

# **EMERGENCY RESPONSE READINESS PLAN**

**Prepared for:** Trumbull Housing Authority  
200 Hedgehog Circle  
Trumbull, Connecticut 06108-3511

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## CHAPTER 1: INTRODUCTION

This document outlines the Emergency Readiness & Response Plan (ERRP) for the Trumbull Housing Authority (THA). It contains comprehensive, yet simple and flexible, procedures that the Authority's residents, staff, and other interested parties can apply to a variety of emergency incidents that may occur at the THA.

To be effective, the ERRP must contain relevant and current information pertaining to the THA, its residents, staff and real property. Since conditions may change, it is strongly recommended that the ERRP is revisited and changed, as necessary, over time.

### Scope

The THA ERRP has been developed to serve as a reference guide for key staff and other interested parties concerning roles, responsibilities, and tasks in the event of an emergency affecting THA staff, residents, visitors, and real property.

In addition to protecting people and real property, the Authority, through its ERRP, hopes to safeguard vital records and other critical resources of the Authority. In order that it is effective, THA's emergency plans must be consistent with the efforts of the Town of Trumbull and response/recovery procedures of pertinent state and federal agencies.

As part of the development process, the Authority has assessed existing preparedness policies/procedures, details concerning the layouts of its property(ies), changing staff and staff responsibilities, as well as changing local resources that speak to emergency response. The ERRP, therefore, reflects the most current information regarding emergency readiness and response.

Finally, it is imperative that the ERRP is reviewed regularly and updated to maintain the most current, factual, and relevant information regarding potential emergency situations and the Authority's plans to respond to them.

### Background

The THA, whose offices are located at 200 Hedgehog Circle in Trumbull (Connecticut), is comprised of two communities; the first being 186-units of senior/disabled housing referred to as *Stern Village*, and the second being 36-units of congregate housing referred to as *Stern Center*.

#### **1. Stern Village**

Stern Village consists of 186 units of garden type apartments equally divided between efficiencies and one-bedroom units. The efficiency units are approximately 350-square feet and the one-bedroom units are 400-square feet.

## **2. Stern Center (Congregate)**

Stern Center is a two-story building consisting of 36 units of senior housing for the frail/elderly and disabled. All units are 350-square foot efficiencies.

There is also a Community Building, which includes laundry facilities as well as a Great Room with a small kitchen that is used for meetings and other resident activities. The primary office for the Authority and a modest storage space for files is also part of this structure.

### **ERRP: Overview**

Being prepared for emergencies and disasters is a fundamental responsibility of any property management organization. Disasters can strike quickly and without warning. It is through its ERRP that the THA will be prepared for such events.

Fundamental to the THA ERRP is staff commitment to:

- ✓ Protect the safety of residents, staff, and visitors to THA properties;
- ✓ Coordinate the Authority's emergency response and recovery procedures internally and with other stakeholders in emergency preparedness such as the Town of Trumbull and state/federal officials.

This responsibility is made more acute by the unique needs of THA residents – that is, frail/elderly and disabled citizens – as well as the modest size of the THA staff.

For the purpose of the THA ERRP, we define emergency and disasters as occurring in three stages. By anticipating and planning for all stages of an emergency will benefit the THA by conserving vital economic resources as well as efficiently managing response and recovery time.

Briefly, the three stages of emergencies are:

#### **1. Preparedness:**

Disasters are not created equal. Preparing for any disaster or emergency involves assessing all potential risks and hazards prior to the event to prevent and minimize risk to residents, staff, visitors and real property. From this perspective, the real work of emergency response occurs.

Planning and preparation will enable Authority staff to know "what" and "how" to respond as emergency situations arise...and have sufficient knowledge to make good decisions when faced difficult situations.

Routine training that involves staff, residential volunteers and Town Officials will help the THA be as prepared as possible.

**2. Response**

Response is the place where planning and real world events come together. It requires knowledge, leadership, and clarity, which is the responsibility of Authority staff to provide residents when emergencies arise.

**3. Recovery**

Recovery is often the most overlooked phase of an emergency. Surviving an emergency does not mean the residents and/or staff are not still suffering the effects of the event. Nor, does it mean that the response plan/protocols for the emergency were flawless and without unanticipated problems.

This last point is no small matter in the future effectiveness of the THA EERP. Simply put, when the response plan does not work well in the real world, THA must re-visit the emergency preparedness portion of its ERRP...evaluate what went wrong...and make changes.

As we move forward in the THA ERRP and present/discuss specific types of emergencies and their protocols, the reader should know that these materials will be presented within the structure of the three stages fundamental to any emergency as presented herein.

This will enable the user to have a full understanding of what considerations went into a specific emergency response, the protocols for that emergency, and changes to the response protocols as they occur over time.

**Types of Emergencies and Disasters**

An emergency is a situation that poses an immediate threat to human life or serious damage to property or the environment. They can be natural (flooding, for example) or man made (transportation accidents).

THA's ERRP addresses the following emergency and/or disasters:

✓ Medical Emergencies	✓ Extreme Weather
✓ Fires	✓ Earthquakes
✓ Utilities	✓ Explosions

### **Site Emergency Team: Who's in Charge?**

The reader should note, given the modest staff size of the THA, any THA employee (on any given day) may be charged with handling a significant emergency event.

However, in the absence of the Executive Director, the Administrative Assistant acts in the capacity of the Executive Director in consultation with the Chairman, Board of Commissioners. Unless specifically stated otherwise, all staff tasks and procedures related to emergencies set forth the THA ERRP, presumes this chain of command.

In addition, THA has associated itself with a number of vendors and service providers who - depending upon the emergency event - may be required to assume important roles in an emergency response event.

There are also key local and/or state officials who also may need to take an active role in a THA site emergency.

When called, emergency personnel (Fire - Police - Emergency Medical Responders) will have authority on scene. Their directions will be followed by THA staff that will help communicate and facilitate such requests and orders.

### **Emergency Fundamentals**

The highest priority in any emergency response is whether human life is at stake. Therefore, when responding to an emergency, THA staff must:

1. Confirm that an emergency exists and evaluate conditions.
2. Determine whether human life is in danger.
3. In the case where the Authority staff person has the training and/or resources to address this emergency on their own, they will, while following the protocols for the specific emergency event.
4. If a medical emergency, follow medical emergency response protocols and call 911.
5. If an immediate public safety emergency - fire, hazardous chemical spill, or bomb threat - activate the fire alarm, call 911, and follow the emergency response protocol for the specific emergency event.
6. If THA staff cannot respond to the emergency without outside help, they will call 911 and follow the protocols for the specific emergency event as set forth in the ERRP and as given by the 911 dispatcher.

## **Calling 911**

### **A 911 emergency is:**

- ✓ A situation in which someone needs immediate help because he or she is injured or in immediate danger.
- ✓ If there's a fire,
- ✓ If someone has had an accident; or,
- ✓ If you see a crime being committed.

### **When placing a call to 911:**

- a. Stay in control. Most people feel a sense of panic in an emergency situation. By staying in control and remaining calm the caller has a better opportunity of informing/helping authorities responding to the emergency...as well as receiving any additional information the 911 dispatcher may have for the caller.
- b. Speak slowly and clearly.
- c. Stay on the phone with the 911 dispatcher until they confirm it is alright to hang up.
- d. A 911 dispatcher will need the answers to the following questions:
  - a) What is the emergency...or, what happened?
  - b) Where is the emergency located?
  - c) Who needs help?
  - d) Any additional known information... such as the health condition of an individual in distress, their medications, etc.

## **Community Response and Responsibility**

At any given time the THA has may have as many as 250 residents living in the community. Most of them, save the 36 residing in the Congregate Building (Stern Center), are fully autonomous renters whom are responsible for their own daily activities.

During most emergencies, these residents are fully responsible for their own safety. This idea should be regularly presented to THA residents as well as the necessity they take personal responsibility for emergency preparedness.

Since the THA is limited by staff size, community outreach and training of volunteer resident "watchdogs" should be part of all emergency training drills.

The townhouse units that comprise Stern Village lend themselves to a community approach with residents monitoring for safety, security and emergency concerns. That is, residents can (and do) look after neighbors. This approach is synergistic to the City of Trumbull's Emergency Response Readiness Plan which focuses on community building and team response. Furthermore, this system of residential volunteers will help aid communication and response time should an emergency occur.

This community approach of neighbors looking after neighbors helps to reduce dependency on town resources; and, allows the THA staff to focus on tenants requiring greater assistance.

