



Resident Emergency Guide

Residents should read and understand the contents of this emergency guide to prepare for emergency situations. Please contact your housing manager if you have questions related to this guide.

Sudden Emergency Response Procedures:

Evacuation Procedures:

High Rise Buildings:

Evacuation Routes – For high rise buildings, drawings, diagrams, evacuation routes and similar information are posted on each floor. Floor numbering is indicated on the stair side of the stairwells. Find the shortest distance between your apartment and the closest stairwell and exit. Have a second route in case your first way is blocked.

Evacuation priorities for high rise buildings – Generally, evacuation will be from the floor where a fire, explosion or other emergency occurs and the two floors immediately above, and the two floors immediately below the emergency floor. These occupants will be directed to a refuge area and will be given movement priority. Thereafter, movement and evacuation priorities will be determined on the basis of particular fire and smoke conditions reported by emergency teams and fire department personnel, who will direct any further evacuation necessary. Residents in non-affected areas should shelter in place with the doors to the apartments closed.

Use of elevators –

During fire emergencies, do not use elevators. Evacuation must be by means of fire stairwells. If smoke or fire has penetrated a stairwell, alternate stairwells should be used.

Control of elevators from the lobby level will be under the command and direction of a fire official, and are programmed to return non-stop to the lobby level during fire emergency.

Automatic devices are installed to allow elevator cars to bypass all fire-involved floors. Under no circumstances will elevators be stopped at the fire-involved floors.

All Building Types:

Residents will evacuate buildings when it is evident that an emergency situation exists. Evacuation control will be relinquished to the fire department officials upon their arrival. Residents choosing not to evacuate assume the responsibility of their own safety.

In the event of a “bomb-threat”, the evacuation order will be controlled by the police and/or fire department. Elevators can be used during “bomb-threat” emergencies.

Exiting – After exiting, move out and away from the building to designated evacuation area.

If There is an Explosion

- Take shelter, if necessary. Otherwise:
 - Check for fire and other hazards
 - Exit the building ASAP
 - Do not use elevators.
 - Take your emergency supply kit if time allows.

If There is a Fire

- If a fire is in your apartment or seen, close the door to the apartment, leave the building and report it immediately by dialing 911. (In high rises, when the emergency alarm activates and the emergency is not in your apartment, shelter in place with the door to your apartment closed.)
- If there is not an option to shelter in place, when exiting:
 - Crawl or stay as low to the floor as possible if there is smoke
 - Use a wet cloth, if possible, to cover your nose and mouth.
 - Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
 - If the door is not hot, brace yourself against it and open slowly, observe hallway conditions and if clear, exit the building.
 - If the door is hot, do not open it. Place wet towels, sheets, or other wet materials around the bottom of the door to keep smoke out. Call 911 to tell the fire department where you are and then look for another way out.
 - Do not use elevators. Take the stairs. Close doors behind you to slow fire spread.
 - If your clothes catch fire, do not run. Stop-drop-and-roll to put out the fire.
 - Go to the designated meeting place for your complex.
 - Account for your family members and carefully supervise small children.
 - Never go back into a burning building.
 - If you think someone is trapped, tell the Fire Department.

If there is a Bomb Threat

- The decision to evacuate, a high-rise building or other complex, will be made by the fire and police departments.
- If notified to evacuate, exit the building as soon as possible.
- Take your emergency supply kit if time allows.

If You Are Trapped in Debris

- If possible, use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement so that you do not kick up dust.
- Cover your nose and mouth with anything you have on hand and breathe through the material.
- Tap on a pipe or wall so that rescuers can hear you and determine your location.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.

Extended Emergency Situation Response

The following are suggested for residents to use as a guide to prepare for an emergency that will likely require several days of supplies.

Water

- One gallon of water per person per day, for drinking and sanitation.
- Children, nursing mothers, and sick people may need more water.
- Store water tightly in clean plastic containers.
- Keep *at least* a three-day supply of water per person.

