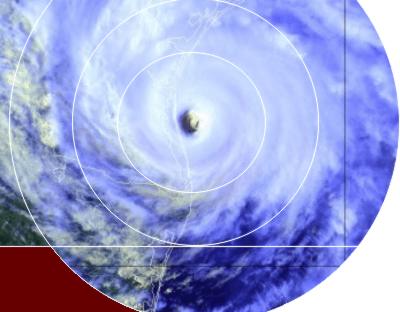
Corpus Christi Housing Authority

Emergency Management Handbook





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Approved by the Leadership team on 12 January 2005

Updated May 2006

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| Corpus Christi Housing Authority Hurricane Procedures Plan~Chapter 1~ |

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1. In the event of a threat of a hurricane in the Corpus Christi Area, the following action(s) shall be implemented:
   1. Prior to a hurricane
      1. Condition 5 (General hurricane preparedness condition from June 1st through Nov 30th.)
         * Housing Management update the Special Needs Individuals list.
         * Check the inventory of the Hurricane Locker.
         * Check the condition of and test (If applicable) storm gear/equipment. This should include (flashlights, chain saws, fuel, pumps, generators etc.)
         * Ensure plywood if available for each development.
         * Review plans for securing warehouses, storerooms and office buildings. Also look at plans for tying down garbage cans, and storing loose items.
         * Trim tree and shrub branches that may possibly cause injury or damage to buildings or roofs.
         * Activate the Emergency Response Team (ERT) and discuss the Hurricane Plan. Send updates of the Hurricane Plan to Personnel & Administrative Services for review.
         * Personal and Administrative Services provide the Emergency Manager with contact information of employees (Appendix A.)
         * Ensure any new ERT members have their CCHA ID tag updated with the Emergency Response Team label “ERT” & "The bearer of this card is an Employee to the Corpus Christi Housing Authority, and is required to return to work and assist with the recovery in the event of a disaster".
         * Hold annual training with all employees on the Hurricane Plan.
         * Pass out flyers to the residents to include hurricane tracking charts, CG conditions of readiness, Emergency supply list, and Advisory terms Appendix B thru E.)
      2. Condition 3/4 (Hurricanes 72 to 24 hours away.)
         * CEO sets condition 4 and the Cascading Hurricane Notification list is started (Appendix F.)
         * Emergency Manager establishes a Command and Control Center (Central Office or Alaniz Maintenance Shop). All equipment, lighting, generators etc. brought to this EOC.
         * Identify any addition material needs (i.e. water, plywood etc.)
         * Emergency Manager activates the Hurricane Pre-check list and notifies the CEO and Senior Vice Presidents of such (Appendix G.)
         * Notify the City EOC that we have activated our plan.
         * Muster the ERT for preparatory assignments and formulate an aftermath plan.
         * Allow the ERT to go home to conduct personal Hurricane Preps during 96 and 72 hours prior to the storm (To return in 24 hours.)
         * Ensure that all storm gear is in good condition and ready for use. Store in a high location
         * Advise Management to secure the entry of routine work orders NLT 72 hours prior to the storm.
         * Senior Vice Presidents refer to the pre-checklist to ensure all items to be completed have been initiated, and report to the Emergency Manager when completed.
         * Activate the resident Buddy Program for the residents.
         * Mayor announces the plan for handicapped and those with special needs.
      3. Condition 2 (24 hours prior)
         * Emergency Manager activates the Hurricane Condition 2 and notifies the CEO and Senior Vice Presidents of such.
         * Emergency Maintenance turns over with ERT.
         * Mayor announces that refuges of last resort are open and gives locations.
         * Emergency Manager recommends for Hampton Port to lower pool water level.
         * HR provides Emergency Manager with the address and telephone number where departmental key personnel can be reached during the Hurricane.
         * ***Emergency Manager notifies the City Emergency Operations Center that the HA has completed all securing preparations and any ERT that is in place, at 361-826-1100***
         * The Central Office will notify employees when to leave.
      4. Condition 1 (Hurricane is imminent! / 12 Hours Prior)
         * All personnel should have departed, with the exception of ERT.
         * Emergency Manager can be contacted at the Emergency cell phone number (361-537-8124)
   2. After the Hurricane Passes
      1. ***When the City of Corpus Christi declares Phase 2 the Emergency Response Team that has left town returns to the city and reports to Central Office (Primary Location) or Andy Alaniz (Secondary Location).*** Time and place of return for the team will be announced utilizing the phone line response service, Emergency Answering Service (361-889-3399), EM Cell at 361-215-5741, or the Emergency cell phone number (361-537-8124)

* ERT contact the CC EOC to identify troubled areas, notify them of their return and receive any updates/concerns
* ERT immediately assess all developments and CCHA buildings (Appendix H)
* Notify the CC EOC of any immediately dangerous to life and safety items
* Break out emergency response equipment
* Conduct emergency repairs/clean-up for life threatening issues.
* Brief the Executive Staff and returning employees of the initial assessment, recommendations and priorities.
  + 1. As conditions permit, all other employees kindly return to work and report to your next in charge or Senior Vice President, if these individuals are not available/present report to the Emergency Manager.
    2. Begin required clean up and repairs. Routine work orders will not be accepted or entered into the system for the first 24 hours or at the discretion of the Executive Director whom will determine what is in the best interests of the Housing Authority.
    3. If unable to return to work, notify the AB Manager, Supervisor or Central Office as soon as possible. Employees may be called to return to work prior to the next regularly scheduled workday.
    4. After the hurricane, evacuation has been lifted and normal workdays have been re-established, CCHA personnel will:
       - 1. Employees inspect their units, equipment, office buildings and items under their area of responsibility and report findings to the Emergency Manager.
         2. Retrieve and assess the condition of their computer hardware and software. If the equipment appears to be un-damaged then the components can be re-connected and the system powered up and checked for proper operation.

* If the hardware or software has visual signs of storm related damage, an assessment memo will be required. The assessment memo will list the assigned area, the time, date, device/unit serial numbers and the damage description. The damage assessment memo will be forwarded to the Admissions and Occupancy Section.
* Hardware components suspected of water damage will not be re-connected, re-assembled or powered up. The device(s) will be documented per Item A above and transported to the IS Department for further evaluation. A replacement program will be implemented as soon as possible to replace the damaged hardware and/or components.
* Backup media will be transported back and returned to the user.
* Setup and re-connection assistance will be provided by the IS Department.
* The restoration of the CCHA telecommunications and domain server array will be a high priority. The systems and the network will be started up and brought on line as soon as possible.

DISASTER / HURRICANE EMERGENCY

**RE-CALL INFORMATION**

NOTE: This form should be completed and signed by the employee who desires to be contacted or notified in case of a disaster / hurricane.

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The Public Information Act allows employees, public officials and former employees and

officials to elect whether to keep certain information about them confidential. The Disclosure

Form is on file in the employee’s personnel file on Public Access to home address, home

telephone, social security and information that reveals whether you have family members, and

whether you wish to allow public release of above information. **However, this form will**

**strictly be used to notify you of imminent conditions only.**

Please circle Yes or No

Wish to be contacted by the Housing Authority of Corpus Christi: Yes / No

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Appendix A, Chapter 1 EMHCoast Guard Hurricane Readiness Conditions

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Note: Please keep in mind that what the Coast Guard does under each category is only a guide, and can be changed depending on the specific situation.

**Condition Four (4):** The alert condition in which hurricane force winds may be expected within 72 hours.  
*What the Coast Guard does:* Commence plotting of storm on charts or hurricane plotting sheets. Ensure that each Coast Guard unit is prepared for the storm (i.e., fuel, food, equipment, personnel, etc.). Advise waterfront facility operators and other members of the maritime community of the impending storm and survey the capabilities of tugs and clean-up contractors to determine any shortfalls in abating a port disaster. Commence Urgent Marine Information Broadcasts (UMIB) to warn the maritime community of the impending storm and establish contact with local emergency management agencies.

**Condition Three (3):** The readiness condition in which hurricane force winds may be expected within 48 hours; this corresponds to the NHC Hurricane Watch.  
*What the Coast Guard does:* Same as Condition Four, including continuously updating UMIB. Assist local agencies as may be needed in remote evacuations and other maritime related emergencies.

**Condition Two (2):** The warning condition in which hurricane force winds may be expected within 24 hours; this corresponds to the NHC Hurricane Warning.   
*What the Coast Guard does:* Same as Condition Three. Maintain continuous radio communications. Curtail regular operations as appropriate.

**Condition One (1):** The danger condition in which hurricane force winds may be expected within 12 hours.  
*What the Coast Guard does:* Same as Condition Two. During the storm, the Coast Guard prepares to respond to incoming distress calls that will be handled once conditions are safe.

**Post Hurricane Condition (Storm Passed):** The storm has passed and is no longer a threat to the area.  
*What the Coast Guard does:* Respond to distress calls. Implement vessel movement restrictions as appropriate. Repair damaged aids to navigation.

**Secure Hurricane Condition:** The storm has passed, dissipated or changed course and is no longer a threat to the area.  
*What the Coast Guard does:* Resume normal operations.

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# Appendix B, Chapter 1 EMHNational Hurricane Center (NHC) “Advisory terms”

Advisory: Weather advisory messages are issued for tropical storms and hurricanes. An advisory states the location, intensity, direction of travel, and speed of a tropical storm or hurricane.

Bulletin: A weather bulletin is a public release made during periods between advisories, announcing the latest details on the storm or hurricane.

Gale Warning: A warning of winds within the range of 39 – 54 mph (34 – 37 knots). Gale warnings may precede or accompany a hurricane watch.

Storm Warning: A warning of winds within the range of 55 – 73 mph (38 – 63 knots).

Hurricane Watch: An advance statement, not a warning, indicating that a hurricane is approaching and attention should be given to subsequent advisories. It implies the possibility of dangerous conditions within 24 to 48 hours. Precautionary action should be taken in case hurricane warnings are forthcoming.

Hurricane Warning: A warning which indicates that hurricane winds of 74 mph (64 knots) and higher, or a combination of dangerously high water and rough seas, are expected to impact a specified coastal area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately, or at least within the next 12 to 24 hours. When a warning is announced, it is of utmost importance that precautionary measures are taken for protection of life and property.

Hurricane: A violent storm originating over tropical waters, with winds near its center reaching 74 mph and higher. In size, the storm may range from 50 to 1,000 miles in diameter.

**The Saffir/Simpson Hurricane Scale**

|  |  |
| --- | --- |
| **Category** | **Definition-Effects** |
| **1** | **Winds : 74-95 mph** (64-82 kt) No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal flooding and minor pier damage. |
| **2** | **Winds : 96-110 mph** (83-95 kt) Some roofing material, door, and window damage. Considerable damage to vegetation, mobile homes, etc. Flooding damages piers and small craft in unprotected moorings may break their moorings. |
| **3** | **Winds : 111-130 mph** (96-113 kt) Some structural damage to small residences and utility buildings, with a minor amount of curtainwall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain may be flooded well inland. |
| **4** | **Winds : 131-155 mph** (114-135 kt) More extensive curtainwall failures with some complete roof structure failure on small residences. Major erosion of beach areas. Terrain may be flooded well inland. |
| **5** | **Winds : 155+ mph** (135+ kt) Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Flooding causes major damage to lower floors of all structures near the shoreline. Massive evacuation of residential areas may be required. |

Appendix C, Chapter 3 EMH

# Emergency Materials/Equipment/Supply List

|  |  |
| --- | --- |
| \_\_\_ Axes \_\_\_ Barrier Tape \_\_\_ Batteries \_\_\_ Booster Cable \_\_\_ Can and bottle openers \_\_\_ Chain Saws \_\_\_ Chemical Light Sticks  \_\_\_ Drills \_\_\_ Extension Cords \_\_\_ Fire Extinguishers \_\_\_ First Aid Kits \_\_\_ Flashlights \_\_\_ Flow Check Valves \_\_\_ Gas Cans \_\_\_ Generators \_\_\_ Ground Fault Interrupters \_\_\_ Hammers \_\_\_ Hoses \_\_\_ Jobsite Lighting \_\_\_ Lanterns \_\_\_ Leather Work Gloves \_\_\_ Lubrication Products \_\_\_ Matches or Lighter \_\_\_ Megaphones \_\_\_ Mops and Buckets | \_\_\_ Multi-purpose Tool Kit \_\_\_ Non-perishable Food Supplies \_\_\_ Plugs and Connectors \_\_\_ Portable Hand Lamps \_\_\_ Pressure Washers \_\_\_ Radio Frequency Scanners \_\_\_ Raincoats \_\_\_ Retrieving Systems \_\_\_ Rope \_\_\_ Rubber Boots \_\_\_ Sand (for traction) \_\_\_ Shovels \_\_\_ Space Blanket \_\_\_ Spill Control Products (Kitty litter) \_\_\_ Sump Pumps \_\_\_ Tarpaulins \_\_\_ Transfer Switches \_\_\_ Two-Way Radios \_\_\_ Utility Lighting \_\_\_ Vehicle Recovery Straps \_\_\_ Warming Pads for hand/body \_\_\_ Water Purification Tablets \_\_\_ Water Rations \_\_\_ Waste Containers \_\_\_ Weather Radio (or radio with weather band) |

Appendix D, Chapter 1 EMHsubbanner

**Family Supply List** (Appendix E, Chapter 1 EMH)

|  |  |  |  |
| --- | --- | --- | --- |
| check | Cash or travelers checks (Take this out of the bank prior to hurricane season beginning, if at all possible) | check | One flashlight per person with extra batteries |
| check | Lantern with extra fuel | check | Tarp [for temporary roof repair] |
| check | First Aid Kit   * Bandages * Gauze * Scissors * Petroleum jelly * Antiseptic spray * Hydrogen Peroxide * Antacids * Aspirin * Thermometer * Rubbing Alcohol * Anti-diarrhea medication | check | Tools and Repair Supplies:   * Hammer * Nails * Ax * Knife * Pliers * Handsaw * Screwdrivers * Heavy gauge gloves |
| check | Matches | check | Sunglasses |
| check | Mosquito Repellent | check | Sunscreen |
| check | Food and supplies:    *It is recommended you have at least a three day supply.*   * Drinking water (1 gal. per person per day) * Household bleach for water purification  (or iodine if members of your family are allergic) * Food (canned or dried food that requires no cooking or refrigeration) * Manual Can Opener * Disposable eating utensils and plates | check | Baby Supplies:   * Formula * Bottles * Powdered Milk * Diapers * Medication |
| check | Hygiene Items:   * Soap * Personal Hygiene Items * Towelettes or Paper Towels * A Box Plastic Trash Bags | check | Pet Supplies:   * Food * Leash and/or carrier * Vaccination Records * Food and water containers |
| check | Documents:   * Important Telephone Numbers * Record of bank accounts numbers * Family Records (Birth, Marriage, Death Certificates) * Inventory of Household goods * Copy of Will, Insurance policies, contracts, deeds, etc. * Record of credit card account numbers and companies |  | * Copy of passports, social security cards, immunization records. * Valuable computer information * Family Pictures |

**Cascading Hurricane Notification List**

AB Managers & Supervisors Notified

## Senior Vice Presidents Notified

Vice Presidents, Housing Management Supervisor notified by the Senior Vice President

Executive Director

(Announces the setting of Condition 4)

Emergency Manager starts Notification

Their Supervisor or AB Manager notifies employee that Condition Four is set and to conduct the required elements of the Hurricane Procedures Plan.