## CHAPTER 2: MEDICAL EMERGENCIES

### Background

A medical emergency is an injury or illness that is acute and poses an immediate risk to a person's life or long term health. These emergencies may require assistance from another person, who should ideally be suitably qualified to help.

Depending upon the severity of the emergency, medical emergencies may require the involvement of multiple levels of care, from a first responder...to an emergency physician...to specialist surgeons.

For the purpose of the THA ERRP, staff response to any emergency medical is defined by three primary objectives:

1. Save life;
2. Prevent further injury;
3. Prevent infection;
4. Continue care until the victim is transferred to a higher level of care; or, the situation becomes too unsafe to continue.

### Preparedness

Although Staff or residents may initiate First Aid if they are properly trained, it is crucial that emergency medical personnel be immediately contacted. Staff should have easy access to a **Contact List** containing next of kin and/or emergency contact information for both residents and staff.

A **First Aid kit** that is maintained by a medical supplier, who inspects (and re-stocks as needed) the kit every sixty days will be kept in an area of each Community that is easily accessible to all staff. Included in any First Aid kit should be equipment that protects rescuers from blood borne pathogens as well as a simple, easy to follow first aid guide.

Telephone and "call for aid" systems will be routinely inspected to ensure they are in proper working order.

Staff and resident training and certification for Basic First-Aid and CPR should be conducted annually.

### **Special Note on CPR (Cardio-Pulmonary Resuscitation)**

Immediate initiation of CPR can and does save lives! Every second a victim goes without oxygenated blood flowing to their brain and vital organs decreases their chance for survival. Due to the age and health demographic that make up the THA, the chance of a medical emergency requiring CPR administration is much higher than in other communities.

Appendix 3 (page 36) outlines the basic steps of effective CPR. As part of this ERRP the THA will coordinate training sessions once a year to review basic first aid and CPR. The American Red Cross has initiated a new protocol for "Hands Only" resuscitation. This simple yet effective variant of traditional CPR is outlined on page 38.

**Do not hesitate to call 911. When a patient is not receiving oxygen, effective response is measured in minutes and seconds. IMMEDIATELY CALL 911!**

### **Response**

Although treatment of medical emergencies vary depending on the situation, the important first steps **ALL first responses are the same.**

- 1) **Priority #1 Stay Safe!** Check the scene for safety. It is the responsibility of any first responder to insure they remain safe. They otherwise jeopardize their ability to help someone in need. Safety is an awareness of your surroundings and a healthy fear of unstable situations. No Staff member is to ever (ever!) risk their own safety. Dangers such as fire, gas leaks, electrical shock and personal violence may prevent safe access to the victim.

If this is the case, Call 911 Immediately and follow their instructions. If possible, notify persons in adjacent areas of potential hazards.

- 2) If the scene is safe the responder should immediately assess the medical emergency. Utilization of prior certification in Basic First Aid will assist the staff member in this process. More information for standard emergency medical assessment can be found in Appendixes 2 & 3 (Pages 36 – 40).

### **Recovery**

After a medical incident is over, evaluation of the event is required. The effectiveness of the ERRP should be critically reviewed with input from staff. If anything went wrong changes or recommendations should be elicited from qualified professionals and the ERRP should be revised accordingly.

If the medical emergency was due to communicable disease, the State Center for Disease Control (CDC) should be contacted and residents monitored or notified per their recommendations.

All items used in the First Aid kit should be immediately replaced.

## CHAPTER 3 - FIRES

### Background

Fire is one of the most common, dangerous and preventable causes of property damage and death in our country. Every year fire causes billions of dollars worth of damage and untold destruction to individuals and families. The following information is designed to help THA staff effectively implement an active fire prevention policy while also outlining protocol for response and evacuation should a fire actually occur. As with all information in the THA ERRP, supplemental training, testing and relevant certification is recommended. Local resources such as the Fire Department or American Red Cross can provide valuable supplemental information.

It is important to understand basic characteristics of fire.

1. **Fire spreads quickly;** there is no time to gather valuables or make phone calls.
2. **Heat and smoke inhalation can sear the lungs** and can be potentially more dangerous than the flames of a fire.
3. **Fire produces poisonous gases potentially disorienting and asphyxiating people.**

THA staff should be conversant in the THA fire evacuation plan. They should also be aware that individuals may have limited ability to save themselves in the event of an emergency. Therefore, the THA fire evacuation plan needs to be reviewed annually in order to address changing populations and needs.

### Preparedness

A quick, safe and controlled response to any fire - large or small - is crucial. To accomplish this, all THA staff and residents should be trained in fire safety. This training must include:

- a. Use and Location of Fire Extinguishers
- b. Use and Location of Fire Alarms
- c. Fire Drill and Evacuation Protocols
- d. Staff should also be trained in Basic First Aid procedures

Residents will have clear and easy to understand Building Evacuation Routes posted throughout buildings. Staff will be knowledgeable of all evacuation plans and routes, areas of assembly and associated protocol in the event a true emergency occurs.

Evacuation Maps with designated areas of assembly have been developed by THA and placed throughout their associated communities in readily available areas.

### **Fire Safety and Prevention: General Tasks, Recommended Inspections and Useful Information.**

To help ensure that THA Communities are as safe possible, and to help reduce the risk associated with fire, specific tasks and routine inspections of the properties should occur.

1. **Smoke alarms:** Test once a month; change the batteries twice a year.
  - a) Smoke alarms should be inspected and batteries replaced whenever there is unit turn-over.
2. **Fire Alarms:** Inspected annually in coordination with the vendor and the Trumbull Fire Department.
3. **Electrical wiring:** inspect for loose plugs, frayed or exposed wires and replace.
  - a) Make sure wiring does not run under rugs, over nails, or across high-traffic areas.
  - b) Do not overload extension cords or outlets.
  - c) Make sure insulation does not touch bare electrical wiring.
  - d) Make sure outlets have cover plates and no exposed wiring.
4. **Flammable Items:** Store in well ventilated storage areas and in approved containers.
5. **Heating Sources:** When using alternative heating sources, place at least three feet away from flammable materials.
  - a) If fuel is required use only the type specified for the unit and fill heater outside. Check with local fire officials on the use of kerosene heaters in

your community or residence. Keep open flames away from walls, furniture, drapery, and flammable items.

6. **Fire extinguishers:** Refillable fire extinguishers should be checked for expiration date, and serviced by vendor as required.
  - a) Place extinguishers in standard locations.
  - b) Replace non-refillable devices every two years.
  - c) In areas where a potential hazard exists, such as copy machines, chemicals, etc - an extinguisher shall be within 40 feet of the potential hazard.
  - d) One extinguisher shall be located within each apartment and designated locations in the Authority's offices...as well as community common areas.
  - e) Replace any used extinguisher immediately.
7. **Personal Behavior:** Staff must enforce the Communities' policies on smoking, candles, BBQ's, fireplaces and fireworks. Rules should be clear, easily enforceable and understood by all residents.
8. **Staff/Resident Information List:** Next of kin and/or emergency contact information for residents. This information should be re-visited/revised as part of all annual re-certification.
9. **Sprinkle System (Stern Center):** Annual inspection by professional, part of monthly safety inspection by staff.
10. **Fire Drills:**
  - a) Stern Center conducts annual fire drills in coordination with the fire alarm vendor and the Trumbull Fire Department.
  - b) Community drills do not occur at Stern Village. However, alarms are tested annually as part of the Authority's Preventative Maintenance Plan.
11. **Emergency Exit Signs:** Inspected and working. Battery packs replaced every three years.
12. **Generator (Stern Center):** Inspected and working.
13. **Elevator (Stern Center):** Emergency Call and Fire Alarm inspected as part of Elevator Maintenance.

14. **Telephones:** Inspected and working.
15. **First Aid Kit:** Maintained by a medical supplier who inspects (and re-stocks) the kit every sixty days.
16. **Disaster Kit:** Maintained by staff who inspect (and re-stock) every sixty days...Reference Appendix 4 (Page 46)for supply list.

### **Response to a SMALL Fire**

A small fire is defined as a fire that is not larger than a waste basket size and can usually be extinguished by using one fire extinguisher.