Food

- Store *at least* a three-day supply of non-perishable food.
- Select foods that require no refrigeration, preparation or cooking and little or no water.
- Pack a manual can opener and eating utensils.
- Choose foods your family will eat.
 - Ready-to-eat canned meats, fruits and vegetables
 - Protein or fruit bars
 - Dry cereal or granola
 - Peanut butter
 - Dried fruit
 - Nuts
 - Crackers
 - Canned juices
 - Non-perishable pasteurized milk
 - High energy foods
 - Vitamins
 - Food and formula for infants

Clean Air

If there appears to be air contamination:

- Turn off heating / AC ventilation systems
- Close all doors and windows

Nose and Mouth Protection

Have face masks or dense-weave cotton material, that snugly covers your nose and mouth for each member of the family, on hand.

Be prepared to improvise with what you have on hand to protect your nose, mouth, eyes and cuts in your skin. Anything that fits snugly over your nose and mouth, including any dense-weave cotton material, wet paper towel or other wet cloth can help filter contaminants in an emergency. It is very

important that most of the air you breathe comes through the mask or cloth, not around it. Do whatever you can to make the best fit possible for children.

Given the different types of attacks that could occur, there is not one solution for masking. Simple cloth face masks can filter some of the airborne "junk" or germs you might breathe into your body. Something over your nose and mouth in an emergency is better than nothing. Limiting how much "junk" gets into your body may impact whether or not you get sick or develop disease.

First Aid Kit

In any emergency, a family member or you yourself may be cut, burned or suffer other injuries. If you have these basic supplies you are better prepared to help yourself and loved ones when they are hurt. Knowing how to treat minor injuries can make a difference in an emergency. Having the following things can help you stop bleeding, prevent infection and assist in decontamination.

Things you should have:

- Two pairs of Latex, or other sterile gloves.
- Sterile dressings to stop bleeding.
- Cleansing agent, soap and antibiotic towelettes to disinfect.
- Antibiotic ointment to prevent infection.
- Burn ointment to prevent infection.
- Adhesive bandages in a variety of sizes.
- Eye wash solution to flush the eyes or as general decontaminant.
- Thermometer
- Prescription medications you take every day such as insulin, heart medicine and asthma inhalers. You should periodically rotate medicines to account for expiration dates.
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies.

Things it may be good to have:

- Cell phone
- Scissors and Tweezers
- Tube of petroleum jelly or other lubricant

Non-prescription drugs:

- Potassium Iodide
- Aspirin or nonaspirin pain reliever
- Anti-diarrhea medication
- Antacid (for upset stomach)
- Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center)
- Laxative
- Activated charcoal (use if advised by the Poison Control Center)

Emergency Supplies

Water, food and clean air are essential to survival, but some of the following items may make a time of crisis more comfortable.

Basic Supplies

- Flashlight and extra batteries
- Battery powered radio and extra batteries
- Plastic garbage bags, ties and toilet paper for personal sanitation
- First aid kit
- Map of the area for evacuation or for locating shelters
- A whistle to signal for help
- Moist towelettes
- Matches in waterproof container

Clothing and Bedding

In winter, you must think about warmth. It is possible that the power will be out and you will not have heat. Rethink your clothing and bedding supplies once a year to account for growing children and other changes.

- Have at least one complete change of warm clothing and shoes per person including:
- A jacket or coat
- Long pants
- A long sleeve shirt
- Sturdy shoes
- A hat and gloves
- A sleeping bag or warm blanket for each person.

Tools

- Emergency reference material such as a first aid manual
- Mess kits, paper cups, plates and plastic utensils
- Cash or traveler's checks
- Change
- Non-electric can opener
- Utility knife
- Paper towels
- Fire extinguisher: small canister, ABC type
- Tent
- Pliers
- Compass and matches in a waterproof container
- Aluminum foil
- Plastic storage containers
- Signal flare

- Paper, pencil
- Medicine dropper
- Shut-off wrench, to turn off household gas and water

Sanitation

- Toilet paper, towelettes
- Feminine supplies
- Personal hygiene items
- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant (Household chlorine bleach -You can use bleach as a disinfectant (diluted 9 parts water to one part bleach), or in an emergency you can also use it to purify water. Use 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.