Reporting Completed Elements of the Plan or Communicating Questions Requiring Solution to

Appendix F, Chapter 1 EMH

**Notifies the Emergency Manager via telephone or radio**, **with follow-up communication up the chain of Command**

**Employee Reporting a Completed task or Item requiring solution**

the Emergency

Corpus Christi Housing Authority Master Hurricane Pre Check List

(Appendix G, Page 1, Chapter 1 EMH)



In the event of a threat of a hurricane in the Corpus Christi Area, the following action(s) shall be implemented:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Prior to a Hurricane(Each step shall be reported to the Emergency Manager upon completion) | | | | |
| **Event** | **Completed** | **Comments** | **Responsible** | **Item to be completed** |
| Condition 5 |  |  | AB Managers | Check the availability, condition and test (If applicable) storm gear. This should include (Plywood, rope, masking tape, flashlights, batteries, chain saws, fuel, axes, hammers, nails, and rain gear, generators.) |
|  |  |  | AB Managers | Review plans for securing warehouses, storerooms and office buildings. Also look at plans for tying down garbage cans, and storing loose items. |
|  |  |  | AB Managers | Trim tree and shrub branches that may possibly cause injury or damage to buildings or roofs. |
|  |  |  | HR | Personal and Administrative Services provide Coordinator with contact information of employees NLT 1 June of each year. |
|  |  |  | Supervisors | Test Generators. |
|  |  |  | EM | Inventory the EM Supply Locker |
|  |  |  | EM | Contact the City Emergency Management Office. |
| Condition ¾ (Hurricanes 72 to 24 hours away.) |  |  | All | Place all loose gear indoors. |
|  |  |  | Management | Activate the Buddy System. Management communicates via a flyer to the residents so that they know that they need a buddy (Family or Friend) that can take them out of the city, as well as any other pertinent information at the time. |
|  |  |  | EM | Identify any addition material needs (i.e. water, plywood etc.) |
|  |  |  | AB Managers | AB Mangers secure all routine work order entries at 72 hrs prior to the hurricane. Only life threatening W/O’s will be accepted. |
|  |  |  | All | Check trash (management to ensure there will be no loose debris and dumpsters are secured.) |
|  |  |  | Supervisors | Check sub pumps and place up high in an area that can be seen by the ERT |
|  |  |  | Supervisors | Each development bag, identify & place all power tools in a high local |
|  |  |  | Supervisors | Each development check power saws, place in a high area that can be seen by the ERT |
|  |  |  | Warehouse | 20 Fire Extinguishers put up in Central Maintenance |
|  |  |  | Supervisor | Generators tested again, fueled and placed in locations designated by the Emer. Manager |
|  |  |  | Supervisors | Place Spill kits in plastic and seal and put in a high place (Each Site) |
|  |  |  | AB Managers | Charge Digital Camera batteries and store with 10 disquettes or cards to be taken out of the city. |
|  |  |  | Supervisors | Secure and tie down garbage containers. |
|  |  |  | All | Fill all gasoline cans and top-off vehicle fuel tanks. This includes any item that uses fuel (i.e. chain saws, pruners, lawn equipment. |
|  |  |  | Procurement | Top off the Gasoline Tank |
|  |  |  | Procurement | Purchase water and plywood if required. |
|  |  |  | AB Managers /Supervisors / EM | Ensure that all storm gear is in good condition and ready for use. Store in a high location. |
|  |  |  | All | PC user files and data, designated as important to the continuity of CCHA business and service, will be copied to 3.5” floppy diskettes or flash drive. These will be adequately labeled with the owner and content and will be promptly submitted to the IT Dept. for transportation to off-site, secure and protected storage |
|  |  |  | IT | Housing Authority network domain and application servers have redundant backup features. The CCS application server utilizes a 10-day, daily tape rotation backup procedure. The 10-day archive of backup tapes will also be transported to off-site, secure and protected storage |
|  |  |  | All | All Housing Authority personnel have the responsibility to safeguard equipment (hardware and software) and other assets that are assigned to or used by them. For hardware and software protection, 300 large plastic bags with tie wraps will be made available by the EM for PC users to cover and seal in place (if practical)- computers, monitors, keyboards, pointing devices, printers and software packages |
|  |  |  | All | All printer paper, copier paper and forms will be stored in a protected area high above the ground. |
|  |  |  | All | All input/output cables will be labeled and removed from the floor. Ensure all connectors are adequately protected. |
|  |  |  | All | All plastic bagged hardware and software will be adequately labeled and stored in a protected area 24”-36” above the floor. If any assistance is required contact IT Department. |
|  |  |  | IT | Servers, telecommunication and network equipment at the Central Office location, 3701 Ayers St., will be shutdown and protected accordingly |
|  |  |  | Supervisors | Board up exterior glass on offices or tape if necessary |
|  |  |  | All | Elevate materials and supplies from floors (Put on top of tables etc) |
|  |  |  | Clairelaine / RMP | Raise and secure elevators |
|  |  |  | Hampton Port | Lower Hampton Port pool level |
| Condition 2 (Mayor announces that shelters are open and gives location of shelters.) |  |  |  | Check and lock windows and doors in offices, ships, storage buildings and vacant apartments. Obtain a hard copy list of vacancies from the area AB Manager and provide one copy to the EM. (This will be used later for emergency transfer of families, if required) |
|  |  |  | ERT | Emergency Maintenance turns over with ERT |
|  |  |  | All | Secure important documentation for transfer by the Executive Office out of the hurricane affected area (i.e. insurance for the Authority, video and photo documentation of housing areas and any other items designated by the Executive Office.) |
|  |  |  | All | Place storm gear in accessible locations |
|  |  |  | All | House all vehicles in garages (Ensure gasoline is topped off) |
|  |  |  | All having a radio | Bring radios to Central Maintenance (Bag, seal and place in a high location) EM determines if some should be transported out of the city. |
|  |  |  | EM | **Emergency Manager notifies the City EOC at *361-826-1100 of status of securing for the hurricane*** |
| Condition 1 (Hurricane is imminent!) |  |  | All / ERT | Double check all areas and ensure that all hurricane conditions have been met |
|  |  |  | All | Provide HR with the address and telephone number where you can be reached during the Hurricane. HR shall pass this list to the EM. |
|  |  |  | EO | The Central Office will notify employees when to leave |
|  |  |  | EM | Emergency Manager will notify the City of Corpus Christi EOC that the HA is complete |
|  |  |  | EM | Radios and digital cameras picked up by the Emergency Manger |
|  |  |  | Supervisors/ERT | At the EM digression secure Natural Gas Lines at the Key Valve (Master valve to the system.) This will be at the last resort. |

(Appendix G, Page 2, Chapter 1 EMH)Corpus Christi Housing Authority Master Post Hurricane Procedures Check List

(Appendix G, Page 3, Chapter 1 EMH)



In the event of a hurricane in the Corpus Christi Area, the following action(s) shall be implemented upon authorization to return:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| After a Hurricane | | | | | |
| **Event** | **Completed** | **Comments** | | **Responsible** | **Item to be completed** |
| After the Hurricane Passes |  |  | | EM | Form up the Emergency Response Team (ERT) during phase II. |
|  |  |  | | EM | ERT contact the CC EOC to identify troubled areas, notify them of their return and receive any updates/concerns |
|  |  |  | | ERT | ERT man the command center and send teams out to assess properties using the assessment form (Encl.) |
|  |  |  | | All | Employees call the emergency cell phone to let the housing authority know your status. If unable to return to work, notify the Project AB Manager or Central Office as soon as possible. |
|  |  |  | | EM / ERT | Notify the CC EOC of any immediately dangerous to life and safety items |
|  |  |  | | All | As conditions permit, other employees kindly return to work and report to your next in charge or Senior Vice President, if these individuals are not available/present report to the Emergency AB Manager |
|  |  |  | | ERT | ERT prioritize the extent of the damage and who to notify for assistance (e.g. HUD SA, HUD D.C., ARC, local Coastal Bend Disaster Committee etc.) |
|  | |  | | | Water needed (One gallon a day per person) - |
| Electricity required- |
| Food needed- |
| Shelter needed- |
| Medical needed- |
| Other items req.- |
|  |  |  | All | | Begin required clean up and repairs. |
|  |  |  | AB Managers | | Routine work orders will not be accepted or entered into the system by the Dispatchers for the first 48 hours or at the discretion of the CEO whom will determine what is in the best interests of the Housing Authority. |
|  |  |  | EO | | Employees called to return to work prior to the next regularly scheduled workday |
|  |  |  | AB Managers | | Inspect CCHA units, equipment, office buildings and items under their area of responsibility and report findings. |
|  |  |  | All | | Retrieve and assess the condition of their computer hardware and software. If the equipment appears to be un-damaged then the components can be re-connected and the system powered up and checked for proper operation |
|  |  |  | All | | If the hardware or software has visual signs of storm related damage, an assessment memo will be required. The assessment memo will list the assigned area, the time, date, device/unit serial numbers and the damage description. The damage assessment memo will be forwarded to the Vice President of IT. |
|  |  |  | All | | Hardware components suspected of water damage will not be re-connected, re-assembled or powered up. The device(s) will be documented per Item A above and transported to the IT Department for further evaluation. A replacement program will be implemented as soon as possible to replace the damaged hardware and/or components |
|  |  |  | IT | | Backup media will be transported back and returned to the user |
|  |  |  | IT | | Setup and re-connection assistance will be provided by the IT Department |
|  |  |  | IT | | The restoration of the CCHA telecommunications and domain server array will be a high priority. The systems and the network will be started up and brought on line as soon as possible |

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|  |
| --- |
| CCHA Disaster Assessment Checklist |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type of Disaster | Flooding | Fire | Tornado | Hurricane | Other |
| **Development:** | | | Date: | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Check** | | **Y/N** | Comments |
| Electrical Power Available? | |  |  |
| Are power lines intact? | |  |  |
| Curb drains draining properly | |  |  |
| Flooding present? | |  |  |
| Trees down? | |  |  |
| Water available? | |  |  |
| Water leaks? | |  |  |
| Other property damage or noticeable hazards? | |  |  |
| Gas Available? | |  |  |
| Security of development intact (Lights/fences) | |  |  |
| Phone lines available? | |  |  |
| Streets accessible? | |  |  |
| Will temporary living shelters be required? | |  |  |
| Report of flooding ( Use chart below) | |  |  |
| * Higher than 36” is destroyed * 36” = Major Flooding * 6” = Minor Flooding     Home or Dwelling assessment | Guide for determining water depth  * Brick: 2 ½” * Concrete or cinder block: 8” * Lap or aluminum siding: 4” * Door knobs: 36” * Stair risers: 7” * Standard doors: 80”   **Look for:**   |  |  | | --- | --- | | * Structural damage | * Broken windows (%) | | * Foundation damage | * Sewage backup | | * Flotation or shifting on or off foundation | * Wall collapse | | * Walls bowed or bent | * Chimney exhaust pipe damaged (Heater and wtr heater) | | * Roof damage | * Window leaks | | | |
| Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of Evaluator | | | |

Appendix H, Chapter 1 EMH

HUD San Antonio Office of Public Housing

Initial Damage Assessment Report

PHA Name & Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_

In the event that your area sustained damage, please prepare this initial damage assessment report, in order to keep us informed during this critical, adverse weather condition.

We need you to report the following, as soon as practical.

Damage due to, (please check all appropriate areas):

Flooding\_\_\_\_\_ Fire\_\_\_\_\_\_\_\_\_\_ Hail\_\_\_\_\_\_\_ Hurricane\_\_\_\_\_\_

High winds\_\_\_\_\_ Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Damage to (Yes/No response):

Public Housing \_\_\_\_\_

Section 8 property \_\_\_\_\_

Damage to Public Housing dwelling units:

Number units or buildings affected: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were families relocated? \_\_\_\_\_\_\_\_If Yes, how many?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were roofs damaged? \_\_\_\_\_\_\_\_

Were utility services unserviceable or interrupted. Are all utility services restored? \_\_\_\_\_\_\_\_

Electrical: \_\_\_\_\_\_\_ Gas \_\_\_\_\_\_\_\_ Water \_\_\_\_\_\_\_\_\_

Any Injuries or casualties to report? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any noteworthy reportable item:

Date of next anticipated report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX report to: 210-472-6816 (San Antonio Office of Public Housing)

Name of person submitting the report:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone # Fax #

Appendix I, Chapter 1, EMH

**CCHA Emergency Event Log**

**Name of Event:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Event** | **Comments** |
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Page of

Appendix J, Chapter 1, EMH

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| --- |
| Corpus Christi Housing Authority Shelter in Place Procedures~Chapter 2~ |

**Purpose**

The purpose of this procedure is to define how to shelter in place and create uniformed guidelines for handling natural and terrorism releases of harmful chemicals into the air. These are developed to promote practices that prevent or reduce the injuries or even death of Housing Authority (CCHA) residents and employees.

**Overview**

Diagnosing dangerous chemical releases require training, keen observation, following safety precautions and good communications. Ultimately our residents and employees are our first line of defense when identifying a hazardous chemical.

**Definitions**

Bioterrorism/Biodecent-

BNICE- Biological, Nuclear, Incinerary, Chemical and Explosive

Chemical- Various chemicals used in industry that can be inadvertently released or

destructive chemicals used in war to disable or destroy life in war or have major impact or physiological effect on a community.

Emergency Management- Preparation for response to and remediation of emergency events and disasters.

EOC- Emergency Operations Center is a single source that handles all operations for the City. Usually manned by the Mayor, Fire & Police Dept., Public Works, Public Affairs Office and Other city entities.

LEPC- Local Emergency Planning Committee

Senses- To include sight, smell, hearing, touch and sight

Shelter- Home, Car or enclosed building

**Responsibilities**

Upon notification employees of the CCHA are responsible to quickly pass the word to those that are outdoors to go in their place of residence, a building or stay in their car (If it is impossible to get to a shelter) and listen to their phone (Corpus Christi emergency telephone call down system will notify them of precautions etc.), television or radio for further information.

**Shelter in Place**

In the event of a chemical spill from an industrial facility, DOT vehicle accident or terrorism the response is the same.  **"Shelter in Place".**

Basically it means to stay in your place of work, a resident’s home, a vehicle or building. Close the windows and doors and turn off any air conditioning or mechanical ventilation that is on.  This protects the residents and employees from the hazardous chemical that is in the air or updated information.

**How to identify an incident**

Unfortunately you do not get much time and all you may see is a cloud coming towards your home, observe an unusual odor or smell or an unexplained explosion.  Do not take chances.  Use your 5 senses: hearing, sight, smell, touch and taste.  If it seems bad to any one of your senses, it probably is, go home and shelter in place and call 911 to report it.  Use 911 only to report the incident. To keep informed call 826- 4636 or tune in 89.5 FM for continuous updates and warnings. Other ways you maybe notified is by the call down system by the city.  So if your phone rings while you are sheltering in place, answer it, as it maybe the call down system to inform you of the disaster.

**What to do if you are not near a home or a CCHA building**

If you are caught in a vehicle, first try to avoid the situation by turning around and getting as far away as you can (Make sure you turn off any ventilation, to avoid the chemical entering in your vehicle.)  If you are stuck in traffic pull over if you can, close the windows, turn off any ventilation and turn off the motor.  Wait for a signal from authorities that it is ok to get out of your vehicle or move.

If you are at work or in a commercial establishment, have them do the same thing that you would do at home or work.  Close the windows and doors and secure any ventilation.  Do not let people exit or enter once the lock down is complete.  By opening an entrance you may jeopardize all others in the building.

**Communications**

Primary communications are the CCHA hand held radio system or you can call 826-INFO or listen to 89.5 on your radio.  **Do not call 911 for information.**

**How to prepare**

**Develop a team plan** on how to shelter in place and what to do.  All members in the CCHA team should know how to respond at their development of place or work.

Remember on average it takes about 15 minutes for police, fire and other teams to get on scene and start to take control.  Also the schools will not allow pick up children until the state of emergency is secured.  So do not try to leave work to get to them.  Stay where you are until all is clear.

### For more information go to [www.cclepc.org](http://www.cclepc.org" \o "http://www.cclepc.org/" \t "_blank)  or call the CCHA Emergency Manager.

#### Corpus Christi Housing Authority Response to Terrorism Plan

#### ~Chapter 3~

# I. AUTHORITY

# Federal

* 1. Public Law 102-201, Defense Against Weapons of Mass Destruction Act.
  2. Terrorism Annex to the Federal Response Plan.
  3. Federal Radiological Emergency Response Plan.
  4. Presidential Decision Directive 39, US Policy on Terrorism.
  5. Presidential Decision Directive 62, Combating Terrorism.

# Presidential Decision Directive 63, Critical Infrastructure Protection

1. State

State of Texas Emergency Management Plan (Terrorist Incident Response).

# Local

# City of Corpus Christi Emergency Management Plan

# II. PURPOSE

# The purpose of this plan is to:

# Outline operational concepts and tasks and to assign responsibilities for preparing for and responding to terrorist incidents that may occur.

* 1. Describe state and federal assistance that may be available to assist in the response to a terrorist incident.

# III. EXPLANATION OF TERMS

## Acronyms

DEM Division of Emergency Management

DPS Department of Public Safety

EOC Emergency Operations or Operating Center

EMS Emergency Medical Service

FBI Federal Bureau of Investigation

FEMA Federal Emergency Management Agency

WMD Weapons of Mass Destruction

## Definitions

* 1. Anti-terrorism Activities. Use of defensive methods, including intelligence collection, investigation, passive protection of facilities, implementation of physical and personnel security programs (Neighborhood Watch,) and emergency planning.
  2. Consequence Management. Measures taken to protect public health and safety, restore essential services, and provide emergency relief to residents, businesses, and individuals affected by the consequences of terrorism. Emergency management agencies outside the CCHA normally have the lead role in consequence management.
  3. Counter-terrorism Activities. Use of offensive measure to combat terrorism, such as use of law enforcement and military resources to neutralize terrorist operations.
  4. Crisis Management. Measures taken to identify and prevent terrorist acts, and provide information to apprehend those responsible. Law enforcement agencies will normally take the lead role in crisis management.
  5. Hazmat. Hazardous materials.
  6. Terrorist Incident. A violent act, or an act dangerous to human life, in violation of the criminal laws of the United States or of any state, to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political and social objectives.
  7. Weapons of Mass Destruction. WMD include: (1) explosive, incendiary, or poison gas bombs, grenades, rockets, or mines; (2) poison gas; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

IV. SITUATION & ASSUMPTIONS

1. Situation
   1. Corpus Christi and the Housing Authority are vulnerable to terrorist incidents or activity. Consequences of a major terrorist incident could be catastrophic; hence, mitigating against (Neighborhood Watch Program,) preparing for, and responding to such incidents and recovering from them is an important function of the Housing Authority.
   2. Terrorism is generally a law enforcement and emergency management problem.
      1. Virtually all terrorist acts involve violation of laws. Hence, law enforcement agencies gather and analyze intelligence on terrorists and may develop estimates their intentions. Access to this criminal intelligence information is necessarily limited, but significant threats must be communicated by local citizens and law enforcement agencies to those local officials who can implement protective measures and alert local residents and emergency responders. Coordination between law enforcement and emergency management personnel (Housing Authority Emergency Response Team) is vital to ensure that appropriate readiness actions are taken.
      2. In a terrorist incident, the incident area may be simultaneously a crime scene, a hazmat site, and a disaster area that may cross the boundaries of several jurisdictions. There are often competing needs in the aftermath of a terrorist act -- law enforcement agencies want to protect the crime scene in order to gather evidence, while emergency responders may need to bring in extensive equipment and personnel to conduct search and rescue operations. It is essential that the incident command team establishes operating areas and formulates a plan of action that considers the needs of both groups.
   3. Since terrorist acts may be violations of local, state, and federal law, the response to a significant local terrorism threat or actual incident may include state and federal response agencies.
   4. In the event of a significant terrorist threat or incident, it is anticipated that state and federal resources will be requested in order to supplement local capabilities.
   5. The presence of chemical or biological agents may not be recognized until some time after casualties occur. There may be a delay in identifying the agent present and in determining the appropriate protective measures. Such agents may quickly dissipate or be persistent.
   6. In the case of an attack with a biological agent, the initial dissemination of the agent may occur outside the local area or even in other countries, but still produce victims in the local area.

