

# EMERGENCY PREPAREDNESS MANUAL



297 Clay Condominiums  
2025/2026

## Emergency Response Team

In an emergency the organization will be under the direction of the Emergency Response Team.

Team Member	Title	Cell Phone	Unit Number
	Team Leader		
	Member 1		
	Member 2		
	Member 3		
	Member 4		

The Team Leader is responsible for notifying team members of an emergency evacuation and for directing residents and guests during an evacuation, or for identifying a designee to assume the role of notifying occupants of an evacuation. If the Team Leader is not available, Member 1 will assume this role.

Team members must be familiar with the layout of the building, fire alarm pull stations, fire extinguishers, first aid equipment, assembly areas, shelter-in-place locations and this policy. In any emergency situation, the Emergency Response Team must verify the Police and/or Fire Departments have been notified using the current alarm systems in place and 911, if applicable. The Team must also ensure additional resources have been contacted depending upon the specifics of the situation.

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## Emergency Preparedness Manual Introduction

The 297 Clay Condominium is committed to the safety of its co-owners, residents, and guests. The main objective of this Emergency Preparedness Manual is to provide guidance and direction to residents on actions to take in the event of an emergency. All board members will play an active role in preparing for and responding to emergency situations in our building.

This Emergency Response Plan outlines how the Owners Association will handle fire, storm, or water damage impacting major parts of the condominium. This Plan details the repair and replacement process if common elements are damaged. This plan **does not cover** procedures for co-owners in the event that their individual unit is rendered unusable. Co-owners are strongly encouraged to develop their own emergency preparedness plan.

The basic plan follows an organized method to prepare for and respond to incidents. The plan discusses the expectations of co-owners, residents and guests; roles and responsibilities of the Emergency Response Team; direction and control systems; internal and external communications; common and specialized procedures; and specific vulnerabilities and responses/recovery.

## Co-owner, Resident and Guest Expectations

### Evacuation

**In case of a fire or emergency, evacuate the building immediately when you hear the alarm.** If the alarm is not activated, a Team member will pull a wall-mounted station to signal evacuation and notify Muskegon 911 Dispatch Operator about the emergency for proper response.

**DO NOT USE THE ELEVATOR. Use the nearest stairwell to proceed to the main level and exit through the closest safe exit.**

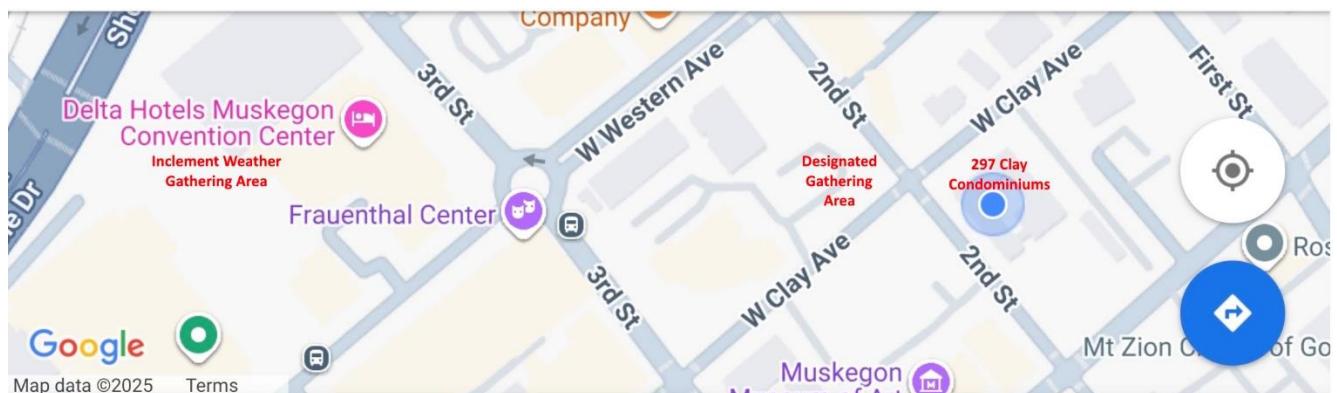
Co-owners and residents should bring the following items, if safe, and time permits:

1. Cash and credit cards
2. Mobile phone
3. Mobile phone charger (AC & car adapter)
4. Car keys
5. Essential medications for at least three days

Avoid taking large items and only pack essentials.

## Proceed to Designated Gathering Area

After exiting, co-owners, residents, and guests should gather at the Culinary Institute of Michigan's parking lot on Second Street and Clay Avenue. If the weather is bad, an Emergency Team Member will redirect everyone to the Delta by Marriott lobby at Western Avenue & Third Street in Muskegon. Check in with the coordinating Board Member and provide contact information.



## Emergency Contact Number

During an emergency, the building may be closed to residents for hours, days, or weeks. The Board will designate an emergency contact and provide a telephone number to all residents. This information may be updated after assessing the damage. Co-owners should remain in close contact for several hours following the emergency.

## Know Your Insurance Coverage

Co-owners and residents must verify with their insurance carriers that their possessions, and interior finishes, within their units and storage cages are covered in case of loss. The Association's insurance, as outlined in the Bylaws, generally covers only common elements, not individual unit interiors or belongings. Additionally, individuals should ensure their insurance covers liability for damages originating from their unit or storage cage, including harm to common elements or other co-owners' property.

