

EMERGENCY EVACUATION PLAN

FOR

REGENTS PARK MANAGEMENT

REGENTS PARK

5020 S. Lake Shore Drive

5050 S. Lake Shore Drive

5035 East End Ave

PURPOSE

The purpose of the Emergency Action Plan is to explain in writing the responsibilities, duties and procedures that need to take place in an emergency. Efforts must always focus on property conservation in order to prevent fires and other emergencies: however, despite these efforts, fires and other emergencies may occur. That is why this plan, if used properly in conjunction with training, will help Regents Park respond to emergencies safely with a minimum of damage and disruption.

RESPONSIBILITIES

The MAINTENANCE MANAGER will be designated as the Emergency Action Plan Administrator and is responsible for activating the Emergency Action Plan. In his/her absence, authority is delegated in the order listed below:

<u>POSITION</u>	<u>NAME</u>	<u>WORK NUMBER</u>
Maintenance Manager	Kenneth Welgatt	(773)288-5723 (773)319-0129 Cell (312)326-9814 Wk Cl
Assistant Property Manager	Ranika Hawkins	(312) 651- 6670 (773)931-0471 Cell
Concierge/Door		(773)729-5144
Maintenance Office Manager	Kerry O’Laughlin	(773)835-4838

During evenings, weekends, and holidays, the Concierge will be in charge until an above listed representative arrives. Upon notification of a possible emergency, the Concierge will notify the person(s) to activate the plan. **Remember: When the Police or Fire Department responds to an emergency, they are in charge. Please cooperate with them and follow their directions.**

EMERGENCY TELEPHONE NUMBERS

Fire Department	911
Police Department	911
Ambulance	911
Out of the Chicago calling 911	312-746-9111
City Assistance (Non-emergency)	311
Comed Emergencies	800-334-7661
People's Gas Emergencies	866-556-6002
Water Department	312-774-4420

INTRODUCTION

Developing and maintaining an efficient emergency organization with procedures to cover emergency conditions is essential to the safety of residents and employees of Regents Park . This manual has been prepared for use by the Property Supervisors, Property Manager and the Building Staff, and contains policies and procedures applicable to address many specific possible emergencies. All residents will be provided with the emergency procedures information at the back of this manual.

PURPOSE OF THIS PLAN

This emergency plan for Regents Park has been prepared to:

- Provide information and procedures for building staff to follow during an emergency.
- Provide the Fire Department and other emergency responders with information about the building.
- Provide building residents with information about the building that they need to know during an emergency.
- Document that emergency preparedness in the building has been considered and is reviewed annually.

This plan contains emergency response information specific to this building. The staff will assist the incident commander as needed when there is an emergency in the building.

GENERAL GUIDELINES

- Definition: An “emergency,” as used in this document, is any abnormal activity or event that could potentially endanger life, health or safety.
- Prevention: The first line of defense against such occurrences is prevention, through diligent and systematic inspections, correction of hazards, reducing risks, training of staff, providing information to residents, and annual review and maintenance of this Plan.
- Staff Emergency Role: Building staff are not trained emergency workers. Their key responsibility is to recognize an emergency situation and seek immediate assistance. Should a serious emergency occur, the staff must notify the Fire and/or Police Department and assist them when they arrive. In specific situations, the building staff may investigate a potential emergency and take limited action—such as investigating an incident, notifying residents, putting out a small fire, or reassuring individuals stuck in an elevator—only when it is within their capability to do so and without putting themselves or others at risk.

CHAIN OF COMMAND

The senior management person on duty immediately assumes control of an emergency situation until the arrival of Police or Fire personnel. Higher Management is to be notified as soon as it is safe to do so. Authority flows from top down, as follows:

- Maintenance Manager - Fire Safety Director
- Property Manager - Deputy Fire Safety Director
- Building Engineer
- Assistant Chief Engineer(s)
- Janitor – fire wardens and emergency evacuation teams
- Concierge – building evacuation supervisors

The F.S.D. and deputies F.S.D. shall:

- occupy the building's fire command station in an emergency, conduct operations in an emergency evacuation, direct evacuation and report conditions, including the designated refuge or rescue locations of occupants who have identified the need for assistance, to first-arriving fire companies;
- conduct monthly building safety inspections to detect hazards and impediments to egress;
- design procedures for emergency evacuations and drills;
- direct emergency evacuations and drills;
- assign fire wardens, for each occupied floor;
- assign emergency evacuation team(s), for each occupied floor

The building evacuation supervisor shall:

- Occupy the building's fire command station in an emergency if the F.S.D. or a deputy F.S.D. is not present, conduct operations including placement of a call to 911, direct evacuation and report conditions to first-arriving fire companies.

Fire wardens shall:

- Know the locations of all exits leading from occupied areas and train as prescribed under the plan; and
- Direct emergency evacuations and drills from their assigned floor in accordance with the plan.

Emergency evacuation teams shall:

- Know the location of all exits leading from occupied areas and train as prescribed under the plan; and lead emergency evacuations and drills from occupied areas in accordance with the plan and as directed by a fire warden.

HAZARDS DESCRIPTION

Paint and paint thinner is stored in a metal cabinet designed to store flammable materials.

Copies of Material Safety Data Sheets (MSDS's) for all chemicals are located in the Maintenance office. All employees must be shown the location of the MSDS book in the Maintenance Office as part of their initial orientation.

EMERGENCY NOTIFICATION

Any building staff member informed by a building resident or observing a situation requiring Police, Fire, or Emergency Medical Personnel, shall immediately notify the Concierge. If the Concierge is not available, phone 911 from any available telephone.

When notified of an emergency situation, the Concierge shall notify 911 immediately.

After 911 has been called, the Concierge (or in his absence, any other staff member) shall notify, in order:

- Maintenance Manager
- Building Engineer
- Property Manager
- All other on-duty personnel
- Recall elevators to first floor

After making the necessary notification telephone calls, be sure the telephone is available for emergency incoming/outgoing calls.

Keep the dock unobstructed for emergency vehicle ingress and egress.

ORGANIZATION AND RESPONSIBILITY

The principal staff roles in an emergency are as follows, with specific responsibilities described, as appropriate, for each type of emergency.

The Maintenance Manager is responsible for overseeing the administration of the emergency plan by:

- Assisting the Maintenance Office Manager in any modification and implementation needed to make the plan operable at any particular property.
- Keeping the plan current through periodic reviews, at least annually.
- Making routine housekeeping and emergency equipment inspections and overseeing necessary procedural implementations and equipment repairs.
- Introducing the emergency plan to any newly hired Managers within their first 48 hours of assignment to the property.
- Adding all information required by this plan which is specific to Regents Park, making appropriate modifications, and providing copies to all persons holding controlled copies.
- Providing a copy of, and training on this Emergency Plan, to all present employees within 30 days of its completion, and to new employees within 10 days of their employment. This orientation will include a drill in which each employee will identify key equipment and tagging locations in the plan, and training on the specific employee's emergency responsibilities. In addition, the Manager will conduct semi-annual emergency drills which will reintroduce all employees to emergency equipment, staging locations and emergency procedures.
- Developing a floor plan which will identify all emergency exits and equipment. This floor plan will be included in the residents' emergency procedures information.
- Scheduling maintenance and making regular inspections of all emergency equipment as required by the City of Chicago and these Procedures, particularly the detailed checklist.
- Reviewing personnel files (name, address, phone numbers, and emergency notification) annually or whenever staff move or new staff are hired.
- Updating contact names and phone numbers whenever this information changes, and distributing to all staff holding controlled copies.
- Creating and maintaining an emergency pack and envelope, including an up-to-date list of handicapped residents.
- Providing copies of the Bomb Threat Checklist to the Concierge's station, management office, maintenance office and any other appropriate location in the building.
- Monthly updating the residents needing assistance and staff contacts.

Building Engineer (Assistant Chief Engineer or the on-call maintenance person in his absence)

The Building Engineer's principal emergency responsibilities are to:

- Assure that all building facilities and systems receive the necessary maintenance so that they perform properly.
- Provide for or obtain emergency repairs to critical building systems including elevators, electrical power, water, HVAC and telephones.
- Assist the Maintenance Manager in developing emergency procedures to direct staff members with particular building needs.
- Inspect all emergency equipment such as radios, interphones, elevator phones, and the emergency kit, to assure they are in proper working order.
- In the event of an emergency, and in the absence of management, direct employees to follow these emergency procedures.
- To reach someone at the Management level after emergency personnel has been notified.

The Janitors' emergency responsibilities are to:

- Investigate emergency situations such as actual or suspected fire, smoke, suspicious odors, power outage, broken water pipes, and serious accidents, illness, or suspected death.
- Any Report of running or ponding water.
- Notify the Concierge of the emergency.
- Provide immediate on-site assistance including extinguishing small fires, only to the extent that their own safety and that of others is not endangered, and when they are capable of doing so.
- Hold elevators at the lobby level to be used exclusively by emergency personnel.
- Assist in orderly evacuation (if necessary).

Concierge

The Concierge is the key communicator between other building staff, building residents, and emergency personnel. As such, they must always stay at or near the lobby and be sure that radios are in working order. The Concierge's emergency responsibilities are to:

- Telephone 911 in the event of an actual or suspected fire, smoke, serious illness, accident or death, intruder, illegal activity, bomb scare, or any other situation requiring Police, Fire or Emergency Medical Services.
- Obtain information on the status of an emergency sufficient to inform and direct emergency personnel to the scene when they arrive.
- Alert management by telephone.
- Maintain security at the building entrance and prevent unauthorized entry.
- Direct residents to proper locations in the event of a partial or full building evacuation.
- Maintain an up-to-date copy of the emergency contact list at the Concierge station at all times.
- Provide floor plans and emergency kits.

TRAINING: NEW STAFF/REFRESHER TRAINING

Training of new staff on emergency procedures will be done within 10 days of being hired. Refresher training of existing staff will be held semi-annually. All training will include discussion of potential emergency scenarios. All staff must be sufficiently competent in English to describe the nature of an emergency and to direct others.

At a minimum all staff must know how to:

- Identify an emergency situation and know which procedures to follow.
- Find the appropriate section in this Manual and know how to follow its directions.
- Call 911.
- Operate the hand-held radios.
- Locate, read, and reset the alarm panel.
- Locate the Emergency Kit, Emergency Envelope, and list of staff telephone numbers.
- Calmly and competently direct residents away from an emergency, and emergency workers to an emergency location.
- Operate a fire extinguisher and standpipes.
- Locate the Material Safety Data Sheets and understand their purpose and know how to read them.
- Know how to locate and use the Bomb Threat Checklist.

STAFF TRAINING AND EMERGENCY PLAN DOCUMENT CONTROL

The Maintenance Manager is responsible for training of all new and existing staff members and for providing all staff with a copy of this Plan. Specifically:

- All newly-hired staff must receive basic training in the contents of this Plan and their specific emergency responsibilities within ten days of starting work at Regents Park. This orientation will include a drill in which each employee will identify key equipment and staging locations in the Plan, and training on specific employee's emergency responsibilities.
- All staff members will receive refresher training semi-annually to reintroduce all employees to emergency equipment, staging locations and emergency procedures.
- Training provided shall assure that each staff member is full conversant with the basic concepts of the Plan and his or her duties in the event of specific types of emergencies.
- Management and Concierge should receive specific training in using the Bomb Threat Checklist.
- Initial and refresher training records shall be maintained in each staff member's personnel file.
- All staff shall receive a numbered copy of this Plan concurrent with initial training, and updated pages as changes occur. The Maintenance Office Manager shall keep a record of each staff member's numbered manual.

SAFETY INSPECTION

A thorough building safety inspection shall start at the roof and progress down through the building, floor by floor. Careful attention must be given to stairwells and fire escapes. Some older buildings have open stairwells, and in a fire situation, the fire escape may provide the safest means of egress.