- 1) Pull the fire alarm to notify building occupants and fire department and evacuate building.
- 2) If you have been trained to use a fire extinguisher, and it is safe to do so, attempt to extinguish the small fire using the **P-A-S-S** procedure:
  - P** - Pull the pin located in the extinguisher handle.
  - A** - Aim the nozzle, horn, or hose at the base of the fire.
  - S** - Squeeze or press the handles together.
  - S** - Sweep from side to side at the base of the fire until it is out.
- 3) If Small Fire is not extinguished immediately **Call 911...**and evacuate building.

### **Evacuation Protocols**

Safety for staff and residents is the TOP priority. If a small fire cannot be immediately extinguished, residents must be immediately evacuated from the building.

- 1) Follow designated routes.
- 2) Close doors behind you to delay the potential spread of the fire.
- 3) **DO NOT USE ELEVATORS.** Once the Fire Alarm has been pulled, the elevators automatically shut down. Use the nearest stairwell only.

- 4) Gather at the designated areas of assembly outside the community residence.
- 5) Await the Fire Department (or other emergency responders) and provide incident-specific information to them.
- 6) After being cleared to do so by the police and fire officials at the scene, the Executive Director (or their designee) will authorize re-entry of personnel back to their Community

### **Response to a Large Fire**

A large fire is defined as a fire that is larger than a waste basket size...and cannot be extinguished by using one fire extinguisher.

- 1) Pull the fire alarm to notify building occupants and fire department and evacuate building.
- 2) Call 911
- 3) When evacuating:
  - a) While your immediate area may be clear of fire/smoke it is important to, check doors of for temperature before entering other areas of a building.
    - **Hot Doors.** Do not open. Use an alternate escape route.  
If you can not escape hang, light-colored sheet outside the window, alerting rescue responders to your presence and situation.
    - **Cool Doors.** Open slowly and confirm fire and/or smoke is not blocking your escape route.  
If escape route is blocked use alternate route.
  - b) Close doors behind you to delay the potential spread of the fire.
  - c) DO NOT USE ELEVATORS. Once the Fire Alarm has been pulled, the elevators automatically shut down. Use the nearest stairwell only.
  - d) Gather at the designated areas of assembly outside the community residence.
- 4) If flame and/or smoke makes it difficult to breathe/see... prepare a cloth, wetting with water if possible, and cover your nose and mouth.

- a) Drop to the ground - the air is clearer and cooler near the floor – and move (as possible/necessary) by crawling.
- 5) If smoke and fire block your escape route(s), yell for help from an open window; or, if there is a phone with you call 911 and inform them of your location.
- 6) If there is a window that is not possible to escape from, open it wide and hang a light-colored sheet outside the window...alerting rescue responders to your presence.
- 7) Keep heat and smoke from getting through the door by blocking the cracks around the door with sheets, blankets, and/or clothing.
- 8) NEVER HIDE UNDER A BED OR IN THE CLOSET.
- 9) Wait for rescue responders to arrive.

### **Staff Responsibilities**

1. The Executive Director (or their designee) will contact the Fire and Police Department, staff, gas and electric companies in shutting down utility lines or systems that might present a hazard if an explosion should occur.
2. The Executive Director (or their designee) will monitor the situation and coordinate response actions with all interested parties.
3. All evacuating personnel, if possible, will gather at the designated assembly area outside the Community Center and will conduct a roll call.
4. Contact resident families as necessary.
5. After being cleared to do so by the police and fire officials at the scene, the Executive Director (or their designee) will authorize re-entry of personnel back to their community(ies).

This includes:

- a. Presence of support staff – During weather related emergencies ability to maintain staff levels will likely be compromised. THA will develop plans to ensure appropriate staff levels and coordination during any such event.
- b. Access to emergency supplies.
- c. There is typically a 1-week food supply maintained at the congregate building. This should be re-stocked should a major weather event be forecasted.
- d. Pro-Active planning – Weather related emergencies rarely arise out of the blue, and significant forecasting is readily accessible. Should a major storm event be forecasted, the THA will plan accordingly.

However, tenants are urged to prepare for such events as well. To that end, the Authority will provide emergency preparedness materials that for new tenants and handed out as part of its recertification process. In addition, the Authority will provide placards regarding emergency preparedness will be posted in all units in the community.

Hopefully, residents will find these materials useful in their own, personal, emergency preparedness planning.

## **Response**

### **Utility Outage**

1. In the event of a major utility failure, the THA staff will first contact maintenance service providers and/or the specific utility company.
2. Immediately evacuate building(s) when:
  - a. Smell of natural gas is present.
  - b. The property appears unsafe for occupancy.
3. If the decision is made to evacuate:
  - a. Activate the fire alarm (only if gas leak is not apparent).
  - b. Residents and staff will report to the designated areas of assembly as specified in the Evacuation Plan and Maps.
  - c. Staff should then proceed to take roll call to account for all residents.
  - d. Once outside, move to a clear area away from the affected building(s).
  - e. Keep the street and walkways clear for emergency vehicles and personnel.

4. After being cleared to do so by the police and fire officials at the scene, the Executive Director (or their designee) will authorize re-entry of personnel back to the Community.

#### Electrical/Light Failure

1. Stern Center is equipped with an emergency light system (generator) that will provide enough illumination in corridors and stairs for safe exiting.
2. Stern Village residents must rely on flashlights.
3. THA staff will contact additional emergency personnel and the maintenance service provider as necessary.
4. Since Stern Village is an electrically heated community residents may need to be given access to the Community Building or Stern Center to stay warm should an extended power outage occur.

#### Elevator Failure

1. If trapped in an elevator, use the emergency phone in the elevator to notify 911 of the situation.
2. Turn on the emergency alarm (located on the front panel) which will also signal your need for help.
3. THA staff will contact additional emergency personnel and the maintenance service provider as necessary.

#### Major Plumbing Failure

1. Stern Center - Cease using all electrical equipment including the elevator.
2. THA staff will contact additional the utility, emergency personnel and the maintenance service provider as necessary.

#### Gas Leak

1. Cease all operations...Do not shut off or turn on anything. **Leave as is.**
2. Extinguish all flames.

3. CALL 911 and Gas Provider
4. DO NOT USE ELEVATOR.
5. THA staff may order evacuation of building...and will contact additional the utility, emergency personnel and the maintenance service provider as necessary

### **Recovery**

#### **Survey the Building and Contents:**

- a. Staff will perform an in-depth survey of building, building systems, and contents. Local officials, service providers (including property management and cleanup service providers), contractors, and consultants will be engaged as necessary.
- b. In addition, the authority may need to advise (report to) CHFA Asset Managers.

#### **Fix What's broke:**

- a. As a result of the building survey, staff will develop a task list and timeline for necessary repairs.

#### **Review ERRP:**

- a. Perform a ERRP review with staff and knowledgeable local officials. Discussing plan outcomes and potential changes...and institute those changes as necessary.

## CHAPTER 5 – BOMB THREATS

### Background

Regardless of their origin, all bomb threats have the possibility of being real. Therefore, all threats must be taken seriously. Appropriate action must be taken to provide for the safety of all staff, residents, visitors and real property of the Authority.

For the purpose of the THA ERRP, staff will always assume that any bomb threat is real.

In addition, the bomb threat is always the best source of information about the bomb.

If the bomb threat is a **voicemail message**...save the recording.

If it is a **telephone caller**:

- ✓ WRITE down information (*See Bomb Threat Via Phone, Response Tactic #1*)
- ✓ ASK the caller questions (*See Bomb Threat Via Phone, Response Tactic #2*)
- ✓ LISTEN for information (*See Bomb Threat Via Phone, Response Tactic #3*)
- ✓ STAY CALM; and,
- ✓ CALL the Police

If the bomb threat is a **letter or e-mail**...save all materials, including envelopes or containers.

### Preparedness

#### Training

1. Conduct staff/resident training on bomb threat response (Below)
2. Conduct staff/resident training on explosions & fire. See Chapter 7: Explosions & Chapter 3 :Fire.
3. Conduct staff/resident training on First Aid. See Chapter 2 – Medical Emergencies.

#### Property Survey/Inspections

1. Security Cameras and Fire Alarms must be routinely inspected and in working order.

## Evacuation Plan and Maps

1. Specified areas of assembly labeled and posted in designated areas.

## Response

### Suspicious Object

1. Should a suspicious object be identified (packages, letters, suspicious vehicles, duffle bags, pillow cases, etc.) staff will:
  - a. Not touch or move these objects in any way,
  - b. Immediately call 911,
  - c. Immediately report the discovery of a potential threat (object) to the most senior staff person available; and,
  - d. Contact gas and electric companies in shutting down utility lines or systems that might present a hazard if an explosion should occur.
2. If the decision is made to search for devices without evacuation, police will make a prompt and thorough visual inspection of the community(ies)of the Housing Authority.
3. If the police decide evacuation is necessary, a fire alarm will be activated and all residents and staff should report to the designated areas of assembly as specified in the Evacuation Plan and Maps.
  - a. Staff should then proceed to take roll call to account for all residents.

