

WATERFRONT • PEARL

THE PEARL DISTRICT'S WATERSIDE COMMUNITY

Emergency Preparedness Procedures Manual

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INTRODUCTION

The first 72 hours after a disaster or emergency are the most critical for personal survival. This manual is designed to help all Waterfront Pearl residents prepare for and be safe in a disaster. These guidelines are not a guarantee of safety but rather will inform you on safety essentials.

This guide will only be helpful if read in advance of an emergency, reviewed regularly and preparedness suggestions executed. Further community resources are listed at the end of this manual.

When an emergency occurs, stay calm, assess the situation and follow your personal plan.

- Assess your building unit and evacuate if there is major damage
- Have a personal Go-Bag ready to take with you
- Cooperate fully with Waterfront Pearl management, floor captains or public safety officials
- Status notifications may be given by condo personnel, trained floor captains or city officials via phone, text, email, radio or television. See contact info page 12 or www.publicalerts.org
- The Mistral Tower should evacuate west across Naito into the Food Innovation Center's parking lot and the Azure Tower should evacuate south to the parking lot between Waterfront Pearl and Albers Mill.

WATERFRONT PEARL STRUCTURE RESILIENCY

The Mistral and Azure Towers have been constructed to the highest level of commercial standards known in 2006. The two towers are reinforced concrete with metal studding in the walls and earthquake specific reinforcement cables throughout each floor also known as Post Tension Cables. Waterfront Pearl's actual structures sit on several stone columns which were placed using a *dry bottom feed Vibro replacement method** which is designed to mitigate the effects of **liquefaction**.* In addition the two towers are also built to withstand fires between floors and between units. The threat of a tsunami from the coast will not be a threat to Waterfront Pearl; it will diminish as it comes upstream to the Willamette. Latest preparedness information suggests in addition to a 72 hr Go-Bag, have two to three weeks of food and supplies in your unit. Worst case scenario emergency may leave us without help for many weeks. Recommended sites for preparedness info are www.portlandoregon.gov/pbem/article/400345; www.PREPOregon.org; and www.redcross.org/prepare/location/home-family

***Liquefaction** is a phenomenon in which the strength and stiffness of soil near a water source is reduced by earthquake shaking, causing the ground to liquefy.

*To learn more about the liquefaction mitigation that was completed for Waterfront Pearl by Hayward Baker firm of Seattle, see www.HaywardBaker.com. Choose *What We Do*, then *Techniques*, then *Vibro Replacement*. There is an explanation of vibro replacement with an animation as well as several technical papers on liquefaction and mitigation.

EMERGENCY GUIDELINES

EARTHQUAKE

- If you are **indoors**, DROP, COVER, and HOLD ON. If you are not near a strong table, door or desk, drop to the floor against an interior wall and cover your head and neck with your arms. Stay inside until shaking stops.
- Avoid windows, hanging objects, mirrors, tall furniture, large appliances and cabinets with heavy objects
- If you are **in bed**, cover your head with a pillow and stay until shaking stops.
- If you are **in a wheelchair**, lock the wheels and cover your head.
- If you are **outdoors** move to a clear area if possible. Avoid power lines, buildings and trees.
- If you are **driving**, pull to the side of the road and stop. If possible, avoid stopping on bridges, overpasses, under power lines or large overhead signs.

Once earthquake stops

- If you are **indoors**, assess your immediate situation and others in your unit. If the earthquake has been severe, take your Go-Bags and evacuate the building by stairs. DO NOT USE ELEVATORS.
- If you are **in bed**, take your glasses, sturdy shoes, your Go-Bag and evacuate by the stairs.
- If you are **in a wheelchair** without help in your unit, take your Go-Bag and move best you are able to the hallway and call for help into the stairway.
- **If trapped**, move as little as possible. If air is dusty, cover your nose and mouth with a handkerchief or clothing if possible. Call for help, tap on a pipe or wall so rescuers can hear where you are. Use a whistle if you can.