Important Family Documents

- Keep copies of important family records such as insurance policies, identification and bank account records in a waterproof, portable container.

SPECIAL NEEDS ITEMS

Remember the special needs of your family members -- Infants, the elderly and persons with disabilities.

For Baby:

- Formula
- Diapers
- Bottles
- Powdered formula/milk
- Medications
- Moist Towelettes
- Diaper rash ointment

For Adults:

- Ask your doctor about storing prescription medications such as heart and high blood pressure medication, insulin and other prescription drugs.
- Denture needs
- Contact lenses and supplies
- Extra eye glasses

For Seniors:

- Plan how you will evacuate or signal for help.
- Plan emergency procedures with home health care agencies or workers.
- Tell others where you keep your emergency supplies.
- Teach others how to operate necessary equipment.
- Label equipment like wheelchairs, canes or walkers.
- Additional supplies for Seniors:
 - List of prescription medications including dosage in your supply kits. Include any allergies.
 - Extra eyeglasses, eyeglasses prescriptions and hearing-aid batteries.
 - Extra wheelchair batteries or other special equipment in your supply kit.
 - A list of the style and serial numbers of medical devices such as pacemakers in your emergency supply kits.
 - Copies of medical insurance and Medicare cards.
 - List of doctors and emergency contacts.

For People with Disabilities:

- Create a support network to help in an emergency.
- Tell these people where you keep your emergency supplies.
- Wear medical alert tags or bracelets to help identify your disability.
- If you are dependent on dialysis or other life sustaining treatment, know the location and availability of more than one facility.
- Show others how to operate your wheelchair.
- Know the size and weight of your wheelchair, in addition to whether or not it is collapsible, in case it has to be transported.
- Additional Supplies for People with Disabilities:
 - Prescription medicines, list of medications including dosage, list of any allergies.
 - Extra eyeglasses and hearing-aid batteries.
 - Extra wheelchair batteries, oxygen.
 - Keep a list of the style and serial number of medical devices.
 - Medical insurance and Medicare cards.
 - List of doctors, relatives or friends who should be notified if you are hurt.

Deciding to Stay or Go

Depending on your circumstances and the nature of the emergency, the first important decision is whether you stay put or get away. You should plan for both possibilities. Use common sense and available information to determine if there is immediate danger.

In any emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. However, you should monitor TV or radio news reports for information or official instructions as they become available. If you're specifically told to evacuate or seek medical treatment, do so immediately.

Staying Put

Whether you are at home, work or elsewhere, there may be situations when it's simply best to stay where you are and avoid uncertainty outside.

There are other circumstances when staying put and creating a barrier between yourself and potential exterior contaminants, a process known as "shelter-in-place," is a matter of survival. Use available information to assess the situation. If you are instructed by a government agency, see large amounts of debris in the air or if local authorities say the air is badly contaminated, you may want/need to take this kind of action.

To "Shelter-in-Place":**In response to government agency:**

- Follow issued instructions from government agencies
- Advise Resident Services staff of needs that could result in harm such as lack of food, lack of medicine, etc...

In response to known air quality contamination:

- Bring your family and pets inside.
- Lock doors, close windows, air vents and fireplace dampers.
- Turn off fans, air conditioning and forced air heating systems.
- Take your emergency supply kit unless you have reason to believe it has been contaminated.
- Go into an interior room with few windows, if possible.
- Seal all windows, doors and air vents with plastic sheeting/bags and duct tape. Consider measuring and cutting the sheeting in advance to save time.
- Be prepared to improvise and use what you have on hand to seal gaps so that you create a barrier between yourself and any contamination.

