

Emergency
Action Plan
For the
Cohoes
Housing
Authority

Adopted: 06/2010

Cohoes Housing Authority Emergency Plan
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EMERGENCY ACTION PLAN

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Amendments:

10/25/2010 – Data Disaster Recovery Plan

Record of Changes

Number	Review (Identify Page and Section)	Change (Identify Page and Section)	Date	Change/Review by: (Signature)
1	Page 20/Tab 4	Update roster call numbers	12/29/10	K. Oliver
2	Page 20/Tab 4	Update roster	2/3/12	KOliver
3	Page 29	Update call numbers	2/3/12	KOliver
4	Page 29	Update roster/call numbers	5/29/13	KOliver
5	Page 8/ Sect. B "Preparedness"	Add #16	5/29/13	KOliver
6		Reviewed policy; no changes	5/19/14	KOliver
7	Page 20/Tab 4	Update call roster/numbers	5/13/15	KOliver

COHOES HOUSING AUTHORITY

INTRODUCTION

During the past several years some of the costliest disasters of this century have occurred resulting in countless deaths and injuries to the citizens of America. In New York, we have felt the effects of floods, ice storms, power outages, tornadoes, industrial accidents, and the attacks on the World Trade Center.

The purpose of the Emergency Response Plan is to enhance the Cohoes Housing Authorities (CHA's) ability to effectively respond to emergencies and disasters by establishing procedures and assigning responsibilities which ensure:

- The protection of life and property
- Proper use of CHA resources
- Appropriate support for those impacted
- Communication of information to key response agencies

This plan shall also provide the staff of the CHA with policy and procedures in dealing with non disaster type emergencies. Additionally the plan will detail training and staff activities to insure that in the event of an emergency or disaster the Authority is prepared as best as possible.

I. **PURPOSE**

To provide guidance on emergency policies and procedures to protect the lives and property of residents, staff and visitors of Cohoes Housing Authority properties.

II. **SITUATION AND ASSUMPTIONS**

A. Situation

1. The Cohoes Housing Authority is vulnerable to natural and technological disasters.
2. Residents of our facilities require emergency consideration in planning for disasters or emergencies and in ensuring safety.

B. Assumptions

1. The possibility exists that an emergency may occur at any time.
2. In the event an emergency exceeds the Authorities capability, external services and resources may be required.
3. Local, state and federal departments and agencies may provide assistance necessary to protect lives and property.
4. It is the responsibility of the Authority to maintain all facilities in compliance with published safety guidelines.

III. **CONCEPT OF OPERATIONS**

Because the Cohoes Housing Authority is subject to the adverse effects of natural or technological disasters, the Executive Director has developed and will revise, in coordination with the FEMA and HUD standards as well as the Laws of New York this emergency action plan capable of providing for the safety and protection of residents, staff and visitors.

A. Pre-Emergency

The primary focus of this phase is on the development, revision, testing and training of the emergency action plan.

1. Review, exercise and re-evaluate existing plans, policies and procedures.
2. Coordinate plans with the local emergency management agencies such as the local police and fire departments.
3. Review and update resource lists.
 - a. Ensure the availability of manpower needed to execute emergency procedures.
 - b. Work with the local Emergency Management Director, SEMO, in locating needed resources.

4. Determine communication system.
5. Ensure the availability and functioning of all emergency warning system/s.
6. Bi-annually test reliability of emergency telephone roster for contacting emergency personnel and activating emergency procedures.
7. Test generators and equipment supported by emergency generators.
 - a. Ensure a 48 hour supply of emergency fuel and establish an agreement for delivery with a supplier.
 - b. Test the generators in accordance with manufacturer's recommendations.
 - c. Document all testing procedures using form provided in Tab 8. Generator records shall be reviewed bi-monthly by the Mod Coordinator.
8. Provide a supply of food and water for residents and staff when practical and warranted through the Red Cross and SEMO.
9. Schedule employee orientation training and in-service training programs on the operations of the emergency plan. (At a minimum on an annual basis)
10. Enhance emergency education.
 - a. Distribute personal preparedness checklists on fire safety, protection from natural disasters, etc.
 - b. Post display of evacuation routes, alarm and fire extinguisher locations and telephone numbers of emergency contacts.
 - c. Provide demonstrations on warning systems and proper use of emergency equipment for the staff and residents.
11. Conduct a minimum of one fire drill per year at Dr. Jay McDonald Towers Apartments. Document each drill, instruction or event to include dates, content and the participants involved. Coordinate with the Cohoes Fire Department to oversee fire drill.
12. During the course of each year test the plan by conducting drills exercising all aspects of the emergency action plan. Document drills with critiques and evaluations amending the plan as necessary.
13. Standard Operating Procedures including procedures and tasking assignments, resources, security procedures, personnel call down lists and inventories of emergency supplies are provided in this plan.
14. The Main Office located at 100 Manor Sites is designated as the Crisis Command Post (CCP) location to serve as the focal point for coordinating operations and the Community Room located at 19 Remsen Street in the Dr. Jay McDonald Towers is designated as an alternate location.

15. Designate staff trained in the content of the disaster plan to execute the activities of the Command Post.

16. Plan for Evacuation and Relocation

In the event an emergency requires that evacuation of residents

- a. Identify the individual responsible for implementing evacuation procedures.
- b. Identify residents who may require skilled transportation provided by local jurisdiction resources.
- c. Identify transportation arrangements made through mutual aid agreements or understandings that will be used to evacuate residents
- d. Identify procedures that will be used to keep track of residents once they have been evacuated to include a log system.
- e. Establish procedures for responding to family inquiries about residents who have been evacuated.
- f. Establish procedures for ensuring all residents are accounted for and are out of the facility.

B. Preparedness

Upon receipt of an internal or external warning of an emergency, the Executive Director or appropriate designee(s), in coordination with the local Fire Department, should:

1. Notify staff in charge of emergency operations to initiate the disaster plan; advise personnel of efforts designed to guarantee resident safety. (See TAB A for Notification Checklist and TAB B for Emergency Call-Down Roster)
2. If potential disaster is weather related, closely monitor weather conditions and update personnel, as necessary.
3. Inform key agencies of any developing situation and protective actions contemplated.
4. Review the Emergency Plan with staff every six months after adoption.
5. Prepare the Main Office for Command Post operations and alert staff of impending operations.
6. Receive calls from families; coordinate dissemination of messages.
7. Control facility access.
8. Confirm emergency staff availability.
9. Store a supply flashlights and batteries, secure loose outdoor furniture and keep vehicles fueled.
10. Coordinate with local authorities/agencies and private contacts to confirm availability of resources, including medical services, response personnel, etc.
11. Have a plan in place with Marra's Pharmacy to determine emergency operations in the event of halted deliveries or need for backup.
12. Warn the staff and residents of the situation and expedient protective measures.
13. Remain calm, reassure residents to minimize fear and panic.
14. Schedule extended shifts for essential staff and alert alternate personnel to remain on stand-by.
15. Post plan on website.

16. Contract the Watervliet Housing Authority if needed. They have approximately 30 air mattress for the Cohoes Housing Authority's use if needed in an emergency.

C. Response

In response to an actual emergency situation, the Executive Director or designee will coordinate the following actions:

1. Complete the actions of Pre-emergency and Preparedness outlined above.
2. Activate the Emergency Action Plan and conduct Command Post operations involving emergency communications, message control and routing of essential information.
3. Coordinate actions and requests for assistance with local jurisdiction emergency services and the community.
4. Determine requirements for additional resources and continue to update appropriate authorities and/or services.

D. Recovery

Immediately following the emergency situation, the Executive Director should take the provisions necessary to complete the following actions.

1. Coordinate recovery operations with the local Emergency Management Agency and other local agencies to restore normal operations, to perform search and rescue and to re-establish essential services.
2. Provide crisis counseling for residents/families as needed.
3. Provide local authorities a master list of displaced, missing, injured or dead and notify the next-of-kin.
4. If necessary, arrange for alternate housing or facilities.
5. Do not allow reentry until property cleared by authorities.

IV. ORGANIZATION AND RESPONSIBILITIES

The Executive Director is responsible for the overall direction and control of the Authorities emergency operations, receiving requested assistance from staff, the local Emergency Management Agency, local Fire Department, private and volunteer organizations and various local and state departments and agencies.

