

EMERGENCY RESPONSE PLAN

NEWTON HOUSING AUTHORITY

Liberty Towers

Adopted: 1/19/2023
Updated: 8/10/26

EMERGENCY RESPONSE PLAN

1. GENERAL OVERVIEW

1.1 Purpose

This plan is intended to save lives, reduce personal injury and prevent or minimize property damage. The manual outlines an Emergency Response Plan for Liberty Towers under the management of the Newton Housing Authority. It establishes policy, procedures and guidelines for the effective and efficient management of a wide scope of emergency situations. It provides structure and coordination to the management of the incident and inter-agency partnerships.

In most circumstances, the Fire Department will arrive at an emergency scene within minutes of the call being received. In the case of a fire, these minutes can be life threatening. Therefore, it is critical that staff and residents are aware of the procedures and have some degree of training to initiate the plan prior to the Fire Department's arrival.

If the Municipality declares a state of local emergency, the Emergency Plan will come into effect and staff will report to the responding authority.

1.2 Objectives

The Emergency Response Plan (the Manual) is designed to meet the following objectives:

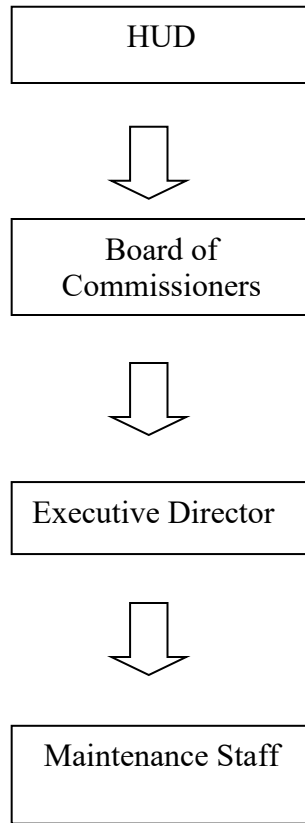
- To establish an Emergency Preparedness Plan
- To prepare staff on what to do when a fire or other emergency is discovered
- To provide the necessary tools to effectively and safely evacuate residents
- To provide procedures and guidelines to support an Emergency Response
- To promote staff awareness on Emergency Response Planning
- To educate staff and residents through regular training and testing of the plan

1.3 Organizational Structure

In preparing for and responding to an emergency, lines of communication and authority must be clearly established within the Housing Authority. Clear policy direction is the key ingredient to managing a coordinated response. To make immediate decisions, the organizational structure must be understood by everyone. *Figure 1* demonstrates a Housing Authority organizational chart.

Figure 1

Newton Housing Authority Organizational Chart



1.4 Manual Locations and Distribution

The Manual will be located in the main office, an area accessible to all paid employees. A copy shall be reviewed and distributed to all members of staff and applicable Emergency Response Team members. External responding agencies, such as the local Fire Department, municipal Emergency Management Coordinators, Ambulance providers, and others should possess a copy.

2. LEGISLATION AND AGREEMENTS

2.1 General

EMERGENCY RESPONSE TEAM RESPONSIBILITIES

Department/Agency	Responsibilities
EMO – Municipal	• prepare and maintain master Municipal Emergency Plan • ensure all site activities are coordinated and efficiently managed • provide liaison to housing authorities, if requested • coordinate evacuation responses • provide logistical support
Red Cross	• emergency feeding • emergency clothing only if their own is not accessible for extended time • emergency lodging, if necessary • individual and family services • registration and inquiry • comfort kits
Newton Memorial Hospital	• assessment • emergency nursing home placement • hospitalization • ambulance services • prescription services

2.2 Agencies/Community Groups

Assisting and cooperating agencies may send or be requested to send agency representatives to represent their interests at Team Meetings. It is important that agency representatives have the authority to speak for and make decisions on behalf of their agency. The agency representative will participate in all Emergency Response Team meetings and report to the Emergency Response Team Leader. This will ensure continuity in service to the residents and an efficient response and recovery.

2.3 Agreements

Cooperative agreements with community agencies and facilities will ensure a coordinated effort at the scene of an emergency. Agreements will enhance the response effort and provide residents with the support and security needed during a crisis. These agreements will be maintained by the Town of Newton Emergency Management Official.

If such agreement exists directly between the Newton Housing Authority and partnering agency, the agreement should be reviewed, rewritten and signed every two years. Financial obligations for services or support should be clearly defined in the agreement. It should be revisited if management changes occur in either of the signing agencies. A copy of each agreement should be kept on file at the property office. Examples of where possible agreements may be appropriate include:

- Holding areas
- Relocation sites
- Transportation
- Telecommunications

3. EMERGENCY PREPAREDNESS

3.1 Emergency Preparedness

The key to addressing any emergency situation is preparedness. Developing an effective safety program will provide the tools for staff and residents to respond to an emergency. Components of the housing authority safety program include:

- Emergency plans
- Resident and staff education
- Training
- Testing of the plan

3.2 Emergency Preparedness Team

Emergencies occur without warning. To prepare the Housing Authority and residents for an emergency, an Emergency Preparedness Team must be created. Meetings will be held annually. Minutes must be recorded, signed, and distributed to members and staff. The committee will be comprised of internal and external members, including staff and residents, as well as representatives from external agencies, e.g., local Fire Department, Police Department, Red Cross, Newton Memorial Hospital, and others may be invited to attend. This will support a coordinated approach between responding agencies in preparing for and responding to an emergency situation.

Primary responsibilities of the committee include:

- Assists in the development of the housing authority Response Plan
- Completes the 2-year review, revision, documentation and circulation of Emergency Response Plan
- Updates resources and procedures
- Monitors annual resident safety meetings
- Assists with and/or coordinates staff training
- Arranges the testing of the plan every three years in a high-density building
- Communicates the plan to staff through bulletins, meetings and training sessions

3.3 Training

Training for staff will be coordinated by the Emergency Preparedness Team. Thorough knowledge of the plan is essential for staff and responding agencies.

Staff Training	Resident Fire Safety
• annual orientation • basic emergency training • evacuation procedures • awareness of fire equipment • annual review of plan • registration and inquiry • testing of plan • staff exercises • critical incident stress management • building features	• annual fire safety meetings • buddy system/floor monitors • fire alarm response • evacuation procedures • fire prevention tips • emergency medical cards • fire drill exercise • visitor awareness • assistance requirements

Training for new employees should occur within the first three months of employment. Volunteers should also receive training. A basic level of awareness will assist visitors and volunteers in responding to an emergency in accordance with the housing authority Emergency Response Plan. Information bulletins may be posted at the main entrance of the building and family members may be interested in attending the resident safety session or the annual staff orientation session. Annual orientation sessions will help to ensure that everyone understands what to do in the event of an emergency. A well-developed Emergency Response Plan will equip staff with the necessary information to confidently respond to a situation. Residents will also feel secure knowing the Housing Authority has a plan in place.

The orientation session should cover the following topics:

- Purpose and objectives of the Emergency Response Plan
- Emergency Response Team - roles and responsibilities
- Evacuation procedures
- Residents requiring assistance
- Follow-up debriefing and evaluation

3.4 Implementation and Testing

All aspects of the Emergency Response Plan must be tested every three years. The plan can be tested by organizing a mock disaster. This gives the Emergency Preparedness Team an opportunity to test the plan and make improvements (if necessary), train staff and familiarize residents with the required procedures. The local fire department and external agencies may be involved in the coordination of this event. An event log should be maintained during the mock disaster. This will help the Emergency Response Team assess the preparedness of the plan.

3.5 Fire Exit Drills / Walk-throughs

To avoid confusion and panic, a fire drill should be held annually. Notice of the fire drill must be sent, in writing, to each resident. The notice should explain the purpose of the exercise and the importance of residents' awareness in fire safety procedures. During a fire drill, special attention must be given to residents with disabilities. It may also be helpful to advise family members of the fire drill by placing a public notice in the main entrance of the building.

All residents should take part in the fire drills. Residents not doing so should be contacted by the housing authority staff. If the reason for not taking part is the resident's health, the housing authority should determine how he/she would be evacuated in case of fire. Residents planning to be away for some time should be encouraged to notify the housing authority office. This will be of help in a roll call if a fire should occur.

Following a fire drill, suggestions for improvement from staff, residents and the fire department should be solicited. The results of the fire drill should be evaluated to determine the following:

- Did the staff and residents respond in the manner anticipated in the fire safety plan?
- Did the chain of command work effectively?
- Were the communication links appropriate?
- Were the procedures appropriate?
- Was the fire department called and did they respond?
- Did designated personnel meet the fire department?
- Were off-duty staff and other appropriate individuals contacted as required?
- Were there any important actions not attended to?

3.6 Disaster Recovery Kits

A disaster recovery kit will be maintained in the Emergency Response Room and should include items such as (but not limited to):

- Copy of Emergency Response Plan
- Protective gloves
- Flashlight and batteries
- Notebook and pen
- Building floor plan
- First aid kit
- List of important contact numbers

4. TELECOMMUNICATIONS

4.1 General

Depending on the scope of the emergency, telephone lines and cellular phones will most likely be adequate. Preparing for the availability of alternate means of communication such as two-way radios and runners is essential.

A listing of equipment resources, contact names and phone numbers, must be completed and evaluated regularly to determine accuracy.

4.2 Telephones/Cell Phones

Telephones will be the regular means of communication. If the telephone lines are not working at or near the site, the central communication center will be set up at the housing authority main office. If telephones are inoperable, a staff will be designated as a runner until an alternative means of communication is established.

A list of staff carrying cell phones must be made available and kept current. In the event of an emergency, responders may contact these staff to access the phones.

Additional phones may be rented for the duration of the event. Cell phones should be carefully monitored. Each phone, battery and charger should be tracked throughout the event. This responsibility should be assigned to a staff person. Extra batteries, 12 volt point of power (cigarette lighter chargers) and digital phones (to ensure confidentiality), would be an asset.

4.3 Portable Radios/Pagers

This equipment may be available through the housing authority maintenance department. Fire, ambulance and other community resources may also be equipped with portable radios.

5. ACTIVATION OF EMERGENCY PLAN

5.1 Delegation of Authority

Executive Director's Responsibilities:

- Takes over management of the incident from the Maintenance Superintendent or 1st responder
- Activates the Emergency Response Plan
- Coordinates the Emergency Response Team
- Coordinates an immediate response to the public as media spokesperson
- Assumes responsibility for the building after the Fire or Police Department indicates that the building is safe
- Makes decisions regarding expenditures
- Appoints Liaison Officer to work with local officials

Note – an employee will be designated to act for the Executive Director in his/her absence. This person will typically be the Maintenance Superintendent.