## Media Relations

In the event of a large scale incident that involves media inquiries, the Team Leader shall be the primary point of contact with the media. All public statements made must first be approved by the Team Leader or their designee. CAUTION – unofficial statements to others may complicate insurance coverage and claims.

## Emergency and Non-Emergency Contact Information

Emergency Services	Phone number
Muskegon Police and Fire Department	911 (non-emergency 231-722-3524)
Fire System Alarm Monitoring Center	800-432-1429
Red Cross	877-272-7337
Michigan Poison Control Center	800-222-1222
Trinity Hospital	231- 672-2000
Suicide Prevention Hotline	988
Utilities & Other Services	Phone number
Fire Alarm System	Summit Fire Protection 231-726-2396
Electrical (power outages)	Consumers Energy 800-477-5050
Elevator	Elevator Services 616-741-2749
Gas Leak	Detroit Edison 800-477-4747
Video Surveillance/Fob Access System	TKS 888-595-1115
Building Services	Assured Comfort 231-744-7571
Muskegon Water/Sewer	231-724-6718

## Emergency Notifications/Alarm Systems

The main alarm notification system in our building is the fire alarm horns. When the alarm system sounds everyone must take it seriously and leave the building or move to a safe location. To evacuate – leave the building as quickly and orderly as possible, following the Emergency Preparedness Plan and the directions of the Emergency Response Team. Residents with disabilities, or anyone who may have difficulty evacuating, must also be accounted for, and if necessary, should receive any assistance needed to ensure their safety.

## Contacting Emergency Service Personnel

In most identifiable emergency situations dialing 911 is the appropriate action to take.

Situations where calling 911 is vital, but not limited to:

- an active threat of harm or actual harm occurring
- a medical emergency
- a serious crime that is in progress or just occurred
- a sudden death
- a suspicious person or incident that causes concern for the safety of the people in the building
- a chemical or gas leak or real fire

Dispatchers may ask you, at a minimum, the following questions:

- Your name and contact phone number
- Type of emergency
- Address and location of victim or emergency situation
- The name of individuals in need of emergency services
- Type of aid already given
- Any additional information requested by the dispatcher

## **Exits and Evacuation Routes**

To assisting in the safe and orderly evacuation of everyone in the building, signs showing all exits are installed in the hallways. The signage is posted on all floors including the basement. Floor maps showing exits and stairways are in this document. Floor maps are also located in the stairwells to assist with navigating the hallways.

Evacuation should take place if it is determined that it is safer outside than inside the building (fire, explosion, hazardous material spill) and residents and guests can safely reach the evacuation location without danger.

## **Evacuating Persons with Disabilities and Language Barriers**

Special needs individuals should be directed or transported to the designated assembly area and/or shelter-in-place areas by the Emergency Response Team. The main goal is to get people with limited mobility to a safe rescue area until emergency services personnel arrive. If residents or visitors are present during an emergency who do not speak English, Emergency Response Team members will make efforts to assist those individuals to safety. However, no one should endanger their own safety as this will only compound the situation for emergency responders.

## **Assembly Areas and Reunification and Accountability**

The assembly area is a predetermined safety area outside the building where residents and visitors shall gather after a building evacuation. It is the Culinary Institute of Michigan's parking lot on Second Street and Clay Avenue. If the weather is bad, an Emergency Team Member will redirect everyone to the Delta by Marriott lobby at Western Avenue & Third Street. Response to this area is critical as it will help with reunification and accountability during and immediately following an incident. Residents and visitors should refrain from getting in vehicles and rapidly exiting the parking lots. These actions may cause entrances to be blocked, preventing a proper response by emergency service personnel.

The Emergency Response Team Lead shall be responsible for maintaining a current list of full and part-time residents. A current list of people who may potentially be inside the building will assist with accountability and reunification in the assembly areas after a critical incident.

All residents must be aware of responding emergency service personnel when evacuating and gathering in the assembly areas. The three common area entrances to building (front doors, parking lot door and 2<sup>nd</sup> Street side door) will become potentially dangerous areas to congregate. The Emergency Response Team should consider moving people to adjacent areas if they are near the entrances to the building, if needed.

## **Training**

297 Clay Condominiums will provide emergency preparedness training to the Emergency Response Team annually as directed by the Team Lead. The annual training will include a review of the Emergency Preparedness Manual, and the Emergency Team Responsibilities Manual. A tour of the building to point out shut-off locations, onsite and online document storage, and escape routes will be conducted.

New residents will be provided with a copy of this Emergency Preparedness Manual during their orientation.

## **SPECIFIC EMERGENCY RESPONSE PROCEDURES**

### **Fire In The Condominium Building**

The impact of a fire in our building depends on factors like its origin, detection time, and spread. Beyond burning, fire can cause smoke and water damage, affecting areas not directly burned. Additionally, fire may disrupt electricity and water supplies to large parts of the building.

How our fire detection system works

- Smoke detectors in individual units: **no building alert activated.**  
Each unit in the condominium has at least one smoke detector connected to the building fire alarm system, which will trigger an alarm in the fire alarm panel located in the office. These detectors do not activate the building fire alarm or notify the fire department. If a fire occurs in a unit, the resident needs to pull a wall-mounted station while heading to the nearest stairwell or exit.
- Smoke/heat detectors in common areas: **building alert and monitoring activated.**  
The hallways and common areas are equipped with smoke detectors and heat sensors linked to the building fire alarm system. When these detectors or sensors are triggered, the alarm monitoring company will contact the local fire department and then notify the members of the Board of Directors in a specified order.
- Manual pull stations in common areas: **building alert and monitoring activated.**  
The red pull stations on the walls throughout the building will sound the building alarm and prompt the monitoring company to call the fire department. Maliciously activating one of these stations has the same effect as making a false alarm to the fire department, which may result in a fine by the City.

