



**KANSAS CITY, KANSAS HOUSING  
AUTHORITY**

**EMERGENCY ACTION PLAN  
(EAP)  
FOR  
STAFF**

**Approved December 2016**

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## Section 1

### **CORE FUNCTION:**

**Emergencies and disasters disrupt the lives of many Americans each year with long-term effects. If an emergency or disaster occurs in our community, the Kansas City, Kansas Housing Authority has made a commitment to prepare not only for the needs of residents, but also the needs of the greater community as well. Local responders may not be able to reach Housing Authority property due to the need to focus their efforts elsewhere so management and residents need to be prepared. Being prepared and understanding what to do can reduce fear, anxiety and losses that accompany emergencies and disasters. With the partnership of Management, residents and local, state and federal agencies, loss of life and property can be minimized or avoided all together. The following Emergency Procedure Plan is designed to lessen the impact of emergencies and disasters.**

The following plan is a culmination of planning by the KCKHA in conjunction with KCKPD, KCKFD, KCK Unified Government Emergency Management and the local Chapter of the Red Cross.

The KCKHA is a partner in the Kansas City, Kansas/Wyandotte County Emergency Operations Plan

## Section 2

### CONTINUITY OF MANAGEMENT & CHAIN-OF-COMMAND:

In the event of an emergency, the Housing Authority recognizes not all personnel will be in immediate position. The following plan outlines the overall management chain-of-command and prioritizes authorization of employees to execute the plan. Continuity of management is of the utmost concern. In some emergency situations, the event may dictate that immediate decisions be made. Flexibility must be a component, so this plan will also include what situations will warrant on-site employees to follow the contingency plan without authorization from immediate supervisors.

## Section 3

Kansas City, Kansas Housing Authority's Disaster Recovery Team:

### Disaster Recovery Coordinator (DRC)

Superintendent of Maintenance

The DRC has intimate knowledge of both the plan contents and the responsibilities of the Recovery Team. Interacts with senior and operational staff, residents and Local, State and Federal agencies to ensure requirements from all critical functions are addressed before, during and after implementation of plan. Additionally, DRC is responsible for the plan being properly tested and maintained on an

ongoing basis to ensure the safety of residents and protection of assets. The DRC will report directly to the Executive Director of the Housing Authority or his/her designee.

### **Disaster Recovery Supervisors (DRS)**

**General Foreman  
Director of Housing Management  
Assistant Director of Housing Management  
Director of Facilities Management**

These staff members will assume responsibility of supervising building(s) recovery post incident. A DRC will be on-call at all times. The DRS on-call calendar will be posted at the Housing Authority front desk and the Security Monitor Office at Wyandotte Towers (K1-4). When a DRS can be reached, they will assume responsibility of plan implementation up to and including building evacuation. The DRS will directly report to the DRC and advise of the situation and update. The DRS will coordinate and assist Local Emergency Agencies that are on-site.

### **Emergency Response Team (ERT)**

**Building Manager for the site  
General Foreman  
Resident Services Coordinator-Elderly/Family**

These staff members assume the role of supporting a building lock-down or evacuation. Their objective will be to direct support and ancillary staffs to locations that will ensure residents reach their point of destination in a safe and orderly fashion. These staff members will report directly to DRS. In the event the DRS is not on property, the ERT will answer directly to local emergency agencies that are on site. The ERT has the authority to make the decision to partially or fully evacuate the facility if the DRC or DRS cannot be reached.

## **Ancillary Emergency Staff/Volunteers (AES)**

**Maintenance Support Staff  
Resident Services Support Staff  
Wyandotte Towers Security Monitor  
Section 8 Staff  
Resident Selection Staff  
Floor Monitors  
Manager's Aides**

The AES will assist the DRS by staffing their assigned post. They will be directly responsible for securing building entrances and stairwells. Ancillary staff/volunteers will monitor including barring those making entrance into the building and also monitor those entering/leaving from the building. They will help those with physical needs to comply with the emergency directives.

## **Disaster Recovery Equipment Supervisor (DRES)**

**Finance Director**

The DRES supervises the recovery of Housing Authority durable equipment and records. The DRC will maintain a record of all equipment and records on-site. They will identify and ensure that all sensitive and important documents are secured, back up computer systems and arrange for backup power. The DRES will also handle insurance issues and documentation

## **Disaster Recovery Media Spokesperson (DRMS)**

**Executive Director**

The Executive Director will be involved in all levels of discussions and will make any final decisions. In addition, as the DRMS, the Executive Director will take the lead role and be responsible for carrying out the Media Plan in Section 14.

**Section 4**  
**Disaster Identification & Plan of Action for Staff:**

**Fire**

**What to expect:**

In the event of smoke/fire in the building the voice command will sound and the panel in the Security Monitoring Station will activate and show the area effected. The elevators will automatically go into emergency mode and will go to the lobby floor and lock down. Wyandotte Towers is constructed from concrete. The most common fire/smoke source will be a small incident in an apartment. Very rarely will fire travel to another unit (there is a possibility a fire will overlap out a window up to the next unit on the stack), the smoke however will travel throughout the building (especially via the elevator shaft, hallways and stairwells). It is very important to keep all doors closed.

If there is a report of smoke/fire and no alarms have sounded, investigate the report immediately. **STAY CALM!!** There should be an expectation of a system failure.

In the event of a smoke/fire incident be prepared to encounter residents and staff that are fearful and hysterical. Be calming and reassuring. Chaos is the biggest threat to health and safety.

**What to do:**

- If there is a report of smoke or fire call #911 immediately be at front door of building with keys and be prepared to verify address and/or apartment number with responding firemen.
- The designated staff assigned to the door will also control traffic. Do not allow entrance to anyone but emergency personnel or appropriate staff. Also evacuate the lobby area outside of the building.
- When expecting emergency personnel, a designated staff member must be waiting at the front door to give information and the keys to the elevator to fire personnel.
- For after hours access authorized emergency personnel (Fire Department) has access to secure entry cards for all High-Rises. If that access is not available the Manager's aide will need to be at the front entry to allow access to the building.
- Shut the door to the affected area to keep smoke and heat from spreading to other areas.
- Do not attempt to remove the resident(s) from of the floor. The fire department will evacuate. Congesting the fire stairwells will impede the Fire Department's ability to respond on each floor.
- Do not prop open fire doors as this will allow the fire escape to fill with smoke. If you see doors propped open, close them immediately.
- Account for residents, visitors and staff.
- A designated staff person will share the fire plan with fire personnel, advising them of the fire sprinkler shut-off valves and other vital information about the building. Master keys and elevator keys will also be made available to fire personnel.

- If fire personnel advises to evacuate, refer to the evacuation plan. In the event of a fire incident, most likely the floor with the incident and the floor directly above and below will be evacuated.
- The building has a voice command system which this allows you to communicate to selected floors or all floors. For example, you may advise some or all floors to shelter in place and other or all floors to evacuate. Advise Fire Personnel the location of the voice command system and allow them use.
- Maintenance should shut off damaged or potentially damaged utilities and notify the appropriate utility company.
- Utilities may be shut off to entire building due to hazards. Advise residents to shelter in place if their apartments are deemed safe.
- Maintenance and DRS will inspect building for damage.
- DRMS will act as the spokesperson and will prepare media releases. No other staff should make statements to media, guests or relatives.

**DO NOT USE THE ELEVATORS DURING A FIRE  
INCIDENT!!!!!!**

- When the immediate threat has subsided, call the DRS that is on-call.
- If after the incident the affected parts of the building need smoke ventilation, call the maintenance person on-call and advise them of the situation.
- If resident(s) are not able to stay in their unit, call the DRS to coordinate hotel room(s).

**If in doubt, call the Disaster Recovery Supervisor!!!**  
**In the event of an emergency, there is no question**  
**too small or unimportant!!!**

**\*\*\*Refer to the Emergency Resident Plan (ERP)\*\*\***

Post incident: Document all events

### **Explosion:**

An explosion can originate from a number of sources (natural gas, faulty boiler, bomb, etc.). If there is an explosion or the threat of one, some of the residents may have to be relocated within the facility or evacuated (refer to evacuation plan).

**\*\*Refer to fire protocol\*\***

### **Medical Emergencies:**

#### **What to expect:**

Medical emergencies are the most common occurrences in the building. Employees may not be aware they are occurring until emergency personnel respond. A resident may call and request help or they may call for themselves. HIPPA laws forbid EMS personnel from divulging a patient's condition or hospital destination.