Fire Department's Responsibilities:

- Assumes responsibility for the incident upon arrival at the scene
- Investigates the building to determine if it is safe for residents to return
- If the building is deemed safe, notifies the housing authority Executive Director and/or Maintenance Superintendent and turns over the responsibility for the building

Police Department Responsibilities:

- Assumes the responsibility for the incident upon arrival at the scene
- Determines, in consultation with the Executive Director, if an evacuation is necessary
- Authorizes reentry to the building

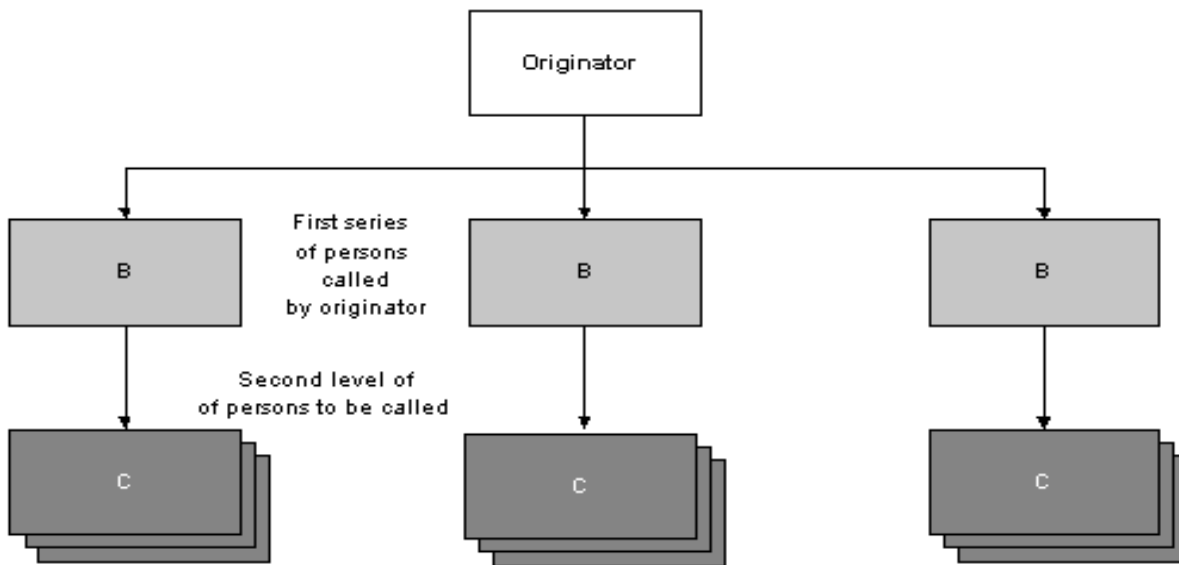
Note - A municipal building inspector may also inspect the building to determine if it is safe to return. If residents are evacuated for an extended period of time, other government departments may be involved in the decision to reoccupy the building. For example, if repairs are necessary building permits may be required.

5.2 Fan Out

The Executive Director or first responder will activate the fan out calls as illustrated in Figure 2. Clear instructions must be given to each responder. This should include information such as (but not limited to):

- Nature of emergency
- Designated place to report
- Who to report to
- Whether to continue with the fan out calls

BASIC DISASTER FAN OUT



The design of the fan-out system should enable the maximum number of people to be contacted in the shortest possible time. The basic system can be extended as far as required. Alternate contacts should be designated, and this may be accomplished by designating all persons to be called out as part of a pre-determined group. Any member of the group may thus be required to ensure that all other members of the group are contacted.

Figure 2

Note - As the incident is assessed, additional staff members may have to be called out or placed on standby. Unmet concerns, such as residents' safety, property damage, relocation, and media issues will determine the seriousness of the incident and the extent of the fan out calls.

The names of each housing authority staff member must be submitted to the Emergency Preparedness Team. These names will be maintained in written and computer form at the housing authority main office. The fan out list must be reviewed quarterly and practiced at least once every other year. A list of emergency response agencies should also be maintained.

5.3 Reporting for Emergency Duty

Staff called out shall report immediately to the designated check-in point. On-site coordination will occur at this location. A log-in timesheet shall be filled out upon arrival. This allows for efficient tracking of staff, which will be compensated with time off in lieu of financial compensation.

6. EVACUATION PROCESS

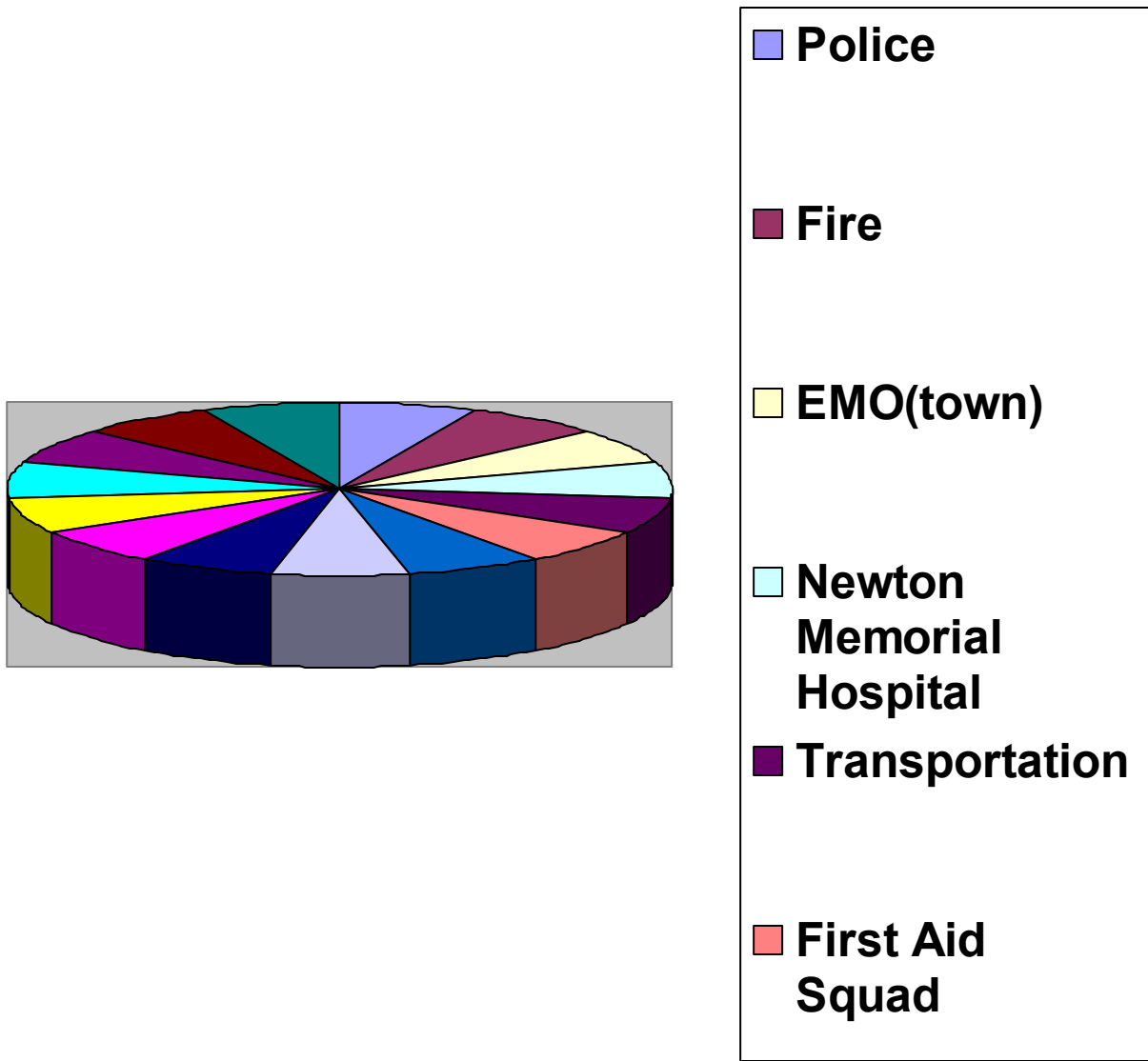
6.1 General

The evacuation of a building will normally occur at the direction of housing authority staff, the Fire Department, or Police. If the need for an evacuation is evident and responding authorities have not arrived, the 1st responder will be responsible for activating the evacuation plan. The responding authority, e.g., fire department or police will assume the responsibility upon their arrival. Housing authority staff shall provide support and assistance as requested by the responding authority.

Depending on the extent of the situation, a partial evacuation may occur. Residents may be directed to move to a safe section of the building away from immediate danger. In a complete evacuation, residents will leave the building and meet in a designated area(s). Re-entry into the building will be determined by the responding authority.

Master keys will be required to access the building equipment rooms and apartments. The keys should be readily available and identifiable with their locations documented in the "on call" duty kit. Floor plans, list of residents requiring assistance and general building information may be requested.

Figure 3



6.2 Emergency Site Supervisor

The first housing authority responder will act as the supervisor until he/she is relieved by the designated supervisor. In most cases, the Executive Director or Maintenance Superintendent will be the designated supervisor. The supervisor shall wear a safety vest that will clearly identify them as the "in charge" staff at the scene of the incident. The vest and hat will be maintained in the "on call" duty kit.

6.3 Procedures

- Upon discovery of the fire, warn persons in the immediate vicinity, i.e., line of sight such as the same room, hallway, etc.
- Activate the fire alarm - the fire alarm may have been activated by a sprinkler or by a heat or smoke detector. If not, activate it manually by pulling the pull station
- Dial **911** and report the emergency
- Proceed to the area where the fire if deemed safe.
- Remove residents from the high-risk danger area - do not attempt to remove residents when your personal safety is at risk or if your actions will increase the spread of fire and smoke and endanger the lives of others
- Report the incident to the Housing Authority emergency number - if there are no phone lines, alert a resident and request they deliver the message
- Do **not** use the elevator
- Activate the *Fan Out List* as necessary
- Loudly and clearly, advise the residents of the situation - at each hallway
- Remain calm - people will not panic if they understand they have time to evacuate
- Give clear directions to the nearest safe stairwell and Exit door - evacuation routes are posted in the hallways and on the inside of the apartment door. If residents encounter smoke, advise them to close the door and remain in the apartment. The responding authority (fire, police) will give directions upon their arrival
- If possible, request floor monitors to complete a quick check of the apartments, particularly the residents who may require assistance
- Upon arrival of the emergency authority, provide them with any relevant emergency information
- Provide a **vest** to responding housing authority staff or emergency support staff such as the Red Cross - the vest will identify the staff in authority
- Track all residents as they leave the building - advise Fire Chief or Police of results, a rescue effort may be required
- Assemble residents in the designated holding area - if it is a bomb threat, the area should be at least 300 feet from the property line
- Do **not** re-enter the building unless advised to do so by the responding authority
- Give a briefing update to the Executive Director and site supervisor in person or when this is not possible, complete the *Emergency Update Form*

6.4 Residents Requiring Assistance

Residents with limited mobility, visual impairments, hearing impairments and/or medical conditions may experience major problems during an evacuation. The situation may cause some residents to become confused and disoriented. In most cases, emergency personnel will arrive at the building in time to assist with the evacuation of residents who require assistance. In the event of a power outage, evacuation will present a challenge. Residents should be advised to keep a flashlight in their apartment in case such an incident occurs. The housing authority will maintain a Disaster Recovery Kit.

The Executive Director shall maintain a list of residents who will require special assistance during an emergency. In the event of an incident this list can be found in the "on call" duty kit and main office. The Fire Department and Emergency Management Coordinator will also receive a copy. The list should be updated, at a minimum once every twelve months or as necessary. The list should include:

- Resident's name
- Apartment number
- Telephone number
- Details on their special need for assistance
- Emergency contact's name and number

Residents should be encouraged to assign floor monitors who will assist residents in getting out of the building. Without the use of an elevator, additional resident volunteers may be required to assist those in need with a safe evacuation. The tenant association or recreation committee may be an effective means of developing this buddy system prior to an incident.