Local authorities will provide information on what is happening and what you should do as soon as it is available. You should watch TV, listen to the radio or check the internet often for official news and instructions as they become available.

Getting Away

There may be conditions under which you will decide to get away, or there may be situations when you are ordered to leave. Plan how you will assemble your family and choose several destinations in different directions in advance so you have options in an emergency.

Create an evacuation plan:

- Plan places where your family will meet, both within and outside of your immediate neighborhood.
- If you have a car, keep a half tank of gas in it at all times in case you need to evacuate.
- Become familiar with alternate routes and means of transportation out of your area.
- If you do not have a car, plan how you will leave if necessary.
- Take your emergency supply kit unless you have reason to believe it has been contaminated.

- Lock the door behind you.

If time allows:

- Call or email the “out-of-state contact listed in your family communications plan.
- Leave a note telling others when you left and where you are going
- If there is damage to your home and you are instructed to do so, shut off water, gas and electricity before leaving.
- Check with neighbors who may need a ride.

Learn how and when to turn off utilities:

If there is damage to your home or you are instructed to turn off your utilities:

- Locate the electric, gas and water shut-off valves.
- Keep necessary tools near gas and water shut-off valves.
- Teach family members how to turn off utilities.
- If you turn the gas off, a professional must turn it back on. Do not attempt to do this yourself.

Plan for your pets:

- Pets should not be left behind, but understand that only service animals may be permitted in public shelters. Plan how you will care for your pets in an emergency.
- Store extra food, water and supplies for your pet.

EMERGENCY ASSEMBLY AREAS BY COMPLEX

Emergency assembly areas are marked with signs by complex. Residents should go to their site's emergency assembly area if there is an emergency involving their complex so that all residents and guests can be accounted for by Consortium staff. The Consortium will utilize the most recent, available demographic list to determine which residents are accounted for at the emergency site. It is important for each family to check-in with Consortium staff so an accurate accounting of residents can be provided to emergency personnel.

Belton Housing Authority

Greenway Apartments	Corner of Burnett and Greenway
Leon Oaks	Parking lot on Leon
Charrs Acres	Mitchell Circle park
Rural Development	BHA Resident Center
Brazos Oaks	Head Start building's parking area
Penelope Place	Lawn area on south side of entrance

Temple Housing Authority

Adams Bend	Playground/basketball court area
Autumn Leaves	THA office north parking lot
Calhoun Square	Sidewalk area outside and east of the entrance
Carver	Lawn area on corner of South 4 th and E. Avenue N
Chateau	Lawn area on corner of North 11 th and W. Calhoun
Crestview and Ratliff	Friendship House
Frances Graham Hall	West parking lot
French Crossing	Golden Haven east parking lot (across French Street)
Golden Haven	East parking lot
Harvest House Apts.	Lawn area on corner of North 11 th and W. Calhoun
Jonathan Moore Homes	Lawn area on corner of North 11 th and W. Calhoun
Kyle	Kyle parking lot
Raintree	Parking lot along south side of complex
Tembell Homes	If the emergency is in north section, gather in the south lot. If in south section, gather in the north lot.
Temple College Apartments	Parking lot on west side of complex between buildings D and E
Willow Brook	If the emergency is in the elderly section, gather in the family parking lot. If the emergency is in the family section, gather in the elderly parking lot.

Emergency evacuation routes by complex (See site plans below)

FIRST AID GUIDE

This is a guide to management of common emergencies in the home, workplace and streets of your community. Using the simple guidelines in this guide may enable you to save the life of an ill or injured person

Recognizing Medical Emergencies

Serious bleeding, unconsciousness, choking and signs of a heart attack are all obvious reasons to call EMS. Broken bones and head, chest, abdominal, or neck/spine injuries present less obvious injuries, but should be treated by EMS for transport to the hospital.

