

Emergency Procedures Binder



Some information, such as Occupied Units, Resident Contact Information, and Assigned Parking, will change regularly. Make updating information part of your standard move-in procedure to stay up to date.



If you are currently experiencing an Emergency, refer to the red Emergency Procedures Binder.

Every Property is required to maintain an Emergency Procedures Binder to aid in quick and effective response if an emergency were to occur.

Information must be updated no less than once per month, or as information changes, such as new resident information, vacant apartments, changes in phone numbers etc.

Compile and complete your Site Specific Emergency Procedures Binder according to the instruction on the following pages.

Your Emergency Procedures Binder:

- Keep in a red three ring binder ([Office Depot](#) Item #209197)
- Clearly Label the binder “Emergency Procedures Manual” along the spine and face of the binder.
- Use a section divider between each section and clearly label tabs with the section title. The completed binder will have 6 tabs. ([Office Depot](#) Item #933218)
- Store the binder in a secure and accessible location known to all Site Staff and any Maintenance Technicians on call for your property.
- Review any major changes to the information with Site Staff as they occur.

Section 1: Site Map

Your Site Map should be easy to read and understand. Color code each location type.

At some properties, it may be necessary to use more than one map.

Mark the Following Locations on your Map:

- Unit Numbers (Site Map)
- Site Office
- Maintenance Shop
- Storage Areas / Non-Resident Occupied Areas
- Water shut-off valve locations-all buildings
- Natural gas shut-off valve locations-all buildings
- Main electrical circuit breaker locations
- Fire extinguisher locations
- Sprinkler system control location and zone map (if applicable)
- Attic access locations
- Crawl Space Access
- In-house fire alarm panel locations (specific to “interior” buildings)

Sample Map Key:

Fire Extinguisher Locations – Red
Main Electrical Circuit Breaker Locations – Orange
In-House Fire Alarm Panel Locations – Yellow
Natural Gas Shut-Off Valves – Green
Water Shut Off Valves – Blue
Sprinkler System Control Location and Zone Map – Purple
Attic Access Locations – Circled
Crawl Space Access – X

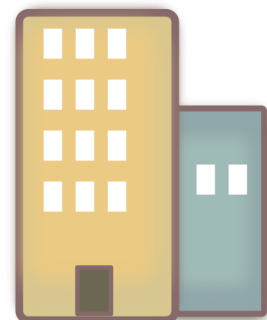
Once completed, fax or email your Site Emergency Response Map to the Central Office. The map will be kept on file.



Scan a copy of the completed map onto your computer to create a permanent electronic copy.



Enlist your Maintenance Technician’s help in creating this map. They may have a similar one already.





Write directions from the major highways and roadways that vendors and emergency responders would use.



If you're not sure which phone number to use for a vendor or utility company in case of an emergency, call them and ask.

Section 2: Directions to the Property

Directions Must Be:

- Clear and Concise ([Google Maps](#) is a great tool for generating directions)
- Include—
 - Directions to the property from the North
 - Directions to the property from the South
 - Directions to the property from the East
 - Directions to the property from the West

Example:

Coming from the East to the Central Office

- ⇒ Take I-84 Westbound
- ⇒ When approaching the I-5 interchange use the Left two lanes to take I5 South
- ⇒ Keep Left
- ⇒ In 1.1 miles, keep left at the fork to continue I-405
- ⇒ Use the right 2 lanes to take exit 2B toward Everett Street/Glisan Street Exit
- ⇒ Merge onto NW 14th
- ⇒ The Central Office will be on the left at 1107 NW 14th Ave #200, Portland, OR 97209

Section 3: Contact Information

Print the Contact List and Afterhours Emergency Maintenance Schedule on following two pages and fill in all applicable numbers for your property. If needed, write in other numbers that may be necessary in an emergency at your location. Update numbers when there is a change in staff at your property.

In case of Fire or Threat to Life call 911

Property Name: - _____

Address - _____

Phone - _____

Emergency Numbers:

Fire - _____

Police - _____

Poison Control - _____

Animal Control - _____

Suicide Prevention Hotline - _____

Child Protective Services - _____

Adult Protective Services - _____

Security Alarm Monitoring Company - _____

Elevator Monitoring Company - _____

Utility Providers:

Electric Utility Company 24 Hour Number - _____

Natural Gas Utility Company 24 Hour Number - _____

Security Alarm Monitoring Company - _____

Account Number - _____

Password - _____

Cambridge Real Estate Services Supervisors

Bill Stevens - 503 450-0237 Colin Macdonald - 503 450-0234

Damon Kenyon - 503 445-2792 Supervisor Contact - _____

Site Staff:

Afterhours Emergency Maintenance Number- _____

Site Manager - _____

Assistant Manager - _____

Leasing Agent - _____

Maintenance Technician - _____

Maintenance Technician - _____

Vendors:

Plumber - _____ - _____

Carpet Cleaner - _____ - _____

Restoration Company - _____ - _____

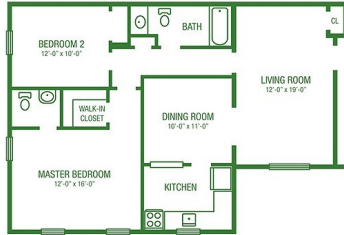
Other:

Local Red Cross - _____

Local Hotel(s) for temporary Resident

Salvation Army - _____

Relocation _____



Section 4: Unit Features

Label the following items clearly on your property's floorplans for each unit type:

- Unit floor plans with circuit breaker locations
- In unit water shut off valves (if applicable)
- In unit hot water heater locations (if applicable)
- Unit specifications (examples: pullcord alarm locations in units; location of smoke detectors)

Copies of your property's floorplans can be found on your Community Website.

Section 5: Emergency Report Forms

Print copies of the following forms.

- [Incident Report](#) (Form C360 on [Tenant Tech](#))
- [On the Job Injury Report](#) (Form C364 on [Tenant Tech](#))

The Incident Report

The purpose of incident reporting is to notify Cambridge Real Estate Services and the property's insurance carrier if a guest or resident is injured at the property, or of any damage to the property or automobiles. All incidents should be reported to Cambridge Real Estate Services within 24 hours. Keep all information confidential.



On the Job Injury Report

Fill out this form as soon as an injured worker is medically stationary or within 24 hours from time of injury. Once completed, fax to the Human Resources Department at 503-546-7588. Insure all information is complete and accurate.

Section 6: Resident Information

Yardi and Tenant Tech Reports can provide much of the information below. For easy updating, print a rent roll report once per month, at minimum.

- Resident's apartment numbers
- Resident names (including children)
- Resident garage numbers (if applicable)
- Resident vehicle descriptions and plate numbers
- Resident parking space assignments
- Resident phone numbers (home/work)

NOTE:

Depending on your property's location, there may be some issues that would specifically pertain to your property that responders to an emergency should be aware of. Check with your Property Supervisor for details or if you have any questions.