6.5 Traffic Control

Internal: When a high number of residents experience mobility problems and the elevators cannot be used to transport residents, internal traffic control must be carefully maintained. In the evacuation process, residents need to keep moving in an orderly fashion.

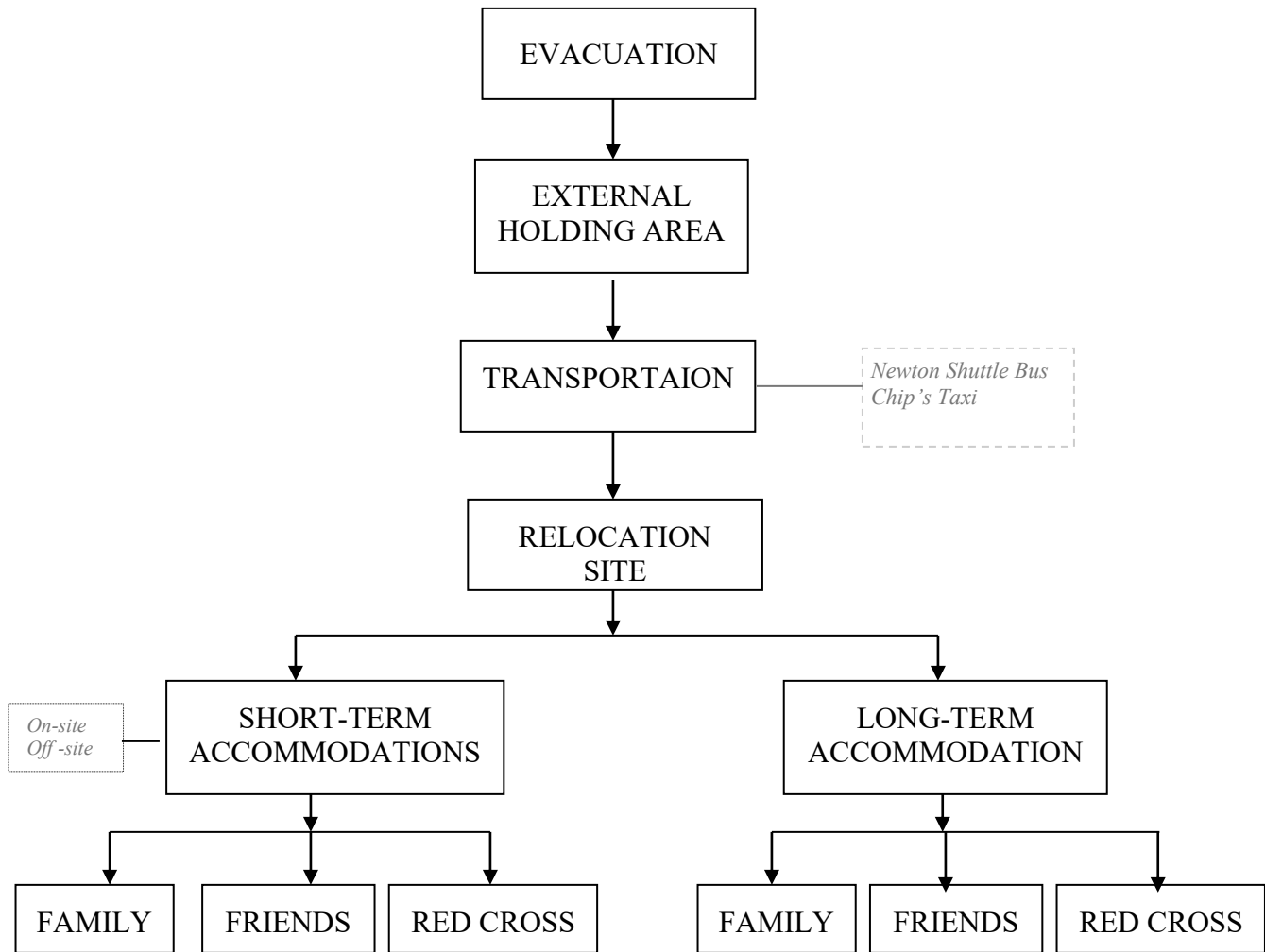
External: Access from outside the building must remain free of obstacles. Streets, sidewalks and entrance ways should be monitored to ensure emergency responders can access the building and residents can be removed safely.

6.6 Holding Area

An internal and external holding area shall be designated. Assign one staff to be in charge of the holding area. When the residents can be safely relocated internally, the area must be fire separated, e.g., the main lounge may serve as an internal holding area. The decision to move to an external holding area will be dependent on the extent of damages to the building and length of time required prior to re-entry. When an external holding area is necessary, an area away from the building would be appropriate, e.g., recreation room, parking lot, church hall. If residents are not permitted to return to the building, they may need to be moved to a temporary relocation site.

Encourage residents to remain in the holding area until the tracking of residents is complete. Residents identified by the ambulance attendants or staff as being at risk can be rerouted to a hospital for an assessment. After residents have been safely removed from the building, provide them with an explanation of the incident. This may occur at this location or at the relocation site.

Figure 4



6.7 Tracking Residents

A roll call should take place at the holding area. Residents should be encouraged to advise staff of any residents who they believe are still in the building. After the roll call is complete notify the fire department of the results. The information will direct their efforts in terms of fighting a fire or rescuing residents. If necessary, registration can occur when residents arrive at the relocation site.

Some residents may stay at the holding area or relocation site while others may leave with family or friends. The resident list can be used as a checklist and if anyone is leaving the site, an address and phone number of where they can be contacted should be documented. When a resident's whereabouts is unknown, assign a staff to assist with locating that resident. It may also be necessary to send a staff person to the hospital to determine the number of residents who require hospitalization.

6.8 Medications

During fire safety meetings or fire drills, the Property Manager will encourage residents to keep their medications in a central location. A box or bag in the kitchen area might be suggested. This will assist with retrieving the medications, if needed, at a later time.

Access to medical personnel to evaluate medications may be necessary. The Sussex County Chapter of the American Red Cross, Newton Memorial Hospital and other partners may assist with this.

6.9 Transportation

If residents are being relocated to an alternate site not within walking distance, transportation will be required. Arranging transportation may be coordinated by the Housing Authority, Emergency Management Coordinator or responding organization.

6.10 Building Access

After the incident, arrangements must be made to provide twenty-four hour security surveillance of the building to protect the property and personal belongings of residents and to deter criminal activity. If residents are evacuated for an extended period of time, staff may be assigned to accompany residents to and from their apartments to get personal belongings. Designated hours for entry should be posted at the main entrance of the building. All access should be monitored by using a sign in and out binder.

7. RESPONSE

7.1 Emergency Response Team

The Executive Director will activate the Emergency Response Team. Composition of the team shall include Housing Authority representatives, members from the responding agencies and service providers.

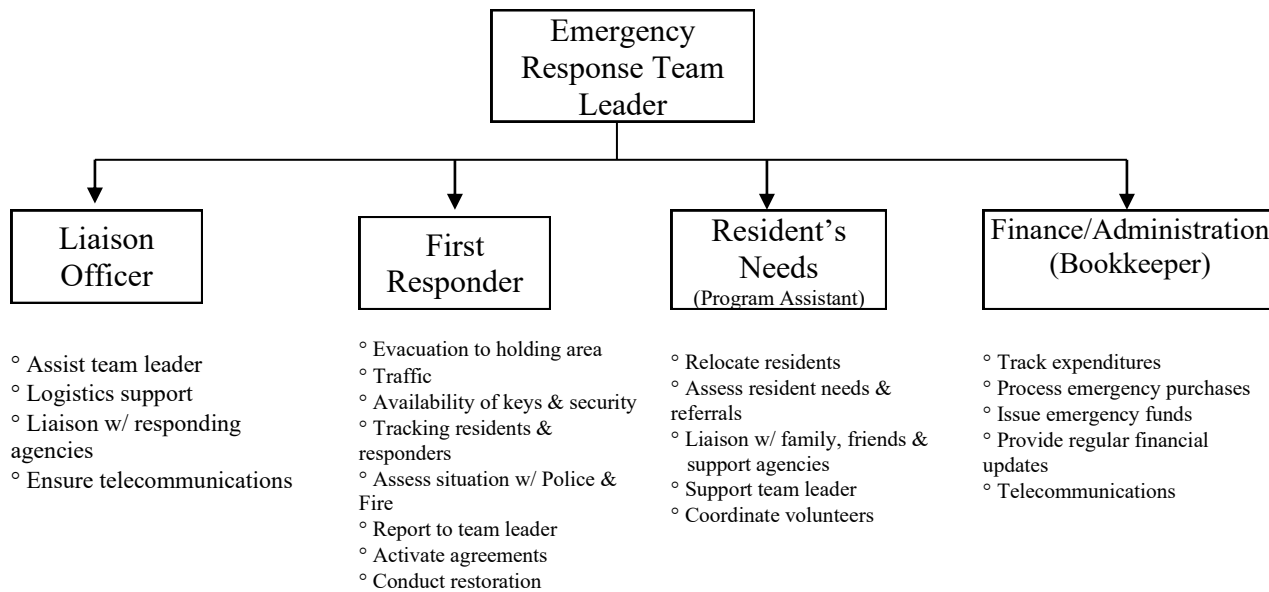


Figure 5

The Response Team shall be responsible for planning, coordinating, and directing emergency response activities. The Executive Director shall act as the Emergency Response Team Leader. With priorities shifting hourly, the Emergency Response Team will provide the short- and long-term consistency to respond to and recover from the incident. A collective approach gives all responding agencies an understanding of each others' priorities and plans.

During the response, frequency of team meetings will be determined by the need. Meetings shall be held at least once daily. Sharing accurate up-to-date information with team members is critical to an organized, structured and timely response. Sub-committees may be established to focus on specific tasks associated with the response. For instance, special needs, medication management, tenant liaison, move-in, donations of food or household items, or financial donations may require the effort of a committee.

7.2 Roles and Responsibilities

Emergency Response Team Leader (Executive Director):

- Activates Emergency Response Plan
- Directs emergency operations
- Initiates contact with responding agencies
- Conducts daily briefing with Emergency Response Team
- Authorizes expenditures
- Prepares a list of media outlets and contact names
- Coordinates media communications including such things as press releases, media briefings and photo opportunities
- Responds to all media enquiries

Liaison Officer:

- Assists the Emergency Response Team Leader
- Coordinates logistical support such as telephones, supplies, etc.
- Liaises with local officials, EMO and responding agencies
- Ensures communication linkages are effective

First Responder:

- Carries out safe and orderly evacuation
- Assembles residents in holding area
- Arranges for traffic control
- Ensures availability of master keys
- Establishes system to track residents
- Sets up check-in point for responders
- Works with fire and police in assessing situation
- Reports findings to Emergency Response Team Leader
- Arranges for security
- Activates mutual aid agreements
- Procures supplies, equipment, and personnel support to conduct restoration

Resident's Needs (Program Assistant):

- Coordinates appropriate agencies to facilitate relocation of residents if necessary
- Assists with the identification of residents' needs in order to facilitate proper referrals
- Liaises with family/friends of residents and community agencies
- Provides administration support to Emergency Response Team
- Coordinates volunteers

Finance/Administration (Bookkeeper):

- Keeps track of expenditure
- Processes emergency purchases
- Issues emergency funds
- Provides Team Leader with regular financial updates
- Obtains telecommunications services

7.3 Relocation Site

If residents must be moved from the holding area a designated relocation site will be necessary. The relocation site should be wheelchair accessible, meet Building and Fire Code requirements, be able to accommodate the number of residents from the building and be available at short notice. A signed agreement with the owner/manager should be placed on file and updated every two years or as the owner/manager changes. An alternate relocation site should also be arranged and documented.

