



*Safety & Risk Management Manual
For Multi-Family Housing®*

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Chapter 1: Associate Safety

Associates Specific Responsibilities

Introduction

In order for any safety program to be effective, it requires the participation of each associate. Everyone must know and understand the components of the program as they pertain to his or her job responsibilities. Your safety, as well as the safety of those around you, will depend on your contribution.

In this section, you will learn:

- Guidelines on safety and risk expectations and responsibilities for associates
- Documentation guidelines for streamlined information flow
- Maintenance related safety practices that establish standardized procedures
- OSHA compliance and due diligence guidelines
- Hazard Communication program practices
- Lockout/Tag-Out procedures

Community Manager

Community Managers (CM) have overall responsibility for safety in the community, including developing the community safety program. The following list shows the typical responsibilities of a Community Manager.

- Ensure that prior to hiring new associates for any position, they are made completely aware of what their duties will be and their skills and qualifications have been verified.
- Ensure that newly hired associates complete any required company orientation program and all safety training related to their position.
- Conduct and/or attend all scheduled Community Safety Meetings.
- Ensure that all safety issues discussed at the Community Safety Meetings are listed on the Monthly Safety & Risk Awareness Checklist (**See Form 1-A**), and are complied with in a timely manner.
- Schedule and make sure all associates attend, and sign-in for all scheduled Community Safety Meetings. Safety meeting records must be maintained and documented on: (**See Form 1-B**)
- Take corrective disciplinary action when company safety policies are not followed.
- Take immediate action to correct any unsafe conditions.

- Require a certificate of insurance from all vendors, and verify that there is adequate coverage based on the company's requirements.
- Abide by OSHA's required record keeping and accident reporting requirements.
- Notify Regional Manager of any OSHA inspections immediately.
- Develop a community specific Emergency Action Plan. **(Reference Chapter 6)**
- Complete and review the Monthly Safety & Risk Awareness Checklist. **(See Form 1-A)**. Any items requiring attention are to be completed in a timely manner.
- Communicate all potential hazards, crime, or safety related issues to all staff associates and residents. All communications written to residents about issues regarding crime must be approved by the Regional Manager before distribution.
- Set the example for all associates to take initiative in correcting any unsafe conditions.
- Check Key Log daily for keys not returned.

Chapter 4: Property Damage Prevention

Introduction

The Maintenance Supervisor is responsible for establishing and administering a formal, written Maintenance Program for the community that will maintain the structural integrity and optimal condition of the community. The Maintenance Program should preserve the community's value and minimize damage to structures and equipment. The Maintenance Supervisor is responsible for ensuring that the service team carries out the program properly.

In this section of the manual you will learn about:

- Common types of property damage
- Action steps to safeguard against damaged property
- Resident education on the impact and cost of property damage

Drainage Systems

Suggested guidelines for drainage systems:

- On a monthly basis check landscaping and grounds for sinkholes and clear swales. Check water drainage for signs of improper or inadequate drainage on a monthly basis. Check the irrigation system.
- Inspect building foundations for cracks, holes, deterioration, settlement, washouts and caulking during the Monthly Safety And Risk Awareness Checklist (see **Form 1-A**).
- Inspect and service pump and lift stations, etc., based upon the manufacturer's recommendations.
- Inspect all clean outs monthly to ensure that all caps are securely in place. Sewer pipes in problem buildings should be treated monthly with chemicals or enzymes to help prevent clogging. Sewer clean outs should be snaked every six months.
- Clean and treat drains and sewers once a year. Entry into manholes should be done only by a qualified contractor or the utility company.

- Storm drains must be checked and cleared of obstructions, as needed, after any rains and during snow run-off.
- Check the operation of sump pumps weekly. If needed, clean out foreign material and sand in the pumps.
- Clear floor drains of obstructions as needed.

Chapter 5: Regulatory Compliance

Introduction

Government agencies, such as OSHA (Occupational Safety and Health Administration) and the EPA (Environmental Protection Agency) have been established to regulate the procedures related to safety and health in the workplace. OSHA specifically regulates job and workplace safety procedures, while EPA focuses strictly on environmental issues. It is extremely important that all associates understand OSHA and EPA regulations as they pertain to the specific community where they are located.