#### **What to do:**

If staff is the reporting party, call 911. **STAY CALM!** State the location of the person in need of medical attention. State the exact address of the building. (Be specific i.e. apartment, lobby or area outside). State the phone number where dispatch can reach you, this is

in case of disconnection or the need to receive more information after the call has ended. State the emergency and give vital information about the condition of the person. Follow any and all instructions. Stay on the line until help arrives.

Designated staff person will lock elevator, greet EMS personnel at the front door and then escort to the location they are responding to. Be prepared to unlock apartment door, then escort EMS personnel back to the front door. Once EMS personnel has left the building, unlock the elevator.

If you are to have direct contact with an ill or injured person. Always wear protective latex gloves!!

- **Illness-**
  - Attempt to locate all medicines (prescription and over the counter) and turn over to EMS personnel.
  - If the ill person is unconscious or unable to communicate, attempt to locate their driver's license and give to EMS personnel.
  - Answer any questions EMS personnel may ask about the resident. If you do not know the answers try to find someone who may know that persons health history or the history of the illness.
  - Notify resident's authorized person that the resident has been ill and taken to the hospital (keep in mind you may not be aware of what hospital).
  - Document incident.
  
- **Injury-**
  - **IN THE EVENT OF A TRAMATIC INJURY, ESPECIALLY TO THE HEAD OR BACK, DO NOT MOVE THE PERSON!!!**
  - Take the first aide kit with you.
  - If there is profuse bleeding, apply pressure to the source.
  - Attempt to locate all medicines (prescription and over the counter) and give to EMS personnel.

- If the injured person is unconscious or unable to communicate, attempt to locate their driver's license and give to EMS personnel.
  - Notify resident's authorized person that the resident has been injured and taken to the hospital (keep in mind you may not be aware of what hospital).
  - Document incident. Complete Injury Report if there is a chance Housing Authority is anyway liable for injury.
- **Poison-**
    - Follow illness protocol.
    - If situation warrants, call POISON CONTROL 1-800-942-5969. Report incident and substance ingested and follow recommendations. If you do contact POISON CONTROL, inform EMS personnel what action was recommended.
- **Burns/chemical burns-**
    - Follow illness protocol.
    - DO NOT PLACE ANYTHING DIRECTLY ON BURN. WAIT FOR EMS PERSONNEL.
    - If chemical burn—follow chemical emergency protocol if warranted.
    - If burns occur due to fire—follow fire protocol if warranted.
- **Deaths**
    - Call 911, if the person is declared dead on the scene the EMS personnel will notify the Police Department.
    - The KCKPD will contact next of kin (they may require your assistance) and contact the funeral home of choice.
    - If necessary the KCKPD will arrange the person to be taken for autopsy.
    - Please be patient and be helpful. Provide requested information.
    - If required contact Wyandot Center's Crises Management Team for resident and/or staff counseling.

## Behavior/Activity/Incidents

### Criminal Hazards:

#### What to expect:

This section is divided into six parts. The only common denominator is that criminal behavior is unpredictable and dangerous to respond to. **CALL FOR POLICE DEPARTMENT PERSONNEL IMMEDIATELY!** Do not place yourself in danger, follow the direction of the Police Department, be flexible and be responsive to Police Department needs.

#### What to do:

When criminal behavior is reported (simple trespassing is the exception) call #911 immediately. **DO NOT:** Chase suspects confront someone you suspect of a crime or patrol the outside of the building. **AS REPRESENTATIVES OF THE HOUSING AUTHORITY, IT IS YOUR RESPONSIBILITY TO SIGN ANY CITATIONS AND PRESS CHARGES AGAINST OFFENDERS WHEN SITUATION WARRANTS.** Possession or use of weapons of any kind by any Housing Authority employee or resident acting on the behalf of the Housing Authority is **NOT** permitted at anytime! **DO:** be supportive and advocate for those who are victims of crime. Be vigilant and supportive of your building crime watch. Keep ongoing contact with your area Community Police Officer. After incident document the events.

- Intruder
  - An intruder is any unwelcome person(s) that poses a threat to residents, staff, themselves or property. Document if the person is trespassing, call #911 if there is a threat of bodily harm or property destruction.
  - Intruders include: vagrants or homeless people, mentally disturbed, despondent persons, domestic disputes, disgruntled employee or family member, person committing

- theft or robbery, person in violation of protection order or restraining order of court, and a person holding a hostage.
- Proceed to lockdown procedure if the intruder is loose, mobile in the building and the whereabouts are unknown.
- Call #911.
- Allow law enforcement to take command of incident.
  
- **Assault-**
  - If the assault is in process, call #911 immediately. **DO NOT ATTEMPT TO BREAK UP A FIGHT OR PULL A PERSON OFF ANOTHER!**
  - If staff is the reporting party, inform the dispatcher with the apartment number or the area of the building the incident is occurring. Advise of the need of EMS personnel if there are injuries. Give the number you are calling from in case of disconnection or the need to call you back.
  - If the offender has fled, give description of the party and the direction or area they headed to.
  - If the offender has fled and is still in the building, refer to lockdown procedures.
  - Designated staff person should be posted at front entrance and escort law enforcement and EMS personnel to area where they are responding.
  - Staff should remain available to answer any questions and respond to any requests.
  - If injuries are incurred, refer to injury protocol.
  
- **Domestic Dispute-**
  - Refer to assault protocol.
  - Bear in mind that domestic disputes are very dangerous and can become violent at anytime. Tempers are high; **DO NOT EXASPERATE THE SITUATION BY INTERVENING, THREATENING OR TAKING SIDES!** Allow law enforcement to handle the situation.
  - If the victim is a resident refer them to Resident Services and advise them of the Domestic Abuse Policy in the ACOP. The Housing Authority will transfer residents under these circumstances if the criteria is met.

- **Bomb Threat-**
  - Incidents have become a common occurrence in the business environment. Threats received by mail, message or telephone. Most will be received by telephone and are very brief.
  - Take specific notes while speaking to the person making the threat. Write down all the particulars of the conversation i.e. location, time of detonation and why the bomb was placed.
  - Report the threat to Supervisor—the supervisor will notify law enforcement.
  - Residents should not be relocated or evacuated by staff unless the threat includes the location of the bomb or a suspicious object is located. (refer to law enforcement before making decision to evacuate)
  - Insure the relocation or evacuation route is clear.
  - If a suspicious object is found **DO NOT TOUCH IT!** Clear and isolate the area and report the location to emergency officials.
  - Allow law enforcement personnel to take charge of the incident as soon as they arrive.
  - The person who received the threat should be available to speak to law enforcement.
  - If ordered to evacuate the facility, do not re-enter until it is declared safe to do so.
  - Provide building plans to law enforcement bomb disposal unit.
  - If a bomb goes off, follow fire/explosion protocol.
  - If injuries occur, follow injury protocol.
  - **DO NOT RELEASE ANY INFORMATION TO ANYONE!!**
  
- **Hostage Situation/Standoff-**
  - A hostage situation or standoff can occur at anytime for any reason (i.e. domestic dispute, fugitive or mental disability). Like domestic disputes, this situation is very dangerous.
  - If you become aware of a hostage situation-

1. Call 911 immediately
2. Call immediate supervisor
3. Evacuate lobby and common areas of building
4. Seal all building entrances including fire escapes
5. Advise residents over P.A. System to stay in their apartments and shelter in place.
6. Follow instruction of KCKPD
7. Make emergency plan, keys, etc. available to KCKPD

- **Civil Disturbance-**

Civil disturbances (demonstrations, riots, etc.) do occur, and the facility should be prepared to deal with these potentially disruptive conditions. The demeanor of those involved and severity of the disturbance threatening the facility will prescribe the actions to be taken.

- Evaluate the situation and determine appropriate action.
- Notify the DRS
- Insure that all residents and staff personnel on duty are inside the facility.
- Close and lock all exterior doors and windows as soon as all residents and staff are inside the facility. **WHEN YOU LOCK DOORS, INSURE THAT YOU ARE LOCKING FROM ENTRY, LOCKING FROM EXIT IS NOT ALLOWED.** Providing egress from the building is mandatory.
- Close all fire doors located in the facility
- Keep all residents and staff away from all exterior windows to avoid injury from broken glass, should objects be thrown at the windows.
- If needed, call staff
- If tear gas is used by authorities, seal and tape all windows and doors to minimize leakage into the building.
- Insure that a constant patrol is maintained in the facility.