Calling EMS

Try to be calm or have a calmer person make the call to 911 – give whatever information the dispatcher asks for. That will probably include the address, a nearby cross street, your name, a call back number, the name of the victim, and what is wrong with the victim. **STAY ON THE LINE** until the dispatcher tells you to hang up – this is important! Then have someone wait out near the street or in the parking lot to direct the emergency medical technicians to the victim. Teach your children how to call EMS.

General Emergency Care Rules

- Do not move the person unless they are in immediate danger.
- Call EMS immediately. Send someone else to call for help if you can, so that you can stay with the person.
- Do not give the person anything to eat or drink and do not allow them to smoke.
- Keep the person calm and still.
- Apply the following emergency care measures until the ambulance arrives.

How to Check Breathing and Heart Beat

Always check for breathing and heartbeat (pulse) in a medical emergency, and be sure to give that information to EMS when you call.

1. If the person has collapsed, try to wake them.
 - If they do not respond, gently lay them flat on their back, on a firm surface.
 - Call for help or send someone for help.
 - Gently lift the person's chin with one hand while pushing down on the forehead to tilt the head back.
2. Put your ear to the person's face and listen for breathing sounds; feel for warm breath on your cheek. Also, watch for rise and fall of chest.
 - If the person is breathing, their heart is beating.
 - If the person is not breathing, begin rescue breathing / modified CPR.
 - Pinch the nose, cover the entire mouth area with your mouth, and blow 2 deep breaths into the mouth. After checking pulse, continue giving two breaths every five to ten seconds.
3. Check for pulse. Put two fingers on the person's neck in the groove just to the side of the Adam's apple; feel for a pulse for 10 seconds.
 - If you are sure there is no pulse, begin CPR / modified CPR if you are trained.
 - If there is a pulse, but still no breathing, continue rescue breathing until the person begins breathing on their own or EMS arrives and takes over.

Bites or Stings

- Insects – remove stinger if possible. Apply cold compresses. If there is any reaction, such as breathing problems, call EMS immediately.
- Snakes – keep the person calm, have them sit quietly, avoid excessive movement, call EMS immediately. Try to identify or describe the snake without endangering yourself.

Bleeding

- Call EMS immediately for serious or spurting bleeding.
- Have the person lie down.
- Apply firm, direct pressure over the wound to stop bleeding. Use the cleanest available pad. Use cloth, handkerchief, clothing, or bare hand if necessary. If pad becomes blood soaked, leave it on and put another one on top of it.
- Maintain the pressure until EMS arrives. Elevate the injured limb.
- Raise the person's feet higher than the head.
- DO NOT use tourniquets.

Broken Bones

- Keep the injured limb from moving. DO NOT move the person unless they are in immediate danger.
- Apply ice packs to minimize swelling.
- If a broken bone protrudes through the skin, cover it with a dry dressing, but DO NOT try to push it back in. If there is excessive bleeding, use direct pressure over the area to try to stop the bleeding.
- If there is reason to suspect multiple broken bones, or when the neck, back, pelvis, or thigh might be broken, DO NOT attempt to move the person. Call EMS immediately.

BurnsFor minor burns:

- If skin is unbroken, run cool water over the burn or soak in cool water (not ice water) for at least five (5) minutes.
- Cover with sterile bandage or clean cloth.
- Protect the area from friction or pressure.
- If burn area is more than 2-3 inches in diameter or it is on the hands, feet, face, groin, buttocks or major joint, treat the burn as a major burn.

For major burns:

- Call EMS immediately.
- Do not treat.
- Remove the person from danger and extinguish any burning clothing.
- Keep burned arms or legs higher than the person's heart.
- Cover burned area with a cool, wet cloth, but do not over cool.
- Keep the patient covered lightly to preserve normal body temperature and prevent shock.
- DO NOT break blisters or remove burned skin or clothing.
- DO NOT use butter, ointments, or other home remedies.

Choking

If the person can speak or cough, then they are able to breathe, and the airway is not totally blocked.

- Encourage the person to cough out the object. DO NOT interfere with efforts to do so.

