



EMERGENCY GUIDE

TABLE OF CONTENTS

Emergency Contact Numbers.....	1
Fire.....	2
Medical Emergency.....	3
Severe Weather.....	4
Power Outage.....	5
Violence on Property.....	6
Bomb Threat.....	7
Hazardous Waste.....	8
Armed Intruder/Active Shooter.....	9

EMERGENCY CONTACT NUMBERS

Fire, Ambulance, Police Emergency: 911

On-Call Phone Number: 717-581-3838 and dial 0

FIRE

In the event of a fire emergency in your residence, residents are encouraged to follow the steps below:

1. Isolate the fire by closing doors. Close all doors behind you as you evacuate if the fire is located in your apartment.
2. Call 911 and if possible, use call box at elevator to notify the fire company. After doing so, call the office number 717-581-3838 to reach the person on call.
3. Evacuate the building using the closest stair tower. Note that in the event of a fire, do not use elevators. If the closest stair tower is blocked by fire, use the secondary stair tower at the other end of the building to exit.
 - Do not waste time collecting personal property.
 - If smoke is present, crawl low where the air is fresher and cooler.
 - No one should reenter the building after evacuation without fire department approval.

In the event of a fire emergency NOT in your residence, residents are encouraged to follow the steps below:

1. When the fire alarm is activated, remain in your residence. Place the back of your hand to the hallway door, if the door is hot to the touch, please call 911. State where you are calling from and your residence number.
2. When the fire alarm is activated and the door is NOT hot to touch, you may open your hallway door to verify if there is any smoke in the hallway, or if any of your neighbors may need help. Still remain in your residence until further guidance from the Fire Department, i.e., report to the stairwells for full building evacuation.

Fire extinguishers are for life saving purposes only. To use a fire extinguisher, remember PASS.

Pull – pull the pin

Aim – aim at the base of the fire

Squeeze – squeeze the handle to discharge

Sweep – sweep across base of fire

MEDICAL EMERGENCY

In the event of a medical emergency, utilize the following procedure:

1. Dial 911
 - a. Give the 911 operator the following information:
 - Address of emergency – Steeple View Lofts, 118 N Water St, PA 17603
 - Description of medical emergency
 - Age of individual
 - Advise them to park outside the main entrance
2. If you, or someone you are helping has a RCare medical pendant, utilize the notification button.
3. AED
 - a. A community AED is located in the elevator vestibule of the second floor.
 - b. Open the AED and follow the voice prompts.

SEVERE WEATHER

Follow the below procedures in the event of a severe thunderstorm or tornado:

1. Monitor your tv or radio stations for updates and information when severe weather is present.
2. Always remain indoors during severe weather.
3. Move away from all exterior glass windows and doors.
4. Close all doors, curtains, and blinds in your apartment.
5. Discontinue all contact with water.
6. Do not use elevators during severe weather.
7. Take shelter in an interior room with no windows such as a bathroom or take shelter in a staircase away from all windows.
8. Remain in your shelter location until severe weather has passed.

POWER OUTAGE

Prior to a power outage, being equipped with a working flashlight and batteries is encouraged.

1. In the event of a power outage, please remain in your residence. Emergency lighting will be operating, but lighting conditions will be less than optimal.
2. Remember to keep your refrigerator and freezer closed as much as possible to help maintain temperature.
3. Monitor your phone for updates regarding the power outage.

VIOLENCE ON PROPERTY

If you are threatened or encounter violence, possible violence or an agitated individual follow this procedure:

1. Try to remain as calm as possible, do nothing that would escalate violent behavior or threat or further escalate a behavior.
2. Depending on the situation, call 911 immediately if you can reach a phone.
3. If you are in a room with an agitated individual, position yourself closest to the door or between the individual and the door so that you can exit quickly if needed.
4. Do not attempt to negotiate with the perpetrator.
5. Do not try to disarm or physically restrain someone. If possible, do what the person is asking you to do (e.g., Hand them the drugs or money they are asking for, lie on the floor, etc.).
6. Clear other individuals from the immediate area if possible.
7. Follow instructions from emergency authorities or building management as directed.

BOMB THREAT

All bomb threats received through any form of communication are to be considered serious. When receiving a bomb threat by telephone respond in the following way:

1. Maintain open communication and obtain as much information as is possible.
2. If possible while collecting information, communicate potential threat to another individual with instructions to call 911.
3. Make notes of exactly what was said during a call or as soon as a call is over. Maintain your notes of the incident to give to the proper authorities
4. Emergency Service personnel dispatched through 911 will provide further recommendations and direction.
 - a. Individuals should not be evacuated unless there are specific directions to do so.
 - b. Should evacuation be necessary, individuals will be directed away from the area of possible bomb location.

Hazardous Waste

Warning of a hazardous material incident is usually received from either the Fire Department or the local Emergency Management Agency when such incidents occur close enough to the facility to be a threat. In some cases, the incident may occur close to or on the facility property and the facility must relay the incident information to the local Emergency Services by contacting 911.

Response

- a. Follow instructions as given by local authorities.
- b. If there is a direction to evacuate, follow the evacuation instructions from staff.

ARMED INTRUDER/ACTIVE SHOOTER

In the event of an armed intruder/active shooter event, utilize the following procedure:

1. Get Out

- a) Exit the facility as quickly as possible
- b) Leave personal belongings behind
- c) Encourage people to go with you
- d) When in a safe location, call 911
 - a. Provide the following information to the 911 operator:
 - i. the facility name /location
 - ii. your name
 - iii. nature of the event
 - iv. description of the subject or shooter (if known)
 - v. type of weapon(s)
 - vi. persons injured—number and extent
- e) Follow police directions

2. Hide Out

- a) Find a place to hide
- b) Cover and conceal yourself and residents nearby
- c) Call 911 if able and safe to do so
- d) BE QUIET - Silence cell phones, radios, etc.
- e) Be still
- f) Hide in 'plain sight' if necessary
- g) Play dead

3. Keep the Intruder Out

- a) Lock/deadbolt doors
- b) Use big, heavy items, such as furniture, desks, bookshelves, etc....
- c) Once secure, call 911

4. Take Out

- a) Utilize weapons of opportunity to create enough distance to escape.