Duties and activities that should be directed or assigned by the administrator:

1. Coordinate the activation and oversee the implementation of the emergency plans.
2. Direct operation of the Command Post.
3. Assign a coordinator accountable for residents and their records; and needed supplies.
4. Assign responsibility for maintaining safety of the facility grounds - securing necessary equipment and alternative power sources.
5. Review regularly the inventory of vehicles and report to administrative services.
6. Coordinate the inspection of essential equipment (wet/dry vacuums) and protection of facility.

7. Provide security of facility/grounds and limit access to facility as necessary.
8. Coordinate provision of assistance to Maintenance Department.
9. Supervise notification of families on emergency operations.
10. Facilitate telecommunications and oversee release of information.

V. **REFERENCES**

1. United States Department of Homeland Security; Natural Disasters Website: <http://www.ready.gov/natural> disasters.html
2. Are You Ready? An In-depth Guide to Citizen Preparedness, United States Department of Homeland Security: [http://www.fema.gov/pdf/are o uredy/are uredy full.pdf](http://www.fema.gov/pdf/are%20ready/are%20ready%20full.pdf)
3. American Red Cross Website: <http://www.redcross.org> Phone: (202) 303-4498
4. US Response Center website: www.nationalterroralert.com
5. New York Alert website: www.nyalert.gov
6. Cohoes Housing Authority website: www.cohoeshousing.org
7. NY Emergency Management Office website: postmaster@semo.state.ny.us Phone: 272-2321
8. FEMA Website: <http://www.fema.gov>
9. National Weather Service: www.nws.noaa.gov
10. Be ready campaign: www.ready.gov

TAB 2.
NOTIFICATION PROCEDURES

I. Warning Systems

Police, Fire and Housing Authority staff will utilize focus on areas of emergency and alert the residents using blow horns when practical. Mass media will also be utilized (radio and television). The residents of CHA should view or listen to local stations for information and instruction as well as the Authority's website. The Authority's phone contact system shall be utilized as a primary tool to inform residents of impending emergencies.

II. Communications Procedures

All calls shall be routed through the Command Post.

1. Alert staff, residents and visitors of emergency.
2. Call off duty staff from emergency call-down roster.
3. Notify appropriate authorities. These authorities include:
4. Keep authorities updated on emergency operations

Local Fire Department Non-Emergency #	#237-5333
State Emergency Management Agency	#292-2000
State Department of Health	#447-4580

LISTING OF FAMILY NAMES AND NUMBERS IS CONTAINED IN THE FORMS AND CHECKLIST SECTION TAB 8

THE LIST WILL BE UPDATED AND PROVIDED TO THE POLICE AND FIRE CHIEFS EVERY SIX MONTHS BY THE TENANT RELATIONS OFFICER.

TAB 3
EMERGENCY CHECKLIST
EVACUATION PROCEDURES

NOTE: The Authority has one ten story senior facility, Dr. Jay McDonald Towers, the following evacuation procedures are designed for this site. The remaining majority of the apartments are one and two story buildings all with less than eight units per building.

DATE: _____ TIME: _____

<u>Completed</u>	<u>Initials</u>	
_____	_____	1. All exits are plainly marked, evacuation routes are posted and alternatives on master floor plan for both internal and external evacuations.
_____	_____	2. Inform staff and residents on exit locations and evacuation procedures.
_____	_____	3. KEEP RESIDENTS CALM.
_____	_____	4. Evacuate residents in orderly fashion, according to physical condition.
_____	_____	5. Search bathrooms, laundry room, and vacant rooms for stranded residents, visitors or staff and assist in their evacuation.
_____	_____	6. Always keep clear corridors of any obstructions
_____	_____	7. Turn off electrical appliances. When applicable
_____	_____	8. Designated area for residents to gather outside of building
_____	_____	9. Inform rescue providers of tenant status

Signature

Date

**EMERGENCY CHECKLIST
NATURAL DISASTERS**

DATE:

TIME:

Completed

Initials

1. Severe Electrical Storms

_____	_____
_____	_____
_____	_____
_____	_____

- a. Relocate to inner areas of building as possible.
- b. Keep away from glass windows, doors, skylights and appliances.
- c. Refrain from using phones, taking showers.
- d. Stay away from computers

2. Tornado (WATCH ISSUED)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- a. Listen to local radio and TV stations for further updates. Check that radio batteries are available and charged
- b. Be alert to changing weather conditions.
- c. Secure equipment, outdoor furniture.
- d. Secure articles which may act as projectiles.
- e. Alert staff to the need for possible sheltering of residents

3. Tornado (WARNING ISSUED)

_____	_____
-------	-------

- a. Seek shelter in designated area (i.e. safe room, basement, first floor interior hallways, restrooms or other enclosed small areas.

4. Winter Storms

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- a. Secure facility against frozen pipes.
- b. Check emergency and alternate utility sources.
- c. Check emergency generator:
- d. Conserve utilities - maintain low temperatures, consistent with health needs.
- e. Keep gas tanks full.
- f. Keep sidewalks clear. Have a supply of salt on hand.

5. Flooding (External sources)

- a. Shut off water main to prevent contamination.
- b. Make available dry ice if needed. Happy Ice 438-2082 United Welding 346-6222 Artic Glacier 438-2082
- c. Prepare to evacuate residents.
- d. Inspect all apartments prior to allowing return of residents. Video where possible.
- e. Return allowed only when authorities indicate it is safe
- f. Clean and disinfect everything that got wet.

6. Flooding (Internal source)

- a. Turn off building electricity.
- b. Move residents as required.
- c. Inspect all apartments prior to allowing return of residents. Video where possible.
- d. Return allowed only when authorities indicate it is safe
- e. Clean and disinfect everything that got wet.

Signature

Date

**EMERGENCY CHECKLIST
WATER/ELECTRICAL/GAS OUTAGE**

DATE: _____ TIME: _____

Completed Initials

PREPAREDNESS:

- | | | |
|--|--|---|
| | | 1. Work with local officials to provide services as needed. |
| | | 2. Arrange for private contact to serve as an added back-up resource. |
| | | 3. Work with the Local Emergency Management Agency in establishing a back-up resource. |
| | | 4. Keep an accurate blueprint of all utility lines and pipes associated with the facility and grounds. |
| | | 5. Develop procedures for emergency utility shutdown. |
| | | 6. List all day and evening phone numbers of emergency reporting and repair services of all serving utility companies. Tab 6. |
| | | 7. List names and numbers of maintenance personnel for day and evening notification. |

RESPONSE - Electric Power Failure

- | | | |
|--|--|--|
| | | 1. Call # (National Grid 800-642-4272) |
| | | 2. Notify the maintenance staff. |
| | | 3. Evacuate the building if danger of fire. |
| | | 4. Advise tenants to keep refrigerated food closed to retard spoilage. |
| | | 5. Turn off power at main control point if short is suspected. |
| | | 6. Call in contractor to initiate repair procedures. |

Signature

Date

RESPONSE - Water Main Break

<u>Completed</u>	<u>Initials</u>
_____	_____
_____	_____
_____	_____
_____	_____

1. Call #237-4320 (Cohoes Filtration Plant).
2. Shut off valve at primary control point if lateral. City is responsible for all mains.
3. Relocate articles which may be damaged by water.
4. Call (pre-designated assistance groups) if flooding occurs.

RESPONSE - Gas Line Break

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

1. Evacuate the building immediately. Follow evacuation procedures.
2. Notify maintenance staff, Administrator, local public utility department, gas company and police and fire departments.
List all numbers here.
National Grid: 800 892-2345
Cohoes Fire/Police Department: 237-5333
3. Shut off the main valve.
4. Open windows.
5. Re-enter building only at the discretion of utility officials.

Signature

Date

EMERGENCY CHECKLISTS
DEPARTMENT RESPONSIBILITIES
ADMINISTRATIVE SERVICES

DATE: _____

TIME: _____

Completed	Initials	
_____	_____	1. Alert staff of emergency.
_____	_____	2. Determine extent/type of emergency.
_____	_____	3. Activate emergency plans.
_____	_____	4. Activate emergency staffing.
_____	_____	5. Notify local jurisdiction support. Utilize phone service to alert residents.
_____	_____	6. Authorize operation of crisis command post. a. Provide checklists to staff. b. Ensure communications equipment is operational.
_____	_____	7. Monitor the emergency communication station.
_____	_____	8. Receive briefings from Department Heads on pending operations.
_____	_____	9. Closely monitor weather reports for significant weather changes or warnings.
_____	_____	10. Determine need for evacuation and begin procedures, if necessary.

