

# Disaster Preparedness And Response Manual

Housing Authority of Myrtle Beach

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# **DISASTER PREPAREDNESS AND RESPONSE MANUAL**

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## INTRODUCTION

There is no way we can stop or deter the forces of nature, but we can be prepared. We can assess our operations, inventory and organize available resources, keep our communities informed and hopefully enlightened, and then meet the storm head on. The aftermath will not be pretty but through effective and planned preparedness it will be manageable.

The Housing Authority of Myrtle Beach will work with the City of Myrtle Beach, Horry County, HUD and FEMA to provide the assistance our Participants and the residents of Horry County need to recover from a natural disaster.

**THIS PREPAREDNESS PLAN IS A GUIDE, AND IS NOT INTENDED TO BE ALL INCLUSIVE. AS SITUATIONS ARISE, IT WILL BE MODIFIED TO MEET UNIQUE CIRCUMSTANCES DUE TO THE DISASTER**

## **DISASTER/EMERGENCY CHECKLIST**

NAME OF OCCURRENCE \_\_\_\_\_

DATE \_\_\_\_\_

PROJECTED OR ACTUAL DATE OF OCCURANCE \_\_\_\_\_

CONTACT INFORMATION FOR APPLICABLE STAFF

CONTACT INFORMATION FOR SUPPORT SERVICES

- FIRE DEPARTMENT
- POLICE DEPARTMENT
- EMERGENCY MEDICAL
- MUNICIPAL
- SHELTERS
- DEPARTMENT OF SOCIAL SERVICES

TOOLS, EQUIPMENT AND MATERIALS

- CELL PHONES CHARGED W/ VEHICLE CHARGERS
- LAPTOP COMPUTERS W/ NETWORK CABLES
- NETWORK MODEM
- OFFICE DISASTER BOXES

EMERGENCY SUPPLIES FOR AFFECTED STAFF

- SOFTWARE BACKUP
- FILE PROTECTION
- TENANT, APPLICANT AND LANDLORD LISTS
- FORMS
- PETTY CASH

**CONTACT INFORMATION  
OTHER AGENCIES**

**Police Department: (843) 918-1382**

Chief: Amy Prock  
Phone: (843) 918-1301

**Fire Department: (843) 918-1192**

Chief: Tom Gwyer  
Phone: (843) 918-1192

**City of Myrtle Beach (843) 918-1012**

<https://www.cityofmyrtlebeach.com/>

City Manager: John Pedersen  
Phone: (843) 918-1012

Emergency Management: Bruce Arnel  
Phone: (843) 918-2319

Assistant City Manager: Fox Simons  
Phone: (843) 918-1016

Assistant City Manager: Lisa Wallace  
Phone: (843) 918-1176

**City of Myrtle Beach Emergency Operations Center**

Phone: (843) 918-1400

**Department of Social Services: (843) 915-4700**

**Computer Support:**

Contact: Mike Bullis  
Phone: (843) 421-2670

**Lindsey Software Support:**

Phone: (800) 890-7058  
<https://support.lindseysoftware.com>

**Horry County Emergency Management**

Director: Randall S. Webster  
Phone: (843) 915-5150

<https://www.horrycounty.org/Departments/Emergency-Management>

**HUD – Columbia (803)765-5831**

Director: Kristine Foye (803) 253-3232  
Public Housing Director: Eric Bickley (803) 253-3238  
[https://www.hud.gov/states/south\\_carolina](https://www.hud.gov/states/south_carolina)

**FEMA**

Federal Emergency Management Agency  
U.S. Department of Homeland security  
500 C Street SW, Washington, D.C. 20472  
(202) 646-2500  
(800) 621-FEMA / TTY (800) 462-7585  
<https://www.fema.gov/>

**Other:**

## HURRICANE PLAN

The Atlantic hurricane season is June 1<sup>st</sup> through November 30<sup>th</sup>. In the event of a natural disaster or the warning of the potential, the Authority will implement its Preparedness Plan, the Senior Staff, by applicable sections, will ensure that all employees prepare in accordance with the established plan.