### Bomb Threat via Phone

1. **WRITE** down information:
  - a. Write down as much of what the caller says as possible. Including time, gender and ALL possible details.
2. **ASK** the caller questions:
  - a. When is the bomb going to explode?
  - b. Where is the bomb?
  - c. What does it look like?
  - d. Where are you calling from?
  - e. Ask the caller to repeat the message.
  - f. Tell the caller that the building is occupied and the detonation of the bomb could result in death or serious injury to many innocent people.

3. **LISTEN** for information about the caller and the location of the caller.
  - a. Is the caller male or female?
  - b. How old do you think the caller sounds?
  - c. Does the caller have an accent?
  - d. What is the tone of the caller's voice...angry, excited, calm etc?
  - e. Do you hear background noises such as motors running, music playing etc?
  - f. Does the voice sound familiar?
  - g. Any other voice characteristics?
  - h. Does the caller sound familiar with the facility?

### 911 and Evacuation

- a. Immediately after the caller hangs up, report the threat to the Trumbull Police at 911.
- b. Activate Fire Alarm and Evacuate Building per Fire Evacuation Plan.
- c. Remain available as law enforcement/emergency personnel arrive. Emergency personnel will want to interview you.
- d. The Executive Director (or their designee) will continue to monitor the situation as well as mitigate search and rescue operations, humanitarian aid and social services, conduct damage assessments, and debris removal as necessary.
- e. Contact resident families as necessary.
- f. After being cleared to do so by the police and fire officials at the scene, the Executive Director (or their designee) will authorize re-entry of personnel back to their community(ies).

### Bomb Threat via Letter or Written Media

1. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal marks. These will prove essential in tracing the threat and identifying the writer.
  - a. Save all materials, including envelopes or containers
  - b. Avoid unnecessary handling of the materials.
2. Immediately contact 911 as well as the most senior readily available staff person of the THA.
  - a. Remain available as emergency personnel will want to interview you and provide further instruction.
3. The person(s) receiving a bomb threat via e-mail should not delete the message.

4. Immediately contact 911 as well as most senior readily available staff person of the THA.
5. Remain available as emergency personnel will want to interview you and provide further instruction.

### Recovery

1. The Executive Director (or their designee) will monitor the situation and coordinate response actions with all parties interested and vested authorities.
2. The Executive Director (or their designee) will authorize re-entry of personnel back to their community(ies) and/or staff to resume occupancy of property.
3. Review those conditions/behaviors that encumbered staff and other emergency personnel to effectively deal with emergency...and accordingly change emergency protocols and plan as necessary.

## CHAPTER 6 - EXPLOSIONS

### Background

The threat of an explosion potentially exists within any community.

Explosions can be caused by a number of situations – both circumstantial and/or intentional - such as inadequate/damaged electrical wiring, careless use of flammable materials, arson or sabotage.

Explosions are most devastating when they occur to communities with large concentrations of people. Since THA communities are multi-family in nature, this idea makes the potential outcomes from an explosion serious and dangerous...and makes the importance of preventative measures by the Authority particularly critical.

Staff training and Community preparedness for this emergency is the same as for Medical Emergencies and Fires (Chapters 2 & 3). Special emphasis should be placed EVACUATION procedures.

### Response

1. Immediately take cover under or against a desk, sturdy table, or an area of refuge, etc.
2. If unable to evacuate due to the explosion immediately attempt to notify 911.
3. Do not leave the area of refuge until a notice of clearance is given by authorities.
4. In the event of an evacuation, do not take elevators. Attempt to take the nearest stairwell or use other designated evacuation methods (fire escapes).
5. Once outside an explosion area, stay a safe distance away (approximately 500 feet) from the scene.
6. Do not return to an evacuated building for any reason.
7. Keep the streets and walkways clear for emergency personnel and vehicles.

### Staff Responsibilities

1. In the event of an explosion and an evacuation is essential all residents, staff, and visitors should be notified of an emergency by sounding a fire alarm.
2. All evacuating personnel, if possible, will gather at the designated assembly area outside the community residence and will conduct a roll call.

3. If not previously done, Police, Fire and all other appropriate parties will be contacted
4. The Executive Director (or their designee) will continue to monitor the situation as well as mitigate search and rescue operations, humanitarian aid and social services, conduct damage assessments, and debris removal as necessary.
5. Contact resident families as necessary.
6. After being cleared to do so by the police and fire officials at the scene, the Executive Director (or their designee) will authorize re-entry of personnel back to their community

## CHAPTER 7 - EARTHQUAKES

### Background

Although unlikely at THA, Earthquakes can occur.

Earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and engaging in advance planning can reduce the dangers of serious injury, loss of life, limit property damage and minimize disruptions. This enables communities to recover more effectively and reduce the impact of an earthquake if one occurs.

For the purpose of the THA ERRP, staff response to an earthquake is defined by these primary objectives:

1. Preserve life and real property of the THA;
2. Prevent injury and promote efficient rescue and recovery efforts;

THA staff should know that earthquake emergencies can be more challenging because other community resources – police/fire/ambulance – can be overwhelmed with other events and unavailable. To that end, preparation and the ability to sustain the communities basic needs with little reliance on outside help is crucial.

### Preparedness

Since there is no way of preventing an earthquake, proper preparation for an earthquake primarily focuses on reducing damage and being ready to respond immediately after the event. Earthquakes present the unique ability to cause multiple emergency scenarios at once. Subsequently, staff should be familiar with the responses outlined in other sections.

### Property Survey/Inspections

1. As part of Annual Inspections, identify and secure lights, shelves, chemicals, flammable materials that may cause harm during an earthquake.
2. Regularly inspect all fire Alarms to ensure they are working.
3. Confirm that heavy objects (mirrors, pictures) above where people sit are properly secured.
4. Repair and monitor deep plaster cracks in ceilings and foundations. Consult an expert to evaluate for potential structural defects.
5. Repair defective electrical wiring and leaky gas connections. These are potential fire risks.

6. Secure water heaters by strapping it to the wall studs and bolting it to the floor.
7. Install a protective barrier around any exposed natural gas tanks.

## Response

### When the shaking starts:

1. DROP, COVER & HOLD ON
  - a. Drop under a sturdy desk or table, Hold on and enjoy the ride.
  - b. Cover your eyes by pressing your face into your arm
2. Inform (educate) residents and staff that - should an earthquake occur at night – residents should to stay in bed, hold on, protecting their head with a pillow...and await help/contact from staff.
3. If an earthquake should occur while outside, educate residents and staff that they should identify a safe place that is away from buildings, trees, telephone and electrical lines.
  - a. Go to that place...and drop to the ground.

### When the shaking stops:

1. Survey Yourself
  - a. Stay focused and calm.
  - b. Be aware of your environment and ready for any changes to your surroundings.
  - c. Before moving, make sure your feet and hands are protected from hazards that might be present.
2. Survey Others
  - a. Staff will determine the extent of missing person(s), the extent and details concerning aid to residents, and /or loss of life from each community.
  - b. Staff will coordinate with police, fire authorities (and all other interested parties) to begin effective measures for search and rescue operation.
  - c. Administer first aid to staff and/or resident as necessary.
3. Survey the Buildings

- a. Survey Building for structural safety...and check utilities "Water, Gas, Electricity, Phones"
- b. Use the telephone for emergency life threatening situations only.
- c. Check for gas and water leaks and control hazards.
- d. Put out small fires and cordon off unsafe areas.
- e. Remove debris that could harm others and hamper rescue workers.

#### 4. Immediate Evacuation

- a. Immediately evacuate building(s) when:
  - i. Smell of Natural Gas
  - ii. Property appears unsafe for occupancy
- b. If the decision is made to evacuate:
  - i. Activate the fire alarm.
  - ii. Residents and staff will report to the designated areas of assembly as specified in the Evacuation Plan and Maps.
  - iii. Staff should then proceed to take roll call to account for all residents.