FIRE

- If your unit alarm goes off, call Concierge 503-710-8668 or **if you see a fire in your unit** remain calm and call 911. Purchase a fire extinguisher for your unit or fire extinguishers are located at the end of each hallway. If sprinklers activate, emergency personnel are automatically notified.
- If fire becomes out of control then evacuate.
- If **building alarm** sounds, feel for heat with the back of your hand on your hallway door. If cool, evacuate to hallway. DO NOT USE ELEVATORS.
- If your door is hot, exit to your deck or stay near a window and close to the floor to avoid smoke and fumes. Signal or call for help.
- Follow directions of building personnel for re-entry.
- If your clothing catches fire, STOP, DROP, and ROLL over and over to smother flames.

SEVERE STORMS AND FLOODING

Waterfront Pearl Towers are built one foot above the 100 year flood level.

- If **your unit** is at risk move valuables as high as possible
- If your garage storage unit is at risk, remove valuables before there is any water in garage.
- If garage is at risk for water intrusion, move car to higher ground.
- Do not attempt to walk or drive through moving water within garage or on the street.
- Do not allow children to play around high water, drains or flooded areas
- Monitor flooding conditions at www.noaa.gov enter "Willamette River Flooding", then "Observation PRT03 Willamette River at Portland", then "River at a Glance", finally "at Portland (PRT03)"

PUBLIC SAFETY ISSUES

- If you receive information that Portland has an **air quality emergency**, stay indoors with windows closed
- If you receive information that Portland has a **“boil water” emergency**, boil water for minimum one minute for drinking, cooking, and brushing teeth.
- For any other water emergency, heed Waterfront Pearl directions or tune into city information.
- Monitor on www.portlandoregon.gov/pbem or www.publicalerts.org

EVACUATION GUIDELINES

- The **Mistral Tower** should evacuate west across Naito into the Food Innovation Center’s parking lot and the **Azure Tower** should evacuate south to the parking lot between Waterfront Pearl and Albers Mill.
- **Tell management or floor captain if you are leaving the designated evacuation area so you can be accounted for.**
- Bring Go-Bag (include spare meds, glasses, sturdy shoes if emergency caused broken glass)
- If time allows bring car keys, credit cards, mobile phone, charger, and important phone numbers.
- Lock your unit.
- Call your out of area contact person.
- For pet preparation, see Pet section page 9.

HOW TO PREPARE FOR EMERGENCIES

- Assemble Go-Bags for each member of your family. One for each vehicle is also important. See Basic Emergency Supplies below.
- Assemble additional supplies in your unit in case emergency condition allows sheltering in place.
- Keep **copies** of important documents (passports, driver’s license, social security card, marriage certificate, will, deeds, financial statements, etc in an offsite location such as safety deposit box).
- Include inventory of valuables with photos or video to facilitate insurance claims.
- Decide where family members will reunite if separated. Choose two places.
- Plan your family escape route from your unit, your building and your neighborhood. Then PRACTICE. Have an alternate route if possible.
- Participate in building emergency drills. Attend safety fairs when possible.
- Always keep your auto gas tank at least half full.
- Red Cross has an excellent site for emergency preparedness. Go-Bags and other pre-packed emergency supplies are available from a range of sources at www.redcross.org, www.readysupplykits.com, or Costco online at www.costco.com and search “emergency”

BASIC EMERGENCY SUPPLIES & GO BAGS

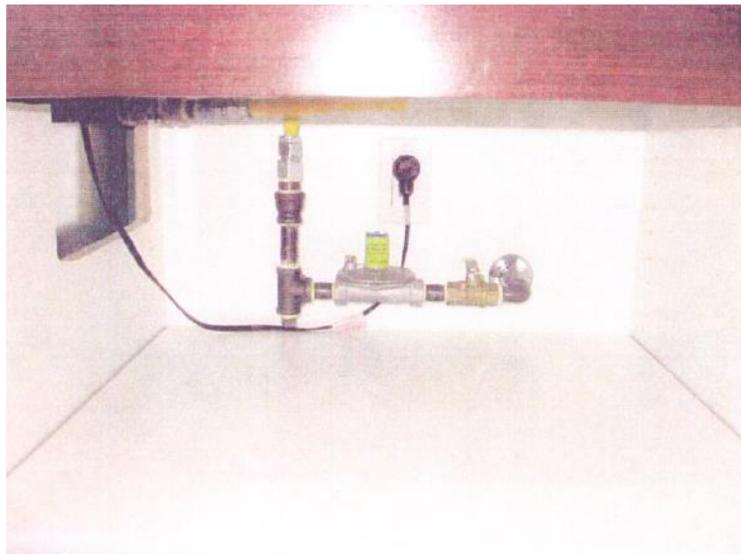
- Prescription glasses
- Sturdy shoes (glass and other hazardous debris may litter streets and sidewalks)
- Non perishable foods and can opener
- Medications, prescriptions as well as over the counter needs
- Flashlight and extra batteries or hand crank flashlight
- First aid kit
- Hand crank radio or battery operated with extra batteries (USB port to power phones, etc.)
- Extra clothing, bedding or sleeping bags, makeshift shelter
- Sanitation supplies to include toilet paper, paper towels, personal hygiene items, hand sanitizer
- Plastic garbage bags
- Water (see guidelines under “drinkable water” page 6).