## Severe Weather

### What to expect:

In the event of inclement weather stay tuned to radio, TV or weather radio reports. Adhere to any watches, warnings or imminent threats of severe weather.

### Severe Storms:

- Severe weather systems are accompanied by strong winds, lightning, heavy rain, possible hail and tornadoes. Thunderstorms typically short-lived, often lasting no more than 30-40 minutes, and fast moving. Strong frontal systems, however, may spawn on squall line after another composed of many individual thunderstorm cells.
- Severe Thunderstorm Watch: Severe thunderstorms are possible in the area.
  - Start preparing for inclement weather. Procure flashlights and batteries.
  - Go over emergency plan of action.
  - If storm approaches, severe or not, advise residents not to use phones, electrical appliances and not to bathe or shower during lightening events.
- Severe Thunderstorm Warning: A severe thunderstorm is imminent or has been indicated by Doppler radar or reported by storm watchers.
  - Close windows and pull curtains in all areas of building
  - Secure outdoor objects to prevent them from becoming missiles in high winds.
  - Shut off lights and close doors to unoccupied rooms and service areas.
- Contact the Disaster Recovery Supervisor as needed.

## Tornado:

- Thunderstorms often produce violent rotating columns of wind called tornadoes. The violent rotating winds carry debris aloft that can be blown through the air as dangerous missiles. A tornado may have winds 300+ miles per hour and an interior air pressure that is 10-20 percent below that of the surrounding atmosphere. The typical length of a tornado path is approximately 16 miles, but tracks much longer than that—even up to 200 miles have been reported. Typically, tornadoes last only a few minutes on the ground, but those few minutes can result in tremendous damage and devastation.
- Tornado Watch: Issued when weather conditions in the area are favorable to development of tornadoes. Listen to weather reports and be prepared to act quickly.
  - Keep staff members advised about location, direction and progress of the storms.
  - Review the tornado warning procedure with staff and/or residents. Make preliminary duty assignments in case the National Weather Service issues a tornado warning.
- Tornado Warning: A tornado has been sighted in the area, or indicated on radar. Implement emergency shelter actions for residents and staff!! Listen to weather reports.
  - Seek shelter immediately! Stay away from all windows and doors.
  - Avoid the first floor lobby, community rooms or other community areas with windows.
  - Move residents into hallways and away from windows and outside walls.
  - Close doors to apartments. Close fire doors to form a protective envelope in the hallway for residents, visitors and staff.
  - Keep radio or televisions on for advisories.

- **After Tornado Passes:**

- Restore calm to the residents.
- Render first aid to residents and staff as necessary.
- Call fire/ambulance as required.
- Contact on-call Disaster Recovery Supervisor.
- Inspect building for damage. If building is damaged, be responsive to the instructions of the safety officials on the scene.
- Check for fires throughout the building.
- Shut off damaged or potentially damaged utilities.
- Disaster Recovery Supervisor or Director will call Emergency Management to request emergency assistance or to report damage.
- Re-call off-duty staff as needed.
- If evacuation is required, follow the Evacuation Plan.
- Notify residents contact person to report status of the resident.
- Media spokesperson will prepare public information media releases.
- Call on volunteer resources as needed (The Red Cross).
- If resident(s) are not able to stay in their unit, call the Disaster Recovery Supervisor to coordinate hotel room(s).
- If the building survives the event unscathed or minimal damage, but the surrounding area incurs damage, the residents will be allowed to house family and friends affected by the event until suitable arrangements are made.

### **Severe Winter Storms:**

Winter storms bring heavy snow, ice, and strong winds, freezing rain, cold temperatures and dangerous driving conditions. Winter storms can prevent employees from reaching the facility to work. Additionally, winter storms create difficulty for the building accessing emergency services. Heavy snow and ice can also cause structural damage and power outages.

- **Winter Storm Watch:** Severe winter weather conditions may affect the area. This could mean freezing rain, sleet or heavy snow.
  - Keep posted on developing weather conditions by listening to weather reports on television or radio.
  - Avoid unnecessary travel.
  - Exercise extreme caution when using portable heaters.
  - Assure that battery-powered radio and flashlights are serviceable.
  - Check generator, if applicable.

**Winter Storm Warning:** Severe winter weather, including freezing rain, sleet, or heavy snow is about to occur.

- Instruct residents and staff to stay indoors during the storm.
- Only call 911 for extreme emergencies.
- Limit phone use.
- If the utilities go down, limit the use of the doors. Exposing the building to the outside cold will lose its ability to hold in the warmth.
- Advise residents to check on their neighbors while the utilities are out.
- Utilize any stores of blankets and coats.
- Advise residents to use flashlights, not candles to lessen the chance of fire.
- If the building has to be evacuated, follow the evacuation plan.

**\*\*In the event of winter storms residents will be allowed to house family or friends until the event passes\*\***

### **Extreme heat/cold:**

When the temperatures become extreme (95 degrees or above daytime highs or nighttime lows of zero or below) residents may house relatives and/or friends until the event passes.

- Minimize use of entry doors—the building will not maintain heat/cold if exposed often to the outside.
- If a person looks physically distressed by the heat/cold call 911 immediately (follow illness protocol)
- If electricity is lost contact BPU and get estimate on how long service will be disrupted. Advise immediate supervisor of situation.

### **Elevator malfunction:**

If the elevator malfunctions call the maintenance person on duty or on call. It is maintenance's decision to call the elevator company. Do not call 911 unless someone is injured or there is a medical emergency on the affected elevator car. If electricity to the building is lost and there is a back up generator, the elevator will come back on line.

- Advise person(s) on elevator to relax and sit on the floor until elevator is operational.
- If one elevator is broke, do not allow residents to use the other elevator for moving until the second car is fixed. Locking off the working elevator will inhibit resident use.

### **Major disaster:**

#### **What to expect:**

Major disasters can happen quickly and without warning, often resulting in the cause of other emergencies. In the event of a major disaster or any other unpredictable event remember to remain calm and use good judgment.

Refer to the applicable sections of this plan when dealing with individual needs (i.e. fire, evacuation or severe weather plans).

### What to do:

- Keep radio or television tuned to the Emergency Broadcast.
- Contact the Unified Government's Emergency Management Office if warranted.
- Call emergency authorities to report important disaster events *only* and follow their instructions.
- Be mindful that response times will be slow or non-existent for Police, Fire and EMS especially if large areas of the county are exposed to the event.
- Do not use phones unnecessarily (i.e. contacting friends and family) until after the emergency is over. Tying up phones lines is detrimental.

## HAZADOUS MATERIALS INCIDENTS:

### What to expect:

Hazardous materials are substances that are flammable or combustible, explosive, toxic, noxious, corrosive, oxidizing, and irritant or radioactive. A hazardous material spill or release can pose a risk to life, health or property. An incident can result in the evacuation of a few people, a section of a high-rise or an entire neighborhood. If an accident occurs involving these materials, the warning is usually received from the Incident Commander, local fire department, law enforcement agency, local Emergency Management Coordinator or NOAA Weather Radio.

### What to do:

If the accident occurs close to the facility, some rapid response actions may be required.

- If officials determine that it is not necessary to evacuate the facility, it may be necessary to implement protective measures to prevent harmful fumes from entering the facility.
  1. Close and lock windows and doors.
  2. Seal gaps under doorways and windows with wet towels and duct tape.
  3. Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, stove and dryer vents with duct tape and plastic sheeting, wax paper or aluminum wrap.
  4. Close off nonessential rooms such as storage areas, laundry rooms and extra bedrooms.
  5. **TURN OFF VENTILATION SYSTEMS!!**
  
- In case, part of or the entire facility needs to be evacuated, follow the procedures established in the plan for evacuation.
  1. Inform the local Emergency Management Coordinator if assistance is needed.
  2. When moving residents from the facility, move crosswind not upwind or downwind.
  3. Be responsive to the instructions of officials on the scene.
  4. If a decision is made to evacuate the facility, do not re-enter unless it is declared safe to do so by officials.
  5. Notify next-of-kin on the status of loved ones.
  6. The public information officer will prepare media releases.

### National Security Emergencies:

#### What to expect:

In the event of a terrorist attack or other times of National Emergency it is important that staff remain calm. The level expectation of an attack is low in our community.

