

KANKAKEE COUNTY HOUSING AUTHORITY
185 N. ST JOSEPH
KANKAKEE, IL 60901

Emergency Management Plan



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Introduction

The Kankakee County Housing Authority's (KCHA) Emergency Management Plan identifies natural and man-made emergencies that may impact a single structure or all of them. It details the response procedures that KCHA officials should follow in case of an emergency.

All departments within the agency should become familiar with this plan. As appropriate, each department should formulate their own action plans or emergency operations checklists to complement this plan.

KCHA emergency operations will be conducted within the framework of KCHA policy guidelines. Any exception to these procedures will be conducted by, or with the approval of, the Executive Director directing and/or coordinating the emergency operations.

An Emergency Management Team will meet on an annual basis at the beginning of each calendar year to review the Emergency Management Plan for necessary updates and revisions. Divisional and departmental emergency plans are to be maintained as supplements to this umbrella plan. Each department should also review their plan at the beginning of the calendar year.

Hurricane Katrina in 2005 emphasized the need for local agencies to immediately respond to an emergency and to have a plan in place to react to the emergency. That is the purpose of the KCHA's Emergency Management Plan. This agency has the ultimate responsibility to prepare and respond to a disaster.

Hurricane Katrina in 2005 provided a lot of insight into the problems of a disaster impacting an entire Authority. Communication was the primary problem for Authorities since cell towers, phone systems, email, and Internet access were totally destroyed in many cases. The Authority recognizes that each employee may have individual concerns for the safety of their own families, but once these concerns have been addressed, the employee should contact the his/her supervisor, the Executive Director or Human Resources for disaster response instructions.

Purpose

The basic emergency procedures outlined in this guide are intended to protect life and property through effective use of Housing Authority resources, and provide for the physical and emotional well-being of the residents of our public housing communities during and immediately following an emergency.

This document describes an integrated plan for responding to a Housing Authority emergency. Whenever an emergency affecting the Authority reaches proportions that cannot be handled by routine measures, the Executive Director, or his/her designee, may declare a

state of emergency and implement the Emergency Management Plan. It is recognized that the specific actions implemented will be dependent upon the nature and severity of the situation. Since an emergency may occur suddenly and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

In general, the first action in any emergency is to contact local emergency services by calling 911. The KCHA has an agreement in place with 911 services to contact KCHA management in any emergency; KCHA provides them with a list of emergency contacts on an annual basis. The second action in any emergency is for the employees to contact their immediate supervisor and continue through the chain of command.

Scope

It is possible for a major disaster to occur at any time and at any Authority property, which includes four public housing communities in Kankakee County and approximately 500 Section 8 properties. The Authority's inventory includes approximately 50 buildings. The KCHA has two elderly high-rises and two large older public housing communities (Azzarelli Towers, Midtown Towers, Wildwood Complex and Harbor Street Complex).

This plan designates three levels of Authority emergencies. These definitions are provided as guidelines to assist staff and residents in determining the appropriate response. Any type of emergency incident, potential or actual, should be reported immediately to local Law Enforcement by calling 911.

Level I

Any incident, potential or actual, that will not seriously affect the overall functional capacity of the Authority. These emergencies can be handled through normal operating channels. Examples include minor chemical spills, most deaths/suicides, low-level acts of violence, sewer stoppages, power outages, and weather-related situations such as those that occur during winter storms.

Level II

Any incident, potential or actual, that affects an entire building or buildings, which may disrupt the overall operation of the Authority. These emergencies require a coordinated response beyond normal operating channels. Outside emergency services will probably be required, as well as major efforts from KCHA staff. These situations are those that are likely to traumatize a significant number of community members (i.e., some deaths, violence, or fire).

Level III

Any event or incident that has the potential or does seriously impair or halt Authority operations. In some cases, death of personnel and severe property damage may be sustained. Such major disasters require a coordinated response by all Authority resources

and outside emergency services would be essential. These situations include disasters such as tornadoes, hurricanes, earthquakes, major chemical incidents, and major fires. In all cases, an Emergency Operations Center will be activated, and the appropriate support and operational plans implemented.

Types of Emergencies

The Authority is at risk for various emergencies and/or hazards. The following list identifies those that would pose the greatest need for a strategic Level II or Level III response:

- Fire
- Natural disaster (tornado, hurricane, winter storm, earthquake)
- Chemical spill or radiation exposure
- Violent or criminal behavior
- Utility failure
- Bomb/bomb threat
- Civil disturbances or demonstrations
- Medical/Psychological (epidemic, poisoning, threats of harm to self, other)
- Public relations issues (budgetary issues, resident safety issues, management issues)
- Transportation accident (accident involving an Authority vehicle; private/corporate aircraft crash, train derailment)

Emergency procedures for each of these types of situations are explained in **Attachment 6**.

Assumptions

An emergency or disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.

The succession of events in an emergency is not predictable. Published support and operational plans will serve only as a guide and checklist, and will require modification during an event to meet the requirements of the emergency.

Disasters may impact all of Kankakee County; therefore, state, city, county and federal emergency services may not be available. A delay in emergency services may be expected (48-72 hours).

Declaration of an Emergency

The authority to declare a KCHA state of emergency rests with the Executive Director or his/her designee. Until the Executive Director makes such a declaration, the Authority's Property Manager will place into immediate effect the procedures necessary to address the emergency, safeguard persons and property, and secure Authority facilities.

In the absence of the Executive Director, the succession of authority for directing an emergency situation is the Property Manager and then the Section 8 Manager.

Once a Level III emergency is declared, only residents listed on a KCHA lease and KCHA staff are authorized to be at or enter Authority owned or operated buildings. Those who cannot present proper identification showing their legitimate business at any KCHA declared disaster site or building with restricted access will be required to leave. Unauthorized persons may be subject to arrest.

In addition, only staff persons who have been assigned KCHA Emergency Management Team duties by KCHA Property Management will be allowed to enter the immediate disaster site.

In the event of earthquakes, aftershocks, fires, storms or other major disasters occurring in or around any KCHA property, the Property Manager and Public Housing Managers will be dispatched to the disaster site to determine the extent of any damage.

Direction and Coordination

All emergency operations will be directed by the Executive Director or his/her designee. In their absence, the first responder will assume control of the emergency response until relieved.

Direct operational control of any major emergency or disaster response is the responsibility of the Property Manager.

The Executive Director and senior staff members will meet on a regular basis during an emergency in regard to the KCHA's policy and legal concerns in order to determine what actions are required beyond the standard emergency response protocols. A detailed explanation of Emergency Management Team responsibilities is included in **Attachment 5**.

Emergency Operations Center

In the event of a Level III disaster or upon orders of the KCHA's Executive Director, an Emergency Operations Center (EOC), under the direction of the Property Manager, will be established in the KCHA's Central Office at 185 N. St. Joseph Ave, Kankakee, IL. Because the

KCHA's Central Office may be affected, the following will serve as alternative EOC locations due to their ability to operate on backup generators:

- Midtown Towers, 340 N. Dearborn, Kankakee, IL
- KCHDC Azzarelli Tower, LLC, 145 W. Broadview, Kankakee, IL

Details regarding the EOC are included in **Attachment 3**.