If the person cannot speak, breathe, or has already collapsed:

- Call EMS immediately.
- Place the person on their back, turn the head to one side, open the mouth and look for and remove any visible foreign material.
- Use the Heimlich maneuver to dislodge the object if you are trained.

If an infant chokes:

- Place the child face down over your arm; with the baby's head down; with the heel of your hand give four quick, hard blows between the shoulders.
- If the object does not dislodge, turn child over, and with the baby's head down use two fingers to press its breastbone four times.
- Repeat the procedure as often as necessary until EMS arrives.

Convulsions/Seizures

- Call EMS immediately.
- Protect the person from further injury – remove obstacles.
- Turn the person onto one side.
- If the person has fallen or shows evidence of head injury, they should be assumed to have a broken neck and should be treated accordingly (see Neck or Back Injuries).
- DO NOT force anything into the person's mouth.
- DO NOT try to restrain the convulsive movements.

Eyes

- For an object in the eye, try to wash it out by flushing the eye with lots of clear water.
- If the object cannot be easily washed out, call EMS.
- If either eye is injured, cover both eyes with a cloth, keep the person quiet, and call EMS immediately.
- DO NOT use drops or ointments.
- For exposure to chemicals, gently flush with clear water. Continue flushing until EMS arrives.

Fainting/Dizziness

- If a person reports "feeling faint," have the person lie down on their back until feeling better. Raise the person's feet higher than the head.
- Check breathing and heartbeat.
- Apply cold compresses to the person's forehead.
- If fainting is associated with chest pains, convulsions, or severe headache, or if it lasts more than one or two minutes, call EMS immediately. Fainting is a relatively common problem, but it may be caused by a serious condition.

Head Injuries

- Call EMS immediately.
- DO NOT move the person until EMS arrives.
- Severe, deep cuts should not be cleaned, cover with a clean cloth.
- DO NOT apply heavy pressure to bleeding areas.

Heart Attack

The person may have pain or feel very heavy pressure in the chest area or in the jaw, shoulder and arms. The person may have a feeling of indigestion. They may sweat, vomit, or have trouble breathing.

- DO NOT wait to see if the pain/discomfort goes away.
- Call EMS immediately. Assure them that help is on the way, and do not leave them.
- Have the person sit or recline, whatever is most comfortable for them.
- Make the person as comfortable as possible.
- Loosen the clothing at neck, chest and waist.
- Keep the person warm, but not hot.
- If the person suddenly collapses and loses consciousness, try to awaken them. If the person cannot be awakened, and if there is no breathing and no pulse in the neck, begin CPR if you are trained.

Neck or Back Injuries

- Call EMS immediately.
- DO NOT move the person at all unless absolutely necessary to save their life.
- DO NOT prop up the person's head.

Poisoning/Overdose

- Call EMS immediately.
- Then call the Poison Control Center at 1-800-222-1222 and describe the product, the amount swallowed, and the time it was taken.
- Give water or milk to someone who has ingested a poison, unless the person is unconscious or having convulsions.
- Look inside the person's mouth for burns that might indicate the ingestion of an acid or alkali. Also, smell the person's breath to see if it smells like a petroleum product (gasoline or kerosene). If either sign is present, DO NOT induce vomiting.
- Loosen clothing at the person's neck and waist.
- Keep the person quiet and warm.
- Take the container of the suspected poison with you in the ambulance.
- Every household should have syrup of ipecac on hand to induce vomiting. The poison center will tell you when to use it.

Unconsciousness

- Call EMS immediately.
- Check for breathing and a heartbeat.
- If the person cannot be roused, but is breathing well and has a good pulse, they should be placed on their side unless you suspect a neck injury.
- If there is no breathing and no pulse in the neck, begin CPR if you are trained.
- If drug overdose or poison is suspected, the container of the suspected toxin should be taken with the patient in the ambulance.
- DO NOT give the person anything to drink.