Signature

Date

EMERGENCY CHECKLIST
MAINTENANCE SERVICES

DATE: _____

TIME: _____

Completed	Initials	
_____	_____	1. Review staffing/extend shifts.
_____	_____	2. Check safety of surrounding grounds (secure loose outdoor equipment and furniture).
_____	_____	3. Secure doors.
_____	_____	4. Check/fuel emergency generator and switch to alternative power as necessary.
_____	_____	a. Alert Department Heads of equipment supported by emergency generator.
_____	_____	b. If pump or switch on emergency generator is controlled electrically, install manual pump or switch.
_____	_____	5. Check hazardous materials.
_____	_____	6. Conduct inventory of vehicles, tools and equipment and report to administrative service.
_____	_____	7. Fuel vehicles.
_____	_____	8. Identify shut off valves and switches for gas, oil, water and electricity and post charts to inform personnel.
_____	_____	9. Identify hazardous and protective areas of facility and post locations.
_____	_____	10. Close down/secure facility in event of evacuation.

Signature

Date

EMERGENCY CHECKLIST
INFORMATIONAL SERVICES

DATE: TIME:

Completed

Initials

- | | | |
|-------|-------|--|
| _____ | _____ | 1. Notify residents of current situation using phone service Executive Director will or designates phone service activation. |
| _____ | _____ | 2. Coordinate information release with local police and fire. |
| _____ | _____ | 3. Facilitate telephone communication. |
| _____ | _____ | 4. Act as message center. |

Signature

Date

EMERGENCY CHECKLIST
SECURITY SERVICES

DATE: _____

TIME: _____

Completed Initials

1. Assess building security.

2. Secure building as needed.

3. Control entry and exit.

4. Provide protection for residents and staff.

Signature

Date

**TAB 4
EMERGENCY CALL-DOWN ROSTER**

<u>EMERGENCY SERVICES</u>	
Fire: #	911
Police: #	237-5333
SEMO: #	Terry Ryan 233-7510
Red Cross: #	235-4450

FACILITY ADMINISTRATOR <hr/> Charles V. Patricelli <hr/> Cell: 378-4051 Home: 273-8032

RJ Langlais	857-8375 (C)
-------------	--------------

Kathy Oliver	857-8376 (C)
--------------	--------------

Maintenance Staff	
James Halloran	857-8462 (C)
Maurice Bariteau	852-4954 (C)
Tony Yando	852-7175 (C)

Janice Medina	235-8162 (H)
	391-3899 (C)
Josephine Shufelt	274-9191 (H)
	944-1551 (C)

1. NON DISASTER EMERGENCY POLICIES

The Authority will from time to time experience non disaster type emergencies that require the attention of the maintenance staff and or outside assistance. Provided below is a listing of potential emergencies and the response efforts to correct the problem:

Plugged Sewers:

Always consider an emergency that requires immediate attention.

Make sure call is accurate and not just left from a previous unnoticed back-up.

If Authority personnel cannot remove or determine the nature of the blockage a call shall be placed to the City (237-4704) to ascertain if the blockage is within the City's system.

If a sewer service vendor is needed to assist in correcting the blockage call the following:
Apex Sewer 785-0795 or 587-0822

Advise tenants to refrain from flushing toilets etc.

Power Failure:

Attempt to determine the nature of the problem over phone.

Immediately respond if determined to be serious.

If a National Grid problem and tenant should be advised to call the power company.
(800 642-4272)

Have tenant check the circuit breaker.

If the power outage is system wide a call should be placed to National Grid or Police department to determine the extent and duration of the outage.

If it is determined that the outage will be for an extended period based on the time of year the emergency generator may need to be checked every four (4) hours.

If a Blown Breaker the tenant may be charged if they are at fault for overloading said breaker.

Trap Leaks:

Determine over the phone the extent of the problem.

Advise tenant to refrain from use and have tenant place a container under the sink and wait until regular hours.

Advise tenant to periodically check and empty the container.

Respond the next business day.

If it is determined that the leak is causing physical damage to the apartment, respond immediately.

Document the conditions and circumstances discovered.

No Hot Water:

Dr. Jay McDonald Towers - Respond only if more than two calls
Family Units – Respond within 24 hours.

If more than two calls received check and see if system has gas and electric. Troubleshoot to National Grid service.

If not call National Grid 800 642-4272.

If problem is found to be mechanical advise tenants of the situation and take steps to correct the deficiency.

Lack of Heat:

Dr. Jay McDonald Towers - Respond if more than two calls.
Family Units – Respond time cut off by 1:00 AM, after that time respond by 8:00 AM next day.

Have tenant check temperature. If less than 68 degrees in apartment, respond after 2 calls.

Determine if problem is utility (gas-electric), if so call National Grid at 800-642-4272.

If problem is mechanical address problem advise tenants of nature and duration of repairs.

Lock Out:

Respond to first call and tell tenant the office will bill tenant.

Prior to opening unit check against tenant list to be the sure the caller is the responsible tenant and/or head of household.

Do not let minors into the apartment unless head of household has given specific approval. Staff must insure that it is the head of household giving approval.

Gas Odor (Exterior):

Determine if National Grid (800-642-4272) has been called and if not place call to them. Call fire department to advise that call odor has been detected and call placed to National Grid has been placed.

Advise tenant to vacate apartment if smell of gas is prevalent in the apartment.

Gas Odor (Interior):

Advise tenant to vacate the apartment if smell of gas is prevalent.

Attempt to determine nature of problem over phone.

If necessary, call fire department 237-5333 and National Grid 800-642-4272.

Calls from Relatives

Anyone requesting access to apartment must be sent to the office. After hours if they believe it is an emergency have them call the police or fire department or call Executive Director.

Smoke Alarm Calls

If alarm is defective, have tenant wait until regular hours.

Range & Refrigerator

Any complaint on broken or not working properly appliance must wait until the next regular work day.

No swapping of ranges or refrigerators shall be allowed unless approved by the Executive Director.

Elevator Failure

Check with tenant if anyone tampered with elevator and if not call for service. Overtime should not be used when vendor is responsible for service calls. If it fails after 10:00 pm, call vendor to repair the following business day.

Heat exhaustion

Prevention

You can take a number of precautions to prevent heat exhaustion and other heat-related illnesses. When temperatures climb, remember to:

- **Wear loose fitting, lightweight, light-colored clothing.** Excess, dark or tight clothing holds in heat and doesn't let your body cool properly because it inhibits sweat evaporation.
- **Avoid sunburn.** If you're going to be outdoors, wear a lightweight, wide-brimmed hat or use an umbrella to protect yourself from the sun, and apply sunscreen to any exposed skin. Having sunburn reduces your body's ability to rid itself of heat.
- **Seek a cooler place.** Being in an air-conditioned building, even for just a few hours, is one of the best ways to prevent heat exhaustion. If your home doesn't have an air conditioner, consider spending time at a library or shopping mall. At the least, find a well-shaded spot. Fans alone aren't adequate to counter high heat and humidity.
- **Drink plenty of fluids.** Staying hydrated will help your body sweat and maintain a normal body temperature.
- **Take extra precautions with certain medications.** Ask your doctor or pharmacist whether the medications you take make you more susceptible to heat exhaustion and, if so, what you can do to keep your body from overheating.
- **Avoid hot spots.** When parked in the sun, your car can reach a temperature of more than 160 F (71 C). Let the car cool off before you drive it. Never leave children or anyone else in a parked car in hot weather for any period of time.

It's best not to exercise or engage in any strenuous activity in hot weather, but if you must, follow the same precautions and rest frequently in a cool spot. Taking breaks and replenishing your fluids during that time will help your body regulate your temperature.

If you're otherwise healthy, your body can adapt to heat after several weeks, and its ability to regulate its temperature becomes more efficient. You'll still need to take precautions, but working or exercising in heat should become more tolerable.

