

Table of Contents

1. SPT Resident Reference Guide for Accessing Help in a Personal Emergency
2. Community Emergency Preparedness Plan Frequently Asked Questions
3. Community Emergency Preparedness Plan Resident Participation
4. Community Emergency Preparedness Plan Suggested Resident Go-Bag List

SPT Resident Reference Guide for Accessing Help

Frequently used phone numbers:

	Extension
Immediate help from on duty staff	0
Receptionist	0
Wellness Nurse	8578
Security desk	8537 or 0
Medical Transportation	8519
Limo transportation reservations	8158
Daily menu information line	8200
Daily activities information line	8201
Maintenance and Housekeeping Helpline	8548
Dining Room Reservation line	8615

Medical emergencies & illness:

Residents experiencing a life-threatening change in condition or other emergency should call 9-1-1 immediately for help

- **When dispatcher hangs up dial “0” and alert St. Paul’s Towers staff**

If in your judgement the emergency situation is not life-threatening, dial “0” to get immediate help from the on-duty staff; or let the staff call 9-1-1 as appropriate

For routine, non-urgent services, call the wellness nurse directly at 8578

- **If you are unable to use the phone, knock the handset off the hook. If it’s a cordless phone, press the talk button and leave it on**
- **Or, pull the “emergency call cord” in the bedroom or bathroom**
- **Or, if you have an emergency care call pendant, you can press it TWICE to summon Security. The pendants are offered to you free of charge by SPT**

Non-medical emergencies after hours & on weekends:

Notify Security (8537) of any non-medical emergencies

- **Security will notify appropriate Department Director**

EMERGENCY PREPAREDNESS

Frequently Asked Questions

General

- **Where can I find a copy of the SPT Emergency Preparedness Plan?**
Copies of the SPT Emergency Preparedness Plan are located in various places throughout the community. Residents have the opportunity to read the SPT Emergency Preparedness Plan in the lobby bulletin board and the 18th floor library. Additional copies of the plan are located in manager offices. Emergency Preparedness information is available on the Resident Website www.spt-covia.org
- **In an emergency situation, who is the designated Incident Commander?**
In the event of an emergency, incident command center will be located in the 2nd floor lobby. The Incident Commander is the individual designated to oversee the community during an emergency situation. This individual is usually the Executive Director, or the individual that the Executive Director has designated in their absence.
- **Prepare a Go Bag**
We recommend that all residents have an emergency go bag ready in their apartments. Even if you are instructed to shelter in place, this bag would equip you with the necessary items to be self-reliant until we are released to end our shelter in place instructions. A recommended list of go bag items is located in the emergency preparedness plan, section 10.

Communication (Plan Section 5)

- **Using your telephone during an emergency**
Use your phone only as necessary. Security will use the public announcement system, if needed, to make community wide announcements.
We recommend residents keep a radio for local news updates.
- **Keep staff informed of your location if you choose to leave during an emergency**
St. Paul's Towers is required to keep a roster of resident locations during an emergency. If you choose to leave St. Paul's Towers on your own during an emergency, please let Security know where you will be and how to contact you.
- **Communication with key audiences: residents, outside parties, staff, family members**
As soon as possible, Incident Command will provide communication with key audiences that is accurate and uniform. Incident Command will make every effort to let all parties know updates on the situation as soon as possible.

Shelter in Place (Plan Section 2)

- **St. Paul's Towers is a shelter in place building. What does this mean?**

The initial response at St. Paul's Towers is to shelter in place (remain in your apartment) during a disaster situation. St. Paul's Towers is constructed out of steel and concrete with one- and two- hour fire resistant walls, multiple alarm systems and firefighting equipment. When an alarm sounds, shelter in place, close apartment doors and windows, and wait for further instruction.
- **How does St. Paul's Towers remain supplied during a shelter in place emergency?**

The community self-reliant plan is located in section 2 of the emergency preparedness plan. This gives detailed information on how the facility shall be self-reliant including water, food, medical supplies, generators and sanitation.
- **Do we have a generator? How does it work?**

Yes, our community is equipped with a generator. The generator will automatically power up within 10 seconds after a loss of power.
- **What is powered by the generator?**

Elevators, emergency alarm systems, emergency exit signs, hallways, garage, stairwell emergency exits, garage gates and lights in the kitchen. 22nd floor – all red outlets which can be used to charge and/or operate assistive devices.

