

**QUINCY HOUSING AUTHORITY
DROHAN APARTMENTS
SAFETY & EMERGENCY RESPONSE
PLAN (SERP)**



PROMULGATION STATEMENT

Transmitted herewith is the Quincy Housing Authority Drohan Apartments Safety and Emergency Response Plan. This plan was developed in collaboration with the City of Quincy Emergency Management Department and provides a flexible framework for safety and emergency procedures within the Drohan Apartments, and describes the system that should be utilized by residents in response to emergencies.

This plan is considered a living document and will be updated and revised to reflect updates to building layouts and emergency equipment. Building residents and stakeholders should direct comments, proposed edits, and questions to the Quincy Housing Authority Director. By virtue of the authority vested in me by the Quincy Housing Authority, I hereby promulgate and issue this Safety and Emergency Response Plan as the official guidance of all concerned.



James Marathas
Executive Director, Quincy Housing Authority

8/2/22

DATED

INTRODUCTION

When an emergency occurs, residents must be aware of the proper procedures to ensure safety and security of everyone in the building. Coordination and effective communication among residents will allow for a successful response to emergency situations. The Quincy Housing Authority has developed Building Safety and Emergency Response Plans to ensure that every resident of the Quincy Housing Authority has the knowledge needed to safely and effectively respond to emergency events.

This building safety and emergency response plan:

- A. Explains the process to identify and report emergency situations, such as medical or fire emergencies
- B. Provides the locations of all emergency equipment including, but not limited to, fire extinguishers, pull alarms, alarm lights, and emergency exits
- C. Advises residents how to respond to threats of violence
- D. Provides general information about disaster events, such as hazardous materials, hurricanes, tornadoes, and earthquakes
- E. Includes guidance for training and drills for residents

PURPOSE

The safety and security of the residents of Drohan Apartments is of the utmost importance. The purpose of this plan is to establish a standard framework for safety and emergency response procedures for each public building within the Quincy Housing Authority. This plan identifies fire and medical response protocols, building evacuation procedures, safety guidelines for active shooter incidents, and weather/natural disaster event safety protocols. This plan serves as a guide for residents and includes practices for drills and training.

This building safety and emergency response plan:

- A. Describes fire response protocols including a building evacuation process
- B. Identifies individual actions that residents may take during multiple types of emergency scenarios.

SCOPE

The scope of this plan is intended for residents of the Quincy Housing Authority Drohan Apartments or use in response to emergency situations that may occur. The Quincy Housing Authority understands that any major emergency or disaster should be responded to by proper authorities, such as the Fire Department, Police Department, and EMS. This building safety and emergency response plan acts in accordance with emergency preparedness practices that are in place for safety and security. Additionally, this plan outlines roles that can be taken by residents to ensure the safety and security of all residents and members of the general public within the building.

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1.0 INTRODUCTION

The purpose of this emergency action plan is to provide procedures for any emergency that may occur at the Drohan Apartments. The procedures have been developed to ensure that emergency conditions are dealt with safely and effectively, and that they are reported to the appropriate personnel and to the proper authorities. In all cases, human safety is more important than that of objects or property. Note that each situation is different, so always use common sense when following these procedures. Emergencies requiring building evacuation include fire, loss of electrical power, and bomb threats. Other situations that may require evacuation include chemical spills and earthquakes. Emergencies that may require building lockdown include a threat of violence, tornado, hurricane, or earthquake. These procedures apply to all residents of the Drohan Apartments; residents are highly encouraged to know all the procedures in this plan.

1.1 How to Report an Emergency

All residents are empowered to call 911. A resident witnessing a safety, security, or medical-related incident in or near the Drohan Apartments should:

1.1.1 - Secure their immediate safety

1.1.2 - If possible, ensure the safety of those nearby

1.1.3 - If necessary and possible, leave the area

1.1.4 - For fires and emergencies requiring building evacuation at the Drohan Apartments: Pull the nearest manual fire alarm to sound the general building evacuation alarm, which will automatically notify the Fire Department

1.1.5 - For situations of immediate danger the Drohan Apartments, such as threats of violence, call 911.