Heat exhaustion symptoms

Disorder	Signs	Symptoms
Dehydration	Loss of work capacity Delayed response to stimuli	Fatigue Weakness Dry mouth
Heat Exhaustion	High pulse rate, confusion, anxiety Profuse sweating	Fatigue, malaise Weakness

	Low blood pressure Pale face, or flushing Body temperature increased but below 104 degrees F. Excessive thirst, decreased urine output	Blurred vision Dizziness Headache Nausea Loss of appetite
Heat rash	Skin eruptions	Itching skin, prickly sensation
Heat Stroke	Red face Mental status changes such as Disorientation, Confusion or Irritability Hot, dry skin Erratic behavior Collapse Shivering Body temperature >104 F	May be same as those for heat exhaustion (see above)
Heat Cramps	Incapacitating pain in muscle	Muscle cramps (abdominal and lower extremities) Fatigued muscles
Heat Syncope	Brief fainting or near fainting behavior	Blurred vision

Heat exhaustion treatment

Cooling measures that may be effective include:

- cool, non-alcoholic beverages, as directed by your physician
- rest
- cool shower, bath, or sponge bath
- an air-conditioned environment
- Lightweight clothing

Authority Actions

During periods of excessive heat, the Executive Director shall alert the residents of the danger posed by heat exhaustion utilizing the Authority's web site and the phone calling system. The Director via the phone call system shall alert each resident that beneficial information is available regarding heat exhaustion prevention and treatment on the website and at the office.

SNOW POLICY

It's the intention of the Authority to provide clean and safe walks to all the apartment complexes as fast as is physically possible.

To properly clean all walks and parking areas a plan or a list of items must be recognized.

Depending on the situation such as daytime, night or weekends or more simply how much time you have to do as much as possible the main walks should be done first.

Because of the amount of people and the fact that the tenants work, priority should be given to Roulrier Heights, Saratoga Sites and Manor Sites parking areas rather than Dr. Jay McDonald Towers. The seniors need time to get cars ready and don't necessarily have to get out at the beginning of the day. The walkways to each apartment need to be done, although they can wait till last. Most tenants will do their own strips and walks but as usual some will not, but they still must be done. This will protect innocent people like postal carriers, delivery people, guests, etc.

When all main walks are done and the streets are plowed we must repeat the process and concentrate on the walks and porch strips. Access points must be made to the street from sidewalks to curb as often as possible.

DON'T LEAVE PILES OF PLOWED SNOW BLOCKING A SIDEWALK.

Report any areas that get extremely icy as dangerous spots so we can note them and possibly do something to correct it like installing a drip edge or Ice gutter to improve the drainage when ever it's noticed.

Keep an eye out for cars that are abandoned or without plates that should be towed. Report it to the office and it will be turned over to the police.

Equipment should be maintained and a log kept on all repairs done to each and every machine. The machines should be ready prior to each season of use.

Put yourself in the place of an elderly person regardless of the project and evaluate each area for its safety. It may very well take 2 days after a storm to properly clean all walks but at least it's being done. Nothing is worse then having un-shoveled walks. We are only asking for trouble.

When at any of the sites exercise good judgment. While there, see if the walks/steps need to be shoveled or sanded.

All leaves must be picked up by the first snowfall. This is important because it will allow the snow to drain in unplugged basins.

Also when plowing try to remember where the catch basins are so drainage will occur.

Also, because it's vital that snow be removed quickly, we ask each maintenance man to look over one specific site after a majority of the snow removal has taken place. Check it against policy and then report back to the maintenance supervisor what needs to be done so appropriate steps can be taken with available manpower or equipment needed.

The following need to take effect immediately:

Two trucks will have plows from the first sign of the first storm till the end of the snow season.

A second plow will provide additional back up and if the opportunity arises while the additional truck is in route then can be use to take care of road work.

The Salter shall be immediately placed on the back of the pick up the same time the plows are installed to salt the roads or parking lots. If we need assistance we can radio the city for a pass by on our areas. They always seem to be able to help.

A minimum number of 2 pallets of ice melt at each site are kept on hand. Accounts payable shall keep it on your hit list to check with someone weekly or by storm to keep you informed on how much they have on hand.

Cars must be moved the day after the storm and we must be there to plow to be sure the lots be cleaned. This is critical. This means that if we have a storm on a Saturday then we need to return on Sunday. We must be more aggressive and use immediate action on cars being towed if not moved. It's the CHA policy to all tenants that the maximum is 24 hours after a snow fall and if parking lots require all cars be removed by 9am. No excuses will be accepted. All cars will be towed if NOT moved. Maintenance must follow this procedure without fault. A copy is given to tenants at the lease signing; it's posted on signs throughout the sites and in the monthly newsletter. Instruct all men to be on the watch for cars not moved between storms. Be sure to radio them in directly to the office so they can be tagged. The Office needs to check our database for plate numbers.

If any reason requires a car to be there, then both sides and rear need to be either shoveled or use the snow puppies and leave it as if it was plowed.

Review parking lots for icy conditions as a result of melting or black ice on a daily basis. Take advantage of warm times to salt or plow to loosen up packed snow or ice.

Reports. A daily report must be done, nothing fancy but simply who, what, where and how snow was handled any and each day it's worked on.

TAB 6
EMERGENCY POINTS OF CONTACT DIRECTORY

COHOES FIRE/POLICE DEPARTMENT (911) Local 237-5333

STATE POLICE

Troop G 457-9706

Albany Administration 457-6811

ALBANY COUNTY SHERIFF 487-5400

LOCAL EMERGENCY MEDICAL SERVICES (911) Local 237-5333

LOCAL EMERGENCY MANAGEMENT AGENCY

SEMO Terry Ryan 233-7510

LOCAL AMERICAN RED CROSS 235-4450

COUNTY/STATE HEALTH DEPARTMENT

Albany County Health Department 447-4580

Emergency Phones Numbers

Utilities:

National Grid 1-800-642-4272

Contractors:

Conroy & Sons	274-6889	Cell 421-1013	
Bosclair	365-3392	Cass & Sons	365-0123
Sach Sereciolo	272-1173	FPI	782-7400
Paul Pinkans	233-7280	Retallick	273-1223
Luizzi	482-8954	JH Bennett	273-6122
Albany Hydraulics	462-5425	Greenwood	326-5878
Simplex	800-746-7539	AEM Services (Pumps)	(800)288-4276

Roofers:

Weatherguard 356-5000

Plumbers:

Fulgan 273-5998
Posinello 465-3535
Crisifulli Plumbers 288-5816

Engineers:

Suppliers:

Diamond Spring Water	235-4555	Carr's (Delollo's)	274-7019
Grim	270-1633	Ramsco	273-6300
Menands Hardware	465-7496	Shaker Rentals	869-0938
Johnston Supply	272-5922	Security Supply	489-2554
Philips Hardware	465-8861	Blair Lumber	237-4515

Elevator:

Otis Elevator 800-233-6847

TAB 7

Recommended Disaster Kit Supplies for individuals

- 1-2 gallons of water per person , per day should be stored for sanitation and drinking
- Method of water purification
- Food
- 72 Hour Supply of Food and Water
- Warmth and Shelter
- Windproof/waterproof matches
- Second method to start a fire
- Tent/shelter
- Wool-blend blanket or
- Sleeping bag
- Emergency reflective blanket
- Lightweight stove and fuel
- Hand and body warm packs
- Poncho
- Light Sources
- Flashlight with batteries
- Candle
- Light stick
- Tools
- Pocket knife
- Shovel
- Hatchet or Axe
- Sewing kit
- 50-foot nylon rope
- First Aid
- First aid kit and supplies
- Burn gel and dressings
- Bottle of potassium iodide tablets
- Communications
- Radio with batteries or radio with alternate power sources
- Whistle with neck cord
- Personal Sanitation
- Personal comfort kit (include soap, toothbrush and gel, comb, tissue, sanitary napkins, razor), and other needed items
- Extra Clothing
- A complete outfit of appropriate clothing for each family member. Include extra socks, underwear, hat, sturdy shoes, and gloves
- Money
- At least \$50 in small bills in your kit. Be sure to include quarters and dimes for phone calls
- Stress Relievers Games, books, hard candy, inspirational reading. For children: small toys, paper and pen, favorite security items
- Important Papers
- Copies of documents important to your family (such as birth certificates, marriage licenses, wills, insurance forms), phone numbers you might need, credit card information
- Additional Items
 - Extra food
 - Camp stove Mess kits and other cooking equipment
 - Sun block
 - Insect repellent Portable toilet - Special medication, extra glasses- Portable Container
 - Durable water resistant duffel bag, frame pack or day pack

Are You Ready?

