

MEXICO HOUSING AUTHORITY

PO Box 184 • 828 Garfield Avenue • Mexico, Missouri 65265 Phone: (573) 581-2294 • Fax: (573) 581-6636 • www.mexicoha.com

BOARD RESOLUTION 2849 Emergency/Disaster Action Plan

WHEREAS, the Board of Commissioners of the Mexico Housing Authority recognizes the need to prepare for, respond to and recover from natural and man-made disasters; and

WHEREAS, the Mexico Housing Authority has a responsibility to provide for the safety and well-being of its residents and employees; and

WHEREAS, the Mexico Housing Authority has the duty to ensure that appropriate and reasonable steps are taken to protect the property of the Housing Authority and try to ensure that the Housing Authority is able to maintain critical services during a crisis.

NOW, THEREFORE, IT IS HEREBY RESOLVED THAT:

1. The attached Safety/Crisis Management Plan shall be, and the same is hereby adopted by the Board of Commissioners of the Mexico Housing Authority, as the official emergency operations plan for the Authority; and

2. The Executive Director of the Mexico Housing Authority, or his/her designee, is hereby authorized and directed to implement the Plan in accordance with its terms, as may be amended from time-to-time by the Executive Director.

Passed this 18th day of October, 2016.

Chris Miller Chairperson

Tammy Dreyer, Board Secretary
Executive Director Mexico Housing Authority

(17)

Mexico Housing Authority
828 Garfield Avenue Mexico, MO 65265

Emergency/Critical

Incident Action plan

Objective:

The following plan is to prepare for the most anticipated emergencies. By auditing the building and location vulnerabilities, establishing clear communication channels, formatting supply resources, and establishing effective protocols and procedures, human lives will be preserved and restoration following a disaster will be expedited.

The plan intent is to ensure residents and staff are safe and living in a healthful environment. Those staff assigned specific emergency duties under the plan should provide the necessary and regularly scheduled training and protective equipment to ensure their safety and effectiveness.

Date Prepared: _____

Date Due to review/revise (not to exceed 1 year): _____

Executive Director Signature: _____

1st Emergency Coordinator Signature: _____

2nd Emergency Coordinator Signature: _____

Emergency Personnel Names and Phone Numbers Designated Responsible Official (Highest Ranking Manager)

Tammy Dreyer, Executive Director, ph 573-819-6625

Emergency Coordinator: (Contact person for Emergency Personnel)

1st Name: _____ Phone # _____

2nd Name: _____ Phone # _____

Area Monitors: (Responsible for making sure everyone is accounted for)

1st Name: _____ Phone #: _____

2nd Name: _____ Phone #: _____

Assistants to Physically Impaired:

1st Name: _____ Phone # _____

2nd Name: _____ Phone # _____

Date ____/____/____

Emergency Phone Numbers

Electric & Gas: Ameren Missouri

Water: City of Mexico

Phone # _____

Phone # _____

Contact Person: _____

Contact Person: _____

Mexico Public Safety

SSM Medical Center

Phone # _____ or (911)

Phone # _____

Emergency Reporting and Evacuation Procedures

Types of emergencies to be reported by site personnel are:

- Medical
- Fire
- Tornado
- Earth Quake
- Bomb Threat
- Violent Person/Active Shooter
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After contacting appropriate emergency personnel and as soon as it is safe to do so, you are to contact the Executive Director and the Emergency Coordinator (if not present) making them aware of the situation.

Evacuation Route

Evacuation route maps have been posted in each work area. The following information is marked on the evacuation maps:

1. Emergency Exit
2. Primary and Secondary evacuation routes
3. Location of fire extinguishers
4. Fire Alarm pull stations
5. Designated Meeting Points

Medical Emergency

A medical emergency can be as small as an injury or sudden illness to a co-worker, to mass injuries. In any event this medical emergency plan is a general guideline of what to do in such a situation. This guideline should not be construed in such a manner to endanger your safety or the safety of others.

Immediate Action

- Remain calm
- For any medical emergency call, 911 immediately
- Provide the operator/dispatcher with the following information:
 - a. Who you are
 - b. Where the incident is occurring (address, building name, and/or room number)

- c. What has happened (mechanism of the injury)
- d. Stay on the phone with the operator/dispatcher; some are trained to provide the caller with emergency first aid procedures.
- e. If possible have another person go outside to greet the emergency responders to lead them back to the injured person.
- Stay with the injured person
- Avoid moving the injured person, unless the person is in immediate danger of further injury. The person shall be moved as one unit with their spine and back in line.
- Use universal precautions and/or avoid any contact with blood or bodily fluids.
- Only persons properly trained in first aid and CPR should administer such aid, unless you are being directed by the emergency operator/dispatcher to do so.