Roof Inspection

Starting on the roof, check for rubbish which may have been left by roofers, tuck pointers or other workers. All rubbish must be removed from the area. Inspect the stairs or ladders leading to the roof from the fire escape. They should be tightly secured onto the building with no signs of decay or rust build-up visible on the steel structure. While inspecting the elevator penthouse, check for rubbish and oily rags. Many fires can start from the arcing of elevator switches and over-heated motors igniting rubbish fueled by oily rags. The fire code requires that rags be placed in metal, self-closing cans. Storage is not allowed in this area. Check to make sure that the portable fire extinguishers are fully charged, tagged and properly serviced annually by a licensed fire extinguisher service person.

Stairwell Inspection

As you descend down the building stairwell, make sure that it is properly illuminated, that there are no obstructions such as storage or rubbish blocking the exit-way, and that there is no storage under the stairs. All stairwell doors should be in good repair; they should be self-closing and latch properly. In a fire situation, if the doors do not close properly, smoke can fill the stairwell, making it unusable during an evacuation. Stairwell identification is to be in place as required by Sections (13-76-075) and (13-196-085) of the Municipal Code of Chicago. Areas of rescue assistance also should be identified as required by code.

Standpipe System Inspection

The standpipe system runs the total height of the stairwell. Standpipe outlets can also be found in different locations throughout the building, where required, and must remain accessible at all times. These systems have 2½ inch threaded port outlets on each floor which firefighters use to connect the fire hoses to extinguish fires on the upper floors of high rise buildings. Make sure that these ports are equipped with 2½ inch caps and chains, which are required to protect the threads from damage. For standpipe systems that have a hose line attached, inspect the fabric of the hose for decay or dry rot and make sure that the hose nozzle is securely in place. Hoses must be secured inside a cabinet or cover.

Corridor Inspection

As you inspect the corridors, make sure that all exit signs are illuminated. Check to make sure that signs showing the building's core floor plan, corridors, stairways, evacuation routes, areas of rescue assistance and elevator lobbies are posted clearly. To prevent the travel of smoke from floor to floor make sure that the openings around piping, heating ducts, communications cables, etc., are sealed with an approved non-combustible material. No storage is allowed in utility, communication and electrical closets. Check to make sure that fire escape doors and windows are accessible and that there is no obstruction in front of them. All windows and doors should open easily. Where required, steps should be placed below fire escape windows for easy access. Nothing is to be placed on the landings or steps of the exterior fire escape.

In storage rooms, stock should not be stacked higher than 18 inches below the ceiling or sprinkler heads. Storage cannot obstruct sprinkler control valves. Please note that nothing is allowed to be

hung from the piping system. Also, make sure there is sufficient aisle space.

Lobby Inspection

In the lobby, all exterior exit doors must open easily and without a key. The panic bars should be easy to press when opening exit doors. Make sure that nothing is blocking the exits. Check all elevators for proper markings and identification.

Exterior Inspection

No inspection is complete without checking the exterior of the building. Inspect the Siamese (fire department) connections. These are the twin ports outside the building to which the fire department connects the hoses to supply water to the building's sprinkler and standpipe system. Caps are to be in place on these ports. The swivel should be oiled and free of rust. There should be no parking or placement of dumpsters under fire escapes or in front of exit doors. Make sure that the fire escape counter balance can be lowered and properly grounded. Inspect the dock area for any obvious safety hazards such as poor housekeeping, missing fire extinguishers, damaged sprinkler heads or piping, improper propane tank storage, or the propping open of fire doors.

Below Grade Inspection

In the basement or any below-grade areas make sure that nothing is stored under the stairs. Check for the accumulation of rubbish in these areas and also in the elevator pits. Remove any rubbish that is found. Fire code prohibits the below-grade storage of any flammable liquid. Compressed gas cylinders are to be stored in an isolated location and stored on racks or chained to the walls.

Make sure that there are no holes or openings in the walls in the boiler room. The boiler room door must be self-closing and in good operating condition. No combustibile storage is allowed in boiler rooms. Basement storage areas over 2,500 sq. ft., that are used for combustibile storage, are required to be protected with an automatic sprinkler system and enclosed in a two(2) hour fire-resistive room with a self-closing, 1½ hour rated fire door. Storage in these rooms shall not be placed higher than 18 inches below the sprinkler heads. Make sure that there is sufficient aisle space in storage rooms.

In the fire pump room, make sure that the area is well illuminated, clean and that nothing is stored there. All sprinkler control valves shall be chained in the open position.

******NOTE******

High rise fire alarm systems do not sound a general alarm that would alert the entire building to the need to evacuate. In the event that a total evacuation is required, an "all call" can be made from the fire command panel instructing the occupants to evacuate.

It should also be noted that buildings built before 1975 (Regents Park) do not have to meet the high rise code requirements unless they have undergone a rehabilitation exceeding 50% of the reproduction cost of the building. In many cases such buildings, are only required to have a fire pump and a standpipe system

EMERGENCY RESOURCES

1. Emergency Kits

The Property Manager will create and maintain an EMERGENCY KIT at the Concierge station with the following items.

1. A first aid kit (OSHA approved).
2. An emergency blanket.
3. Fire extinguisher.
4. Flashlight.
5. Bomb threat checklist.

In addition, a first aid kit and fire extinguisher will be available in the Management Office.

The Building Engineer shall be responsible for inspecting the flashlight monthly; the fire extinguisher service company shall inspect and tag fire extinguishers annually.

2. Emergency Envelope

The Maintenance Manager will create and maintain an EMERGENCY ENVELOPE containing:

1. A floor plan.
2. A list of handicapped or physically impaired residents.
3. Keys to common areas, boiler room and office.

This EMERGENCY ENVELOPE will be at the door station for the incoming fire chief or public safety official

3. Emergency Communications Equipment

All building personnel have access to hand-held radios for internal communications, including:

- Building Engineer
- Janitors on duty
- Concierge
- Office Staff

The Building Engineer is responsible that all radios operate properly and that they are fully charged at all times.

NOTIFICATION AND ASSISTANCE TO HANDICAPPED PERSONS

The EMERGENCY ENVELOPE contains a list of any handicapped or physically impaired residents on each floor, is kept at the Concierge desk, and will be provided to the entering fire chief or public safety official. (This envelope also includes a floor plan and all necessary keys.)

Handicapped residents will be transported by Fire Department/Police Department personnel. Staff shall not attempt evacuation without the direction of these officials, unless in your judgment, they will not be reached in time and their safety is threatened. In no event shall staff transport individuals using their personal vehicles.

EMPLOYEE RESPONSE RESPONSIBILITIES

To assume a well-trained, functional emergency organization to ensure prompt response to emergencies with regard to fire emergency and fire alarm operation, we have assigned the responsibilities to the following staff:

Leader: Building Engineer or Assistant Engineer(s)

Notifier: Concierge

Valve Operator: Building Engineer or Assistant Engineer(s)

The Sprinkler Control Valve Operator goes to the valve that controls sprinkler protecting the fire area and makes sure the valve is open and stands by it until the Leader orders it shut.

Fire Pump Operator: Building Engineer or Assistant Engineer(s)

The Fire Pump Operator makes sure the pump automatically starts in the event of a fire and keeps it operating until instructed to shut it off.

These assignments assume the Engineer and Assistant Engineer are called immediately in the event of an emergency after ordinary business hours.

In the event of an emergency related to the diesel fuel systems and emergency generator operations, the following response plan will be implemented.

- Concierge to notify the Fire Department.
- Management in charge of response.
- Engineer and/or Assistant Engineer to shut down fuel systems.
- Remote manual shutoff conducted by building employees.

The Emergency Response Plan is to explain in writing the responsibilities, duties and procedures that need to take place in an emergency. Efforts must always focus on protection of life and property conservation in order to prevent fires and other emergencies; however, despite these efforts, fire and other emergencies may occur. That is why this plan, if used properly in conjunction with training, will help Regents Park respond to emergencies safely with a minimum of damage and disruption.

FIRE PROCEDURES

PURPOSE

The primary purpose of our fire procedures is to establish guidelines to follow in the event of a fire or the presence of smoke.

The prevention of fire is the most important aspect of building safety. Therefore, it is important for all personnel to follow established fire safety procedures and rules.

The Fire Alarm system is activated by the following devices:

1. Smoke Detectors in Residential Apartments and Common Area Hallways

UPON DISCOVERY OF FIRE OR SMELL OF SMOKE – FOLLOW C.A.L.M. PROCEDURES

- Call 911
- Alert Concierge at (773) 288-5050
- Listen for Instructions
- **M**ove to safety

EVACUATION PROCEDURES

PURPOSE

The purpose of the evacuation procedures is to establish guidelines for a safe and orderly evacuation process should the need arise to evacuate our building or any part thereof. Evacuation procedures must be followed by all staff, residents and guests as outlined within this plan or directions issued by the person(s) in charge.

These evacuation procedures have been established for total or partial evacuation from the building. Situations may arise where the Fire Department directs a Partial Evacuation of the building or a Relocation Evacuation, evacuation to another floor of the building. Relocation Evacuation will be directed by Fire Department personnel and will be announced over the emergency communication system.

FULL EVACUATION PROCEDURES

When evacuation is directed over emergency communication system:

1. Alert all persons in your unit and close your unit door as you leave.
2. Proceed directly to the nearest stairwell. **DO NOT USE THE ELEVATORS.**
3. If you encounter smoke in the stairwell, exit at the nearest floor and proceed to the other stairwell. Close the stairwell door behind you.
4. Descend to the **FIRST FLOOR** of the building and proceed directly to the assembly area. At the assembly area form a single file line, starting with floor 37 and 36 and proceeding with lines for each floor. Building Staff or fire personnel will be on hand to organize the lines and account for residents and employees.
5. Remain calm and quiet in the assembly area until directed to return to the building by the Chicago Fire Department or Police.

Mobility-impaired residents should notify the Concierge for assistance in getting out of the building. The Chicago Fire Department will assist you in evacuation from your floor of the building.

No one is to re-enter the building until the Fire Department has directed that it is safe to do so.

PARTIAL EVACUATION PROCEDURES

The Chicago Fire Department may decide that the safest procedure for a fire or smoke situation is a partial or relocation (within the building) evacuation.

In this event, the Fire Department will give instructions over the public address system. The speakers are located in the hallways on each floor.

1. Listen carefully to the announcement and move immediately to the location indicated by the Chicago Fire Department.
2. Use the Stairs. **DO NOT USE THE ELEVATORS.**

STAFF RESPONSE TO SMOKE OR FIRE ALARM FROM RESIDENTIAL UNITS

STAFF RESPONSE TO SMOKE ALARM

The **Emergency Fire Safety Director and Deputy Fire Safety Director** will:

1. Prepare to initiate the evacuation plan and advise the Maintenance Manager and Assistant Portfolio Manager

The **Concierge** will:

1. Upon a telephone call from a resident due to fire or smoke in an apartment, **CALL 911**.
2. Inform resident to leave the apartment and close the door but do not lock.
3. Dispatch maintenance to go to the unit and assess the situation.

Maintenance will:

1. Go to the unit and confirm whether the smoke detector trip is a “false alarm” or a fire in progress and report that to the Concierge
2. If it is a fire situation, Maintenance will assist with the evacuation of the floor and return to the first floor to meet the Fire Department.
3. If it is a “false alarm”, Maintenance will advise Concierge of an all clear.

PROCEDURES IN COMMON AREAS

If there is an injury or medical situation within the common areas, bystanders should:

1. Immediately call 911 for medical assistance.
2. Contact the Concierge at (773) 288-5050 who will assist in directing the Emergency Medical Technicians (EMT) to the location of the emergency.
3. Keep the injured or ill individual comfortable and calm.
4. Do not attempt to move the individual unless the situation in the location creates a life threatening situation (i.e., fire or gas leak)
5. If the incident occurs within the garage, call the Concierge at (773) 288-5050.
6. Stay with the individual until help arrives.

STAFF RESPONSE TO FIRE

The **Emergency Fire Safety Director and Deputy Fire Safety Director** will:

1. Establish an Emergency Command Post to address issues associated with the fire and recovery operations. The Emergency Command Post will be set up at the Concierge Front Desk.

The **Concierge** will:

1. Notify the Chicago Fire Department through a 911 telephone call giving the street address, floor of the fire and description of the situation.
2. Contact Maintenance and Building Management with fire information.
3. If there are no maintenance personnel on duty, the **Concierge** will perform the **Tasks 1 through 4**, outlined for Maintenance below.