Assemble a Disaster Supplies Kit

You may need to survive on your own after a disaster. This means having your own food, water, and other supplies in sufficient quantity to last for at least three days. Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone immediately. You could get help in hours, or it might take days.

Basic services such as electricity, gas, water, sewage treatment, and telephones may be cut off for days, or even a week or longer. Or, you may have to evacuate at a moment's notice and take essentials with you. You probably will not have the opportunity to shop or search for the supplies you need.

A disaster supplies kit is a collection of basic items that members of a household may need in the event of a disaster.

Kit Locations

Since you do not know where you will be when an emergency occurs, prepare supplies for home, work, and vehicles.

Home	Work	Car
<p>Your disaster supplies kit should contain essential food, water, and supplies for at least three days.</p> <p>Keep this kit in a designated place and have it ready in case you have to leave your home quickly. Make sure all family members know where the kit is kept.</p> <p>Additionally, you may want to consider having supplies for sheltering for up to two weeks.</p>	<p>This kit should be in one container, and ready to "grab and go" in case you are evacuated from your workplace.</p> <p>Make sure you have food and water in the kit. Also, be sure to have comfortable walking shoes at your workplace in case an evacuation requires walking long distances.</p>	<p>In case you are stranded, keep a kit of emergency supplies in your car.</p> <p>This kit should contain food, water, first aid supplies, flares, jumper cables, and seasonal supplies.</p>

Water

How Much Water do I Need?

You should store at least one gallon of water per person per day. A normally active person needs at least one-half gallon of water daily just for drinking.

Additionally, in determining adequate quantities, take the following into account:

- Individual needs vary, depending on age, physical condition, activity, diet, and climate.
- Children, nursing mothers, and ill people need more water.
- Very hot temperatures can double the amount of water needed.
- A medical emergency might require additional water.

How Should I Store Water?

To prepare safest and most reliable emergency supply of water, it is recommended you purchase commercially bottled water. Keep bottled water in its original container and do not open it until you need to use it.

Observe the expiration or “use by” date.

If you are preparing your own containers of water

It is recommended you purchase food-grade water storage containers from surplus or camping supplies stores to use for water storage. Before filling with water, thoroughly clean the containers with dishwashing soap and water, and rinse completely so there is no residual soap. Follow directions below on filling the container with water.

If you choose to use your own storage containers, choose two-liter plastic soft drink bottles – not plastic jugs or cardboard containers that have had milk or fruit juice in them. Milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth when water is stored in them. Cardboard containers also leak easily and are not designed for long-term storage of liquids. Also, do not use glass containers, because they can break and are heavy.

If storing water in plastic soda bottles, follow these steps

Thoroughly clean the bottles with dishwashing soap and water, and rinse completely so there is no residual soap. Sanitize the bottles by adding a solution of 1 teaspoon of non-scented liquid household chlorine bleach to a quart of water. Swish the sanitizing solution in the bottle so that it touches all surfaces. After sanitizing the bottle, thoroughly rinse out the sanitizing solution with clean water.

Filling water containers

Fill the bottle to the top with regular tap water. If the tap water has been commercially treated from a water utility with chlorine, you do not need to add anything else to the water to keep it clean. If the water you are using comes from a well or water source that is not treated with chlorine, add two drops of non-scented liquid household chlorine bleach to the water. Tightly close the container using the original cap. Be careful not to contaminate the cap by touching the

inside of it with your finger. Place a date on the outside of the container so that you know when you filled it. Store in a cool, dark place. Replace the water every six months if not using commercially bottled water.

Food

The following are things to consider when putting together your food supplies:

- Avoid foods that will make you thirsty. Choose salt-free crackers, whole grain cereals, and canned foods with high liquid content.
- Stock canned foods, dry mixes, and other staples that do not require refrigeration, cooking, water, or special preparation. You may already have many of these on hand. (Note: Be sure to include a manual can opener.)
- Include special dietary needs.



Basic Disaster Supplies Kit

The following items are recommended for inclusion in your basic disaster supplies kit:

- Three-day supply of non-perishable food.
- Three-day supply of water - one gallon of water per person, per day.
- Portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and manual.
- Sanitation and hygiene items (moist towelettes and toilet paper).
- Matches and waterproof container.
- Whistle.
- Extra clothing.
- Kitchen accessories and cooking utensils, including a can opener.

- Photocopies of credit and identification cards.
- Cash and coins.
- Special needs items, such as prescription medications, eye glasses, contact lens solutions, and hearing aid batteries.
- Items for infants, such as formula, diapers, bottles, and pacifiers.
- Other items to meet your unique family needs.

If you live in a cold climate, you must think about warmth. It is possible that you will not have heat. Think about your clothing and bedding supplies. Be sure to include one complete change of clothing and shoes per person, including:

- Jacket or coat.
- Long pants.
- Long sleeve shirt.
- Sturdy shoes.
- Hat, mittens, and scarf.
- Sleeping bag or warm blanket (per person).

Be sure to account for growing children and other family changes. See Appendix B for a detailed checklist of disaster supplies. You may want to add some of the items listed to your basic disaster supplies kit depending on the specific needs of your family.

Maintaining Your Disaster Supplies Kit

Just as important as putting your supplies together is maintaining them so they are safe to use when needed. Here are some tips to keep your supplies ready and in good condition:

- Keep canned foods in a dry place where the temperature is cool.
- Store boxed food in tightly closed plastic or metal containers to protect from pests and to extend its shelf life.
- Throw out any canned good that becomes swollen, dented, or corroded.
- Use foods before they go bad, and replace them with fresh supplies.
- Place new items at the back of the storage area and older ones in the front.
- Change stored food and water supplies every six months. Be sure to write the date you store it on all containers.
- Re-think your needs every year and update your kit as your family needs change.
- Keep items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers, such as an unused trashcan, camping backpack, or duffel bag.

Tab 8.

Responsibilities, Testing, and Training

This Section contains details for the testing of this plan is components and the training of staff and tenants.

Testing & Training Requirements:

- **Updating:** Every six months the Tenant Relations Specialist shall provide an updated listing of all tenants names, phone numbers, license plate numbers, and emergency contacts to the following persons:
 - o Police and Fire Chiefs
 - o Maintenance Supervisor (To be placed in emergency plan in shop)
 - o Copy in Emergency Plan (In Office)

- **Test of Phone numbers:** Every six months the telephone log shall be updated by the Tenant Relations Officer. On a six-month basis a testing of the system shall be conducted by the Executive Director.

- **Training:** At a minimum yearly the CHA staff shall meet to discuss various components of this plan. Training sessions shall be documented utilizing the Training Log Form provided herein.

- **Fire Drills:** Dr. Jay McDonald Towers – In conjunction with the Cohoes Fire Department an annual fire drill shall be conducted at this site.

- **External Review of Plan:** a copy of the initial plan shall be provided directly to the Police and Fire Chiefs for their review and comment.

- **Internal Review:** The emergency plan shall be reviewed no less than on a yearly basis to assess its effectiveness. Changes to the plan as well as the dates of last overall review shall be noted in the appropriate section of this document.

- **Emergency Resources testing by CHA staff:** As per manufacturers recommendations the CHA staff shall operate and test emergency equipment at all sites in accordance with the time periods recommended. A log of the date and operation running time shall be kept. Any comment made regarding the operation of said equipment shall be immediately brought to the attention of the Maintenance Supervisor, who shall take the

steps necessary to address any deficiency found. Testing of following types of equipment shall be conducted:

- Generators (Portable and fixed)
 - Emergency Lights
 - Replace batteries in smoke detectors
 - Emergency access and Egress
 - Snow removal equipment
 - Fire Pumps (Dr. Jay McDonald Towers)
 - Supplies (batteries, fuel etc)
 - All other emergency equipment
- **Testing by outside providers:** All equipment that requires specific expertise that the CHA Staff cannot provide shall be inspected as per manufacturer's recommendations by outside firms knowledgeable in the inspection and maintenance of said equipment. The following equipment shall be so inspected:
- Elevator (McDonald Towers/Office)
 - Fire Alarms
 - Camera's
 - Computer system
 - Fire Extinguishers
 - Fire Pumps (When required)
 - Radios and communication equipment
- **Warning Systems:** the CHA has several methods for contacting residents regarding a possible emergency. They include the phone system; the Authority has a contract with a provider which can relay a message to all residents and the CHA website.
- **Tenant Training:** The Authority will use the CHA webpage and our monthly newsletter, as primary tools to assist in educating our residents on the need to be prepared in the event of an emergency. The education process shall include articles and reminders to make tenants better aware of the benefits of being prepared.