### What to do:

- If the emergency affects our building, refer to the applicable sections of this plan.
- If the emergency is outside of our community monitor radio or televised broadcasts of the event.
  - Reassure residents and visitors and maintain calm and order.

### Section 5 Evacuation Plan:

#### What to expect:

If ordered to evacuate expect residents and visitors to be fearful and agitated at the thought of leaving their belongings behind. Remain calm and give evacuees the sense of structure and organization. Keep in mind that you will likely be asked to evacuate portions or floors of the buildings only. Full building evacuation will be ordered only in extreme conditions.

#### What to do:

- Once the order to evacuate has been given, you must first advise appropriate staff. Evacuation cannot smoothly commence without proper staffing.
- Inform the ERT and AES if evacuation occurs during working hours.
- If evacuation occurs at any other time utilize the Manager, Aides and Security staff and volunteers. You may also advise the KCKPD and/or Fire Dept. that staffing is required from them to supervise the evacuation.
- Place people at every entrance to oversee egress.
- Place one person at every stairwell entrance on the floors to supervise egress. (exception is if the area is not safe)

- Advise residents via the P.A. system that they are to calmly evacuate the building. Announce that those living in the east wing use the east fire escape and those on the west wing use the west fire escape.
- Advise Fire Dept. personnel who the residents are that will require assistance evacuating due to disability.
- If partial evacuation is ordered instruct evacuees to relocate to the lobby.
- If full building evacuation is ordered or the lobby is not a safe location, the fire or police officer in-command will contact the Unified Government's Emergency Management Office and request buses.
- Request that the Red Cross respond to Wyandotte Towers as well.
- The Recovery Supervisors will determine lodging sites if evacuation is long term due to structural damage.

## Section 6 Assembly Areas:

### What to expect:

The assembly areas will require staffing and supervision. Evacuees will be agitated and will be seeking information. The assembly areas maybe cramped adding to agitation.

### What to do:

- When activating staff for evacuation assign staff member to assembly site to supervise.
- Ensure the assembly area is big enough to support the number of evacuees.
- Use best effort to assure assembly area has adequate chairs and seating.
- Advise KCKPD, Fire and EMS where the assembly area is. Request EMS personnel go to area and treat any injuries.
- Follow orders given by Police, Fire, EMS or U.G.'s Emergency Management Office.

**Section 7**  
**Relocation:**

Advise DRC and/or DRS of evacuation. They will determine and assist in relocation. U.G. Emergency Management and Red Cross will be lead agencies in relocating.

**Section 8**  
**In-Place Sheltering:**

**What to expect:**

In some emergencies the best means of protection is not to evacuate, but to take shelter within the facility. Residents may not be cooperative in some cases. Some will not feel safe staying in their homes or some may over react to the situation.

**What to do:**

- If Shelter in place order is given, inform residents via the voice command system they must stay in their apartments.
- Instruct residents to close and lock windows and doors.
- Seal gaps under doorways with wet towels.
- Seal gaps around windows and bathroom and kitchen vents.
- The common area windows and doors must be sealed.
- Close off nonessential rooms such as storage areas and laundry rooms.
- Place staff at points of entry and do not allow access to site except to emergency personnel and recalled staff.
- **TURN OFF BUILDING VENTILATION!!! USE SMOKE IN A CAN TO CHECK A SMOKE DETECTOR IF NECESSARY.**
- Advise DRS so that length and supply needs are assessed.

**Section 9**  
**External Traffic Control:**

All points of entry at site and assembly areas must be monitored. Utilize staff or KCKPD for traffic control. Only emergency personnel and staff are allowed entry to sites and assembly areas in the event of an emergency.

**Section 10**  
**Coordination of Outside Response:**

**What to expect:**

Until DRC or DRS makes contact the ranking employee on-site will coordinate with police, fire and EMS. Once the DRC or DRS is on-site they will assume coordinating responsibilities. The DRC, DRS or emergency personnel will make contact to outside agencies for support.

**Section 11**  
**Itemization of Protection System:**

- The sprinkler shut-off valve for each floor is located in the east fire escape stairwell on every floor.
- The building ventilation system is shut off automatically when a smoke detector is activated.
- There are standpipes on every floor in the fire escape stairwell.
- The building has a voice command system that allows access to every apartment.
- A "safe room" is created in between the fire doors at the end of the east and west hallways. When closed the fire doors seal the area of the fire escape door.
- There is an internal intercom system in the "safe rooms".

**Section 12**  
**Equipment, Hardware & Supplies:**

The following supplies should be kept in the Security Monitor office at all times:

- Two flashlights
- Batteries
- First Aid kit
- NOAA weather radio
- Protective gloves

**Section 13**  
**Public Information and Family Communications:**

**What to expect:**

Once the public is aware of the situation Housing Authority personnel will be receiving phone inquiries from both the media and worried family members.

**What to do:**

- Communication priority must be given to event and emergency personnel.
- Limit out going phone calls to only those required.
- If media calls refer them to the DRMS. Do not make comment or give information out yourself.
- If family members calls tell them that the resident or a staff person will make contact with appropriate pre-designated persons at appropriate time. Do not make comment or give information out yourself.
- Designated staff person will contact the resident's pre-designated contact person at the direction of the Media Spokesperson. The spokesperson will advise of what information maybe given to family.

- The only people authorized to give public statements to media is the DRMS.

## Section 14

### Media Plan:

In an emergency, the media are the most important link to the public. There will be a designated spokesperson and alternate spokesperson to communicate vital information to the media.

- A briefing area will be designated.
- Resident confidentiality will be maintained.
- Background information about each facility will be maintained.
- All media will have equal access and time.
- Conduct press briefings and interviews when appropriate.
- Media representatives will be escorted to ensure safety.
- Records will be maintained of all information released.
- Press releases will be provided when possible.
- Do not speculate.
- Unauthorized personnel are not permitted to release information.

## Section 15

### Recovery and Restoration:

Business recovery and restoration, or business resumption is a priority.

- Special consideration should be given to health facilities and lodging vendors for short or long-term resident placement if room is not available at another Housing Authority location.
- Vendors for post-emergency services such as equipment repair or structural repair.
- Preparations for relocating some or all operations on a temporary basis
- Inventory and document assets

**Recovery strategy #1---**Facility has minor or no damage. Services can continue with minor modifications within 24 hours or as soon as immediate threat passes.

**Recovery strategy #2---**Facility has incurred minor damage. Services can continue with minor modifications within 24-48 hours by repairing equipment and activating minimal disaster support from designated service providers. There is no threat to life and safety. Concentrate all resources toward repairing the facility without moving to alternate site. Business operations may have to be done on a limited basis.

**Recovery strategy #3---**A portion of the facility has incurred minor to moderate damage. Normal activities are not compromised. Normal service levels can be achieved within 4-5 days.

**Recovery strategy #4---**Entire facility has incurred moderate damage. Normal services can be resumed on site in 6-30 days following structural and equipment repairs.

**Recovery strategy #5---**Facility has incurred severe damage. Normal services can be achieved within 30+ days.

## **Section 16**

### **Resuming Operations:**

- Establish priorities for resuming operations.
- Continue to ensure the safety of residents and personnel.
- Assess remaining hazards. Maintain security at the incident scene.
- Conduct an employee briefing.
- Conduct a briefing for residents and families.
- Keep detailed records. Photograph damage.
- Account for all damage-related costs. Establish special job order numbers and charge codes for purchases and repair work.
- Notify insurance carriers and appropriate government agencies.
- Protect undamaged property. Physically secure building.
- Conduct an investigation. Coordinate with appropriate agencies.
- Conduct salvage operations.

- Inventory damaged goods.
- Restore equipment and property.
- Assess the value of damaged property.

## **Section 17**

### **Mitigation:**

Within 7 days of a major incident, the Disaster Recovery Team and local officials (KCKPD, KCKFD, U.G. Emergency Management) will meet and discuss the incident. Discussions will include precautionary measures in place prior to incident, duration of the event, and outcomes. This post incident evaluation will Aide in determining if further review of policy is warranted.