Maintenance will:

1. Meet the Chicago Fire Department.
2. Inform the Fire Department of the fire location.
3. Direct the Fire Department to any areas of refuge that may be occupied by **mobility-impaired residents or guests**.
4. Inform the Fire Department of the location of the sprinkler control valves and fire pump and assist them in valve operation if necessary.

CHICAGO FIRE DEPARTMENT PROCEDURES

1. The Fire Department will set up a **Fire Command Post** at the fire alarm panel in the outer lobby unless the lobby is involved in the fire.
2. The Fire Department's first priority will be to assess the fire situation and initiate a partial or full evacuation if necessary. Announcements will be made by the Fire Department over the emergency communication system.
3. Their second priority will be fighting the fire.
4. In the event of an evacuation, the Fire Department will determine when it is safe to return to the building

No one is to re-enter the building until the Fire Department has directed that it is safe to do so.

SEVERE WEATHER

PURPOSE

The purpose of our severe weather procedures is to establish guidelines to follow when a tornado, severe thunderstorms, high winds or extreme heat alert is issued by the National Weather Service for our area.

TORNADO AND HIGH WIND PROCEDURES

In tornado-prone areas such as Chicago, the United States Weather Service reports any tornado activity, keeping local news media, radio, and TV stations, simultaneously advised of local conditions.

In case of threat of a tornado or other storm weather alert the protected areas are those away from glass which would include all service corridors, hallways, storage areas and certain sections of the garage. Staff will inspect for and secure all loose objects such as outdoor furniture and close windows in common areas.

Communications on tornado activity that may threaten the area should be closely followed by yourself or office staff. Should your area be threatened, all non-supervisory employees should be notified to go to the lower level as designated by management and remain until given the ALL-CLEAR. The Concierge, Building Engineer and Maintenance Manager should remain at lobby level to assist.

No employee should leave the building or return to work until the ALL-CLEAR is given.

Residents who ask should be instructed to turn on radios or TVs. If there is a tornado watch, residents should be advised to take shelter in interior corridors.

NOTIFICATION OF WATCH/WARNING ALERTS

A tornado or other severe weather **WATCH** means that conditions are favorable for such storms and that precautionary procedure must be implemented.

A tornado or other severe **WARNING** means that a tornado has been sighted or that severe weather is rapidly approaching and that immediate action must be taken.

Maintenance will:

1. Take a radio and flashlight and move into the stairwell closing all doors behind you.
2. Move to the intermediate landing (between floors) and wait for further direction or go to the Maintenance Manager's office for further direction if it is safe to do so.
3. If there are wind currents in the stairwell, sit in the corner of the landing and cover your head and neck with your arms. If possible, alert building management or the Concierge of your situation.
4. Close windows, doors, drapes, blinds, shades, etc.
5. Have building radios ready; make sure extra batteries are available.
6. Keep flashlights handy. Have extra batteries ready.
7. Make sure emergency supply of water is available.
8. Have extra blankets available.
9. Monitor the Weather Radio and Internet to keep posted on all area weather bulletins.

Note: The time between a Watch and a Warning can be minutes or even hours. Be alert to weather changes, monitor weather broadcasts and listen for announcements.

STAFF RESPONSE TO TORNADO OR SEVERE WEATHER WATCH:

The **Emergency Response Plan Administrator** will:

1. Monitor weather radio broadcasts.
2. Instruct staff to initiate Tornado or Severe Wind Watch Procedures
3. Secure emergency equipment: flashlights and two-way communication units, water, blankets, etc.

The **Concierge** will:

1. Secure the key for the emergency panel speaker phones
2. Direct any weather inquiries to the Building Management or if they are not available, alert residents to return to their units and stay away from windows, doors, etc.
3. Be prepared to relocate from the lobby area
4. Unplug all unnecessary electrical equipment
5. Store glass and other breakable objects in common areas that are susceptible to wind
6. Remain ready to implement other procedures when instructed
7. Upon cancellation of the alert, plug in electrical equipment unplugged during the Watch

Maintenance will:

1. Direct any weather inquiries to the Building Management or if they are not available, alert residents to return to their units and stay away from windows, doors, etc.
2. Unplug all unnecessary electrical equipment
3. Store glass and other breakable objects in common areas that are susceptible to wind
4. Secure all outside furnishings (lawn chairs, tables, gardening equipment, trash cans, etc.) by tying down or storing in designated areas
5. Remain ready to implement other procedures when instructed
6. Upon cancellation of the alert, plug in electrical equipment unplugged during the Watch

STAFF RESPONSE TO TORNADO OR SEVERE WEATHER “WARNING”

The **Emergency Response Plan Administrator** will:

1. Notify staff of the Warning announcement.
2. Authorize the Concierge to make the Tornado or Severe Weather announcement over the public address phone in the Fire Control Panel.
3. Direct all staff on duty to take emergency equipment and move into the stairwell.
4. Reassure staff that they are safe. Remain in Management Office or other command center.

The **Concierge** will:

1. Use the fire panel public address phone to announce the tornado or severe weather warning using the following text:
“The National Weather Service has announced a Tornado Warning for this area. Please take shelter in the stairwells immediately. Close all doors behind you.” Repeat message.
2. Immediately take shelter in the stairwell.

Maintenance will:

1. Take a radio and flashlight and move into the stairwell closing all doors behind you
2. Move to the intermediate landing (between floors) and wait for further direction or go to the Building Manager’s Office for further direction if it is safe to do so.
3. If there are wind currents in the stairwell, sit in the corner of the landing and cover your head and neck with your arms. If possible, alert Management or the Concierge of your situation.
4. Close windows, doors, drapes, blinds, shades, etc.
5. Have the building radios ready; make sure extra batteries are available.
6. Keep flashlights handy. Have extra batteries ready.
7. Make sure emergency supply of water is available.
8. Have extra blankets available.
9. Monitor the Weather Radio and Internet to keep posted on all area weather bulletins.
10. Should damage occur to the building, Maintenance will canvas the building to identify injured persons and building damage as quickly and safely as possible. If necessary, notify the Concierge to call the Chicago Fire Department for assistance. If there is structural damage that would render an area unsafe for occupancy, cordon off that area and discuss temporary relocation with the Management Office.

CANCELLATION OF “WARNING” ALERT

When the tornado or severe weather “Warning” has been cancelled, the Emergency Response Plan Administrator will authorize the Concierge to make an “All Clear” announcement over the building radio system using the following text: “The National Weather Service has issued an All Clear announcement. Please open doors slowly and look for falling debris, broken glass and dislodged objects or furniture.”

WINTER STORM PROCEDURES

PURPOSE

The purpose of the Winter Storm procedures is to establish guidelines to follow during blizzards, heavy snows, freezing rain, ice storms, sleet, etc.

PROCEDURES

Follow these safety precautions as well as any others that may be issued by the Emergency Response Plan Administrator.

STAFF RESPONSE TO WINTER STORM

The **Emergency Response Plan Administrator** will:

1. Stay updated on all area weather bulletins
2. Have the building radios ready; make sure extra batteries are available.
3. Be prepared for isolation at the facility
4. Make sure emergency supplies and equipment are on hand
5. Have flashlights and batteries available and handy for all staff
6. Make sure adequate staff is available or on call

The **Concierge** will:

1. Monitor weather conditions immediately outside of the building, including sidewalks and driveways.

Maintenance will:

1. Make sure all emergency equipment and supplies are on hand or can be readily obtained
2. Make sure emergency power supply is operable
3. Make sure heating system is operable
4. Make sure emergency heating equipment is on hand or can be readily obtained
5. Assure that the snow/ice removal plan is in effect and vendors/contractors are available

HIGH HEAT PROCEDURES

During periods of high heat, people are susceptible to heat stroke and heat-induced attacks arising from other illnesses such as heart disease, impaired lung function, etc. Do not ignore even minor symptoms such as shortness of breath, dizziness, flush skin, stumbling or disorientation.

During periods of high heat, (85 degrees Fahrenheit and above) the following precautions are to be followed:

STAFF RESPONSE TO HIGH HEAT SITUATIONS

The **Emergency Response Plan Administrator** will:

1. Identify resident who may be particularly susceptible to high heat and determine if they need assistance.
2. Alert and inform all staff regarding heat disorders and about appropriate measures for their prevention, detection and management.
3. Contact the Chicago Fire Department and alert them of any heat-related emergency situations.

The **Concierge** will:

1. Be alert for signs that residents and guests are having heat-related difficulties:
 - a. Shortness of breath
 - b. Dizziness
 - c. Flush skin
 - d. Stumbling
 - e. Disorientation

Maintenance will:

Protect against temperature elevations within the facility by closing window blinds/shades on sun exposed walls, opening windows, turning off heat generating devices (such as lamps) and other measures.

1. Utilize air-circulating and air-cooling equipment (window fans, floor fans, and mechanical ventilation systems, air conditioners) to attain and maintain a system of air movement and air cooling with the facility.
2. Make sure cool water equipment is functioning properly.

EARTHQUAKE PROCEDURES

PURPOSE

The purpose of the Earthquake Procedure is to establish guidelines to follow during earth movement events. During a shaking event:

1. Stay away from windows, mirrors, hanging object, or shelves and furniture where objects may fall and remember to duck, cover and hold.
 - a. Duck or drop to the floor.
 - b. Take cover under a sturdy desk or table, beneath an interior door jamb or near an interior wall. Protect your head and neck with your arms.
 - c. Hold on to furniture that covers your and protect your head and neck until the shaking stops.

STAFF RESPONSE TO EARTHQUAKE

Staff will protect themselves during a shaking event. After the initial shaking has stopped:

The **Emergency Response Plan Administrator** will:

1. Consult with the Concierge and Maintenance to determine whether evacuation should be initiated. Contact the Chicago Fire Department if applicable.
2. If the communications systems are not functional, the Emergency Response Plan Administrator should man the reception desk and dispatch the Concierge and Maintenance to the 37th floor of the South Tower and 36th floor of the North to initiate evacuation.
3. The Emergency Response Plan Administrator will be the liaison with the Chicago Fire Department and the Chicago Building Department regarding post-quake building conditions and whether/when re-entry is permitted.

The **Concierge** will:

1. Test the emergency speaker system
2. Man the post at the house telephone to receive injury and damage reports from the residents and staff.

Maintenance will:

1. Shut off the main gas valve in the basement.
2. Evaluate the power supply.
3. Check with the Concierge for damage reports from the residents and staff.
4. If the communication system is not working, Maintenance will begin walking the building to assess damage and advise residents to either remain in their units or evacuate depending upon apparent structural damage.

RELEASE OF FLAMMABLE, TOXIC OR RADIOACTIVE MATERIAL IN OR NEAR THE BUILDING

The Building staff is to telephone **911**.

POWER FAILURE

PROCEDURES

STAFF RESPONSE TO POWER FAILURE

The **Emergency Response Plan Administrator** will:

1. Contact ComEd at 1-800-334-7661 to determine whether the power failure is local or area-wide.
2. Notify all staff of their findings.

The **Concierge** will:

1. Inform residents of the situation and to remain in their unit, or go directly to their unit, if possible, and await further information/instructions.

Maintenance will:

1. Check emergency power circuits and emergency lights to make sure that they are functioning.
2. Shut down nonessential equipment to reduce the impact of a power surge when electrical supply is restored.
3. Once power is restored, turn on equipment that was shut down at one minute intervals which ensures no heavy electrical load at once to damage the switch gear. Recheck all equipment with testers, if necessary to ensure everything is working properly.

GAS LEAK

PROCEDURES

If you smell a gas leak:

1. Notify the Concierge at (773)288-5050.

STAFF RESPONSE TO GAS LEAK

The **Emergency Response Plan Administrator** will:

1. Assess the situation in conjunction with the Building Engineer and determine whether an evacuation is necessary.
2. Initiate evacuation procedures after consulting with the Chicago Fire Department.

The **Concierge** will:

1. Notify Maintenance and Emergency Plan Administrator of the location of the gas leak.
2. Standby to notify Peoples Gas at **866-556-6002** or call **911** if directed by Maintenance.

