

Spring Run Resident Emergency Actions

The following procedures provide guidance for Spring Run Residents during emergencies. Emergencies include, but are not limited to:

Biohazards	Bomb threat	Earthquake
Explosion	Fire	Flooding
Gas leak	Hostage situation	Hurricane
Infectious disease	Internal flooding	Mass food poisoning
Medical emergency	Missing person	Nuclear disaster/attack
Pandemic illness	Personal threat	Power loss
Sewage spill	Smoke	Snow storm/emergency
Terrorist action	Tornado	Toxic/chemical spill
Water contamination	Water shortage	

Initial Resident actions during emergencies generally fall into one of two categories:

- Leave your apartment or the area you are in and go to a safer area
- Remain in your apartment or the area you are in and await instructions

The signal to leave your apartment or area you are in is a steady sounding of the room and/or hallway emergency alarm system. Upon hearing or seeing these alarms, exit the area you are in and go to an area where the alarms are not activated. This could be to another building or outdoors. When the alarms are sounding in all Spring Run buildings, Residents and guests should meet in the visitors parking area outside the Spring Run core building where a Team Member will provide further instructions.

The **all clear** signal is 5 short blasts on the alarms.

Alert signals to notify Residents of an immediate or possible emergency that does not require immediate evacuation can occur in a variety of forms:

- Alarm system sounds that are other than steady or 5 short blasts
- Telephone call
- Email
- Paper placed under door
- Visit by Resident or Team Member
- Television announcement

Upon receipt of an alert, Residents should follow instructions provided by the alert, or if none were provided, seek further information from In-house Channels 2/3/4, Comcast Cable Channels 957/958/956 or instructions from emergency personnel or Willow Valley Team Members. Please do not call the front desk to inquire about an alert, only to report an emergency.

The following may apply to any emergency situation:

- **Evacuation status** - Residents who evacuate their building during an emergency should check in with a designated Team Member to assure all Residents have safely evacuated.
- **Evacuation Routes** - If authorities suggest the need for area evacuation, local media and emergency management officials will provide information on evacuation routes.
- **Triage Area** - If the Spring Run Nurses Office is unable to process Residents needing attention during an emergency, a triage area will be set up in an area designated by an authorized Team Member.
- **Apartment doors** - During emergencies requiring evacuation, Residents should leave their apartment door **unlocked**.
- **Apartment checks** - Team Members or Fire Department personnel will check apartments during emergencies to assure Residents have safely left.
- **Elevators - Do not use elevators** in a building in which the fire alarm is sounding unless instructed by Fire Department personnel. Residents who are unable to safely use stairs should wait for help by the fire door in the stairway.
- **Emergency supplies** - Residents are encouraged to have working flashlights and extra batteries.
- **Telephones** – Willow Valley policy requires at least one hard-wired (not portable) telephone for each apartment unless the apartment's emergency electrical receptacle is used for a portable phone.
- **Emergency electrical receptacle** - The emergency electrical receptacle in each apartment may be used to power a TV or radio for emergency information.
- **Community status information** – Willow Valley will attempt to post current status and instructions on the Willow Valley Web site at <https://www.willowvalleycommunities.org>, via telephone at (717) 464-7660 or via automated email response to email sent to: WVRCEmergInfo@willowvalley.org. **Note: The telephone line, email address and Web site containing emergency information will only be activated as needed during a facility major emergency event.**
- **Resident status information** - Residents who plan to evacuate Spring Run should advise the Concierge Desk or designated Team Member of their plans and contact information, including cell phone number(s). Spring Run Residents whose evacuation plans change should provide updated information

If area evacuation is necessary, remember to take your medical records, medications, and this information sheet with you.