MOLD

The term “mold” describes more than a million species of microscopic fungi, which grow on wet organic matter. When excess moisture is present mold problems can spread and proliferate rapidly.

Discoloration is a sign of mold. However, all discoloration is not due to mold.

Mold may be any color: black, white, red, orange, yellow, blue or violet. Dab a drop of household bleach onto a suspected spot. If the stain loses its color or disappears, it may be mold. If there is no change, it probably isn't mold.

Some types of mold can produce chemical compounds (called mycotoxins) although they do not always do so. Molds that are able to produce toxins are common. In some circumstances, the toxins produced by indoor mold may cause health problems. However, all indoor mold growth is potentially harmful and should be removed promptly, no matter what types of mold are present or whether it can produce toxins.

Smell/Odor:

Sometimes molds are hidden and cannot be seen. A musty or earthy smell often indicates the presence of molds. But a smell may not be present for all molds. Even when you don't notice a smell, wet spots, dampness or evidence of a water leak are indications of moisture problems and mold may follow.

Look for visible mold growth. Mold often appears as discoloration, staining, or fuzzy growth on the surface of building materials or furnishings.

Search areas with noticeable mold odors.

Look for signs of excess moisture or water damage.

Search behind and underneath materials (carpet and pad, wallpaper, vinyl flooring, sink cabinets).

How much mold is growing?

Mold is considered to cover a “small area” if the patch is no larger than a square meter. There should be no more than three patches, each patch smaller than a square meter. Small moldy areas in homes may become larger over time, if ignored, so it's important to clean up and remove even small patches of mold. The mold area is considered “moderate” if there are more than three patches, each path smaller than a square meter, or there are one or more isolated patches larger than a square meter but smaller than 3 square meters (size of a 4 x 8 foot sheet of plywood). Assessment by a professional is recommended. You can clean up moderate amounts of mold but you must follow the proper procedures and use the proper protective equipment.

A mold area is considered “extensive” if a single patch of mold is larger in area than a sheet of plywood. Being exposed to this much mold is not a good idea. Do not attempt to clean up large areas of mold yourself. You need professional help to determine why the mold is there in the first place and how to clean it up.

Estimate how much mold is growing.

You can clean up a “small area” of mold yourself.

For larger mold areas or recurrent mold problems, seek professional help.

A family member suffers from asthma or respiratory problems or other health problems that appear to be aggravated inside the home.

How to clean up small mold problems

“Small areas” of mold can be cleaned with a detergent solution.

Wear a mask, safety goggles and rubber gloves.

Seek professional help if there is a lot of mold or if mold comes back after cleaning.

Clean “moderate areas” of mold, but wear proper protective equipment and follow precautions.

Seek professional help if there is a lot of mold or if mold comes back after cleaning.

Safety precautions

Mold can affect the health of people who are exposed to it. People are mainly exposed to mold by breathing spores or other tiny fragments. People can also be exposed through skin contact with mold contaminants (for example, by touching moldy surfaces) and by swallowing it.

The type and severity of health effects that mold may produce are usually difficult to predict.

The risks can vary greatly from one location to another, over time, and from person to person.

A small clean up should take minutes (not hours) to finish. When the clean up takes hours to a day to finish, it is suggested that you upgrade to a better filter, such as a half-face respirator with charcoal cartridges. An exhaust fan installed in a window in the room being cleaned would prevent contamination of other areas of the house as well as provide ventilation.

Steps to protecting others

Plan and perform all work to minimize the amount of dust generates. The following actions can help minimize the spread of mold spores:

Enclose all moldy materials in plastic (bags or sheets) before carrying through the home. Hang plastic sheeting to separate the work area from the rest of the home

Remove outer layer of work clothing in the work area and wash separately or bag

Damp clean the entire work area to pick up settled contaminants in dust

General cleaning

Vacuum surfaces with a vacuum cleaner that has a High Efficiency Particulate Air (HEPA) filter or is externally exhausted. Scrub or brush the moldy area with a mild unscented detergent solution. Rinse by sponging with a clean, wet rag. Repeat. Dry quickly.

HEPA vacuum the surfaces that were cleaned as well as surrounding areas.

Cleaning wood surfaces

Vacuum mold from wood surfaces using a HEPA or externally exhausted vacuum. Skip the vacuuming step if the wood is wet. Clean with a detergent solution then sponge with a clean, wet rag. Extract the moisture using a dry/wet vac and/or clean, dry rags. Accelerate the drying with fans and open windows. If the relative humidity outside is high, use a dehumidifier. The wood should not be allowed to remain wet for more than a day.

If cleaning with a detergent and water does not remove the mold, try sanding the surface with a vacuum sander (simultaneous vacuuming and sanding). Do not attempt to sand without vacuuming. This method will not work if the mold has penetrated to the core of the wood. Severely moldy wood should be replaced.

Cleaning concrete surfaces

Vacuum the concrete surfaces to be cleaned with a HEPA or externally exhausted vacuum cleaner. Clean up surfaces with detergent and water. If the surfaces are still visibly moldy, use TSP (trisodium phosphate). Dissolve one cup of TSP in two gallons of warm water. Stir for two minutes. Note: TSP must not be allowed to come in contact with skin or eyes. Saturate the moldy concrete surface with the TSP solution using a sponge or rag. Keep the surface wetted for at least 15 minutes. Rinse the concrete surface twice with clean water. Dry thoroughly, as quickly as possible.

Moldy drywall

The paper facings of gypsum wallboard (drywall) grow mold when they get wet or repeatedly wet and don't dry quickly. Cleaning with water containing detergent not only adds moisture to the paper but also can eventually damage the facing. If the mold is located only on top of the painted surface, remove it by general cleaning (See above). If the mold is underneath the paint, the moldy patch and other moldy material behind it are best cut out and the surrounding areas also cleaned. This should be done by a mold clean-up contractor.

New materials may become moldy if the moisture entry has not been stopped. If this is the case, replacement of the materials should be deferred until the source of the moisture is corrected. The affected areas should be temporarily covered with plastic sheeting and sealed at the edges.

Any areas that show new patches of mold should be cleaned promptly.

Preventing mold:

Keep the home dry.

Find and fix water leaks.

Discard clutter and excess stored materials.

Clean and maintain the home regularly.

Encourage lifestyle practices that reduce moisture.

To keep indoor surfaces as dry as possible, try to maintain the home's relative humidity between 20-40 percent in the winter and less than 60 percent the rest of the year. Ventilation, air circulation near cold surfaces, dehumidification, and efforts to minimize the production of moisture in the home are all very important in controlling high humidity that frequently causes mold growth in our cold climate.

EMERGENCY ACTION PLAN

Emergency Action Plan:

This document outlines the Emergency Preparation system incorporated by reference in the Risk Management Program.

- A. Through this Emergency Disaster Preparation System, the Cohoes Housing Authority provides actions necessary to ensure adequate response to emergencies and disasters in order to protect life and property.
- B. Persons responsible in different situations, and their authority, are addressed in this document and referred in the Risk Management Program.
- C. Control measures for each type of emergency, including warning Systems, shutdown methods, facility security measures and the handling of the public during an emergency are addressed in this document.
- D. A fire safety plan that includes the following information will be retained.
 - a. An Advisory material issued by fire department and resources.
 - b. Use of alarms and proper response.
 - c. Transmission of alarm to fire department.
 - d. Elevator control.
 - e. Evacuation
 - f. Isolation or containment of fire and fire extinguishments.
 - g. Cooperation with Fire Department.
 - Maps of residential and office facilities showing building floor plans, locations of equipment, medical supplies, fire equipment, command center and evacuation routes will be retained at the Administration Office.
 - Include specific fire equipment locations for fire pumps, ventilating equipment, generators and motors, gas valves and mains, electrical panels, fir exits/lanes and escape routes and location of fire suppression systems, such as fire extinguishers and automatic fire sprinkler systems.