### Assumptions

* 1. Terrorist attacks may be directed at government facilities, public and private institutions, business or industry, transportation, and individuals or groups. Such acts may involve: arson, shootings, bombings, weapons of mass destruction (nuclear, chemical, or biological agents); kidnapping or hostage taking; sabotage; and other activities.
  2. Terrorist attacks may or may not be preceded by a warning or a threat, and may at first appear to be an ordinary hazardous materials incident. Attacks may occur at multiple locations and may be accompanied by fire, explosion, or other acts of sabotage.
  3. A device may be set off to attract emergency responders, and then a secondary device maybe set off for the purpose of injuring emergency responders.
  4. Injuries from a terrorist attack may be both physical and psychological.
  5. There maybe additional threats, extensive physical damages, and mass casualties.
  6. In most cases, significant state and federal terrorist incident response support cannot be provided within the first few hours of an incident. Considerable local, state and federal terrorism response resources are available, but it may take 6 to 12 hours to activate and deploy such resources on a large-scale and that is why the Housing Authority must be well trained to recognize terrorist activity and be prepared to respond to possible disaster.

### V. CONCEPT OF OPERATIONS

1. General

The response to terrorism includes two major functions, crisis management and consequence management, which may be carried out consecutively or concurrently in the case of an incident that occurs without warning.

1. Crisis Management & Consequence Management
   1. Crisis Management.
      1. Pre-incident crisis management activities includes identification of terrorists and activities, and notifying those that can prevent terrorist acts.
         1. Local area Emergency Management and law enforcement has the lead role in terrorism crisis management, will coordinate its efforts with local, state and federal law enforcement and support agencies as appropriate.
         2. When a credible threat of terrorist attack exists, we will activate our Emergency Response Team (ERT) or, if security necessitates, the additional employees for safety of our developments.
   2. Consequence Management
      1. Consequence management activities undertaken to deal with effects of a terrorist incident are conducted in essentially the same manner as the response and recovery operations for other emergencies or disasters. Post-incident crisis management activities, such as investigation, damage assessment and recovery, may continue during consequence management.
         1. The City of Corpus Christi Emergency Operations Center (EOC) is the lead local agency for terrorism consequence management. Disaster Districts, the State EOC, and the Emergency Management Council will coordinate state resource support for local terrorism consequence management operations.
2. Coordination of Crisis Management and Consequence Management Activities
   1. The Housing Authority will establish an EOC at the central office building at 3701 Ayers and establish communication with the City EOC on recovery operations within the CCHA. The back-up EOC will be in the Family Resource Center (FRC.) To ensure an adequate and timely response is made the “Terrorist Incident Response Checklist” shall be used (Appendix A.) Also “Terrorist Weapons, Effects & Emergency Response Needs” & “Specialized Response Resources” are available as additional information to assist the EOC in the response effort (Appendages B and C.)
3. Protective Actions
   1. Responders. The ERT or other CCHA personnel responding to a disaster area must be protected from the various hazards that a terrorist incident can produce. Prior to any entry into the area of concern the CCHA EOC will ensure:
      1. The CCHA has clearance to enter the area from the Incident Commander (i.e. FBI, Fire Department or local Police.)
      2. The proper PPE and safety equipment is available, if required.
      3. Time. Ensure emergency workers spend the shortest time possible in the hazard area if exposed to a hazard.
      4. Distance. Maximize the distance between the hazard and CCHA responders.
   2. The Public. Protective actions for the residents must be selected and implemented based on the hazards present and appropriate instructions and information provided through the City EOC and usual means of warning and public information. Protective actions for the residents may include:
      1. Evacuation.
      2. Shelter-in-place.
      3. Access control to deny entry into contaminated or disaster areas.
      4. Restrictions on the use of contaminated foodstuffs, normally imposed by the Texas Department of Health (TDH.)
      5. Restrictions on the use of contaminated public water supplies, normally imposed by the Texas Commission on Environmental Quality (TCEQ.)
      6. For incidents involving biological agents, protective actions taken to prevent the spread of disease may include:
         1. Isolation areas for diseased victims until transported.
         2. Quarantines to restrict movement of people and pets in a specific development.

Such measures are normally recommended and imposed by public health authorities.

1. **Requesting External Assistance**
   1. Requests for Local, State or Federal (HUD or other agencies) will be made by the Executive Senior Vice President or a representative appointed in his behalf.
   2. Depending on the severity of the incident, the City may issue a local disaster declaration and request assistance from the Governor. The Governor may declare a State of Disaster for the local area and request the President issue an emergency or disaster declaration for the local area.
   3. If communications have failed or are overwhelmed, local HAM Radio operators maybe requested to establish communications with HUD SA and other sources for assistance.
2. Coordination of Local Medical Response to Biological Weapons Incidents

The local health department or state public health region field office, are most familiar with community health providers and will typically take the lead in coordinating the local medical response. They may request assistance from local professional organizations in providing information to all members of the local medical community. Hence, concise information on the CCHA and its residents maybe required to assist with the recovery operations. Ensure “The right to public information” is approved by the Executive Senior Vice President, or someone acting in their behalf, prior to any release.

1. Activity Phases of Emergency Management
   1. Mitigation

Carry out anti-terrorist activities, including:

* + 1. Identify any potential terrorist activities and report these to the local law enforcement agencies or the FBI.
    2. Develop and implement security actions deemed necessary for the CCHA. This must be approved by the Executive Director or Emergency Manager prior to implementation.
    3. Implement passive facility protection programs to reduce the vulnerability (i.e. Extra personnel on the night crew, security measures increased, or other measures that maybe required.)
  1. Preparedness
     1. Conduct or arrange terrorism awareness training and periodic refresher training by local law enforcement, fire service and FBI.
     2. Develop emergency communications procedures.

* + 1. Establish appropriate mutual aid agreements.
    2. Conduct drills and exercise to test plans, procedures, and training.
    3. Conduct awareness programs for residents.
  1. Recovery
     1. If required, ensure decontamination is complete, prior to entry into a CCHA disaster area.
     2. Identify and restrict access to all structurally unsafe buildings.
     3. Ensure the cleanup of any hazardous material that have or might be hazardous to a resident, enter local water, sewer, or drainage systems.
     4. For a resident who cannot return to their home, assist in arranging temporary housing (Local hotel, family, or request for mobile homes from HUD.)
     5. The Emergency Manager will submit a daily “Situational Report” to the Executive Director (Appendix E.)
     6. For contaminated areas that cannot be decontaminated and returned to normal use in the near term, develop and implement appropriate access controls.
     7. Maintain records of use of personnel, equipment, and supplies used in response and recovery for possible recovery from the responsible party or reimbursement by the state or federal government (See appendix F.)
     8. Conduct post critical incident stress management activities for employees and residents (See Chap. 9.)
     9. Debrief ERT personnel;
     10. Prepare damage assessment reports, photos, video, and update plans and procedures on the basis of lessons learned, ensuring all areas affected are documented.
     11. Document, Document, Document.
     12. Restore normal services.

### VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

1. **Organization**
   1. Our normal emergency organization, utilizing the ERT and CCHA employees will carry out the response to and recovery actions from terrorist incidents.
2. **Assignment of Responsibilities**
   1. The City of Corpus Christi will:
      1. Provide policy guidance with response to anti-terrorism and counter-terrorism programs.
      2. Provide general direction for response and recovery operations in the aftermath of a terrorism incident.
   2. The Housing Authority Emergency Manager will:

Coordinate regularly with the City EOC, Fire Department, Police Department/Sheriff’s Office, and other law enforcement entities with respect to threats, both natural and man induced, and determines appropriate readiness actions during periods of increased threat.

In conjunction with other local officials, determine the vulnerabilities of the CCHA, potential impact upon the residents, and recommend appropriate mitigation and preparedness activities.

Recommend appropriate training for the ERT and employees.

Coordinate periodic drills and exercises to test plans, procedures, and training.

Request mutual assistance, if necessary.

Develop and conduct terrorism awareness programs for the residents.

Develop common communication procedures..

Man the CCHA EOC during an emergency and plot damage assessments made by the ERT and CCHA employees.

Provide an initial damage assessment utilizing “Damage Assessment Checklist (Appendix D), request additional resources if required, and provide periodic updates to the Executive Senior Vice President.

* 1. Maintenance will:

Assign liaison personnel to the CCHA EOC.

* + 1. Clear and/or remove debris as directed.
    2. Support search and rescue operations, if requested by the CCHA EOC or the City.
    3. Provide emergency power and lighting at the incident site upon request.
    4. Provide barricades and temporary fencing as requested.
    5. Carry out emergency repairs to streets as necessary or coordinate with the City Street Dept. to support emergency operations and restore essential traffic.
    6. Assist the ERT in preliminary assessment of damage to structures and streets, and utilities.
    7. Provide other support for emergency operations as necessary.
    8. Carry out emergency repairs to water systems as necessary to support emergency operations and restore essential services or initiate water conservation procedures, if required.
    9. Identify to the CCHA EOC requirements for emergency drinking water supplies from outside sources if needed.
  1. All Other Departments
     1. Provide personnel, equipment, and supply support for emergency operations upon request.
     2. Provide trained personnel to staff the EOC, if required.
     3. Provide technical assistance to the Incident Commander (FBI, Fire Department or Police) and the EOC upon request.
     4. Participate in the City LEPC and CCHA terrorism awareness training, drills, and exercises.

### VII. DIRECTION & CONTROL

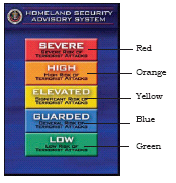
1. The City of Corpus Christi will provide general guidance for emergency operations, including the response to terrorist incidents. During periods of heightened terrorist threat or after an incident has occurred, the City and the CCHA EOC’s will be activated.
2. The City will provide overall direction of the terrorist incident response activities.
3. The CCHA Emergency Manager, assisted by a staff sufficient for the tasks to be performed, will manage the emergency response. If terrorist attacks affect multiple widely separated facilities, separate command operations may be set up that would report to the CCHA EOC.
4. If our own resources are insufficient or inappropriate to deal with an emergency situation, we may request assistance from other jurisdictions pursuant to mutual agreements or from organized volunteer groups. Volunteers will normally work under the immediate control of the ERT or a supervisor. *All city and local response agencies are expected to check into the CCHA EOC prior to assistance.*
5. In a large-scale terrorist incident, significant help may be needed from other agencies, and the federal government. All participating response forces must agree on general objectives, priorities, and strategies for resolving the emergency situation for the CCHA.

### VIII. READINESS LEVELS POSTED BY THE CITY / CCHA

1. **Readiness Level 4 – Normal Conditions**

See the mitigation and preparedness activities in paragraphs V.H.1) and V.H.2) above**.**

1. **Readiness Level 3 - Increased Readiness**
   1. When local law enforcement personnel determine or are advised by the City, DPS or the FBI that there is a credible threat of near-term local terrorist action, CCHA employees shall be alerted by the EM. The EM and the ERT shall review the potential emergency situation, plans, and procedures, and determine and implement appropriate readiness actions. These may include:
      1. Additional after-hours CCHA technicians;
      2. Reviewing personnel and equipment status and taking actions to enhance resource availability;
      3. Reviewing inventory of critical consumable supplies and increasing stocks if needed;
      4. Increasing security at developments that are potential targets,
      5. Placing selected ERT members or employees on higher state of readiness.
   2. Consistent with the need for security to the CCHA, disseminate threat awareness information to the residents and recommend similar steps of vigilance for them.
2. **Readiness Level 2 – High Readiness**
   1. Further increase security, if required.
   2. Further increase readiness of CCHA ERT.
   3. Consider partial activation of the CCHA EOC to monitor situation and maintain data on resource status.
   4. Depending on the specific situation disseminate information and instructions to the residents.
3. **Readiness Level 1 – Maximum Readiness**
   1. Implement most rigorous security measures.
   2. Bring ERT to maximum readiness, if required.
   3. Activate the CCHA EOC (If not already) to monitor the situation and maintain data on resource status.
   4. Disseminate information to the public, if needed.
   5. Determine and implement precautionary protective measures for the residents in selected areas or for specific facilities where appropriate.



***Homeland Security***

***Advisory System***

The Homeland Security Advisory System

was designed to provide a national

framework and comprehensive means

to disseminate information regarding the

risk of terrorist acts to federal, state, and

local authorities and to the American

people. This system provides warnings

in the form of a set of graduated “threat

conditions” that increase as the risk of the threat increases. At each threat condition, government entities and the private sector, including businesses and schools, would implement a corresponding set of “protective measures” to further reduce vulnerability or increase response capability during a period of heightened alert. Although the Homeland Security Advisory System is binding on the executive branch, it is voluntary to other levels of government and the private sector. There are five threat conditions, each identified by a description and corresponding color. The greater the risk of a terrorist attack, the higher the threat condition. Risk includes both the probability of an attack occurring and its potential gravity. Threat conditions may be assigned for the entire nation, or they may be set for a particular geographic area or industrial sector. Assigned threat conditions will be reviewed at regular intervals to determine whether adjustments are warranted.

**Threat Conditions and Associated Protective Measures**

There is always a risk of a terrorist threat. Each threat condition assigns a level of alert appropriate to the increasing risk of terrorist attacks. Beneath each threat condition are some suggested protective measures that the government, the private sector, and the public

can take, recognizing that the heads of federal departments and agencies are responsible

for developing and implementing appropriate agency-specific protective measures:

**Low Condition (Green).** This condition is declared when there is a low risk of terrorist attacks. Government entities and the private sector, including businesses and schools, should consider the following protective measures:

• Refine and exercise prearranged protective measures;

• Ensure personnel receive proper training on the Homeland Security Advisory System and specific prearranged department or agency protective measures; and

• Institute a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

Members of the public can:

• Develop a household disaster plan and assemble a disaster supplies kit. (See “Emergency Planning and Disaster Supplies” Chapter 1).

**Guarded Condition (Blue).** This condition is declared when there is a general risk of terrorist attacks. In addition to the measures taken in the previous threat condition, government entities

and the private sector, including businesses and schools, should consider the following protective measures:

• Check communications with designated emergency response or command locations;

• Review and update emergency response procedures; and

• Provide the public with any information that would strengthen its ability to act appropriately.

Members of the public, in addition to the actions taken for the previous threat condition, can:

• Update their disaster supplies kit;

• Review their household disaster plan;

• Hold a household meeting to discuss what members would do and how they would communicate in the event of an incident;

• Develop a more detailed household communication plan;

• Apartment residents should discuss with building AB Managers steps to be taken during an emergency; and

• People with special needs should discuss their emergency plans with friends, family or employers.

**Elevated Condition (Yellow).** An Elevated Condition is declared when there is a significant

risk of terrorist attacks. In addition to the measures taken in the previous threat conditions, government entities and the private sector, including businesses and schools, should consider the following protective measures:

• Increase surveillance of critical locations;

• Coordinate emergency plans with nearby jurisdictions as appropriate;

• Assess whether the precise characteristics of the threat require the further refinement of prearranged protective measures; and

• Implement, as appropriate, contingency and emergency response plans. Members of the public, in addition to the actions taken for the previous threat condition, can:

• Be observant of any suspicious activity and report it to authorities;

• Contact neighbors to discuss their plans and needs;

• Check with school officials to determine their plans for an emergency and procedures to reunite children with parents and caregivers; and

• Update the household communication plan.

**High Condition (Orange).** A High Condition is declared when there is a high risk of terrorist attacks. In addition to the measures taken in the previous threat conditions, federal departments and agencies will converge government entities and the private sector, including businesses and

schools, should consider the following protective measures:

• Coordinate necessary security efforts with federal, state, and local law enforcement agencies, National Guard or other security and armed forces;

• Take additional precautions at public events, possibly considering alternative venues or even cancellation;

• Prepare to execute contingency procedures, such as moving to an alternate site or dispersing the workforce;

• Restrict access to a threatened facility to essential personnel only.