Emergency Management Team

When an emergency occurs, the Executive Assistant to the E.D. will contact members of the KCHA Emergency Management Team:

- **Emergency Director:** Executive Director or his/her designee
- **Emergency Coordinator:** Property Manager
- **Security:** Property Manager
- **Damage Control and Environmental Health Issues:** Property Manager
- **Public Information:** Executive Director or his/her designee
- **Employee Impact:** Executive Assistant to E.D.
- **Financial Impact:** Accountant
- **Resident Impact:** Public Housing Managers
- **Information Technology/Communications:** Executive Assistant to E.D.

The Executive Assistant will have the responsibility for contacting all members of the Board of Commissioners and keeping them apprised of any emergency situation.

Individual responsibilities of the Emergency Management Team are outlined in **Attachment 5**. The Emergency Management Team is responsible for implementing the overall Emergency Management Plan. All team members will alert and coordinate additional staff support as needed for addressing the emergency, while the Executive Director, with the advice of the Property Manager, will make emergency policy decisions and request outside assistance when necessary. Additional staff support may include: Accounting, Case Management, Information Technology, and Procurement. Other KCHA individuals may find it necessary to respond, depending on how the emergency affects their individual departments and on what type of additional support service their department can provide. All departments should have emergency procedures in place to respond to any type of emergency.

Responsibilities

Executive Director

The Executive Director is responsible for the overall direction of agency emergency operations.

Property Management Staff

All Property Managers should educate their residents and employees concerning overall KCHA procedures as well as evacuation procedures for their buildings and/or area. Property Managers should survey and evaluate their assigned buildings, facilities, and property in order to determine the impact any disaster could have on them.

All safety hazards should be reported to the Security and Maintenance departments and work orders submitted in advance of any disaster to reduce hazards and to minimize accidents. Contact either of these departments for assistance.

Notification System

The telephone is the primary means of emergency notification for divisions within the Authority. There is no central public address system in any of the KCHA's facilities. All departments should establish a telephone tree for emergency notification of employees during business hours as well as after hours for key personnel.

In case of any emergency, voice mail notification can be activated. The Executive Assistant or his/her designee can implement this procedure if necessary.

An emergency message can be delivered using the KCHA's Central Office telephone system. The Executive Assistant is responsible for activation of the emergency telephone line. This line is typically activated for severe weather announcements and updates that affect opening and closing of KCHA offices.

Other means of notification include an emergency notification listserv, web page, e-mail and voice mail distributions for all KCHA personnel.

The Executive Assistant is the contact for transmission of official emergency telephone communication to all KCHA employees. Each employee, upon receiving notification of an emergency, is to pass the same information along to those departments/areas under his or her direction.

The first responder to any emergency will notify the Property Manager and Public Housing Management of any KCHA emergency as necessary and will initiate the notification system by calling the following staff:

- Executive Director
- Property Manager
- Property Maintenance Mgr

Other staff may be notified if appropriate.

Note: During an emergency, phones must be restricted for emergency use only. In the absence of phone services, runners for emergency notification to members of the KCHA's Emergency Management Team. Cellular phones and/or two-way radios may be used by critical staff during an emergency.

Emergency Resources

The telephone numbers for local resources are included in **Attachment 2**. The following are resources that the Authority has available for any emergency:

Security

Police help is readily available from the City of Kankakee Police Department or Kankakee County Sheriff's Department.

To contact either in an emergency, call 911, who will then contact KCHA Emergency contacts.

Medical, Physical, and Emotional Needs

In general, the KCHA does not provide services regarding the medical, physical, and emotional needs of residents. There are two options available to address these needs:

- 1) Provena St. Mary's Hospital (815) 937-2400
- 2) Riverside Medical Center (815) 933-1671

Ultimately, Kankakee County Emergency Medical Services (EMS) should be contacted by calling 911 if there is a medical emergency.

Please note that these guidelines do not refer to obtaining medical treatment for accidental injury or occupational disease sustained by employees in the course of performing their job duties. Separate procedures exist for treating work-related injuries and receiving Workers' Compensation benefits.

Maintenance

Skilled workers are available from the Maintenance department at all times during normal working hours and on short notice at other times.

A detailed record should be maintained of all repairs and replacement costs associated with damage incurred during an emergency situation. This is vital for analysis and assessment of total damages incurred during an emergency situation and to receive appropriate reimbursement through insurance coverage.

Procurement

Emergency procurement of required goods and services in direct support of an emergency must be handled in a manner to insure compliance with the KCHA Procurement Policy. Emergency procurements are limited to supplies and services necessary to meet the immediate emergency needs only. Contact the Executive Director or Property Manager for assistance or direction during an emergency.

A detailed record should be maintained of all supplies and services purchased to meet an emergency situation. This is vital for analysis and assessment of total damages incurred during an emergency situation and to receive appropriate reimbursement through insurance coverage.

Computer Records

The KCHA is fully computerized therefore the maintenance of these records is critical to the continuing operation of the Authority. On a weekly basis, a complete copy of the agency's computer records is downloaded and kept off-site in a secured place. This protects the Authority's records and enables the agency to continue operations in the event of an agency-wide disaster.

Emergency Procedure

To report an emergency, call emergency services at 911.

When calling, remain calm and carefully explain the problem and location to the public safety dispatcher. Do not hang up until told to do so. Basic procedures for responding to specific types of emergency incidents are provided in **Attachment 6**.

Training, Drills and Exercises

The success of this plan necessitates that the KCHA maintains a constant state of readiness to ensure the efficient and orderly transition from routine activities to those associated with emergency situations. This is accomplished through the development of the KCHA Emergency Management Plan.

Training Objectives

- To establish capabilities for protecting the KCHA community from the effects of an emergency
- To respond effectively to the actual occurrence of an emergency
- To provide for recovery in the aftermath of any emergency involving extensive damage or other debilitating influence on the normal pattern of life at any of the KCHA's public housing communities or buildings
- To validate plans and assure preparedness

Drill and Exercise Procedures

The Property Manager will work with all divisions of the KCHA to develop an appropriate drill and exercise plan to ensure Emergency Management Plans and preparedness effectively meet the needs of any emergency situation.

The Property Manager will serve as the Training Director for crisis management and emergency operations.

The Property Manager will designate an Emergency Building Area Coordinator for each of the major divisions of the Central Office. Coordinators are responsible for ensuring that all employees in their area are familiar with evacuation routes and their area's Designated Assembly Location. If employees are evacuated they will meet at this predetermined location where the Coordinator will do a head count to ensure that all employees exited the building safely. In the event of an emergency that necessitates evacuation, Coordinators will be responsible for ensuring the evacuation of all employees who are physically able. Those who are unable to evacuate the building will be moved to a designated Refuge Area to await help. The Coordinator will then notify fire department personnel (or other first responders) of these employee(s) and their location so that they may be rescued.

