**Procedure for Emergency Response**

When the Governor declares an emergency, all PHA employees are considered “emergency workers” and can be deployed to provide assistance at any tie or location. If PHA staff are required to work in an emergency after working hours, PHA must maintain sign-in sheets to document the hours worked so overtime can be paid to non-exempt employees.

**What Constitutes an Emergency**

The following events would trigger compliance with this procedure, as would any other occurrence that threatens injury or serious property damage

* 1. Natural disasters affecting PHA staff, residents, or property damage
  2. Volcanic activity
  3. Earthquake serious enough to cause damage
  4. Tsunami
  5. Hurricane or Typhoon
  6. Tornado
  7. Flood
  8. Debris flow/mudslide
  9. Wild fire
  10. Explosion
  11. Blizzard
  12. Pandemic
  13. Injury or threat of injury to a person(s) or PHA property  
      1. Fire
      2. Smoke inhalation
      3. Automobile accident
      4. On the job injury
      5. Criminal activity leading to injury or death
      6. Death from natural causes on/in the property
      7. Arcing electrical connections/Live wires
      8. Loss of electrical power when a disabled person on the property uses apparatus that relies on electrical power or medication needs refrigeration
      9. Gas leak in street
      10. Water main break

**Site Staff Response to Emergency**

1. Site staff finds out there is an emergency at an PHA property
2. Site staff texts or calls Executive Director, Assistant Executive Director, and Finance Director to inform them of the emergency and any facts known at that time
3. Site staff ascertains whether PHA staff are affected by the emergency by implementing the phone tree so all staff are contacted
4. Site staff goes to the affected property (assuming roads are open and Site staff can get through) to ascertain the extent of the emergency
5. Site staff calls out other property/ staff to assist with emergency if needed
6. Site staff calls appropriate emergency service personnel based on facts known  
   1. Fire Department
   2. Emergency Medical Services
   3. Disaster Response Team
7. Based upon information from emergency service personnel, Site staff provides instructions to tenants  
   1. Prepare to evacuate within \_\_\_\_\_ minutes. What you may bring. Pet instructions
   2. Stay indoors (e.g. if power lines are down and power is not shut off)
   3. Move your car, etc.
8. Site staff texts Executive Director, Assistant Executive Director and Finance Director to update them on the situation.
9. Site staff/staff walk the property to determine whether anyone has been injured and whether there has been damage to the property
10. Site staff **does not walk** the property if there are dangerous conditions present  
    1. Electrical wires are down and power is not turned off
    2. There is flooding with fast moving water or water is rising
    3. There is a fast-moving wildfire
11. If Site staff walk the property, they take photos and make a preliminary damage assessment and text, Executive Director, Assistant ED and Finance Director to update them on the situation and request any needed supplies (e.g. Blue Tarps, plywood, etc.)
12. Once the nature and extent of personal injuries and/or property damage are known, the Site staff prepares a statement for the PHA insurance providers complete with relevant photos and copies Executive Director, Assistant ED and Finance Director.

**Tenant Death in the Unit**

1. If the emergency is the death of a tenant in their unit, Site staff contacts the appropriate public employee to notify him/her of the death and to arrange for the removal of the body.
2. Site staff contacts the “emergency contact” (if any) listed in the tenant’s file to inform him/her of the tenant’s death.
3. When the tenant’s body has been removed and the door unsealed[[1]](#footnote-1), Site staff walks the unit and takes photographs of the tenant’s possessions to document exactly what is in the unit.
4. When the deceased tenant’s emergency contact or relatives come to the property Site staff will verify their identity and inform them of the amount of time within which they will be able to clean out the unit and recover the security deposit.
5. Site staff will furnish the emergency contact/relatives with copies of the photos taken in step 3.
6. If there is no emergency contact listed in the tenant file (or the emergency contact has pre-deceased the tenant), Site staff will ask the deceased tenant’s neighbors and friends if they know who should be informed of the death.
7. While waiting to find out the name and method to contact a friend or relative, Site staff will arrange to have the unit’s contents moved out of the unit so it can be prepared for re-occupancy.
8. If the circumstances of the tenant’s death left any bodily fluids behind, staff who will perform the unit clean-out must use proper protective gear and techniques to protect themselves from possible contamination. Alternatively, Site staff can arrange to have the unit cleaned out by a specialty cleaning service[[2]](#footnote-2). The second alternative should be used if maintenance staff have not been trained in toxic waste clean-up.

**Tenant-Caused Emergency**

1. When Site staff becomes aware that the emergency or damage was caused by a tenant’s actions or failure to act, prompt documentation of all the facts is of great importance.
2. Examples of tenant-caused emergencies would include but not be limited to
3. Kitchen fire caused by unattended cooking
4. Unit fire caused by unattended candles igniting nearby flammable materials
5. Unit fire caused by unattended smoking (No smoking in units!)
6. Resident drives car into PHA structure
7. Tenant is injured while in the commission of a crime on the property
8. Bathtub or commode overflows causing damage to bathroom floor/kitchen below.
9. Fight in unit or common area damages PHA property.
10. Site staff will take photos as appropriate to document damage and interview any witnesses to determine, as much as possible, cause of the damage.
11. The Fire Marshall will issue a determination of the cause in the case of a fire.
12. As soon as practicable, Site staff will prepare an estimate of the total cost to repair the tenant-caused damage.
13. When the estimate is prepared, Site staff will submit an invoice to the tenant for the full cost to repair the damage.
14. Failure to either pay in full or to enter into and honor a repayment agreement will result in termination of the tenant’s lease

1. If the first responders believe there is anything suspicious about the death, they will seal the unit until the police investigation is completed. [↑](#footnote-ref-1)
2. E.g. the companies that do crime scene clean up. [↑](#footnote-ref-2)