

# Emergency Response Protocol

The Board wishes to remind all residents of basic protocol to contact authorities in the event of an emergency condition. This will ensure that proper response is received from the appropriate authorities in time of emergency or times when maintenance assistance is needed. Please follow these general guidelines:

**Life Threatening Emergency Conditions** - These are conditions that have the potential to cause property damage and or cause personal injury.

a. **Fire / Smoke:** Immediately leave your home/building for the outside. If you are in the Clubhouse or the Midrise pull the fire alarm when you depart the building. This will put all other residents on notice in the building of the pending danger and automatically alert Tiverton Fire. **Call 911** If you are a townhouse resident please notify your neighbors once you are outside and have called 911.

i. Smoke from your oven or stove should be vented outside. Never vent to a common hallway as in the midrise. Smoke vented from your home to the hallway will set off the fire alarms and call the fire department.

ii. Maintenance may be called after the emergency response authorities are notified.

b. **Gas Leak:** This is intended for leaks and or unusual odors of gas that should not be present. If an out of the ordinary smell of gas is detected or leak is found immediately leave your home/building for the outside. If you are in the Clubhouse or the Midrise pull the fire alarm when you depart the building. This will put all other residents on notice in the building of the pending danger and automatically alert Tiverton Fire. **Call 911** If you are a townhouse resident please notify your neighbors once you are outside and have called 911.

i. The occasional smell of gas from stove/oven usage when cooking should be vented by the homeowner outside. Do not vent to common hallways (midrise).

ii. Maintenance may be called after the emergency response authorities are notified

c. **Electrical Outage with Smoke or Sparks:** If your electrical panel is sparking or there is smoke coming from the panel or any wall receptacles immediately leave your home/building for the outside. If you are in the Clubhouse or the Midrise pull the fire alarm when you depart the building. This will put all other residents on notice in the building of the pending danger and automatically alert Tiverton Fire. **Call 911** If you are a townhouse resident please notify your neighbors once you are outside and have called 911.

- i. Maintenance may be called after the emergency response authorities are notified.
- d. **Fire Sprinkler Activated:** This will be automatically reported to the Tiverton Fire department via the fire alarm system. Leave the building. **Call 911**
  - i. Accidental: Management recommends that you leave your unit and meet the responding fire trucks to explain if it was accidental. This will hasten the shutdown of the water to mitigate water damages.
  - ii. Fire Caused: Inform the responding officials of your unit and the cause of the sprinkler trip.
  - iii. Post Shutdown Cleanup: After the sprinklers have been secured by TFD call First Realty Management Emergency Response line to dispatch maintenance.
- e. **Water Leak** (street or water main) Call 911. Maintenance may be called after the town is notified.

### **Other Emergency Conditions**

- a. **Elevator Entrapment:** If you find yourself inside an elevator that is not functioning use the call box to reach out for help. All elevator call boxes connect to the Otis Elevator Service center. They will dispatch a technician and or call the fire department.
- b. **Water Leak (within unit):** Secure water if you can. Call First Realty Management Emergency Response line to dispatch maintenance. We request that you take a moment now to familiarize yourself with the many valves that supply your unit. If you need help, maintenance will be happy to assist you.
- c. **Roof / Window Leak:** Mitigate damage and collect water as appropriate to the conditions. Based on your judgement and severity of the storm call First Realty Management Emergency Response line to dispatch maintenance. Please note maintenance may not be able to stop the leak until the storm or condition causing the leak has passed.
- d. **Electrical Outage (your unit only):** Check the breakers. Call National Grid to report the outage. Call First Realty Management Emergency Response line to dispatch maintenance.
- e. **Electrical Outage (community wide):** Call National Grid to report the outage. Call First Realty Management Emergency Response line to dispatch maintenance.

f. **Community Gates Inoperable:** Call First Realty Management Emergency Response line to dispatch maintenance. Please note that the gates will open automatically on a power outage. They will remain open until the power is restored.

When calling maintenance please always call the First Realty Management Emergency Center. They will keep a timeline of when the calls were received and when maintenance and or management is notified. These records may be valuable if an insurance claim is filed. Please do not call Steve directly in the case of an emergency.

All calls in the Town of Tiverton go to the Police Department dispatcher. They will notify Tiverton Fire Rescue or the ambulance if needed.

**Numbers to remember:**

911                                      Fire / Natural Gas / Police / Medical emergencies

[617-423-7000](tel:617-423-7000)                              First Realty Management Emergency Call Center

[800-465-1212](tel:800-465-1212)                              National Grid Gas & Electricity

\* If in doubt you believe the condition is life threatening or could result in major property damage call 911