### A. DEFINITIONS

By international agreement, Tropical Cyclone is the general term for cyclonic circulations originating over tropical water classified by form and intensity as follows:

1. **Tropical Disturbance/Wave** – A moving area of heavy thunderstorms in the tropics, which maintain its identity for 24 hours or more.
2. **Tropical Depression** – A storm with a rotary circulation at the surface and constant wind speed of 38 miles per hour.
3. **Tropical Storm** – A storm with a rotary circulation and constant wind speed ranging from 39 to 73 miles per hour.
4. **Hurricane** – type of tropical cyclone, which is a generic term for a low pressure system that generally forms in the tropics. The cyclone is accompanied by thunderstorms and, in the Northern Hemisphere, a counterclockwise circulation of winds near the earth's surface. Hurricanes are categorized according to the strength of their winds using the 1 to 5 rating on the Saffir-Simpson Hurricane Scale. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage.
5. **Category I:** Hurricane with maximum sustained winds between 74 miles per hour and 95 miles per hour. Very dangerous winds will produce some damage: Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.
6. **Category II:** Hurricane with maximum sustained winds between 96 miles per hour and 110 miles per hour. Extremely dangerous winds will cause extensive damage: Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.
7. **Category III:** Hurricane with maximum sustained winds between 111 miles per hour and 130 miles per hour. Devastating damage will occur: Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.

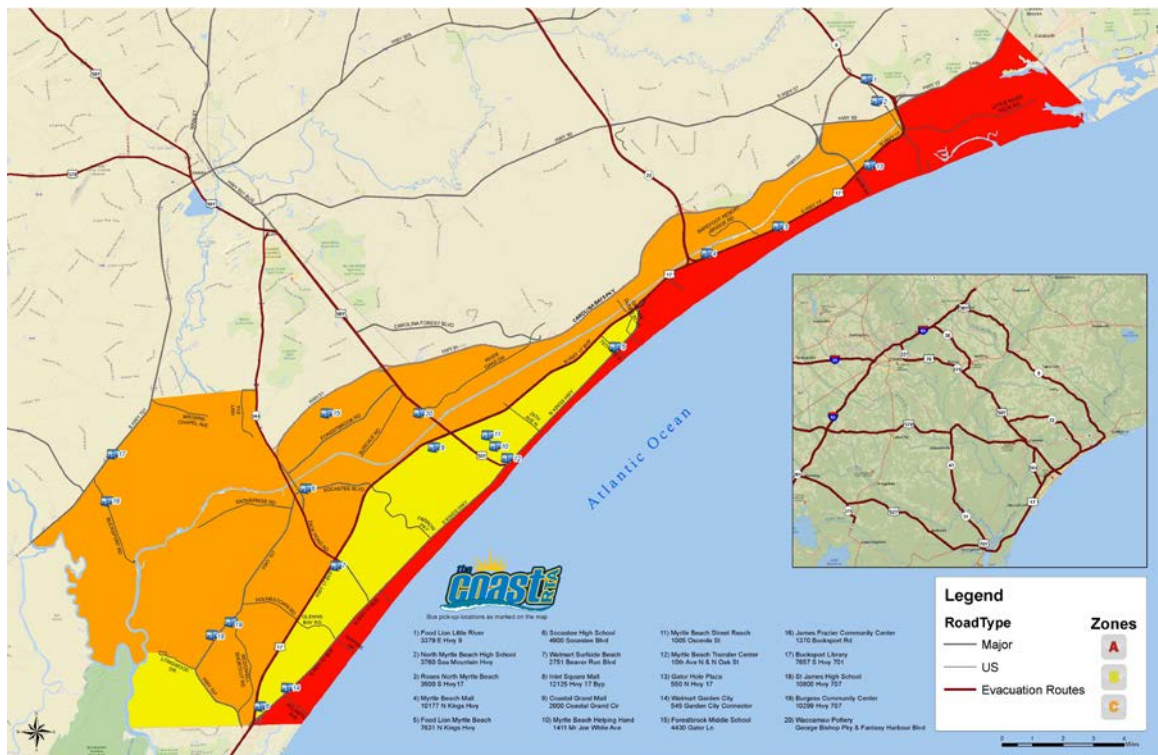
8. **Category IV:** Hurricane with maximum sustained winds between 131 miles per hour and 155 miles per hour. Catastrophic damage will occur: Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last weeks to possibly months. Most of the area will be uninhabitable for weeks or months.
9. **Category V:** Hurricane with maximum sustained winds above 155 miles per hour. Catastrophic damage will occur: A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Most of the area will be uninhabitable for weeks or months.
10. **Storm Surge:** water that is pushed toward the shore by the force of the winds swirling around the storm. This advancing surge combines with the normal tides to create the hurricane storm tide, which can increase the mean water level to heights impacting roads, homes and other critical infrastructure. In addition, wind driven waves are superimposed on the storm tide. The storm surge combined with wave action can cause extensive damage.
11. **Hurricane Watch** – A preparatory condition for a coastal area where there is a possible threat of hurricane conditions with 24 to 36 hours.
12. **Hurricane Warning** – A warning issued when hurricane conditions are expected in a specific coastal area in 24 hours or less.
13. **Tropical Storm/Hurricane Emergency** – A condition during a warning situation when expected severity of a tropical storm/hurricane makes it necessary to make final preparation for the protection of life and property.
14. **Horry County Emergency Operations Center Operational Status** –  
**OPCON 3**, day-to-day operations, Horry County no immediate threat. Includes the period where National Hurricane Center identifies a tropical system that places Horry County within the five day error cone.  
  
