

Green Heights Drive

Safety Plan

May 2026

DRAFT

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Safety Plan

1. Purpose and Scope

Green Heights Drive is a planned 48-unit affordable housing building to be developed by Twin Pines Housing and Evernorth on a five-acre parcel fronting on Sykes Mountain Avenue in Hartford (the Property). The 4-story building will include a range of unit configurations, including one, two, and three-bedroom units. It will serve a range of incomes with subsidized units for households up to 50% of Area Median Income (AMI), non-subsidized units for households up to 60% and 80% of AMI. It is anticipated that construction on the development will begin in the first half of 2027 with occupancy in mid-2028. Twin Pines Housing will manage the lease-up and property operations once completed.

As a condition of applying for a Community Development Block Grant from the Vermont Community Development Program, the Hartford Selectboard has required the preparation of a Safety Plan.

This Safety Plan promotes the health, safety, and security of residents, staff, and visitors at the property. It applies to all residential units, offices, maintenance areas, common areas, and outdoor spaces. The plan emphasizes prevention, prompt hazard correction, coordinated response with local emergency services, and documentation of incidents and corrective actions. It is also intended to serve as a framework for Twin Pines Housing and Hartford emergency services to work collaboratively to ensure the health, security and safety of residents, staff, and visitors.

2. Local Emergency Resources

- Emergency (Fire / Police / Medical): 911
- Hartford Fire Department (including White River Junction response area)
 - 802-295-3232
- Hartford Police Department
 - 802-295-9425
- Electric Utility: Green Mountain Power
 - 888-835-4672
- Water/Wastewater: Town of Hartford Department of Public Works
 - 802-295-3622

- Hartford Health Officer
 - 802-591-3978
- Hartford Animal Control (domestic animals)
 - Call Hartford Police Department 802-295-9425
- HCRS crisis hot line
 - 800-622-4235

Emergency contact information is posted in common areas and provided at move-in. Management maintains working relationships with local police and fire departments, including periodic site familiarization visits and coordination on evacuation planning and resident safety education.

As part of proactive crime prevention, management maintains a strong working relationship with local law enforcement. Where appropriate, management may conduct periodic publicly available registry checks (e.g., sex offender registry) and consult supervisors/legal guidance on any resulting actions. Staff may also request police assistance when needed to address safety concerns and should document and report relevant observations through management channels.

3. Roles and Responsibilities

- **Owner: Creates** property operating plan and budget in conjunction with other partners, state, and federal funders. Reviews budgets and financials. Relies on limited partner to oversee compliance.
- **Property Manager:** The Property Manager oversees daily operations of residential properties, ensuring compliance with affordable housing regulations. Responsibilities include but are not limited to certification/recertification of tenants, leasing, rent collection, and resolving resident concerns. Property Managers review with residents if any of the following occurs: non-renewal of a Section 8 contract, an increase in the maximum rent, a conversion to tenant-paid utilities, a reduction in tenant utility allowance, substantial capital improvements to the property, and any action that could lead to the temporary or permanent relocation of residents.
- **Maintenance Staff:** Performs seasonal inspections (including winterization), addresses all work orders promptly and prioritizes safety work orders, maintains safety equipment (e.g., extinguishers in work areas), supports emergency repairs, performs or oversees unit turns, performs or oversees custodial work in common areas, performs or oversees maintaining grounds free of debris and hazards, and provides after hours emergency repairs.

- **All Staff:** Use good judgment, avoid confrontation with suspected criminal activity, report threats/hazards promptly, and document observations and incidents through established reporting channels.
- **Residents:** Follow community rules as outlined in the lease and resident handbook, pay the correct rent each month, provide accurate recertification information and consent to the release of third party information, report changes in income, keep egress routes clear, report hazards promptly, and call 911 in emergencies

4. Snow and Winter Maintenance:

Severe winter weather (snow, ice, extreme cold): The property maintains a written snow and ice removal plan with priority clearing of building entryways, stairways, accessible routes/ramps, fire lanes, hydrants, dumpsters, and parking areas. “Bare ground” is the standard for walkways and stairways when feasible. Ice melt and/or sand is applied to reduce slip hazards. Snow and ice response actions are documented in a Snow Log, including de-icing actions taken after refreeze.

Snow removal is an integral part of property management for most of our communities. Good snow removal is a key service to ensure the safety of residents and neighbors, increases resident satisfaction, and is an important risk management tool.

Preparation and Planning

Maintenance staff is responsible for ensuring that they have adequate staff or contracted help available to handle snow removal for all storms. Maintenance is responsible for keeping extra sand and/or salt available at each property to allow walkways to be treated by residents or staff to reduce the risk of slips.