Members of the public, in addition to the actions taken for the previous threat conditions, can:

• Review preparedness measures (including evacuation and sheltering) for potential terrorist actions including chemical, biological, and radiological attacks;

• Avoid high profile or symbolic locations; and

• Exercise caution when traveling.

**Severe Condition (Red).** A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the protective measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the protective measures in the previous threat conditions, government entities and the private sector, including businesses and schools, should consider the following protective measures:

• Increase or redirect personnel to address critical emergency needs;

• Assign emergency response personnel and pre-position and mobilize specially trained teams or resources;

• Monitor, redirect, or constrain transportation systems; and

• Close public and government facilities not critical for continuity of essential operations, especially public safety. Members of the public, in addition to the actions taken for the previous threat conditions, can:

• Avoid public gathering places such as sports arenas, holiday gatherings, or other high-risk locations;

• Follow official instructions about restrictions to normal activities;

• Contact employer to determine status of work;

• Listen to the radio and TV for possible advisories or warnings; and

• Prepare to take protective actions such as sheltering-in-place or evacuation if instructed to do so by public officials.

### IX. ADMINISTRATION & SUPPORT

## Reports & Records

* 1. Situation Report. During emergency operations a daily situation report should be prepared and provided to the Executive Senior Vice President (See appendix.)
  2. Records Relating to Emergency Operations
     1. Activity Logs. The CCHA EOC shall maintain accurate logs recording key response activities and the commitment of resources.
     2. Cost Records for Response. All departments shall maintain detailed records of labor costs, equipment usage, and supplies expended. These records may be used to recover allowable response and recovery costs from the federal government in the event a federal emergency or disaster declaration is issued by the President.

## Preservation of Records

As terrorists often target government facilities, government records are at risk during terrorist incidents. To the extent possible, legal, property, and tax records should be protected. The principal causes of damage to records are fire and water. If CCHA records are damaged during the incident response, the CCHA EOC should be promptly advised so that timely professional assistance can be sought to preserve and restore them.

## Post-Incident Review

The CCHA shall provide a post incident report to the City EOC and HUD, as it is responsible for organizing and conducting a critique following the conclusion of such a significant terrorist incident. This report shall discuss the pros/cons, items of concern, improvements and contacts.

### ANNEX DEVELOPMENT & MAINTENANCE

# Development. The CCHA Emergency Manager is responsible for developing and maintaining this plan.

# Maintenance. This plan will be reviewed annually.

### XI. REFERENCES

FEMA, Guide for All-Hazard Emergency Operations Planning (SLG-101).

Jane’s Information Group, *Jane’s Chem-Bio Handbook*.

US Department of Transportation/Transport Canada, *Emergency Response Guidebook.*

City of Corpus Christi Emergency Management Plan

#### CORPUS CHRISTI HOUSING AUTHORITY TERRORIST INCIDENT RESPONSE CHECKLIST (Appendix A, Page 1, Chapter 3 EMH)

The response actions below are most appropriate for an incident involving conventional weapons, nuclear devices, or chemical agents where there is a specific incident location.

|  |  |  |
| --- | --- | --- |
| **✓** | Action Item | **Assigned** |
|  | **INITIAL RESPONSE:** |  |
|  | 1. Deploy CCHA ERT |  |
|  | 1. Activate the CCHA EOC to direct any emergency operations. |  |
|  | 1. If incident appears to be terrorism-related, ensure law enforcement personnel are advised and respond to the incident site. |  |
|  | 1. Work with law enforcement to isolate the area and deny entry. Reroute traffic as needed, if required. |  |
|  | 1. CCHA ERT determine and report to the EOC and on site law enforcement:  * Observed indicators of use of chemical/biological weapons * Wind direction and weather conditions at scene * Plume / Smoke direction, if any * Approximate number of apparent victims * Types of victim injuries and symptoms observed * Observations or statements of witnesses |  |
|  | 1. If possible, report the source or what caused the casualty |  |
|  | 1. Report to the EOC any scene control zones (hot, warm, and cold) and safe access routes & location of staging area identified by law enforcement or Fire Department personnel. |  |
|  | 1. Assist in crowd control measures, if necessary |  |
|  | 1. Determine & implement requirements for personal protective clothing (PPE) and equipment for Housing Authority employees. |  |
|  | 1. Establish communications among all response groups (City, residents, local support agencies, emergency management etc.) |  |
|  | 1. Determine any requirements for specialized response support or materials (i.e. Items required to support residents, law enforcement etc.) |  |
|  | 1. Make notification to HUD, the City EOC and other applicable agencies. |  |
|  | 1. Obtain external assistance to determine potential follow-on needs. |  |
|  | 1. Request for a hazardous materials response team, if appropriate. |  |
|  | 1. Request the city bomb squad or ATF support, if appropriate. |  |
|  | 1. Identify areas that may be at risk from delayed weapon effects.  * Determine & implement protective measures for public in those areas. * Determine & implement protective measures for special facilities at risk. |  |
|  | 1. Identify potential hazards such as fires, ruptured gas lines, downed power lines and residual hazardous materials. |  |
|  | 1. Notify appropriate organizations of needs assessment |  |
|  | 1. If the effects of the incident could adversely affect water or wastewater systems, advise residents and request appropriate city agencies. |  |
| **✓** | Action Item | **Assigned** |
|  | **MEDICAL MANAGEMENT:** |  |
|  | * 1. Advise City EOC, EMS and hospitals of possibility of mass casualties/contaminated victims. |  |
|  | * 1. Assist in establishing a site for patient triage, if deemed required by Emergency Response Agencies (Fire Department, Police etc.) |  |
|  | * 1. Assist with identifying a site for gross decontamination (if requested by Emergency Responders.) |  |
|  | **FATALITY MANAGEMENT:** | **Assigned** |
|  | * 1. Alert any immediate family member and arrange for temporary holding facilities for bodies, if necessary**.** Highlight need to preserve evidence. |  |
|  | **OTHER RESPONSE ACTIONS THAT MAYBE REQUIRED:** | **Assigned** |
|  | * 1. Request additional response resources, if needed. * Activate mutual aid agreements * Request state or federal assistance, as needed |  |
|  | * 1. Designate staging areas for incoming resources from other jurisdictions, state and federal agencies, and volunteer groups separate from operational staging area. |  |
|  | * 1. If evacuation has been recommended, notify residents. |  |
|  | * 1. Provide security in evacuated areas, if feasible. |  |
|  | * 1. Establish and operate access control points. |  |
|  | * 1. For incidents involving biological agents, consider measures to restrict person-to-person transmission of disease such as quarantine and restrictions on mass gatherings or meetings. |  |
|  | * 1. Alert human resources agencies to provide disaster mental health services and human services support to victims. |  |
|  | * 1. Determine how pets, livestock, and other animals left in evacuated or contaminated areas will be handled. |  |
|  | * 1. Request assistance to decontaminate essential facilities and equipment, if feasible. |  |
|  | * 1. Request technical assistance in assessing environmental effects. |  |

#### USEFUL POINTS OF CONTACT

|  |  |  |
| --- | --- | --- |
| Organization | Provides | **Contact No.** |
|  |  |  |
| CHEMTREC | Technical assistance for hazardous materials incidents. | 1-800-424-9300  (24 hours) |
| CHEM-TEL | Technical assistance for hazardous materials incidents. | 1-800-255-3924  (24 hours) |
| Chem-Bio Help Line  (Non-emergency) | Information on chemical & biological agents for state and local emergency planners. | 1-800-368-6498  (normal work hours only) |
| Chem-Bio Hot Line  (Emergencies) | Technical assistance regarding chemical & biological agents for state and local emergency responders. | 1-800-424-8802  (24 hours) |
| Bureau of Radiation Control, Texas Dept. of Health | Technical assistance for emergency responders for incidents involving radiological materials. | 512-458-7460  (24 hours) |
| City EOC | Emergency Management | 361-826-1100 |
| Texas Emergency Response Center | HAZMAT Spills | 1-800-832-8224 |
| HUD SA |  | (210)475-6800 |
| Local/Nearest DPS Office | State law enforcement assistance. | (361)698-5500 |
| FBI Office | Federal law enforcement assistance. | 1-361-883-8671 |
| Nearest Bomb Squad | Explosive ordnance disposal assistance. | 911 |

(Appendix A, Page 2, Chapter 3 EMH)

TERRORIST WEAPONS, EFFECTS, & EMERGENCY RESPONSE NEEDS

(Appendix B, Page 1, Chapter 3 EMH)

1. **Conventional Weapons, Explosives & Incendiary Devices**
   1. Weapon Types
      1. Conventional Weapons & Explosives. Conventional weapons include guns, rocket-propelled grenades, and similar weapons. Explosives include military and commercial explosives, such as RDX, Tritonol, dynamite, and ammonium nitrate – fuel oil (ANFO). The casualty potential of conventional explosive devices may be increased by packing metallic materials such as bolts or nails around the explosive to generate lethal fragments that can inflict casualties at considerable distances.
      2. Incendiary Devices. Incendiary devices are designed to ignite fires. They may use liquids, such as gasoline or kerosene, or gases, such as propane, as their fuel. Incendiary devices have been a favorite weapon of terrorists due to the ready availability of materials needed to build such devices.
      3. Combination Device. Conventional explosive and incendiary materials may be used in combination to produce blast damage and fires.
   2. Weapons Effects
      1. Conventional Explosives
         1. Significant blast damage to structures, including building and wall collapse, and blast casualties.
         2. Fragmentation casualties from bomb fragments, debris, and broken glass.
         3. Fires are possible.
      2. Incendiary Devices

* + - 1. Fires.
      2. Secondary explosions are possible.
      3. Burn casualties.
    1. Combination Devices
       1. Significant blast damage to structures, including building and wall collapse, and blast casualties.
       2. Fires.
       3. Fragmentation casualties from bomb fragments, debris, and broken glass.
  1. Indications of Use
     1. Conventional Explosives
        1. Prior warning or threat.
        2. Presence of triggering devices, such as blasting caps or timers.
        3. Explosive residue at scene or results from detection instruments.
        4. Indications of deliberately introduced fragmentation materials.
     2. Incendiary Devices
        1. Prior warning or threat.
        2. Multiple fire locations.
        3. Signs of accelerants or results from detection instruments.
        4. Presence of propane/butane cylinders in other than typical locations
        5. Presence of containers for flammable liquids.
  2. Emergency Response Guidance

If hazardous materials are encountered in the response to an attack with conventional explosives or incendiary devices, consult the US Department of Transportation *Emergency Response Guidebook* (ERG).

* 1. Response Needs
     1. Personal protective equipment for emergency responders.
     2. Medical evacuation and treatment for mass casualties.
     3. Search and rescue teams for collapsed structures.
     4. Firefighting.
     5. Hazmat response team.
     6. Mortuary support for mass fatalities.
     7. Evacuation assistance.
     8. Access control for incident site.
     9. Shelter and mass care for evacuees.
     10. Investigative resources

1. **Nuclear Devices & Materials**
   1. Weapons Types
      1. Radiation Dispersal Device. Radioactive materials in powder form are packed around conventional explosives. When the explosive device detonates, it disperses the radioactive material over a wide area. Such devices do not require weapons grade radioactive materials; they may be constructed from materials obtained from medical or industrial equipment in common use.
      2. Improvised Nuclear Device (nuclear bomb). Use of this type of device is considered unlikely. It would be extremely difficult for terrorists to build or acquire such a device because a substantial quantity of weapons-grade fissionable materials, extensive equipment, and technical expertise would be needed. It would be extremely difficult to obtain the weapons grade fissionable material required to construct such a device.
      3. Nuclear Weapon. It is considered very unlikely that terrorists would use military nuclear weapons because such weapons are normally secured, strictly controlled, and frequently incorporate safety features to prohibit unauthorized use.
   2. Weapons Effects

All of the weapons listed could spread radioactive materials if detonated, which could pose immediate danger to life at high levels and long-term adverse health effects at lower levels. In addition, each of these weapons can produce both immediate radiological effects and residual radioactive contamination.

(Appendix B, Page 2, Chapter 3 EMH)

* + 1. Radiological Dispersal Device

* + - 1. Some blast damage to structures.
      2. Some blast casualties.
      3. Some fragmentation damage to structures and casualties among people.
      4. Localized radiological contamination
      5. Fires are possible.
    1. Improvised Nuclear Device or Nuclear Weapon
       1. Extensive blast damage to structures, including building and wall collapse
       2. Significant blast casualties.
       3. Significant fragmentation casualties from debris, broken glass, and other materials.
       4. Extensive radiological contamination.
       5. Extensive fire effects.
  1. Indications of Use
     1. Prior warning or threat.
     2. Reports of stolen radiological sources or nuclear materials.
     3. Use of these weapons may produce damage and casualties similar to that produced by a conventional high explosive bomb. Radiological detection equipment will be needed to confirm the presence of radioactive materials.
  2. Emergency Response Guidance
     1. Radiation Dispersal Device – ERG Guide 163
     2. Improvised Nuclear Device or Nuclear Weapon – ERG Guide 165
  3. Response Needs
     1. Personal protective equipment for emergency responders.
     2. Mass personnel decontamination.
     3. Medical evacuation and treatment for mass casualties.
     4. Urban search and rescue teams for collapsed structures.
     5. Firefighting.
     6. Radiological monitoring and assessment teams.
     7. Mortuary support for mass fatalities.
     8. Evacuation assistance.
     9. Access control for incident site and contaminated areas.
     10. Shelter and mass care for evacuees.

1. **Chemical Weapons**
   1. Weapon Types. Letters in parenthesis are military designators for these agents.
      1. Nerve Agents. Nerve agents are some of the most toxic chemicals in the world; they are designed to cause death within minutes of exposure. Lethal doses may be obtained by inhaling the agent in aerosol or vapor form or having the agent deposited on the skin in liquid form. Examples include Sarin (GB), Soman (GD), and V agent (VX),

(Appendix B, Page 3, Chapter 3 EMH)

* + 1. Blister agents. Blister agents cause blisters, skin irritation, damage to the eyes, respiratory damage, and gastrointestinal effects. Their effect on exposed tissue is somewhat similar to that of a corrosive chemical like lye or a strong acid. Examples include Mustard (H) and Lewisite (L).
    2. Blood Agents. Blood agents disrupt the blood’s ability to carry oxygen and cause rapid respiratory arrest and death. Examples include potassium cyanide and hydrogen cyanide (AC).
    3. Choking Agents. Choking agents cause eye and airway irritation, chest tightness, and damage to the lungs. These agents include industrial chemicals such as chlorine (CL) and phosgene (CG).
    4. Hallucinogens, Vomiting Agents, and Irritants. These materials cause temporary symptoms such as hallucinations, vomiting, and burning and pain on exposed mucous membranes and skin, eye pain and tearing, and respiratory discomfort. The effects of these agents are typically short lived; they are generally designed to incapacitate people and typically do not pose a threat to life.
  1. Other Emergency Response Considerations.
     1. Agent Form

Some nerve and blister agents are normally in liquid form. When used as weapons, most chemical agents are delivered in aerosol form to maximize the area covered, although some may be delivered as a liquid. An aerosol is defined as a suspension or dispersion of small particles (solid or liquids) in a gaseous medium. Dissemination methods range from spray bottles and backpack pesticide sprayers to sophisticated large-scale aerosol generators or spray systems.

* + 1. Persistency

Chemical agents may be either persistent or non-persistent. Non-persistent agents evaporate relatively quickly. Persistent agents remain for longer periods of time. Hazards from both vapor and liquid may exist for hours, days, or in exceptional cases, weeks, or months after dissemination of the agent.

* 1. Weapons Effects

The primary effects of chemical agents are to incapacitate and kill people.

* + 1. Minute doses of nerve agents cause pinpointing of the pupils (miosis), runny nose, and mild difficulty breathing. Larger doses cause nausea, vomiting, uncontrolled movement, loss of consciousness, breathing stoppage, paralysis, and death in a matter of minutes. G-agents are non-persistent, while V agents are persistent.
    2. Blister agents cause eye irritation and reddening of the skin in low doses. Larger doses produce eye and skin blisters, airway damage, and lung damage, causing respiratory failure. Some blister agents, such as mustards, are persistent in soil, while other blister agents are considered non-persistent.
    3. Blood agents inhibit the transfer of oxygen in the body and produce intense irritation of the eyes, nose, and throat, breathing tightness, convulsions, and respiratory arrest, causing death. Blood agents are considered non-persistent.
    4. Choking agents produce eye and airway irritation and lung damage, which may lead to death. Choking agents are generally non-persistent.