Drills and exercises should be conducted as necessary to test the plan adequately. They should be as realistic as possible. Written evaluations should be prepared after every drill and exercise, and recommendations should be made for correcting any identified deficiencies.

The Executive Assistant will update the plan as needed to reflect changes in organization and technology, submitting such updates to the Executive Director for approval.

ATTACHMENT 1

Internal Emergency Phone Numbers

In any emergency, Human Resources will have sufficient copies for all members of the Emergency Management Team of pertinent phone numbers for KCHA staff during work hours and for contacting them by cell or home phones after work hours. This list will be provided to the Executive Director and Managers on a quarterly basis or periodically when updated.

- (815) 939-7125 Main KCHA Phone Number
- (800) 712-6450 After Hours KCHA Emergency
- (815) 929-1604 Midtown Office Number
- (815) 929-1630 Midtown Fax Number
- (815) 939-7335 Main KCHA Fax Number
- (815) 939-7069 E.D's Private Fax Number
- (815) 933-5063 Section 8 Fax Number

Emergency Cell Phone Numbers for Key Personnel:

- (815) 953-2368 Randy McGill, Executive Director (home: 815-933-9108)
- (815) 712-6601 Lonnie Paden, PH Property Maintenance Manager
- (815) 791-1118 Wendy Fisher, Accountant
- (815) 671-3050 Linda Ahlborn, Leased Housing Manager
- (815) 216-6208 Scott Kurkowski, Site Manager (home: (815) 304-4968)

Emergency Cell Phone Numbers for Other Personnel:

- (815) 712-6450 Maintenance On Call Phone
- (815) 712-7096 Marie Kurkowski, Site Manager (home: (815) 304-4968)
KCHDC – Azzarelli Tower, LLC.
- (815) 939-1280 Azzarelli Office Number
- (815) 939-1818 Azzarelli Fax Number

ATTACHMENT 2

Emergency Resources in the Kankakee County Area

Law Enforcement/Regulatory Agencies

City of Kankakee Police Department . . . Emergency dial 911 (815) 933-3321
City of Kankakee Fire Department Emergency dial 911 (815) 933-0479
Crime Stoppers Kankakee County (815) 932-7463
Crime Victims Assistance (815) 932-0999
Federal Aviation Administration (815) 929-8200
Federal Bureau of Investigation (Chicago Office) (312) 421-6700
State Police Emergency TTD & Voice (815) 698-2315 non-emergency (815) 698-2332

Health Services/Hospital Emergency Rooms

American Red Cross (815) 933-2286
Harbor House 24 hour Crisis Line (815) 932-5800 or (815) 932-5814
Helen Wheeler Center for Community Health (Mental) (815) 939-3557
Kankakee Community Health Center (815) 928-6222
Kankakee County Animal Control (815) 937-2949
Kankakee County Mental Health Center (815) 939-3542
Kankakee Mental Health Council (815) 468-6124

Riverside Hospital (815) 933-1671
Riverside Mental Health Services Department (815) 935-7523

St. Mary's / Provena Hospital (815) 937-2490

Illinois Department of Children & Family Services (815) 939-8140
 24 hour line (800) 25-ABUSE
Illinois Department of Public Aid (815) 939-4544
Illinois State Healthcare and Family Services (800) 447-4278

Salvation Army (815) 932-3919
Shapiro Development Center (815) 939-8011

Public Utility

Commonwealth Edison (800) 334-7661
Nicor Gas (888) 642-6748
Aqua Illinois (800) 851-1305

ATTACHMENT 2

Emergency Resources in the Kankakee County Area

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Portable Toilets

FH Blackman Portable Toilet Rental Service, 248 S. Schuyler, Bradley, IL ... (815) 932-3251
Nature Environmental Services, Kankakee, IL (815) 933-7600
H&S Portable Toilets, Bourbonnais, IL (815) 932-3203

Hotel & Motel

Hilton Garden Inn, 455 Riverstone Pkwy, Kankakee, IL (815) 932-4444
Hampton Inn, 60 Ken Hayes Drive, Bourbonnais, IL (815) 932-8369
Holiday Inn Express Hotel & Suites, 62 Ken Hays Drive, Bourbonnais, IL ... (815) 932-2350
Quality Inn & Suites, 800 N. Kinzie Avenue, Bradley, IL 60915 (815) 939-3501
Motel 6, 1311 IL Rte 50 North, Bradley, IL 60915 (815) 933-2300
Super 8 Motel, 1390 N. Locke Drive, Bradley, IL 60915 (815) 939-7888

Media Sources Radio & Newspapers

WVLI 95.1FM – The Valley, 292 N. Convent, Bourbonnais, IL (815) 933-9287
WKAN AM 1320 (815) 935-9555

The Daily Journal, 8 Dearborn Square, Kankakee, IL (815) 937-3300
The Herald, 500 Brown Blvd, Bourbonnais, IL 60914 (815) 933-1131
Chicago Sun-Times, 350 N. Orleans St, 10th Floor, Chicago, IL 60654 (312) 321-3000

Other

Morning Star Baptist Church, 570 N. Harrison Avenue, Kankakee, IL (815) 939-2100
Kankakee County Board Admin Center, 189 E. Court Street, Kankakee (815) 937-2910
City of Kankakee – Mayor’s Office, 304 S. Indiana, Kankakee, IL 60901 (815) 933-0500
2nd # of COK Mayor’s Office (815) 933-0495

ATTACHMENT 3

Emergency Operations Center

The Emergency Operations Center (EOC) concept groups primary decision makers (the Emergency Management Team) together for a coordinated effort during a major KCHA emergency. The EOC must be adequately equipped with tables, chairs, phones, FAX machine, radios, computers, maps, reference documents, operating procedures and office supplies.

In general, the major functions performed by the staff in the EOC include:

- **Direction and control** – The EOC is the central collection point where all information is received and analyzed, decisions made, priorities established and resources allocated
- **Information collection, evaluation and display** – From information gathered here, the entire situation can be reviewed and evaluated. Here, the key question raised by an emergency can best be answered: “What is the impact of what has happened based upon factual, coordinated data?” Information gathered should be used to make assessments from which decisions can be made and priorities established. Also, rumors may be counteracted
- **Coordination** – Facilities coordination among responding personnel, departments, and outside government and social service agencies. This is especially important in the area of communications
- **Resource management** – Facilitates the acquisition, distribution, and use of personnel and materials needed in an emergency

Any volunteer who reports to the EOC will be covered under KCHA insurance for liability and Workers’ Compensation. This coverage will be in effect for activities (other than the use of personally owned vehicles) arising out of their service to the KCHA during an emergency situation. In order to receive this coverage, volunteers should sign a roster at the EOC before they are assigned tasks by members of the Emergency Management Team.