Responding to an alarm:

- Monitoring company alerts fire department only for common area detection.
- Fire extinguishers are in hallways and common areas.
- When the alarm sounds, evacuate immediately, if it is safe:
  - Check for fire or smoke in the hallway through your door's peephole or by feeling the doorknob for heat.
  - If clear, use the nearest stairwell to exit through the main level. DO NOT USE THE ELEVATOR.
- Move away from the building and go to the designated gathering area across the street.
- If it is unsafe to exit your unit, keep the door closed and place a wet towel at the bottom of your door. Hang a towel out the window, wait for rescue, and call 911 to report your situation.

Fire sprinklers are installed in select basement areas.

Use a fire extinguisher to fight a fire only if it is safe, you are trained, and only after the alarm has been sounded by **pulling a hallway pull station**.

## **Suspicious Persons and Vehicles**

The residents should make efforts to increase their general awareness of suspicious people and vehicles. If residents observe any of the above, they should contact 911 and notify the liaison at [contact297clay@gmail.com](mailto:contact297clay@gmail.com).

### **Suspicious Person**

- Someone walking around the building alone
- Someone who appears to be watching people
- Someone asking questions about the operations or the building layout

### **Suspicious Vehicle**

- An unknown vehicle parked in odd location
- An unknown vehicle occupied for a long time which seems out of place
- The liaison will contact local law enforcement to investigate the vehicle

## **Power Outage**

During a power outage, the building will lose electricity, meaning no elevator, heat, or air conditioning. The building generator will provide lighting in stairwells and outside unit doors, as well as power sewage pumps to prevent overflow in the basement. If the outage is prolonged, residents can charge personal devices using the outlet strip in the Community Room in the basement.

## **Flooding and Water Damage**

Although river or lake floods are unlikely to have an impact on our building due to the terrain, heavy rain could flood our basement or parking lot. It might also cause sewage backup in the basement. Additionally, a sudden swimming pool system failure could flood the basement. Any basement flooding can lead to power loss and potentially make parts of the building uninhabitable. Water damage may also occur from broken city water supply pipes or heating and cooling system pipes within the building.

## Gas Leaks

While we do not have gas in most units, our boilers, emergency generator, and the laundry dryers use natural gas. Gas leaks can be extremely dangerous, possibly resulting in a deadly fire or explosion. There are three ways you can detect a gas leak

- **Smell:** Natural gas has a smell similar to rotten eggs.
- **Sound:** A hissing or blowing sound near the gas meter or gas appliances
- **Sight:** Visible blowing dirt or bubbling water near a buried natural gas line.

If you suspect gas is leaking, follow these steps:

- Exit the building immediately
- Advise the Liaison at [contact297clay@gmail.com](mailto:contact297clay@gmail.com) of the situation and notify the Emergency Response Team
- Do not use your telephone or cell phone, operate any appliance, light a match, or turn light switches on or off
- Dial 911 or Detroit Energy from a nearby safe location
- Do not re-enter until authorized by the Emergency Response Team

## Medical Emergencies

In the event of a medical emergency, immediately dial 911.

- If possible, stay with the person requiring medical attention
- Try to remain calm and give clear information to dispatchers
- Provide first aid to your level of training
- If an additional person is available, wait outside the main building entrance to guide Emergency Responders to the location of the emergency

## Pool Rescues and Submersion

The first step is to assist the victim in leaving the pool, if possible, through the use of a reach pole, ring buoy and line, spine board, or other appropriate means. If you are not trained in first aid, it may be appropriate not to remove the victim from the water and only assist the victim in reaching the side of the pool and in keeping their head above water until trained medical personnel arrive. This would be especially appropriate where a head, neck, or spinal injury may have occurred.

Call 911 to summon emergency medical assistance if appropriate. Use your cell phone, the panel on the Building Directory at the building's main entrance, or the emergency telephone in the elevator. Have a qualified person administer cardiopulmonary resuscitation (CPR) or artificial resuscitation, if needed. A first aid kit is located in the lobby counter drawer by the office on the first floor. A wheelchair, located behind the counter in the lobby, is available for temporary use.

## Weather Emergencies

Our building is susceptible to storm damage in multiple ways. Strong winds can cause trees to fall and damage masonry, windows, the roof, carports, and parking lot. Winds may also dislodge carport canopies or roof sections. Lightning could lead to power outages, decrease city water pressure, or ignite fires.

If a tornado warning is issued, the Community Room in the basement is available as a shelter. Take a radio, cell phone, or tablet to stay informed. If there is a power outage, the generator will power an outlet strip for charging devices or powering a radio.

A **tornado watch** is issued when conditions are favorable for tornadoes. You may continue normal activities, but the situation and local weather reports should be monitored closely.

A **tornado warning** is when a tornado is actually occurring in the area.

- Seek shelter (shelter-in-place) immediately!
- Go to the Community Room in the basement. This is the designated tornado shelter-in-place area.
- If you cannot reach the basement, safer areas include bathrooms with no windows and interior rooms with no windows
- Immediately seek shelter inside if you are outside or in a vehicle in the parking lot
- Remain sheltered until notified that the weather emergency is over and it is safe to return

A **severe thunderstorm watch** is when conditions are favorable for severe thunderstorms. You may continue normal activities, but the situation and local weather reports should be monitored closely.