Go-bags and first aid kits available many places prepackaged. Try www.redcross.org, www.readysupplykits.com or Costco online at www.costco.com and search “emergency”

UTILITY MANAGEMENT

GAS SHUT-OFF

- Know where and how to shut off the gas and the water in your unit. When handle is parallel to gas line, gas flows ; when **perpendicular to the pipe line, it is shut off.**
- Your gas line looks like picture below- by cooktop generally to the right inside the lower cabinet or drawer.
- Report natural gas odors (rotten egg smell), or visibly damaged pipes to building concierge or building engineer. Shut off your valve and open your doors and windows. If you suspect a leak, do not use matches, candles or turn on electrical switches.
- In a major **earthquake** when lines may have been damaged, the building gas will be shut off at the street automatically or by the assigned floor captain or building maintenance person.
- Gas lines must be turned back on only by gas company personnel. www.nwnatural.com or **800.882.3377**.



POWER OUTAGE

- Individual shut off may be required in the following conditions:
 - Arching or burning occurs in electrical devices
 - Fire or significant water leak
 - You smell burning insulation
 - Area around switches or plugs is blackened and/or hot to the touch
 - A complete power loss is accompanied by the smell of burning material
 - Report power outage to the **Concierge at 503-710-8668** who will contact the appropriate entity.
- Residents should be aware of their electrical panel location in their unit.
- In a major **earthquake**, shut off all switches in the panel when floor captain or management instructs. (There is no single main switch in each unit)
- Always keep a flashlight handy.
- Waterfront Pearl has an auxiliary generator which will activate within 15 seconds of a power outage. It will keep hallway lights functioning, detection and alarm systems, emergency mechanical systems, and one elevator. There will be no power in individual units. This generator has enough power to run for six hours.
- Unplug small appliances, computers other electrical equipment.
- Avoid candles; they are fire hazards.
- Do not use gas stove or generator in your unit for heating; it may cause carbon monoxide poisoning.
- Refrigerated foods will stay cold longer if door is kept closed. Food vulnerable to spoiling should generally be eaten within 4 hours. Food in freezer will normally be safe for 2 days.

DRINKABLE WATER

In a disaster, drinkable water may not be available.

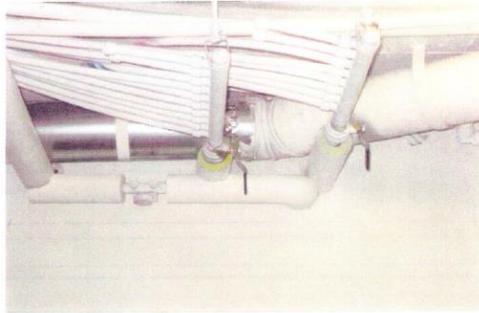
- If a “boil water” directive is in place, heat water to a rolling boil for a minimum of one minute
- After a major **earthquake** pipes may be cracked. Until they can be inspected, water will be shut off for the entire building at the street.
- When preparing for an **earthquake**, store enough water for everyone in your unit to last at least 3 days. One gallon/person/day is adequate for drinking. Three gallons / person / day are adequate for cooking and minimal personal hygiene. Remember to plan for your pets.
- When storing water keep in #1 (not #2 or #7) plastic containers and replace water at least every six months. Keep store bought water in original containers and replace at least once a year if replacement date is not marked. Store in cool dark place
- Tap water from the city system can be stored without treatment. Replace annually.
- **If you run out of stored water**, strain and treat water from your water heater or toilet reservoir tank (unless you use in-tank chemicals) You cannot drink pool, river or spa water but those can be used for flushing or washing.
- If treating water is necessary after a disaster
 - Strain any large particles out by pouring through a clean cloth
 - Purify by bringing to a rolling boil for one minute. After cooling, pouring back and forth between two containers will introduce oxygen and improve flavor
 - Alternately you can purify, if the water is clear, by adding 8 drops bleach to one gallon water. If water is cloudy, add 16 drops to one gallon. Make sure bleach is 5.25% sodium hypochlorite, not “ultra” or “color-safe” bleach. Shake or stir, then let stand for 30 minutes. A slight chlorine smell or taste is normal
 - **Willamette River** water is not drinkable even by filtering products, boiling or bleach.
 - Device for treating Willamette River water is available. See www.puralytics.com