**OPCON-2** National Hurricane Center identifies a tropical system that places Horry County within the Three day error cone.  
  
**OPCON-1** Evacuation Order Issued by Governor
15. **Evacuation** - All persons within the defined evacuation area are ordered by the Governor of South Carolina to evacuate as expeditiously as possible. Governing authorities are responsible for and may determine that essential response personnel may remain within evacuated areas.

Horry County:

**ZONE A:** All areas east of U.S. Business 17 (Kings Hwy), up to intersection with U.S. 17 (Kings Hwy) and then all areas east of US 17 (Kings Hwy) to the Northern county line. This also includes all flood prone areas along the Waccamaw River and the Great and Little Pee Dee Rivers, as well as all mobile home residents within Horry County

**ZONE B:** All areas south of Hwy 707 and Longwood Drive, including all areas in Longwood Plantation (Blackmoor) to the Waccamaw River and all areas east of U.S. 17 Bypass (Mark Garner Hwy) to U.S. 17 (North Kings Hwy) and all areas east of U.S. 17 (North Kings Hwy) to the northern county line.

**ZONE C:** All areas between Hwy 701 and Hwy 544, south of Brown's Chapel Avenue and Hwy 814, plus all areas east of Highway 31 (Carolina Bays Parkway) to Highway 90 and all areas east of Highway 90 to U.S. 17 to the northern county line.





## **A. OPCON 3 - BLUE SKY UP TO 5 DAYS OUT**

1. During the Hurricane Season, June 1<sup>st</sup> until November 30<sup>th</sup>, the Emergency Coordination Team will monitor the weather channel and other weather sources for possible storms.
2. If the National Hurricane Center identifies a tropical system that places Horry County within the five day error cone the Emergency Coordination Team will notify MBHA management and staff.
3. Emergency Coordination Team will obtain listings of shelters, evacuation routes, timetables and coordinate the Authority's integration of response with that of other city departments.
4. Halyard Bend and Carver Grove property managers will notify all residents of the possibility of the storm advise them to take precautions.

## **B. OPCON 2 - THE STORM IS EXPECTED TO IMPACT HORRY COUNTY – Three days out**

1. Back up all software
2. Emergency Coordination Team will continue to monitor the approaching storm
3. Review Disaster procedures with all staff
4. Notify the Board Chairman of procedure should the storm hit Myrtle Beach
5. Carver Grove is in Zone B. All residents will receive the Storm Preparedness Letter Residents will indicate on our copy where they can be reached if they plan to evacuate or sign a waiver if they are staying and Zone B is included in the evacuation order.
6. Halyard Bend is in Zone C. All residents will receive the Storm Preparedness Letter.
7. Update MBHA's list of employee names, addresses and telephone numbers.
8. As the storm approaches the Emergency Coordination Team will print out and save to flash drive: hardcopy of all waiting lists, tenant lists and vendor lists
9. A statement will be prepared that can be quickly uploaded to the MBHA website stating: how long the agency will be closed, how to contact MBHA, or who to contact if needed, how we will notify everyone when MBHA reopens

10. If the timing of the storm is such that the evacuation order will occur outside of a normal business day, at the discretion of the Emergency Coordination team, staff will prepare and take with them their disaster box.