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* + 1. Vomiting agents and Irritants have relatively short-term incapacitating effects. These symptoms seldom persist more than a few minutes after exposure and the agents are considered non-persistent.
  1. Indications of Use
     1. Prior warning or threat.
     2. Explosions that disperse mists, gases, or oily film.
     3. Presence of spray devices or pesticide/chemical containers.
     4. Unexplained mass casualties without obvious trauma.
     5. Casualties exhibit nausea, breathing difficulty, and/or convulsions.
     6. Odors of bleach, new mown grass, bitter almonds, or other unexplained odors.
     7. Dead birds, fish, or other animals and lack of insects at the incident site and areas downwind.
     8. Alarms by chemical detection systems.
  2. Emergency Response Guidance
     1. Nerve Agents. Use ERG Guide 153. Antidotes to nerve agents, including atropine and 2-PAM Chloride, must be given shortly after exposure to be effective.
     2. Blister Agents. Use ERG Guide 153.
     3. Blood Agents
        1. If the agent is positively identified as Cyanogen Chloride, use ERG Guide 125.
        2. If the agent is positively identified as Hydrogen Cyanide, use ERG Guide 117.
        3. If you suspect a blood agent has been used, but have not positively identified it, use ERG Guide 123.
     4. Choking Agents
        1. If the agent is positively identified as Chlorine, use ERG Guide 124.
        2. If the agent is positively identified as Phosgene, use ERG Guide 125.
        3. If you suspect a choking agent has been used, but have not positively identified it, use ERG Guide 123.
     5. Irritants
        1. For tear gas or pepper spray, use ERG Guide 159.
        2. For mace, use ERG Guide 153.
  3. Response Needs
     1. Personal protective equipment for emergency responders.
     2. Mass decontamination capability.
     3. Medical evacuation and treatment for mass casualties.
     4. Hazmat response teams.
     5. Mortuary support for mass fatalities.
     6. Evacuation assistance.
     7. Access control for incident site and contaminated areas.
     8. Shelter and mass care for evacuees.

(Appendix B, Page 5, Chapter 3 EMH)

1. **Biological Weapons**
   1. Weapon Types. Biological agents are intended to disable or kill people by infecting them with diseases or introducing toxic substances into their bodies. Such agents are generally classified in three groups:
      1. Bacteria and Rickettsia. Bacteria and rickettsia are single celled organisms which cause a variety of diseases in animals, plants and humans. Bacteria are capable of reproducing outside of living cells, while rickettsia require a living host. Both may produce extremely potent toxins inside the human body. Among the bacteria and rickettsia that have been or could be used as weapons are:
         1. Anthrax
         2. Plague
         3. Tularemia or Rabbit Fever
         4. Q fever
      2. Viruses. Viruses are much smaller than bacteria and can only reproduce inside living cells. Among the viruses that could be used as weapons are:
         1. Smallpox
         2. Venezuelan Equine Encephalitis (VEE)
         3. Viral Hemorrahagic Fever (VHF)
      3. Toxins. Toxins are potent poisons produced by a variety of living organisms including bacteria, plants, and animals. Biological toxins are some of the most toxic substances known. Among the toxins that have been or could be used as weapons are:
         1. Botulinum toxins
         2. Staphylococcal Enterotoxins
         3. Ricin
         4. Mycotoxins
   2. Other Emergency Response Considerations
      1. Means of Dissemination
         1. Inhalation of agent in aerosol form. An inhalation hazard may be created by spraying a biological agent. Many biological agents, such as viruses, may also be readily transmitted from an affected person to others in aerosol form by coughing and sneezing. This can result in the rapid spread of disease-causing agents.
         2. Ingestion in food, water, or other products than have been contaminated with agents.
         3. Skin contact or injection. Some agents may be transmitted by simple contact with the skin or by injection.
      2. Unique Aspects of A Biological Agent Attack
         1. As there are few detection systems for biological agents available, an attack with biological agents may not be discovered until public health authorities or medical facilities observe people becoming sick with unusual illnesses. Casualties may occur hours, days, or weeks after exposure. Medical investigators will normally undertake to determine the source and cause of such illnesses and how it is spread.

(Appendix B, Page 6, Chapter 3 EMH)

* + - 1. In the aftermath of an attack with biological agents, public health agencies will normally take the lead in determining actions that must be taken to protect the public, although state and local governments may implement those actions.
      2. There may be no local crime scene or incident site; the initial dissemination of the agent may have occurred in another city or another country and affected travelers may bring disease into the local area.
      3. As people affected by some biological agents, such as viruses, are capable of spreading disease to others, the emergency response to a biological attack may have to include medical isolation of affected patients and quarantines or other restrictions on movement of people or animals. It may also be necessary to restrict opportunities for person-to-person transmission by closing schools and businesses or curtailing mass gatherings such as sporting events.
  1. Weapon Effects

Biological agents are used to both incapacitate and to kill. Some agents make people seriously ill, but rarely kill those affected; these may create a public health emergency. Others, such as anthrax and many toxins, kill those affected and may create both a public health emergency and a mass fatality situation.

* 1. Indications of Use
     1. If there is a local incident site, the following may be indicators of the use of biological weapons:
        1. Advance warning or threat.
        2. Unusual dead or dying animals
        3. Unusual casualties – pattern inconsistent with natural disease or disease that does not typically occur in the local area.
        4. Aerosol containers or spray devices found in other than typical locations of use.
        5. Presence of laboratory glassware or specialized containers.
        6. Biohazard labels on containers.
        7. Evidence of tampering with foodstuffs and water distribution systems.
        8. Indications of tampering with heating/air conditioning systems.
     2. For many biological agent attacks, medical assessment of affected people, autopsy results, and follow-on medical investigation will be required to confirm the use of biological agents.
  2. Emergency Response Needs
     1. Personal protective equipment for emergency responders.
     2. Decontamination capability.
     3. Specialized pharmaceuticals.
     4. Medical evacuation and treatment for mass casualties.
     5. Public health prevention programs.
     6. Mortuary support for mass fatalities.
     7. Access control for incident site, if one exists.
     8. Personnel support for quarantine operations.
     9. Public health investigative resources.

#### (Appendix B, Page 7, Chapter 3 EMH)SPECIALIZED RESPONSE RESOURCES

#### (Appendix C, Chapter 3 EMH)

During the response to a terrorist incident, the local resources used for most emergency situations will be used. Because of the potentially great damage, contamination, casualties, and fatalities that may be generated by large-scale terrorist incidents, specialized response resources may be needed from the state and federal government to supplement those available locally. Some of those resources are outlined below. Requests for state or federal resources should be channeled through the Executive Senior Vice President.

|  |  |  |
| --- | --- | --- |
| RESOURCE NEED | SOURCE | RESOURCES |
|  |  |  |
| Assessment & Technical Assistance | State:  Other:  Federal: | 6th WMD/Civil Support Team  CHEMTREC (1-800-924-9300)  Chemical/Biological Hotline (1-800-368-6498)  Other WMD/Civil Support Teams  Military Resources |
|  |  |  |
| Hazmat Response Support | State:  Federal: | Texas Natural Resources Conservation Commission  National Response Center  Regional Response Teams |
|  |  |  |
| Medical Care & Public Health Support | Federal: | Disaster Medical Assistance Teams (DMATs)  Military medical units  Military hospital support |
|  |  |  |
| Radiological Monitoring & Assessment | State:  Other:  Federal: | Dept. of Health/Bureau of Radiation Control team  Assistance is available from other states pursuant to an interstate compact  US Dept. of Energy Radiation Assistance Program  US Dept. of Energy Federal Radiological Monitoring  & Assessment Center  US Environmental Protection Agency Radiological  Emergency Response Teams  Military resources |
|  |  |  |
| Urban Search & Rescue | State:  Federal: | Texas Search & Rescue Task Force 1  Other National Urban Search & Rescue System  Task Forces |
|  |  |  |
| Security, Traffic Control, & Access Control | State:  Federal: | Dept. of Public Safety  Parks & Wildlife Dept.  Texas Forest Service  National Guard  Military resources |
|  |  |  |
| Victim Identification & Mortuary Services | Federal: | FBI  Disaster Mortuary Teams (DMORTs) |

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| CCHA Disaster Assessment Checklist |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type of Disaster/Response | **Flooding** | **Fire** | **Tornado** | **Hurricane** | **Other** |
| **Development:** | | | **Date:** | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Check** | | **Y/N** | Comments |
| Electrical Power Available? | |  |  |
| Are power lines intact? | |  |  |
| Curb drains draining properly | |  |  |
| Flooding present? | |  |  |
| Trees down? | |  |  |
| Water available? | |  |  |
| Water leaks? | |  |  |
| Other property damage or noticeable hazards? | |  |  |
| Gas Available? | |  |  |
| Security of development intact (Lights/fences) | |  |  |
| Phone lines available? | |  |  |
| Streets accessible? | |  |  |
| Will temporary living shelters be required? | |  |  |
| Report of flooding ( Use chart below) | |  |  |
| * Higher than 36” is destroyed * 36” = Major Flooding * 6” = Minor Flooding     Home or Dwelling assessment | Guide for determining water depth  * Brick: 2 ½” * Concrete or cinder block: 8” * Lap or aluminum siding: 4” * Door knobs: 36” * Stair risers: 7” * Standard doors: 80”   **Look for:**   |  |  | | --- | --- | | * Structural damage | * Broken windows (%) | | * Foundation damage | * Sewage backup | | * Flotation or shifting on or off foundation | * Wall collapse | | * Walls bowed or bent | * Chimney exhaust pipe damaged (Heater and wtr heater) | | * Roof damage | * Window leaks | | | |
| Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of Evaluator | | | |

Appendix D, Chapter 3 EMH

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| **Daily CCHA Disaster Situational Report** |

Day: \_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_ Report submitted by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Weather:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Special Conditions:

Homeland Security Advisory Level: \_\_\_\_\_

|  |  |
| --- | --- |
| **Development** | **Comments/Updates** |
| **Leathers** |  |
| **Navarro** |  |
| **Wiggins** |  |
| **LAI** |  |
| **LAII** |  |
| **LAIII** |  |
| **Parkway** |  |
| **RMP** |  |
| **Treyway** |  |
| **Leeward** |  |
| **Mckenzie** |  |
| **Alaniz** |  |
| **Clairlaine** |  |

Appendix E, Chapter 3 EMH

|  |
| --- |
| **Tool/Equipment Record of Issue During a Disaster** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Issued by** | **Issued to** | **Date Out** | **Date In** | **Contact No.** |
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Appendix F, Chapter 3 EMH

HUD San Antonio Office of Public Housing

Initial Damage Assessment Report

PHA Name & Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_

In the event that your area sustained damage, please prepare this initial damage assessment report, in order to keep us informed during this critical, adverse weather condition.

We need you to report the following, as soon as practical.

Damage due to, (please check all appropriate areas):

Flooding\_\_\_\_\_ Fire\_\_\_\_\_\_\_\_\_\_ Hail\_\_\_\_\_\_\_ Hurricane\_\_\_\_\_\_

High winds\_\_\_\_\_ Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Damage to (Yes/No response):

Public Housing \_\_\_\_\_

Section 8 property \_\_\_\_\_

Damage to Public Housing dwelling units:

Number units or buildings affected: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were families relocated? \_\_\_\_\_\_\_\_If Yes, how many?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were roofs damaged? \_\_\_\_\_\_\_\_

Were utility services unserviceable or interrupted. Are all utility services restored? \_\_\_\_\_\_\_\_

Electrical: \_\_\_\_\_\_\_ Gas \_\_\_\_\_\_\_\_ Water \_\_\_\_\_\_\_\_\_

Any Injuries or casualties to report? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any noteworthy reportable item:

Date of next anticipated report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX report to: 210-472-6816 (San Antonio Office of Public Housing)

Name of person submitting the report:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone # Fax #

Appendix G, Chapter 3 EMH

#### Corpus Christi Housing Authority Response To Natural Gas Leaks Plan

#### ~Chapter 4~

A. Introduction

This emergency plan provides a format of essential data in an Emergency situation such as terrorism. Refer ultimately to the Master Meter Plan for all other leaks (Appendix A, Chapter 4, EMH).

No emergency plan can cover all situations. There is no substitute of the sound judgment of the person or persons involved. IN ANY EMERGENCY, THE SAFETY OF PEOPLE MUST ALWAYS BE FIRST PRIORITY. Everyone responsible for handling an emergency situation will be familiar with the contents of this plan and the emergency procedures in the Master Meter Plan. Training will be conducted annually for Maintenance and for those in charge of emergency situations.

B. Definition of Emergency Incident

An emergency condition exists when we determine that extraordinary procedures, equipment, manpower, and/or supplies must be used to protect people from existing or potential hazards.

Corpus Christi Housing Authority

Emergency Plan

A. Introduction

This emergency plan provides a format of data essential in an

Emergency situation.

No emergency plan can cover all situations. There is no

substitute of the sound judgment of the person or persons

involved. IN ANY EMERGENCY, THE SAFETY OF PEOPLE

MUST ALWAYS BE FIRST PRIORITY. Everyone responsible for

handling an emergency situation will be familiar with the

contents of this plan. We will provide training for those in

charge of emergency situations.

B. Definition of Emergency Incident

An emergency condition exists when we determine that

extraordinary procedures, equipment, manpower, and/or

supplies must be used to protect people from existing or

potential hazards.

These hazards may include, but are not limited in:

1. Facility failures that result in:
   1. Under pressure in the system;
   2. Overpressure in the system;
   3. Large amounts of escaping gas;
   4. Fire, explosion, etc;
   5. Any leak considered hazardous; and
   6. Danger to major segment(s) of the system
2. Natural disasters (floods, tornadoes, hurricanes,

earthquakes, etc.)

1. Civil disturbances (riots, etc.)
2. Load reduction conditions (result in voluntary or mandatory reduction of gas usage).

C. Contents of Emergency Plan

1. Emergency Notification List
2. Map of Key Valve Locations
3. Emergency Equipment
4. Responding to Gas Leak Repots and Interruption of Gas Service
5. Major Emergency Check List
6. Reporting Requirements (Telephone Report)
7. Restoration of Gas Service after Outage
8. Education and Training
9. Accident Investigation
10. Emergency Notification List

See Appendix A-8

1. Natural Gas Map of Key Valve Locations

A system map that shows key valves, system pressures, and source of supply is available. The map is readily available in an easily accessible emergency file held by the After Hours technician and with the Gas Line Program Coordinator. All employees must know its contents and location.

ONLY authorized personnel will operate valves. Fire, Police, and other officials, or their outside individuals ARE NOT AUTHORIZED to operate or to instruct others, including gas company personnel, to operate valves (except the “end-use” valve, commonly called the meter shut-off).

1. Emergency Equipment

Emergency equipment (i.e. shovels, tools, key valve wrenches are located in the maintenance shop for that development. Repair materials can be found at the individual site, warehouse or maybe purchased at a local vendor (PO number must be approved unless it is a danger to life or property.) Detection equipment is located on the site in the maintenance building.

Note: Periodic checks as per equipment and recommendations of emergency

equipment will be taken and records of these inspections shall be kept on file.

4. Responding to Gas Leak Reports and Interruption of Gas Service

a. The employees receiving a report of a gas leak should get

as much information as possible to properly fill out a Job

order.

b. All reports of leaks on tenant premises have high priority. LEAKS INSIDE A BUILDING GET TOP PRIORITY. Reports of

gas leaks must be reported to the Supervisor and the leak

report submitted to the Gas Line Program Coordinator.

c. After obtaining the information and determining a

hazardous leak exists inside a building, remind the tenant

of all the following information:

* 1. Call 911 for emergency services.
  2. No one is to turn ON or OFF any electrical switches.
  3. No one is to ring door bells or use the phone
  4. Let the phone drop to the floor, do not hang it up.
  5. Extinguish all open flames. DO NOT LIGHT MATCHES, CIGARETTES, etc.
  6. Turn off gas supply, if feasible.
  7. Everyone in the building is to leave the building and go to a safe distance, at least one block away. GO ON FOOT – no engines or sparks. Maintenance trucks must not approach any leaks within one block.
  8. Avoid rubbing against furniture or carpet that would cause static electricity.

d. Ensure personnel are immediately dispatched to the

location of the reported leak

e. Duties of first company employee on the scene:

Take every corrective action necessary to protect life and

property from danger (in that order). It is the responsibility

of the person in charge to:

* + 1. Set up communication
    2. Coordinate the operation
    3. Make all decisions concerning emergency valves (isolating areas) and the use of emergency equipment.
    4. Keep the Program Coordinator and Management informed of all updates.

5. Major Emergency Check List (See Appendix 10)

a. Leaks Outside Building

Extinguish all open flames. No smoking

Assess danger to public, surrounding buildings

occupants, and property

Notify fire and police.

Notify gas utility supplier.

Block Street

Notify supervisor or other responsible persons.

Bar probe next to foundation of building.

Check neighboring buildings for gas.

Repair Leak.

When positively sure it is safe, return occupants to building.

b. Leaks inside Building

* + - 1. Call 911, if required.
      2. Evaluate house immediately to determine concentration of gas and source of leak. Evacuate if necessary.
      3. DO NOT operate any electrical switches.
      4. DO NOT use phone in building.
      5. Shut off gas meter valve
      6. If more than 4% gas is present, open doors and windows, ventilate building.
      7. Bar probe area especially around foundation. Check water

Meter and other openings.