7.4 Registration of Residents

All residents effected by the emergency should be registered. The higher the number of residents, the more difficult the task. Residents may leave immediately with family or friends, leaving the housing authority unaware of their whereabouts and safety. Copies of the forms will be available at the main office. If the Red Cross is involved, the registration and inquiry forms will be in duplicate copy for tracking purposes. Red Cross staff will work in close association with housing authority staff.

The Red Cross is trained to provide Registration and Inquiry during an emergency situation that involves evacuation. In the event the Red Cross is not available, staff should become familiar with the process. Red Cross offer training sessions on Registration and Inquiry.

7.5 Accommodations

When the building is not accessible for the short term, temporary accommodations may need to be arranged. Residents may stay with family or friends. When this option is not feasible, the Sussex County Chapter of the American Red Cross and other applicable agencies will be contacted for emergency assistance.

7.6 Health Services

When residents are relocated, they will either bring their own vile of life form with them or list of medications .

7.7 Debriefings

Staff and Volunteers - It is critical to provide everyone with accurate and timely information. New information must be made available to responders on a regular basis. This can be done by:

- Conducting regular Team meetings
- Posting Team meeting minutes and briefing notes
- Distributing e-mail notices
- Holding meetings for staff who are not on site

Residents - To help alleviate the stress and trauma, residents must be kept fully aware of the situation. Community Relations staff should begin briefing residents immediately following the incident and daily thereafter. Residents may be relocated at several sites which will require conducting several meetings in the same day. Meetings should be held as close together as possible to prevent the circulation of inaccurate or misleading information. It may be of assistance to have a member of the Critical Incident Stress Management Team present at the meeting. Residents may become anxious and upset after hearing the report on the status of their home. When residents are staying with family or friends, an update can be received by calling the Emergency Operation Center. If the number of affected residents is low, staff may decide to call them individually.

Department of Housing and Urban Development - The Executive Director or designee will notify the local HUD office of the emergency and shall be updated daily or as circumstances change. Incidents involving death or serious injury must be reported immediately.

7.8 Incident Reports

All incidents are to be reported to the Executive Director. The first report must be within twenty-four hours of the incident. It should include:

- An update on the cause of the incident
- The extent of the damages
- Cost estimates of any required repairs
- Occupancy time frames

8. MEDIA RELATIONS

8.1 General

In the event of a crisis, the media can be an asset to the organization, depending on the organization's approach to media relations. If the organization cooperates with reporters and gives them information as quickly as possible, the media can be an excellent vehicle to communicate with key public groups.

8.2 Make Contact

It is important to develop initial contact with the media immediately. This will help to avoid a lot of confusion and disorganization when a crisis strikes. The housing authority should have a media list that is updated annually. This list should contain the following information on media outlets: reporter's names, their deadlines and their telephone and fax numbers.

8.3 Communications Tools

- Media list - The media list should contain reporter's names, telephone and fax numbers and deadlines. The media list is an excellent quick reference to help communicate with the media in an emergency.
- Media inquiry form - Every time a reporter calls the housing authority a media inquiry should be filled out. This inquiry will document the reporter's name, their media outlet, their phone number, the topic of their story, their deadline and their main questions. The media inquiry should be given to the media coordinator who can then ensure that the reporter is contacted with the correct information.
- News release - Unless a significant issue arises, the media will seldom make the first contact.
- Fact sheet - Many people including the media do not know what the Housing Authority is. They do not know if it is a separate agency or a government agency, what it does, or who it serves. A generic housing authority fact sheet is helpful during times of crisis.

8.4 Media Spokesperson and Media Coordinator

The Executive Director or designee shall serve as a media spokesperson and will provide information to the media on behalf of the housing authority. During a crisis the coordinator must coordinate all communications activities and screen and handle public and reporters' calls. The spokesperson must ensure that all reporters are called back by the appropriate person and that all reporters' requests and questions are dealt with.

8.5 Evaluation

A file of the media coverage and communications should be kept to be used as a reference of what communications activities worked in this particular crisis and which activities didn't work. This reference file can be useful to model further emergency communications efforts.

9. EMERGENCY OPERATIONS CENTER

9.1 Purpose

If it appears the emergency incident is going to last longer than a 12-hour period, an Emergency Operation Center (EOC) will be established. The 12 hour time frame will vary depending on the circumstances, such as weather conditions, number of residents affected, extent of damage and available resources. The Emergency Operation Center will act as the decision center for the direction and control of response and recovery actions. This site will provide administration support, registration and inquiry for residents, public inquiries and will act as the central tracking system for emergency-related information. Providing accurate up-to-date information and the ability to quickly access support services will help ease the anxiety and stress experienced by residents and their family and friends.

9.2 Location

Depending on the size, the relocation site, may be appropriate for the Emergency Operation Center. An alternate site should also be selected. This may be coordinated by or through the Sussex County Chapter of the American Red Cross. Written agreements with the building managers will ensure access to the sites.

9.3 Staffing

The Emergency Operation Center shall have a supervisor with decision-making ability. The staffing may be coordinated by the Sussex County Chapter of the American Red Cross. During the immediate crisis, scheduled 24 hour staff shifts will be required to address phone inquiries. As the crisis dissipates the hours can be reduced. During regular working hours the Center should be staffed at all times by at least one housing authority representative.

9.4 Equipment

Depending on the length of time the Center is open, will determine the amount of equipment required. Examples of supplies include:

- Copy of Emergency Response Plan
- First aid kit
- Minimum two telephones
- Cell phone
- Access to photocopier, fax and computer terminal
- Housing authority phone directory
- Telephone directory
- Flip chart and markers
- Emergency Response Team members and contact numbers
- Emergency services phone numbers
- Registration and inquiry forms
- Space to accommodate the Emergency Response Team meetings
- Red Cross will provide comfort kits.

10. BUILDING SAFETY SYSTEMS

10.1 Fire Alarm Systems

All fire alarm panels and related equipment, e.g., heat, smoke detectors, etc. are verified once a year by a fire alarm technician or by a qualified company. An inspection sticker will be placed on the panel and it will be signed and dated by the technician. A copy of the alarm systems report is maintained in the main office.

Any maintenance problems or repairs noted on the report should be acted upon by the housing authority.

10.2 Smoke Alarms

All units are equipped with smoke detectors.

10.3 Fire Extinguishers

Fire extinguishers will be inspected in accordance with standard specification. They will be inspected once a year by a qualified technician.

Fire Extinguisher Locations:

- The furnace room
- The electrical room
- All hallways, as indicated by the National Fire Code
- All garbage rooms.

10.4 Emergency Lighting and Exit Lights

Emergency lighting equipment should be checked on a regular basis by the housing authority.

10.5 Alarm Monitoring

The fire alarm system is linked directly to a monitoring company, who in turn, notifies the fire department and designated staff of any alarm.

10.6 Fire Plan

The housing authority shall have a fire escape safety plan in place.

10.7 Use of Oxygen

A resident in public housing may require the use of a commercial supply of oxygen as part of regular medical treatment. Commercial oxygen is only available if prescribed by a doctor. Housing authority staff should follow these guidelines when dealing with oxygen in a unit.

- The oxygen tanks must be secured in a cart or fastened to the wall by a chain or a special stand when in use.
- The exterior door of the unit shall have a notice that indicates oxygen is in use.
- Appropriate signage shall be posted inside the unit indicating oxygen in use.
- The housing authority shall notify the fire department of the oxygen use.

- Housing Authority staff should try to ensure that the supplier visits the resident to explain the responsibilities regarding the use of oxygen.
- The housing authority should have the supplier of the oxygen equipment establish and provide a schedule of a follow-up visit program with the resident.
- The Housing Authority may have those residents who require oxygen therapy sign a release which acknowledges that the housing authority has reviewed and explained the no smoking policy as it applies when oxygen is in use in a room within the unit. The release would also absolve the housing authority of any liability for damages if the resident acts in a negligent way.
- Housing authorities should notify their insurance agent if any of their residents are using oxygen in their unit.

11. COSTS – RESPONSIBILITY, RECOVERY, and LIABILITY

11.1 General

Reporting directly to the Executive Director, the bookkeeper shall be responsible for monitoring the costs associated with the response and recovery. All inquiries pertaining to expenditures should be directed to this employee. A regular status report shall be provided to the Executive Director by the bookkeeper. Costs associated with the emergency situation such as security, appraisal costs and restoration will be the responsibility of the housing authority. The Executive Director or designate will approve expenditures.

11.2 Insurance

Property insurance on the housing authority building does not extend coverage to the personal property of residents. Residents are encouraged to obtain their own insurance coverage.

11.3 Rent

When residents cannot remain living in their apartments as a result of an emergency incident, the rent can be pro-rated. It will be based on the number of days the resident was living in the apartment during the month. For example, if a resident was in their apartment 12 days out of a 31 day month, the calculation formula would be 12/31 multiplied by the month's rental amount. When residents are out for an extended period of time, one-month free rent may be considered to defray their expenses while living in alternate accommodations.

11.4 Liability

The first step in the assessment of liability is the completion of an incident report. This report, along with relevant documentation from the Fire Department and/or the Police Department and others should be forwarded to the Executive Director, or another individual designated by the Executive Director, who then forwards it or a synopsis of it to the Department of Housing and Urban Development.

11.5 Restoration

The Procurement Policy, Sections 46 and 47 outlined in Public Housing Operations Procurement Manual establishes procedures for procuring goods and services. In the event of an emergency, the housing authority staff shall consult with the Department of Housing and Urban Development regarding the procurement procedures. Once approval is received, restoration to damaged areas of the building should be undertaken immediately.

12. DONATIONS MANAGEMENT

12.1 General

In events where residents experience personal or property loss, the community may want to assist with financial support. A bank trust account for fire victims may be established. A committee to oversee the account may include representatives from the resident population, Housing Authority, Red Cross and support agencies.

12.2 Disbursement of Funds

Residents can be advised of the committee and its purpose during the briefing sessions. Requests for funding should be directed through committee members. Information on resident needs can be gathered through questionnaires, interviews or resident meetings. Special attention must be placed on providing a fair and equitable distribution of funds and/or items. Once decisions are finalized, residents can be notified through a general meeting and/or individual notices.

13. BACK TO BUSINESS

13.1 Residents

When residents have been displaced for an extended period of time, moving back to the apartment can be both an exciting and nervous experience. The Housing Authority will attempt to ease the transition by coordinating the following:

- Resident meetings to inform both affected and unaffected residents about the situation
- Critical Incident Stress Management representatives - services may be required the day of the move-in and several days following

13.2 Employee Assistance

Adequate measures must be taken to provide for the safety and health of staff. Relief for fatigued staff, nutritious snacks and regular breaks are essential.

The Housing Authority will offer debriefing sessions during and after the event. An external facilitator with Critical Incident Stress Management training may also be helpful. An external incident critique is essential in ascertaining how to improve the response.

After being away from the office for an extended period of time, the thought of returning to a backed-up workload can be overwhelming. If possible, temporary staff may be hired during the incident to assist with the day-to-day office duties.