#### 5. Re-entry to Buildings

- a. After being cleared to do so by the police and fire officials at the scene, the Executive Director (or their designee) will authorize re-entry of personnel back to their community(ies).

## CHAPTER 8 – SEVERE WEATHER EVENTS

### Background

Response to a weather related emergency will follow the guidelines set forth in earlier chapters. Utility Outages will be the most common occurrence during a strong weather event, Medical Emergencies and Fires may also result. Subsequently, authority staff must be extremely diligent during any strong weather system and monitor the THA Communities for potential problems. An Immediate survey of property to assess damages should occur following any strong weather event.

Many weather related emergencies result from lack of preparation, with the help of modern forecasting and easy access to storm warnings, THA Staff should be well aware of emergent weather problems before they occur. Of course, quick moving and potentially disastrous weather events may occur. That said, staff will notify residents if a dangerous weather system is approaching, instructing them to take proper precautions as needed.

For up to date weather forecasts and storm warning staff can utilize the NOAA website at [www.noaa.gov](http://www.noaa.gov) .

#### **1. Winter Storms:**

Snow and ice storms are a common event in Trumbull, Connecticut. Heavy snow can immobilize a region, making transportation impossible and disrupting emergency and medical services. Additionally, significant accumulations of snow can cause roofs to collapse and knock down power lines. Homes and residents may be isolated for days; and, the cost of snow removal and repairing damages can have severe economic impact on the cost of operations for THA. These conditions can become a threat to life and safety.

Special preparations for Winter Storms will include:

- a. Timely notification of residents
  - i. Advise all residents to stock up on needed supplies such as medicine and basic foods as well as limiting travel as much as possible.
- b. Watch for special warnings from the National Weather Service.
- c. Follow response protocols for any associated emergencies, such as medical, fire or utility outage.

#### **2. Hurricanes:**

Hurricanes are violent tropical storms with sustained winds of 74 mph or more. They form over warm ocean waters. Since Trumbull is less than ten from the Connecticut coastline, the effects of a hurricane are real and can be significant.

Fortunately hurricanes move slowly and can provide several days (or more) for preparation before landfall.

The most likely result from a hurricane or tropical storm in Trumbull will be heavy rain, strong wind and utility outages. If storm warnings predict that a storm will have a heavy impact in the Trumbull area, THA Staff should take immediate steps to prepare and protect its communities.

In addition to the protocols outlined in prior relevant chapters, staff will:

- a. Heed all Nation Weather Service Bulletins
- b. Check gutters, drains for obstructions.
- c. Inspect landscaping for dead/dying trees or overhanging limbs that can break off and impact buildings or utility lines.
- d. Warn residents of approaching system and have them prepare for the likely hood of utility outages and limited ability to travel. Stocking up on medicine and basic foods is advised.

### **3. Thunderstorms:**

Although most common during spring and summer, thunderstorms may occur year round in Connecticut. These violent weather events can bring large amounts of rain, strong wind gusts, hail, lightening and tornadoes...often resulting in significant damages or injuries.

A thunderstorm is classified as "severe" when it contains one or more of the following: hail  $\frac{3}{4}$  inch or greater, winds gusting in excess of 50 knots (57.5 mph), or tornadoes.

Such events are always associated with Severe Weather Alerts issued by national and local authorities. THA staff should always be aware of weather patterns and forecasts and watch for alerts via local news, radio or computer.

Of special concern during a severe thunderstorm is the chance of fire from a lightening strike, localized power outages or damages to property from downed trees. Staff will follow the protocols in previous chapters as needed.

### **4. Tornadoes:**

Tornadoes are nature's most violent storms and generally occur during the spring and summer. While tornadoes can occur at any time of day or night, they are most likely to occur between 3:00 and 9:00 p.m. Tornadoes have been reported in every state. There are no areas immune to tornadoes. They have been reported in areas such as: mountains, valleys, deserts, swamps, and tundra. If conditions are right, a tornado can happen in which winds may reach 250 miles per hour or more.

Capable of causing extreme destruction, tornadoes pose high risk to people, structures, facilities and equipment; turning normally harmless objects into deadly missiles. **Timely precautions can save lives and reduce property damage.**

Tornadoes are also part of a severe thunderstorm and bring with them other dangers such as lightning, high winds, floods and flash floods from extremely heavy rainfall.

For the purpose of the THA ERRP, THA staff will respond to tornado emergencies on the following basis:

**1. Tornado Watch:**

Indicates that conditions are right for a tornado to develop and that the sky should be watched. Staff will be alert to changing weather conditions and listen to local radio and TV stations for further updates.

**2. Tornado Warning:**

Indicates a tornado has been sighted or that radar indicates one has developed; or, could develop within minutes. Warnings will give the location of the tornado; and, the area immediately affected by the warning. When a warning is issued, THA staff will quickly move themselves and/or residents to shelter.

**Specifically, the lowest level in the building. Avoid rooms such as auditoriums, gymnasiums, cafeterias or large hallways.**

Like earthquakes, tornado emergencies can be particularly challenging because other community resources – police/fire/ambulance – can be overwhelmed with other events and unavailable. Staff should prepare themselves accordingly.

## **APPENDIX 1: EMERGENCY CONTACT LIST & GENERAL NUMBERS**

### **Emergency Contacts:**

#### **1. Police (Emergency) – 911**

- Police (General Number) - (203) 261-3665

#### **2. Fire (Emergency) – 911**

- Fire (General Number) - (203) 452-5080

#### **3. Medical (Emergency) – 911**

#### **4. Poison Control - (800) 222-1222**

#### **5. Utility Providers**

- ATT (Cable) - (800) 246-8464
- UI (Electric) - (800) 722-5584
- Aquarian Water - (203) 445-7310
- Southern Connecticut Gas – (800) 659-8299

#### **6. THA Emergency Contact List**

- Thelma Burr, Commissioner (203) 268-5046
- Jeff Holt, Maintenance Manager (203) 888-2336
- Madeline Smerginolo, Congregate Manager (203) 261-0675
- Harry Wise, Executive Director (203) 452-0331

#### **7. Housing Authority Chairman**

- Judith Stern (203)261-9566

#### **8. HVAC Provider**

- Congregate – Highlands Heating and Cooling, (203) 732-2300
- Community Room – M&O Heating and Cooling, (203)367-4392

**9. Plumbing**

- Kevin Bria, Bria Plumbing - (203) 365-0004 (Office) or (203)395-4323 (Cell)

**10. Disaster Cleanup**

- JP Maguire (203) 755-2297

**11. Fire Alarm System**

- Fire Protection Specialists (860) 388-6466

**12. Security System**

- MCI Video (203)377-5555

**13. Local Health Department**

- Trumbull-Monroe Health (203)452-5195

**14. Elevator**

- Kone Elevator (877)276-8691

## APPENDIX 2: BASIC FIRST AID PROCEDURES FOR COMMON MEDICAL EVENTS

### NOTE:

The protocols in this section are intended to serve as an aid to staff or residents should a medical emergency occur. This material not intended to serve as the sole source for training, or response. Proper certification of staff and selected residents in first aid and CPR will help to supplement this material.

INJURY		TREATMENT
NOSE BLEEDS	→	Pinch nose and tilt head forward.
ANIMAL BITES	→	Wash wound, identify animal, and report the bite.
SERIOUS FALLS	→	Do NOT move the victim; call 9-1-1.
SEVERE WOUNDS	→	Have the victim sit or lie down, apply direct pressure to stop the bleeding, call 9-1-1.
SMALL WOUNDS	→	Wash the wound, apply dressing and bandage
BRUISES	→	Apply a cold compress.
<b>BURNS</b>		
1st & 2nd degree:	→	Put burn in cold water, pat dry and cover with clean bandage. Do not break blisters.
3rd degree:	→	Do not put water on an open wound, do not remove burned on clothing. Cover the burn lightly and get medical help!
<ul style="list-style-type: none"> <li>• A 1st degree burn is red, sore, and covers a small area.</li> <li>• A 2nd degree burn is blistered and painful.</li> <li>• A 3rd degree burn causes the skin to be white or charred and there is a loss of skin layers.</li> </ul>		
<b>CALL 911 for any suspected 3rd degree burn!</b>		