**IT IS IMPARATIVE THAT EVERY STAFF MEMBER INVOLVED IN ANY INCIDENT DOCUMENT THE EVENT IN FULL.**

**Documentation Aides in local official investigations, charges or evictions resulting from incident and KCKHA post incident mitigation.**



**Emergency Resident Plan  
(ERP)  
Kansas City, Kansas Housing Authority**

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**The following information will be provided to residents of the  
Kansas City, Kansas Housing Authority at the time of new  
resident orientation.**

## KCKHA Emergency Action Plan

Subject: Being Prepared	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

THE MOST IMPORTANT THING YOU CAN DO FOR YOURSELF AND YOUR FAMILY IN AN EMERGENCY SITUATION IS BE PREPARED. IT IS ALSO IMPORTANT THAT YOU REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT.**

TO ASSIST YOU IN PREPARING FOR TIMES OF EMERGENCY IT IS IMPORTANT THAT YOU CREATE AN EMERGENCY SAFETY KIT WHICH SHOULD INCLUDE THE FOLLOWING ITEMS

- \* CANNED FOOD ITEMS SUCH AS CANNED MEATS, FISH AND POULTRY PACKED IN WATER, CANNED FRUITS AND VEGETABLES
- \* A NON-ELECTRIC CAN OPENER
- \* BOTTLED WATER
- \* A FLASHLIGHT WITH EXTRA BATTERIES
- \* A PORTABLE RADIO WITH EXTRA BATTERIES
- \* A FIRE EXTINGUISHER
- \* ANY ESSENTIAL MEDICATIONS
- \* A FIRST AID KIT
- \* EXTRA BLANKETS

***FOR ADDITIONAL INFORMATION ON HOW TO CREATE A FAMILY SAFETY KIT CALL THE AMERICAN RED CROSS AT 963-8471 AND REQUEST A COPY OF THEIR FAMILY SURVIVAL GUIDE.***

***EXPECT THE UNEXPECTED***

## KCKHA Emergency Action Plan

Subject: Bomb Threats	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

### **ALL BOMB THREATS SHOULD BE TAKEN SERIOUSLY!!!**

IF YOU RECEIVE A BOMB THREAT, **REMAIN CALM AND REMEMBER TO USE GOOD JUDGMENT**, THEN:

TRY TO KEEP THE CALLER ON THE PHONE AND ASK THE FOLLOWING QUESTIONS (TAKE NOTES WHILE YOU ARE TALKING):

- \* WHERE IS THE BOMB LOCATED?
- \* WHEN WILL THE BOMB GO OFF?
- \* WHAT KIND OF BOMB IS IT?
- \* WHAT DOES THE BOMB LOOK LIKE?
- \* WHO ARE YOU?
- \* WHY ARE YOU DOING THIS?
- \* AFTER THE CALLER HANGS UP **CALL 911**

### **IMPORTANT:**

- \* TELL THE 911 OPERATOR THAT YOU HAVE RECEIVED A BOMB THREAT. STAY ON THE LINE AND ANSWER ALL OF THE OPERATORS QUESTIONS.
- \* CALL YOUR SITE MANAGER AND TELL THEM YOU HAVE RECEIVED A BOMB THREAT AND THAT YOU HAVE CALLED **911**. AFTER HOURS CALL **281-3300**

NOTIFY ALL KCKHA PERSONNEL AND RESIDENTS TO EVACUATE THE BUILDING.

PRECEDE AT LEAST ONE BLOCK FROM THE BUILDING THAT RECEIVED THE THREAT.

TRY TO STAY TOGETHER AS GROUP OR FLOOR FOR ACCOUNTABLILITY OF PERSONS.

FOLLOW POLICE AND FIRE PERSONNEL INSTRUCTIONS.

## KCKHA Emergency Action Plan

Subject: Poisons & Chemical Burns	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IN THE EVENT THAT YOU INGEST A POISON SUBSTANCE OR RECEIVE CHEMICAL BURNS TO YOUR EYES OR SKIN YOU SHOULD **REMAIN CALM AND USE GOOD JUDGMENT**, THEN:

- FOLLOW THE EMERGENCY CARE INSTRUCTIONS LOCATED ON THE PRODUCT CONTAINER OR PACKAGING
- **CALL THE POISON CONTROL HOTLINE AT 800-942-5969**  
IDENTIFY THE PRODUCT, POISON OR CHEMICAL INVOLVED AND FOLLOW THEIR INSTRUCTIONS
- IF YOU DON'T HAVE THE POISON CONTROL PHONE NUMBER IMMEDIATELY AVAILABLE **CALL 911**
- IF YOU ARE UNABLE TO MAKE THE CALL, SUMMON HELP AND INSTRUCT THEM TO MAKE THE CALL
- NOTIFY ON-SITE MANAGER

### **IMPORTANT:**

\*ALWAYS USE CAUTION WHEN HANDLING HARMFUL SUBSTANCES. REFER TO YOUR MATERIAL SAFETY DATA SHEETS AND CHECK THE CONTAINER OR PRODUCT PACKAGING FOR EMERGENCY CARE INSTRUCTIONS BEFORE USING ANY CHEMICAL, CLEANER OR SOLVENT AND NEVER PUT HARMFUL SUBSTANCES IN UN-MARKED CONTAINERS.

## KCKHA Emergency Action Plan

Subject: Chemical Emergencies	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF THERE IS A MAJOR CHEMICAL EMERGENCY SUCH AS A SPILL FROM A TRANSPORTATION VEHICLE OR BROKEN PIPELINE YOU WILL BE NOTIFIED BY LOCAL EMERGENCY OFFICIALS. IF THIS CIRCUMSTANCE SHOULD ARISE, REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT** THEN;

\*NOTIFY YOUR SITE MANAGER, AFTER HOURS CALL 281-3300

\*FOLLOW ALL INSTRUCTIONS GIVEN BY EMERGENCY PERSONNEL

**\*IF YOU ARE TOLD TO EVACUATE:** FOLLOW THE EVACUATION PROCEDURES LISTED IN THIS HANDBOOK UNLESS INSTRUCTED OTHERWISE BY EMERGENCY PERSONNEL

**\*IF YOU ARE TOLD TO PROTECT YOUR BREATHING:** COVER YOUR MOUTH AND NOSE WITH A DAMP CLOTH, CLOSE ALL WINDOWS AND DOORS, TURN OFF HEATING AND AIR CONDITIONING UNITS AND FANS.

**\*IF YOU ARE TOLD TO SHELTER IN PLACE:** GO TO A ROOM WITH THE FEWEST WINDOWS AND DOORS (DON'T GO TO THE BASEMENT), PLACE WET TOWELS OR THICK TAPE TO SEAL GAPS UNDER THE DOORS AND AROUND WINDOWS OR OTHER OPENINGS SUCH AS VENTS, STAY THERE UNTIL YOU ARE INSTRUCTED TO LEAVE BY EMERGENCY PERSONNEL (IF YOU HAVE PETS KEEP THEM WITH YOU).

\* **"SHELTER IN PLACE"**, HAS BEEN DEVELOPED OVER SEVERAL YEARS WITH THE KANSAS CITY, KANSAS FIRE DEPARTMENT. IT IS DESIGNED TO PROTECT THE RESIDENTS, FROM BEING MOVED OUT OF THEIR APARTMENTS WHEN THE SITUATION DETERMINES THAT A MOVE OF A RESIDENT MAY CAUSE UNNECESSARY INJURY.

### **IMPORTANT:**

FOR SAFETY AND HEALTH REASONS IT IS IMPORTANT THAT YOU CONTINUE TO FOLLOW THE INSTRUCTIONS OF EMERGENCY PERSONNEL UNTIL YOU ARE GIVEN THE ALL CLEAR. DECONTAMINATION AND MEDICAL PROCEDURES MAY BE NECESSARY.

## KCKHA Emergency Action Plan

Subject: <b>Community Service Providers</b>	Effective Date: <b>06/19/03</b>
Reference: <b>Local Service Providers</b>	Reevaluation Date: <b>08/01/16</b>
Distribution: <b>KCKHA Wide</b>	

SCOPE: The reader may question as to why community service provider information is added to this plan. Should any staff member of the KCKHA be confronted by an individual with a mental health issue, the KCKHA employee should be educated as to what services are provided and/or available. This could prove extremely useful in a hostage situation.

### **COMMUNITY SERVICE PROVIDERS:**

Numerous Community Service Providers operate at KCKHA developments. During any emergency situation, the security officer must be aware of these services, and be able to assist emergency personnel in addressing their special needs, i.e. a high rise must be evacuated. This group should be addressed immediately and assess what if any special needs they may have.