A **severe thunderstorm warning** is issued when severe thunderstorms are occurring in the area.

- Be prepared to move to a place of shelter (shelter-in-place) if threatening weather approaches
- Stay indoors away from windows until the storm passes

## Elevator

We have one elevator which is equipped with an emergency telephone. If you are trapped in an elevator, use the emergency telephone to call for help. A list of Emergency Response Team members, with telephone numbers, is available inside the emergency telephone box. As a last resort, call 911.

## **RESPONDING TO THE EMERGENCY**

**The Board of Directors** will act as the Emergency Response Team for the Association.

- Prior to an emergency, the team will:
  - Maintain team member contact information off-site.
  - Keep copies of association's insurance policies, declaration pages, and agent contacts, as well as any provided by co-owners.
  - Be aware of any individual that may need help leaving the building.
  - Identify a single meeting place for co-owners and/or residents in case the building is evacuated.
- During an emergency, the team will:
  - Evacuate the building with essential information, including the fire alarm passcode card from the office fire system.
  - Notify all team members of the emergency, and to return quickly if away.
  - Provide a single contact for co-owners and residents at the staging location.
  - Inform absentee landlords and owners of vacant units.
  - Contact restoration contractors for any immediate needs.
  - Coordinate securing the building immediately after the emergency.
- After addressing immediate needs, the team will, if necessary:
  - Contact Red Cross, who can arrange for
    - Temporary Sheltering/Housing
    - Mental Health Assistance
    - Financial Assistance
    - Health Services
  - Maintain a contact list of residents, and if provided, where they will be staying (family, hotel, etc.)
  - Secure off-site meeting space for the following day and beyond.
  - Coordinate and manage re-entry by co-owners and residents once approved by responders.
  - Coordinate repair and replacement activities for common elements and individual units among Association contractors, co-owners, and co-owners' contractors.

**A designated team member** will act as the liaison for emergency responders and the Association's insurance agent/carrier.

- Prior to any emergency:
  - Keep the Association insurance policy, Master Deed, bylaws, blueprints, and contractor contact information at an off-site, or online, location.
  - Ensure floor plans are accessible to responders.
  - Be familiar with the location of utility controls/shut offs including electricity, natural gas, water, fire sprinklers, and standpipes.
- During an emergency:
  - Be prepared to provide identification of all residents to responders.
  - Guide responders to entry and exit points.
  - Reset the fire alarm system as directed by the fire department.
  - Staff the staging area for responders.
  - Contact the Association's insurance agent and carrier claims department:
    - Business Hours: Contact Maris Brown Insurance Group  
56849 Grand River Ave Suite 12, PO Box 810  
New Hudson, Mi 48165  
(248) 257-5556 – Main Office  
(800) 535-2335 – Customer Services  
Agent: Kristen Ward
    - After Hours: Call 877-FBINSMI (324-6764)
- After the emergency:
  - Establish a timeline for Board members and co-owners/residents to re-enter the building
  - Keep communication ongoing with the Association insurance agent and carrier

**Individual co-owners** should consider:

- Contacting specific individuals: family members, insurance agents, doctors, pharmacists, veterinarians, pet boarding facilities
- Evacuating with cash/credit cards, cell phone, phone chargers (AC & car adapters), car keys, essential medications, pets
- Provide current contact information to the Emergency Response Team

## **Recovery after an Incident**

After the safety and status of co-owners, residents and guests have been assured, and emergency conditions have abated following an incident, the Emergency Response Team will meet to support the restoration of any damage. Gathering vital information will facilitate the recovery process.