Maintenance will:

1. Go to the area of the gas leak.
2. If there is an apparent minor leak, maintenance will open windows or patio doors, if possible, to dilute the concentration of gas and advise building Management or the Concierge to contact Peoples Gas at **866-556-6002**.
3. Shut off the gas valve serving the affected unit or the branch gas valve.

Gas Valve Locations:

- Main gas supply valve –North Tower – near electrical comed room near boiler room pumps, South tower in appliance storage room
- Branch Supply Valves-above,

If there is a Major Leak, **Maintenance** will:

1. Open windows, if possible.
2. Evacuate the area closing any doors.
3. Advise the Building Manager and Concierge to call **911** and Peoples Gas at **866-556-6002**.
4. Advise others on the floor to leave their units immediately and assist them if necessary and notify Building Management of this action.
5. Shut off the gas riser valve serving that unit or area.

GAS SUPPLY FAILURE

PROCEDURES

If there is a gas supply failure:

STAFF RESPONSE TO GAS SUPPLY FAILURE

The **Emergency Response Plan Administrator** will:

1. Contact Peoples Gas at **866-556-6001** to determine if the supply problem is local or area-wide.

The **Concierge** will:

1. Notify Maintenance of the gas supply failure situation.
2. Notify Peoples Gas at **866-556-6001** if the outage is building wide.

Maintenance will:

1. Go to the unit or area of failure and assess the situation.
2. Check the unit and/or branch gas valves.
3. Advise Management of the situation.
4. When gas supply is restored, Maintenance will inspect all gas fueled building equipment to assure that pilot lights or automatic igniters are functioning properly.

WATER SUPPLY FAILURE

The most likely cause of a loss of water service to the building is a pump failure. The Building Engineer should be notified.

STAFF RESPONSE TO WATER SUPPLY FAILURE

The **Emergency Response Plan Administrator** will:

1. Contact the City of Chicago, Water Department, to determine if the supply failure is local or area-wide.

The **Concierge** will:

1. Go to the unit or other area and assess the situation.
2. Check the local valves.
3. Notify the Chicago Water Department if the water outage is building wide.

Maintenance

1. Make necessary repairs or contact a contractor to make repairs

WATER LEAK

STAFF RESPONSE TO WATER LEAK

The Emergency Response Plan Administrator will not normally be involved unless the leak is severe.

The **Concierge** will:

1. Relay the water leak information to Maintenance.

Maintenance will:

1. Go to the unit or other area and assess the situation.
2. Check to determine the exact location of the leak.
3. Initiate emergency repairs or refer the situation to a plumber.

LOSS OF SERVICE TO A UNIT

The most likely causes are:

- Clogged aerator: Maintenance should remove and clean.
- Pipe blocked with sediment: Maintenance should blow down the line.
- A plumber will be called only if staff is unsuccessful in solving the problem.

ILLEGAL ACTIVITIES ON THE PREMISES

The use of drugs, prostitution, burglary, robbery or other illegal activities must be reported to Management immediately. The Concierge must remain at his station and keep the 2-way radio on in case more help is needed.

EXPLOSION

Call 911, Building Engineer and Management. Be wary in approaching the scene or an injured person in case there should be more explosions. If injuries are involved, do not touch the person but stay with them and keep calm.

EMERGENCY BUILDING SHUTDOWN

Complete building shutdown will be done by engineering staff under the supervision of the Building Engineer and only under order of the Police or Fire Department. When returning the building to service, it must be soft loaded – do not place 100% demand on equipment at one time.

AIRCRAFT COLLISION

While the possibility of an aircraft hitting a building is extremely remote, procedures will be basically the same as for fire evacuation, except the crash could involve multiple floors. In such an instance, telephone 911, followed by the Maintenance Manager, the Chief Engineer and the Assistant Portfolio Manager.

Because liquid fuel may run down stairwells and elevator shafts, it may become necessary to evacuate down a stairwell on the opposite side of the building.

Persons located above the crash (collision) floor, should be prepared to evacuate up or down.

BROKEN WATER PIPE – Location?

Any staff member informed of a broken pipe shall immediately call the Engineer, who will immediately go to the impacted area. When the location of the leak is confirmed, the Engineer will secure isolation valves and drain as soon as possible. Concierge will telephone residents of affected units, so they can clear the area that may receive leaking water.

SEWER BACKUP

Building: In the event of a backup, maintenance will attempt to clear the line by rodding. If unsuccessful we will call an outside contractor.

Individual units: Maintenance will first attempt to clear a clogged sink, toilet or tub drain. If unsuccessful, maintenance will contact an outside plumber.

ELEVATOR INCIDENT PROCEDURES

PURPOSE

The purpose of the Elevator Incident Response Plan is to provide for safe, orderly and efficient resolution of elevator malfunctions or stoppages.

PROCEDURES

For routine problems (lights out, elevator does not stop at the desired floor, etc.) please notify the Concierge at (773) 288-5050.

STAFF RESPONSE TO ELEVATOR INCIDENTS

The **Emergency Response Plan Administrator** will:

1. Consult with Concierge and Maintenance to determine whether elevator evacuation should be initiated.
2. If the elevator communication system is not functional, the Emergency Response Plan Administrator should dispatch Maintenance to the elevator location to initiate communication with the occupants and assess the situation.
3. Decide whether to contact the elevator service company or the Chicago Fire Department for rescue/release activities.

The **Concierge** will:

1. Notify the elevator service company, Mitsubishi (708) 354-2900
2. If Management is not available, notify Maintenance to investigate the elevator incident.
3. Return to the elevator emergency telephone to continue communication with the occupant(s) in the elevator car and assure them that they are safe, assistance is on the way, and to remain calm. NOTE: If an occupant becomes hysterical (as this is not uncommon if the elevator car loses power and lights) and you are unable to calm them, call 911 for assistance.
4. Send elevator maintenance technician to elevator location.

Maintenance will:

1. Review elevator control panel to try to determine the nature of the problem and whether maintenance can rectify the situation.
2. Go to the level of the elevator car to communicate with the car occupants if the emergency telephone is not working and assure them that they are safe, assistance is on the way, and to remain calm.
3. Meet with the elevator service company to discuss the situation.
4. Meet with the Chicago Fire Department response crew to discuss the situation if they have been called.

CIVIL DISTURBANCE PROCEDURES

1. Telephone 911 and wait for instructions or help to arrive.
2. Secure building from outside intruders. Lock all doors (including front revolving doors) and post a staff person at doors to lobby, loading dock and garage.
3. Stay inside, away from windows.
4. Remain calm.

PURPOSE

The purpose of the Civil Disturbance procedure is to protect the building and property from damage while maintaining the safety and security of the residents and their guests.

The objective will be to keep the property from becoming the focus or objective of a disruptive group by temporarily "closing" the building to access by the public and encouraging residents not to engage members of the disruptive group and to stay inside of the building if there are crown actions in the immediate area of the building.

STAFF RESPONSE TO CIVIL DISTURBANCE

The **Emergency Response Plan Administrator** will:

1. Contact the Chicago Police Department non-emergency number at 311 to determine whether the disturbance is local or wide spread and to determine the appropriate short term response.
2. Confer with staff as to appropriate action.
3. Call additional Concierge and other staff to duty, if necessary.
4. Call 911 for assistance, if necessary.

The **Concierge** will:

1. Secure the main entrance to the building against entry by all but residents, staff and identified service personnel.

Maintenance will:

1. Secure all alternate entrances.
2. Post security at garage entrances. Shut down all first floor entrances, if necessary.
3. Remove all exterior (ground level) furniture, decoration or moveable fixtures that could be used as a weapon or projectile.

INTRUDER ON THE PREMISES

Unknown persons on the premises should be approached with caution. If your instinct is danger, do not approach a stranger and immediately notify 911, and the Concierge, Building Engineer, Maintenance staff and Management. If the person does not appear to be dangerous, contact a backup person and both should approach and ask to leave the building. When in doubt, call for help. Do not be a hero.

INTRUDER PROCEDURES

PURPOSE

The purpose of the Intruder Response procedure is to protect the building and property from damage while maintaining the safety and security of the residents and their guests.

PROCEDURES

If an unfamiliar person in the building is seen, the following action should be taken:

STAFF RESPONSE TO INTRUDERS

The **Emergency Response Plan Administrator** will:

1. Monitor the situation and determine whether a police response is necessary or if site personnel can be dispatched to area of concern.
2. Determine whether trespassing charges should be filed if person is encountered.

The **Concierge** will:

1. Call 911 or the Quality Assurance Staff for assistance if suspicious behavior is observed and alert other staff members as to the presence of a probable intruder.
2. Check to see if any individual has signed in as a visitor and confirm their legitimate presence.
3. If person's presence is not legitimate, call 911 to report the situation and request police assistance.
4. Alert the Maintenance Manager and other staff members as to the presence of a possible intruder.
5. Monitor security cameras to locate the intruder.

Maintenance will:

1. Stand by to isolate areas of the building if directed to do so by the police or the Maintenance Manager.

SEARCH PLAN

1. If it is felt that a search is necessary to locate an intruder, the Maintenance Manager will call 911 and will assist in the effort at the direction of the responding police officers.
2. Staff should not undertake an independent search or attempt to apprehend an intruder.

BOMB THREAT PROCEDURES

PURPOSE

The purpose of the Bomb Threat procedures is to establish guidelines to safely follow in the event of a bomb threat. Follow these safety precautions as well as any others that may be issued by the Emergency Response Plan Administrator.

A bomb threat call can be received by any executive, manager, employee, or resident of the building. All threatening calls must be investigated by emergency officials. The staff's primary responsibility is to take down information accurately on the Bomb Threat Checklist, report it to authorities, assist with the investigation as directed by authorities, and remain calm and clear headed to avoid creating unnecessary concern.

Any person receiving a bomb threat call must provide this information only to the proper persons. Careless disclosure can cause needless fear or confusion.

Any staff member receiving a bomb threat should fill out the bomb threat checklist and immediately call 911, the Maintenance Manager and Building Engineer. Copies of the bomb threat checklist are located at the Concierge station, the Management Office and in the Maintenance shop.

TYPES OF CALLS

Bomb threat calls generally fall into one of three categories:

1. The caller reaches a switchboard, a receptionist, secretary, or guard, yells "there is a bomb in your building" and hangs up. The information, though startling, is nonspecific; it is hurried and provided little reason to believe the threat is valid. Although the authorities should be notified of this call, there is little basis for any other action. **CALL 911**
2. The Caller is a little more detailed. He may state the possible location, such as "there is a bomb in your building – it is going off at 11:45! It is going to wipe out that boiler of yours." This begins to assume some validity. **CALL 911**
3. This caller gives enough information to be considered a real warning. He may identify the reason for the bomb; he will probably call more than once; and he usually will give an exact time. This caller may be a "friendly tipster" even identifying himself and the reason for the bomb. He may report information on how the bomb is constructed and the bomber's motive if he is not the subject. This caller may even go through a third party, such as a newspaper or radio station. It is to this caller that the most serious consideration must be given.

Preparing for a complete or partial building evacuation, designating an evacuation route, and developing a safe area for resident to wait during an emergency period are all part of our plan.

RECEIVING THE CALL

A bomb threat will typically be received by a Concierge or Management. The person or persons assigned to these positions should be familiar with this potential problem. They should receive specific training and be afforded practical simulation of receiving such a call, including use of the bomb threat checklist.

Keeping the caller on the line as long as possible is one way of developing information. The conversation may be extended by feigning an inability to hear, asking the caller to repeat his messages, and relating how important it is to be accurate.

The person receiving the call should attempt to commit to memory the voice characteristics. Listen for accents, slurs, regional characteristics such as a southern drawl or a Boston twang.

BOMB THREAT SEARCHES

Conducting a search for a bomb or explosive device requires the utmost care and attention. The decision will always be made by the Police.

Most searches will be conducted while normal activity continues and no resident is asked to evacuate. Searchers will look through the stairwells, entryway, open rooms, storage areas and boiler rooms. This search should be conducted as discreetly as possible, advising people only that a threatening call has been received.

