



RESPONDING TO A UTILITY FAILURE

Immediate and appropriate action will be taken when a utility failure occurs.

In the event of a utility failure staff will:

1. Ensure all individuals in the location are safe and comfortable.
2. When immediate danger to safety is present, call 911 and follow all instructions given by the dispatcher and/or local authorities.
3. Locate the battery-operated emergency lights, flashlights and radio.
4. Contact the utility company to inform them of the loss and ask for a time line for restoring service. (See Emergency Service Contacts)
5. Locate necessary food/water supplies that may be needed to assist in keeping all persons safe and comfortable.
6. Check medications that must be stored in a cool place to ensure storage instructions are being adhered to.
7. Contact Management using the Emergency Procedures-Responsible Person List for further direction.

For prolonged utility failure:

Employees and Management will implement the Alternative Housing steps or the Emergency Generator Procedure located within the Corporate Emergency Plan

*****For relighting the pilot light call Management or Maintenance Person *****

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WE MAKE THE DIFFERENCE