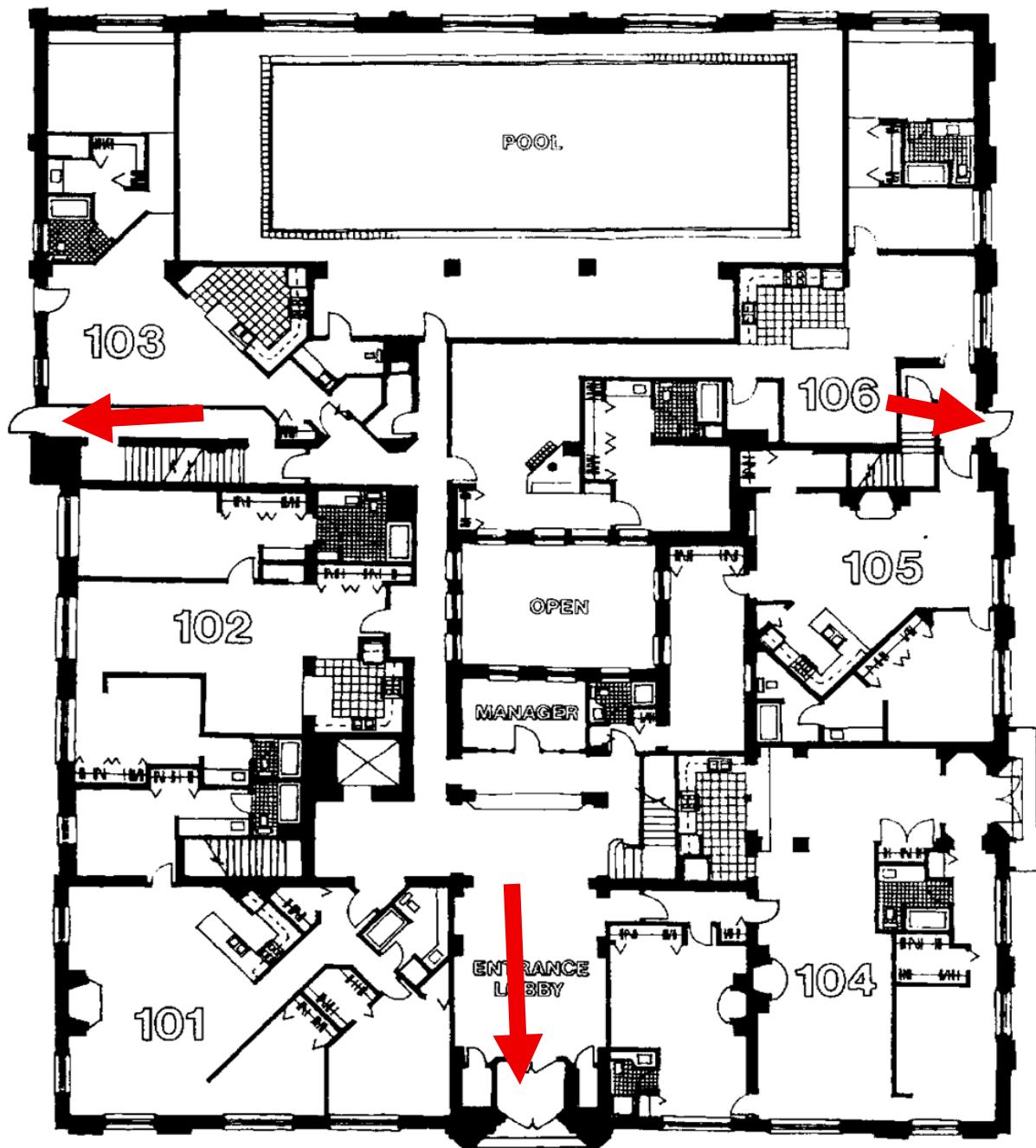
The Emergency Response Team will collaborate with external resources to work in teams to accomplish the following:

- Conduct a comprehensive assessment of the physical and operational recovery needs
- Assess physical security and all other critical services
- Document damaged facilities, lost equipment and resources and special personnel expenses that will be required for insurance claims and requests for assistance
- Gather resident input on prevention and mitigation measures that can be incorporated into short-term and long-term recovery plans

## **Emergency Preparedness Manual Dissemination**

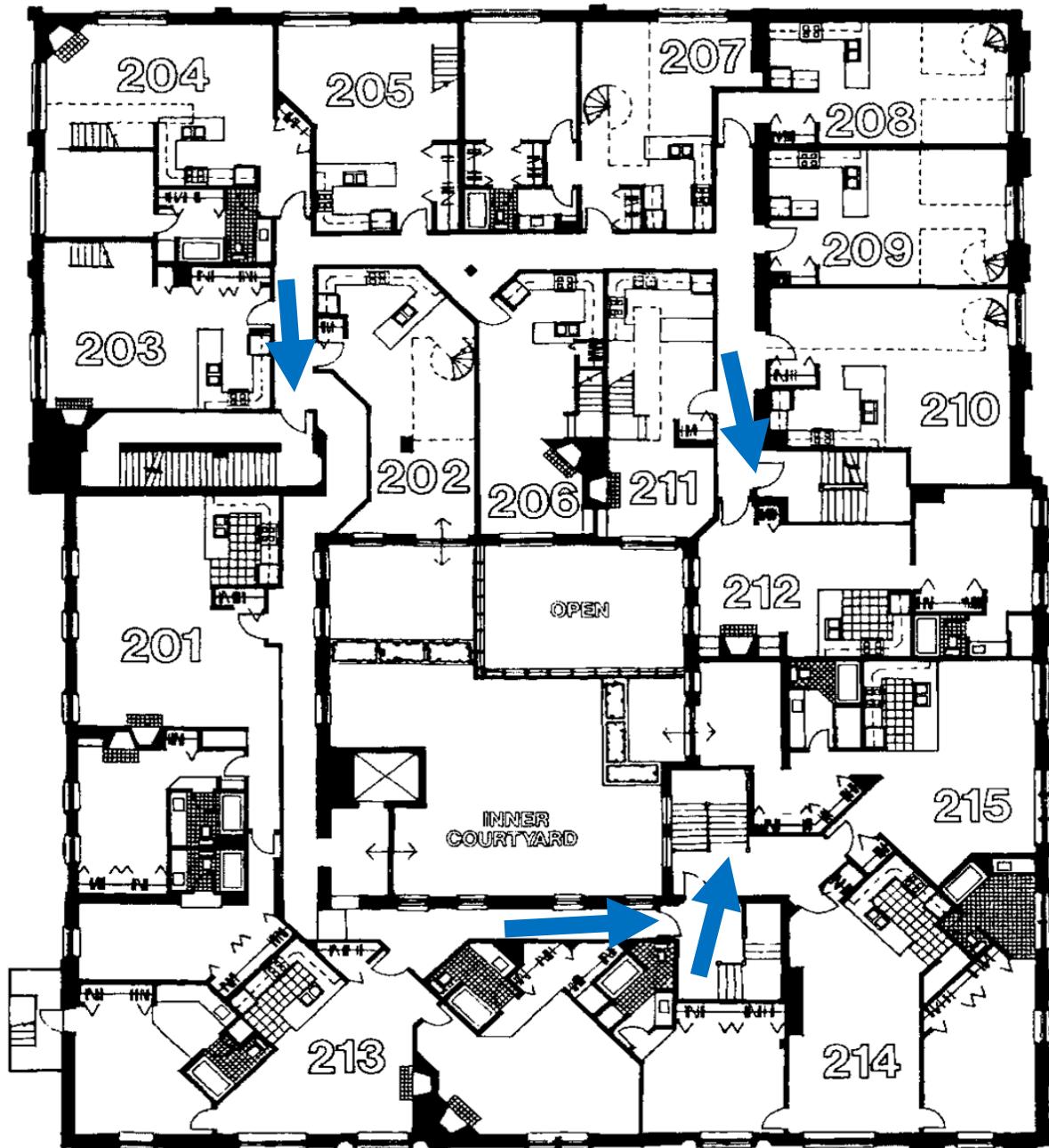
The Emergency Preparedness Plan and any planning documents should not be shared with those who do not have a need to know the details of the plan unless all sensitive, security-related information has been properly redacted. Copies of the plan may be made available to the public without the sensitive information at the discretion of the Emergency Team Lead. A printed version of the Emergency Preparedness Manual will be kept in the office of 297 Clay Condominiums.