Below is a list of Community Service Providers:

Wyandot Center- provides high degree of case management, service delivery and support for their consumers with mental illness residing in the KCKHA. Also provides counseling for people coping with catastrophic events, i.e. tornados, fire, ect.. . Phone number 287-0007

Wyandot Center after hour's crises management- 287-0007

Wyandot Center Homeless Team- provides service for homeless persons and provides emergency crises management for any person in KCKHA. Phone number 371-1996

Coalition for Independence- provides high degree of case management, service delivery and support for all people with disabilities. Phone number 321-5140

Kansas City, Kansas Health Department- provides healthcare for low-income consumers in Wyandotte County. This department will also intervene and oversee any communicable disease outbreak in Wyandotte County. Phone number 321-4803

Area Agency on Aging- provides service coordination for all people over the age of 65 in Wyandotte County. Provides case management for qualifying low-income senior citizens. Phone number 328-4531

Meals on Wheels (AAA)- Provides meals to the homebound low-income senior citizens and people with disabilities in Wyandotte County. Meal sites include *Wyandotte Towers, Westgate Towers, Rosedale Towers, Douglas Heights, and Plaza Towers.* Phone number 328-4544

Social & Rehabilitation Services (SRS) Wyandotte office- provides case management services for adults who are abused, neglected, in danger or exploited. Phone number 279-7372

## KCKHA Security Policy

Subject: Hostage Procedures	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF YOU BECOME AWARE OF A HOSTAGE SITUATION REMEMBER TO  
**REMAIN CALM AND USE GOOD JUDGMENT**, THEN:

- \* CALL 911
- \* CALL ON-SITE MANAGEMENT OR IMMEDIATE SUPERVISOR
- \* EVACUATE THE LOBBY AND COMMON AREAS OF BUILDING
- \* ALL ENTRANCES TO BUILDING WILL BE SEALED, RESIDENTS STAY  
IN YOUR APARTMENTS. **\*\*SHELTER IN PLACE\*\***
- \* DO NOT TIE UP TELEPHONE LINES—USE ONLY IN EMERGENCY
- \* **DO NOT USE THE ELEVATORS**
- \* AFTER YOU REACH A SAFE PLACE, STAY THERE UNTIL NOTIFIED
- \* AFTER HOURS CALL 281-3300

### **IMPORTANT:**

- PEOPLE USING WHEELCHAIRS OR OTHER MOBILITY AIDS, OR  
THOSE WHO ARE OTHERWISE UNABLE TO USE THE STAIRS  
SHOULD NOT GO INTO STAIRWELLS. THESE INDIVIDUALS SHOULD  
BE ASSISTED BY EMERGENCY PERSONNEL.
- WAIT FOR INSTRUCTIONS FROM THE FIRE OR POLICE PERSONNEL
- DO NOT RE-ENTER THE BUILDING UNLESS INSTRUCTED TO DO SO  
BY EMERGENCY PERSONNEL.

## KCKHA Emergency Action Plan

Subject:	Crime	Effective Date:	06/19/03
Reference:	KCKHA Policy	Reevaluation Date:	08/01/16
Distribution:	KCKHA Wide		

IF YOU WITNESS OR SUSPECT AN ILLEGAL ACTIVITY OR, IF YOU BECOME THE VICTIM OF A CRIME IN YOUR APARTMENT, BUILDING OR DEVELOPMENT YOU SHOULD **REMAIN CALM AND USE GOOD JUDGMENT** THEN:

- ✓ **CALL 911** AND FOLLOW THE INSTRUCTIONS GIVEN BY THE 911 OPERATOR,
- ✓ CALL YOUR SITE MANAGER,
- ✓ CALL THE KCKHA CRIME/DRUG HOTLINE AT **279-3HIT**

**IMPORTANT:**

\* DO NOT JEOPARDIZE YOUR SAFETY OR THE SAFETY OF OTHERS, CALL THE AUTHORITIES BE COOPERATIVE AND LET THEM DO THEIR JOBS

## KCKHA Emergency Action Plan

Subject: Earthquake Safety Procedures	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF THERE IS AN EARTHQUAKE OR TREMORS, REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT**, THEN:

- \*IF IN A HIGH-RISE, GET UNDER A DESK, STAY AWAY FROM WINDOWS AND OUTSIDE WALLS. USE THE BATHROOM AS A SAFE AREA. AND KEEP THE DOOR CLOSED.
  
- \*STAY IN THE BUILDING ON THE SAME FLOOR. DON'T BE SURPRISED IF THE ELECTRICITY GOES OUT, OR IF ELEVATOR, FIRE ALARM OR SPRINKLER SYSTEMS ACTIVATE. **DO NOT USE ELEVATORS!!!!**
  
- \*USE A FLASHLIGHT, DO NOT USE MATCHES OR CANDLES UNTIL YOU ARE CERTAIN NO GAS LEAKS EXIST.
  
- \*REFRAIN FROM USING TELEPHONE SERVICES UNLESS SEVER INJURY EXISTS.
  
- \*MAKE SURE ALL APPLIANCES ARE OFF (COFFEE POTS, ETC..)
  
- \*IF OUTSIDE, GET INTO THE OPEN AWAY FROM BUILDINGS, TREES, WALLS AND POWERLINES.
  
- \*DO NOT FLUSH TOILET UNTIL YOU KNOW THAT SEWAGE LINES ARE INTACT
  
- \*DO NOT OPEN CABINET AND CLOSET DOORS, THERE IS DANGER OF OBJECTS FALLING OFF SHELVES.
  
- \*BE PREPARED FOR AFTER SHOCKS

## KCKHA Emergency Action Plan

Subject: Elevator Malfunction	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF YOU ARE STUCK IN AN ELEVATOR **REMAIN CALM** AND  
REMEMBER TO **USE GOOD JUDGMENT**, THEN:

- \* USE THE EMERGENCY PHONE IN THE ELEVATOR TO CALL FOR HELP
- \* PUSH THE EMERGENCY BUTTON LOCATED IN THE ELEVATOR
- \* IF THE EMERGENCY PHONE IS NOT WORKING TRY TO SEND  
SOMEONE TO **CALL 911**
- \* RELAX AND SIT ON THE FLOOR OF THE ELEVATOR UNTIL HELP  
ARRIVES
- \* REPORT ELEVATOR OUTAGES TO YOUR MANAGER DURING  
BUSINESS HOURS.
- \* OUTAGES OCCURING SHOULD BE REPORT TO 281-3300

**IMPORTANT:**

- \* DO NOT TRY TO FORCE OPEN THE ELEVATOR DOORS
- \* DO NOT ATTEMPT TO ASSIST RESIDENTS FROM THE ELEVATOR IF IT  
IS NOT LEVEL WITH THE FLOOR, WAIT FOR EMERGENCY PERSONNEL  
TO ARRIVE

**\*\*REMEMBER---THE ON-SITE MANAGER WILL CALL IN MAINTENANCE  
PERSONNEL TO HANDLE THE SITUATION\*\***

## KCKHA Emergency Action Plan

Subject: Evacuation Procedures	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF YOU ARE INSTRUCTED TO EVACUATE YOUR BUILDING BY THE POLICE DEPARTMENT, FIRE DEPARTMENT, OR THE WYANDOTTE COUNTY EMERGENCY SERVICES, REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT**, THEN:

- \* LEAVE YOUR APARTMENT
- \* CLOSE YOUR DOOR, BUT DON'T LOCK IT
- \* WALK QUIETLY AND CAREFULLY TO THE NEAREST SAFE EXIT
- \* KEEP TO THE RIGHT AND IN SINGLE FILE
- \* USE THE HANDRAIL WHEN GOING DOWN THE STAIRS
- \* **DO NOT USE THE ELEVATORS**
- \* AFTER YOU REACH A SAFE PLACE, CALL YOUR SITE MANAGER
- \* AFTER HOURS CALL 281-3300

### **IMPORTANT:**

- \* PEOPLE USING WHEELCHAIRS OR OTHER MOBILITY AIDS, OR THOSE WHO ARE OTHERWISE UNABLE TO USE THE STAIRS SHOULD NOT GO INTO STAIRWELL. THESE INDIVIDUALS SHOULD BE ASSISTED BY EMERGENCY PERSONNEL.
- \* DO NOT RE-ENTER THE BUILDING UNLESS INSTRUCTED TO DO SO BY EMERGENCY PERSONNEL.