1.1.6 - Call 911 and provide as much information and detail as possible about:

1.1.6.1 - Incident Description

1.1.6.2 - Exact Location

1.1.6.2.1 - Identify floors as basement, floor 1, floor 2 and floor 3, etc.

1.1.6.2.2 - Use landmarks to describe the location (i.e., parking lot side).

1.1.6.3 - Injuries

1.1.6.4 - Current situation

1.1.7 - Follow the dispatcher's instructions. Do not hang up until directed to do so by emergency personnel, unless it is unsafe to remain on the line.

1.1.8 - Notify any QHA employees of the incident (if present)

1.2 Fire Alarms & Emergency Information

When the signal for immediate evacuation of the building sounds, the lights in the small red boxes marked "Fire" on the walls will flash for the hearing impaired.

1.2.1.1 - Elevators have an "emergency only" call button phone in the event the elevator malfunctions. The call button automatically calls 911. Do not use elevators in an emergency situation.

1.3 Building Equipment Information

The design of the building incorporates the following features to ensure maximum fire and life safety:

1.3.1 - Automatic smoke detectors are mounted on the ceilings throughout the building.

1.3.2 - Manual pull alarm stations are located on every floor.

1.3.3 - An emergency power and lighting system will provide electrical power sufficient for evacuation purposes. This includes stairwell and hallway lights, work lights, and exit signs.

1.3.4 - Type ABC fire extinguishers are located on each floor, in all areas.

1.3.5 - Emergency exits are marked with illuminated exit signs.

1.3.6 - Water sprinkler systems are located throughout the building.

2.0 SITUATIONAL AWARENESS DURING EMERGENCIES

2.1 - All Residents Should Know:

2.1.1 - Details of the procedures contained in this emergency plan.

2.1.2 - Location of exits and routes used to get to them.

2.1.3 - Location of Assembly Areas used for evacuation

2.1.4 - Location of fire extinguishers, fire alarm pulls

2.2 – Drohan Apartments QHA personnel Responsibilities:

2.2.1 - Review the current Safety and Emergency Response Plan.

2.2.2 - Review emergency procedures with subordinates.

2.2.3 - If present during an emergency, implement the SERP and assist with the required response.

2.3 - Custodian (if present in building during an emergency)

If an emergency occurs that requires evacuation:

2.3.1 - Call 911

2.3.2 - Once evacuation is complete, wait for further instructions from emergency personnel. They will determine when or if residents will be allowed to reenter.

2.4 Handicap Assistance

Procedure during an emergency:

2.4.1 - Residents that encounter or locate a handicap person in the Drohan Apartments during an emergency should be encouraged to assist or coordinate assistance to escort disabled person(s) to a designated emergency exit or safe stairwell to the best of their abilities.

2.4.2 - Attempt to remain with the disabled person(s) throughout emergency or until emergency personnel arrives to assist in evacuating the person(s).

3.0 EVACUATION AND ASSEMBLY

3.1 - General Evacuation Procedures

Any time you hear the building alarm, assume it is not a test. Evacuate immediately and meet the Assembly Area to help ensure resident accountability.

3.1.1 - Only if time and safety permit, quickly gather your personal belongings.

3.1.2 - Exit through the nearest doorway. If the exit is blocked, use the next closest exit situated away from the emergency.

3.1.3 - Always check doors for heat before opening and close all doors after rooms are checked.

3.1.4 - Unless otherwise directed all residents should proceed to the Assembly Area and remain there until permission is given to return to the building.

3.1.5 - Members of the general public should not report to the Assembly Area.

3.1.7 - Once at the Assembly Area, residents should attempt to take note that other residents/neighbors are out of the building and accounted for. Residents can then pass this information on to arriving emergency responders to assist in the evacuation of any residents not present in the evacuation area that may still in the building.