## BASIC FIRST RESPONSE (ASSUMING SAFE SCENE\*)

**\*If scene is dangerous do not attempt to intervene – CALL 911 Immediately!**

<p><b><u>Assess Emergency.</u></b></p>	<p>Check the victim for consciousness, breathing, pulse, and severe bleeding.</p> <p>Assist victims and remove them from hazards if injuries are minor.</p> <p>Do not move seriously injured victims unless they are in danger of further injury.</p> <p>Assist victims and remove them (and yourself) from hazards if injuries are minor.</p>
<p><b><u>Survey Victim</u></b></p>	<p>Ask the victim to speak to you and describe what happened and how they feel.</p> <p>If the victim <b>cannot speak</b> and their airway is blocked, call 911 and begin CPR.</p> <p>If the victim can speak, determine if they:</p> <ul style="list-style-type: none"> <li>✓ Have trouble breathing;</li> <li>✓ Have chest pain or pressure;</li> <li>✓ Bleed severely;</li> <li>✓ Have pressure or pain in the abdomen that does not go away;</li> <li>✓ Vomit or pass blood;</li> <li>✓ Have had a seizure;</li> <li>✓ Have a severe headache or slurred speech;</li> <li>✓ Appear to have been poisoned;</li> <li>✓ Have injuries to the head, neck, or back; or</li> <li>✓ Have possible broken bones.</li> </ul>

<b>BASIC FIRST RESPONSE - CONTINUED</b>	
<b><u>Initiate First Aid</u></b>	<p>Provide first aid <u>if you have the proper training.</u></p> <p>Watch for changes in breathing and consciousness.            Help the victim rest comfortably;            Keep the victim from getting chilled or overheated.            Call 911 as appropriate.            Reassure the victim until help arrives.</p>
<p><i>If the victim is <u>not</u> awake...Check ABC's:</i></p> <p style="text-align: center;"><b><u>Airway</u></b></p>	<p>If a victim is conscious, ask them to speak. If a person's airway is blocked, he or she can't speak.</p> <p>For unconscious victims, put your ear close to the victim's mouth and listen for breathing. Feel for air on your cheek and look at the chest to see if it or the abdomen is rising with each breath.</p>
<p style="text-align: center;"><b><u>Breathing</u></b></p>	<p><b>If you do not see, hear or feel normal breathing: start CPR immediately!</b> If the victim is breathing normally, place him or her in the recovery position.</p>
<b><u>Circulation</u></b>	<p>Determine if the victim has adequate circulation.</p> <p>Look at the victim's color and feel his or her skin temperature to see if they have signs of circulation. <b>If you do not think the victim has circulation and is not responding to you, start CPR.</b></p> <p>If the victim is bleeding, follow the steps to control bleeding (including protocols for blood borne pathogens) and wait for an ambulance.</p>
<b><u>While waiting for an ambulance...</u></b>	<ul style="list-style-type: none"> <li>✓ Lock up pets</li> <li>✓ Gather the victim's personal medical information</li> <li>✓ Send someone to meet emergency crews and guide them to the victim</li> <li>✓ Move cars &amp; furniture out of the way to allow access with a gurney</li> <li>✓ Continue to monitor patient</li> </ul>

**BASIC FIRST RESPONSE - CONTINUED**

<i>Contact Victim's Family and/or legal guardian</i>	As necessary.
<i>File an Accident Report</i>	Details matter! After any medical emergency a comprehensive field report detailing the situation, time and circumstances of the event should be immediately processed. Who, what, when and where.

## APPENDIX 3: CPR BASICS

### ADULT CPR

**NOTE:** The protocols in this section are intended to serve as an aid to staff or residents should a medical emergency occur. This material not intended to serve as the sole source for training, or response. Proper certification of staff and selected residents in first aid and CPR will help to supplement this material.

Cardio Pulmonary Resuscitation (CPR) is a first-aid technique used to keep victims of cardio-pulmonary arrest alive and to prevent brain damage while more advanced medical help is on the way. CPR has two goals:

1. To keep blood flowing throughout the body.
2. To keep air flowing in and out of the lungs.

While modern Emergency Rooms and Paramedic Ambulances have high-tech equipment and an arsenal of drugs to help treat victims of cardio-pulmonary arrest, CPR is a simple technique that requires little or no equipment. What you do is pretty basic:

1. Check & Call: check the victim for unresponsiveness. If there is no response, Call 911 before performing rescue breathing and/or CPR.
2. Open The Airway: open the airway using a head tilt lifting of chin. Do not tilt the head too far back.
3. Give 2 Breaths: cover the mouth with yours and blow until you see the chest rise. Each breath should take 1 second.
4. Give 30 Compressions: if the victim is still not breathing normally, coughing or moving, begin chest compressions. Push down on the chest 1 1/2 to 2 inches 30 times right between the nipples. Pump at the rate of 100/minute, faster than once per second.
5. Repeat: repeat with 2 breaths and 30 compressions.
6. Continue: continue this cycle until help arrives.
7. If you are uncomfortable performing mouth to mouth, perform chest compressions only (See Hands Only #9). It is always better to do SOMETHING rather than do NOTHING.
8. Use an AED if one is available and you are properly trained.

## HANDS ONLY CARDIAC RESUSCITATION

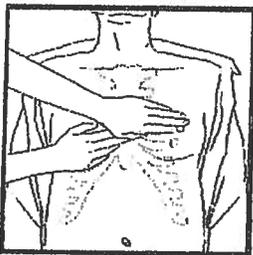
**\*PLEASE NOTE:** As an alternative to traditional "mouth to mouth" CPR the American Red Cross has developed a HANDS ONLY version. Hands Only cardiac resuscitation does not involve mouth to mouth...eliminating concerns of bodily fluids. Staff or residents who do not have access to protective mouth barriers/shields should follow the Hands Only approach.

### CALL



**CALL 911**

### PUMP



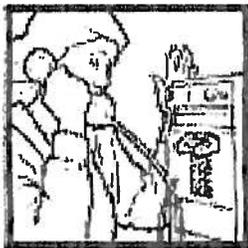
**POSITION HANDS  
IN THE CENTER OF  
THE CHEST**



**FIRMLY  
PUSH DOWN  
TWO INCHES  
ON THE CHEST**

**CONTINUE UNTIL HELP ARRIVES**

## ADULT CPR



**STEP 1  
CALL 911**



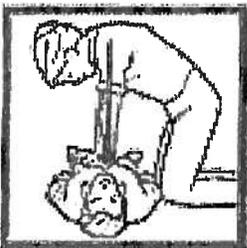
**STEP 2  
TILT HEAD,  
LIFT CHIN,  
CHECK  
BREATHING**



**STEP 3  
GIVE TWO  
BREATHS**



**STEP 4  
POSITION  
HANDS IN THE  
CENTER OF  
THE CHEST**



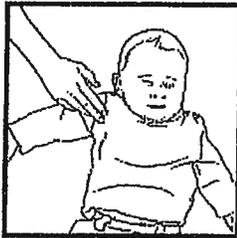
**STEP 5  
FIRMLY  
PUSH DOWN  
TWO INCHES  
ON THE CHEST  
30 TIMES**

**CONTINUE WITH TWO BREATHS  
AND 30 PUMPS UNTIL HELP ARRIVES**

## CPR BASICS: CHILD CPR (AGES 1-8)

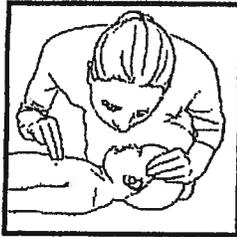
CPR for children less than 8 years old (including infants) is similar to performing CPR for adults. There are, however, some differences:

1. If you are alone with the child give one minute of CPR before calling 911.
2. Use the heel of one hand or two fingers for chest compressions.
3. Give the same 2 full breaths followed by 30 chest compressions.
4. Continue this cycle until help arrives.
5. **Do not use an AED** on someone less than 8 years old unless it is specifically configured for children. **Never use an AED on a child less than 1 year old.**



### 1. Shout and Tap

Shout and gently tap the child on the shoulder. If there is no response and not breathing or not breathing normally, position the infant on his or her back and begin CPR.



### 2. Give 30 Compressions

Give 30 gentle chest compressions at the rate of at least 100 per minute. Use two or three fingers in the center of the chest just below the nipples. Press down approximately one-third the depth of the chest (about 1 and a half inches).



### 3. Open The Airway

Open the airway using a head tilt lifting of chin. Do not tilt the head too far back.



### 4. Give 2 Gentle Breaths

If the baby is not breathing or not breathing normally, cover the baby's mouth and nose with your mouth and give 2 gentle breaths. Each breath should be 1 second long. You should see the baby's chest rise with each breath.

