







<p>FIRE</p>  <p>CRPP Page 41</p>	<ul style="list-style-type: none"> • In the event of a Fire-Activate Fire Alarm • Call 9-1-1 or the local fire department • Attempt to extinguish small fires, if possible, using a fire extinguisher • Evacuate Affected Areas and confine fire by closing doors • Do Not Use Elevators • Provide <i>First Responders Resident Listing</i> to First Responders
<p>FLOOD</p>  <p>CRPP Page 43</p>	<ul style="list-style-type: none"> • Notify Residents & ADO of any Flood Warning, if at all possible • Notify Residents if local authorities recommend evacuating the area • Consult with RFM regarding emergency supplies and equipment • Secure outside objects and move equipment and files to upper floor • Place sandbags at vulnerable openings • Provide <i>First Responders Resident Listing</i> to First Responders
<p>EARTHQUAKE</p>  <p>CRPP Page 45</p>	<ul style="list-style-type: none"> • During an Earthquake-Remain calm. Do not panic or run. • Advise anyone in the area to stay where they are and take cover; • Otherwise, lower your body to a sitting, kneeling, crouched position • Cover your head and neck • Avoid Doorways and glass objects (windows, mirrors, pictures) • Be alert to moving and flying objects
<p>TORNADO</p>  <p>CRPP Page 47</p>	<ul style="list-style-type: none"> • Notify Residents & ADO of any Tornado Warning, if at all possible • Move staff to a designated shelter, underground or windowless area • Crouch down and cover your head with blankets or other items • Do Not: Use Elevators, open windows or go near windows • Provide <i>First Responders Resident Listing</i> to First Responders • Monitor weather reports until Tornado Warning has been lifted
<p>HURRICANE</p>  <p>CRPP Page 50</p>	<ul style="list-style-type: none"> • Notify Residents & ADO of any Hurricane Warning, if at all possible • Notify Residents if local authorities recommend evacuating the area • Consult with RFM regarding emergency supplies and equipment • Secure outside objects, including dumpster doors/gates • Shut off gas at meters; cover files and equipment with plastic • Provide <i>First Responders Resident Listing</i> to First Responders
<p>WILDFIRE</p>  <p>CRPP Page 53</p>	<ul style="list-style-type: none"> • Notify Residents & ADO of any Wildfire Warning, if at all possible • Notify Residents if local authorities recommend evacuating the area • Consult with RFM regarding emergency supplies and equipment • Close windows and doors to prevent smoke entering the building • Monitor weather reports, which could impact/shift the fire • Provide <i>First Responders Resident Listing</i> to First Responders

This Quick Reference Guide is intended to provide information, which could be helpful at the onset of a crisis and is not intended to provide all information staff will need to be familiar with during a crisis or emergency. All staff must be familiar with Mercy's Crisis Response & Preparedness Plan.

THREATS OF HARM & VIOLENCE



Refer to CRPP Pages 11-19

In a violent situation:

1. Extricate Yourself (to a secure location), if at all possible.
2. Call 9-1-1 or the local police.

If Attacked:

You may defend yourself with the minimal force necessary to protect yourself.

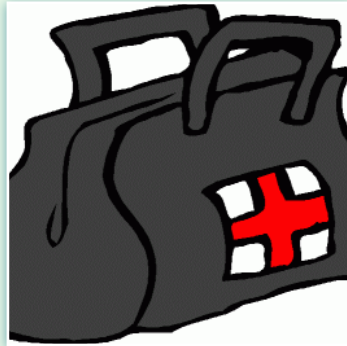
If you have any sense of concern-contact your supervisor immediately.

Phone Threats (Bomb or Otherwise):

1. Remain calm and have someone notify 9-1-1
2. Keep the caller on the line and collect as much information as possible.
3. Do not threaten or anger the caller.

Review CRPP for additional guidance.

MEDICAL & DEATH



Refer to CRPP Pages 37-40

Medical Emergency:

1. Inform PM and investigate immediately.
2. Do not move the person or try to help them up.
3. If help is needed, call 9-1-1
4. Take additional steps as outlined in CRP

Death at a Property:

1. Call 9-1-1 Immediately
2. Notify PM and other staff
3. Admit only police, paramedics, coroner or fire department
4. Do not touch anything
5. Take additional steps as outlined in CRP.

Remember that our EAP may be helpful.

MEDIA RELATIONS



Refer to CRPP Pages 27-30

Media at your Property:

Do not offer a statement, but also do not say things like "No Comment". If required or confronted regarding a crisis situation, say: **"Right now, our primary concern is for our residents. We will have someone follow-up with you regarding this situation after we have more information. Thank you for understanding"**.

Immediately notify your ADO.

If you get a call or the media come to your property to do a story or ask about a situation involving Mercy Housing, say: **"I cannot answer your questions at this time, but I will contact someone who can. If you will please give me your name and number, I will have a representative from Mercy Housing call you back as soon as possible."**

Review CRPP for additional guidance.

LAW ENFORCEMENT & CRIME



Refer to CRPP Pages 21-26

Requests from the Police:

Staff should always be respectful and cooperative with law enforcement, as they are our partners. There are however, legal considerations when working with the police.

1. For the release of any information regarding resident, recordings or access to a unit, they must provide a warrant, court order or subpoena.
2. You may allow officers to view recordings without a warrant, if investigating a recent crime (but not take or record).
3. If you determine that there is **active and present danger**, you may release information about residents and allow building access (just not to a unit).