### **C. OPGON 1 – WHEN THE GOVERNER DECLARES A STATE OF EMERGENCY**

1. Staff prepares disaster boxes to take with them. In addition:
  - a. Management will have
    - i. hardcopy of all waiting lists, tenant lists and vendor lists to add to their box
    - ii. MBHA debit cards
    - iii. MBHA cell phones
    - iv. MBHA Laptops
    - v. Digital copy of:
      1. Admin Plan
      2. Personnel Policy
  - b. Finance Coordinator will
    - i. withdraw from bank Sufficient funds from petty cash (Not less than \$2,000.00) be available
    - ii. Set aside blocks of checks from the various accounts and add to her box
    - iii. Copy of insurance policies may be digital
    - iv. List of contact phone numbers example, insurance, payroll
    - v. Employee time book
    - vi. Bank bags
2. Safeguard all permanent records.
3. Backup, shutdown and disconnect central computer system.
4. Cover all computers and make sure all electronics remains off the floor.
5. The inspector will drive through Carver Grove and make sure no articles are left outside that might blow away or cause damage to the property.
6. Halyard Bend property management and maintenance will tour Halyard Bend and make sure no articles are left outside that might blow away or cause damage to the property.
7. During and after the storm, MBHA staff should remain in contact.
8. If the office is not occupied when the Evacuation order is given the Emergency Coordination Team will return to the office and complete any of the above steps that were not completed.

## D. POST-HURRICANE

After the storm a member of the Emergency Coordination Team will contact the City of Myrtle Beach to determine when the staff can reenter the City and whether the office is habitable, if necessary.

When notified that the Housing Authority of Myrtle Beach staff may return to Myrtle Beach, Sharon Forrest will call Amy Bogan. Amy Bogan will call Ashley Chaky and Carol McCall etc. down the phone chain. All employees, when practical, based upon their own personal situation, are to report to the Housing Authority office, if habitable.

Otherwise wherever is delegated by the Emergency Command Center (ECC) for Recovery Operations, Employees reporting at the ECC should identify themselves to the highest member of Senior Staff present and await instructions for assignment unless the plan, as written, designates a predetermined activity. Additionally, the normal Organizational Chart lines of authority and responsibility remains unchanged in the recovery period.

<b>Emergency Telephone Numbers</b>
<b>Horry County Emergency Management Office</b> (843) 915-5150
<b>American Red Cross</b> (843) 477-0020 (Shelters)
<b>Current Road Conditions</b> Call 1 (888) 877-9151 This is the DOT number for questions about traffic and is usually activated after the storm and stays active as long as needed.
<b>Re-entry Information</b> Call 1 (866) 246-0133 Public Information Phone System (PIPS) This phone line is manned in Columbia, providing information on evacuations, shelters, damage assessment, and re-entry.
<b>South Carolina Department of Health &amp; Environmental Control (SCDEC)</b> 843-915-8804 Special Medical Needs Shelters

The Section 8, administration and all other employees shall function as assigned during post-hurricane conditions.

## E. RECOVERY

1. Assess possibilities for returning to MBHA office
2. Request alternate off space if needed.
3. Notify the Board Chairman of the situation.
4. Survey all hardware for servicability

5. Restore computer system if necessary
6. Advise HUD of MBHA ability to assist in Horry County recovery efforts.
7. Notify clients via email, website and other media of the office location and how to notify MBHA of housing issues.
8. Inspector to walk through Carver Grove and assess for damage.
9. Property manager and maintenance to walk through Halyard Bend and assess for damage. Turn off any utilities that may be affected by the storm, i.e. leaking water pipes, electric cables downed etc.
10. Operations Director will notify Insurance companies of any claims.
11. Inspector and maintenance will stabilize damage or leakage that would increase any loss prior to the insurance adjuster's arrival.
12. Inspector drive through affected areas of the Housing Authority of Myrtle Beach jurisdiction to determine unreported housing issues.
13. Report to HUD the status of Jurisdictional housing.