Location

In the event of a Level III disaster, or upon orders of the KCHA’s Executive Director, an Emergency Operations Center (EOC), under the direction of the Property Manager, will be established in the KCHA’s Central Office at 185 N. St. Joseph Ave, Kankakee, IL. Because the KCHA’s Central Office may be affected, the following will serve as alternative EOC locations due to their ability to operate on backup generators:

- Midtown Towers, 340 N. Dearborn, Kankakee, IL
- KCHDC Azzarelli Tower, LLC, 145 W. Broadview, Kankakee, IL

In the event of an emergency at an individual public housing site, the Executive Director may elect to create an operation center on-site.

Personnel

Executive Director

The Executive Director is responsible for the overall direction of Authority emergency operations.

Property Management Staff

All Property Managers should educate their residents and employees concerning KCHA procedures as well as evacuation procedures for their buildings and/or area. Property Managers should survey and evaluate their assigned buildings, facilities, and property in order to determine the impact any disaster could have on them.

All safety hazards should be reported to the Security and Maintenance departments and work orders submitted in advance of any disaster to reduce hazards and to minimize accidents. Contact either of these departments for assistance.

Start-up, Equipment, and Supplies

Although the preliminary preparations may begin at anytime, the Executive Director must order the opening of the EOC. The EOC should be operational within two hours after the order is given. Two hours and thirty minutes after the order is given, all EOC personnel, their alternates, and others as designated should report to the EOC for a formal briefing by the Executive Director or the designated Emergency Director.

The EOC should contain individual workspaces and telephones for each member of the Emergency Management Team, plus a large meeting area/conference room for briefing team members. Appropriate office equipment should be readily available, such as computers, printer, copier, and generator backup for the building in the event the power goes out. Each functional group is responsible for providing its own portable emergency supplies, including general administrative supplies and supplies relative to its specific function (forms, manuals, etc.).

A list of telephone numbers (office, home, cellular, and pager) for strategic individuals should be kept updated at all times for immediate use in an emergency situation. In addition, a list of outside agency emergency contacts should be maintained. See **Attachments 1 and 2**.

ATTACHMENT 4

Priority of Objectives in an Emergency

Priority I

A) **Communications Network**

Staff Responsible: Security, Information Technology, and Administration

Objective: Establish a communications network.

B) **Medical Aid**

Staff Responsible: Housing Management

Objective: Evaluate available medical services and direct rescue forces regarding location of treatment for injured.

C) **Fire Suppression**

Staff Responsible: Security and Maintenance

Objective: Evaluate fires or fire hazards and use resources to control and evacuate.

D) **Search and Rescue**

Staff Responsible: Security and Maintenance

Objective: Appoint search and rescue teams and acquire transportation vehicles and other required equipment.

E) **Utility Survey**

Staff Responsible: Maintenance

Objective: Evaluate condition of utilities and shut down or restore as conditions permit (electric, gas, steam, water, sewer). Evaluate condition of streets leading to and from public housing communities.

F) **Hazardous Substance Control**

Staff Responsible: Security, Maintenance

Objective: Survey critical area and secure or clean up as needed.

Priority II

A) Facility Survey

Staff Responsible: Housing Management

Objective: Evaluate facilities for occupancy. Public Housing buildings have priority. Identify and seal off all unsafe areas.

B) Shelter

Staff Responsible: Housing Management

Objective: Identify usable housing structures and organize relocation as needed.

C) Food/Drinking Water

Staff Responsible: Maintenance, Finance and Administration

Objective: Identify supplies and establish distribution system.

D) Sewer System

Staff Responsible: Maintenance

Objective: Evaluate sewer system and identify resources that can be used. Obtain portable toilets.

E) Communication

Staff Responsible: Information Technology

Objective: Establish a communication system within the Authority and advise everyone regarding the availability of basic services.

F) Criminal Activity Control

Staff Responsible: Security, Housing Management

Objective: Establish police security system to control crime.

G) Psychological Assistance

Staff Responsible: Housing Management- residents; Human Resources- employees

Objective: Establish a system to provide mental health assistance.

Priority III

A) Records Survey

Staff Responsible: Finance and Administration

Objective: Identify, survey, and secure all KCHA records.

B) Supplies and Equipment

Staff Responsible: Finance, Maintenance, and Administration

Objective: Develop a system to renew the flow of supplies and equipment from outside sources.

ATTACHMENT 5

Emergency Management Team Responsibilities

The following lists serve only as a guide for members of the Emergency Management Team. Specialized needs unique to a particular situation may necessitate additional action.

Emergency Management Team Members

- Develop instructions and policies necessary to provide for the protection of life and property, which include imposing a curfew within designated boundaries.
- Support the Executive Director in formulating policy regarding the following issues:
 - Resources needed from outside the Authority
 - Short and long-term resident housing and food services
 - Financial issues
 - Legal issues
 - Media coordination
 - Policy interpretation
 - Political and social concerns
 - Short-term building replacement
 - Staff replacements
 - Survey of Authority records
- Ensure appropriate contacts are made with emergency preparedness entities outside of the Authority.
- Assist the Executive Director in the formulation of general public information.
- Assist the Executive Director in the prioritization of salvage operations.
- Assist the Executive Director in establishing a target date(s) for resumption of a limited work schedule or other policy issues.

Emergency Director - Executive Director or his/her designee:

- Responsible for the overall direction of the KCHA's emergency response.
- Work with the Emergency Coordinator and others in assessing the emergency and preparing the KCHA's specific response.
- Declare and end, when appropriate, the state of emergency.

- Notify and conduct liaison activities with governmental agencies, Emergency Management Team, and others as necessary.
- Designate the location for the Emergency Operations Center's first meeting.
- Serve as a member of the Emergency Management Team.

Emergency Coordinator – Property Manager:

- Responsible for the overall coordination of the Authority's emergency response.
- Initiate immediate contact with the Executive Director; begin assessment of conditions.
- Notify and utilize Security department and Law Enforcement to maintain safety and order.
- Contact the members of the Emergency Management Team, and advise them of the nature of the emergency.
- Notify and conduct liaison activities with all appropriate outside organizations such as the fire department, the police department, the State Office of Emergency Preparedness and FEMA, if necessary.
- Ensure that all staff members are notified when necessary.
- Provide vehicles, equipment and operators for the movement of personnel and supplies, assigning vehicles as required to the Emergency Management Team for emergency operations.
- In conjunction with Finance and Administration, plan EOC setup procedures, including necessary facilities, equipment and all other needs to support 24-hour staffing of the center.
- Function as Emergency Operations Center manager, including establishment of 8-hour or 12-hour shifts, and securing the required number of personnel for each area per shift.
- Determine the need for communications, security, housing, and food for EOC staff, as well as complying with sanitation requirements.
- Determine the need for the request of additional resources.
- Perform other related duties as may be required by virtue of the Authority emergency.
- Serve as a member of the Emergency Management Team.