**CONTINUE WITH 30 PUMPS AND 2 BREATHS UNTIL HELP ARRIVES**

## APPENDIX 4: PERSONAL WORKPLACE DISASTER SUPPLIES KIT

For the workplace, where you might be confined for several hours, or perhaps overnight, the following supplies are recommended (for each employee).

### 1. Flashlight with extra batteries

Use the flashlight to find your way if the power is out. Do not use candles or any other open flame for emergency lighting.

### 2. Battery-powered or Hand-Crank radio

News about the emergency may change rapidly as events unfold. You also will be concerned about family and friends in the area. Radio reports will give information about the areas most affected.

### 3. Food

Enough non-perishable food to sustain you for at least one day (three meals), is suggested. Select foods that require no refrigeration, preparation or cooking, and little or no water.

### 4. Water

Keep at least one gallon of water available, or more if you are on medications that require water or that increase thirst. Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles.

### 5. Medications

Include usual non-prescription medications that you take, including pain relievers, stomach remedies, etc.

If you use prescription medications, keep at least three-day's supply of these medications at your workplace. Consult with your physician or pharmacist how these medications should be stored, and your employer about storage concerns.

### First Aid Supplies

A fully stocked first aid kit should be maintained and stored at both the Congregate Building and Main Office. Minimum recommended items include:

- (20) adhesive bandages, various sizes.
- (1) 5" x 9" sterile dressing.
- (1) conforming roller gauze bandage.
- (2) triangular bandages.

(2) 3 x 3 sterile gauze pads.

(2) 4 x 4 sterile gauze pads.

(1) roll 3" cohesive bandage.

(2) germicidal hand wipes or waterless alcohol-based hand sanitizer.

(6) antiseptic wipes.

(2) pair large medical grade non-latex gloves

Adhesive tape, 2" width.

Anti-bacterial ointment.

Cold pack.

Scissors (small, personal).

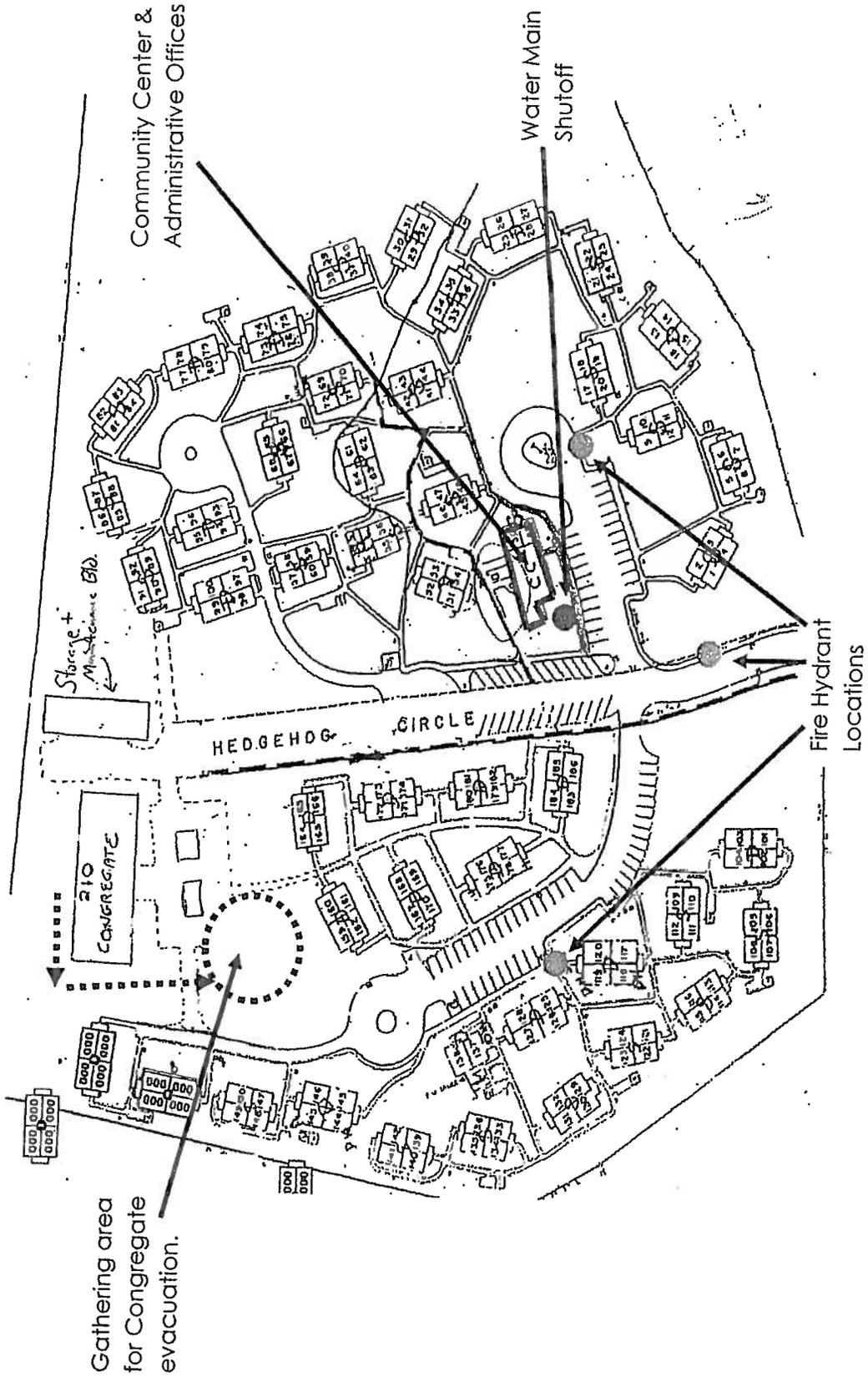
Tweezers.