SEWER SERVICE / WASTE DISPOSAL

A disaster that affects the city water supply or sewer lines may affect how to deal with human waste.

- If there is no water to your toilet, flushing can be accomplished by pouring 3-5 gallons water into the bowl. Any water such as bath water, pool or river water will do.
- If there is suspected damage to the buildings internal lines, do NOT flush toilet. Turn off your water at your in-take site in the furnace or washer & dryer room. See picture below.
- If sewer lines are broken, line the bowl or sturdy bucket with 2 layers of plastic garbage bags to collect waste. Seal tightly.
- Before discarding, add a small amount (tablespoon) of bleach, seal tightly and place in a tightly covered container, away from people.
- To report toilet difficulties, call the **Concierge at 503-710-8668** who will contact the appropriate entity.

Water shut off valves are located above the furnace or washer & dryer either exposed or in an access panel.



Exposed on ceiling



Located in an access panel in the ceiling

SPECIAL CIRCUMSTANCES

PARENTS / CHILDREN

Most schools have emergency plans that include evacuation destinations. Call your school, get that information and write it here. Study the directions to your schools evacuation locations.

- Name of school _____
- Evacuation destination _____
- Name of school _____
- Evacuation destination _____

Include your children in your emergency planning so they know what to do and how to get help in a disaster.

- Provide your children with emergency contact numbers and teach them how to call 911.
- Warn your children never to touch downed wires.
- Tell your children to inform the Concierge if they smell gas and then leave the building.
- Practice skills by including children in emergency drills and evacuation/reunification planning (See page 4).
- Make arrangements to have your children picked up from school or daycare if you are unable.
- Regularly update your children's school with current contact information and persons authorized to pick them up.
- Learn the emergency plans and policies of the children's schools and daycare facilities.

PERSONS with ADDITIONAL NEEDS OR DISABILITIES

Designate someone to check on you in an emergency and to help with evacuation or sheltering in place.

- Prepare and carry with you an emergency **health information card** in case you are found unconscious, incoherent or need to be quickly evacuated. Include information about meds, adaptive equipment, blood type, allergies and sensitivities, insurance numbers, immunization dates, communication difficulties and preferred treatment as well as contact info for your health providers, personal support network and emergency contacts.
- Register with the **Additional Needs Registry** for Persons with Additional Needs or Disabilities maintained by **Multnomah County Aging and Disability**. It is a secure database of persons who would like to be checked on following a disaster or who may need assistance with an evacuation. Go to www.portlandoregon.gov, then enter **additional needs registry** in the search box. Information from the registry is available to 911 personnel as well as emergency response personnel in Portland and greater Multnomah County.
- Register to receive emergency alerts in the Portland area at www.publicalerts.org/signup
- **Elders in Action** is the official advisory group for the City of Portland on issues involving aging and senior citizens. Call **503-595-5474** or www.eldersinaction.org
- **Personal Care Assistance**: Ask your home health care agency or support provider their process in an emergency. Designate a backup or alternative provider to contact in an emergency.
 - Make sure Waterfront Pearl Management Office is familiar with your needs.
HOA Office: 503-973-9202
Sales Office: 503-229-7600
 - Wear medical alert tags or bracelet to help identify your disability.
 - If you are dependent on dialysis or other life sustaining treatment, know the location or availability of more than one facility. Show people in your personal support network how equipment operates. In case it needs to be transported, know weight and collapsibility of equipment.
- Persons using **wheelchairs**: Plan your evacuation strategy with Waterfront Pearl Management Office and with your personal support network. Have a manual wheelchair as backup.
- Blind or **visually impaired** persons: have a collapsible cane by the bed with a whistle to call for help. Exercise caution when moving around after an earthquake; items may not be in their normal location.
- **Hearing impaired** persons: keep extra batteries for hearing aids with your emergency supplies. Consider storing your aids in a container attached to the bed or nightstand for quick location in an emergency.
- Persons with **communication difficulties**: consider how you will communicate with emergency personnel without your normal communication devices. Store paper, writing materials, letter board or key phrases specific to anticipated emergencies in all your emergency kits, your wallet or purse.