Security – Property Manager:

- Notify Executive Director and Executive Assistant of major emergencies.
- Responsible for emergency warning and evacuation systems.
- Take immediate action to protect life, property, and to safeguard records as necessary.

- Provide traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.
- Initiate a situation analysis, including containment potential, damage assessment and the need to issue public warnings.
- In coordination with local Law Enforcement, determine the need to evacuate affected or threatened areas.
- Ensure that a head count is taken if an evacuation is ordered.
- Recommend relocation of residents and staff as required.
- Serve as a member of the Emergency Management Team.

Damage Control and Environmental Health Issues – Property Manager:

- Provide equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and equipment protection.
- Obtain the assistance of utility companies as required for emergency operation.
- Furnish emergency power and lighting systems based on priorities established by the Emergency Management Team.
- Survey inhabitable space in order to relocate essential services and functions.
- Provide facilities for storage of emergency generator fuel during actual emergency or disaster periods.
- Provide for storage of vital records at an alternate site; coordinate with department heads for liaison and necessary support.
- Determine whether any hazardous material situations exist or are imminent.
- In the event of a hazardous material incident, determine status of situation, initiate actions to contain hazardous materials, and make certain that reporting requirements are fulfilled.
- Assist with the Authority's facility survey and coordinate the survey of facilities containing hazardous materials.
- Serve as a member of the Emergency Management Team.

Media/Public Information –Leased Housing Manager:

- Acts as the official spokesperson for the Authority in the event the Executive Director is not available.
- Establish liaison with the news media for dissemination of information as requested by the Executive Director.

- Establish liaison with local radio and TV services for public announcements.
- Arrange for photographic and audio-visual services.
- Advise the Executive Director or his/her designee of all news concerning the extent of disaster affecting the Authority.
- Prepare news releases concerning the emergency.
- Respond to media inquiries.
- Serve as a member of the Emergency Management Team.

Employee Impact - Finance / Accountant:

- Ensure preparation of personnel and volunteer time records and compliance with all work hour policies.
- Ensure that all employees responding to the emergency are identified for purposes of insurance coverage.
- Ensure on-going mechanisms for providing information and/or support to the Authority.
- Activate a volunteer mobilization plan for staff in conjunction with other Emergency Management Team members; determine the number of volunteers needed and the skills required.
- Activate a phone bank to respond to employee inquiries and eliminate rumors.
- Serve as a member of the Emergency Management Team.

Financial Impact – Finance / Accountant:

- Develop procedures for assigning costs to facilitate post-emergency analysis and proper insurance filings for maximum financial recovery, and ensure they are followed.
- Notify Finance and Administration department heads and update them as needed.
- Identify and assign Finance and Administration department personnel to respond to the emergency.
- Ensure all emergency functions assigned to the Finance and Administration department during an emergency are coordinated and managed as appropriate, especially the areas of environmental health, safety, and risk management.
- Ensure a smooth transition from emergency status to normal status by seeing that financial matters requiring attention and follow-up are handled appropriately.
- Ensure appropriate reports are filed for federal and state emergency disaster assistance and reimbursement.
- Update the Emergency Management Team on the status of supplies and equipment.

- Recommend resources required to offer assistance to the general public and coordinate this response as necessary.
- Serve as a member of the Emergency Management Team.

Resident Impact - Public Housing Property Manager:

- Notify Housing Managers and update them as needed.
- Identify and assign Housing Management department personnel to respond to the emergency.
- Ensure all emergency functions assigned to the Housing Management department during an emergency are coordinated and managed as appropriate, such as organizing a resident information program, emergency housing, and food services.
- If the evacuation of residents is ordered or appears to be imminent, coordinate with the Housing Management department to determine the extent of evacuation, number of evacuees requiring food and shelter, and assistance needed to evacuate individuals with special needs such as those who are ill, disabled or are non-English speaking.
- Initiate organization of resident volunteer services.
- Serve as a member of the Emergency Management Team.

Information Technology/Communications – Executive Director / Accountant:

- Activate emergency message system on the KCHA's main phone number; update periodically as new information becomes available.
- Keep employees updated on emergency procedures via voicemail notification.
- Establish a communication system within the KCHA and advise everyone regarding the availability of basic services.
- Ensure adequate back-up data support for disaster operations.
- Coordinate communications support at the Emergency Operations Center to include furnishing necessary equipment such as computers, printers, copiers, etc.
- Assist in procurement of phones and other equipment necessary to establish a phone bank.
- Serve as a member of the Emergency Management Team.

ATTACHMENT 6

Emergency Procedures Detailed

The Executive Director has sole authority to excuse KCHA employees from reporting to work during extreme weather or other emergency conditions. Unless the Executive Director issues a notice to close, employees are expected to report to work.

Any decision to close or to delay opening will be transmitted from the Executive Director to Human Resources. Human Resources will notify the Management Team, who then will be responsible for notifying all departments.

The KCHA's Emergency Management Plan does not preclude the necessary, immediate evacuation of a facility by an authorized supervisor in the interest of personal safety.

When an emergency declaration occurs during regular working hours, supervisors will be notified by e-mail or telephone about the details, including the official time of dismissal, so that they can relay the information to individual employees.

During off-duty hours (5 p.m. to 8 a.m.), emergency closing declarations will be transmitted by Human Resources to the news media. Employees are responsible for responding in an appropriate manner to closings as they are announced. Local radio and television stations make regular announcements of any work schedule changes due to weather conditions.

For employees who miss media broadcasts, a recorded message with up-to-date information will be available on KCHA's Central Office number (815) 939-7125.

It is understood that each employee ultimately must decide if conditions make travel unsafe or unwise; that is, employees are not asked to travel if they feel they are taking undue risk in doing so. An employee who is unable to get to work because of weather-related conditions or other emergency declarations, even though the KCHA is open, may use annual leave, elect to take the day without pay, or make up the time missed within a specified time frame (time frame is established by Human Resources in consultation with the Executive Director).

Fire

In all cases of fire, local emergency services must be notified immediately by calling 911. They, in turn, will notify KCHA security and management. Observe the following procedures:

1. Know the location of fire extinguishers, fire exits, and alarm system controls in each KCHA facility and know how to use them. Training and information will be arranged by the KCHA.
2. If a minor fire appears controllable, immediately contact the local fire department by calling 911. Then promptly direct the charge of the fire extinguisher toward the base of the flame. If you are not alone, have one person make the emergency call while another uses the fire extinguisher.

3. If an emergency exists, activate the building alarm. **Note:** In some buildings, the alarm rings only inside the building so you must report the fire by phone.
4. For large fires that do not appear controllable, evacuate all rooms and close all doors to contain the fire. Immediately notify the Kankakee Fire Department and do not lock doors when exiting.
5. When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
6. Assist the disabled in exiting the building. Do not use the elevators during a fire. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
7. Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your Designated Assembly Location. Stay there until an accurate head count is taken. The Emergency Building Area Coordinators are responsible for taking an accurate head count.
8. If requested, assist emergency crews as necessary.
9. An Emergency Operations Center may be set up near the emergency site. Keep clear of this area unless you have official business.
10. Do not return to an evacuated building unless instructed to do so by an authorized KCHA official.