PURPOSE

The Emergency Management Procedures manual has been established as an operational guideline designed to respond to a variety of emergency situations. It is the most logical and efficient method of systematic, safe and orderly evacuation of the building or part of the building in the least possible time. It is to be made available to all employees in the building. This does not and cannot cover all situations, nor does following the procedures in this manual assure or guarantee the safety of persons or property in the event of an emergency. This manual is for informational and educational purposes only.

EMERGENCY PHONE NUMBERS
9-1-1 for Police or Fire Emergency

NON - EMERGENCY PHONE NUMBERS

POLICE & FIRE 973-383-2525

NEWTON EMERGENCY MANAGEMENT
Police Officer Kenneth Teets, Emergency Management Coordinator
(Note: Ken to retire as police officer 2/23)
(973) 670-1892

Sussex County Chapter of the American Red Cross
(973)579-1600
(973)579-6183

Housing Authority response should be made by calling the NHA on-call service at 412-675-8038
1

GENERAL EMERGENCY PHONE NUMBERS

Newton Police Department
973-383-2525

Newton Fire Department
973-383-4141
973-459-1255 (Chief Jason Miller)

Newton Emergency Management
973-383-5511
Newton Memorial Hospital
Main: 973-383-2121
Hot Line: 973-383-0973

Sussex County Senior Services Outreach Program
973-579-0555 (Raeann)

24/7 HELP Line for Substance Use Treatment
844-722-5327

1 Systems installation LLC (Phone and Intercom System Repair)
1 Tauber Terrace
Monsey, NJ 10952

ABCode Security Inc. (Manages Fire Alarms)
973-579-2233 (Fred)
Andrea Jorgensen (Office Manager)

Advantage Controls
4700 Harold Abitz Dr
Muskogee, OK 74403
800-743-7431 (Kyle Martin: Customer Service)
Kyle.martin@advantagecontrols.com

Weathertite Solutions, LLC
502 Rt 57
Port Murray, NJ 07865
(908) 830-1658

Breslin and Breslin
41 Main St #7087
Hackensack, NJ 07601
Terrence Corriston
201-913-2372
201-676-3012
Email: Tcorriston@breslinandbreskin.com

Confires Fire Protection Systems (Fire Extinguishers-Inspection)
910 Oak Tree Avenue, Suite J
South Plainfield, NJ 07080
908-822-2700

Culligan (Water Softening System)

973-729-3131

973-731-7110 (Service)

service.culligannj.com

**office@culligannj.com GENERAL EMERGENCY PHONE NUMBERS
(Cont.)**

Current Elevator

570-296-5294 (Tammy)

862-881-0721 (Greg Bohlke)

Door Jockey, Inc. (Automatic Door Repairs)

732-245-0227 (Ken Karmazyn)

732-942-6099

ken@doorjockey.com

973-879-5231 (Kurt)

Elizabethtown Gas

800-299-8151 800-492-4009 908-289-2323

EM Electric (Generator and Electrical Emergency)

3 Aaron Way

Sparta, NJ 07871

973-300-9706 (Tracy)

Tech: Chris

Ferguson (Appliances)

65 Passaic Ave

Fairfield, NJ 07004-3509

973-227-1777

973-582-1320 (Glenn Julian)

Fowler Companies (Washer and Dryers) (Online for service required)

565 Rahway Avenue

Union, NJ 07083

Phone: 908-686-3400 Ext. 152 (Kiara Fonseaca- Customer Service)

Fax: 908-686-8756

kfonseca@fowlercompanies.com

Gerber Landscaping Services (Snow Removal)
973-579-6854 (Rich)

GoGo Generator, LLC (Camera System)
d/b/a GOGO Security
95 Meadow Road
Bedminster, NJ 07921
908-956-4454
Chris Nieliwocki, Managing Member
chris@gogosecurity.com
Leo Madden, Managing Member
908-705-1520
leo@gogosecurity.com

Grainger
401 S. Wright Road
Janesville, WI 53546
800-472-4613

Hamburg Plumbing & Supply
180 Route 23 South
Hamburg, NJ 07419
973-827-2553

Maintenance
412-675-8038 (Allegheny Answering Service)

Master Build and Design (Flooring & Paint)
400 Broadway, Suite 104
Long Branch, NJ 07740
Fabian Diaz 732-313-0727
Woodly Desroses 732-313-0727, Option 2, Cell 732-289-4223

Mazteck (IT Services)
575 Corporate Drive
Mahwah, NJ 07430
973-272-2324 (Mario)

support@mazteck.com

[Nature Plus Pest Control](#)

[241 Grasmer Road](#)

[Staten Island, NY 10305](#)

[Phone: 781-520-0829 \(Christopher Madgey\)](#)

[Newton Township](#)

[Animal Control](#)

[Municipal Building](#)

[39 Trinity Street](#)

[Newton, NJ 07860](#)

[973-383-3521 Ext. 455](#)

[973-903-1910 \(Jessica Vollero, Animal Control Officer\)](#)

animalcontrol@newtontownhall.com

[Newton Township](#)

[Code Enforcement for Newton](#)

[973-383-3521 Ext. 256](#)

Palmer Services (Landscaping Services)

973-222-3163 (Tyler)

GENERAL EMERGENCY PHONE NUMBERS (Cont.)

Planet Network, Inc
4 Park Place
Newton, NJ 07860
862-300-3100

RJM Automatic Fire Protection, LLC
1070 River Road
Phillipsburg, NJ 08865
973-859-1800
Matthew Snyder (Tech)

Roto Rooter (Clogged Toilets/Drains)
973-383-6070

)

Sanico Inc. (Dumpsters)
5 Huthcinson Station Rd.
Phillipsburg, NJ 08865
908-475-3300
support@sanicoinc.com

TGM Services (Plumbing and Heating)
Normal Working Hours Monday thru Friday: 908-852-6355
After Normal Working Hours, Weekends and Holidays:
1. 908-852-6355 2. 908-868-8681 3. 908-872-8112

GENERAL EMERGENCY PHONE NUMBERS (Cont.)

UnifiedVox (Phone Lines)

P.O. Box 393

Tallman, NY 10982

845-625-9000 (Customer Service)

Univeral Supply Group, Inc. (Z-Line Filters)

45 Us Highway 206 #101

Augusta, NJ 07822

973-427-3320

Vanguard Cleaning Systems

351 Mansfield Village

Hackettown, NJ 07840

973-334-3355 (Office)

www.vanguardcleaning.com

973-280-4528 (Gina Cianfrone/Account Executive Cell)

Gcianfrone@vanguard.com

973-641-0386 (Marisa Moneta Cell – To clean every Monday)

Nazmirlic@gmail.com (Nazmir LLC, Marisa Moneta)

Wilco Air Conditioning, Refrigeration and Heating, Inc. (Make up Roog Unit)

15 Mill Street

Branchville, NJ 07826-5514

Office: 973-245-9814

Cell: 973-948-0519 (Karen)

dispatch@willcohvac.com

Window Repair Systems

2363 Sandifer Blvd.

Westminster, SC 29693

800-842-0974 Ext. 110

KEY EMERGENCY PERSONNEL

OFFICE COORDINATORS

The Office Coordinator and Alternate are the communication link between the office employees and the Area Coordinator. The Office Coordinator and Alternate are responsible for communicating pre-planned emergency procedures to the employees in their office. It is important to note that while the Office Coordinator is away from the building, the Alternate becomes the Office Coordinator. Therefore, sufficient back-up personnel should be appointed to cover any absences. Any changes in the Office Coordinators or Alternates should be communicated in writing.

Basic responsibilities of the Office Coordinators include (1) informing all employees of the evacuation procedures in case the Office Coordinator and the Alternate are absent. (2) Flashlights should always be taken with the Office Coordinator during an evacuation in case of an electrical power failure. Flashlights are located in the maintenance and main offices. (3) The Office Coordinator is also responsible for coordinating safe evacuation of any elderly, disabled, handicapped, or other persons needing assistance to evacuate the building. She should assign someone to escort these persons to the nearest stairwell, which is a fire safety zone, after others have cleared the stairwell. Also, make sure the stairwell is closed. Report the location of any person unable to walk down the stairs when attendance is taken at the meeting area outside. If a disabled person needs to evacuate from a floor other than the fire floor, but is unable to do so alone, he or she may will call 9-1-1 to give them his/her present location. Someone from the Fire and or Police Department will assist him/her with evacuating.

BUILDING LIAISON

The Building Liaison and Alternate are the central communication link between the employees and residents and the Fire Department. As such, the Building Liaison has direct control for all decisions relating to the safety of employees during an emergency. It is important to note that while the Building Liaison is away from the building the Alternate becomes the Building Liaison.

FIRE COMMUNICATION UNIT

It is the responsibility of the Emergency Coordinator, Emergency Floor Coordinator, and the Management Office to **PREVENT PANIC**. In the event of an emergency, employees should remain calm and attentive so they can respond to the appropriate action plan. Panic will only create confusion and will impede the chances of orderly evacuation. From time to time, the building's emergency procedures will be tested. All employees will be asked to participate in these procedural tests, which will include fire/emergency evacuations.

OFFICE PERSONNEL

All personnel are responsible for knowing the following:

1. Know your Office Coordinator and Alternate Office Coordinators.
2. Learn Proper Procedures:
 - a. What to do when locating a fire, receiving a bomb threat, observing civil disobedience, discovering an elevator problem, hearing a tornado warning, etc.
 - b. How to report an emergency.
 - c. When to report a hazard before someone gets hurt.
3. How to Safely Evacuate the Building:
 - a. Know the location of:
 - (1) Nearest building exits
 - (2) Building fire alarm pull stations
 - (3) Fire extinguishers and their proper use
 - (4) Designated meeting area
 - b. Follow the building's policy of action to be taken when the fire alarm sounds
 - (1) DO NOT block the fire doors or elevator doors in an open position
 - (2) DO NOT block corridors or passageways with chairs, desks, inventory, etc.
 - (3) ALL persons not having assigned jobs must:

Quickly and efficiently follow instructions from the Office Coordinator.

Remain calm and DO NOT PANIC.

Proceed to nearest stairwell. DO NOT use the ELEVATORS!

An employee may take personal belongings (if it does not delay exiting) but should not return for personal belongings.

Once out of the endangered area, do not attempt to re-enter without permission from authorized personnel.

FIRE EVACUATION PROCEDURES

DURING NORMAL BUSINESS HOURS

1. Upon discovering an actual fire, pull the nearest fire alarm pull station, an emergency tone will be heard over the fire alarm system. The emergency tone will continue to repeat automatically during an emergency until silenced by the Fire Department. The alarm may be triggered before having to activate the pull station. If a fire extinguisher is near, and you know how to use it properly, consider attempting to extinguish the fire if it is of the nature and in your opinion can be contained or extinguished (wastebasket, microwave, coffee pot). See the attached information regarding fire extinguisher use. Do not waste time and the possibility of putting yourself and others in jeopardy if the fire cannot be extinguished within 20-30 seconds. If the fire cannot be extinguished quickly, begin evacuating.
2. Evacuation:
 - a. When the fire alarm sounds, all employees should immediately quit what they are doing, and begin exiting the building. Office Coordinators should have their flashlights and checklist with them.
 - b. Turn off all lights and close all doors, but DO NOT LOCK DOORS. These two indicators show emergency personnel that the area has been evacuated.
 - c. If possible, check each restroom to determine if anyone is occupying the room
 - d. Evacuate the fire floor by the nearest stairwell. During evacuation, everyone should be quiet and listen for emergency instructions. Remain calm and walk in an alert manner to avoid delays.
 - e. Feel any doors in your path with the back of your hand before opening them. If a door is hot, DO NOT OPEN IT! Close all doors behind you, BUT DO NOT LOCK ANY DOORS. If smoke is dense, stay low to the ground or crawl.
 - f. Evacuate via the shortest route to the nearest exit door from the building to where you are, which may not be the route or door you normally use.
 - g. Meet at an established meeting area to account for all personnel and to communicate necessary information. All employees should refrain from eating, drinking, and smoking during the evacuation.
 - h. After Building Management and/or the Fire Department determines the condition of the building, the Building Liaison or other authorized authority will inform the employees that they may return to the building or that the building is damaged, and a recovery plan must be activated.
 - j. For future reference, a brief report should be written covering your actions in response to the emergency. Include any special problems or incidents encountered.