LOCATION OF A SUSPECT ITEM (BOMB)

When an article that may be suspected of being or containing an explosive device is found, the staff member should immediately notify the Police, followed by the Building Engineer, Maintenance Manager and the site supervisor.

If you see any suspicious package, box or device, DO NOT TOUCH IT; move out of the room where it is located. Do not close the door, turn the light switch on or disturb any furniture. Place a piece of masking tape all the way across the open doorway to prevent people from entering the area.

The bomb and arson squad will proceed to the discovery location. After you have shown them the location of the suspect item, leave the area.

EVACUATION PROCEDURES TO FOLLOW IN CASE OF BOMB LOCATION

Should a suspect item be located, all persons will be evacuated from the suspected area.

Bomb evacuation procedures will be basically the same as fire evacuation and are directed by emergency personnel.

After evacuation from a particular floor, no one should return to the area until the Police have given you an ALL-CLEAR.

RESIDENT DEATH AT HOME

Should you have any reason to believe that a resident has died in their unit:

1. Call 911
2. Do Not enter the unit without a uniformed officer present. (If you enter a unit without a policeman present you may become a suspect in the event of foul play, or you may compromise evidence. You will protect yourself from a possible lawsuit.)
3. During the crisis, make yourself available to the police, but let them tell you what you should do.
4. Help keep curious neighbors from creating an obstruction.
5. Do Not contact the relatives or friends of the deceased. Let the police handle that. If the police seal the unit, do not let anyone enter unless they have the proper credentials.
6. Notify an officer of Regents Park immediately, Maintenance Manager, Assistant Portfolio Manager, and Quality Assurance Staff in that order.

SUICIDE PROCEDURES

PURPOSE

The purpose of the suicide procedure is to establish guidelines to safely follow in the event of a possible or apparent suicide. Follow these and other procedures that may be issued by the Emergency Response Plan Administrator.

PROCEDURES

The **Emergency Plan Administrator** will:

1. If notified a suicide is being threatened or an apparent suicide on common property, send the Maintenance Manager to verify the situation and call 911 if situation is confirmed.
2. Respond to lobby to meet responding Chicago Fire Department and Chicago Police Department personnel.
3. Cooperate with instructions from authorities. Inform building residents of incident with only facts approved by authorities, through e-mail blasts and resident telephone calls. Inform residents as often as appropriate of what is going on and when incident concludes.

Maintenance will:

1. If a suicide attempt or apparent suicide is discovered, inform Building Management immediately.
2. Assist in sealing off the area and directing emergency personnel to area upon arrival.
3. Await further instruction from the Maintenance Manager or the authorities.
4. Direct all incident inquiries to the Emergency Plan Administrator.

The **Concierge** will:

1. If informed of attempted or apparent suicide, inform Building Management immediately.
2. Cooperate with any responding emergency authorities by allowing access to lobby area.
3. Refer all resident inquiries to Building Management.

INJURY/MEDICAL EMERGENCY PLAN

PURPOSE

The purpose of the Injury/Medical Emergency Plan is to establish guidelines to assure that policies and procedures for emergency situations are current, complete, known to staff, and carried out effectively.

PROCEDURES

If there is an injury or medical situation within a residential unit, occupants should:

1. Immediately call **911** for medical assistance. Give this information:
 - Address: 5035 S. East End Ave, Chicago IL 60615
 - Floor of building and location of emergency on floor
 - Any details available about the accident or illness
 - Injured or ill person's name, if known.
2. Contact the **Concierge** at (773) 288-5050, who will assist in directing the Emergency Medical Technicians to the unit.
3. Keep the injured or ill individual comfortable and calm.
4. Do not attempt to move the individual unless the situation in the unit creates a life threatening situation (i.e. fire or gas leak).
5. If there is an injury or medical situation in other areas of the building, notify the Concierge at (773)288-5050.

BUILDING SECURITY/POLICE MATTERS

Minor security matters such as solicitors, suspicious looking persons or activities, or intoxicated persons should be reported to the Concierge at (773) 288-5050. Give the description and location of the individual.

1. Emergencies or serious offenses should be reported to the **Police Department by calling 911.**
2. Immediately thereafter, report the offense to the Concierge at (773)288-5050
3. To prevent thefts, keep unit doors closed and double locked at all times.
4. Familiarize yourself with the **EXIT** stairwells located on each floor.
5. Notify the Management Office should you be away for more than one week and stop newspaper deliveries.

CIVIL DEFENSE/DISTURBANCES

We rely on local authorities to advise residents and Management of protective actions that should be taken during a local disturbance in or around the premises.

Emergency procedures may include one or more of the following:

1. Partial evacuation of the building.
2. Secure entry to the building.
3. Secure all **EXIT** stairwells.
4. Secure all elevators on a given floor.

SEVERE WEATHER/EARTHQUAKES –

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

1. Remain calm.
2. Move immediately to a safe place. If possible stay away from the perimeter of the building and exterior glass. Try to get as close to the center of your unit as possible (preferably in a room without windows) and position yourself under a sturdy table or desk.
3. Do not attempt to evacuate unless instructed by authorities.

UTILITY INTERRUPTION

Due to circumstances beyond the building's control, utility service may be interrupted. If you experience a power failure, do the following:

1. Notify the Concierge at (773)288-5050.
2. Remain calm and wait for instructions.
3. If necessary, instructions will be issued by police, fire department and/or staff going door-to-door.
4. If necessary, evacuation directions will be provided by police, fire department and/or staff going door to door. **DO NOT USE THE ELEVATORS.** Use the **EXIT** stairwells located on each floor.
5. Make sure you always have a flashlight and fresh batteries in your unit.
6. Emergency lighting is available in the corridors and **EXIT** stairwells so you may safely evacuate the building.

EXPLOSIVE DEVICES/THREATS

Remain calm. Use the bomb threat checklist to ascertain as much information from the caller as possible.

1. Notify the **Police Department by calling 911.**
2. Notify the Concierge at (773)288-5050.
3. Keep this information as confidential as possible.
4. Leave the immediate area and do not attempt to re-enter the area until advised by the Bomb Squad.
5. Do not use cellular or wireless telephones.
6. Never disturb a suspicious object.
7. Follow the instructions of the authorities.

BOMB THREAT GUIDE

Remain calm and courteous. Do not interrupt. State exact words and demands of caller:

ASK CALLER THESE QUESTIONS

1. When is bomb set to explode?
2. Where is it located?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your name?
9. Where are you calling from?

BOMB THREAT CHECKLIST

Date:

Telephone Number:

Person receiving call:

Time call received:

Phone number call came in on:

Sex of caller:

Age:

Race:

CALLER'S VOICE:

- | | | | | | |
|---------|--------------------------|----------|--------------------------|-----------------|--------------------------|
| Calm | <input type="checkbox"/> | Loud | <input type="checkbox"/> | Crying | <input type="checkbox"/> |
| Nasal | <input type="checkbox"/> | Raspy | <input type="checkbox"/> | Deep Breathing | <input type="checkbox"/> |
| Angry | <input type="checkbox"/> | Rapid | <input type="checkbox"/> | Clearing Throat | <input type="checkbox"/> |
| Serious | <input type="checkbox"/> | Deep | <input type="checkbox"/> | Cracking Voice | <input type="checkbox"/> |
| Excited | <input type="checkbox"/> | Soft | <input type="checkbox"/> | Distinct Accent | <input type="checkbox"/> |
| Joking | <input type="checkbox"/> | Ragged | <input type="checkbox"/> | Slurred | <input type="checkbox"/> |
| Slow | <input type="checkbox"/> | Laughing | <input type="checkbox"/> | Familiar | <input type="checkbox"/> |
| Lisp | <input type="checkbox"/> | Normal | <input type="checkbox"/> | | |

BACKGROUND SOUNDS:

- | | | | | | |
|---------------|--------------------------|---------------|--------------------------|------------------|--------------------------|
| Motor | <input type="checkbox"/> | PA System | <input type="checkbox"/> | Street Noises | <input type="checkbox"/> |
| Clear | <input type="checkbox"/> | Static | <input type="checkbox"/> | Phone Booth | <input type="checkbox"/> |
| Dishes | <input type="checkbox"/> | Music | <input type="checkbox"/> | Local Call | <input type="checkbox"/> |
| Voices | <input type="checkbox"/> | House Noises | <input type="checkbox"/> | Office Machinery | <input type="checkbox"/> |
| Animal Noises | <input type="checkbox"/> | Long Distance | <input type="checkbox"/> | Factory Noises | <input type="checkbox"/> |

Other: _____

THREAT LANGUAGE:

- | | | | | | |
|------------|--------------------------|-------|--------------------------|------------------------|--------------------------|
| Incoherent | <input type="checkbox"/> | Taped | <input type="checkbox"/> | Well Spoken (Educated) | <input type="checkbox"/> |
| Irrational | <input type="checkbox"/> | Foul | <input type="checkbox"/> | | |

Message Read By Threat Maker

ADDITIONAL INFORMATION

The Police Department needs as much information as possible. This extensive checklist is intended to prompt the person receiving the threat.

ELEVATOR EMERGENCIES –

Elevators are one of the safest modes of transportation; however, on occasion they do malfunction due to sophisticated controls. In case of emergency:

1. The emergency elevator communication system is located within the elevator control panel. Fully depress the **HELP** call button. This will automatically connect you with Concierge Desk.
2. The Concierge will call a technician for assistance.
3. If the elevator stops between floors and the door opens, stay in the car. Do not try to climb out or jump to the floor below. Do not try to pry the doors open – it may cause other damage to the equipment that could prolong the emergency.
4. 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 at the ceiling or ahead so that you feel less confined.
5. After the incident, please follow up on the details of the occurrence with the Management Office or the Concierge or the Maintenance Manager.

TRAINING AND DRILLS

This Emergency Action Plan will be reviewed with all staff on a quarterly basis and when a staff member is newly hired.

Training drills will take place annually and will involve all staff.

Documentation of all training and drills will be kept by the Maintenance Office Manager.

Whenever possible the Chicago Fire Department should be included in the annual Emergency Response Plan's training and drills or when there is a change in the plan.

Conduct periodic building safety inspections to detect hazards and impediments to egress on resident floors and stairwells.

INTRODUCTION

The purpose of the plan is to ensure the safe and efficient evacuation of all occupants of Regents Park in the event of an emergency. It is a requirement that each staff member and resident familiarizes themselves with the plan and periodically revisits the plan.

Updating

The Fire Safety Director with approval of appropriate management and managing agent personnel will update the emergency plan as necessary.

Authority

The ultimate responsibility for the implementation, maintenance and enforcement of the plan rests with the site manager. However, the Fire Safety Director and all staff are responsible for specific actions outlined in this document.

Media & Public Relations

In the event of an emergency direct all to MAC/ Regents Park policies and procedures at Peter Cassel (773)347-3451

Training and Drills

The Fire Safety Director and Property manager shall be responsible for the periodic training of staff. Training and drills will be quarterly and annually or as deemed necessary.

Command Center

The Command Center will be located at the first floor Concierge desk located in the inner lobby.

Designated Off-Site Gathering Location

In the case of a major emergency, calling for partial or full evacuation, the designated off-site gathering location is Harold Washington Park, 5200 S Hyde Park Blvd, Chicago, IL 60615

BUILDING LIFE SAFETY FEATURES

- Apartments Smoke Detectors
- Smoke Detectors in Hallways, Trash Chute, and Common Areas
- Enunciator Panels

ENUNCIATOR PANELS

- First floor main lobby, behind concierge desk
- Quality Integrated Solutions monitors the panel.

FIRE PUMPS/STAND PIPES

- Pump -500 gpm and jockey pump 4 total North tower low zone and high zone South tower low zone and high zone.
- Stand Pipes – 10 inch incoming water line that branches into an 8 inch fire protection waterline. Standpipe risers in each of the four stairwells with a hose rack and hose in the stair landing of each floor.

SMOKE DETECTORS

The building has single station direct and battery-powered smoke detectors in each resident unit and within each stair at each level.

- In each resident's apartment
- Common area hallways – connected to Fire Panel located behind the front desk.