PETS

- Keep a collar, current license and up-to-date ID tags on your pet at all times. Consider having your pet micro chipped.
- Make sure your pet is comfortable being handled and is used to being in an appropriate carrier, box or cage for transport.
- Keep an updated list of trusted neighbors who could assist your animals in case of an emergency.
- Tighten and secure latches on birdcages.
- Fasten down aquariums on low stands or tables.
- Make a Go-Bag for each pet to include:
 - Leashes and/or carriers for transport (pillowcase is a good option for transporting cats and other small animals)
 - Muzzles for dogs
 - Food, drinkable water and medicine for at least one week
 - Non-spill bowls, manual can opener and plastic lid
 - Plastic bags, litter box and litter
 - Current photos of your pet, for reunification purposes
 - Names and phone numbers of your emergency contact, local emergency veterinary hospital and shelter
 - Immunizations records and information of any medical conditions and/or behavior problems
 - Pet First-Aid kit and handbook
 - Portable fencing or baby gates
- Remember animals react differently under stress. They may panic, hide and try to escape or even bite or scratch even if that is not their normal behavior. Outside your home and in the car, keep dogs securely leashed and transport cats in carriers or pillowcases.
- If your pet is lost, contact the nearest animal shelter to report your pet missing as soon as possible. When it is safe, return to your neighborhood to search and distribute “lost pet” posters.
- Do your best to locate all your animals and keep them with you. If you must go to an emergency shelter, be aware that shelters will only allow service animals for persons with disabilities. In a large scale disaster, animal shelters will be set up in close proximity to human shelters when possible.
- If you must leave your pets behind
 - Do not tie up pets
 - Inform animal rescue workers of your pet’s status: On your front door use chalk, paint or marker to write the number and type of pet in your residence. Include their location in your unit and the date that you evacuated
 - Leave plenty of water in a large container that cannot be tipped over
 - Leave plenty of food in timed feeders to prevent your pet from overeating

Pearl Animal Hospital: 1250 NW 10th, 503-954-3393

Dove Lewis Emergency Veterinary Hospital: 1945 NW Pettygrove, 503-228-7281

For more pet information American Veterinary Medical Assoc www.avma.org or Humane Society www.hsus.org

OTHER EMERGENCIES

RADIATION, CHEMICAL OR BIOLOGICAL

- Stay calm
- Bring children and pets inside
- Close and lock all windows and outside doors
- Turn off fans, heating and cooling systems
- Gather your disaster supplies and battery powered or hand crank radio
- Use duct tape or wet towels to seal doors, exhaust fans, vents and windows
- Go to an interior room.
- Listen to the radio or television for emergency instructions and shelter-in-place (remain in your unit) until you are told all is safe.

MEDICAL

Note: Residents should leave a spare key with the Concierge or ensure unit is keyed to the building master key system so desk staff can let emergency personnel into your unit if necessary

- Call 911; be sure to give your unit number
- If able residents should contact Concierge 503-710-8668 immediately AFTER calling 911 so staff can prepare for the arrival of emergency personnel.
- After hours, call 911; be sure to give your unit number
- Emergency personnel have the ability to get into the building and into your unit if you are keyed with the building master key system.
- **AED** units are available in the Azure and Mistral mailrooms. Audible directions guide its use.

BOMB THREATS

- All bomb threats should be taken seriously
- **Call 911** then call the **Concierge at 503-710-8668**.
- If possible obtain the following information: time, exact wording, time bomb is to explode, where the bomb is, what it looks like, and what kind of explosive it may be.
- Once information has been recorded, indicate to the 911 call taker where you will be in order for emergency personnel to respond.