3.2 - Drohan Apartments Evacuation

3.2.1 - When evacuating, residents should:

3.2.2.1 - Residents should evacuate via the nearest exit.

3.2.2.2 - Hold exit doors open for other residents.

3.2.4 - If residents observe that a disabled person has been left in the building, inform emergency personnel of the location and condition of the disabled person.

3.2.5 - If any resident is unable (e.g., unconscious or otherwise non-ambulatory) or unwilling (i.e., refuses) to evacuate, inform emergency personnel of the location and condition of the person left behind.

3.3 - Evacuation of Special Needs Persons

People with disabilities may require assistance from others.

3.3.1 - Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.

3.3.2 - Ask how he or she can best be assisted or moved, and whether they have any special considerations.

3.4 - Assisting Hearing Impaired Personnel

3.4.1 - Alert hearing impaired residents of the emergency and assist with their evacuation if possible.

3.5 - Assisting Personnel with Blindness or Visual Impairment

3.5.1 - Alert the visually impaired of the emergency and assist with their evacuation.

3.6 - Accounting for Residents

3.6.1 - After an emergency evacuation, all residents should gather at the emergency Assembly Area. Arriving first responders will attempt to account

for all residents. If possible, residents should try to provide as much information as possible to assist in accounting for other residents.

3.7 - Building Re-Entry

3.7.1 - Once the building is evacuated, no one is to re-enter the building for any reason. When emergency personnel have cleared the building and is safe for re-entry. Residents may re-enter the building only when instructed that the building is safe for re-entry by first responders.

4.0 SPECIFIC EMERGENCY PROCEDURES

4.1 - Building/Equipment Emergencies

4.1.1 - Water/Sewage Leaks

4.1.1.1 - Leaks and floods may occur as a result of HVAC or plumbing malfunctions, or roof/wall leaks during weather events. If you observe water leakage in any area of the Drohan Apartments.

4.1.1.2 - Report it immediately to staff or the most senior building member on duty, or report it immediately to the Quincy Housing Authority maintenance by calling 617-773-6863.

4.1.2 - Power Failure

4.1.2.1 - During a power failure at the Drohan Apartments, back-up generators will provide power for the fire alarm pulls and emergency lighting, including stairwell and hallway lights and exit signs.

4.1.2.2 - The Drohan Apartments would remain open until power is restored. In cases of prolonged outages, building evacuation will be considered.

4.1.3 – Elevator Equipment Malfunction

4.1.3.1 - Should an elevator malfunction or stop working, immediately inform Quincy House Authority Maintenance by calling 617-773-6863. They will shut down the elevator, put signage on elevator doors to alert the residents.

4.1.4 - Lock Failure or Anything That Prevents Securing the Building

4.1.4.1 - If a resident discovers an exterior building door that is ajar or not able to be locked they should report it immediately to the Quincy Housing Authority maintenance by calling 617-773-6863 and the Quincy Police by calling 617-479-1212.

4.1.5 - Fire

4.1.5.1 - All fires should be reported by pulling the nearest manual fire alarm (if safe to do so), to sound the general building evacuation alarm. This alarm will also be transmitted to the Fire Department automatically. Residents pulling fire alarms should also dial 911 to report the fire or emergency.

4.1.5.2 - When using fire extinguishers, remember the acronym P.A.S.S.

- Pull
- Aim nozzle
- Squeeze handle
- Sweep nozzle from side to side

5.0 MEDICAL EMERGENCY

5.1 - General Procedures

5.1.1 - If emergency medical assistance is required due to serious injury or illness, call 911 and give the following information:

5.1.1.1 - Your name and location, including street address and exact location of the emergency inside the building

5.1.1.2 - Nature of the problem

5.1.2 - If the injury or illness is not serious, ask the person if there is someone who needs to be contacted for assistance.

5.2 - Contamination Threats

5.2.1 - Contamination threats may include the following substances:

5.2.1.1 - Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.

5.2.1.2 - Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin.

5.2.1.3 - Radiological: Any substance designed to release radiation.

