accessible
- Battery-based emergency lighting installed and tested regularly (where available)

DISASTER RESPONSE LOSS OF POWER

If you experience loss of power - remain calm and assess the situation and the needs of your household. Proceed to the community room for emergency shelter up to 24 hours. The community room is equipped with a generator offering heat, minimal electricity, cooking and refrigeration.

- Call 911 if there is an immediate risk to life, health or property
- Contact HRA by calling the 24-hour emergency line.
- Call your emergency contact and keep the phone handy in case you need to report a life-threatening condition. Otherwise, stay off the phone so that the lines will be available for use by emergency responders.
- In the event of an extended power outage (over 24 hours), HRA will work with local Town emergency management officials to ensure the availability of warming and/or sheltering centers off the property for any residents who need it.

- HRA will communicate emergency response plans to staff or designated tenants.
- Staff or designated tenants will assist in relaying the information to tenants.

In the event of any emergency, HRA will contact and work closely with local emergency response personnel. Management will assist emergency responders in gaining access to the building, assessing resident needs and facilitating communication. At larger properties, HRA may work with residents to identify "building captains" to help with assessment and communications during emergencies. If necessary, Management will secure buildings by locking doors and shutting off utilities.

Following an emergency, Management will document any damage to buildings with photos and descriptions and will contact HRA's insurance agent to initiate claims proceedings if necessary. HRA will oversee the restoration process by addressing physical hazards, cleaning units, and arranging counseling if needed. Management will also conduct a post-emergency meeting with building captains (if any), tenants and emergency responders to determine whether adjustments to the emergency plan are needed.

Contacts updated: April 2021