# main level



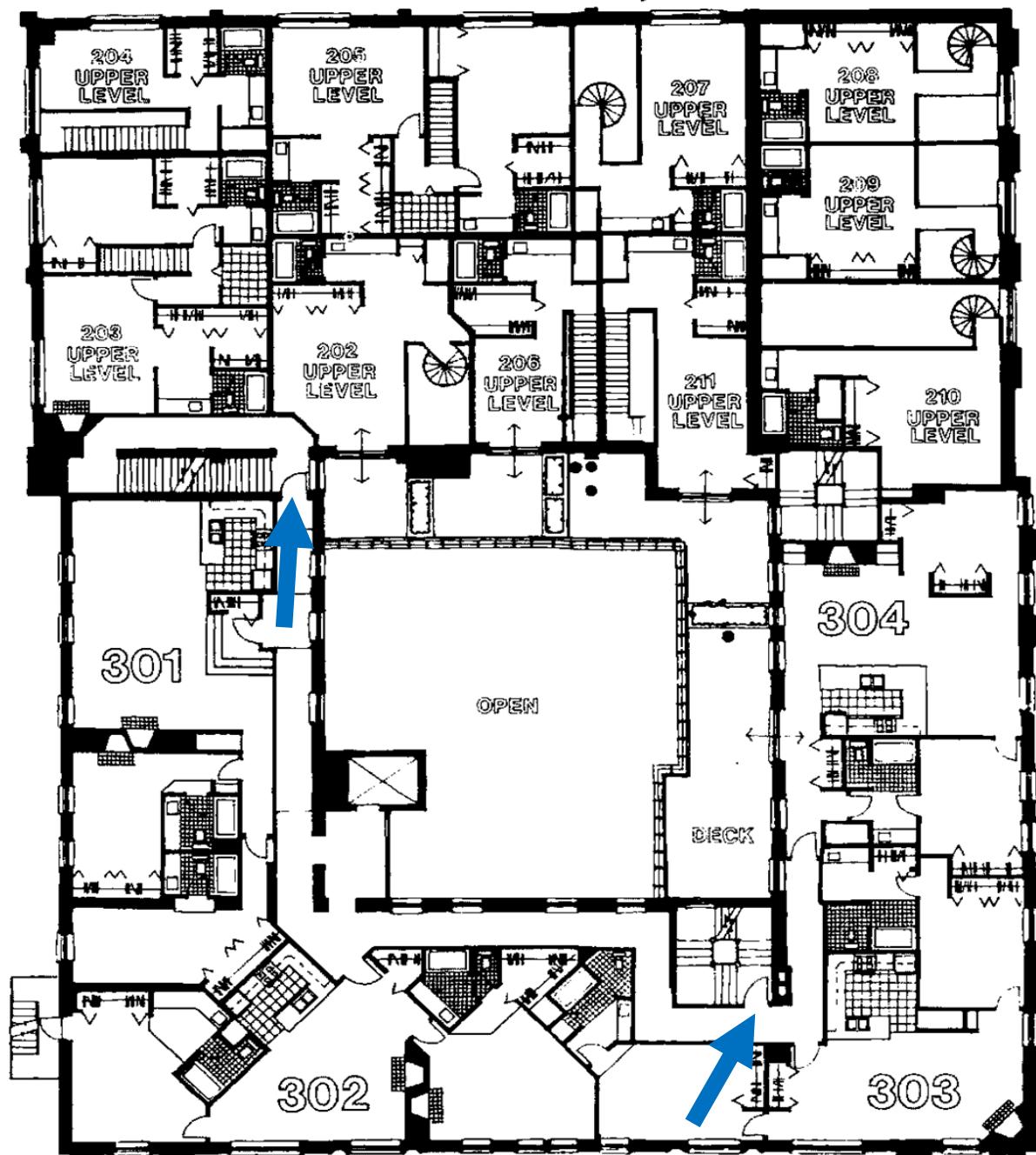
Red arrows show exits from the building

# second level



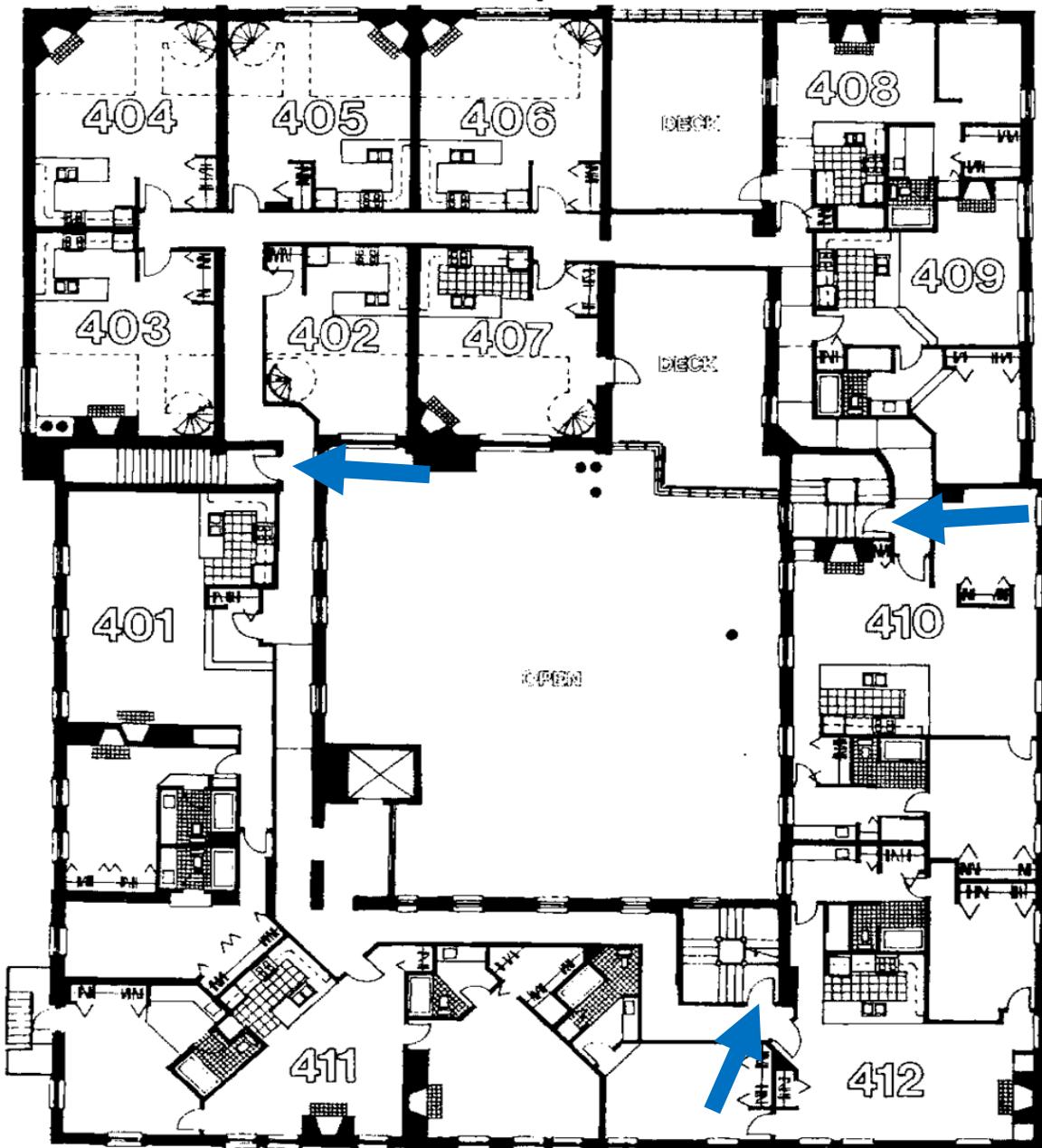