- E. Each facility will determine the need and ensure installation of fire/safety equipment:
- Fire extinguishers (designated areas: Office, kitchens, maintenance shops, trash rooms, bulb storage rooms, attic storage areas).
 - Fire alarm and detection systems, and emergency exit signs and lighting. Smoke/heat detector and automatic sprinkler fire suppression systems. First aid kits and blankets. Replenishment procedure.
- F. Establish a physical warning system.
- G. Test shutdown procedures and facility security measures and plan for scheduled/unscheduled drills to ensure program is operational.
- H. Establish fire brigades at each facility location, developed with local fire departments.
- I. Establish inspection and maintenance programs for equipment and fire hazards as addressed in the Risk management Program.
- J. Established inspection of fire exits/lanes and escape routes as addressed in the Risk Management Program.
- K. Certification of inspections noted above will be provided to the Safety Officer at least quarterly in accordance with the Risk Management Program.
- L. Establish a list of Office-supplied furnishings with notations if items are flameproof or fire-rated.

EMERGENCY PROCEDURES

Fire Emergencies

Administrative

The most effective method of dealing with the hazards of fire emergencies is a well-established fire safety program, which encompasses recognition of proper safety procedures, the development of evacuation procedures, installation of an effective fire alarm system, and regular fire drills. The following guidelines are set forth to meet these safety measures.

No Smoking Environment

The Cohoes Housing Authority prohibits smoking in our Office, maintenance shops and community rooms. Exterior smoking areas are designated, and supplied with urns.

Fire extinguishers

1. Fire extinguishers can be an effective method of fighting small fires, which may occur. However, staff must be aware of the limitations and potential hazards of using such devices.

Fire extinguishers shall be mounted or placed in clearly visible locations. These locations shall include all locations where potential fire hazards may exist. In areas where a specific hazard potential exists, such as copy machines and chemicals, an extinguisher shall be within 40 feet of the potential hazard. One extinguisher shall be located within each workshop area, office, and community rooms. These extinguishers shall be placed no higher than five feet above the floor.

2. The staff shall check extinguishers monthly. This check shall include the following:

- Extinguishers are properly mounted or placed and posted.
- Extinguishers are of the proper type to extinguisher the potential hazards near that particular device.
- The device is properly charged and that the pressure indicator does not indicate over or under pressure.
- The safety pin or other safety pin or other safety device is properly installed.
- The inspection tag is affixed and that the device is not overdue for inspection by a certificated inspector.

3. A certified inspector shall inspect extinguishers annually. A properly affixed inspection tag shall note this inspection.

4. All staff and employees shall be instructed on the proper use of all fire extinguishers located on the premises. This instruction shall include the following guidelines:

Most extinguishers are designed to extinguish only small fires should be abandoned and left to the expertise of professional firefighters.

If a decision is made to utilize a fire extinguisher, the user shall follow the following steps:

Ensure that the proper extinguisher is being utilized.

Remove the locking pin or other safety device from the extinguisher.

Point the extinguisher agent release hose device at the base or the fire.

Never replace a used extinguisher on its mounting until it has been re-certified by an authorized inspector.

Fire Alarms

Fire alarms are located our facilities such as our main office, community rooms, our high-rise apartments, and maintenance shops.

Fire Drills

Regular fire drills shall be conducted through our fire department. These drills are designed to test the fire alarm equipment, if any, inspect the procedures used by staff and employees in reacting to fire emergencies, and inspect the procedures used by facility occupants. All facility

occupants will take all fire drills seriously. These drills should be held at least annually and the results reported to the Executive Director. Issuing of fire alarms should only be utilized for actual fires or fire drills. Intentionally, causing a false alarm is not only dangerous, but violates several state laws, which may constitute a felony resulting in fine and/or imprisonment. When a fire drill is conducted, all procedures for an actual fire emergency shall be followed with the exception of the notification of actual emergency personnel from responding agencies. The Fire Department should be notified, in advance, that a drill would be conducted. No fire alarms shall be utilized during drills that automatically notify local emergency services agencies of a potential fire. The Fire Department and Police Department will participate in fire drills upon request. Requests are to be made to the City's office of emergency management 270-3826.

EMERGENCIES

Fires can start from a variety of sources and can spread rapidly. Quick and effective action is necessary to prevent the loss of life and reduce the amount of property damage. Take the following actions in the event of a fire.

Sound the alarm (voice or mechanical means). Special care must be taken during the issuing of alarms to anticipate potential panic by facility occupants.

McDonald Towers Facility

Dial 911 with immediately notify the Fire Dept and location of fire.

Pull alarm with immediately notify Fire dept and signal will appear on panel at front entrance to show location of problem.

Other Facilities

Each facility will maintain a notice and evacuation system similar to that used for Dr. Jay McDonald Tower's facility.

Dial 911 similar with (A) above, with assistance from other staff. Report the address of the facility, the type of facility, the type of fire, if known (chemical, electrical, paper) and if there are any known injuries. Also device of evacuation location.

Evacuation will occur through exits by designated routes, posted throughout the building.

Staff shall inspect all rooms and offices to ensure that all occupants have evacuated.

Staff shall ensure that all doors are closed prior leaving the facility. This will assist in slowing the spread of the fire.

Interior lights will be left on unless otherwise directed by fire personnel.

Attempts to extinguish fires shall be done exercising good judgment.

As soon as possible, emergency contact staff shall take a "roll-call" of those persons assembled at the regrouping area to determine if any persons are still missing. This information shall be given to the Fire Department or Police Department upon arrival.

McDonald Towers Facility

All staff and members of the public will assemble on the east side of the McDonald Towers sidewalk. Departmental emergency contact will then take a count of all employees.

Other Facilities

Each Facility will designate an adequate area for regrouping.

In the event that the fire involves chemicals, this information shall be stressed to the Fire department upon initial contact. If the “regrouping” area is down wind of the chemical fire, an alternate location shall be utilized which places the evacuees upwind of the fire.

I. Evacuations

Administrative

Certain events may cause the necessity of evacuating the facility. Evacuations can often lead to injuries or even deaths unless regular evacuation drills have been conducted. These evacuation drills can be in the form of fire drills, which should be conducted by the Safety Officer at least annually.

Causes of Evacuation

A variety of disaster or emergency agents can cause the necessity of evacuation from the facility. Such events include firebombs or similar suspicious objects, gas leaks and flooding.

Authority to Evacuate

The authority to evacuate the facility is vested in any staff member. Staff members should exercise good judgment in considering an evacuation realizing the consequence of such an action.

Evacuation Diagrams

Evacuation diagrams indicating exit routes have been prepared and posted in each area, lounges, and all work areas and throughout the facility. Exit hallways are so marked with appropriate signage. All occupants of the facility are to review these diagrams to determine the appropriate route of evacuation.

Evacuation Locations

In the event of a fire or other emergency, which requires only a temporary evacuation of the facility, occupants will be directed to the “regrouping” area. Occupants will be assembled at this location and accounted for by staff.

II. Emergency procedures

In the event that a staff member or Police/Fire officials make a decision to conduct an evacuation, the following procedures will be followed:

Sound the alarm (voice or by mechanical means). Special care must be taken during the issuing of alarms to anticipate potential panic by facility occupants.

McDonald Towers Facility

Dial 911 with the description and location of fire.

Operator will immediately contact all department staff designated as the emergency contact. Emergency contact will know which departmental staff is in the building and will advise staff and members of the public to evacuate.

As soon as possible, emergency contact staff shall take a “roll-call” of those persons assembled at the regrouping area to determine if any persons are still missing. This information shall be given to the Fire department or Police department upon arrival.

McDonald Towers Facility

All members of the public will assemble on the east side of the Dr. Jay McDonald Towers apartments.

Other Facilities

Each facility will designate an adequate area for regrouping.

Medical Emergencies

Administrative

The intent of these procedures is to provide basic guidelines for handling medical emergencies ranging from minor to serious injuries to death.

Emergency Fail Items

The following items are to be considered examples of emergency items that need to be abated within 24 hours:

- No hot or cold water
- No electricity
- Inability to maintain adequate heat
- Major plumbing leak
- Natural gas leak
- Broken lock(s) on first floor doors or windows
- Broken windows that unduly allow weather elements into the unit
- Electrical outlet smoking or sparking
- Exposed electrical wires that could result in shock or fire
- Unusable toilet when only one toilet is present in the unit
- Security risks such as broken doors or windows that would allow intrusion
- Other conditions which pose an immediate threat to health or safety

MEDICAL EMERGENCY

Call medical emergency phone number (check applicable):

() **Paramedics** _____

() **Ambulance** _____

() **Fire Department** _____

() **Other** _____

Provide the following information:

a. Nature of medical emergency,

b. Location of the emergency (address, building, room number), and

c. Your name and phone number from which you are calling.