Note: If you become trapped in a building that is on fire and you have access to a window, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. Do not panic.

Natural Disasters

Tornadoes

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm, and is produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly. Tornado season is generally March through August, although tornadoes can occur at any time of year. They tend to occur in the afternoons and evenings.

The best place to seek cover during a tornado is in an interior room on the lowest level of a building. Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn harmless objects into deadly missiles, all in a matter of seconds. Normally a tornado will stay on the ground for no more than 20 minutes; however, one tornado can touch down several times in different areas. They are most destructive when they touch down.

Tornado Watch

A Tornado Watch means conditions in your area are favorable for tornado formation. You should remain alert and take the following actions:

1. Review actions to take should the situation change to a Tornado Warning, or if a funnel cloud is sighted.
2. Ensure no physical restrictions exist that would prevent free movement to the nearest safe area; clear any blocked doors, aisles, etc.
3. Continue normal activities, but be alert to weather outside; monitor a radio/television, or watch the sky for worsening weather conditions.
4. Do not phone KCHA Security, law enforcement, or the KCHA switchboard operator for information. Keep telephone lines clear for emergency communication.

Tornado Warning

A Tornado Warning means that a tornado has been sighted. You should take the following actions:

1. Take cover. Preferably, proceed to the nearest safe area or shelter. Because of possible electrical failures, you should use the stairs, not the elevator. Remain well clear of windows and other glass.
2. In multi-story buildings, you should move to the ground level. Interior hallways and small rooms, such as closets, are usually safe areas. Put as many walls as possible between yourself and the outside. If possible, get underneath a sturdy piece of furniture such as a desk.
3. If you are in a frame or sheet metal building and weather conditions permit, move to a brick or stone building for added protection.
4. Be aware of flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Floods

A flood is a high flow or overflow of water from a river or other body of water. Heavy rains from tropical storms, hurricanes, or frequent thunderstorms over a short period of time can result in flooding. Flash floods due to heavy rains can cause water levels to rise quickly, even in a matter of hours. Fast moving flood waters are powerful enough to sweep away vehicles, uproot trees, level buildings, and destroy bridges. **Note:** When flooding occurs, there is not always enough time for a watch or warning to be issued before conditions become dangerous.

Flood Watch

A Flood Watch will be issued for situations related to widespread general flooding.

Flash Flood Watch

A Flash Flood Watch will be issued for serious situations in which life and/or property are in danger. A Flash Flood Watch covers flash flooding, widespread urban, small stream, and headwater flood events.

1. Review actions to take should the situation change to a Flood or Flash Flood Warning.
2. Ensure no physical restrictions exist that would prevent free movement to the nearest safe area; clear any blocked doors, aisles, etc.
3. Continue normal activities, but be alert to weather outside; monitor a radio/television, or watch for worsening weather conditions.
4. Do not phone KCHA Security, law enforcement, or the KCHA switchboard operator for information. Keep telephone lines clear for emergency communication.

Flood Warning

A Flood Warning will be issued when inundation of a normally dry area near a stream or other watercourse is expected, or unusually severe ponding of water is expected.

Flash Flood Warning

A Flash Flood Warning will be issued in response to a few hours of locally heavy rainfall, a dam or levee failure, or water released from an ice jam rapidly flooding nearby land.

1. If an evacuation is ordered, move as quickly as possible to get to a safe area.
2. If you suspect a flash flood is about to happen, immediately climb to higher ground.
3. If on foot, do not attempt to walk through flood waters. Stay away from storm drains, ditches, ravines, and culverts. If it is moving quickly, even water six inches deep can knock you off your feet.
4. If you are in a car, do not attempt to drive through flooded areas.

Severe Winter Storms

Severe winter storms are most likely to bring ice, strong winds and freezing rain. Such storms can prevent employees from traveling to work or cause them to have to leave work early in order to avoid dangerous conditions on the roadways. Severe winter storms can also cause structural damage and power outages.

The KCHA consists of many public housing communities that need to remain open at all times. However, situations may arise when weather-related conditions or other emergencies necessitate that the KCHA announce a delayed arrival time, an early dismissal time, or that offices will be open for essential staff only. In all cases, employees must use their best judgment in determining their own safety when traveling to and from work.

Winter Weather Advisory

A Winter Weather Advisory is issued when a winter storm or hazardous winter weather is occurring or imminent and is an inconvenience.

1. Continue normal activities, but be alert to weather outside; monitor a radio/television, or watch for worsening weather conditions.
2. Do not phone KCHA Security, law enforcement, or the KCHA switchboard operator for information. Keep telephone lines clear for emergency communication.
3. Use caution when traveling and be aware of deteriorating road conditions.

Winter Storm Watch

A Winter Storm Watch is issued when significant winter weather (heavy snow, sleet, and/or freezing rain) is expected within 36 hours.

1. Continue normal activities, but be alert to weather outside; monitor a radio/television, or watch for worsening weather conditions.
2. Review actions to take should the situation change to a Winter Storm Warning.

Winter Storm Warning

A Winter Storm Warning is issued when a significant winter storm or other hazardous winter weather is imminent or occurring and is a threat to life and property.

1. Consider future travel needs (commuting, picking up children) and plan accordingly.
2. If an early dismissal is announced, do not delay in leaving work and getting home, or to another safe location, before travel conditions deteriorate further.

Blizzard Warning

A Blizzard Warning signals severe winter weather with sustained winds of at least 35 miles per hour, blowing snow that may reduce visibility to ¼ mile or less for at least 3 hours, and dangerous wind chills. **Remain indoors and avoid all travel.**

Earthquakes

During an earthquake, remain calm and quickly take the following actions:

1. If indoors, seek refuge in a doorway, or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
2. If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energized. Know your Designated Assembly Location.
3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. After the initial shock, evaluate the situation and if emergency help is necessary, call 911. Protect yourself at all times and be prepared for aftershocks.
5. Damaged facilities should be reported to the Executive Director. **Note:** Gas leaks and power failures create special hazards. Please refer to the section on Utility Failures.
6. If an emergency exists, activate the building alarm. **Note:** In some buildings, the alarm rings only inside the building and you must also report the emergency by phone to police at 911.
7. When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.
8. Assist the disabled in exiting the building. Remember that elevators are reserved for the disabled to use. Do not use elevators in case of earthquake or fire. Do not panic.
9. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
10. If requested, assist emergency crews as necessary.
11. An Emergency Operations Center (EOC) may be set up near the site of the emergency. Keep clear of such areas unless you have official business.
12. Do not return to an evacuated building unless told to do so by an authorized KCHA official.

Chemical Spills or Radiation Exposure

During an emergency involving a chemical spill or radiation exposure, remain calm and take the following actions:

1. Immediately report any spillage of a hazardous chemical or radioactive material to the Executive Director.
2. Move away from the accident scene and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes or smoke.