Blue arrows show stairways for evacuation

# third level



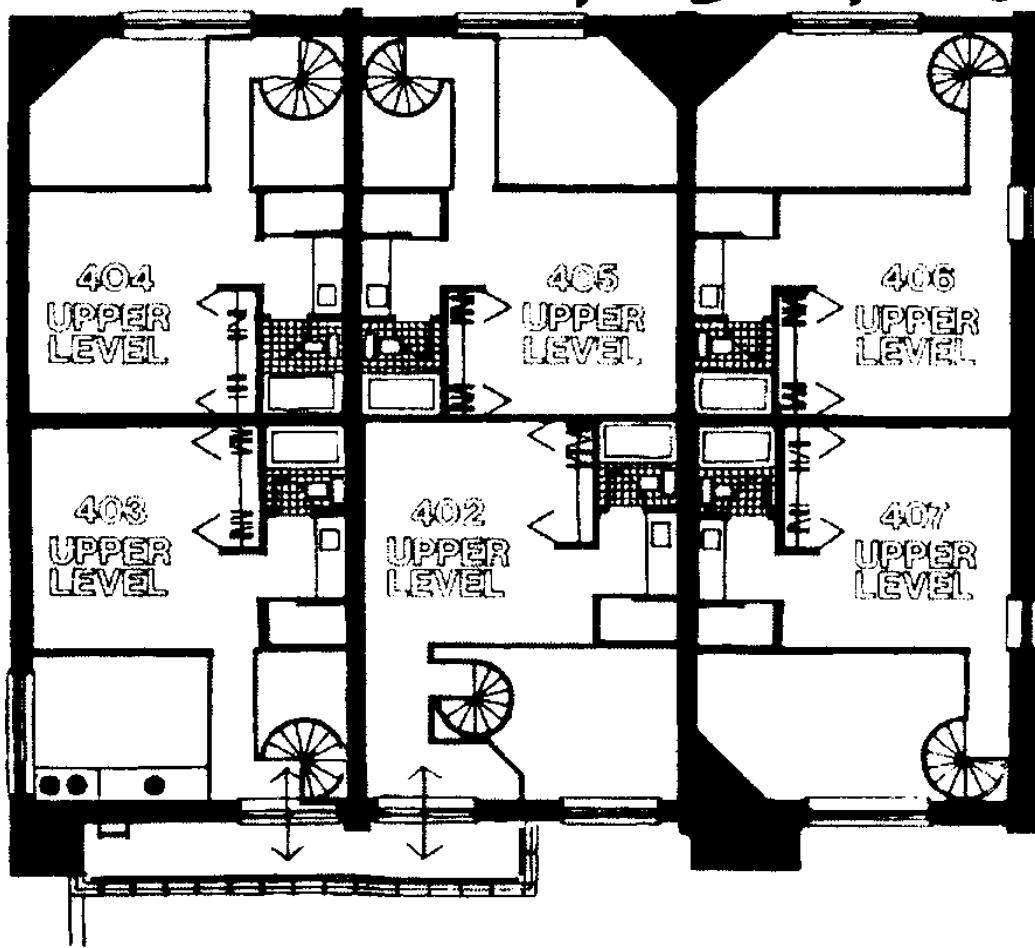
Blue arrows show stairways for evacuation