These government agencies, along with a few others, set forth procedures to help protect associates and the environment. These procedures are the law, therefore, it is mandatory we stay acquainted with and comply with all government regulations. Non-compliance will usually result in heavy penalties and fines.

It is required that all associates be trained in all government agency laws pertaining to their job duties. All associates must notify their Regional Manager immediately of any OSHA or EPA inspections.

In this section of the manual we will discuss:

- The requirements of the Clean Air Act
- Mandatory disclosures about lead based paint
- Safeguarding against damaged property – Asbestos & Mold

EPA Compliance

The Environmental Protection Agency is the government agency responsible for development and enforcement of environmental regulations for all businesses. Penalties resulting from noncompliance can be in the form of criminal indictment, civil penalties with associate fines, or both. All associates should receive training on EPA regulations that directly impact their job duties.

Clean Air Act

The Clean Air Act Amendments of 1990 (CAA) regulates maintenance and repair of equipment and appliances that use refrigerants. In certain cases, detailed records of refrigerant purchase, use, and disposal must be kept. Company maintenance associates performing work on refrigerant systems (e.g., refrigerators, air conditioners, and heat pumps) must be certified through an EPA approved certification program as a Refrigerant Recovery Technician.

Overview

Under Section 608 of the CAA, the EPA has established regulations that:

- Require service practices that maximize recycling of ozone-depleting compounds (both chlorofluorocarbons [CFCs] and hydrochlorofluorocarbons [HCFCs]) during the servicing and disposal of air conditioning and refrigeration equipment.
- Set certification requirements for recycling and recovery equipment, technicians, and reclaimers.
- Restrict the sale of refrigerant to certified technicians.
- Require technicians servicing or disposing of air-conditioning and refrigeration equipment to certify to EPA that they have acquired recycling or recovery equipment and are complying with the requirements of the rule.
- Require the repair of substantial leaks in air-conditioning and refrigeration equipment with a charge of greater than 50 pounds.
- Establish safe disposal requirements to ensure removal of refrigerants from goods that enter the waste stream with the charge intact (e.g. motor vehicle air conditioners, home refrigerators, and room air conditioners). Maintain a file containing receipts of those items disposed of, including serial numbers.

Chapter 6: Emergency Preparedness and Response

Introduction

The Occupational Safety and Health Administration (OSHA) requires employers to have plans and procedures in place, so that all associates can respond quickly and properly to any emergency – from a hazardous chemical spill, to a fire, to a weather disaster. Therefore, each community is required to develop an Emergency Action Plan specific to its location.

Every part of the country is subject to some form of natural disaster. Most emergencies come without warning, and usually result in some type of loss. A well thought out strategy in advance will allow you to respond quickly and efficiently, thus minimizing the extent of loss.

In this section of the manual, we will analyze the components of an effective Emergency Action Plan. You will learn how to:

- Identify key elements of a written Emergency Action Plan (EAP)
- Identify potential hazards at your community
- Responding to emergencies
- Determine fire protection equipment and other emergency supplies to have readily available.
- Post emergency management procedures and communication

Written Emergency Action Plan

An effective Emergency Action Plan requires the efforts of more than just the community's staff. Support from senior management, local law enforcement and emergency response teams, vendors and contractors, and even the residents are vital. Communicating your community's Emergency Action Plan to everyone, especially residents and staff associates, is essential for your plan to succeed.

When developing your community's Emergency Action Plan, you must first determine the types of hazards you can expect to occur at your community.

Here is a list of questions you may consider when building your plan:

- What weather conditions are common or even possible considering your geographical location (hurricanes, tornadoes, ice storms, hail storms, wind storms)?
- What types of hazards have occurred at this location in the past (fire, flood)?
- What types of environmental exposures are in the area (chemical, industrial, nuclear)?
- What kind of potential natural hazards are present (rivers, lakes, oceans)?
- What kinds of crimes are typical in the area (burglary, vandalism, murder)?
- Are associates and residents aware of hazards that could pose as a threat to their safety?
- Have they been made aware of what to do during an evacuation?