3. When reporting, be specific about the nature of the involved material and exact location. Local law enforcement will contact the necessary specialized authorities and medical personnel.
4. The staff person(s) on site should evacuate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of KCHA personnel, local law enforcement and Health and Environmental Control.
5. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity, and give their names to law enforcement. Required first aid and cleanup by specialized authorities should begin at once.
6. If a building emergency exists, activate the building alarm. **Note:** In some buildings, the alarm rings only inside the building, and you must also report the emergency by calling 911.
7. When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
8. Assist the disabled in exiting the building. Remember that elevators are reserved for disabled persons to use. Do not use elevators in case of fire. Do not panic.
9. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
10. If requested, assist emergency crews as necessary.
11. An Emergency Operations Center (EOC) may be set up near the emergency site. Keep clear of this area unless you have official business.
12. Do not return to an evacuated building unless told to do so by an authorized official.

Important: In an evacuation, report to your Designated Assembly Location. Stay there until an accurate head count is taken. The Emergency Building Area Coordinators are responsible for taking an accurate head count. In an emergency, call 911.

Violent or Criminal Behavior

Everyone is asked to help make all Authority properties safe by being alert to suspicious situations and promptly reporting them.

The following procedures should be used by staff and residents who witness violent or criminal behavior:

1. If you are a victim or a witness of any criminal offense, **avoid risks!**
2. Promptly notify local law enforcement at 911 as soon as possible and report the incident, including the following information:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved

3. If you observe a criminal act, or whenever you observe a suspicious person on KCHA property, immediately notify police and report the incident.
4. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
5. Should gunfire or discharged explosives jeopardize any KCHA property or building, you should take cover immediately, using all available concealment. After the disturbance, seek emergency first aid if necessary.

What to do if taken hostage:

1. Be patient. Time is on your side. Avoid drastic action.
2. The initial 45 minutes are the most dangerous. Follow instructions and be alert. The captor is emotionally unbalanced. Do not make mistakes that could harm your well-being.
3. Do not speak unless spoken to, and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
4. Avoid speculating. Try to rest. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
5. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
6. Be prepared to speak with law enforcement on the phone. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such actions further incriminate the captor.

Utility Failure

In the event of a major utility failure occurring during regular working hours, immediately notify Maintenance at its emergency number: (815) 712-6450.

If there is a potential danger to building occupants, or if the failure occurs after work hours, on the weekend, or during a holiday, call the emergency number at (815) 712-6450.

Follow the standard evacuation procedures if a building emergency exists. Always observe the above procedures when utility emergencies arise:

Electrical/Light Failure

Emergency lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is therefore advisable to have a flashlight and portable radio available for emergencies.

Elevator Failure

If you are trapped in an elevator, use the emergency phone to notify the elevator company. Turn on the emergency alarm (located on the front panel), which will signal for help.

Plumbing Failure/Flooding

Discontinue use of all electrical equipment. Notify Maintenance at (815) 939-7125. If necessary, vacate the area. If after 4:30 p.m., call Maintenance at (815) 712-6450.

Serious Gas Leak

Discontinue all operations. Do not switch on lights or any electrical equipment. Remember, electrical arcing can trigger an explosion. Call Maintenance at (815) 939-7125. If after 4:30 pm, call Maintenance at (815) 712-6450.

Ventilation Problems

If smoke odors come from the ventilation system, immediately notify Maintenance at (815) 939-7125. If necessary, discontinue all operations and vacate the area. If after 4:30 pm, call Maintenance at (815) 712-6450.

Bomb Threat

Anyone who receives a bomb threat should adhere to the following procedures in the order shown:

Important: Do not touch any suspicious object or potential bomb.

1. The person receiving a threat should remain calm and attempt to obtain as much information as possible from the caller by using the checklist given on the following page. (Please note that this checklist can be adapted for any threat.)
2. Call local law enforcement at 911 and give your name, location, and telephone number. Inform them of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call. KCHA Security or local law enforcement will handle the evacuation, if necessary, upon their arrival.
3. Do not evacuate the building and do not sound the alarm, but wait for further instructions. Local law enforcement will be responsible for necessary evacuation of buildings.
4. If you should spot something out of the norm that appears suspicious, report it to local law enforcement at 911. Under no circumstances should you touch, tamper with, or move unusual objects or confront persons acting suspicious.

5. Immediately cease the use of all wireless transmission equipment (cellular phones, 2-way radios, etc.).
6. Record the conversation if at all possible.
7. If the building is evacuated, move as far from the building as possible. Keep the streets, fire lanes and hydrants, and walkways clear for emergency vehicles and crews.
8. Do not return to the building until told to do so by local law enforcement personnel.
9. In some cases, it will be necessary for law enforcement to enlist personnel from the affected building to assist in the identification of suspicious packages. Please assist the emergency personnel as much as possible.
10. Bomb threats received by means other than telephone are to be reported to local law enforcement.

KCHA Bomb Threat Checklist

Fill out completely, during or immediately after threat

Date _____ Time _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____
10. Where are you now? _____

Sex of caller _____ Age _____ Race _____ Length of call _____

Did the caller appear familiar with the premises? _____

Caller's Voice: **Circle best descriptions**

accent	deep breathing	laughing	raspy
angry	deep voice	lisp	slow
calm	distinct	loud	slurred
clearing throat	distinguished	nasal	soft
crackling voice	excited	ragged	stutter
crying	familiar	rapid	

If familiar, whom did it sound like? _____

Threat language: **Circle best descriptions**

foul	well-spoken (English)	taped
incoherent	irrational	message read by threat

Other remarks: _____

Name _____ Phone _____

Position _____

Civil Disturbances or Demonstrations

Demonstrations such as marches, meetings, picketing, or rallies must be peaceful and non-disrupted. A demonstration should not be obstructed unless one or more of the following conditions exist as a result of the demonstration:

- Interference with the normal operations of the Authority.
- Prevention of access to office buildings or other Authority facilities.
- Threat of physical harm to persons or damage to Authority facilities.
- Creation of a situation that may endanger the safety of individuals and/or disrupt the living environment of any public housing community.

If any of these conditions exist, KCHA Security should be notified and will be responsible for contacting and informing the Executive Director and appropriate Management Team.

Depending on the nature of the disturbance, the appropriate procedures listed below should be followed:

I. Peaceful, Non-Disruptive Demonstrations

- A. Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked, and efforts should be made to conduct Authority business as normally as possible.
- B. If demonstrators are asked to leave, but refuse to leave by regular agency closing time:
 1. Arrangements will be made by Security to monitor the situation during non-business hours, or
 2. A determination will be made to treat the violation of regular closing hours as a disruptive demonstration. (See Section II.)