FIRE EXTINGUISHERS

- Located in each stairwell
- Firehouses in each stairwell

EMERGENCY EVACUATION PROCEDURES

In a high-rise building, a complete emergency evacuation is often both impractical and/or unnecessary. The Chicago Fire Department recommends in the event of a fire emergency that only six (6) floors be evacuated as follows:

- Evacuate the floor where the fire emergency originated.
- Evacuate the two (2) floors above the floor of origination.
- Evacuate the three (3) floors below the floor of origination.

A partial evacuation eliminates unnecessary pedestrian traffic in the stairwell that could interfere with emergency personnel efforts to extinguish the fire and control the situation.

Should an alarm sound, residents will be instructed via PA system to go to their designated stairwell and vacate to a specific floor. To the extent possible, assistance will be provided to those with special needs or mobility-impaired.

FIRE AND LIFE SAFETY SYSTEMS

The Fire Command Center, located at the first floor lobby entrance serves as the central communications network for the building's fire and life safety systems.

The emergency responder kit is kept at the Fire Command Center and includes:

- Evacuation Plan (1 copy)
- Core Floor Plans
- A List of Residents Who May Need Assistance
- All Keys The Emergency Team May Need located in firebox at each elevator

Upon receipt of a notification of an emergency, the first floor Concierge or Management Office personnel will immediately contact the Fire Safety Director to investigate the cause of the alarm and notify the Chicago Fire Department.

Stairwells

There are two stairwells that run the entire vertical length of the Residential Tower at Regents Park, floors Lobby Level through 38 in the South Tower and 37 in the North tower, designated as **East Stairwell and West Stairwell**. In case of an emergency, everyone must exit to the designated stairwell and travel to the floor determined by the Fire Department personnel and wait for further instructions.

A fire extinguisher cabinet is located in each stairwell on each residential floor of the Residential Tower for Emergency Use Only.

In the unlikely event that you are directed to evacuate the Building, the Stairwell exits on the lobby level Proceed immediately to the off-site gathering location.

The stairwell doors are fire rated doors. Stairwell doors should always be in a closed, unlocked position.

Building Design

Regents Park was built as a fire-resistant building with the walls between the apartments constructed as one-hour fire-resistant walls. One-hour fire resistant walls are designed to contain a fire in the apartment of origination for a one hour time period. Residents who have uncontrollable fires in their apartments, should evacuate immediately, closing the door upon exiting. **DO NOT LOCK THE DOOR.**

All the apartment doors observed were 20 minute and self-closing. The buildings enclosed exit stairs, elevator shafts and trash chute have a 2- hour rated assembly. All the stair doors and trash chute doors were 90 minute rated and self-closing.

Elevator Communication

A call button is located in each elevator. In the event of an elevator emergency the call button is directly connected to the Concierge Desk to establish voice communication between elevator occupants and the Concierge Front Desk attendant. The Concierge will immediately call for assistance.

GENERAL EMERGENCY INFORMATION

Fire Safety

- Smoke detectors are located in each apartment of the building.
- Fire extinguishers, located throughout the building in hallways, can quickly extinguish small fires. Before attempting to extinguish a fire, call **911**.
- Fire extinguishers should be aimed at the base of the fire and used with a sweeping motion to cover an area surrounding the flames.
- Electrical fires can usually be extinguished by detaching the power source from the device. If the device can be safely unplugged the immediate cause of the fire will be removed. An electrical fire may cause a secondary fire of other nearby combustibles that will also need to be extinguished.
- If you cannot extinguish a fire with one extinguisher, then the area must be cleared of people, pets and combustibles until the Fire Department arrives.
- Never let the fire block your means of egress.

Emergency Evacuation

- The Fire Department generally decides which floors, if any, need to be evacuated on their initial and continuous assessment of the situation. The emergency response team will notify residents on each floor of any and all action needed.
- The Chicago Fire Department typically recommends evacuating the floor where the fire originated plus two floors above and three floors below.
- In the event of an evacuation, building personnel will assist the Fire Department in accessing the building, addressing the emergency and coordinating the evacuation.
- A staging area will be set up in a safe area away from the fire. The staging area will ensure all residents are accounted for and provide additional information as it becomes available.
- Should the evacuation terminate outside of the building, all residents will be directed to move to a predetermined meeting location to provide clear access/egress and stay clear of any falling debris.

Exit Routes

- Elevators will be put on fire service at the onset of an emergency and will not be available as an evacuation route.
- The Chicago Fire Department will have complete control of the elevators for use in firefighting. If an alarm sounds, elevators are automatically called to the first floor.
- All residents and staff must be familiar with the quickest evacuation route from their location to the stairwells.
- All residents and staff need to be able to identify both planned and alternate safety routes in case of heavy smoke or fire. Heavy smoke may obscure vision and force people to crawl along the floor in order to exit safely.
- When encountering closed doors, it is important to test the door before entering. Test the closed door by placing the back of your hand on the door to determine if it feels hot. If the door feels hot, **DO NOT OPEN IT**. Hot doors often indicate the presence of fire on the other side.

- Site personnel will provide a list of disabled or mobility impaired residents to the Fire Department. Residents with disabilities will be escorted to the stairwells by the Fire Department.
- The stairwells are designed to isolate occupants from the fire by the construction of the walls and doors. Keeping stairwell doors closed prevents smoke penetration to the safe zone.

RESIDENT EMERGENCY PROCEDURES

These instructions are part of the Emergency Plan for Regents Park. The instructions are for your safety, so please review them in detail and keep them in a convenient location for review during actual emergencies. Should you need additional assistance in the event of an emergency, please call the MAC service number at 773-548-5077 to be put on our list of residents with special needs. These instructions should be followed in the same manner for emergencies both during and after office hours.

FOR YOUR PROTECTION

Regents Park was designed with many safety features that include:

- Smoke detectors in all apartments
- Fire extinguishers located in both East and West Stairwells
- Emergency power for hallway and stairwell lighting as well as exit and stair signs
- PA system in hallways

Stairwell signs designate the exits on each floor. Residents should be aware of the number of doors between their apartment and the closest stairwell.

Each apartment is equipped with a smoke detector. Smoke detectors are tested on an annual basis. The entire fire/life safety system is tested annually as required by the Fire Prevention Bureau of the Fire Department.

Upon receipt of a fire alarm, the Concierge front desk immediately radios a maintenance staff member to investigate the cause of the alarm. The Chicago Fire Department will automatically be called once the alarm sounds.

The following are the safest procedures for residents during various emergencies. Adherence to these procedures will assure proper response during emergencies.

ELECTRICAL OUTAGES

Residents should do the following if an electrical outage occurs:

- Stay in the apartment and await instructions from Management or Fire Department personnel.
- Locate personal flashlights
- Do not light candles and leave them unattended (fire hazard)
- Do not dial the Concierge except to report the outage as it will tie up the telephone lines.

During an electrical outage, the safest place is inside the apartment where you will not disturb those responding to the emergency.

EVACUATIONS

The potential need for the general evacuation of a high-rise building is remote; however, if an evacuation is necessary either Management or Emergency Personnel will direct you to use stairwells. Instructions to evacuate will be announced over the public address system by the Chicago Fire Department. Should the alarm sound while traveling in the elevator, exit the elevator as soon as possible. Do not wait until you reach your intended destination.

FIRE EMERGENCIES

Procedures to follow:

- The Fire Department recommends that you keep a flashlight, whistle and 2" roll of duct tape in an easily accessible kit in case of an emergency. The duct tape should be used across the sides and top of the door and a wet towel placed along the floor to avoid smoke inhalation.
- Keep keys near you at all times
- Call the Fire Department at **911** and report the following information:
 - Location
 - Street Address
 - Name
 - Floor
 - Apartment Number
- Exit using the stairwells, not the elevators. Stay calm, stay to the right, and do not bring any items with you.
- Follow instructions given by emergency personnel or building staff.
- Do not call the Concierge as this will tie up the telephone lines, except to report the fire.
- Do not break or jump from windows. Both are likely to decrease rather than increase your safety.
- Stay inside your apartment where it is safest and serves as an area of refuge, or in a stairwell or floor below the fire.

FIRE IN A RESIDENT APARTMENT

If a fire occurs in your apartment and you are not able to extinguish it, call **911** and give the Fire Department the following information:

- Location
- Street Address
- Name
- Floor
- Apartment Number

Take your key and **close your apartment door. Do Not Lock the Door.** Proceed immediately to the stairwell. **Do Not Use the Elevator.**

Do not stop to collect belongings because precious Fire Department response time can be lost. **Do Not Return To The Apartment Until Instructed To Do So.**

OTHER FIRES

If you smell smoke, stay in your apartment for further instructions. Keep your keys nearby at all times. You will want to take your key with you during emergencies so that you can return to your apartment when instructed that all is safe.

If you see heavy smoke in the corridor of the building, return to your apartment, call **911** and report the fire as described previously. Wait in your apartment for instructions from emergency personnel or Management Staff. If smoke begins to infiltrate your door, you should place wet towels around the cracks to hold out the smoke.

If instructed to evacuate the floor, crawl on hands and knees below the smoke to exit and go down to a lower floor, as instructed. If smoke is in the stairwell, crawl to a different stairwell and go down to a lower floor. Once on the lower floor, stay in the corridor for further instructions from fire emergency personnel. Most often, a full building evacuation is impractical and unnecessary.

If you are instructed to evacuate the building, you should first feel the door to make sure that the corridor is not involved in the fire. If the door is not hot, evacuate using the stairwell. If the corridor is smoke filled, return to your apartment and stay. If smoke comes around the door, place wet towels around the door to block out the smoke. In this instance call the Fire Department at **911** and the Concierge Front Desk at (773) 288-5050 and let them know that you are in your apartment and will await further instructions.

If you are instructed to fully evacuate the building, proceed to the designated is Harold Washington Park, 5200 S Hyde Park Blvd, Chicago, IL 60615. Building Management and the Chicago Fire Department will update you at the location regarding the extent of the fire and when you can expect to return to the building.

AFTER THE EMERGENCY

MAINTENANCE MANAGER PROCEDURES TO FOLLOW

- Once the emergency is over, the Maintenance Manager shall inspect the area and ascertain needed services to prevent further loss.
- Prior to clean up, area shall be photographed and well documented for insurance purposes.
- Contact the restoration company on file for clean-up.
- The area should be secured and Risk Management should be notified.
- Notify electrical and general contractors and utility companies if necessary.
- Contact those residents affected by the fire.
- Collect any witness statements if appropriate.
- Fill out Property Loss Form and all insurance forms within 24 hours.

BUILDING INFORMATION

Regents Park is comprised of two residential high rise towers connected by a common parking garage, lobby and a 3rd level landscaped terrace (Bergen Garden). The two towers provide a total of 1041 apartment units. The enclosed parking garage connecting the two towers extends from a sub-basement to the 2nd floor. The lobby level houses a health club that contains a pool and exercise facility. The South tower lower level contains a grocery store and a laundry room. The North tower laundry room is on the 2nd floor. Gross area per floor from sub-basement through the second floor is 35,670 square feet, and the towers have an approximate area of 17,424 square feet each.

Height: South tower 37 stories with elevator mechanical room on the 38th floor

North tower 36 stories with elevator mechanical room on the 37th Floor

Residential Floors: South tower 3-37

North tower 3-36

Mechanical:

North Tower

- Boiler room inside of old QA office, A22, E20
- Fire pump
- Come Ed electrical panel
- Gas for building and dryers
- All water comes thru here
- North chiller
- Boilers
- Mechanical in NTOP up a ladder – K/B exhaust vents, and chiller exhaust.
- East stairs ladder to roof and AC vent.

South Tower

- Gas in NDR breakroom
- Room by freight elevator – South boilers
- Exchanges for water
- Ejector pump (like laundry waste water etc)
- Chiller and boiler circuit board Garage break room
- End of hall fire pump, city water comes in for both towers here. ST chiller
- Horizon Lounge has ladder to mechanical room south

Parking Garage: 768 Parking Spaces

Parking garage is sprinklered and is separated from the residential dwelling units by four-hour construction.