## **Horry County Shelters**

The operation of emergency shelters is a massive undertaking, utilizing a regional planning concept. In the event that a tropical storm or hurricane approaches Horry County, Baseline Sheltering Operations, listed below, will be implemented.

### **Baseline Sheltering Operations**

During Baseline Sheltering Operations, Horry County Schools will be prepared to handle approximately 13,416 people requesting public shelter. Shelters will be opened at a specified time. Which shelters will open and when will be determined in conjunction with the start of the coastal evacuation.

**These shelters will open within four (4) hours of the Governor issuing a Mandatory Evacuation Order**

<b><u>School</u></b>	<b><u>Phone Number</u></b>
<b>Aynor Middle School 400 Frye Road Gallivants Ferry, SC 29544</b>	<b>843-358-6000</b>
<b>Conway High School 2301 Church Street Conway, SC 29526</b>	<b>843- 488-0662</b>
<b>Loris High School 301 Loris Lions Rd Loris SC 29569</b>	<b>843-756-4041</b>
<b>North Myrtle Beach High School 3750 Sea Mountain Hwy Little River, SC 29566</b>	<b>843-399-6171</b>
<b>Whittmore Park Middle School 1808 Rhue Street Conway SC 29527</b>	<b>843-248-2233</b>

## **FIRE**

### **When the Fire Alarm goes off**

Case managers along the back hall check the back hall and training room for injured, missing, or trapped occupants, move toward lobby, and call all clear to Staff located in the main hallway

Case managers along the Score hall check Score hall, bathrooms, file room #2, small conference room and move to lobby for injured, missing, or trapped occupants, call all clear to Staff located in the main hallway

Staff located in the main hallway cover Score hall to kitchen to include file room, & kitchen for injured, missing, or trapped occupants, and move to lobby

Director and Finance Coordinator cover conference room to lobby for injured, missing, or trapped occupants

Assistant Director & Reception cover copy machine room, bathroom, scanning area to reception to lobby to include public bathroom for injured, missing, or trapped occupants

Exit building and meet at Myrtles Market

Assistant Director grabs employee sign in sheet and check off. Finance Coordinator takes wall calendar for employees off. All employees grab appointment books. Reception takes client sign in sheet.

If the fire started in the Lobby, reverse the pattern and exit through the Kitchen and briefing room.

### **Tornado**

When notified by the National Weather Service

All staff to Main File Room/ office. Reception move anyone in lobby to file room, staff move any appointments in their office to file room.

### **Earthquake**

Many people are unaware of how common earthquakes are in South Carolina. Approximately 10 to 15 earthquakes are recorded annually in South Carolina with 3 to 5 of them felt or noticed by people.

Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

**If indoors:**

DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.

Stay away from glass, windows, outside doors and walls and anything that could fall, such as lighting fixtures or furniture

Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

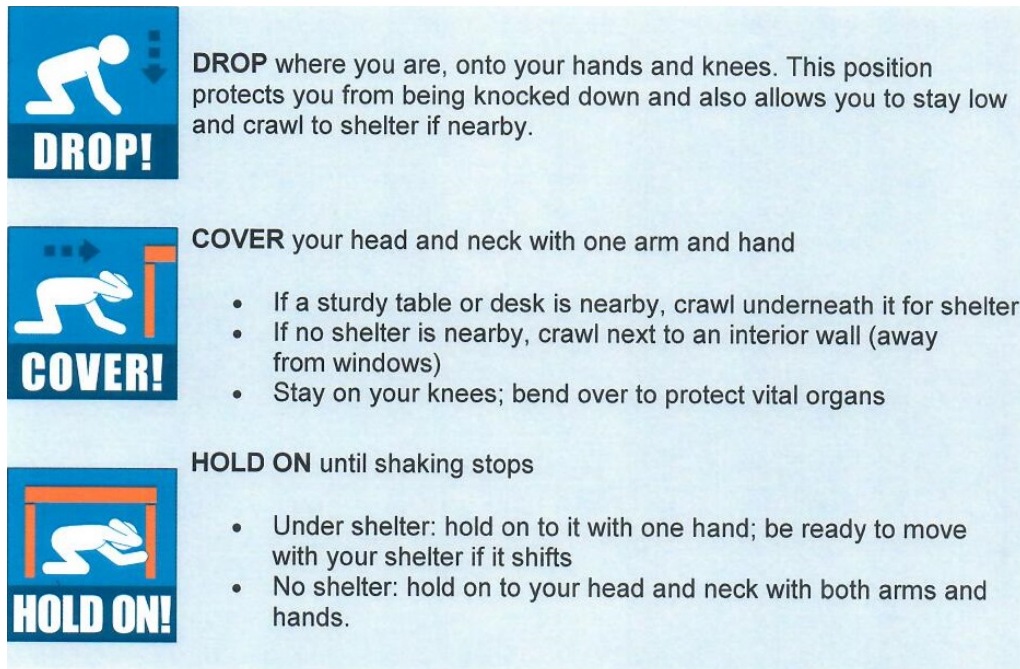
**If outdoors:**

Stay there.

Move away from buildings, streetlights and utility wires.

Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass and falling objects.



**DROP!** DROP where you are, onto your hands and knees. This position protects you from being knocked down and also allows you to stay low and crawl to shelter if nearby.

**COVER!** COVER your head and neck with one arm and hand

- If a sturdy table or desk is nearby, crawl underneath it for shelter
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

**HOLD ON!** HOLD ON until shaking stops

- Under shelter: hold on to it with one hand; be ready to move with your shelter if it shifts
- No shelter: hold on to your head and neck with both arms and hands.

## **Post Fire, Tornado , Earthquake Or Other Natural Disaster**

1. Office staff will return to the office
2. Assess possibilities for reopening the MBHA office in its current space.
3. Notify the Board Chairman of the situation and involve the Board
4. Request alternate off space if needed.
5. Survey all hardware for serviceability
6. Restore computer system, internet, etc. if necessary
7. Notify clients and landlords via email, website of any communication difficulties or changes in office location.
8. If Carver Grove could have been impacted, the inspector will survey the properties for damages.
9. Halyard Bend will be surveyed by the property manager and maintenance staff.



## **Active Shooter**

If you see something, say something to an authority right away. Make sure everyone knows: If you can Flock “red1”

### **During**

**RUN** and escape, if possible. – Staff should meet at

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 911 when you are safe, and describe shooter, location, and weapons.

#### Information to provide to law enforcement or dispatchers:

- Location of active shooter(s)
- Location of caller
- Number of shooters, if more than one
- If there is law enforcement on-site (if known)
- Physical description of shooter(s)
- Type and number of weapons used by shooter(s)
- Use or threat of explosives/IEDs
- If shooting is still occurring
- Number of potential victims at the scene

**HIDE**, if escape is not possible.

- Get out of the shooter’s view and stay very quiet.
- Silence all electronic devices and make sure they won’t vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don’t hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text message or social media to tag your location, or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

**FIGHT** as an absolute last resort.

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

## **Immediately After**

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.
- Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.

## **Post Active Shooter**

- The Executive Director will contact the family of any personnel that were injured or killed as soon as possible so they hear from MBHA and not social media.
- The Executive Director will contact the Chairman of the Board of the Housing Authority of Myrtle Beach and notify him of the situation.
- Direct all Media questions to the Executive Director
- Change voice mail to 'We have experienced an on-site emergency and may be delayed in responding to your message'
- Post a notice on the website about what happened and that the Housing Authority is still in business.
- Law enforcement is going to lock down the building, and it may not be given back for many days.
- The executive director will contact the City of Myrtle Beach for temporary office space.
- MBHA may have to allow extended time off and/or allow employees to work remotely; until an alternate location is set up or until the office can be repaired and reopened.
- Financial Coordinator will contact insurance company to make them aware of the situation.
- Management will examine the office after the police and emergency personnel give the OK to determine the condition of the office.
- Financial Coordinator will contact insurance company to give details of condition of office.
- Assure Participants, Landlords and the general public that the Housing Authority of Myrtle Beach is still active and the office will reopen shortly. Rent checks will be sent on time.

