



# *The Ravello*

## *Emergency Manual*



# INTRODUCTION

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The Emergency Manual provides residents and associates detailed information and procedures on how to handle emergency situations in an orderly, organized manner with the aim of preserving life, minimizing damage to property and assets as well as alleviating panic during stressful situations. This manual could also serve as a quick reference guide to emergency personnel during a crisis.

A copy of this manual is available at on The Ravello eNeighbors via FirstService Residential Resident Support Services, Customer Care Center, or Connect Resident Portal. This manual will be distributed to all owners upon any changes or updates. Each new owner will receive a copy of this pamphlet as part of their introductory documents received after closing.

The contents of the Emergency Manual are categorized in a way allowing anyone to locate information easily and rapidly.

*Note: The best time to familiarize you with this manual is before an emergency occurs. While this manual is designed to assist during the event of an emergency there is no substitute for being prepared long before an emergency occurs.*



## CONTACT INFORMATION

### **Emergency/After Hours**

816-304-7320- Maintenance

816-414-5300 and Press Zero for all Non-Maintenance  
Emergencies

### **Facility Management Staff**

Mike Ludy & Jim Riddle

\*Please contact management staff for inquiries. Facility Management and Property Services members all work and service the community on a billable hourly basis. Questions, concerns, or needs should be routed through management to ensure the appropriate action and personnel are notified.

### **Property Management Company**

**FirstService Residential**

816-414-5300 and Press Zero

[kcsupport.fsresidential.com](mailto:kcsupport.fsresidential.com)

### **Regional Director**

**FirstService Residential**

816-414-5320

[Dalton.malcolm@fsresidential.com](mailto:Dalton.malcolm@fsresidential.com)

### **Board of Directors**

Submit inquiries via “Contact the Board” on eNeighbors



# EMERGENCY CONTACTS

**Fire / Medical / Criminal / Gas Leak Emergency:**  
**Call 911**

**Electrical Outage:**

**Evergy (816) 471-5275**

**Outage Hotline 888-544-4852**

**[www.evergy.com/outage](http://www.evergy.com/outage)**

**Elevator Entrapment:**

**Schindler Elevator (800) 225-3123**

**Please always contact FirstService Residential after  
contacting above in case of emergencies.**

**FirstService Residential:**

**Emergency/After Hours**

**816-304-7320- Maintenance**

The following pages include what to do in the event of:

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## MEDICAL EMERGENCY

Calling 9-1-1 is for an emergency medical service response. All emergencies are stressful and it's easy to feel overwhelmed. Remember 911 dispatchers are trained to guide the caller through an emergency experience. Following are some guidelines related to calling 911.

1. First and foremost stay calm. The 911 dispatcher is trained in emergency procedures and knows what needs to be done to move the call in the correct direction, quickly, and in a controlled manner.
2. Know the location of the emergency and the number you are calling from. This information may be asked and answered several times during an emergency call. This will help the 911 center confirm your location. If for some reason you are disconnected, at least emergency crews will know your location and how to call you back. Once you initiate a 911 call DO NOT HANG UP.
3. Wait for the 911 call-taker to ask questions then answer slowly, clearly and calmly as possible.
4. If you reach a recording, listen to the entire message before reacting.
5. Let the 911 call taker guide the call and follow all directions.



## IN CASE OF A FIRE

1. Evacuate immediately using the emergency exits. If you are unable to evacuate, SHELTER IN PLACE AND CALL 9-1-1 to give them your location. DO NOT USE THE ELEVATOR.
2. When leaving the building, close all windows and doors to stop the spreading of fire.
3. If you encounter smoke, drop to the floor and stay low until you reach the exit.
4. Meet at the designated assembly area away from the building near hill in sidewalk area across from 3810.
5. If you are unsure if there is an emergency, if it's a false alarm, or if you should evacuate or not then you need to evacuate. Always proceed with evacuating and determine if false alarm etc. after you are in a safe location away from the building.

\*For anyone with special needs and unable to exit the building using the stairs, SHELTER IN PLACE and call 911 to notify emergency personnel of your location. Wait until the fire personnel can remove you.