Fire

Fire is one of the most common types of emergencies and can cause the deaths of thousands of people and cost billions in property damage each year. In any event this fire emergency plan is a general guideline of what to do in such a situation. This guideline should not be construed in such a manner to endanger your safety or the safety of others.

Reasons for evacuating a building:

- Visible signs of smoke or fire.
- The activation of the building's fire alarm system

A fire may include visible flames or strong burning odor. The appropriate emergency action is for persons to evacuate the building quickly, safely, and notify the fire department by calling 911.

Immediate Action for the person discovering the fire:

- Notify site personnel and start evacuation procedures
- Notify the fire department by calling 911
- Extinguish the fire only if you can do so safely and quickly

If the fire cannot be extinguished:

- Confine the fire by closing the doors
- Activate the nearest fire alarm (if applicable)
- Alert others and evacuate the building
- Meet the fire department when they arrive at the designated area (MHA designated meeting area in case of a fire is in front of 825 Garfield)

Upon being notified about a fire emergency:

- Leave the building using designated evacuation routes
- Assemble in the designated area (MHA designated meeting area in case of a fire is in front of 825 Garfield)
- Area Monitors perform a head count, and notify the emergency coordinator and emergency personnel of your findings
- Remain outside until the fire department gives okay to re-enter the building.

For occupants of the building:

- Close the door to your immediate area
- Evacuate the building via the nearest exit. If you can safely do so, assist others in exiting as well
- Avoid smoke filled areas. If you must pass through a smoke filled area cover your nose and mouth with shirt, sleeve, etc....
- Feel the door from the top to the bottom. If it is hot do not proceed, go back.
- If the door is cool, crouch low and open the door slowly. Close the door quickly if smoke is present.
- If no smoke is present, exit the building via the nearest exit.
- Assist others if you can do so safely.
- Assemble in the designated meeting area. (MHA designated meeting area in case of a fire is in front of 825 Garfield)

Tornado Watch

A tornado watch means conditions are right for the development of a tornado. During a tornado watch, staff should be alert to weather conditions. In any event this tornado emergency plan is a general guideline of what to do in such a situation. This guideline should not be construed in such a manner to endanger your safety or the safety of others.

Tornado Warning

A tornado warning means that a tornado has been sighted or indicated by National Weather Service radar. When you hear the warning sirens take shelter immediately. Missouri tornado season is typically April through June; however possibilities of tornados can be from March through October.

Immediate Action

- Remain calm and avoid panic
- Seek shelter; rooms and corridors in the inner most part of the building at the lowest level possible (MHA recommended shelter at the office is in either bathroom)
- Assist others if you can safely do so.
- Close all doors, including main corridors, making sure they latch
- Crouch near the floor or under heavy, well supported objects; use your arms to cover your head and neck.

Areas to avoid

- Stay clear of windows, corridors with windows, or large free-standing expanse. There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.

All Clear Signal

Once the tornado warning has been allowed to expire or is cancelled. The decision to return to your work space will be made by the Emergency Coordinator or Emergency Personnel on scene.

Earthquake

An earthquake is the result of a sudden release of energy in the Earth's crust that creates seismic waves (shaking). Although Missouri is not known for having earthquakes, the New

Madrid, Missouri seismic zone is located in southern Missouri, a seismic wave and potential damage could occur here. In any event this earthquake emergency plan is a general guideline of what to do in such a situation. This guideline should not be construed in such a manner to endanger your safety or the safety of others.

Immediate Action

If you are inside a building

- Stay indoors and seek shelter under sturdy tables, desk, or inside doorways.
- Stay away from windows, wall hangings, suspended objects, and tall unsecured furniture (bookcases, cabinets, or appliances).
- Assist others if you can safely do so.

If you are outside

Stay in the open, away from buildings, trees, and power lines. Do not go near anything where there is a danger of falling debris.