Entrances: 5035 S. East End Ave

Pedestrian Entrances: Lobby located on East End Avenue

South loading dock and North loading dock and east corridor exit

Occupancy Types: Residential on floors South 3-37, North 3-36

Commercial space: Regents Park Valet

Terrace Grill

Market in the Park

Construction: The building is constructed with reinforced concrete beams, columns, and 8" reinforced concrete floor assembly. The building construction appears to me classified at Type 1A. the building does not have curtain wall construction.

Building Population: Approximately 2,000

FIRE PROTECTION SERVICES

Fire Alarm Panels monitor all flow switches; tamper valves; heat and smoke detectors located in the mechanical rooms, stairwells and electrical rooms.

Smoke detectors are located in individual units.

Firefighters Phones located in each stairwell on every fifth floor and the annunciation panel is in the lobby.

The Main Fire Pump is located on the North Tower Boiler room pump for high zone and low zone. The South tower pump is located fire pump room just inside the South tower loading dock two pump for high and low zones.

The building is equipped with an enunciator panel located at the front entrance vestibule.

There are two stairwells that run the entire vertical length of the Main Buildings at Regents Park.

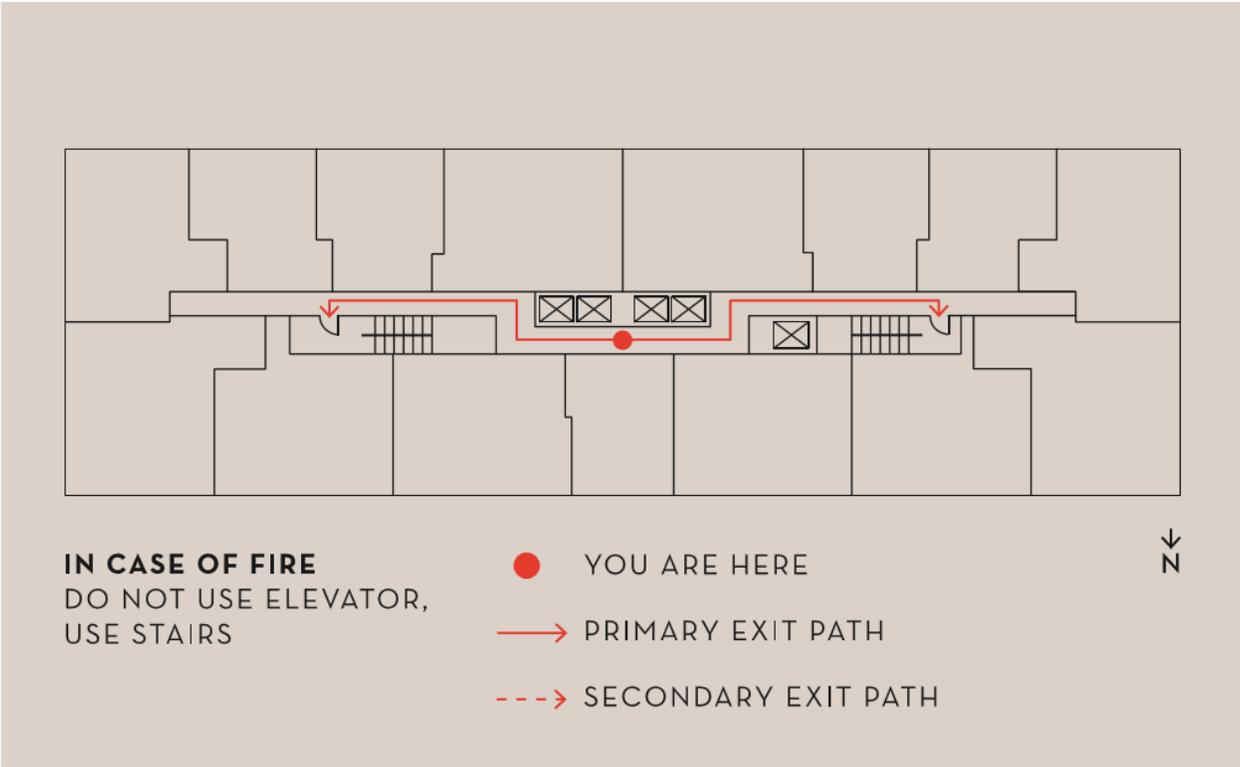
Off-site gathering is located at Harold Washington Park, 5200 S Hyde Park Blvd, Chicago, IL 60615