PERSONAL CONTACT INFORMATION

Keep this information in **each** household member's Go-bag.

PERSONAL INFORMATION	
Date	
Name	
Social Security Number	
Medical Information (medications, allergies, specialist, doctors, equipment or supplies)	
Work, School, Daycare, or Other Address & Telephone Number	

DESIGNATED OUT-OF-AREA EMERGENCY CONTACT		
Name	Phone # (Day)	Phone # (Evening)

LOCAL EMERGENCY CONTACT		
Name	Phone # (Day)	Phone # (Evening)

HOUSEHOLD EMERGENCY MEETING PLACES	
Near Home (example : across the street)	Out of Neighborhood (example : park)

MEDICAL & INSURANCE INFORMATION			
	Name	Phone #	Policy #
Doctor/Medical Plan			
Doctor/Medical Plan			
Doctor/Medical Plan			
Pharmacist			
Medical Insurance			
Homeowner's/Renter's Insurance			

CONTACTS & RESOURCES

- **Fire, Police, Medical** 911
- Waterfront Pearl **HOA Office** 503-973-9202
- Waterfront Pearl **Sales Office** 503-229-7600
- Waterfront Pearl **Security/Concierge** (Pacific Patrol Services) 503-710-8668
- Portland **Police Bureau - Non-emergency** Dispatch 503-823-3333
- **Fire Department – Non emergency** 503-823-3700
- **Poison** Information Center 800-222-1222
- NW Natural **Gas Odor** Hotline 800-882-3377
- Pearl **Animal** Hospital 503-954-3393
- Dove Lewis Emergency **Veterinary** Hospital 503-228-7281
- Register to receive **Emergency Alerts** in the Portland area at www.publicalerts.org/signup

Local radio and television will provide information in the event of a major emergency.

KBOO 90.7 FM or KOPB 91.5 FM or KXL 750 AM or KEX 1190 AM

Preparedness RESOURCES

- **Portland Bureau of Emergency Management** 503-823-4375 www.portlandonline.com/oem or video online preparedness classes: www.portlandoregon.gov/pbem/article/400345
- Detailed preparedness information www.redcross.org/prepare/location/home-family
- **Use Red Cross App** on your phone for earthquake alerts, info on supply preparation, how to get through an earthquake and aftermath, as well as local and global earthquake history
- Safety classes with **Red Cross** 503-284-1234 or www.redcross.org
- Prepackaged preparedness **go-bags and first aid kits** can be found www.redcross.org, local vendor: www.readysupply.com or Costco online at www.costco.com and search “emergency.”
- **Pet information** at American Veterinary Medical Assn www.avma.org or Humane Society www.hsus.org
- Device for **cleaning Willamette River water** to WHO and EPA standards see www.puralytics.com
Note: our stretch of the Willamette is a Superfund site. No conventional filters clean the toxins from our river water.
- **Multnomah County Office of Emergency Management** 503-988-6700 www.multco.us/em/emergency-preparedness

Volunteer RESOURCES

- City of Portland **Neighborhood Emergency Team (NET)** provides free training on how to help yourself and your neighbors after an emergency: 503-823-4375 or www.portlandoregon.gov/pbem, search “NET training”
- Become a **Ham operator**. Receive training and ongoing experience with **NET** (above) or contact **American Radio Relay League** to find volunteers and clubs in this area 860-594-0200 or www.arrl.org
- Contact **Volunteer Center Network** of Oregon to find out how to help in a time of need 503-725-5903 or www.oregonvolunteers.org
- Become a member of **Neighborhood Watch**. www.portlandpolice.com

Miscellaneous RESOURCES

- **Weather or river** information www.noaa.gov, search “Willamette River Flooding” then choose “Observation PRT03 Willamette River at Portland,” then “River at a Glance”, finally choose “at Portland (PRT03)”
- **Elders in Action** is the official advisory group for the City of Portland on issues involving aging and senior citizens. Call 503-595-5474 or www.eldersinaction.org
- **Multnomah County Aging and Disability**. A secure database of persons who would like to be checked on following a disaster or who may need assistance with an evacuation. www.portlandoregon.gov, search “additional needs registry”.