After the seismic waves (Shaking)

- Be prepared for aftershocks. Earthquakes sometimes occur in a series of tremors, which could last for a period of several days. Aftershocks, or even a series of aftershocks, are common after earthquakes and may last for a few seconds or several seconds to perhaps as long as 5 minutes.
- Attempt to evacuate the building, assist others if you can safely do so.
- If you are trapped inside a building or object, try calling for help by yelling, banging on the building or materials around you. If service is available, your cell phone is a good option to call for help.
- Be alert for gas and water leaks, broken electrical lines, downed electrical lines, or ruptured sewer lines. Whenever possible, trained personnel should turn off the utility at its source.
- Do not re-enter damaged buildings. Aftershocks could cause more damage or knock them down.
- Assemble at the designated meeting location. Area monitors conduct a head count and notify the Emergency Coordinator/ emergency personnel of your findings. The designated meeting area for MHA is across the street outside of 825 Garfield. If not able to do so safely, the secondary location is the building's south parking lot.
- The Emergency Coordinators/emergency personnel will direct you, in clearing the scene or assisting others.
- Depending on the degree and nature of the incident, employees shall be required to remain on scene and assist as required.

Bomb threat

Unfortunately in today's society this is a very real threat, and it should be taken very seriously. Regardless of how the threat is received (telephone, in person, written, email, fax), it is important to compile as much information as possible.

In the case the threat is received by a written note, it is important that as few people as possible handle the note, as it is evidence and will be handed over to law enforcement. If the threat is received by email, be sure to save the email to your computer, as it will be turned over to law

enforcement as well. In any event this bomb threat emergency plan is a general guideline of what to do in such a situation. This guideline should not be construed in such a manner to endanger your safety or the safety of others.

Immediate Action

- Remain calm and immediately refer to the bomb threat checklist (attached).
- If the threat is received over the phone, keep the caller on the line as long as possible to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, TV, etc.)
- Note any characteristics of the caller's voice (gender, age, education, accent, etc.)
- Attempt to obtain information on the location of the device (building, floor, room, apartment etc.)

Immediate Action (Continued)

- Attempt to obtain information on the time of detonation, and type of detonator.
- Immediately after the caller has ended the call, notify law enforcement by dialing 911.
- If the threat was left on your voicemail, received via fax, U.S.P.S mail, contact the Emergency Coordinator immediately. Do not erase any such messages or further handle the documents.
- Notify the executive director and emergency coordinator (if not present).

Decision to evacuate

The decision to evacuate will be made by Law enforcement, Executive Director, and the Emergency Coordinator. However any employee wanting to leave the building may do so, providing exiting the building was not against the caller's demands. If you do leave the building you must report and assemble at the designated area. MHA designated area varies, depending on the location of the threat/bomb; ask for clarification upon exiting the area.

The decision to re-enter the building will be made by Law enforcement, after the building is clear. Note you might/will be asked if packages, bags, purses, etc. belong in the building. If a suspicious package is discovered, do not touch it; notify law enforcement immediately.

MHA Telephone Bomb Threat Checklist

Instructions: Be calm, be courteous, Listen, and do not interrupt the caller

Your Name _____ Time _____ Date _____

Callers Identity- Sex: Male _____ Female _____ Adult _____ Juvenile _____ Approximate Age _____

Origin of Call- Phone Number _____

Voice Characteristics (Check all that apply)	
Loud	Soft
High Pitched	Deep
Raspy	Pleasant
Intoxicated	Other
Speech (Check all that apply)	
Fast	Slow
Distinct	Distorted
Stutter	Nasal
Slurred	Other
Language (Check all that apply)	
Excellent	Good
Fair	Poor
Foul	Other
Accent (Check all that apply)	
Local	Not local
Foreign	Region
Race	
Manner (Check all that apply)	
Calm	Angry
Rational	Irrational
Coherent	Incoherent
Deliberate	Emotional
Righteous	Laughing

Pretend difficulty of hearing- Keep caller talking- If caller seems agreeable to further conversation, ask questions like: When will it go off? _____ Certain hour? _____ Time Remaining _____

Where is it located? Building _____ Area _____

What kind of Bomb? _____

What kind of package? _____

How do you know so much about the bomb? _____

What is your name and address? _____

If the building is occupied, inform the caller that detonation could cause injury or death.

Does the caller seem familiar with the building or its occupants?

Notify the Executive Director and emergency coordinator immediately.

Violent Incident/Active Shooter

Again unfortunately in today's society violent incidents & active shooters are a very real threat, and should be taken very seriously. Violent incidents & active shooters can occur in work places, schools, malls, etc... with little or no warning. They can occur in the form of physical violence, a gun, a knife, threats, or any make shift weapon, but it's important that you remain calm and focused. Remember any weapon can be just as intimidating and cause just as much injury as a firearm. In any event this violent incidents & active shooters emergency plan is a general guideline of what to do in such a situation. This guideline should not be construed in such a manner to endanger your safety or the safety of others.