AFTER NORMAL BUSINESS HOURS

Follow all normal business hours procedures. Be aware if there are coordinators present. Employees must be extra observant, for example noting how many vehicles are in the employee parking lot versus how many employees are at the evacuation areas. Call 9-1-1 and the emergency maintenance phone at 412-675-8038.

ELEVATOR EMERGENCY PROCEDURES

Elevator equipment is designed to protect the riders by preventing movement of the elevator if proper conditions are not satisfied. If any unsafe conditions occur, the elevator will stop automatically.

PROCEDURES TO FOLLOW WHEN STOPPED IN A MALFUNCTIONING ELEVATOR:

1. Press the alarm button.
2. Communicate to the monitoring company through the emergency phone located under the call button. Please note, the monitoring company cannot call the elevator, so **DO NOT** hang up the phone. Give the company the following information:
 - a. Your name
 - b. The number of people on the elevator
 - c. If everyone appears to be okay
 - d. The direction the elevator was traveling (up or down) and approximately what floor you are on
 - e. The elevator number (either 1 or 2)
3. Give details to the monitoring company if a medical emergency exists.
4. Be calm and patient. Our elevator contractor is on call 24 hours a day and responds immediately to emergencies.
5. In case of power failure, the elevator cab can be manually lowered and opened.

If the elevator has stopped between floors, please **DO NOT** attempt to exit the elevator without assistance from authorized personnel. **Exiting elevators stopped between floors without proper assistance is extremely dangerous!**

Due to power failure, fire, disaster or malfunction of equipment, a Fire Department rescue squad may be required to enter elevator hoist ways to remove passengers when elevators have stopped between floors. This is normal, and there is no cause for alarm.

NEVER USE THE ELEVATOR in case of fire/power failure. If you are on the elevator when the fire alarm is activated, the elevators are programmed to return to the lobby and the doors will remain open.

MEDICAL EMERGENCIES

CRITICAL EMERGENCIES

Upon discovering or receiving information of a critical medical emergency, call 9-1-1 for the rescue squad and give the following information:

1. TYPE of emergency:
2. LOCATION
3. NAME of person involved and STATUS of physical condition.
4. DO NOT TRY TO MOVE the person involved. If you are qualified, perform emergency first aid.
5. NOTIFY the office emergency number 412-675-8038 to relay the above information.

IN CASE OF EMERGENCY

HOW TO TREAT SHOCK VICTIMS

- ⇒ KEEP THE VICTIM LYING DOWN
- ⇒ BODY TEMPERATURE SHOULD BE MAINTAINED AS NEAR NORMAL AS POSSIBLE. DO NOT OVERHEAT THE VICTIM BY PILING ON BLANKETS AS THIS MAY CAUSE THE ARTERIES TO DILATE, FURTHER AGGRAVATING THE CONDITION. HOWEVER, DO NOT ALLOW THE VICTIM TO BECOME CHILLED.
- ⇒ TURN THE VICTIM ONLY IF ABSOLUTELY NECESSARY FOR PROPER CARE OR PROTECTION.
- ⇒ TREAT HEAD, NECK AND SPINE AS ONE UNIT. DO NOT ALLOW TWISTING OR MOVEMENT.
- ⇒ RAISE LEGS 8–12 INCHES UNLESS INCREASED PRESSURE IN THE ABDOMEN, CHEST OR HEAD WOULD BE HARMFUL. FOR EXAMPLE, STROKE, HEAD INJURY AND/OR ABDOMINAL INJURY, OR IF LEG INJURIES WOULD BE AGGRAVATED.
- ⇒ GIVE NOTHING BY MOUTH AS VICTIM MAY VOMIT AND CHOKE.
- ⇒ WEAR LATEX GLOVES WHEN ASSISTING ANYONE.

First Responder Kit

PURPOSE: To establish a method by which a first responder kit is available for emergency use.

POLICY:

1. The NHA recognizes the need to provide a method to maintain and restock the first responder kit.
2. The NHA recognizes the need to have a central storage location for the first responder kit.

PROCEDURE:

1. The first responder kit is available for emergency and first aid use.
2. At this time, the first responder kit will be stored in the Emergency Response Room, while a general first aid kit will be stored in the main office and maintenance office.
3. In the event of a tornado evacuation, the person in the office will be responsible for bringing the kit to the designated area.
4. An inventory list is inside the first responder kit.

SHORT-TERM POWER OUTAGES OR BLACKOUTS

DEFINITIONS:

A BLACKOUT. A blackout occurs when a power company turns off electricity to selected areas to save power. They are typically for one hour and then power is restored, while another area is turned off.

PROCEDURES:

1. Use a flashlight for emergency lighting.
2. Turn off electrical equipment you were using when the power went out. This will help prevent surges that can damage equipment.
3. Avoid opening the refrigerator and freezer.
4. If possible, listen to a battery-charged portable radio for updated information.
5. Leave one light turned on so you know when the power returns.

PRECAUTIONS:

1. If you have space in your refrigerator or freezer, consider filling plastic containers with water, leaving about an inch of space inside each one to allow for the water to expand as it freezes.
2. This chilled or frozen water will help keep food cold if the power goes out by displacing air that can warm-up quickly with water or ice that keeps cold for several hours.
3. If you use medication that requires refrigeration, it may be kept in a closed refrigerator for several hours. If unsure, check with your physician or pharmacist.
4. If you use a computer, keep files and operating systems backed-up regularly.
5. If you use a battery-operated wheelchair or other power-dependent equipment, contact the power company and ask for alternatives in your area and/or contact the police department.

WINTER STORM PROCEDURE

DEFINITIONS:

WINTER STORM. Winter storms can last for several days and be accompanied by high winds, freezing rain or sleet, heavy snowfall, and cold temperatures. A winter storm can range from a moderate snow over a few hours or blizzard conditions for several days. Some may be large-enough to affect several states, while others may affect a single community. Many winter storms are accompanied by low temperatures and heavy and/or blowing snow.

SLEET. Sleet is raindrops that freeze into ice pellets before reaching the ground.

FREEZING RAIN. Freezing rain is rain that falls onto a surface with a temperature below freezing.

ICE STORM. An ice storm occurs when freezing rain falls and freezes on impact.

NOR'EASTERS. A nor'easter results from the counterclockwise rotation of a low-pressure system and the clockwise rotation of a high-pressure system, combining to send wind and moisture from the Northeast. Their ferocity will depend on the strength of the two systems. While these storms can occur all year long, in New Jersey, they are a primary risk between September and April.

HYPOTHERMIA. Hypothermia is abnormally low body temperature that occurs as a result of the body losing heat faster than it can be produced. Symptoms include uncontrolled shivering, memory loss, disorientation and drowsiness. If body temperature is below 95 degrees Fahrenheit, seek medical help immediately.

FROSTBITE. Frostbite is damage to body tissue caused by extreme cold. Symptoms include numbness and a pale color in extremities. Skin may feel firm or waxy. If you detect these symptoms, get medical help immediately and slowly re-warm the affected areas.

PROCEDURES:

1. During a snowstorm, stay inside. Avoid unnecessary travel.
2. If going outdoors, protect yourself from storm hazards by wearing layered clothing. Most body heat is lost through the top of the head, so always wear a hat and earmuffs. A scarf worn over your mouth will protect your lungs from extremely cold air.
3. Come inside often for warm-up breaks.
4. Watch for signs of hypothermia and frostbite.
5. Attempt to keep dry.
6. Avoid overexertion.
7. If possible, listen to a portable radio or television stations for updated information.

TORNADO PROCEDURES

DEFINITIONS:

TORNADO WATCH. The conditions are right for a tornado, but none have been sighted. This is only a precautionary alert; the building is not in immediate danger. In the event of a tornado watch, personnel are to continue at their work.

TORNADO WARNING. A tornado has been sighted in the area and emergency precautions will be taken.

PROCEDURES:

The main office will notify residents of a tornado heading towards the building by contacting each floor representative, and if time allows each resident individually.

1. Office Coordinators shall take charge and direct all personnel in their area to move to a safe area such as the stairwells, or interior rooms in the building without glass windows or doors, such as an interior hallway. Bring their flashlights and checklists.
 - a. Don't allow employees to get on an elevator.
 - b. Don't attempt to leave the building. You are safer in the building than on the street or in a car.
 - c. The greatest danger to personnel would be from flying glass and possibly some furniture being tossed around.
2. All blinds on the outside windows should be closed as this will help protect from flying glass.
3. Remain calm, quiet and listen for further instructions.
4. Once the tornado passes, all employees should gather at the established meeting areas, (similar to a fire evacuation), and a headcount will be taken to account for all personnel. If an "all clear" is been given, employees may return their offices.

NOTE: Tornadoes are unpredictable and should not be underestimated.

TORNADOES

1. Tornadoes typically come from the Southwest.
2. Safest Area – Northeast section of the 1st floor.
3. Keep as many walls between you as possible.
4. Stay at least fifty feet from any glass.
5. Head facing wall.
6. If possible, get down on knees, bend over, and tuck your head down with hands clasped behind neck.
7. Inside restrooms next safest area if inside room.
8. Flashlights.
9. First Aid Kit

BOMB THREAT PROCEDURES

A bomb threat warning may be received by anyone. Persons making such calls do not normally call anyone and will deliver their message to the first person contacted. Consequently, it is important that a call of this nature be handled in accordance with NHAs established plan. All bomb threats should be considered dangerous and should be taken seriously.

PURPOSE OF THE CALLS

Two possible explanations for a caller reporting a bomb are:

- a. The caller has definite knowledge or believes that a bomb has been or will be placed. He wants to minimize personal injury or property damage. The caller may be the person who placed the bomb or someone else who has become aware of such information.
- b. There is no bomb, but the caller wants to create an atmosphere of anxiety and/or panic, which will result in a disruption of normal business activities in the building where the device may be located.

Panic def: a "sudden", excessive, unreasoning, infectious terror. Panic is caused by fear of the known or the unknown. It is one of the most contagious of all human emotions. Panic can also be defined in the context of a bomb threat as the ultimate achievement of the caller.

INITIAL ACTION

Any employee receiving a bomb threat call should ask the caller to give his/her message to their Executive Director or designee. However, if the caller refuses to be transferred to another party, the employee receiving the call should try to obtain all the information listed on the Telephone Bomb Threat Check List. If possible, they should immediately alert the nearest person, by using the "phone emergency" sign, to either pick up the extension or call 9-1-1. The caller should be kept on the line as long as possible for this will aid later in the identification of voice characteristics.