# fourth level

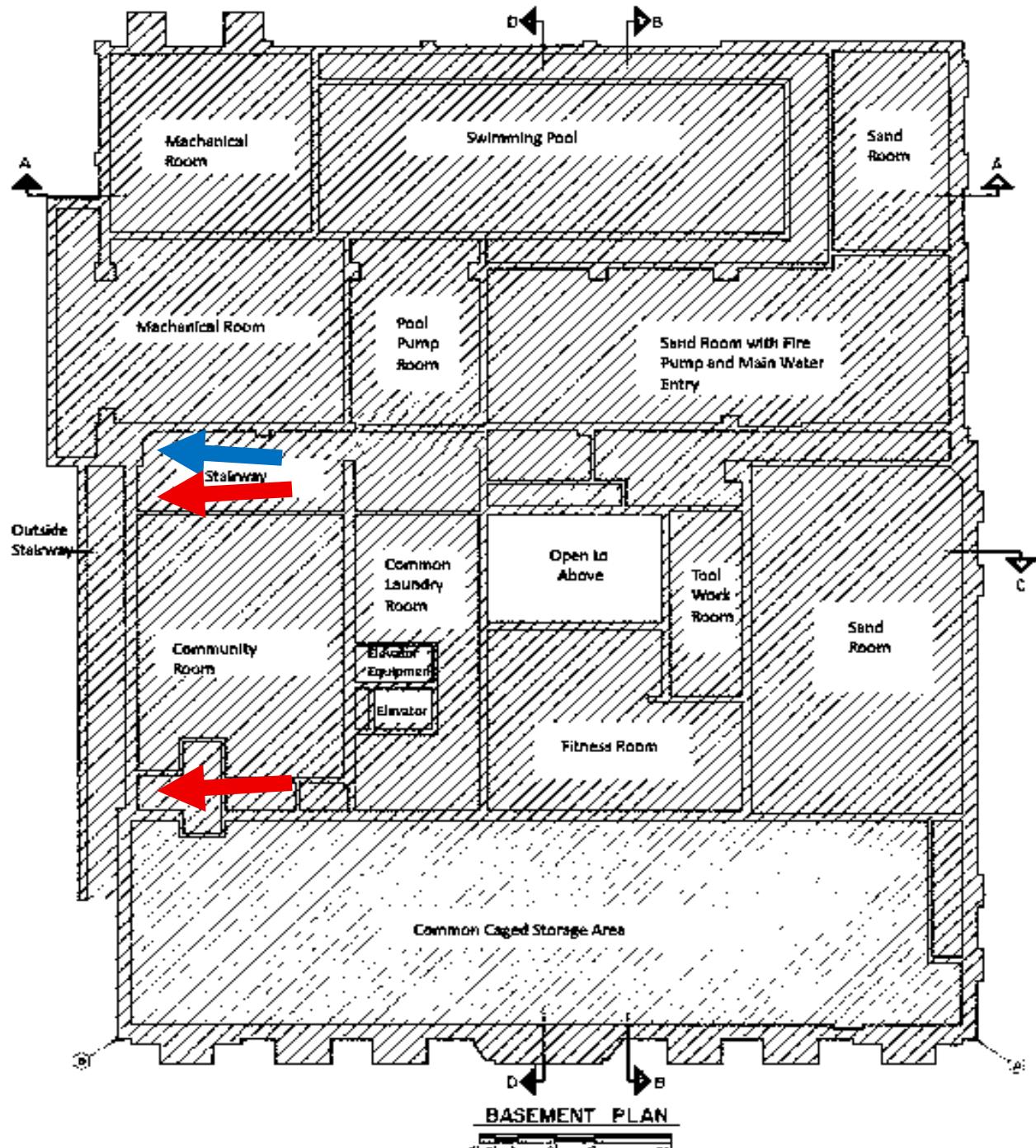


Blue arrows show stairways for evacuation

# upper units 403-408



# Basement Level



Red arrows show exits from the building  
 Blue arrows show stairways for evacuation

