



Emergency Procedures for Supportive Housing Sites

Each supportive housing site should develop an Emergency Procedures Binder specific to the property. This binder should provide clear and essential information, directing site staff's response to building emergencies (in example: fires, sprinkler floods, power outages, earthquakes and other natural disasters). The binder should explain the location and use of emergency equipment, such as fire extinguishers, key-box, shut-off valves, and fire alarm system. Site staff should be trained how to use emergency equipment, and site staff should be required to review the Emergency Procedures Binder thoroughly and often. Staff preparation could save a life. Each supportive housing site's emergency procedures should include the following strategies:

- Supportive housing site staff should be trained how to respond to emergencies, such as incidents of violence, physical or mental health crises, and injury to tenants, staff, or visitors.
- All Front Lobby/Desk Station staff should be trained to respond to emergencies before beginning their first solo shifts at the property. The building manager should determine if an employee is prepared to handle an emergency. Employees should be encouraged to request additional training from the supervisor. A best practice is to schedule frequent training in emergency procedures for site staff and tenants.
- Staff should be trained to remain calm and levelheaded during any emergency. Staff should strive to conduct themselves in a professional manner throughout the emergency.
- Contact the Police, Fire Department, or call for ambulance and medical personnel whenever the situation requires it. Always contact the building manager and/or designated personnel immediately whenever the Police or the Fire Department is called to or respond to incidents in the building.
- Immediately report any injury sustained by any person on the premises to the building manager and/or other designated personnel. Staff should be trained to follow established procedures and to contact the manager or other designated staff person.
- Log all events and complete Incident Reports. Reports documenting incidents of injury to any person on the premises should be immediately reported to the building manager and/or designated personnel.
- Staff working in supportive housing where children reside or visit may be required by law to report incidences of physical or sexual abuse of a minor to the Child Protective Service (CPS). Service providers must be particularly aware of those obligations. Site staff should receive training on how to document and report incidents or reports of violence against children. Supportive housing property management staff should be encouraged to request the assistance

Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at www.csh.org/toolkit2. This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at www.csh.org/publications.

of a manager and/or a site support services staff person in complying with CPS reporting requirements. Support service site staff should also be available to help the reported tenant comply with court-ordered activity.

- Senior citizens should also be protected from abuse. The Adult Protective Services (APS) responds to reports of abuse against seniors, disabled and other vulnerable persons. Staff should request the assistance of a supervisor and/or site support service staff person for assistance in complying with APS guidelines.
- Supportive housing owners and/or their property management agent should emphasize the importance of emergency preparedness by site staff. Mandatory trainings and unannounced drills in this area should occur to test how well staff is prepared to respond to emergencies (e.g., fire, earthquake, trespass, criminal activity on site), and to determine the need for additional staff training and/or emergency procedures.