* + - 1. Repair Leak
      2. After repairs if ground is gas free and if house is gas free, turn meter valve. CHECK ALL GAS PIPING AND APPLIANCES FOR LEAKS. (Is meter hand turning normally or spinning? Conduct a soap bubble test.)
      3. If leak cannot be repaired, notify customer. Turn off meter and use the lock out/tag out program to secure and leave. Notify the

Program Coordinator and the Senior Vice President of Management.

c. Gas Burning Inside Building

1. Call fire department using 911.
2. Call gas utility supplier.
3. If fire is at an appliance, shut gas off at valve or, if not possible, shut gas off at meter or curb valve.
4. Bar probe area and use CGI to locate source of gas
5. Notify the Program Coordinator & Senior Vice President of Management immediately.

d. Interruption in Gas Supply

An interruption to gas supply line could be caused

by: (a) freezing of the regulators; (b) break in line;

(c) Sabotage; (d) supplier cut-off or; (e) LP Gas Tank

out of fuel; (f) of planned event for preventative

maintenance or repairs.

1. Call supplier (Transmission Company, natural

Gas utility, or LP-Gas distributor).

1. Locate leak, inform supplier of the location of

leak, if possible.(See Para – 5)

1. Close the appropriate valve to isolate the break (If necessary).

6. Reporting Requirements (Telephone Report)

a. The Railroad Commission of Texas must be notified

by telephone as soon as practicable for any leak

that:

1. Caused a death or an injured person required

hospitalization.

1. Caused total property damage exceeding

50,000.00 including cost of gas.

1. An event that is significant, in the judgment

of the operator, even though it did not meet the criteria of paragraphs (1) or (2). The telephone report, if required should be made at the earlier practicable moment following discovery and at least within two hours. To notify RRC, call Austin (512) 463-6788 (must call first) Corpus Christi (361) 242-3117

Note: Notify the Program Coordinator & the Senior Vice President of Management.

b. The telephone report for RRC should contain:

1. Name of operator.
2. The location, time, and date of incident
3. Fatalities and person injuries
4. All other significant known facts that is relevant to the cause of the leak or extent of the damages. (Describe accident.)
5. Who in management should be contacted upon arrival at accident.

7. Restoration of Gas Service After an Outage

When the gas supply has been cut off to an area, no gas will be turned on to the affected area until the individual service to each tenant has been turned off.

The individual service of each tenant must be turned off, either at the meter or at service valves. If the service valves cannot be located, the service line must be uncovered; a service valve installed and then cut off. In restoring service to an affected area, all gas piping and meters must be purged and appliances relit. Never turn on gas at a meter unless there is access to ALL appliances on the consumer piping. In the event a tenant is not at home, a message must be left in a conspicuous location requesting the tenant to call the office to arrange for restoration of service.

The person in charge is to coordinate and to be responsible for this operation. A complete record of the incident, with drawings, etc shall be kept on file with the Gas Line Program Coordinator.

(Appendix A, Chapter 4, EMH)

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| Corpus Christi Housing Authority Fire Procedures Plan~Chapter 5~ |

**Fire**

**Response to Fire or Suspected Fire**

1. If a burning odor or smoke is present, pull a fire alarm (If applicable) to activate the fire alarm system.
2. Call 911 and report the location of the fire and the material burning if known. Report this information to fire and police personnel as they arrive.
3. If you can help control the fire without personal danger and have received training, take action with available fire extinguisher. If not, leave the area.
4. Never allow the fire to come between you and an exit. Leave the building, checking as you leave to make sure everyone has left the immediate area. Close doors behind you to confine the fire.
5. Evacuate the building.

Note: Maintenance employees should, if possible, shut off gas in the building or area; call/radio

the SMS/Senior Vice President of Maintenance

**Response to Audible Fire Alarms**

1. If the audible fire alarm sounds, evacuate the building.
2. Leave immediately; do not delay to locate personal items.
3. Try to make sure that all members of your department hear the alarm and evacuate the area by quickly checking nearby restrooms, copier rooms, storage rooms, etc. as you exit.
4. Use the nearest stairway. Do not use the elevator.
5. If requested, accompany and assist persons with disabilities.
6. Shut all doors behind you as you go. Closed doors can slow the spread of fire and smoke.
7. Evacuate as quickly as possible but in an orderly manner. Do not push or shove.
8. Once outside, move at least 100 feet from the building.
9. Meet at a predetermined location to account for all members of your team.
10. Return to the building only when given the "all clear" by the Fire Department or CCHA. Do NOT assume that when the audible alarm ceases it is safe to enter the building. There are many possible reasons for the alarm to stop sounding.

Fire in a Unit

* 1. If an emergency response team (Fire Department of Police) has arrived, call 911.
  2. Assist emergency teams with securing of gas and electrical.
  3. Assist the resident to afford them shelter, if required.
  4. Collect as much information as possible, but a minimal get the following:
     + Families name
     + Was anyone hurt, if so get specifics on injury and names etc.
     + Address
     + Source of fire
     + Damage assessment (can they stay in the unit, is it totally destroyed etc.)
     + Are other units affected, if so identify what and addresses
     + Is arson suspected and will the fire dept. need to keep the unit closed

**Note: Remember we will need the who, what, where, why and when of the incident.**

* 1. Call the Senior Vice President responsible of Maintenance and Housing Management in that district.
  2. Call the American Red Cross if the family needs immediate shelter and cloths.
  3. Fill out an Unusual Occurrence Report (UOR) so it can be turned into the SMS or Senior Vice President first thing the next morning.
  4. Have management take pictures if possible.
  5. Secure the unit (broken windows, doors etc.)

Note 1: If the resident will need temporary shelter ensure the AB Manager is notified.

Note 2: Ensure HR is contacted, take pictures and write the Unusual Occurrence Report and begin using the CCHA flow chart to start the repair process.

Note 3: Maintenance employees should, if possible, shut off gas in the building or area, call/radio the SMS/Senior Vice President of Maintenance.

Note 4: Send SA HUD and Assessment Report (Appendix A)

HUD San Antonio Office of Public Housing

Initial Damage Assessment Report

PHA Name & Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_

In the event that your area sustained damage, please prepare this initial damage assessment report, in order to keep us informed during this critical, adverse weather condition.

We need you to report the following, as soon as practical.

Damage due to, (please check all appropriate areas):

Flooding\_\_\_\_\_ Fire\_\_\_\_\_\_\_\_\_\_ Hail\_\_\_\_\_\_\_ Hurricane\_\_\_\_\_\_

High winds\_\_\_\_\_ Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Damage to (Yes/No response):

Public Housing \_\_\_\_\_

Section 8 property \_\_\_\_\_

Damage to Public Housing dwelling units:

Number units or buildings affected: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were families relocated? \_\_\_\_\_\_\_\_If Yes, how many?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were roofs damaged? \_\_\_\_\_\_\_\_

Were utility services unserviceable or interrupted. Are all utility services restored? \_\_\_\_\_\_\_\_

Electrical: \_\_\_\_\_\_\_ Gas \_\_\_\_\_\_\_\_ Water \_\_\_\_\_\_\_\_\_

Any Injuries or casualties to report? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any noteworthy reportable item:

Date of next anticipated report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX report to: 210-472-6816 (San Antonio Office of Public Housing)

Name of person submitting the report:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone # Fax #

Appendix A, Chapter 5 EMH

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| Corpus Christi Housing Authority Flooding Procedures Plan~Chapter 6~ |

**Flooding and Water Damage to a Building**

Serious water damage can occur from a number of sources: hurricanes, severe rain, broken pipes, clogged drains, damaged skylights or windows, or construction errors.

**If a water leak occurs:**

1. Contact Work Maintenance at that site until 5 p.m. weekdays or the Emergency after hour’s technician at Residents (889-3399), CCHA Staff (537-8124 cell phone or 745-8023 pager) immediately. Report the exact location and severity of the leak. Send a SA HUD Assessment Report (Appendix A)
2. If there are electrical appliances or outlets near the leak, use extreme caution. Secure the electrical power at the breaker not in the area of the leak. If there is any possible danger to the resident, evacuate the area.
3. If you know the source of the closest water cutout secure this, if this cannot be located secure the next closest valve. Notify your Maintenance Supervisor and AB Manager so they can notify residents.
4. Evaluate if the resident will need to move or will /require temporary shelter or housing.
5. Pump out any remaining water.
6. Repair the leak or source of flooding (i.e., unclog the drain, turn off the water, etc.), do so.
7. If walls are wet refer to the CCHA Indoor Air Quality (IAQ) for drying/clean-up procedures

Severe Weather:

* 1. In the case of severe weather be prepared to assist as directed in protecting objects/property that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage, such as covering objects. Requests for this will come from the Executive Director, a Senior Vice President in Management or the Emergency Manager.
  2. If flooding or damage is noted after severe weather it shall be reported to the Emergency Manager whom in return will notify the ED, Senior Vice President responsible and active the ERT. Also contact the local American Red Cross for assistance to residents.
  3. The ERT will do a quick assessment of the damages with recommendations for remediation and or repair, as well as recommendations for the resident’s health and safety.
  4. The CCHA shall prioritize the nature of the damages and direct manpower as required to meet the needs of the incident.
  5. If the incident is large in nature, management may temporarily suspend routine work order recording and dispatching until the emergency is under control.
  6. A Damage Assessment Report shall be drafted and forwarded to HUD San Antonio (See “Communications”)

HUD San Antonio Office of Public Housing

Initial Damage Assessment Report

PHA Name & Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_

In the event that your area sustained damage, please prepare this initial damage assessment report, in order to keep us informed during this critical, adverse weather condition.

We need you to report the following, as soon as practical.

Damage due to, (please check all appropriate areas):

Flooding\_\_\_\_\_ Fire\_\_\_\_\_\_\_\_\_\_ Hail\_\_\_\_\_\_\_ Hurricane\_\_\_\_\_\_

High winds\_\_\_\_\_ Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Damage to (Yes/No response):

Public Housing \_\_\_\_\_

Section 8 property \_\_\_\_\_

Damage to Public Housing dwelling units:

Number units or buildings affected: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were families relocated? \_\_\_\_\_\_\_\_If Yes, how many?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were roofs damaged? \_\_\_\_\_\_\_\_

Were utility services unserviceable or interrupted. Are all utility services restored? \_\_\_\_\_\_\_\_

Electrical: \_\_\_\_\_\_\_ Gas \_\_\_\_\_\_\_\_ Water \_\_\_\_\_\_\_\_\_

Any Injuries or casualties to report? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any noteworthy reportable item:

Date of next anticipated report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX report to: 210-472-6816 (San Antonio Office of Public Housing)

Name of person submitting the report:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone # Fax #

Appendix A, Chapter 6 EMH

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| Corpus Christi Housing Authority HAZMAT Spill Procedures Plan~Chapter 7~ |

**Hazardous Material (HAZMAT) Spill Response**

**HAZARDOUS MATERIALS INCIDENTS**

From industrial, chemical, and toxic waste to household detergents and air fresheners,

hazardous materials are part of our everyday lives.

Hazardous materials are substances that because of their chemical nature pose a potential risk

to life, health, or property if they are released or used improperly.

Hazards can exist during:

* Production.
* Storage.
* Transportation.
* Use.
* Disposal.

Potential sources of hazardous materials can include:

* Chemical plants.
* Local service stations, which store and dispense gasoline and diesel fuel.
* Hospitals, which store a range of radioactive and flammable materials.
* Hazardous materials waste sites, of which there are approximately 30,000 in the United

States.

* Transport vehicles, including trucks, trains, ships, and aircraft.
* CCHA parts warehouse, maintenance shops and most other areas where cleaning supplies etc. are stored.
* Hazardous materials incidents can range from a chemical spill on a highway to groundwater

contamination by naturally occurring methane gas. Hazardous materials incidents can occur

anywhere.

A hazardous material spill, is a spill in which there is a significant amount of a hazardous material released or one in which the release of the substance cannot be controlled. Examples of hazardous materials in quantities that would be considered a spill are: more than one gallon of bleach, more than 100 ml of sulfuric acid, over one gallon of gasoline, and any quantity of mercury. Also to include infectious materials, such as blood and other body fluids.

**Warning Procedures**

A warning of a hazardous material spill or release could come via:

* The City call down system via the telephone
* Television
* Radio
* Police or Fire units
* Housing Authority personnel

Note: If it is a local spill the area will be secured utilizing yellow warning tape in the spill kit by Housing Authority personnel.

**Hazardous Material Spill Response**

1. Secure & evacuate the area and stop the source of the hazardous material, if possible and will not endanger life or health, and leave immediately. Report the emergency from a safe location uphill and upwind of the spill. Use your senses of sight, smell, and hearing. If any one of these senses alarm you than treat the spill with extreme caution.
2. Notify the Supervisor immediately. Dial 911 if needed.
3. Stay away from the incident site to avoid spread of contamination.
4. Unless trained, DO NOT attempt to clean up the spill. Call the Senior Vice President of that district and the Emergency Manager to have the proper decontamination information and clean up researched in the CAMEO system.
5. If the Fire Department is called, make yourself available to emergency response personnel to supply critical information to aid in clean up.
6. Provide as much of the following information as possible:

* Where has the hazardous material spill occurred? Specify the floor, room number, and location in room.
* Has there been a fire and/or explosion?
* Are there any injuries? If so, how many?
* What material has been spilled?
* What is the state of the material (i.e., solid, liquid, gas, combination)?
* Is any of the hazardous material escaping from the spill location in the form of chemical vapors/fumes or running or dripping liquid?

**Note**: If the hazardous material comes in contact with your skin, immediately flush the affected area with copious amounts of water for at least 15 minutes, and then seek medical attention.

**Infectious Material Spill Response**

* 1. If the infectious material comes in contact with your skin, immediately wash with soap and water.
  2. Unless trained, DO NOT attempt to clean up the spill.
  3. Contact the site Maintenance team until 5 p.m. or the Emergency after hour’s technician at (537-8124 cell phone or 745-8023 pager).
  4. For clean up of infectious materials refer to chapter 8.
  5. If other organizations are called in, i.e. Environmental Health and Safety personnel, make yourself available to supply information to aid in clean up and ensure the EM is contacted.

**Additional precautions for any spill**

* Avoid contact with spilled liquids, airborne mists, or condensed solid chemical deposits.

Keep your body fully covered to provide some protection. Wear gloves, socks, shoes,

pants, and a long-sleeved shirt.

* Do not eat food or drink water that may have been contaminated. You need to follow all of the instructions given by emergency authorities.
* If required, activate “Shelter in Place” procedures located in chapter 2 of this manual.
* Seek medical treatment for unusual symptoms as soon as possible.

**Safe Handling of Chemicals**

To ensure the safe handling of chemicals, you should:

* Read all directions before using a new chemical product. Be sure to store chemicals according to the instructions on the label or MSDS.
* Store chemicals in a safe, secure location, out of the reach of children.
* Avoid mixing household chemical products. Deadly fumes can result from the mixture of

chemicals such as chlorine bleach and ammonia. Never smoke while using household chemicals. Avoid using hair spray, cleaning solutions,

paint products, or pesticides near an open flame, pilot light, lighted candle, fireplace, etc. Although you may not be able to see or smell it, vapor could catch fire or explode.

* If you spill a chemical, clean it up in accordance with the label instructions, MSDS or out of the CAMEO program (EM has this program). Be careful to protect your eyes and skin ***(wear gloves and eye protection)***. If rags are used allow the fumes to evaporate outdoors, then dispose of the rags by wrapping them in a newspaper and placing them in a sealed plastic bag in your trashcan.
* Post the number of the nearest poison control center near all telephones. In an emergency

situation, you may not have time to look up critical phone numbers.

* Learn to detect hazardous materials. Many hazardous materials do not have a taste or an

odor, and some can be detected because they cause physical reactions such as watering

eyes or nausea. Other hazardous materials exist beneath the ground and can be

recognized by an oil or foam-like appearance.

* Learn to recognize the symptoms of poisoning. What to do during a household chemical emergency:
* If a poisonous substance is consumed, find any containers immediately. Medical professionals may need specific information from the container(s) to provide the best emergency advice. Call the poison control center at 1-800-222-1222 and, if directed, 9-1-1 or local emergency number. Follow the emergency operator or dispatcher’s instructions carefully. Do not give anything by mouth until medical professionals have advised you.

**If a poisonous substance is consumed**

* Find any containers immediately. Medical professionals may need specific information

from the container(s) to provide the best emergency advice.

* Call the poison control center at 1-800-222-1222 and, if directed, 9-1-1 or local

emergency number. Follow the emergency operator or dispatcher’s instructions

carefully. Do not give anything by mouth until medical professionals have advised you.

**If a chemical gets into the eyes:**

* Follow the emergency instructions on the container.
* Continue the flushing process for at least 15 minutes, at the eye wash stations located in the maintenance shops, even if the victim indicates that he or she is no longer feeling any pain, and then seek medical attention.

**If there is a fire or explosion**

* Evacuate the residence immediately.
* Move upwind and away to avoid breathing toxic fumes.
* Call the fire department from outside (using a cellular phone or a neighbor’s phone) and

safely away from the danger.

**These are additional measures that you should take in case of a chemical Emergency**

* Wash hands, arms, or other exposed body parts that may have been exposed to the

chemical. Chemicals may continue to irritate the skin until they are washed off.

* Discard clothing that may have been contaminated. Some chemicals may not wash out

completely. Discarding clothes will prevent potential future exposure.