KCKHA Emergency Action Plan

Subject: In Case of Fire	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF YOU DISCOVER A FIRE, SEE SMOKE, SMELL SOMETHING BURNING, OR HEAR THE SMOKE DETECTOR, **REMAIN CALM AND USE GOOD JUDGMENT!** THEN REMEMBER YOU HAVE TWO OPTIONS. **IT IS YOUR DECISION TO LEAVE YOUR APARTMENT OR STAY.** ALWAYS REMEMBER TO CALL 911.

**The Kansas City, Kansas Fire Department has advised that if the fire is not in your unit, please stay there until otherwise notified.**

**\*\*SHELTER IN PLACE\*\***

**REMEMBER.....SMOKE DETECTORS SAVE LIVES!!!!!!!**  
**IF FIRE IS IN YOUR APARTMENT AND YOU MUST LEAVE:**

- \* **DO NOT PROP DOORS OPEN AND DO NOT OPEN WINDOWS!**
- \* CLOSE THE DOOR BEHIND YOU, BUT DON'T LOCK IT
- \* THE FIRE ALARM HAS NOT BEEN ACTIVATED PULL THE NEAREST FIRE ALARM
- \* USE THE CLOSEST EXIT OR STAIRWELL TO LEAVE THE BUILDING
- \* **DO NOT USE THE ELEVATOR**
- \* FROM A SAFE PLACE **CALL 911**
- \* CALL YOUR SITE MANAGER
- \* AFTER HOURS CALL 281-3300
- \* WAIT FOR HELP TO ARRIVE

**IMPORTANT:**

\* WITH THE BACK OF YOUR HAND, TOUCH THE DOOR KNOB OR DOOR SURFACE, IF IT IS HOT, OR IF THERE IS SMOKE PRESENT, **DO NOT OPEN IT!!!** **\*\*SHELTER IN PLACE\*\***

\* IF THE FIRE OR SMOKE IS IN YOUR APARTMENT LEAVE IMMEDIATELY, CLOSE THE DOOR BEHIND YOU, PULL THE NEAREST FIRE ALARM OR CALL 911.

\* IF YOU ENCOUNTER HEAVY SMOKE, DROP TO YOUR HANDS AND KNEES IF POSSIBLE AND CRAWL TO THE DOOR OR NEAREST EXIT, STAY DOWN.

## KCKHA Emergency Action Plan

Subject: In Case of Flooding	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IT IS IMPORTANT THAT YOU ARE AWARE OF THE FOLLOWING SAFETY MEASURES REGARDING **FLOODS** AND **FLASH FLOODS**.

- \*A **FLOOD WATCH** MEANS A FLOOD IS POSSIBLE IN YOUR AREA.
- \*A **FLOOD WARNING** MEANS FLOODING IS ALREADY OCCURRING OR WILL SOON OCCUR IN YOUR AREA.
- \*A **FLASH FLOOD WATCH** MEANS FLASH FLOODING IS POSSIBLE IN YOUR AREA.
- \*A **FLASH FLOOD WARNING** MEANS A FLASH FLOOD IS OCCURRING OR WILL OCCUR VERY SOON.

IN ALL CASES DO NOT TAKE YOUR SAFETY FOR GRANTED, REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT**, THEN: WHEN A **FLOOD WATCH** IS ISSUED

- \*MOVE YOUR FURNITURE AND VALUABLES TO HIGHER FLOORS OF YOUR RESIDENCE.
- \*FILL YOUR CAR WITH GAS IN CASE AN EVACUATION NOTICE IS ISSUED.

WHEN A **FLOOD WARNING** IS ISSUED

- \* LISTEN TO LOCAL RADIO AND TELEVISION STATIONS FOR INFORMATION AND ADVICE
- \* IF TOLD TO EVACUATE, DO SO AS SOON AS POSSIBLE

WHEN A **FLASH FLOOD WATCH** IS ISSUED

- \* BE ALERT TO SIGNS OF FLASH FLOODING AND BE READY TO EVACUATE ON A MOMENT'S NOTICE

WHEN A **FLASH FLOOD WARNING** IS ISSUED

- \* ACT QUICKLY AND EVACUATE IMMEDIATELY
- \*MOVE TO HIGHER GROUND AWAY FROM RIVERS, STREAMS, CREEKS AND STORM DRAINS
- \*DO NOT DRIVE AROUND BARRICADES, THEY ARE THERE FOR YOUR SAFETY
- \*IF YOUR CAR STALLS IN RAPIDLY RISING WATERS, ABANDON IT IMMEDIATELY AND CLIMB TO HIGHER GROUND

**IMPORTANT:**

- \*IF YOU LIVE NEAR A RIVER, CREEK, OR STREAM YOUR CHANCES OF FLOOD RISK IS INCREASED.
- \*IF IT HAS BEEN RAINING HARD FOR SEVERAL HOURS, OR STEADILY FOR SEVERAL DAYS, BE ALERT TO THE POSSIBILITY OF A FLOOD.
- \*KNOW YOUR AREAS FLOOD RISK, IF YOU ARE UNSURE; CALL YOUR LOCAL RED CROSS SHELTER.

## KCKHA Emergency Action Plan

Subject: Gas Leaks	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IF YOU SMELL NATURAL GAS IN YOUR APARTMENT OR IN YOUR BUILDING YOU SHOULD **REMAIN CALM AND USE GOOD JUDGMENT** THEN:

- \* OPEN YOUR WINDOWS AND EXIT IMMEDIATELY
- \* WHEN YOU ARRIVE AT A SAFE PLACE **CALL KANSAS GAS EMERGENCY LINE AT 888-642-6748 OR GREELY GAS 1-800-482-4950**
- \* NOTIFY THE FIRE DEPARTMENT OR CALL 911
- \* CALL YOUR SITE MANAGER
- \* AFTER HOURS CALL 281-3300

**IMPORTANT:**

- \* **DO NOT** RE-ENTER THE BUILDING UNLESS INSTRUCTED TO DO SO BY EMERGENCY PERSONNEL.

## KCKHA Emergency Action Plan

Subject: Major Disasters	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

MAJOR DISASTERS CAN HAPPEN QUICKLY AND WITHOUT WARNING, OFTEN RESULTING IN THE CAUSE OF OTHER EMERGENCIES.

IN CASE OF A MAJOR DISASTER SUCH AS AN ACT OF TERRORISM, TORNADO, OR ANY OTHER UNPREDICTABLE EVENT, REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT THEN.**

\*KEEP YOUR RADIO OR TELEVISION TUNED TO THE EMERGENCY BROADCAST

\* STAY AWAY FROM THE DISASTER AREA

\*CALL EMERGENCY AUTHORITIES TO REPORT IMPORTANT DISASTER EVENTS ONLY AND FOLLOW THEIR INSTRUCTIONS

\*CALL YOUR SITE MANAGER IF YOU NEED ASSISTANCE, AFTER HOURS CALL 281-3300

\*DON'T USE THE PHONE SIMPLY TO GET INFORMATION, THIS TIES UP THE PHONE LINES

\*DON'T CALL FRIENDS AND FAMILY UNTIL AFTER THE EMERGENCY IS OVER

**IMPORTANT:**

\*REMAIN IN YOUR APARTMENT UNLESS A MAJOR DISASTER CREATES OTHER EMERGENCIES SUCH AS A FIRE, OR NATURAL GAS LEAK, OR IF YOU ARE INSTRUCTED TO EVACUATE YOUR BUILDING BY EMERGENCY AUTHORITIES. IF EVACUATION BECOMES NECESSARY REMEMBER TO FOLLOW THE EVACUATION PROCEDURES IN THIS HANDBOOK.

KCKHA Emergency Action Plan

Subject: Medical Emergencies	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IN THE EVENT OF AN EMERGENCY, ACCIDENT, OR ILLNESS TO A RESIDENT OR VISITOR, YOU SHOULD **REMAIN CALM** AND REMEMBER TO **USE GOOD JUDGMENT**.