\*While owners should not depend on it, the best efforts will be made to provide text alerts to owners through an emergency and upon notification of entry allowed back into buildings.



## FIRE SAFETY PRECAUTIONS

1. Original hard wired smoke detectors through the units expire after 10 years. If you have never personally replaced them or are unsure if they have been replaced, you should assume they are out of date and replace the detectors.
2. Set an annual reminder on the phone or create an annual event on the calendar to replace smoke detector batteries throughout your home. Regardless of if the batteries are bad or not, it's recommended to replace them annually to insure they are continually powered and do not die or malfunction when potentially there is a life/safety or fire event.
3. If you see something, say something. There is never any issue with raising a concern, asking a question, or seeking confirmation of a topic when it surrounds life/safety and fire.
4. Utilize surge protectors throughout the unit. If unsure if or where they are required, seek professional advice to inspect or review your electronics.





## CRIMINAL ACTIVITY & ACTIVE SHOOTER RESPONSE

Security is the responsibility of every homeowner, guest, contractor and staff member. If you witness or suspect criminal activity, call the police at 9-1-1 and then notify management.

Suggested safety measures are:

- Keep all windows and doors locked
- Do not open your door to strangers
- Do not allow unknown individuals to follow you into the building or parking garage.
- Report all suspicious activity or person to 911 and then management at 816-414-5300 and Press Zero
- Do not leave items in your vehicle unattended.
- ALWAYS be aware of your surroundings and the nearest exits.
- DO NOT TAKE THE RESPONSIBILITY OF INVESTIGATING A SUSPICIOUS PERSON OR ACTIVITY UPON YOURSELF.
- The association, board of directors, management, nor police department will fault an owner or submits a safety concern. Do not hesitate to contact the authorities if you feel there is a safety related issue.
- IF YOU SEE SOMETHING, SAY SOMETHING

\*While owners should not depend on it, the best efforts will be made to provide text alerts to owners through an emergency and upon notification of entry allowed back into buildings.

# ACTIVE SHOOTER RESPONSE

LEARN HOW TO SURVIVE A SHOOTING EVENT



RUN



HIDE



FIGHT

CALL 911 ONLY WHEN IT'S SAFE TO DO SO



## SUSPICIOUS ITEM OR BOMB THREAT

CALL 9-1-1

A **suspicious item** is anything (e.g., package, vehicle) that is reasonably believed to contain explosives, an IED, or other hazardous material that requires a bomb technician to further evaluate it. Potential indicators are threats, placement, and proximity of the item to people and valuable assets. Examples include generally anything that is (HOT), Hidden, Obviously suspicious and not Typical.

If Suspicious Item is Found:

- DO NOT touch, tamper with or move the item
- Immediately report item to local law enforcement and the management at 815-414-4300 and Press Zero

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- The authorities will:
  - Ensure the area is secured and cleared of people
  - Notify search teams
  - Ensure emergency responders are briefed
  - Evaluation and search teams should remain available to assist and inform evacuees, media, staff and others.



**Homeland  
Security**

\*Source

# NATURAL DISASTERS



## Tornadoes

A **tornado watch** is issued when weather conditions are **favorable** for the development of severe thunderstorms capable of producing tornadoes.- Remain Alert

A **tornado warning** is an alert issued by the national weather forecasting agencies to warn the public that severe thunderstorms with tornadoes are **imminent or occurring**. When this happens, the tornado sirens may sound in our area. In case of warning, take shelter in garage. If the garage is not able to be accessed safely, take shelter near an emergency exit at the lowest point you are able to reach.

Stay away from windows or doors.



### Snow and Ice

When inclement weather is predicted, management will make every effort to prepare the community in a manner to minimize injury, damage and liability.

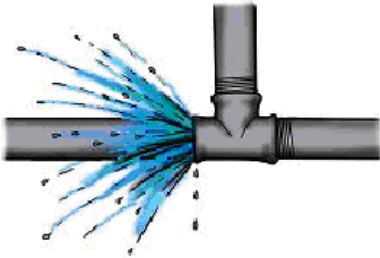
NOTE: Sidewalks and streets will be extremely dangerous when icy. Please use caution until all ice and snow has been removed.