* Administer first-aid treatment to victims of chemical burns. Follow these steps to administer

first aid:

* + 1. Call 9-1-1 for emergency help.
    2. Remove clothing and jewelry from around the injury.
    3. Pour clean, cool water over the burn for 15 to 30 minutes.
    4. Loosely cover the burn with a sterile or clean dressing. Be sure that the dressing will not stick to the burn.
    5. Refer the victim to a medical professional for further treatment.

Region VI Occupational Safety and Health Administration Office: 525 Griffin Street

Room 602

Dallas, Texas 75202

214-767-4731

Local OSHA Office 361-888-3420

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| Corpus Christi Housing Authority Infectious Material Spill Procedures Plan~Chapter 8~ |

**Introduction**

Due to the possible contact to potentially infectious diseases during routine or emergency work, within the scope of our daily routine it is important that employee’s are properly trained, have the proper protective equipment and understand the tasks or procedures in the event contact is made with an infectious disease.

### Purpose

This establishes a written Exposure Control Plan for the Housing Authority that is designed to eliminate or minimize employee exposure to blood or other potentially infectious materials.

### Applicability

It is the responsibility of all employee’s to understand and administer the contents of this guidance.

### Responsibilities

Human Resources. Establish an employee Occupational Health and Safety Plan. Ensure all new employees have received training and a Hepatitis B shot.

Senior Vice Presidents, AB Managers, Maintenance Supervisors. Administer the plan and ensure all Personal Protective Equipment (PPE) is available to support proper clean up of spills. Report all spill occurrences promptly to their immediate supervisor.

General.

1. Universal precautions shall be observed to prevent contact with potentially infectious materials. Under circumstances in which it is difficult or impossible to identify the difference between body fluid types, than all body fluids shall be considered potentially infectious.
2. Work practice controls and proper Personnel Protective Equipment (PPE) shall be used to eliminate or minimize employee exposure. Where occupational exposure remains after institution of these controls and appendix (C).
3. These controls shall be examined and maintained or replaced annually.
4. When hand washing facilities are not available, there shall be an appropriate antiseptic hand cleaner in conjunction with clean cloth/paper towels or antiseptic towelettes. If hand cleaners or towelettes are used, hands shall be washed with soap and hot running water as soon as feasible.
5. Immediately or as soon as possible all contaminated or considered contaminated sharps shall be placed in appropriate containers until properly reprocessed. Containers shall be puncture resistant, leak proof and labeled.
6. No eating, smoking, drinking, applying cosmetics or lip balm, and handling contact lenses in prohibited work areas where there is a reasonable likelihood of occupational exposure.
7. All clean up procedures shall be performed in protective clothing in such a manner as to minimize splashing, spraying, spattering, and generation of droplets of these substances.
8. The Housing Authority will provide/replace, at no cost to the employee, appropriate personal protective equipment, as per appendix A.
9. Gloves shall be worn when it can be reasonably anticipated that the employee may have hand contact with blood, potentially infectious materials, mucous membranes, and non-intact skin and when handling or touching contaminated items or surfaces.
10. Masks, Eye Protection, and Face Shields. Masks in combination with eye protection devices, such as face shields shall be worn whenever splashes, Spray, Spatter, or droplets of blood, potentially infectious materials, may be generated and eye, nose, or mouth contamination can be reasonably anticipated.
11. All contaminated work areas and equipment shall be cleaned and decontaminated with Povadine Iodine or Clorox.
12. Contaminated broken glassware shall not be picked up directly with the hands. It shall be cleaned up using mechanical means, such as a brush and dustpan, tongs, or forceps.
13. Contaminated equipment, not disinfected at the site, shall be placed in a leak proof bag and transported to the area maintenance building for disinfecting.
14. When potentially infectious materials are present in the work area or containment module, a hazard warning sign incorporating the universal biohazard symbol shall be posted on all access doors.
15. The employer shall ensure that the healthcare professional responsible for the employee’s hepatitis B vaccination is provided a copy of the OSHA 29 CFR 1910.1030.
16. Ensure the employer provides a blood test if an “Exposure Incident” occurs and that the results of such are documented with information on the results provided to the employee.
17. Employer shall ensure that all employees with occupational exposure participate in a training program, which must be provided. To be at a minimum:
    * At the initial assignment to tasks where occupational exposure may take place (With in 90 days and annually thereafter).
    * If changes or new procedures come into effect (As per current safety guidelines by OSHA, TNRCC etc.).
    * An explanation of the modes of transmission.
    * A general explanation of the epidemiology and symptoms of these diseases.
    * An explanation of the appropriate method for recognizing task’s and other activities that involve exposure to potentially infectious materials
    * Methods to reduce exposure.
    * Location of equipment and how to use it.
    * Information on Hepatitis B.
    * Information on appropriate actions to take and persons to contact in an emergency.
    * Explanation on signs and labels.

**Spill Kit Equipment Required**

|  |  |  |
| --- | --- | --- |
| **Equipment** | **Required** | **Current Amount on Hand** |
| Splash Shield | **2 ea** |  |
| **Rubber Gloves** | **2 ea** |  |
| **Rubber Boots** | **2 pr** |  |
| Betadine solution | **1 gl** |  |
| **Paper Coveralls** | **10 pr** |  |
| **Bio Hazard Signs** | **10 ea** |  |
| **Clorox** | **1 gal.** |  |
| **TSP** |  |  |

**Body Fluids Kit**

|  |  |  |
| --- | --- | --- |
| **Equipment** | **Required** | **Current Amount on Hand** |
| Mask | **1** |  |
| **Disposable Gloves** | **5 Pr.** |  |
| **Vomit Absorbent** | **1 Bottle** |  |
| **Quatex II, for protection from HIV** | **1 Bottle** |  |
| **Dust Pan, Broom & plastic scoop** | **1 Ea.** |  |
| **Disposable Red Bags, for HAZMAT** | **5 Ea.** |  |
| **White Disposable Bags to put white bags in** | **5 Ea.** |  |
| **Ties, for bags** |  |  |
| **Germicidal Sani-Clothes, for effected Surfaces to kill Influenza A2/HK, TB, and Polio 1** | **5 Ea.** |  |
| **Clean towels** | **5 Ea.** |  |
| **Antiseptic Alcohol Wipes, for hand and body clean-up** | **5 Ea.** |  |
| **I-Superzone to destroy Malodors** | **1 Ea.** |  |
| **Skin Sanitizer** | **1 Bottle** |  |

Appendix (A, Chapter 8 EMH)Hepatitis B Vaccine Declination

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself.

However, I choose to decline the hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

HR Representative Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Date

Appendix (B, Chapter 8 EMH)

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| --- |
| **Occupational Exposure Spill Check List** |

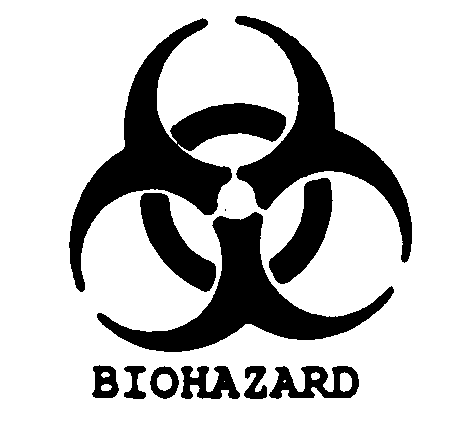
* **Spill Area designated and secured with tape and bio signs.**
* **Residents in the immediate vicinity notified of the spill and to remain out of the general area.**
* **Supervisor/AB Manager notified (AB Manager to notify the Safety Officer and Senior Vice President).**
* **Ensure there is No eating, smoking, drinking, applying cosmetics or lip balm, and handling contact lenses in prohibited work areas where there is a reasonable likelihood of occupational exposure.**
* **Spill Personnel Protective Equipment, Spill Kit and/or body fluids kit on scene and inventoried.**
* **Is the cause of the spill known and can a repair be made (If yes do we need to clean the area for repairs to be made or can it be completed after repairs?).**
* **Remove solid objects, liquid and disinfect with Betadine/Povadine Iodine or Clorox/Water (1/4 cup to one gallon). If using Clorox allow it to sit for 5-10 minutes and rinse completely with water. For HIV see appendix (e).**

###### Note 1– Do not use hot water with Clorox as it will break down

Note 2 – Do not mix Clorox with cleaning agents i.e. Ammonia

* **Double bag all contaminated items in a leak proof bag bio bag and than a trash bag (Located in the fluids kit), label and dispose.**
* **Notify residents in the immediate vicinity when clean up is completed.**
* **If any Spray, Spatter, or droplets of blood, or potentially infectious material have entered or been splashed on the eye, nose, or mouth, contamination can be reasonably anticipated and Human Resources must be contacted for guidance, or their Senior Maintenance Supervisor after hours.**
* **Notify the Supervisor/AB Manager (AB Manager to notify the Safety Officer and the Senior Vice President) that the spill clean up is complete.**

Appendix (C, Chapter 8 EMH)



Appendix (D, Chapter 8 EMH)

**Tuberculosis Clean Up**

1. Tuberculosis dies in approximately four (4) hours. There is no real life threat unless breathed upon. Open the windows and air for several hours. After airing the unit the removal of furniture etc. may proceed. Use a 4% Clorox solution to clean the apartment. If any blood if found stop immediately and notify your Supervisor. The Vice President of Management will be notified in any case of a blood born pathogen.

Appendix (E, Chapter 8 EMH)

**HIV**

AIDS (a result of HIV infection) is caused by a virus (HIV) that cannot be casually transmitted. People can share food, phones, dishes, clothes, and bathrooms (to name a few) without risk. People can also share swimming pools.

People should take care to avoid contact with the blood, semen, vaginal fluid or breast milk of a housemate who has HIV. If blood is visible in any body fluid, people need to treat it as if it is blood by wearing housekeeping gloves when cleaning it up. (Rubber or plastic gloves need to be available for giving first aid for cuts or for cleaning up spills.) People can use a fresh solution of chlorine bleach and water (one-fourth cup of bleach to one gallon of water) to clean up any contaminated areas. (This is a convenient measure close to the recommended 1:100 ratio.) Other disinfectants are fine to use, but bleach is easily available and inexpensive. People should wash their hands with soap and water after removing their gloves when they have finished cleaning up a blood spill.

Because other germs can be passed through urine or feces, people should not touch urine or feces with out proper PPE.

SOURCES:

DeVita, V., Jr., et al., eds. *AIDS: Etiology, Diagnosis, Treatment and Prevention*, 4th ed. 1997.  
Centers for Disease Control and Prevention.*Caring for Someone with AIDS*. 1996.  
Centers for Disease Control and Prevention.*MMWR*, 1994; vol. 43, no. 19.  
Cohen, P.T., et al., eds. *The AIDS Knowledge Base: A Textbook on HIV Disease from the University of California, San Francisco and San Francisco General Hospital*, 3rd ed. 1999.

Appendix (F, Chapter 8 EMH)

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| Corpus Christi Housing Authority Disaster Psychology Procedures Plan~Chapter 9~ |

**Team Well-Being**

During a disaster, you may see and hear things that will be extremely unpleasant. Vicarious trauma is the process of change in the rescuer resulting from empathic engagement with survivors. It is an occupational hazard” for helpers.

Do not:

* Over identify with the survivors.
* Take on the survivors’ feelings as your own. Taking ownership of others’ problems will compound your stress and affect the Housing Authority Team overall effectiveness.

Note: Be alert to signs of disaster trauma in yourself, as well as in disaster victims, so that you can

take steps to alleviate stress.

**Psychological symptoms may include**

* Irritability or anger.
* Self-blame or the blaming of others.
* Isolation and withdrawal.
* Fear of recurrence.
* Feeling stunned, numb, or overwhelmed.
* Feeling helpless.
* Mood swings.
* Sadness, depression, and grief.
* Denial.
* Concentration and memory problems.
* Relationship conflicts/marital discord.
* Loss of appetite.
* Headaches or chest pain.
* Diarrhea, stomach pain, or nausea.
* Hyperactivity.
* Increase in alcohol or drug consumption.
* Nightmares.
* The inability to sleep.
* Fatigue or low energy.

**Steps that can take to promote team well-being before, during, and after an incident**

* Provide pre-disaster stress management training to all personal.
* Brief ERT and CCHA personnel before the effort begins on what they can expect to see and what they can expect in terms of emotional response in the survivors and themselves.
* Emphasize that we are a team. Sharing the workload and emotional load can help

defuse pent-up emotions.

* Encourage CCHA employees to rest and re-group so that they can avoid becoming overtired.
* Direct ERT or CCHA employees to take breaks away from the incident area, to get relief from the stressors of the effort.
* Encourage employees to eat properly and maintain fluid intake throughout the operation.

Explain that they should drink water or other electrolyte-replacing fluids, and avoid drinks

with caffeine or refined sugar.

* Rotate teams for breaks or new duties (i.e., from high-stress to low-stress jobs). Team

members can talk with each other about their experiences. This is very important for their

psychological health.

* Phase out workers gradually. Gradually phase them from high- to low-stress areas of the

incident.

* Conduct a brief discussion (defusing) with workers after the shift, in which workers describe

what they encountered and express their feelings about it.

* Arrange for a debriefing 1 to 3 days after the event in which workers describe what they

encountered and express their feelings about it in a more in-depth way. The CCHA may invite a mental health professional trained in Critical Incident Stress Management (CISM) to conduct a Critical Incident Stress Debriefing (CISD). A CISD is a formal group process held between 1 to 3 days after the event and is designed to help personnel cope with a traumatic event.

**Personal Stress**

Each individual should spend some time thinking about other ways to reduce stress personally. Only they know what makes them able to reduce stress within. Expending the effort required to find personal stress reducers is worthwhile before an incident occurs. You can take the following preventive steps in their everyday life:

* Get enough sleep.
* Exercise.
* Eat a balanced diet.
* Balance work, play, and rest.
* Allow yourself to receive as well as give. Remember that your identity is broader than that

of a helper.

* Connect with others.
* Use spiritual resources.

Experienced rescue workers find these steps helpful in controlling their stress levels, but, in

some cases, it might be necessary to seek help from mental health professionals.

CISD is one type of interventions within a more comprehensive, multicomponent crisis

intervention system that is based on a careful assessment of the needs of a group or individual.

CISD should not be used as a stand-alone intervention with other types be used in conjunction with other types of intervention.

**Utilizing “TEAM WELL-BEING”**

During a disaster, you may see and hear things that will be extremely unpleasant.

Vicarious trauma is the process of change in the rescuer resulting from empathic engagement

with survivors. It is an “occupational hazard” for helpers. Do not over identify with the survivors. Do not take on the survivors’ feelings as your own. Taking ownership of others’ problems will compound your stress and affect the ERT’s overall effectiveness. Be alert to signs of disaster trauma in yourself, as well as in disaster victims, so that you can take steps to alleviate stress.

Emergency Response Team

Psychological symptoms may include:

* Irritability or anger.
* Self-blame or the blaming of others.
* Isolation and withdrawal.
* Fear of recurrence.
* Feeling stunned, numb, or overwhelmed.
* Feeling helpless.
* Mood swings.
* Sadness, depression, and grief.
* Denial.
* Concentration and memory problems.
* Relationship conflicts/marital discord.
* Physiological symptoms may include:
* Loss of appetite.
* Headaches or chest pain.
* Diarrhea, stomach pain, or nausea.
* Hyperactivity.
* Increase in alcohol or drug consumption.
* Nightmares.
* The inability to sleep.
* Fatigue or low energy.

There are steps that ERT team leaders can take to promote team well-being before, during, and after an incident:

* Provide pre-disaster stress management training to all ERT personal.
* Brief ERT personnel before the effort begins on what they can expect to see and what they

can expect in terms of emotional response in the survivors and themselves.

* Emphasize that the ERT is a team. Sharing the workload and emotional load can help

defuse pent-up emotions.

* Encourage rescuers to rest and re-group so that they can avoid becoming overtired.
* Direct rescuers to take breaks away from the incident area, to get relief from the stressors of

the effort.

* Encourage rescuers to eat properly and maintain fluid intake throughout the operation.

Explain that they should drink water or other electrolyte-replacing fluids, and avoid drinks

with caffeine or refined sugar.

* Rotate teams for breaks or new duties (i.e., from high-stress to low-stress jobs). Team

members can talk with each other about their experiences. This is very important for their

psychological health.

* Phase out workers gradually. Gradually phase them from high- to low-stress areas of the incident.
* Conduct a brief discussion (defusing) with workers after the shift, in which workers describe what they encountered and express their feelings about it.
  + Arrange for a debriefing 1 to 3 days after the event in which workers describe what they encountered and express their feelings about it in a more in-depth way. ERT leader may invite a mental health professional trained in Critical Incident Stress Management (CISM) to conduct a Critical Incident Stress Debriefing (CISD). A CISD is a formal group process held between 1 to 3 days after the event and is designed to help emergency services personnel and volunteers cope with a traumatic event.

You should spend some time thinking about other ways to reduce stress personally. Only you know what makes you able to reduce stress within yourself. Expending the effort required to find personal stress reducers is worthwhile before an incident occurs.