- a. Remain calm and take the caller seriously.
- b. Keep the caller on the line as long as possible by being friendly and using words such as "O.K.", "Yes", "I understand", etc. Ask him to repeat the message. Record every word spoken by the caller on paper.
- c. Use the Telephone Bomb Threat Check List during the call if possible. It will help you remember all of the important information to get during the call.
- d. If you are unable to have another employee call 9-1-1 during the call, immediately after the caller hangs up, call 9-1-1.

BOMB THREAT CHECKLIST

Attached are a Telephone Bomb Threat Checklist and an “I have a phone emergency” signal, which should be given to all employees. Employees should place these forms in a readily available location so that they can be pulled out immediately upon receiving such a threat. The forms will assist you in asking the proper questions and following the above procedures.

The bomb threat notice is large enough so that other personnel within close range of the person’s particular working area can see it. This notice should be waved in the air by the first person receiving the threat to attract attention. Please take this procedure seriously, as it has proven effective and crucial in past bomb threat events in other buildings.

EVACUATION

The most serious of all decisions to be made by the Fire Department, the Police and Executive Director or designee in the case of a bomb threat is evacuation or non-evacuation of the building. The decision to evacuate must be made immediately after receiving all of the facts involved with the call. The prime consideration is for the safety of all personnel in the building. However, the decision to evacuate can result in a loss of production and can become costly, if the threat is a hoax. An evacuation will be ordered only if threat assessment information points to a high probability that the threat is real or if a suspicious package is located during a search.

THE BOMB SEARCH

If a telephone bomb threat is directed at the entire building, specific floor, or specific location, the Executive Director or designee and/or Maintenance Superintendent will search all public areas—beginning with the most accessible. The local authorities will also be contacted and will participate in the search.

LETTER OR PARCEL BOMBS

Threats against the NHA can come through delivered mail and parcels. All employees should be alert to this type of threat and take precautionary measures to detect such dangers.

The most common indications that a letter or parcel might contain explosives are:

1. Unusual bulk or weight.
2. Chemical or oily stains.
3. No return address.
4. Foreign postmarks.
5. Protruding wire or metal foil.
6. Appearance or feel that isn’t ordinary.

DISCOVERY OF A BOMB

The safety cautions below are designed to acquaint employees with the dangers inherent in the search, discovery, and handling of suspected bombs. While some of the following safety precautions may seem elementary, do not dismiss them as unimportant, nor take them for granted. Adequate knowledge of these precautionary provisions may save your life, the lives of your fellow employees, and visitors who frequent NHA.

DO'S

- If a suspicious article (i.e., package, briefcase, box, backpack, etc.) is found, immediately call 9-1-1
- Instruct others to stay clear of the suspected bomb.
- Remain calm; help is on the way.

DON'Ts

- **DO NOT TOUCH A SUSPECTED BOMB!**
 - DO NOT shake or jar a suspected bomb.
 - DO NOT carry a suspected bomb.
 - DO NOT cover a suspected bomb.
 - DO NOT open any suspicious container or object.
 - DO NOT unscrew the cover of a suspicious container or object.
 - DO NOT move the latch or hook on the cover of a suspicious container or object.
 - DO NOT remove or raise the cover of a suspicious container or bottle.
 - DO NOT cut a string, cord, or wire on a suspicious container or object.
 - DO NOT cut a wrapper on a suspicious container or object.
 - DO NOT place a suspicious container or object into water.
- DO NOT use radio equipment or a cell phone to transmit messages.
- DO NOT change the lighting conditions.
- DO NOT smoke.
- DO NOT assume a suspected bomb is of a specific type (high-explosive or incendiary).
- DO NOT accept the contents of any container as “bona fide” simply because it was delivered routinely.
- DO NOT accept container markings and/or appearance as sole evidence of their contents identification or legitimacy.

TELEPHONE BOMB THREAT CHECK LIST

KEEP CALM: Do not get excited or excite others.

NAME of person who received call: _____

EXACT WORDS of Caller:

TIME: Call Received _____AM/PM Terminated _____AM/PM

QUESTIONS TO ASK CALLER:

What time will the bomb go off? _____AM/PM

Where is it located? _____ What floor? _____ What area? _____

What does it look like? _____

What will cause it to explode? _____

“Why did you place the bomb?”

“I don’t think we can get everyone out in time ... can you tell me a little more about the bomb, like what kind it is?”

“Why do you want to kill or injure innocent people?”

“Is there anything we can do to stop the bomb from exploding?”

“Would you like to give me your name?”

DESCRIPTION OF CALLER’S VOICE:

Circle appropriate descriptive words:

CALLER	VOICE	SPEECH	LANGUAGE	ACCENT	MANNER:
Male	Loud	Fast	Obscene	Local	Calm
Female	Soft	Slow	Coarse	Regional	Angry
Adult	Rough	Distinct	Normal	Foreign	Rational
Juvenile	High Pitch	Slurred	Educated		Irrational
Elderly	Deep	Stutter	Taped		Humorous
				Incoherent	Deliberate
					Aggravated
					Drunken
					Disguised
					Nervous
<u>BACKGROUND SOUND</u>	Street Noises	House Noises	Voices	Factory Machinery	
PA System	Music	Motor	Office Machinery		

MISCELLANEOUS:

Did caller indicate knowledge of the building? YES_____ NO_____

If voice is familiar, whom did it sound like? _____

What number did the call come in on? _____

Is this number listed or unlisted? _____

CIVIL DISTURBANCES PROCEDURES

NOTIFICATION OF PROPER AUTHORITIES

Upon receiving notification that a civil disturbance threatens the building, call 9-1-1 and give the following information:

1. Your name and time

2. Demonstrators

Location _____

Number in crowd _____

Current actions _____

NOTIFICATION OF YOUR EMPLOYEES AND VISITORS

1. The NHA will communicate pertinent information regarding the civil disturbance.

2. The following safety precautions should be implemented:

a. Lock all doors except your main door.

b. Secure all sensitive areas or have someone standing by to secure them.

c. Periodically reassure your employees with information of precautions being taken and update them on the current situation.

3. Advise employees and visitors to:

a. Avoid leaving the building (dependent on current situation).

b. Avoid personal contact with demonstrators and not to make any statements to further anger them.

c. Avoid lobby area while demonstrators present a threat to break and shatter ground floor windows/doors.

4. Warn employees/visitors that all elevator service will be reduced, or even cut-off during the emergency to prevent demonstrators from going up into the building.

DEMONSTRATORS INVASION OF BUILDING

1. Secure your main door and sensitive areas.
2. Notify your employees and 911.
3. Have someone standing by at your main door with a key to allow authorized personnel to enter or leave.
4. If an invader gets in, DO NOT try to stop the invader.
5. Make note of all rooms and areas where demonstrators invaded in order to search for suspicious items that may have been purposely planted.

AFTER INVASION

1. Initiate a quick search of the invaded floor(s) for unusual or foreign items.
2. **WARN** personnel **not to touch** the items (i.e., clothing, knapsacks, bags, etc.).
3. Relay any information to 911.

MAIN OFFICE SECURITY PROCEDURE

This Security Procedure has been established as an operational guideline designed to address a variety of security situations. It does not and cannot cover all conditions and situations that could occur and does not guarantee the safety of persons or property. It is a logical and efficient method of systematically managing risks associated with public environments. All employees have security responsibilities and are expected to be familiar with, and adhere to, these guidelines. Employees are to report identified security issues to their supervisors for corrective actions.

Access Control

Keys

Employees are prohibited from duplicating and/or distributing to any person any key to the Liberty Towers Building. Lost keys are to be reported to the NHA immediately. Residents are allowed to duplicate apartment door keys and must report to the main office who has been issued duplicate keys, including their address and other pertinent information.

Visitors and Guests

All visitors and guests are to enter the building via the main lobby entrance doors except if accompanied by a resident or employee. This is for security reasons and to provide an accounting of building occupants in the event of emergency evacuation.

Multi-Purpose Room

The two exterior doors to this room are generally not to be used for entry and exit from the building. Events held during regular business hours are the responsibility of the employee facilitating the event. After hours events are dictated by NHA policy. The employee or individual authorized to sponsor the event is responsible for monitoring and properly securing the exterior doors, as well as monitoring and controlling access to other areas of the building.

East Door

The exterior door on the east side of the building facing the side courtyard is to be used as an emergency exit only.

West Door

The exterior door on the west side of the building facing the parking lot is to be used as an emergency exit, entrance and exit for deliveries, move-in/move-outs.

Confrontational Individuals

Occasionally employees will be confronted with aggressive, irate and rude behavior. Employees are expected to maintain their professionalism and composure during these situations and actively attempt to resolve the individual's issue. Employees are not expected to tolerate verbal abuse or threats to their safety. The following guidelines will suggest how to distinguish the difference and to offer tactics to mitigate such circumstances.

Prior knowledge of an individual's past or foreseeable confrontational behavior warrants preparation for their next visit. Each situation will be addressed on a case-by-case basis, but proactive measures could include changing the meeting location, alerting the employee's supervisor and neighboring employees, having staff monitor the individual's behavior during their visit, or calling the Police.

It is not always foreseeable that an individual may become confrontational. All staff must remain alert and prepared for these situations. Potentially confrontational individuals can typically be identified at their initial point of contact, usually at the reception area. Indicators that an individual may become confrontational could include angry verbal expression such as yelling, making accusations of persecution or demands, aggressive or nervous body language such as pacing, clenching, or pounding fists, pointing finger, throwing papers and numerous other possibilities. When confronted with such individuals, staff should maintain their own self-control. Determine the identity of the individual and note their physical description. Speak to the person in a calm and confident manner, listen to them purposefully long enough to understand what they are upset about, ask them what they want to happen to resolve their problem, and assure them that you want to help them. Often, this approach will calm the person to the level where they are no longer confrontational. The employee should, at this point, have an opinion as to whether they can resolve the situation themselves or if other assistance will be needed. If additional assistance is needed or the person is still confrontational, buy time by asking the person to have a seat, or ask them to wait while you get someone who can help them.

In the event of violence, the immediate threat of violence, a threat of immediate physical harm has been expressed or exhibited, or when a weapon is observed, call 911.

When staff observes or overhears a confrontational situation, such as loud and/or abusive language, may attempt to provide positive intervention in an attempt to deescalate the situation or if deemed necessary, contact 911.

The confrontational individual should be removed from the area of the confrontation, especially if it is in an office area. Ask them to follow to an area where the issue can be discussed. The main lobby is a good location because it is a public area which can serve to quiet situations, it is monitored by recorded video surveillance, and it is close to the exit doors which invites the opportunity for the individual to leave the building, thereby ending the confrontation. The employee who initially was involved in the confrontation should be removed from the situation so the confrontational person does not have that person at which to direct their aggression. At least two employees should be involved with dealing with the confrontational person. A calm and confident employee listening to the individual and sharing concern for their issue mitigates many confrontations. The individual may have unreasonable expectations or may require assistance that the employee cannot accomplish, but under no circumstances should the person be given false information or promises to appease them for the moment. The individual should

be informed that their hostility is not acceptable and will not aid in resolving their issue. If the police have been called, the person should be informed of such and suggested to calm him or

herself before the police arrive. Employees should not have physical contact with the individual unless it is in self-defense.