5.2.2 - For chemical, biological, or radiological contamination:

5.2.2.1 - Isolate it—do not handle it

5.2.2.2 - Evacuate the area or building

5.2.2.3 - Wash your hands with soap and warm water

5.2.2.4 - Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.

5.2.2.5 - Otherwise call or have someone call the Fire Department and hazmat unit

5.2.2.6 - Call Postal Inspectors at (877) 876-2455 if the item was received in the mail.

6.0 THREATS OF VIOLENCE

6.1 - Armed Threats

6.1.1 - An armed threat situation is when a person has indicated or displayed a weapon, pointed to their pocket, waistband, and/or verbally indicates they have a weapon on their person or in a container they are carrying. Also, if they have threatened to use a weapon such as a gun or a knife.

6.1.2 - A situation might involve an “active shooter” attempting to kill random victims in a confined and populated area. Most incidents of violence involve verbal outbursts, threats to commit acts of violence, and property destruction, actual assaults, and acts committed with weapons.

6.1.3 - In the event of any armed threat situation, one of the following actions are recommended: Avoid, Deny, and Defend (see below). Each situation is different and depending on the situation, do any or all of the following:

6.1.3.1 - Call 911 when safe to do so

6.1.3.2 - Alert others by phone or text, using plain language to convey your message.

6.2 - Avoid

6.2.1 - If there is a safe and accessible escape path, attempt to evacuate the building.

6.2.1.1 - Have a primary and secondary escape route and plan in mind.

6.2.1.2 - Get out whether others agree or not.

6.2.1.3 - Leave your belongings behind.

6.2.1.4 - If the assailant is not nearby (e.g., is on a different floor), verbally warn others in your area that there is someone with a weapon in the building. They should leave immediately; However, do not linger to conduct a floor sweep or convince others to leave.

6.2.1.5 - Help keep others from entering the danger zone once you are out.

6.2.1.6 - Keep your hands visible. As you exit the building, avoid pointing at arriving police officers, especially with something in your hand (such as a cell phone).

6.2.1.7 - Once outside, follow the instructions of police officers.

6.3 - Deny

6.3.1 - If evacuation is not possible, find a place where the assailant is less likely to see you.

6.3.1.1 - Ask others to come with you to a safe area; however, do not linger to conduct a floor sweep or convince others to go with you.

6.3.1.2 - Hide in a safe area out of the assailant's view, away from doors, and windows and where doors can be locked behind you.

6.3.1.3 - Lock the doors. If you cannot lock the door, barricade it with heavy objects.

6.3.1.4 - Turn out all lights (including computer monitors), push chairs in at desks, make the space seem like it has not been occupied lately.

6.3.1.5 - If the assailant is near, silence your cell phone and turn off any source of the noise.

6.3.1.6 - Stay away from room entrances and hide behind large items (e.g., desks).

6.3.1.7 - Help everyone to remain calm and completely quiet.

6.3.2 - Do not open the door or leave the room until emergency personnel arrive and can identify themselves and/or gain access to the room via key or passcode.

6.3.3 - If evacuation and hiding out are not possible:

6.3.3.1 - Remain calm

6.3.3.2 - Call 911, if possible, and alert police to the assailant's location.

6.3.3.3 - If you cannot speak, leave the line open and allow the dispatcher to listen.

6.4 - Defend

6.4.1 - As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the assailant by:

6.4.1.1 - Acting as aggressively as possible

6.4.1.2 - Throwing items and improvising weapons

6.4.1.3 - Yelling

6.5 - How to Respond When Law Enforcement Arrives:

6.5.1 - Remain calm and follow instructions

6.5.2 - Put down any items in your hands (i.e., bags, jackets, phones)

6.5.3 - Raise hands over your head and spread fingers

6.5.4 - Keep hands visible at all times

6.5.5 - Avoid quick movements toward officers such as holding on to them for safety

6.5.6 - Avoid pointing, screaming or yelling

6.5.7 - Do not stop to ask officers for help or direction when evacuating

6.6 - Information You Should Provide to Law Enforcement or the 911 Operator:

6.6.1 - Location of the assailant

6.6.2 - Number of assailants

6.6.3 - Physical description of assailants

6.6.4 - Number and type of weapons held by assailants

6.6.5 - Number of potential victims at the location

6.7 - Suspicious Package or Mail / Unattended Packages or Bags

6.7.1 - Signs of a suspicious package:

6.7.1.1 - No return address

6.7.1.2 - Poor handwriting

6.7.1.3 - Excessive postage

6.7.1.4 - Misspelled words

6.7.1.5 - Stains

6.7.1.6 - Incorrect titles

6.7.1.7 - Strange odor

6.7.1.8 - Foreign postage

6.7.1.9 - Strange sounds

6.7.1.10 - Restrictive notes

6.7.1.11 - Unexpected delivery

6.7.2 - For suspicious packages and letters, and if you are unable to verify mail contents with the addressee or sender:

6.7.2.1 - Do not open it

6.7.2.2 - Treat it as a suspect

6.7.2.3 - Isolate it—don't handle it

6.7.2.4 - Ensure that any others who have touched it wash their hands with soap and water.

6.7.2.5 - Call the Police Department by dialing 911

6.7.3 - What should you do if you receive a suspicious substance by mail?

6.7.3.1 - Isolate the damaged or suspicious mail piece or package. Cordon off the immediate area.

6.7.3.2 - Isolate any others who have been exposed to or handled the package until advised by emergency personnel regarding how best to reduce or prevent potential injuries.

6.7.3.3 - Call the police department by dialing 911 if not already done

6.7.3.4 - List all others who have touched the mail piece. Include contact information and have this information available for the authorities.

6.7.3.5 - Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents, or follow the instructions of emergency personnel regarding how to package items.

6.7.3.6 - Shower with soap and water as soon as practical, if advised that it is safe to do so by emergency personnel.

6.7.4 - For unattended packages and bags:

6.7.4.1 - Packages, backpacks, luggage, or any other personal items left unattended are subject to inspection, confiscation, and disposal by building maintenance and other authorized personnel.

6.7.4.2 - If an unattended package/bag looks suspicious (see list above) or someone suspiciously leaves a package (e.g., walks in, looks around, puts down a package and walks out), call 911 to report it.

6.7.4.3 - If an unattended package/bag does not seem suspicious, notify the Drohan Apartments custodial staff to either dispose of it or place it in the designated "lost and found" in your area. Anyone who comes looking for their stuff should be advised not to leave it unattended.

6.8 - Possession of Firearms/Knives

6.8.1 - Firearms: If you observe a firearm in a person's possession in the Drohan Apartments, call the police, officers will respond and will investigate in order to determine whether or not the subject is authorized to possess a firearm.

6.8.2 - Knives: Some sheathed knives are legal, and some are not. Citizens may legitimately carry a buck knife or pocket knife in a bag or pocket. Call

the police if there are extenuating circumstances that may create a threatening situation, such as:

6.8.2.1 - Knife is unsheathed and is visible.

6.8.2.2 -The person is brandishing or otherwise holding/using a knife for any purpose.

6.8.2.3 - Knife is double-bladed.

6.8.2.4 - Knife seems unusual for carrying around.

7.0 WEATHER EVENT/NATURAL DISASTER

Severe weather is not controllable, but it is possible to minimize the danger to people and to safeguard property. The major difference occurring as a result of severe weather will be that it will affect the entire area. If a warning of severe weather is received, immediate steps must be taken by the amount of time available.

7.1 - Hurricane or Tornado

The following are the steps to be taken only when instructed to Shelter-in-Place:

7.1.1 - Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.

7.1.2 - Close drapes, blinds, and window shades

7.1.3 - Go to a room in the center of the building with the fewest windows and doors.

7.1.4 - Stay away from windows, doors, outside walls and corners, as they tend to attract debris.

7.1.5 - Use your arms to protect your head and neck.