Experienced rescue workers find the steps under “Personal Stress” helpful in controlling their stress levels, but, in some cases, it might be necessary to seek help from mental health professionals. CISD is one type of interventions within a more comprehensive, multicomponent crisis intervention system that is based on a careful assessment of the needs of a group or individual. CISD should not be used as a stand-alone intervention with other types be used in conjunction with other types of intervention.

A CISD has seven phases:

* Introductions and a description of the process, including assurance of confidentiality
* Review of the factual material about the incident
* Sharing of initial thoughts/feelings about the incident
* Sharing of emotional reactions to the incident
* Review of the symptoms of stress experienced by the participants
* Instruction about normal stress reactions
* Closing and further needs assessment

Participation in CISD should be voluntary. To schedule a CISD, you should contact the Red Cross, local emergency management agency, or community mental health agency. You could also ask your local fire or police department for help in contacting the appropriate person.

**WORKING WITH SURVIVORS’ TRAUMA**

Some research studies have indicated that survivors go through emotional phases following a disaster:

* In the impact phase, survivors do not panic and may, in fact, show no emotion.
* In the inventory phase, which immediately follows the event, survivors assess damage and try to locate other survivors. During this phase, routine social ties tend to be discarded in favor of the more functional relationships required for initial response activities (e.g., search and rescue).
* In the rescue phase, emergency services personnel (including ERT) are responding and survivors are willing to take their direction from these groups without protest. This is why ERT identification (helmets, vests, etc.) is important.
* In the recovery phase, the survivors appear to pull together against their rescuers, the emergency services personnel. You should expect that survivors will show psychological effects from the disaster—and some of the psychological warfare will be directed toward you.

A crisis is an event that is experienced or witnessed in which people’s ability to cope is

overwhelmed:

* Actual or potential death or injury to self or others.
* Serious injury.
* Destruction of their homes, neighborhood, or valued possessions.
* Loss of contact with family members or close friends.

Traumatic stress may affect:

* Cognitive functioning. Those who have suffered traumatic stress many act irrationally, have difficulty making decisions; or may act in ways that are out of character or them normally.
* They may have difficulty sharing or retrieving memories.
* Physical health. Traumatic stress can cause a range of physical symptoms—from exhaustion to heat problems.
* Interpersonal relationships. Those who survive traumatic stress may undergo temporary or long-term personality changes that make interpersonal relationships difficult. The strength and type of personal reaction vary because of:
  1. The victim’s prior experience with the same or a similar event. The emotional effect of multiple events can be cumulative, leading to greater stress reactions.
  2. The intensity of the disruption in the survivors’ lives. The more the survivors’ lives are disrupted, the greater their psychological and physiological reactions may become.
  3. The meaning of the event to the individual. The more catastrophic the victim perceives the event to be to him or her personally, the more intense will be his or her stress reaction.
  4. The emotional well being of the individual and the resources (especially social) that he or she has to cope. People who have had other recent traumas may not cope well with additional stressors.
  5. The length of time that has elapsed between the event’s occurrence and the present. The reality of the event takes time to “sink in.” You should not take the survivors’ surface attitudes personally. Rescuers may expect to see a range of responses that will vary from person to person, but the responses they see will be part of the psychological impact of the event—and probably will not relate to anything that the ERT have or have not done.

The goal of on-scene psychological intervention on the part of ERT members should be to

stabilize the incident scene by stabilizing individuals. Do this in the following ways:

* Assess the survivors for injury and shock. Address any medical needs first. Observe them to determine their level of responsiveness and whether they pose a danger to themselves or to others.
* Get uninjured people involved in helping. Focused activity helps to move people beyond shock, so give them constructive jobs to do, such as running for supplies. This strategy is especially effective for survivors who are being disruptive.

Provide support by:

* Listening to them talk about their feelings and their physical needs. Victims often need

to talk about what they’ve been through—and they want someone to listen to them.

* Empathizing. Show by your responses that you hear their concerns. Victims want to

know that someone else shares their feelings of pain and grief.

* Help survivors connect to natural support systems, such as family, friends, or clergy. Survivors that show evidence of being suicidal, psychotic, or unable to care for themselves should be referred to mental health professionals for support. (This will be infrequent in most groups of survivors.)

When providing support, they should avoid saying the following phrases. On the surface, these

phrases are meant to comfort the survivors, but they do not show an understanding of the

person’s feelings.

* “I understand.” In most situations we cannot understand unless we have had the same

experience.

* “Don’t feel bad.” The survivor has a right to feel bad and will need time to feel differently.
* “You’re strong/You’ll get through this.” Many survivors do not feel strong and question if they will recover from the loss.
* “Don’t cry.” It is ok to cry.
* “It’s God’s will.” Giving religious meaning to an event to a person you do not know may insult or anger the person.
* “It could be worse” or “At least you still have …” It is up to the individual to decide whether things could be worse.

These types of responses could elicit a strong negative response or distance the survivor from you. It is ok to apologize if the survivor reacts negatively to something that you said.

One unpleasant task that ERT members may face is managing the family members at the

scene of the death of a loved one. The guidelines below will help you deal with this situation:

* Cover the body; treat it with respect. Wrap mutilated bodies tightly.
* Have one family member look at the body and decide if the rest of the family should see it.
* Allow family members to hold or spend time with the deceased. Stay close by, but don’t watch—try to distance yourself emotionally somewhat.
* Let the family grieve. Don’t try to comfort them out of a need to alleviate your own discomfort. In some cases, the family may not know of the death of their loved one, and ERT members may be called upon to tell them. Suggest that in this situation, ERT members:

1. Separate the family members from others in a quiet, private place.
2. Have the person(s) sit down, if possible.
3. Make eye contact and use a calm, kind voice.
4. Use the following words to tell the family members about the death: “I’m sorry, but your family member has died. I am so sorry.”

**CISD**

Has seven phases:

1. Introductions and a description of the process, including assurance of confidentiality
2. Review of the factual material about the incident
3. Sharing of initial thoughts/feelings about the incident
4. Sharing of emotional reactions to the incident
5. Review of the symptoms of stress experienced by the participants
6. Instruction about normal stress reactions
7. Closing and further needs assessment

To schedule a CISD, you should contact the Red Cross, City LEPC, or community mental health agency. Participation in CISD should be voluntary.

**WORKING WITH SURVIVORS’ TRAUMA**

Some research studies have indicated that survivors go through emotional phases following a disaster:

* In the impact phase, survivors do not panic and may, in fact, show no emotion.
* In the inventory phase, which immediately follows the event, survivors assess damage and

try to locate other survivors. During this phase, routine social ties tend to be discarded in

favor of the more functional relationships required for initial response activities (e.g., search

and rescue).

* In the rescue phase, emergency services personnel (including the ERT) are responding and

survivors are willing to take their direction from these groups without protest. This is why

ERT identification (helmets, vests, etc.) is important.

* In the recovery phase, the survivors appear to pull together against their rescuers, the

emergency services personnel. You should expect that survivors will show psychological effects from the disaster—and some of the psychological warfare will be directed toward you.

A crisis is an event that is experienced or witnessed in which people’s ability to cope is

overwhelmed:

* Actual or potential death or injury to self or others.
* Serious injury.
* Destruction of their homes, neighborhood, or valued possessions.
* Loss of contact with family members or close friends.

Traumatic stress may affect:

* Cognitive functioning. Those who have suffered traumatic stress many act irrationally, have

difficulty making decisions; or may act in ways that are out of character or them normally.

They may have difficulty sharing or retrieving memories.

* Physical health. Traumatic stress can cause a range of physical symptoms—from

exhaustion to heat problems.

* Interpersonal relationships. Those who survive traumatic stress my undergo temporary or

long-term personality changes that make interpersonal relationships difficult.

The strength and type of personal reaction vary because of:

* The victim’s prior experience with the same or a similar event. The emotional effect of

multiple events can be cumulative, leading to greater stress reactions.

* The intensity of the disruption in the survivors’ lives. The more the survivors’ lives are

disrupted, the greater their psychological and physiological reactions may become.

* The meaning of the event to the individual. The more catastrophic the victim perceives the

event to be to him or her personally, the more intense will be his or her stress reaction.

* The emotional well-being of the individual and the resources (especially social) that he or

she has to cope. People who have had other recent traumas may not cope well with

additional stressors.

* The length of time that has elapsed between the event’s occurrence and the present. There reality of the event takes time to “sink in. You should not take the survivors’ surface attitudes personally. CCHA employees may expect to see a range of responses that will vary from person to person, but the responses they see will be part of the psychological impact of the event—and probably will not relate to anything that the ERT, CCHA employees or residents have or have not done. The goal of on-scene psychological intervention on the part of CCHA employees should be to stabilize the incident scene by stabilizing individuals.

**Ways to stabilize the incident**

* Assess the survivors for injury and shock. Address any medical needs first. Observe them

to determine their level of responsiveness and whether they pose a danger to themselves or

to others.

* Get uninjured people involved in helping. Focused activity helps to move people beyond

shock, so give them constructive jobs to do, such as running for supplies. This strategy is

especially effective for survivors who are being disruptive.

* Provide support by listening to them talk about their feelings and their physical needs. Victims often need to talk about what they’ve been through—and they want someone to listen to them.

Empathize and show by your responses that you hear their concerns. Victims want to

know that someone else shares their feelings of pain and grief.

* Help survivors connect to natural support systems, such as family, friends, or clergy.
* Survivors that show evidence of being suicidal, psychotic, or unable to care for themselves

should be referred to mental health professionals for support. (This will be infrequent in most

groups of survivors.)

These types of responses could elicit a strong negative response or distance the survivor from the personnel trying to communicate. It is ok to apologize if the survivor reacts negatively to something that you said. One unpleasant task that ERT or CCHA employees may face is managing the family members at the scene of the death of a loved one. The guidelines below will help you deal with this situation:

* Cover the body; treat it with respect. Wrap mutilated bodies tightly.
* Have one family member look at the body and decide if the rest of the family should see it.
* Allow family members to hold or spend time with the deceased. Stay close by, but don’t

watch; try to distance yourself emotionally somewhat.

* Let the family grieve. Don’t try to comfort them out of a need to alleviate your own discomfort.

In some cases, the family may not know of the death of their loved one, and ERT members

maybe called upon to tell them.

Suggest that in this situation, ERT members or CCHA employees:

* Separate the family members from others in a quiet, private place.
* Have the person(s) sit down, if possible.
* Make eye contact and use a calm, kind voice.
* Use the following words to tell the family members about the death: “I’m sorry, but your family member has died. I am so sorry.”

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| Corpus Christi Housing Authority Communications Plan~Chapter 10~ |

* 1. In the event of a disaster or incident the Housing Authority will utilize the National Incident Management System (NIMS) as per appendix A.

PIO

Emergency Manager (Incident Commander)

Liaison

Safety

Planning Section

**Units**

-Resources

-Situation

-Documentation

-Demobilization

-Tech Specialists

Finance / Admin Section

**Units**

-Claims

-Procurement

-Time

-Cost

Logistics Section

**Units**

-Supply

-Food

-Ground

-Facilities

-Medical

-Communications

Operations Section

(ERT Team)

ERT Member

ERT

Member

Team

Team

* 1. An Initial Damage Assessment Report shall be submitted to HUD SA (Appendix A.)

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Appendix A

-Technical Specialists

-Research

Time

Procurement

Claims

Comms

Medical

Shelter/ Facilities

Food

**ERT Strike Teams**

Water

**ERT Branch** (Focuses on immediate hazard)

Liaison Officer / Safety (HR)

PIO

(Management)

**Finance / Admin Section**

**Logistics Section**

**Planning Section (**Collects and Analyzes Information)

(IAP)

**Operations Section**

Incident Commander IC (Emergency AB Manager)

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| Corpus Christi Housing Authority Medical Emergency Plan~Chapter 11~ |

**Medical Emergency**

1. Upon learning that there is a medical emergency, dial 9 and than 911, and provide the dispatcher with the following information:

1. Nature of the emergency (Tell them symptoms you see)
2. Exact location and the name of the injured
3. Your name, department and phone number.
   1. Stand by or have someone meet the paramedics to guide them.
   2. Notify your Supervisor/AB Manager, Senior Vice President, HR and the Executive Office with the

details of the incident.

* 1. The Senior Vice President or Supervisor on scene will identify another CCHA employee to go to

the hospital to provide information and to receive status of the patient. They need to stay at the

hospital until a relative arrives or the CCHA asks them to return to work.

**Minor Injury**

In the event of a minor medical injury the employee shall be provided a form for the CCHA health service and a driver to bring them to the health service. The Human Resources Dept. shall be notified immediately of the incident.

**Reporting**

In either of the previous cases and Unusual Occurrence Report (UOR) and a Supervisors Investigation shall be routed with in 24 hours.

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| Corpus Christi Housing Authority Emergency Response Team~Chapter 12~ |

**Emergency Response Team**

1. The Emergency Response Team is the Housing Authorities preliminary response team for Housing Authority emergencies. The team has three modes of operations that it can be utilized in:

* Quick response for a HA emergency.
* A response team to another HA or area where disaster or destruction has happened. Generally this deployment would be requested by HUD, with the team be under direction of HUD entities.
* Support for disaster victims from another area or state that are housed at the CCHA. This support could include, but not limited to, moving furniture, setting up management operations, etc.

**Training**

Team training will include:

* First Aid/CPR
* Annual disaster review
* National Incident Management System (NIMS)

**Shots**

1. The following shots must be administered to each member:

* Typhoid
* Hepatitis A
* Hepatitis B
* Tetanus
* Other – Any other vaccination noted by the Department of Health prior to deployment into another area.

**Uniform**

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* 1. To include the following:
* Desert Camo Boonie Hat
* Green ERT “T” shirt
* Steel toe shoes
* Last chance belt

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| Corpus Christi Housing Authority Evacuation of Special Needs Individuals~Chapter 13~ |

As per Housing Authority Policy, during any disaster the CCHA is to protect those who cannot protect themselves. This procedure will entail the two types of evacuation procedures, being large scale disasters that are declared a national disaster and local disasters.

**Definitions**

1. A person with medical special needs is:

* One who would need assistance during evacuations and sheltering because of physical or mental disabilities: and
* Someone who requires the level of care and resources beyond the basic first aid level of care that is available in the shelters for general population.

**Mandated Evacuation**

In the even of a mandated evacuation the HA will incorporate the City of Corpus Christi’s evacuation plan. Housing Authority responsibility for this plan is:

1. Create and maintain a Special Needs Data Base (SNDB) of residents by property, that is updated on a annual basis by Management, which includes the following information:

* Name
* Address
* Telephone Number (Home & Cell)
* Age or Special need
* Other information deemed essential by the HA or City

**Note:** Things to consider the level and types of Special Needs persons when preparing the list:

* Level 1 – person’s dependent on other s or in need of others for routine care (eating, walking, toileting, child under 18 without adult supervision, etc.
* Level 2 – persons with disabilities such as blind, hearing impaired, amputation, deaf/blind
* Level 3 – persons needing assistance with medical care administration, monitoring by a nurse, dependent on equipment, assistance with medications, mental health disorders
* Level 4 – persons outside an institutional facility care setting who require extensive medical oversight (i.e. IV chemotherapy, ventilator, peritoneal dialysis, hemodialysis, life support equipment, hospital bed and total care, morbidly obese)
* Level 5 – persons in institutional settings such as hospitals, long-term care facilities, assisted living facilities, state schools

1. Maintain a combined data base at the central office.
2. Be able to format the SNDB both electronically and in a physical report and send to the City of Corpus Christi EOC when an evacuation is ordered, as to assist them in identifying the physical needs required to transport or shelter this group.

**Local Disaster**

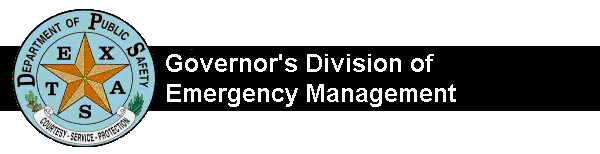
A local disaster could include fire, flood, terrorism, tornado or other types of disasters that are not noted under a nationally declared disaster. In the event of this type of disaster the following outline shall go into effect:

1. During a disaster:
   * Implement the National Incident Command System
   * Deploy the ERT to assess the immediate needs (Evacuation required, additional assistance etc.)
   * Identify the extent of the disaster and the long/short term needs (Shelter, food, bedding, blankets, communications for those evacuated, requirements for pets etc.

2. If evacuation is necessary the special needs data base will be utilized for the area/development affected to assist the ERT/HA in moving these individuals. Transportation will be provided in the event of a local disaster to move the residents from the disaster area to the locally designated shelter by the HA or the City of Corpus Christi. If the City EOC establishes a shelter the SNDB will be provided to the EOC to assist the city in identifying the physical needs required in setting up the emergency shelter.

**References:**

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* OSHA Regulations (Standards – 29 CFR, Blood borne pathogens – 1919.1030)
* City of Corpus Christi Emergency Management Plan and web site:
* Homeland Security: <http://www.dhs.gov/dhspublic/>
* Centers for Disease Control and Prevention: <http://www.bt.cdc.gov/>
* FEMA: <http://www.fema.gov/>
* Texas Department of Health
* 
* Emergency Management Institute
* [](http://training.fema.gov/emiweb/CERT/index.asp)

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