Do not move victim unless absolutely necessary.

Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

Name: _____ **Phone:** _____

Name: _____ **Phone:** _____

If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:

1. Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
2. Clear the air passages using the Heimlich maneuver in case of choking.

In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Date ___/___/___

EXTENDED POWER LOSS

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long term power loss.
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Add propylene-glycol to drains to prevent traps from freezing
- Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

CHEMICAL SPILL

The following are the locations of:

Spill Containment and Security Equipment: _____

Personal Protective Equipment

(PPE): _____

MSDS: _____

When a Large Chemical Spill has occurred:

- Immediately notify the designated official and Risk Control Officer.
- Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.).
- Secure the area and alert other site personnel.
- Do not attempt to clean the spill unless trained to do so.
- Attend to injured personnel and call the medical emergency number, if required.
- Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical (e.g., mercury) spill cleanup.

Name of Spill Cleanup Company: _____

Phone Number: _____

- Evacuate building as necessary

When a Small Chemical Spill has occurred:

- Notify the Risk Control Officer.
- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Deal with the spill in accordance with the instructions described in the MSDS.
- Small spills must be handled in a safe manner, while wearing the proper PPE.
- Review the general spill cleanup procedures.

Date ___/___/___

Data Disaster Recovery For Watervliet Housing Authority (WHA) & Cohoes Housing Authority (CHA)

The Authorities recognize that there is always a possibility of a disaster striking our operation. Such disasters can be as a result of a pipe breaking causing excessive water damage, fire and/or smoke damage. As a result we owe it to our tenants that the authority provides continuous, almost uninterrupted service.

It is the policy that the a person be designated in each office to rotate the backup tapes, or disk drives and store them in a fire proof box each day. This box must be locked to make it sealed properly to ensure proper protection of the disks or tapes. Each week this employee will also take one of the drives home to keep two weeks of data off site.

The housing authorities have the luxury to have the same operating software and software to run the daily operations in the event that a disaster strikes will be able to use the other sites server to continue operations quickly.

The authorities also share phone systems that can easily be transferred to make the transfer of calls and data seamless in the event the operations will need to be temporally moved or relocated. These and other shared services make the ability to carry on operations to the tenants safer and efficient.

Both authorities are also under contract with a company for off-site digitized Record Retention. All housing authority documentation (tenancy information, contracts, policy's, employee records, etc.) are accessible via the internet. The contracted company submits a continuous monthly back-up disk to each housing authority.

It is crucial to have a disaster recovery plan in place for all the critical computer data and applications in the event of complete server failure. Currently WHA & CHA has in place daily onsite backup of all critical data in 10 days rotation. For WHA and 5 day rotation for CHA. The backup media is kept in a fireproof safe or one copy is kept offsite. If there is a complete server failure, the backup media is available for restoring the server and the data but it could take days in acquiring the server hardware and reconfiguring the server, installing application and restoring data.

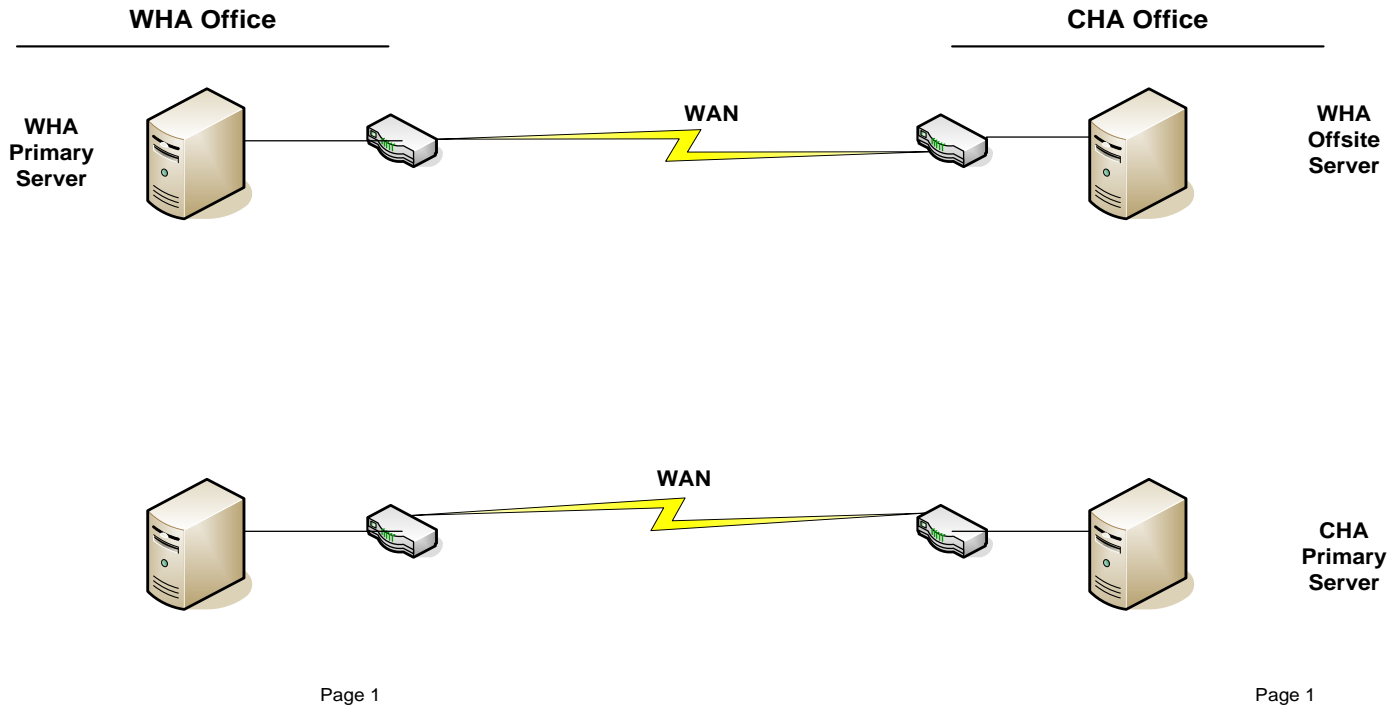
What happens if there is a catastrophic failure of building collapse, fire, earthquake and the office and all computer equipment is destroyed? How long will it take to rebuild the server, restore data and install applications?

The best disaster recovery plan taking into account catastrophic failure, must satisfy the following criteria:

- 1. Restoration of server , data and application within few hours for quick resumption of normal business operations.**

The following diagram illustrates the implementation of the business disaster recovery using virtualization technology to achieve daily backup of server to offsite location, in this case Watervliet and Cohoes, which allows the offsite server to become online whenever the primary server fails.

WHA & CHA Disaster Recovery Plan



AIT Computers, Troy, NY

Current Server Configuration:

WHA

Primary Server

Intel Xeon 2.4 GHZ
16 GB DDR3 ECC Ram
Raid 1 mirrored four 146 GB SAS drivers
for data & Application
Windows 2008 SBS premium

Offsite Server

Intel Xeon 2 GHZ
4 GB ECC Ram
Raid mirror two 73 GB SCSI drives
Windows 2003 SBS

CHA

Primary Server

Intel Xeon dual 2.4 GHZ
16 GB DDR ECC Ram
Raid mirrored six 146 GB driver
for data & application
Windows SBS premium

Offsite Server

Intel Xeon 1.6 GHZ
4 GB Ram
Raid 1 mirror two 73 GB SCSI drives
Windows 2003 SBS

Data Clean Up

Prior to virtualization of the primary all duplicate data will be removed. All non essential and not required data will be off loaded to offsite external backup.

Physical to Virtual Server (P2V)

1. Virtualize SBS 2008 using hyper-v Disk2vhd or VMware converter – This will convert the SBS 2008 server into a virtual machine (VM) without any downtime.
2. Copy the virtual image to the offsite server (first image done at the office)
3. Live test the offsite server at office
4. Move the offsite server to CHA office
5. Monitor daily backup of VM to the offsite server – Only incremental changes will be uploaded to minimize upload time
6. Perform live disaster recovery every 6 months