7.1.6 - Avoid elevators

7.1.7 - It is ideal to have a hard-wired telephone in the room you select. Cellular telephone equipment may be overwhelmed during an emergency.

7.1.8 - Stay inside until officials say otherwise

7.1.9 - Be aware of the potential for flooding

7.2 - Earthquakes

7.2.1 - If instructed to shelter in place:

7.2.1.1 - Immediately drop to the ground or floor where you are

7.2.1.2 - Take cover under the nearest desk or table

7.2.2 - After the earthquake, evacuate the building

7.2.3 - Go to your Assembly Area

7.2.4 - Once at the Assembly Area, first responders will take a headcount to make sure everyone is out of the building and accounted for.

7.2.5 - Stay in the Assembly Area until you receive further instructions. Do not return to your building unless permission is given to do so by emergency personnel or first responders.

8.0 TRAINING & DRILLS FOR RESIDENTS

8.1 - Evacuation Drills

Building evacuation drills will be held periodically. After each drill, QHA administrators and personnel will gather input from residents to evaluate the effectiveness of the drill, identify strengths and weaknesses of the plan, and improve the plan as needed.

8.2 - CPR/First Aid Training

It is encouraged that residents be trained and certified in CPR and first aid training.

Appendix A: Emergency Exit Locations

Drohan Apartments

Area	Primary	Secondary
1st Floor	Main Entrance	Rear Exit, End of Right Hallway, Function Room
2nd Floor	Stairwell in Main Hallway	Stairwell in Side Hallway
3rd Floor	Stairwell in Main Hallway	Stairwell in Side Hallway

Appendix B: Assembly Area Locations

Evacuation Assembly Areas: Drohan Apartments

All personnel should be escorted to an area 100 feet away from the building

Primary	Secondary
Entrance of Drohan Apartments Parking lot	Super Clean Carwash Parking Lot

Appendix C: Drohan Apartments Fire Equipment Locations

Location of Fire Alarm Pulls: Drohan Apartments

Area	Fire Pull Location
1st Floor	Main Entrance
1st Floor	Rear Entrance
1st Floor	Function Room
2nd Floor	Main Hallway
2nd Floor	Side Hallway

3rd Floor	Main Hallway
3rd Floor	Side Hallway

Location of Fire Extinguishers: Drohan Apartments

Area	Fire Extinguisher Location
1st Floor	Main Entrance
1st Floor	Rear Entrance
1st Floor	Function Room

2nd Floor	Main Hallway
2nd Floor	Side Hallway
3rd Floor	Main Hallway
3rd Floor	Side Hallway

Appendix D: Important Telephone Numbers

Helpful Quincy Telephone Numbers

Unless otherwise noted, the area code for the telephone numbers listed below is (617)

Police, Fire, Emergency Medical Services	911 Side Hallway
Emergency Management	376-1105
Assessor's Office	376-1170
City Clerk	376-1130
City Hall	376-1000

Constituent Services	376-1500
Collector	376-1085
Council on Aging/Elder Services	376-1506
Animal Control	376-1105
Fire Department, Non-emergency	376-1364
Fuel Assistance: Quincy Community Action Programs, Inc.	479-8181 x101

Health Department	376-1270
Housing Authority	847-4350
Inspectional Services	376-1450
Mayor's Office	376-1990
Park & Forestry Department	376-1251
Planning & Community Development	376-1362

Police Department, Non-emergency	479-1212
Public Library	376-1312
Quincy Public Schools: Superintendent	984-8700
Public Works	376-1959
Recreation Department	376-1395
Quincy College	984-1600

Sewer & Water	376-1910
Treasurer	376-1095
Veterans Services	376-1193
Utilities:	
National Grid	1-800-322-3223
Verizon	1-800-837-4966



This safety and emergency response plan was created to provide guidance to residents during emergencies and provides a flexible framework for safety and emergency procedures. Questions, concerns, or comments regarding any of the contents of the plan should be directed to the City of Quincy Office of Emergency Management at 617-376-1105 or the Quincy Housing Authority at 617-847-4350.