A police report is to be completed if any crimes were committed, including threats of harm to employees. Employees should be prepared to provide the police the confrontational individual's identity and physical description.

CHEMICAL AND BIOLOGICAL WEAPONS

In case of a chemical or biological weapon attack near you, authorities will instruct you on the best course of action. This may be to evacuate the area immediately, to seek shelter at a designated location, or to take immediate shelter where you are and seal the premises. The best way to protect yourself is to take emergency preparedness measures ahead of time and to get medical attention as soon as possible, if needed.

Chemical

Chemical warfare agents are poisonous vapors, aerosols, liquids, or solids that have toxic effects on people, animals, or plants. They can be released by bombs, sprayed from aircrafts, boats, or vehicles, or used as a liquid to create a hazard to people and the environment. Some chemical agents may be odorless and tasteless. They can have an immediate effect (a few seconds to a few minutes) or a delayed effect (several hours to several days). While potentially lethal, chemical agents are difficult to deliver in lethal concentrations. Outdoors, the agents often dissipate rapidly. Chemical agents are also difficult to produce.

There are six types of agents:

- Lung-damaging (pulmonary) agents such as phosgene Cyanide, Vesicants, or blister agents such as mustard,
- Nerve agents such as GA (tabun), GB (sarin), GD (soman), GF, and VX,
- Incapacitating agents such as BZ, and
- Riot-control agents (similar to MACE).

Biological

Biological agents are organisms or toxins that can kill or incapacitate people, livestock, and crops. The three basic groups of biological agents, which would likely be used as weapons, are bacteria, viruses, and toxins.

1. Bacteria. Bacteria are small free-living organisms that reproduce by simple division and are easy to grow. The diseases they produce often respond to treatment with antibiotics.
2. Viruses. Viruses are organisms which require living cells in which to reproduce and are intimately dependent upon the body they infect. Viruses produce diseases which generally do not respond to antibiotics. However, antiviral drugs are sometimes effective.
3. Toxins. Toxins are poisonous substances found in, and extracted from, living plants, animals, or microorganisms; some toxins can be produced or altered by chemical means. Some toxins can be treated with specific antitoxins and selected drugs.

Most biological agents are difficult to grow and maintain. Many break down quickly when exposed to sunlight and other environmental factors, while others such as anthrax spores are very long lived. They can be dispersed by spraying them in the air, or infecting animals which carry the disease to humans as well through food and water contamination.

- Aerosols. Biological agents are dispersed into the air, forming a fine mist that may drift for miles. Inhaling the agent may cause disease in people or animals.
- Animals. Some diseases are spread by insects and animals, such as fleas, mice, flies, and mosquitoes. Deliberately spreading diseases through livestock is also referred to as agroterrorism.
- Food and water contamination. Some pathogenic organisms and toxins may persist in food and water supplies. Most microbes can be killed, and toxins deactivated, by cooking food and boiling water.

Person-to-person spread of a few infectious agents is also possible. Humans have been the source of infection for smallpox, plague, and the Lassa viruses.

WHAT TO DO DURING A CHEMICAL OR BIOLOGICAL ATTACK

1. Listen to your radio for instructions from authorities such as whether to remain inside or to evacuate.
2. If you are instructed to remain in your home, the building where you are, or other shelter during a chemical or biological attack:
 - Turn off all ventilation, including furnaces, air conditions, vents, and fans.
 - Remain in protected areas where toxic vapors are reduced or eliminated and be sure to take your battery-operated radio with you.
3. If you are caught in an unprotected area, you should:
 - Attempt to get up-wind of the contaminated area.
 - Attempt to find shelter as quickly as possible.
 - Listen to your radio for official instructions.

WHAT TO DO AFTER A CHEMICAL ATTACK

Immediate symptoms of exposure to chemical agents may include blurred vision, eye irritation, difficulty breathing, and nausea. A person affected by a chemical or biological agent requires immediate attention by professional medical personnel. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others. Decontamination is needed within minutes of exposure to minimize health consequences. (However, you should not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so.)

1. Use extreme caution when helping others who have been exposed to chemical agents:
 - Remove all clothing and other items in contact with the body. Contaminated clothing normally removed over the head should be cut off to avoid contact with the eyes, nose, and mouth. Put into a plastic bag if possible. Decontaminate hands using soap and water. Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate.
2. Remove all items in contact with the body.
3. Flush eyes with lots of water.
4. Gently wash face and hair with soap and water; then thoroughly rinse with water.
5. Decontaminate other body areas likely to have been contaminated. Blot (do not swab or scrape) with a cloth soaked in soapy water and rinse with clear water.
6. Change into uncontaminated clothes. Clothing stored in drawers or closets is likely to be uncontaminated.
7. If possible, proceed to a medical facility for screening.

WHAT TO DO AFTER A BIOLOGICAL ATTACK

In many biological attacks, people will not know they have been exposed to an agent. In such situations, the first evidence of an attack may be when you notice symptoms of the disease caused by an agent exposure, and you should seek immediate medical attention for treatment.

In some situations, like the anthrax letters sent in 2001, people may be alerted to a potential exposure. If this is the case, pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand. Again, it will be important for you to pay attention to official instructions via radio, television, and emergency alert systems.

If your skin or clothing comes in contact with a visible, potentially infectious substance, you should remove and bag your clothes and personal items and wash yourself with warm soapy water immediately. Put on clean clothes and seek medical assistance.

For more information, visit the website for the Centers for Disease control and Prevention, www.bt.cdc.gov.

WORKPLACE VIOLENCE

ZERO TOLERANCE

The Newton Housing Authority has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be subject to disciplinary action including termination. No talk of violence or joking about violence will be tolerated. "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. A broad definition of workplace violence would include self-directed as well as other-directed assault, verbal assault that is implicitly threatening to either the physical or psychological well-being of the individual, as well as physical assault, and violence of any sort that occurs in the workplace even if the source of any conflict is unrelated to the work environment. It is the intent of this policy to ensure that everyone associated with this organization, including employees and customers, feels safe and never threatened by another employee's actions or conduct.

WORKPLACE SECURITY MEASURES

In an effort to fulfill this commitment to a safe work environment for employees, residents and visitors, the following rules have been created.

- Access to the organization's property is limited to those with a legitimate business interest.
- All weapons banned (except for Law Enforcement Personnel).

The NHA specifically prohibits the possession of weapons by any employee while on NHA property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services off the company's business premises. Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

INSPECTIONS

Desks, telephones, fax machines, copiers, and mail systems, including e-mail, and computers are the property of the NHA and are intended for business use. Personal business should not be conducted through these systems. We reserve the right to monitor, enter or inspect your work area including, but not limited to, desks and computer storage, with or without notice.

Any communications or materials discovered during such monitoring, that constitutes threats against other individuals can and will be used as the basis for termination for cause.

REPORTING VIOLENCE

It is everyone's business to prevent violence in the workplace. Employees are required to help by reporting what they see in the workplace that could indicate that a coworker is in trouble. Employees are sometimes in a better position than management to know what is happening with those they work with. Employees are required to report any incident that may involve a violation of any of the NHAs policies that are designed to provide a comfortable workplace environment. All reports will be investigated, and information will be kept confidential.

EDUCATION OFFERINGS

In order to promote a peaceful working environment and minimize the potential for workplace violence, employees may be encouraged to enroll in courses to learn more about working effectively with others. Courses covering communication, problem solving, building effective working relationships, stress management, and related or similar course topics are supported by tuition reimbursement.

EMPLOYEE ASSISTANCE PROGRAM

Through the State of New Jersey Department of Personnel, the NHA provides an employee assistance program (EAP) for employees. This service is confidential, and we do not receive information about individual contacts with the EAP. You are encouraged to use the EAP whenever you feel the need for guidance in coping with life's difficulties to minimize the potential for workplace violence. If you have difficulty handling drugs or alcohol, the EAP can provide information on treatment. The EAP is a confidential service to be used when you need help.

WARNING SIGNS, SYMPTOMS AND RISK FACTORS

The following are examples of warning signs, symptoms, and risk factors which may indicate an employee's potential for workplace violence:

Dropping hints about a knowledge of firearms.

- Making intimidating statements like: "You know what happened at the Post Office," "I'll get even" or "You haven't heard the last from me".
- Possessing reading material with themes of violence, revenge and harassment.
- Keeping records of other employees the individual believes to have violated departmental policy.
- Physical signs of hard breathing, reddening of complexion, menacing stare, loudness, fast profane speech.
- Acting out verbally or physically.
- Disgruntled employee or ex-employee who is excessively bitter.
- Being a loner.
- Having a romantic obsession with a co-worker who does not share that interest.
- History of interpersonal conflict.
- Intense anger, lack of empathy.
- Domestic problems, unstable/dysfunctional family.
- Brooding, depressed, strange behavior, "time bomb ready to go off".

INCIDENT MANAGEMENT

In the event of a major workplace incident that affects, or has the potential to affect, the mental health of our workforce, the NHA will make arrangements for initial counseling and support services to you and your immediate family members. As the crisis passes and support systems are put into place for individuals affected by the incident, the NHA will make every effort to return to normal business operations. A reasonable effort will be made to notify employees and all stakeholders who need to know of the status of business operations directly whenever possible. In cases where direct contact is not possible or practical, an effort will be made to communicate through the news media and other available resources. The Executive Director, or her designee, is the only person authorized to communicate to the news media regarding NHA incidents.

CRISIS SITUATION

The primary contact person shall be the Executive Director. The following shall apply in the event of a crisis situation:

1. If the crisis situation involves an injury that requires immediate medical attention, the employee discovering the crisis should alert the appropriate medical professional by calling 911, contact Executive Director, and or supervisor.
2. In the event of all other crisis situations, NHA employees should notify their immediate supervisor and/or the Executive Director of the situation.
3. Immediate action will be taken by the Executive Director or Maintenance Superintendent or individual left in-charge to ensure the safety of those involved in the crisis situation or affected by the crisis.
4. The Executive Director or designee will assume or assign the responsibilities of:
 - Liaison with the law enforcement, fire, medical and other community resources offering assistance, as necessary.
 - Spokesperson to monitor incoming calls, and document in detail everything done in response to the crisis situation.
5. All communication with the immediate relative(s) and other employees and media shall be handled by the Executive Director
6. In the event of threats of violence to person(s) or property by means of firearms, fire, explosions, bombs, etc., the Executive Director shall be notified immediately, who will, in turn, contact local law enforcement authorities. If they determine that an evacuation is necessary, personnel of the affected area will be evacuated from the threatened area and employees will be directed to the appropriate site.

7. If a building evacuation is necessary, it will be conducted in a safe and orderly manner. The Executive Director will ensure that staff is accounted for and that all persons are evacuated from the building. Until otherwise directed, employees must report to and remain at the evacuation site so that they may be accounted for. Responding emergency service personnel will be notified of persons not accounted for to aid in determining whether the evacuation is complete.
10. Re-entry into the building will be restricted to emergency service and/or authorized personnel until law enforcement authorities determine the crisis is resolved and a safe re-entry can be made.
11. In the event a person causing a crisis situation leaves the building, responsibility for preventing that person from re-entry shall be left to law enforcement authorities.
12. Employees should be familiar with and comply with the other Emergency Management Procedures contained in this manual, which are referenced in this procedure such as Medical Emergencies, Security Procedures, Bomb Threat Procedures, etc.