Counseling for employees is available through Workman's Comp, the Finance Coordinator will make arrangements to make this available as needed

## **Pandemic Disaster Plan**

In the event that the World Health Organization (WHO) declares a pandemic and the United States declares a State of Emergency, the Housing Authority of Myrtle Beach will take the following actions:

### **DEFCON2**

#### Prior To Stay At Home/Emergency Declaration

The Housing Authority of Myrtle Beach will be closed to the public but will operate as usual internally.

A memo to staff will be drafted outlining the current health emergency and the steps needed to keep our staff and participants healthy. This will be updated as needed and a copy kept with this plan. A copy of this plan will also be distributed to the staff and board.

The Board will be notified of upcoming changes

If anyone feels sick, they will stay home or be sent home. They may not be able to return for 14 days after recovery or having been tested negative for the virus if symptoms of virus present.

Communications and changes will be reported by US Mail, email, fax or in the drop box located outside our office.

All call-ins, Briefings and group meetings will be cancelled and or rescheduled when the crisis is over.

Any applicants, or participants already scheduled will be notified of the change.

Hearings, repayments meetings and other appointments will be handled over the phone if possible or rescheduled. The office iPhone can be used for conference calls.

Port in and Unit transfer briefings will be handled by US Mail.

Letters will be sent to residents of Carver Grove and Halyard Bend detailing the changes.

Landlord checks that are not on direct deposit and UAP checks will be mailed during the crisis.

Release of information will be modified from MBHA witness to MBHA verification

Discontinue any evictions or terminations until after the crisis

Automatically extend all vouchers for 30 days

Our policy requires income to decrease for 30 days or more before we process an interim however if the decrease in income is due to out of work because their kids are out of school because of the pandemic we will make a temporary exception to the policy and process an interim taking that

income out. Still have client report in writing, still get 3rd party verification and the closer we get to the end of this month you can use self-certify if needed and follow up with third party. If client just report out of work, you process that as normal. If you are unsure just ask

Virtual meetings will be set up for the Board.

Inspections are authorized for up to 24 months. Any inspection, other than initials, that are not in danger of going over the 24 month limit will be postponed. Any inspection that must be performed will be inspected on the outside. The inspection will be inconclusive as of that date and continued after the crisis is over.

A demonstration and practice of at home procedures will be held.

Employees will prepare their disaster box of supplies needed to work from home. This includes stamps, paper, envelopes and ink.

Any annual inspection that is not in danger of being over 24 months will be postponed. If it is necessary to inspect in order to meet mandatory deadlines, the exterior will be inspected and the inspection marked inconclusive. Outstanding fail items will be cured by self-certification. If the inspector feels it is necessary after the pandemic to Reinspect it can be a special inspection. Initials will be performed if the unit is vacant.

## **DEFCON 1**

### Stay At Home/Emergency Declaration in Effect

In the event that Staff is limited on coming to the work place or unable to come in:

Mike Bullis will set everyone up on LOG ME In to work from home on their own computers.

Carol McCall will assist all staff in the set up and with printers. If necessary printers will be sent home. LogMeIn allows for staff to print to their work computer if necessary.

Laptop Computers will be issued to anyone who doesn't have equipment at home or prefers to use MBHA equipment.

Employees can use Flock and texting to communicate and ask questions.

Flock meetings will be set up for MBHA management.

Staff will be able to access their email online or through Log Me In, access Lindsey, the server, check their phone messages, and the fax. The fax has been set up to digitally store all faxes instead of printing them.

Annuals and decreases must be run per regulation. Increases will be held until after the crisis.

Finance will have to come in to run checks; two signers will also have to come in.

Staff will have a set schedule that two days a week up to 6 may be in the office to get anything they need to take back home. Staff will work in office on alternating Monday & Wednesday schedule or Tuesday & Thursday & will work from home on the days they are not in the office. (We only work a 4-day week.) This will give time to print documents, mail and handle tenant files.

Also they will:

- Empty the Lock Box, Log in the paperwork received and put into appropriate mailbox
- Open the mail, stamp it in and put into appropriate mailbox.
- Check messages on voice mail and forward to correct extension.