EVACUATION DIAGRAM FOR BUILDING

South Tower

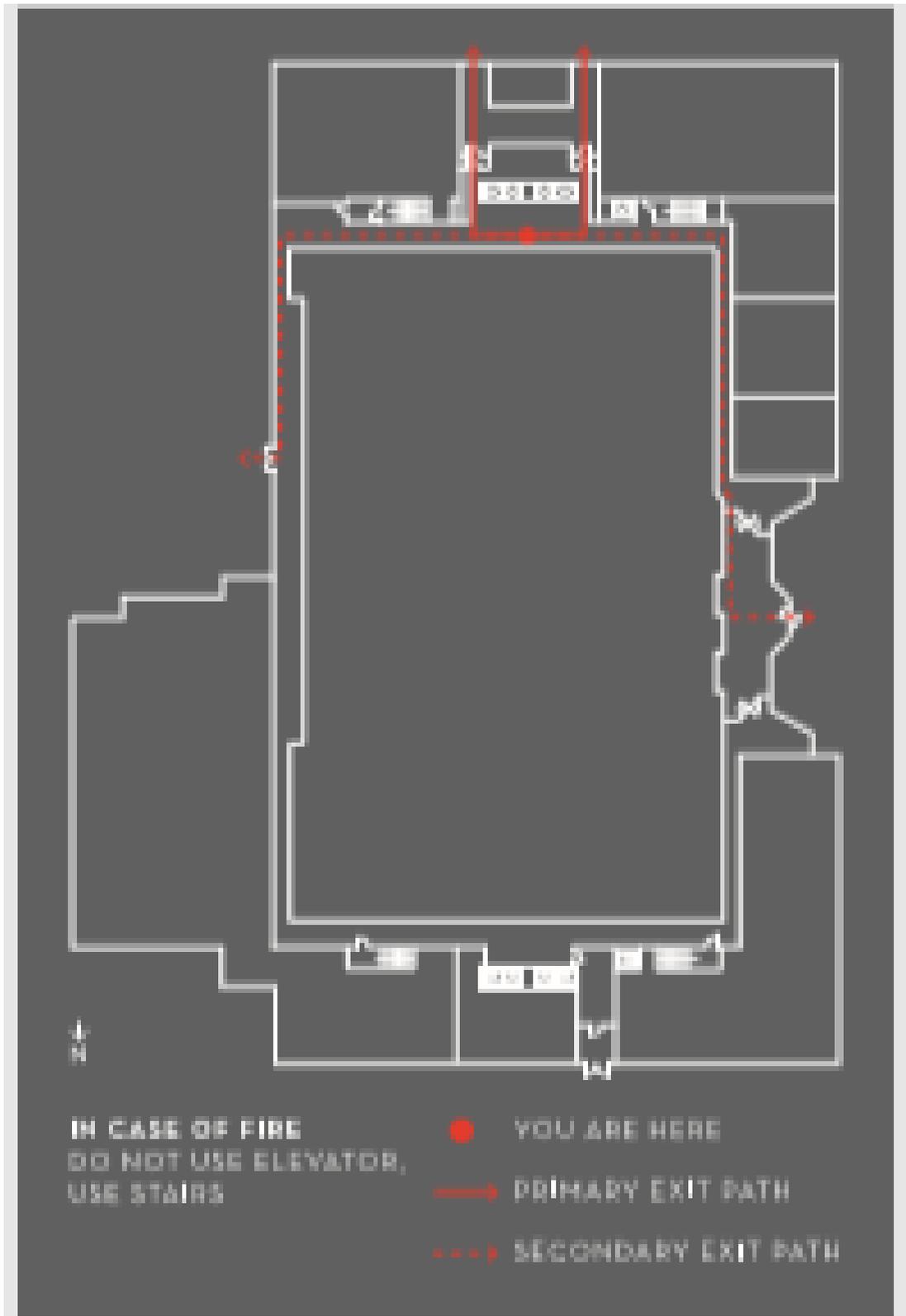
5050 S. Lake Shore Drive

Floors 3-37



South Tower

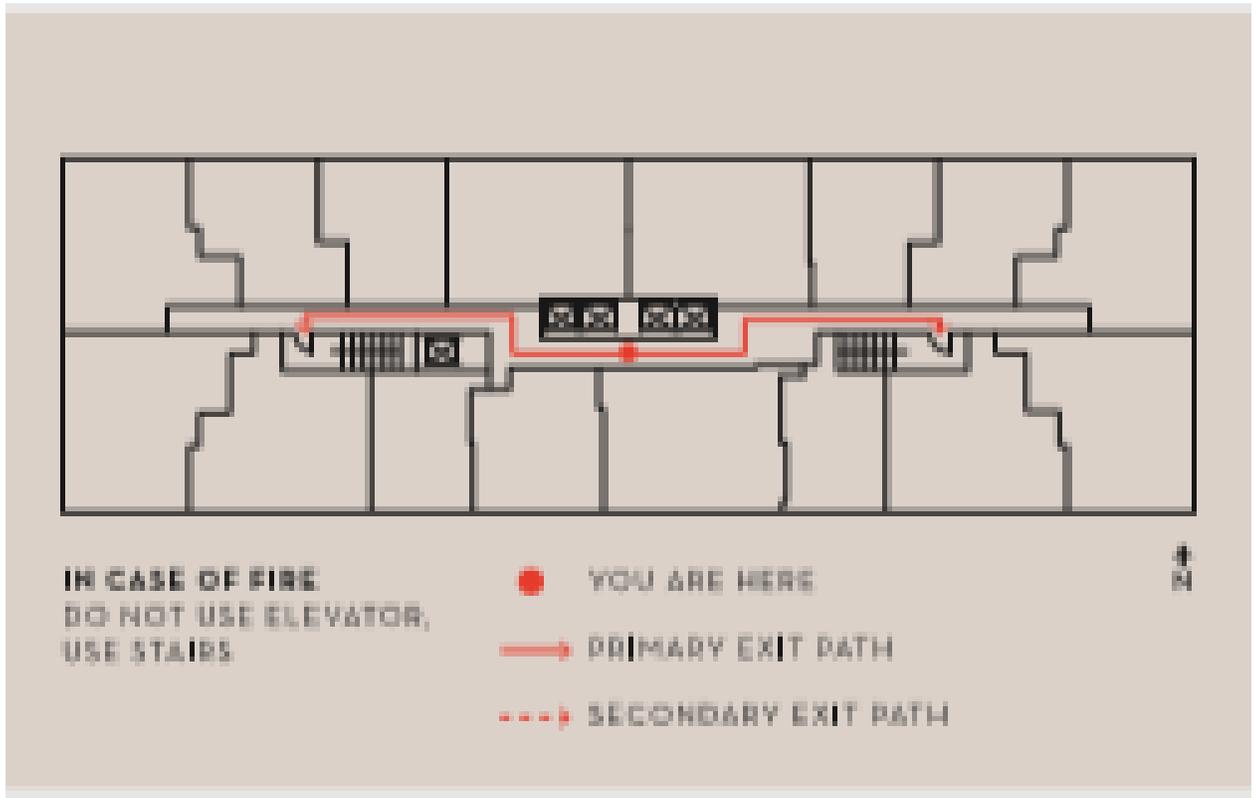
Floor 1



North Tower

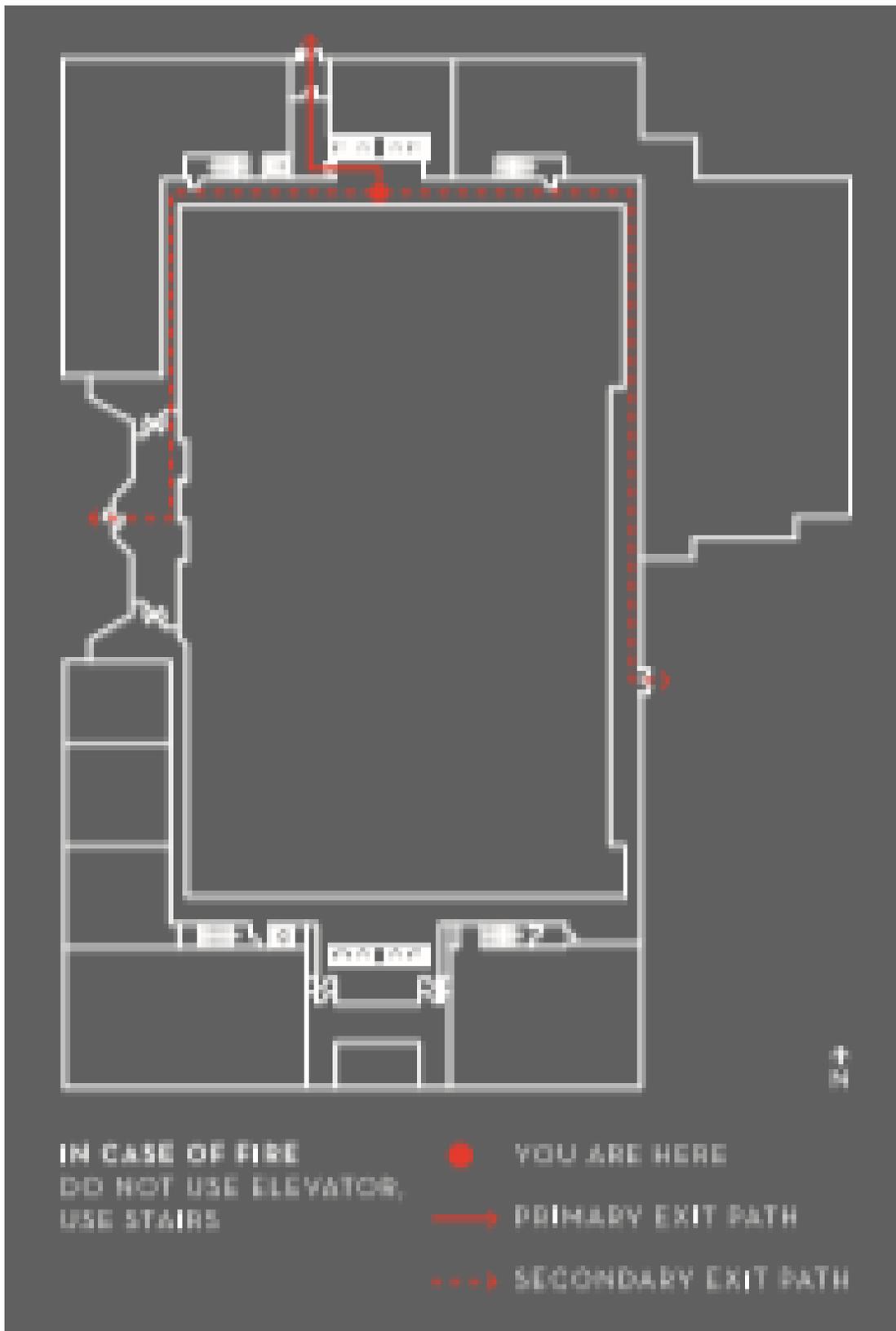
5020 S. Lake Shore Drive

Floors 4-36



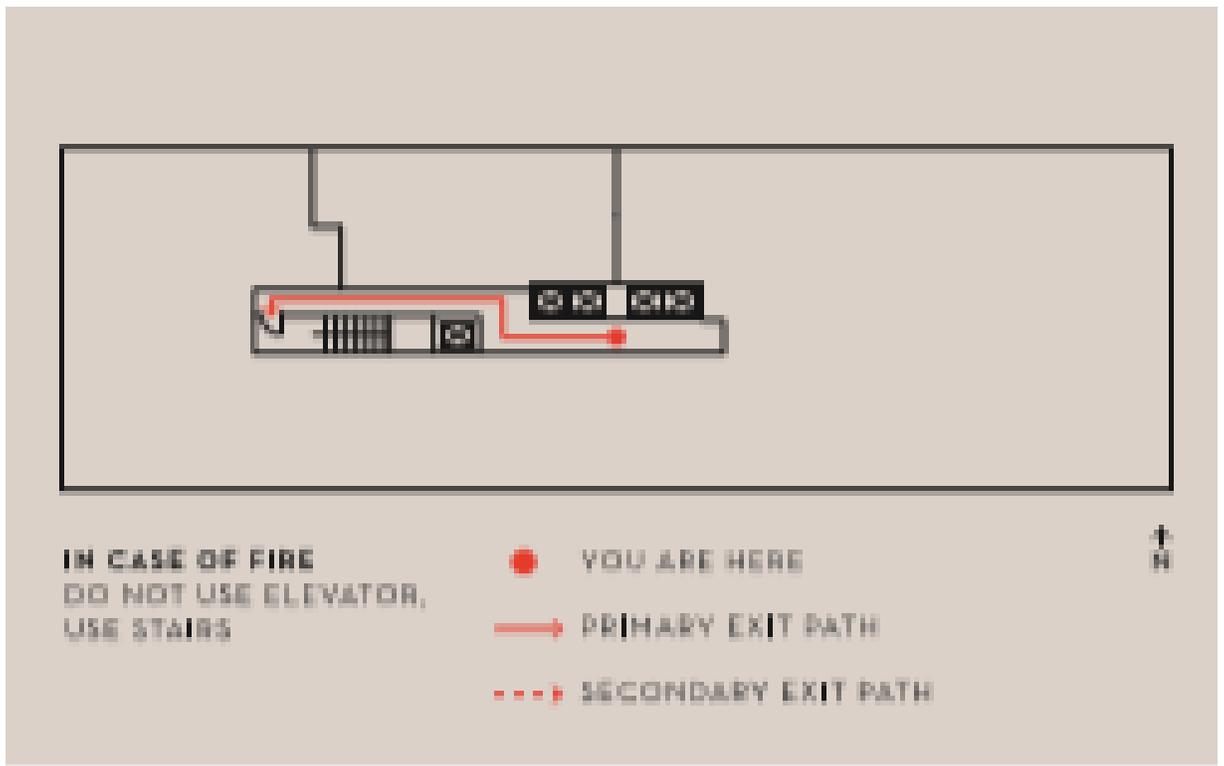
North Tower

Floor 1



North Tower

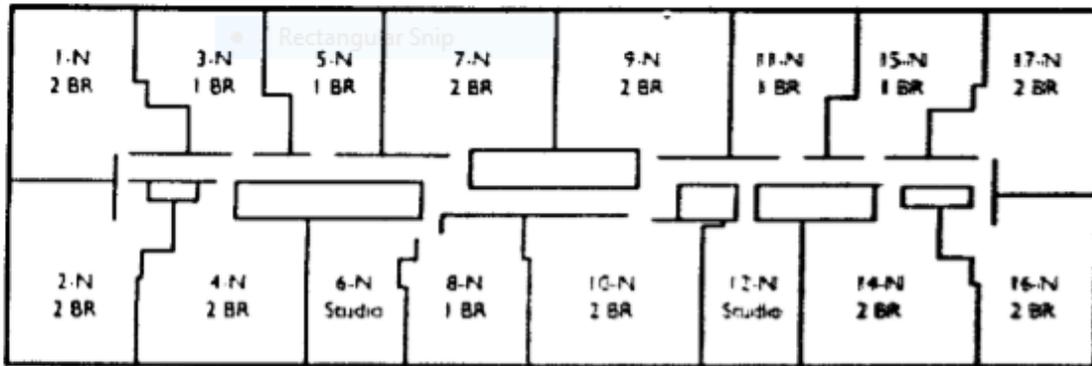
Floor 2



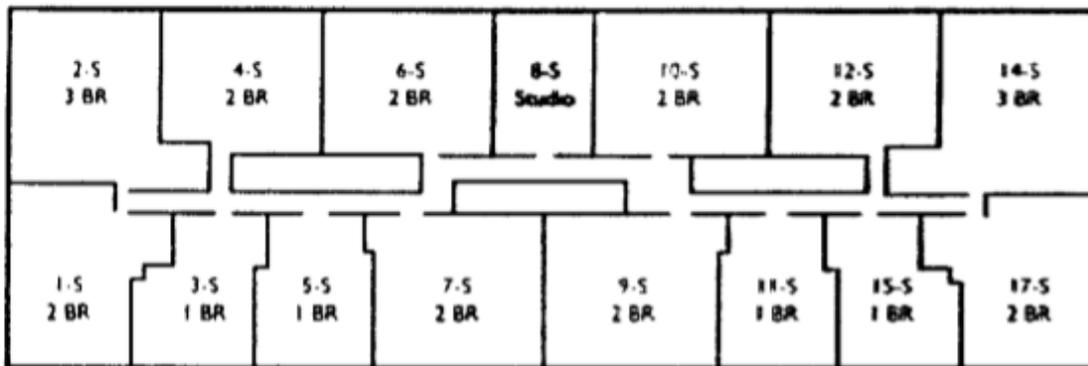
DOWNTOWN CHICAGO & LAKE MICHIGAN



North Tower



L A K E
M I C H I G A N



WASHINGTON PARK & LAKE MICHIGAN

South Tower

HIGH RISE EMERGENCY ASSISTANCE

The City of Chicago High Rise Building Evacuation Ordinance requires that all high rise building emergency procedures list the names and normal floor location of each regular occupant who has voluntarily self-identified that they need assistance and the type of assistance required to swiftly exit the high rise building in case of an emergency. If you DO need assistance in evacuating the building or moving to an Area of Rescue Assistance, please complete this optional form. If you have previously submitted this form, please update and submit again so that Building Management can maintain a current and accurate list.

Will Someone in your apartment need assistance in case of an emergency?

- Yes. Someone in my apartment will need assistance in case of emergency
- No.

Occupant Name	Assistance Needed	Type of Assistance

In the event of a fire in the building, the Chicago Fire Department forbids the use of the elevators.

I, Lessee, understand and acknowledge that it is my ongoing responsibility to notify management of any and all changes in the information disclosed here.

The property's updated emergency procedure plan can be viewed here: (provide link). A copy of the plan is also available at the front desk of the property. I, Lessee, hereby acknowledge that I have received a copy of the emergency procedure plan.

Apartment Number:
Address:.

	Lessee	Signed Date	Signature

Staff Contact Numbers

Andre Walls	312-686-3155	Maintenance
Ariel Pina	773-981-2092	Maintenance
Brian Sisson	501-276-3293	Maintenance
Briana Harris	773-653-1115	Accounting
Carlos Alvarez	773-263-1292	Maintenance
Craig Ousley	773-742-4476	Maintenance
Darin Conger	219-246-8044	Maintenance
Darryl Frazier	312.217.7751	Concierge
Dave Simanson	219-513-8457 // 219-427-6149	Maintenance
Dempsey Plump	773-999-5726	Maintenance
Don Wilson	312-735-1325	Maintenance
Eracleo Serrato	773-457-6371	Maintenance
Fred Toomer	773-358-8711	QA
Jesse Ramos	219-644-7747	Maintenance
John Callum	312-675-9527	Maintenance
Jose Cortes Aburto	773-439-0997	Maintenance
Kenny Welgatt	773-319-0129	Maintenance
Kerry O'Laughlin	773-835-4838	Maintenance
LaToya Roberts	773-503-1090	Concierge
Leroy Phillips	773-203-9639	Maintenance
Lewis Simmons	773-590-1805	Concierge
Lou Gain	219-677-2220 // 551-238-0841	Maintenance
Luis Montoya	773-801-6274	Maintenance
Martin Trevino	773-852-7182	Resident Service
Nicholas Wallace	312-801-0677	QA
Otis Borner	312-877-4107	Concierge
Randy Murphy	312-758-9637	QA
Ranika Hawkins	773.931.0471	Resident Services
Rich O'Laughlin	312-835-9241	Maintenance
Shaquille Hilliard	773-231-4232	Resident Services
Steve Jones	312-428-0544 (cell)	Concierge
Thomas Matas	312-459-1386	Maintenance
Vivian Williams	773-575-7872	Resident Services