II. Non-Violent, Disruptive Demonstrations

- A. In the event that a demonstration limits access to Authority facilities or interferes with the operations of the Authority:
 1. Demonstrators will be asked by the Executive Director or his/her designee to terminate the disruptive activity.
 2. Key KCHA personnel and Tenant Organization may be asked by the Executive Director to go to the area and persuade the demonstrators to desist.

3. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in action by civil authorities. Except in extreme emergencies, the Executive Director will be consulted before such actions are taken.

Directive to Immediately Terminate Demonstration:

(Identify Self)

This assembly and the conduct of each participant is seriously disrupting the operations of the Authority. You have previously been called upon to disperse and terminate this demonstration. You have been given the opportunity to discuss your grievances in the manner appropriate to the Authority. In no event will the administration of the Kankakee County Housing Authority accede to demands backed by force. Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes, I will, under the authority of the Executive Director, take whatever measures are necessary to restore order, including calling the police for assistance. Any person who continues to participate in this demonstration is subject to possible arrest.

4. Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
5. After consultation with the Executive Director or the Property Manager, there may be a need for an injunction and intervention of civil authorities. The demonstrators should be so informed if this action is taken. Upon arrival of the civil authorities, the remaining demonstrators will be warned of the intention to arrest.

Directive to Immediately Terminate Demonstration with the Assistance of Police:

(Identify Self)

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. You have chosen to remain in violation of the local laws of the City of Kankakee or Kankakee County. The police will be called in to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

III. Violent, Disruptive Demonstrations

A. In the event of a violent demonstration where injury to persons or property occurs or appears imminent, the Executive Director and the Property Manager should be contacted immediately.

1. During Business Hours:

- a. In coordination with the Property Manager, KCHA Security will assess the situation and inform the Executive Director.
- b. If advisable, the Property Manager will arrange for a photographer to report to an advantageous location for photographing the demonstrators.
- c. The Executive Director, in consultation with the Property Manager, will determine the possible need for the removal of the demonstrators.
- d. KCHA Security will provide an officer with a radio for communication between KCHA officials and Security as needed.

2. After Business Hours:

- a. KCHA Security should be immediately notified of the disturbance.
- b. KCHA Security will investigate the disruption and notify the Executive Director.
- c. The Property Manager will:
 - i) Report the circumstances to the Executive Director.
 - ii) Notify key KCHA personnel and, if appropriate, Housing Managers.

Note: The Property Manager reserves the right to call for police assistance without counsel from others if it is deemed to be of paramount importance to the safety of persons involved.

Medical/Psychological Emergency

Call 911 to request assistance from Kankakee County Emergency Medical Services (EMS). EMS will determine the destination of emergency/seriously injured patients.

When calling for emergency medical assistance, give the following information:

- Nature of medical emergency (type of injury, number of injured)

- Location of emergency—building and room number (you may need to be specific about the building location)
- Your name and the phone number from which you are calling
- If possible, stay on the phone until released by the 911 dispatcher

Psychological Crisis

A psychological crisis exists when an individual threatens to harm him/her self or others, or is out of touch with reality due to severe drug reactions manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs:

1. Never try to handle a situation that you feel is dangerous on your own.
2. Notify local law enforcement of the situation by calling 911. Clearly state that you need immediate assistance. Give your name, location and the nature of the emergency.

Following a major emergency or disaster, it may be necessary to provide significant psychological counseling for staff and residents in order to overcome the lingering emotional trauma associated with such an event. The coordination of such counseling will be provided by the Property Management (resident) and/or HR (employees) in cooperation with local county agencies.

Public Relations Issues

The KCHA has two basic guidelines to observe in a crisis situation:

- Only authorized spokespersons will meet or talk with the media.
- Only factual information will be released; no speculation is to be offered.

Additional Procedures:

1. All executive and supervisory personnel have been notified to report emergencies to the Executive Director. They should also be reminded not to speak to outsiders, especially to the media, on behalf of the Authority unless specifically authorized to do so by the Executive Director and his/her designee or the Media Coordinator.
2. The Executive Director, Management Team, and the Media Coordinator will be informed immediately of existing emergencies. Complete details will be made available to them.
3. The Executive Director, Media Coordinator, and any other person(s) involved shall confer and decide on the appropriate action.

4. All calls from the news media are referred directly to the Executive Director and/or his/her designee.

Transportation Accidents

Another potential emergency involves transportation accidents. Such incidents might include injury or loss of life resulting from an accident involving KCHA owned and/or operated vehicles, as well as a commercial conveyance carrying KCHA staff or residents.

For such incidents, KCHA officials should be prepared to provide basic directory information about the employees and/or residents involved. There also may be a need to respond to questions regarding how the travel was associated with employment or residence at the KCHA.

Family notification should be handled by the Executive Director and/or Human Resources or, in the case of a resident, by the Property Manager.

If the vehicle was owned/operated by the KCHA at the time of the incident, information may be needed about who was operating the vehicle and their training experience, as well as information about the condition and maintenance of the vehicle.

Aircraft Crash

Although the KCHA is not in close proximity of airports, the probability of an aircraft crash on KCHA property should be considered. Take the following action if in a structure affected by an aircraft crash:

1. Immediately take cover under tables, desks, and other objects that can provide protection against falling glass or debris.
2. After the effects of the explosion and/or fire have subsided, call local law enforcement at 911. Give your name, and describe the location and nature of the emergency.
3. If necessary, or when directed to do so, activate the building alarm. **Note:** In some buildings, the alarm rings only inside the building, so you may have to use alternative methods of notifying building occupants to evacuate. Follow standard evacuation procedures and report to your Designated Assembly Location until an accurate head count is taken.
4. Local Emergency Medical Services will be contacted by law enforcement if injuries are incurred by staff or residents.
5. Depending on the structural damage to facilities, KCHA Maintenance may need to respond and provide assistance by cutting off utilities to the structure for safety purposes.

Train Accident/Derailment

Since many KCHA properties are located in close proximity to railways, there is a potential for a train accident/derailment. If an accident of this kind occurs, take the following action:

1. Report such an incident to local law enforcement at 911.
2. Stay away from the accident; trains often carry hazardous materials that could leak into the atmosphere if a train derails.

KCHA Security will coordinate the emergency response with non-KCHA entities such as the City of Kankakee Fire Department, Kankakee Emergency Medical Services and Health and Environmental Control.

If the train derailment causes an evacuation of any public housing communities or KCHA facilities within a one to three mile radius, the KCHA will put the EOC procedures into place.

**Kankakee County Housing Authority
Emergency Management Plan**

**October 24, 2006
Revised 6/23/09**

User Agreement

I have received a copy of the Emergency Management Plan. As an employee of KCHA, I understand that this policy applies to me. I have read KCHA's Emergency Management Plan and agree to follow all of its provisions, for the duration of my employment with the KCHA.

I am aware that any violation of this policy may subject me to disciplinary action, up to and including discharge from employment. If I have any questions regarding this policy, I will request clarification from my Supervisor or the Human Resource Administrator.

Employee Signature

Date

Employee Printed Name