Immediate Action:

Angry, threatening, hostile person

- Stay calm
- Listen attentively
- Maintain eye contact
- Be courteous
- Be patient
- Keep the situation in your control
- Signal a co-worker, that you need help (co-worker should call 911)
- Do not make any calls yourself
- Stall for time
- Keep talking – but follow instructions
- Do not risk harm to yourself or others
- Watch for a safe chance to escape to a safe area
- Notify Executive Director and Emergency Coordinator immediately.

What to do if you hear gunshots outside the building:

If you hear what sounds like gun shots or popping, immediately assume they are gunshots and do not investigate.

- Trust your instincts
- Secure all doors and windows (if it is safe to do so)
- If safe to do so draw all shades, blinds, turn off lights, silence phones, radios, and remain out of site.
- Notify law enforcement by calling 911, informing them of what's going on, how many shooters, how many firearms, the shooters location, if anyone is injured, and your location in the building.
- Notify your co-workers
- Do not let anyone into the building, unless you can be certain it's law enforcement personnel. (Be aware the shooter may try to lure you out of your hiding place by various methods, DO NOT respond.)
- Notify the Executive Director and the Emergency Coordinator immediately.

What to do if you hear gunshots inside the same building:

If you hear what sounds like gun shots or popping, immediately assume they are gunshots and do not investigate. You need to quickly decide on one of three course of action.

1. Can you stay where you are and secure yourself from the shooter? If so take action to secure your room.
 - a. Barricade the door with heavy furniture, desk, tables, or bookcases.
 - b. Secure all doors and windows (if it is safe to do so)
 - c. Draw all shades, blinds, turn off lights, silence phones, radios, keep calm, keep quiet and remain out of site.
 - d. Do not let anyone into the room, unless it's safe to do so or you can be certain it's law enforcement personnel. (Be aware the shooter may try to lure you out of your hiding place by various methods, DO NOT respond.)
 - e. Place sign on exterior windows to identify your location and location of injured.
 - f. If the shooter enters the room you are in, remain calm, call 911 if you can do so safely, leave the line open even if you can't talk (operators/dispatchers can still hear what is going on in the room)
2. Can you escape the building or get to an area where you are secure from the shooter (or at least a place the shooter can't see you)? Get to a secure area or exit the building if possible and immediately call 911. Be prepared to answer several questions like, what did you hear (gunshots, explosion etc...), how many shooters, how many firearm(s), handgun, shotgun, rifle), race & gender of shooter, clothing type, physical description, the shooter's location, if anyone is injured, and your location in or outside the building
 - a. If you are able to escape, do not attempt to carry anything.
 - b. Keep your hands visible and follow all law enforcement directions.
 - c. Know the police officer's verbal commands will be loud and extremely insistent; do not be offended.
 - d. You will be searched and escorted by Law Enforcement; follow all their orders.
 - e. Do not ask questions, but be prepared to answer questions
 - f. Do not try to remove injured people, instead leave them where they are and notify Law Enforcement of their location.
 - g. Do not leave the area unless directed to by Law Enforcement. Most likely they will have staging area, to debrief you, provide medical care, and counselors on hand for you to talk to.
3. Are you unable to escape the shooter? If you are unable to escape you need to assess the situation to see if you can shield yourself or if you need to prepare to take an aggressive approach and defend yourself.
 - a. Shielding yourself
 - This should be your first option if you are unable to escape or barricade yourself in a room.
 - Hide in a room under a desk, in a closet, behind or under any object you can, even if you're only partial covered
 - Keep quiet, keep calm
 - Put any object between you and the shooter
 - b. Defending Yourself

- This should only be done as a last resort, when your life is in imminent danger. If you do decide to act aggressively towards the shooter. Know that you risk harm, and are acting at your own risk.
- Act with physical aggression
- Yell, be loud
- Throw items
- Improvise weapons
- Keep an object between you and the shooter (desk, chair, etc...)
- COMMIT TO YOUR ACTIONS
- Always be aware of what shooter's hands are doing
- Always be looking for a way to escape

I have received the MHA Emergency/Critical Incident Action plan. I understand and am aware of what I should do in an emergency situation. I understand that I am to follow all orders given by the Executive Director, Emergency Coordinator(s), Law Enforcement, and any other Emergency Personnel during such an emergency. I understand that if I am working and after the emergency is over, as long as I am unharmed, I may be required to stay and assist as directed. I further understand that even if, I am not working at the time of an emergency, I may be required to come in and assist as directed.

Date ____/____/____

Employee Signature_____

Executive Director Signature_____