Evacuation (Plan Section 3)

- **When would St. Paul's Towers face an evacuation?**

The only situation in which we would face evacuation would be one in which firefighters or the Oakland Incident Command Center ordered us to do so. In that case, firefighters and other trained rescuers would handle the process of evacuating us. If instructed, you may be asked to evacuate to another wing of the building or floor. It is very unlikely that we would evacuate the entire building.
- **How would the evacuation chairs be used?**

An evacuation chair is located on each floor. SPT has 21 evacuation chairs distributed so that each floor has an evacuation chair in one of its three stairwells. Designated stairwells are listed in Section 10 of the Plan. In the event of an evacuation where evacuation chairs are needed, only emergency responders and those trained in their use will be allowed to operate the chairs.
- **In the event of an evacuation, will first responders know who needs assistance?**

Yes, staff are prepared to provide this information to first responders upon arrival. A non-ambulatory binder is kept at the Security Desk to inform first responders of the location of our non-ambulatory residents.

Section 9.2 Resident Education and Training Procedures

Resident Safety Monitors

The Resident Council appoints Safety Monitors on each residential floor to provide a necessary link in the communication between residents, staff, and emergency personnel in the event of a disaster. They have the following responsibilities:

Pre-emergency Duties:

- ✓ Know the location of all fire and emergency related equipment on their floor including the location of the fire exits.
- ✓ Be familiar with all the residents on their floor.
- ✓ Conduct weekly inspections of exits; exit pathways, exit lighting and stairwell landing on their floor. If anything is stored in the exit areas notify housekeeping to have it removed.
- ✓ Review the Emergency Preparedness Plan with the residents on their floor, and provide a tour to residents.
- ✓ Advise new residents about the emergency procedures as soon as possible after their move-in.

Emergency Duties:

- ✓ When the Monitor learns of a fire, earthquake, or other disaster they shall follow the instructions in the fire and Emergency Preparedness Plan.
- ✓ If there is a problem in the building that does not directly affect the Monitor's floor, they shall follow instructions provided by staff or emergency personnel.
- ✓ Maintain a sense of calmness and reassure the residents on the floor.
- ✓ Report to staff Incident Commander or the Head Safety Monitor by calling the Security Desk.
- ✓ Take roll of residents on the floor and communicate the nature of the emergency to them. If safe, Monitors shall go door to door or meet residents in the hall.
- ✓ Determine if the condition of each fire exit stairwell is safe.
- ✓ Communicate vital information to staff or emergency personnel.

Head Safety Monitor:

A Head Safety Monitor will report to Incident Command in the event of an emergency. Head Safety Monitors may be assigned a task.

Please refer to this emergency go-bag list as a guide. You will need to customize the contents to fit your individual needs.

Go- Bag Items

Emergency Equipment

Flashlight, Lantern
Battery-operated radio
Extra batteries
Whistle
Permanent marker and masking tape
Emergency cash in small bills
Water and food (snacks and two bottles of water per person)
Cell phone and charger
Warm hat
An old pair of sturdy shoes and socks
First aid kit
Swiss army knife or a pair of scissors

Personal Items

Change of clothes that are comfortable and warm
Extra undergarments
List of emergency contact phone numbers – identify relation to contacts
List of food and drug allergies
List of all medications taken and list all drug allergies
List of medical conditions, medical procedures and devices such as pace maker, oxygen tank, etc.
Seven day supply of the medication you take regularly
Copy of health insurance and ID cards

Please refer to this emergency go-bag list as a guide. You will need to customize the contents to fit your individual needs.

Copy of personal documents (driver's license, copy of passport, copy of insurance information, credit card, name and contact information for DPOA, POLST.)

Travel size hygiene products (toothbrush and toothpaste, shampoo and conditioner, soap, Kleenex, deodorant, razor and shaving cream, lotion, Chapstick,

Personal items hygiene products ie: adult briefs, incontinent pads

Hand sanitizer or wipes

Doctor name and phone number

Pharmacy name and phone number

Other

Food and medical paperwork for pet(s) if applicable

Hearing aids, extra batteries

Spare pair of glasses and carrying case

Denture care products

Ear plugs

Small notebook and pen

Assistive devices if applicable (ie walker, cane, wheelchair)