

DISASTER PROTOCOL AND RECOVERY PLAN

The Real Disaster is failing to be prepared. In the event of an emergency or natural disaster, please follow the following instructions:

Manager/On Site Staff:

- Notify Regional Director
- Locate Staff
- Produce rent roll and account for all residents (Disabled, Elderly and Handicap, first)
- Open Club House for residents to take shelter, if possible
- Offer food and water
- Set up an alternate Shelter (i.e. Church, school gymnasium, etc)
- Help to secure the area with local law enforcement, if necessary
- **Turn off any and all gas, water, electricity, if applicable**
- **Produce site plan with the locations of gas, water and electricity**
- Notify surrounding communities to see if they have vacant apartments for your displaced residents to temporarily relocate
- Keep a log of displaced residents
- Keep a log of transferred residents
- Keep a log of residents that move out
- Send thank you notes

Media On-Site:

Non-Spokesperson Response to Media Interview:

“You have important questions that need to be addressed. I will immediately find the appropriate contact for you and have that person return your call. May I have your name, publication/station and phone number? Can you tell me the nature of your inquiry and your deadline?”

Then forward the information to the Regional Director.

Asking Media to Leave the Property:

“This has been a stressful day for our residents. We would appreciate your respect for their privacy and take your reporting off the property... after all, this is private property.”

Regional Director:

- Notifies Jack MacGillivray and Property Asset Manager, if applicable
- Makes arrangements to go to the site

- Dispatches “Disaster Relief Team” (Volunteers from other communities to relieve current staff):
 1. Property Supervisor
 2. Office Staff
 3. Other Property Staff
- Set up Command Center
- Take Initial Assessment and pictures
- Make initial contact with Red Cross and FEMA and any other helpful emergency agencies
- Fields all questions:
 1. Residents
 2. Insurance Adjuster
 3. Sub Contractor
- Sends out letter to residents
- Make a unit by unit inspection
- Complete an Incident Report, including pictures and police report, as applicable
- Provide a Daily Update to corporate office and Asset Manager until clean up process is complete.
- Provide weekly update to the Asset Manager until construction is complete
- Prepare a rental credit report, if applicable
- Makes contact with City Officials
- Place Thank you Ad to Community in newspaper

Items Possibly Needed Immediately:

Caution Tape
Tarps
Plywood
Roof shingles
Dumpsters
No Trespassing signs
Exterior lighting