Amy Bogan will be contacted if any employee is unable to perform their duties and she will assign to others as needed.

The office will remain closed to public as long as the stay-at-home order & state of emergency orders are in effect.

### **Recommended Employee Safety**

- Communicate with employees regularly regarding their health status and the health of anyone with whom they may be in close contact. Send home any staff member whom has been diagnosed with COVID-19 or in contact with someone with the disease or with symptoms of any communicable virus.
- Prohibit staff from sharing cups or eating utensils.
- Provide masks and gloves for all employees who desire to wear them.
- Encourage handwashing as often as possible while on the job.
- Provide readily available hand sanitizer, masks and gloves.
- Request notification to management from any staff member who has traveled to CDC designated "hot spot."
- Remain at least 6-feet from anyone in the office at all times.

### **RECOVERY Plan**

When the order is lifted, we will remain closed (as above) for one week to prepare. Then, we will implement a six week re-opening period. We will thoroughly clean and sanitize the office prior to opening.

### **Recommended Steps for Safe Reopening**

- Bring in staff as needed for training to include proper hand hygiene and minimal-contact service. Also go over masks and gloves
- Cleaning crew to clean and disinfect the entire facility daily
- Sanitize and disinfect facility monthly

We will start by working in office all 4 days & seeing tenants as follows:

Weeks 1 & 2 - Tuesday and Wednesday by appointment only, no more than 3 participants in the office at one time encouraging no children, we will encourage the use of drop box, email etc. The appointments will be for: repayment or FSS or landlord if necessary, Call-ins with briefing done one on one or as needed by a casemanager. Participants and staff will be required to wear masks and if desired gloves.

### **Recommended Customer Safety**

- Provide hand sanitizer at all entry points. 1 each in two offices.
- Allow only 1(one) person (3 per family) in lobby at a time.
- Install signage reminding customers to practice social distancing.
- Have a protocol in place should you need to expedite the exit of a guest from the offices.
  - When you meet with a participant who has an appointment, you must wear a mask.
  - The invitee must wear a mask in our building(s). If they do not have one, we will provide it. This applies also to minor(s) accompanying an adult.
  - Participants will call the receptionist when they arrive. She will notify the case manager who is scheduled to meet with the participant. Receptionist will ask the participant if they have a mask.
  - Case manager will ensure the conference room, or wherever they intend to meet, is clean and there is a clean pen ready.
  - Case manager will greet the participant at the door, bringing mask if necessary, have the participant use sanitizer on hands and escort them to the meeting place.
  - After the meeting the case manager will escort the participant out of the office.
  - Finally the case manager will clean the meeting place.
- MBHA will supply masks to any participant who needs one.
- Post sign at the door with customer responsibilities. The universal sign will ask guests to:
  - Refrain from entering the building if they feel ill. Temp 99 or above is taken
  - Maintain a minimum of 6-foot distance from others who are not in their party.
  - Sneeze or cough into arm or elbow.
  - Refrain from shaking hands or engaging in any unnecessary contact.
  - Post a sign on receiving door asking suppliers and vendors with a fever or persistent cough not to enter the building.

Weeks 3 & 4 – Tuesday & Thursday by appointment only, still restricting the number of participants allowed in the office at one time. Three persons in the Lobby, 6 with staff. Signs directing participants to use email, drop box or fax as first choice. Forms placed in hallway to encourage self-reporting with instructions for calling for an appointment on the door. Appointments will be at the discretion of the staff as needed.

### **Recommended Office/Conference Room Safety**

- Continue to use meeting protocol
- Use sanitizing solutions to clean desks and chairs after each seating.
- Maximum of Nine non-employees in the building at any given time.
- All visitors to buildings must enter thru main entrance.

Weeks 5 & 6 - open to public on Monday, Tuesday & Thursday only. (We are saving Wednesday until last.) Still encourage drop box etc. Office and Conference Room Safety procedures to be continued until notified otherwise.

By week 7, we will be reopening fully

The above is subject to other factors including infection rates, the Governor's additional declared orders and state of emergencies and other staff related emergencies. Will continue to follow CDC guidelines.