

IMPORTANT
LIFE SAFETY INFORMATION
~Please Read ~

Lowell House Resident
Emergency Procedures

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Be Prepared for Safety

There are several things you can do to insure your own personal safety in a high-rise living environment. Take a few steps now to save lives later,

- Read this document at least once. Discuss with all family members.
- **Know where your emergency exits are** located and what they look like inside the stairwells. Be familiar with the layout. Some people even practice a drill where they count the steps to the exit door in case of heavy smoke or darkness, so they can find their way when the emergency actually happens. You can also count doors, as you may be obliged to crawl on your knee to exit.
- **Fire Hoses** and Fire Extinguishers are located in the stairways at Lowell House

By Law you must have:

- Smoke detectors in your unit – 1 per bedroom
- Functioning automatic door closers on unit door to corridor

In addition each unit should have an emergency kit:

Put these items near the front door or phone so you are ready in any emergency. Make sure you check your batteries twice a year and know how to use any special equipment.

- Fire Extinguisher
- Flashlight
- 2" Duct Tape (tape off vents /gaps in doors in case of fire).
- Whistle (to alert someone of your location).
- Battery operated radio.
- Copy of emergency phone numbers and contacts.

Make sure you have at least one phone number that is NOT dependent on electricity to function. (Regular phone that does not plug into power)

Evacuation

It is likely that we will ever need to evacuate the entire building but please familiarize yourself with these procedures so that you will be prepared in the event that we do.

Command Center – In the event of an emergency, the command center for the building and emergency personnel will be located in the main lobby of the Lowell House at the Doormen's station.

The decision to evacuate is made by the Fire or Police Department Officials (or other public safety officer or building supervisor according to a prescribed chain of command). Follow all instructions given by these personnel when on site.

Announcements – Lowell House has installed a one-way Emergency Communication system. The system allows residents to hear the Emergency Personnel directions from speakers located in the hallways. The stairwells have a phone connection every five floors. You will hear directions from the hallway and in the stairwell.

Assembly and Relocation Area – In the event of a total building evacuation, all residents are to go to the east side of the building. It is important that we can account for all residents so please do not leave the area until instructed otherwise.

Elevators are NOT to be used by residents during an evacuation.

The primary exit routes for all residents are the stairwells. There are two on each floor. One is identified as Stairwell A (Color Red) the other is Stairwell B (Color Blue). There are illuminated exit signs indicating the stairwell exits. If the closest stairwell is blocked, go immediately to the other stairwell. The emergency officials will direct if you should exit stairwell A which is red or B which is blue.

Please take time to **familiarize yourself with your safety route**. Know it now so that you are not learning it under stressful conditions.

Residents needing special assistance will be evacuated by emergency personnel. Stay in your unit until contacted.

In the event of an emergency, elevators, elevators will be called back to the ground floors for emergency personnel; air handling intakes will be shut down; garage doors as well as all lobby level and automatic doors will be propped open, if required.

Smoke – Fire

Always check doors before you open them. Put your hand on the door and see if it is warm/hot. Never open any door before checking it first.

If you SMELL SMOKE, but can't see smoke or fire...

- **Call the Management Office immediately (312-440-3640)** who will take the appropriate, immediate action. Stay in your unit with the door closed until notified of results of investigation.

IF you see SMOKE or VISIBLE FIRE...

- **Call 911** and report your location to the operator.
- **Call the doorman station** and report your call to 911.
- **Stay in your unit** with the door closed and wait for assistance or notice to evacuate.

If FIRE OR SMOKE IS IN YOUR UNIT...

- **Do not open your windows or balcony door for ventilation** (this can cause a back draft pulling the fire into your unit).
- **Leave your unit immediately**
- **Unlock and shut the unit door tightly behind you.**
- **Go to the ground floor and call 911.**

Give the following information to Doorman and 911

1. **Address, Floor and Unit Number and Location of fire, if possible.**

Notify the Management Office after calling 911 (312-440-3640)

Do not use the elevators if it becomes necessary to leave your unit. Use the nearest, unlocked stairwell at either end of the corridor or follow instructions given over the communication system by Emergency Personnel in charge of evacuation.

Close all doors behind you.

Do not attempt to re-renter the building until the Fire Department or Emergency personnel instruct you.

IMPORTANT NOTE: If you are hard of hearing, have a disability or feel you cannot evacuate yourself in the event of a fire, contact the Management Office and have your name and unit included in the Emergency List kept at the front door. If you have someone staying with you for a few days that may need assistance, register their name as well and duration of stay.

Medical Emergency

In the event of an accident or illness, try to get as much information about the injury as possible.

2. Call 911 to request an ambulance.

Give the following information:

- Address
- Floor and unit number
- Nature of injury or illness and steps taken
- Your name

When you hang up, notify the Management office at 312-440-3640.

- **Do not move the injured or ill person.**
- **Keep the victim warm** and comfortable. Cover with a blanket.
- Under all circumstances, **remain calm.**
- **Follow all instructions** given by emergency personnel.

Elevator Emergencies

Elevators are one of the safest modes of transportation; however, on occasion they do malfunction.

The emergency communication system is located on the elevator control panel next to the door. **Fully depress the emergency call button** (which has the phone symbol on it). This will automatically contact someone to assist you. The fire department should be contacted if a person is trapped in an elevator.

If the elevator stops between floors and the doors open, stay in the car. Do not try to climb out or jump to the floor below. Do not try to open the doors – it may cause other damage to the equipment that could prolong the emergency.

Stay calm and wait for help to arrive. If the emergency lasts an extended period of time, sit on the floor and either look up or straight ahead so that you feel less confined.

SEVERE WEATHER – TORNADO – EARTHQUAKES

In the event of severe weather, follow the procedures below:

- Stay tuned to weather information channel on your TV or tune in the radio during severe weather.
- Remain Calm.

If there is a TORNADO WARNING....

- Move immediately to a safe place. Interior hallways, bathrooms or closets are best. If possible, stay away from the perimeter of the building and exterior glass. Try to get close to the center of the building as possible or position yourself under a sturdy table or desk.
- **Do not attempt to evacuate** unless instructed by the authorities.
- In the event you sustain a cracked or broken window due to the high winds, contact the After-hours answering service at 312-440-3640 for board-up service.

PERSONAL SECURITY AND POLICE MATTERS

- **Emergency or serious offenses** should be reported to the Police Department by calling 911. Report the call to the Management Office to report. If you are aware of any illegal activities on the premises, please report it immediately.
- **Minor security matters** such as solicitors, suspicious looking persons or activities, intoxicated persons should be reported to Lowell House Management office at 312-440-3640. Give the description and location of the individual. Stay in your unit with the door locked.
- **Do not open your door to anyone you are not expecting.** If you have any concern for your safety, contact the police and then management immediately.
- **Do not let anyone "tailgate"** their way into the building behind you when coming in the service or garage entries to building
- To prevent thefts and unwanted intruders, keep your unit entrance locked at all times. Doors are NOT to be left propped open... this is a Fire Safety Hazard as well as a security issue.
- **For extended absences or vacations,** notify the Management Office that you will be away. Be sure to stop your newspaper deliveries or arrange to have a neighbor pick up paper left by your door.
- **If your keys are stolen to your unit and your personal information is with your keys, purse, wallet, etc...** Please contact Management at 312-440-3640.