Snow Removal is typically removed upon the completion of the storm. Depending on weather forecasts, and conditions, the snow removal vendor may come multiple times throughout the day.

Buckets with Ice melt and Sand are available at the entrances for residents/guests to use.

\*While owners should not depend on it, the best efforts will be made to provide text alerts to owners throughout a storm event or storm.

# WATER/SEWER EMERGENCY PROCEDURES



In case of a flood, plumbing leak or sewer back up, call the FirstService Residential Emergency Maintenance Line at **816-304-7320**. They will either refer you to our recommended plumber or refer the problem to the Maintenance Engineer.

- Try to locate water source and shut off water.
- If unknown where shut-off is, make Emergency Maintenance aware so they can guide you through it while responding.
- Contact a neighbor via phone/text/or knocking on their door to assist with locating shut offs and shutting water off to prevent further loss and damage.



# GAS LEAK EMERGENCY PROCEDURE

If you suspect a  
gas leak:

1. **Call 9-1-1 and follow instructions.**
2. **DO NOT** remain in the area.
3. Contact FirstService Residential Emergency Maintenance 816-304-7320.
4. Report any symptoms of nausea, headache, labored breathing or dizziness to 9-1-1.
5. Management and Facility Management will work with trained staff and local authorities (if required) to determine the source of the fumes/vapor. Management, Building Engineer and local authorities will determine if residents need to be evacuated and what corrective measures need to be taken.
6. **DO NOT** return to the affected area until management and the local authorities are satisfied the problem has been resolved.
7. If the gas to the building needs to be shut off the Building Engineer or Local Authorities will shut it off.
8. Residents should evacuate and meet at the hill opposite of the 3810 building on Mulberry Drive

## Manager/Building Engineer

1. Notify owners via an emergency text message



## ELECTRICAL POWER OUTAGE

### **Immediately After Outage:**

Call Evergy @ 816-471-5275 to report the outage. Ask if they are aware of the issue and the estimated time the power will be restored.

Contact FirstService Residential at 816-414-5300 and Press Zero to report the problem.

Verify that all elevators are parked and that no one is trapped. If someone is trapped in the elevator call Schindler Elevator and or the Fire Department if need. Contact management after either of these 2 calls are made first.

Emergency lights will activate in the building throughout all areas.

Recommend having a flashlight in easy to locate spot in your unit in case of power outages in building.

### **Exiting the building during power failure:**

- Exit through the front doors as normal. You may need to push the exit button or make motion near the exit button light next to door to release magnetic lock.
- Fire exit and garage pedestrian doors are all emergency exit doors with push bar exits.

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## **ELECTRICAL POWER OUTAGE**

### **Access Control System Operation in Power Outage:**

- All electronic controls, doors, and access systems are on emergency battery back-up and are intended to operate through a power failure.
- In the event of an extended power outage longer than 24-48 hours and the potential of battery back-ups expiring an emergency plan will be communicated to owners via all available communication platforms the association has to contact owners
- In the event of both a power failure, and loss of emergency back-up to access devices exit of the building is still able to be accomplished.
- NOTE- Re-Entry may temporarily be an issue if complete failure of power and batteries.
- In the event of this rare, but potential event, emergency plans and information will be communicated to owners. Doors will be made open, and security and/or staff will be present to stand watch at the doors to allow owners entry, while keeping the building secure.

## **Utility Contacts**

- ❖ Evergry (888) LIGHT-KC
- ❖ Spire (800) 582-0000
- ❖ KC Water Services (816) 513-1313 or 311

### **❖ Non-Emergency:**

- Police (816) 234-5000
- Fire (816) 513-1714

### **❖ Elevator Entrapment**

- Schindler Elevator (800) 225-3123

### **❖ Fire Alarm:**

- Energize Electronics (816) 220-0665

### **❖ Garage Doors:**

- Omega Door (816) 215-4758

### **❖ Plumbing/Sewer:**

- FirstService Residential (816) 304-7320
- Lexington Plumbing (816) 231-2254

### **❖ HVAC:**

- FirstService Residential (816) 414-5300

# **INSTRUCTIONS FOR BUILDING WATER TURN OFF**

# **INSTRUCTIONS FOR TURNING WATER BACK ON.**