**DO NOT MOVE THE INJURED PERSON!!!!!!!!!!!!**

- \* **CALL 911** AND FOLLOW THE INSTRUCTIONS GIVEN BY THE 911 OPERATOR
- \* **GIVE YOUR EXACT LOCATION, INCLUDING THE APARTMENT, FLOOR NUMBER AND PHONE NUMBER (IN CASE YOU ARE DISCONNECTED)**
- \* **STAY ON THE LINE UNTIL YOU ARE TOLD TO HANG UP**
- \* **AFTER YOU ARE INSTRUCTED TO HANG UP BY 911, CALL YOUR SITE MANAGER AND INFORM THEM OF THE SITUATION**
- \* **AFTER HOURS CALL 281-3300**

**IMPORTANT:**

- \* **IF POSSIBLE, HAVE A PERSON MEET THE EMERGENCY UNIT UPON ARRIVAL**
  - \* **CALL ON-SITE MANAGEMENT OR IMMEDIATE SUPERVISOR PERSONAL IN CHARGE, FOR ASSISTANCE, AND ADVISE THAT AN AMBULANCE HAS BEEN CALLED FOR APARTMENT NUMBER \_\_\_\_\_.**
  - \* **GIVE THE EMERGENCY CREW ALL IMPORTANT INFORMATION, AND FOLLOW THEIR INSTRUCTIONS**
  - \* **TALK TO THE INJURED PERSON AND KEEP THEM CALM UNTIL HELP ARRIVES**
  - \* **DO NOT LOCK THE APARTMENT UNLESS YOU ARE INSTRUCTED TO DO SO BY THE EMERGENCY MEDICAL CREW**
- \*IF YOU ARE THE INJURED PERSON CALL 911 IF POSSIBLE, OR SUMMON HELP AND INSTRUCT THEM TO CALL 911.**

KCKHA Emergency Action Plan

Subject: Power Outages	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

POWER OUTAGES ARE A FAIRLY COMMON OCCURRENCE AND USUALLY DON'T LAST LONG. IF A POWER OUTAGE SHOULD OCCUR IT IS BEST TO **REMAIN CALM AND USE GOOD JUDGMENT** THEN.

**IF THE POWER OUTAGE IS IN YOUR APARTMENT EXCLUSIVELY:**

- \*REPORT IT TO MAINTENANCE 281-3300
- \*AFTER HOURS CALL 281-3300
- \* CALL YOUR NEIGHBOR FOR SUPPORT

**IF THE POWER OUTAGE INVOLVES THE ENTIRE BUILDING:**

- \*CALL YOUR SITE MANAGER TO FIND OUT THE STATUS
- \*AFTER HOURS CALL 281-3300 TO REPORT IT
- \*WAIT IN YOUR APARTMENT UNTIL THE POWER IS RESTORED

**IMPORTANT:**

- \*THE HIGH-RISE AND LOW-RISE BUILDINGS ARE EQUIPPED WITH EMERGENCY BACK UP GENERATORS IN CASE OF A TOTAL POWER OUTAGE. THESE GENERATORS PROVIDE MINIMUM LIGHTING IN THE COMMON AREAS AND HALLWAYS ONLY.
- \*IT IS BEST TO STAY IN YOUR APARTMENT AS VENTURING OUTSIDE MAY BE UNSAFE
- \*IF DURING A TOTAL POWER OUTAGE YOU ARE INSTRUCTED TO EVACUATE BY EMERGENCY PERSONNEL, USE ADDITIONAL CAUTION WHILE FOLLOWING THE EVACUATION PROCEDURES LISTED IN THIS HANDBOOK

## KCKHA Emergency Action Plan

Subject: In Case of a Tornado	Effective Date: 06/19/03
Reference: KCKHA Policy	Reevaluation Date: 08/01/16
Distribution: KCKHA Wide	

IT IS IMPORTANT THAT YOU ARE AWARE OF THE FOLLOWING SAFETY MEASURES REGARDING **TORNADOES** AND **SEVERE STORMS**.

\*A **WATCH** MEANS THAT CONDITIONS ARE FAVORABLE FOR A SEVERE STORM OR POSSIBLE TORNADO.

\*A **WARNING** MEANS THAT A STORM OR TORNADO HAS BEEN SIGHTED AND CONFIRMED.

WHEN A **WARNING** IS ISSUED FOR KANSAS CITY AND/OR WYANDOTTE COUNTY, YOU NEED TO TAKE IMMEDIATE PRECAUTIONS. REMEMBER TO **REMAIN CALM AND USE GOOD JUDGMENT**, THEN:

- \*STAY AWAY FROM ALL GLASS WINDOWS AND DOORS
- \*AVOID THE FIRST FLOOR LOBBY, COMMUNITY ROOMS OR OTHER COMMON AREAS WITH WINDOWS
- \*IF YOUR BUILDING HAS A BASEMENT, GO TO THE BASEMENT
- \*IF YOUR BUILDING DOES NOT HAVE A BASEMENT, GO TO THE INNER HALLWAY OR AN INTERIOR ROOM WITHOUT WINDOWS, SUCH AS A BATHROOM
- \***DO NOT USE THE ELEVATORS**
- \*TAKE A FLASHLIGHT AND PORTABLE RADIO WITH YOU
- \*STAY IN A SAFE PLACE UNTIL THE WEATHER BUREAU HAS ISSUED AN "ALL CLEAR"
- \*USE THE TELEPHONE FOR EMERGENCIES ONLY

### **IMPORTANT:**

- \*DO NOT GO TO THE LOBBY
- \*DO NOT GO OUTSIDE THE BUILDING
- \*ALWAYS KEEP A FLASHLIGHT AND EXTRA BATTERIES HANDY
- \*HAVE A BATTERY OPERATED RADIO AVAILABLE

IF AN ACTUAL **STORM** OR **TORNADO** OCCURS AND STRUCTURAL DAMAGE EXISTS IN YOUR DEVELOPMENT.

- \*DO NOT LEAVE THE BUILDING UNLESS YOU CAN SAFELY EXIT
- \*AFTER YOU EXIT, STAY AWAY FROM THE BUILDING(S)
- \*IF YOU CAN'T EXIT SAFELY, WAIT FOR TRAINED RESCUE PERSONNEL TO ARRIVE.

# BETHANY TOWERS

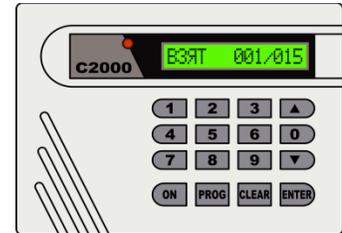
## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

# GLANVILLE Towers

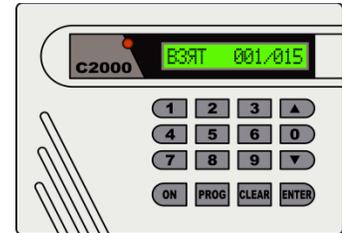
## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

# PLAZA TOWERS

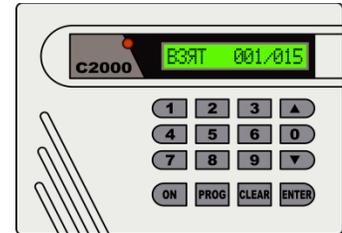
## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

# ROSEDALE TOWERS

## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

# Westgate Towers

## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

# Wyandotte Towers

## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

# DOUGLAS TOWERS

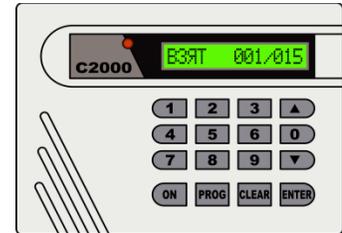
## ALARM INSTRUCTIONS

ENS SYSTEM (PULL CORD)

Apt. 1-6



Apt. 6-12



It will show apartment # and Where at (Bedroom, Bathroom)

Security Desk will be notified.

- Enter the Code 12341 once to silence the alarm

After you have seen where to go make sure you go and check on the apartment .

If everything is ok Flip the Switch to turn off the pull cord in the apartment.

**After** you have made sure its not an emergency go to the panel

- enter the code 12341 twice and it will clear the alarm.

The Housing Authority would like to thank the following for their contributions to the Emergency Action Plan:

Capt. Dave Melton (KCKPD)  
Deputy Chief John Zimbleman (KCKFD)  
Captain James Zeeb (KCKFD)  
Deputy Brian Tucker (WYCO Sheriff)  
Captain Victor Webb (KCKPD)  
C.L. Webb (UG Emergency Management)  
Richard W. Ledgerwood (Heart of America Council)  
Timothy J. Rhodes, Commissioner  
Deputy Chief Tyrone Garner, Commissioner