CPR breathing barrier, such as a face shield

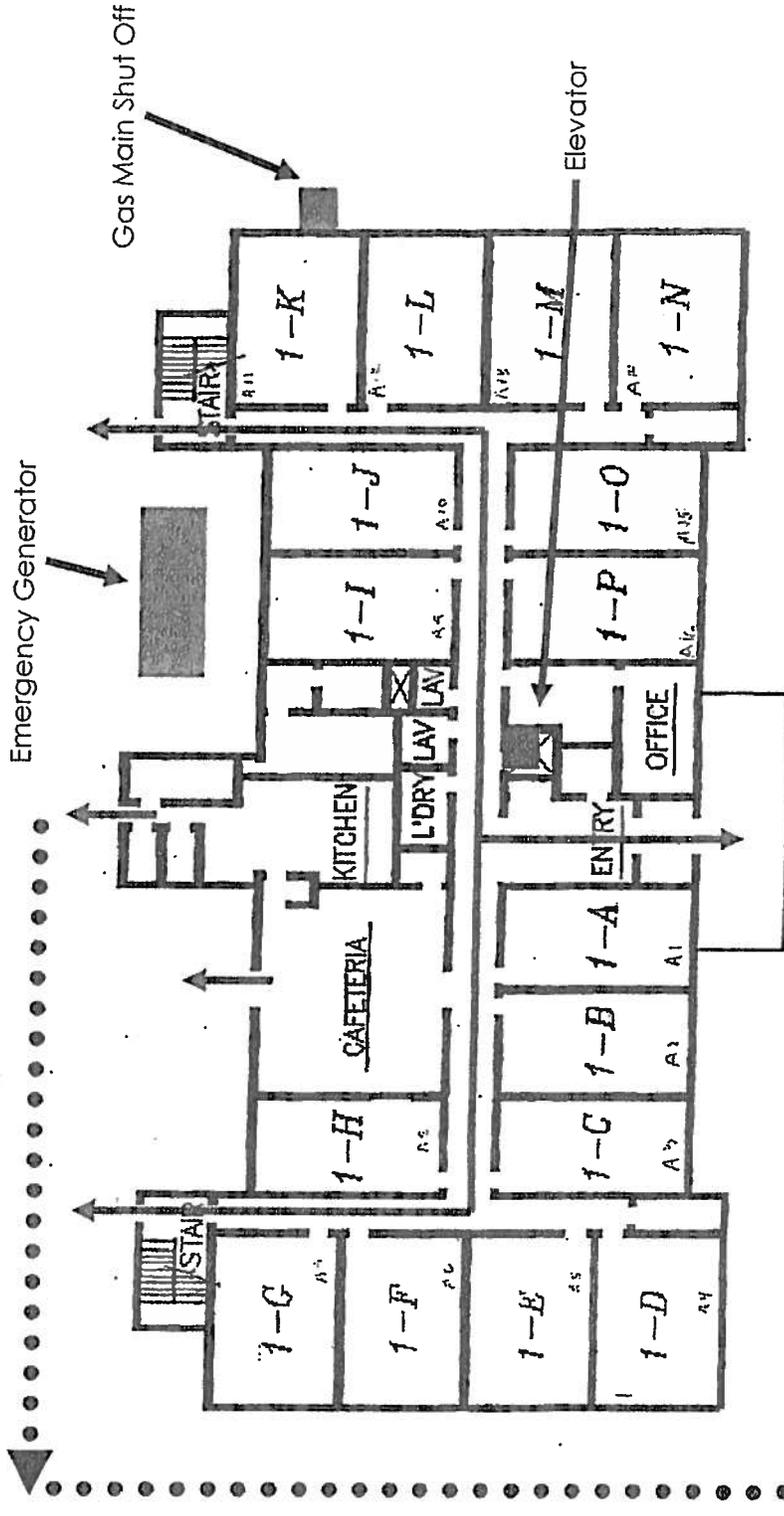
### **Tools and Supplies**

1. Emergency "space" blanket (mylar).
2. Paper plates and cups, plastic utensils
3. Non-electric can opener.
4. Personal hygiene items, including a toothbrush, toothpaste, comb, brush, soap, contact lens supplies, and feminine supplies.
5. Plastic garbage bags, ties (for personal sanitation uses) .
6. Include at least one complete change of clothing and footwear, including a long sleeved shirt and long pants, as well as closed-toed shoes or boots.
7. If you wear glasses, keep an extra pair with your workplace disaster supplies.

APPENDIX 5: SITE PLAN, STERN VILLAGE



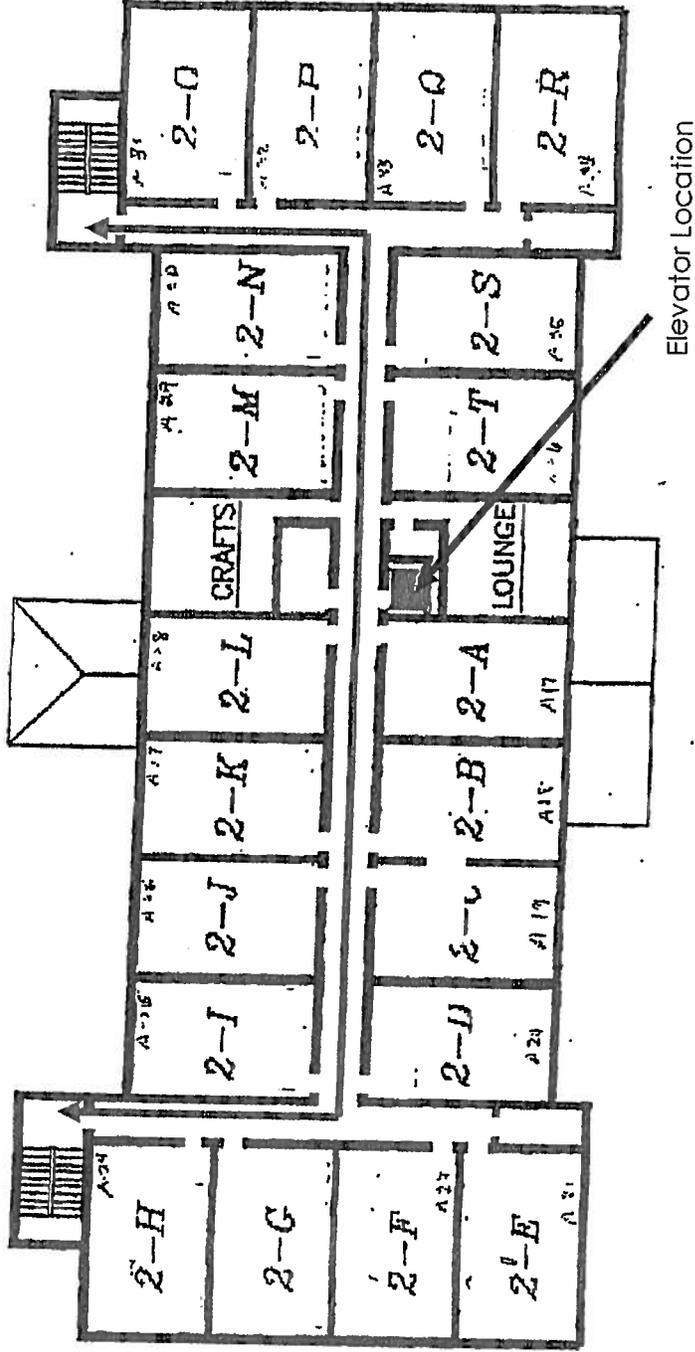
**APPENDIX 6: CONGREGATE BUILDING, 1ST FLOOR EGRESS ROUTES**



**NOTE:** Primary emergency egress will occur through the front entry and rear fire exits (indicated by red arrows). Residents and Staff will meet in Parking Lot as directed by fire officials.

**CONGREGATE HOUSING at STERN VILLAGE**

APPENDIX 6 (CONTINUED): CONGREGATE BUILDING, 2ND FLOOR EGRESS ROUTES



SECOND FLOOR PLAN

CONGREGATE HOUSING at STERN VILLAGE

## APPENDIX 7: ADDITIONAL RESOURCES

1. Department of Homeland Security  
<http://www.dhs.gov>
2. Center for Disease Control  
<http://www.bt.cdc.gov/>
3. National Oceanic and Atmospheric Administration  
<http://www.noaa.gov>
4. American Red Cross  
<http://www.arc.org>
5. National Hurricane Center  
<http://nhc.noaa.gov>
6. NOAA's National Weather Service  
[www.weather.gov/](http://www.weather.gov/)
7. Connecticut State Government  
[www.ct.gov](http://www.ct.gov)

## APPENDIX 8: EMERGENCY FUNDAMENTALS

Dear Stern Village Neighbor:

Trumbull Housing Authority (THA) believes in being prepared for emergencies. While you are a fully autonomous renter who is responsible for your own daily activities and personal safety, that does not mean the Authority is not interested in your safety and well-being.

To that end, we have prepared this information as an aid should you find yourself in an emergency situation.

### **When responding to an emergency:**

1. Confirm that an emergency exists and evaluate conditions.
2. Determine whether human life is in danger.
3. If a medical emergency, follow medical emergency call 911.
4. If an immediate public safety emergency – fire, hazardous chemical spill, or bomb threat - activate the fire alarm, call 911, and follow the emergency response protocol for the specific emergency event.

### **A 911 emergency is:**

1. A situation in which someone needs immediate help because he or she is injured or in immediate danger.
2. If there's a fire,
3. If someone has had an accident; or,
4. If you see a crime being committed.

### **When placing a call to 911:**

1. Stay in control. Most people feel a sense of panic in an emergency situation. By staying in control and remaining calm the caller has a better opportunity of informing/helping authorities responding to the emergency...as well as receiving any additional information the 911 dispatcher may have for the caller.
2. Speak slowly and clearly.

3. Stay on the phone with the 911 dispatcher until they confirm it is alright to hang up.
4. A 911 dispatcher will need the answers to the following questions:
  - a. What is the emergency...or, "what happened"?
  - b. Where is the emergency located?
  - c. Who needs help?
  - d. Any additional known information... such as the health condition of an individual in distress, their medications, etc.

**"The Vial of Life":**

The Vial of Life is designed to speak for you when you can't speak for yourself. The Authority urges all residents to create a vial which will contain important medical information that can assist emergency personnel in administering the proper medical treatment. These materials are available at the Authority's Office.

**Emergency Contacts:**

1. Police (Emergency) – 911
2. Police (General Number) (203) 261-3665
3. Fire, Emergency: 911
4. Fire, General Number: (203) 452-5080
5. Medical Emergency: 911
6. Poison Control: (800) 222-1222
7. Trumbull Housing Authority Main Office: (203) 261-5740
8. Utility Provider, Cable: ATT, (800) 246-8464
9. Utility Providers, Electric: United Illuminating, (800) 722-5584
10. Utility Providers, Water: Aquarian Water, (203) 445-7310
11. Utility Providers, Gas: Southern Connecticut Gas, (800) 659-8299