Disaster preparedness for Multifamily Properties

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Training Objectives

- Identify potential disasters
- Disaster response
- Communication during a disaster
- Identify owner/manager responsibilities
- Planning for a disaster

What is a Disaster

- An occurrence causing widespread destruction and distress
- Grave misfortune
- A total failure

Types of Disasters in South Dakota

- Fire
- Flood
- Tornado
- Wind
- Hail
- Blizzard
- Ice Storm
- Sewer Back up
- Chemical spill

Disaster Response – big picture

- Local Emergency Management
- State Emergency Management
- Federal Government – Request a Presidential Disaster Declaration (PDD)
  - FEMA
    - Public Assistance
    - Individual Assistance
  - Other Federal agencies
    - Small Business Administration (SBA)
    - Depending upon the severity FEMA may Mission Assign other federal agencies
- Volunteer Agencies
  - Red Cross

Who to contact in the event of a disaster/emergency

- Emergency Services, fire, sheriff, police, 911
- Emergency Managers for your community http://dps.sd.gov/emergency_services/emergency_management/
- Local emergency responders
- Power Company
- Electrician
- Plumber
- Cleaners
- Insurance Company
- Volunteer Agencies

Communications

- One of the most vital pieces during/after a disaster is communication

- Owners/managers have a responsibility to inform tenants of current information regarding the property.

- Tenants have a responsibility to notify you of their situation as soon as possible.
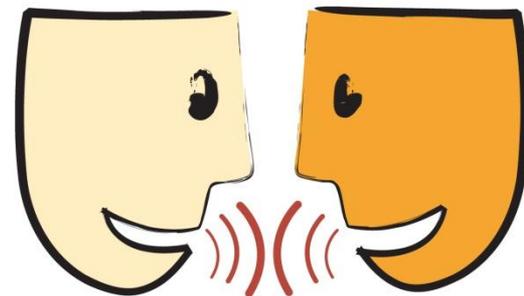
Communications continued

- List of tenant contact information off site. (secured)
- Provide tenants emergency contact information for management
- How are you going to get information to tenants?
  - Social Media
  - Public Service Announcements
  - Local Media
  - Bulletin Board

Disaster Response – Management Responsibilities

- Safety of residents
- Secure and protect property
- Communicate with displaced residents
- If Presidentially declared, encourage tenants to register with FEMA
- If rental office is vacated, publish where residents can contact property manager/owner
- Track displaced residents as best as possible

Disaster Response –Tenant Responsibilities

- Communicate with management
- Provide management with current and emergency contact information
- If they have renters insurance, contact insurance carrier
- Respond to management when contacted

Why plan for a disaster?

- Protect and prevent loss of life
- Protect health and welfare of residents
- Protect physical assets
- Property preservation

Multifamily Residential Building Fires 2009-2011

- 101,900 multifamily residential fires reported
  - 395 deaths
  - 4,250 injuries
  - $1.2 billion property loss
- Accounted for 28% of all residential fires
- Small, confined fires accounted for 70 %
- Cooking was leading cause of fires

Source: U.S Fire Administration National Fire Data Center

American Red Cross Facts

- The American Red Cross responded to more than 74,000 disasters in communities across the United States last year and 93 percent of these were fire related.

- Fires kill more Americans each year than all natural disasters combined, and affect people from all backgrounds and geographic locations.

- Smoking is the leading cause of home fire deaths.

What kind of plans do I need?

- You will need to have a plan on hand in the event of fires, floods, inclement weather, and other unforeseen emergencies that may potentially apply to your region.

- Tenants need to know not only how to evacuate the building, but also what to do in cases where they must remain *in* the building as a disastrous event occurs.

- In addition to outlining what residents should do in case of emergency, you will also need a solid plan of action for yourself and/or other responsible parties.

- Know what tasks must be performed and who is responsible for completing them.

Emergency Plan – what should it cover?

- Who is responsible for contacting emergency responders
  - On site/live in manager
  - Designated tenant
- Clearly marked emergency exits
  - Posted emergency exit map
- Strategically place fire extinguishers
  - Simple instructions on how to use
- Consider designating a fire warden on the property

Emergency Plan – what should it cover?

- Identify assembly area if evacuation is necessary
  - Account for all residents
- Awareness of residents who would need assistance evacuating
  - Elderly
  - Disabled
- Emergency contact information
  - Owner/Manager
  - Resident
    - Store off site in secure location

Emergency Plan – what should it cover?

- How to shut off water, gas and electricity
- What to do in case of power failure
  - Garage doors
  - Elevators
  - Heat
- Shelter –in-place Procedures
  - Evaluate is this a concern?
  - Is there a chance of chemical spills?
- Supplies and Resources
  - Is there a need to store minimal supplies?

Planning Resources

- Ready Rating: A FREE Service from the American Red Cross

- Ready Rating is a program that helps businesses, schools and organizations become prepared for disasters and other emergencies. All in one place, Ready Rating members have access to one-of-a-kind tools, resources and information for evaluating and improving their ability to withstand disaster, maintain operations, and protect lives and property. Whether you are taking your first steps or have a fully-functioning emergency management program, the Ready Rating program can help you achieve a higher level of preparedness.

www.readyrating.org

Resources - Handouts

bReadySD.com

Ready.gov/business

- Sample Fire Evacuation & Safety Plan
- Sample Emergency Plan

Winging it is not an emergency plan.

Resident Notification

- Provide tenants emergency preparedness information upon move-in
- Annual Recertification
- Bulletin Board
- Resident Meetings
- Newsletters

Bottom Line

- Being prepared saves lives

- Questions – Comments

Thank you