Property Managers and Director of Facilities should coordinate the coverage of vacationing maintenance staff.

The Director of Facilities is responsible for ensuring that all exterior water sources are turned off, drained, and winterized (hose spigots, sprinkler systems, etc.).

Twin Pines uses outside contractors to handle snow removal at the Property. The Director of Facilities is responsible for reviewing contractor’s Snow Log for each snow or ice event. The Snow Log should be updated by outside contractors after any action to remove snow or ice. This includes the spreading of ice-melt on areas where the snow has melted and refrozen on sidewalks. A copy of the contractor’s Snow Log should be included in case of an incident report involving snow or ice.

Snow Removal Procedures

Snow removal procedures will take place when at least 2 inches of snow has fallen, or at any other time when required.

For overnight storms, contractors should be assigned to report to the Property early enough so that entry ways, sidewalks and parking lots are cleared by 8 a.m. to allow residents to go out for work or school.

Plans must be made for storms that occur during non-business hours, when the above time schedule does not fall within a reasonable length of time of a storm's end. Emergency clearing to buildings will be necessary to be prepared for emergency access by fire, police, and ambulance services.

Property Managers and Maintenance staff will develop and maintain a specific snow removal plan for the Property detailing which staff person(s) or contractor has responsibility for each walkway, stairway, driveway, and parking area.

In a timely manner, all accumulated snow will be removed from walkways, stairways, driveways, and parking areas by shoveling, snow blower or contractor unless in designated snow collection areas

Bare ground is the acceptable standard for all walkways and stairways.

Ice melt and / or sand will then be applied to prevent slips and falls.

When determining what snow to remove first, the following priorities will be used:

- Entryways and stairways will be cleared, clearing the shortest path to the street and treated with ice melt, sand, etc.
- Handicapped ramps are then cleared and treated with ice melt, sand, etc.
- Fire Hydrants are then cleared and treated with ice melt, sand, etc.
- Parking areas should be plowed as close to the bare ground as possible and treated with ice melt, sand, etc.
- Dumpster areas are to be cleared on all sides and treated with sand or ice melt.
- Oil and Propane fills should be shoveled out within 24 hours of storm ending.

Staff will visit the Property early in the day to ensure that snow has been removed and ice melt / sand has been applied.

Tip: For additional information regarding extreme cold weather, go to FEMA's website <http://www.ready.gov/winter-weather>

Flooding and water intrusion: Properties near the Connecticut River, White River, or low-lying drainage areas may face flood risks, including basement seepage or stormwater backup. Management monitors flood advisories, keeps drains/ditches clear, restricts basement storage where appropriate, and coordinates with qualified vendors for water extraction and drying to prevent mold. When significant water is present, Property Management evaluates electrical risks and may request the utility to de-energize affected areas as needed. If questions arise, staff should contact the Hartford Fire Department.

5. Fire and Life Safety

Smoke and carbon monoxide detectors are installed as required and tested during scheduled inspections. Fire extinguishers are maintained in required locations. Exit routes and stairways must remain unobstructed. Staff coordinates with the Hartford Fire Department on building evacuation planning, posting of evacuation routes in common areas, and periodic site familiarization visits. Hartford Fire Department will hold an annual meeting with residents to review fire safety procedures.

Emergency evacuation procedures include identifying safe outdoor meeting locations and, where applicable, areas of refuge that meet accessibility requirements. At move-in and recertification, all households are asked (uniformly) whether they anticipate needing evacuation assistance. Any individualized evacuation assistance information is shared with emergency responders only with the resident's written permission.

Fire response procedures: Call 911 immediately and provide clear directions. The fire department/incident commander takes charge upon arrival; staff should follow responder's direction and remain within their skill level. Only if it can be done quickly and safely, staff may attempt to notify nearby residents (e.g., pounding on doors) while maintaining a clearly visible escape route; staff should not enter smoke-filled areas. If known, provide responders with information on residents who may need assistance evacuating. Before residents leave the site, try to confirm where displaced residents are going and how to contact them. After notifying the police or fire, staff should contact their direct supervisor, and if that person is unavailable, contact either the Director of Facilities or the Managing Director of Property Management, who will contact the Executive Director and the Chief Financial Officer.

6. Emergency Preparedness

Emergencies addressed include fire, medical emergencies, carbon monoxide alarms, utility interruptions, severe winter storms, flooding/water intrusion, and incidents involving crime or threats to safety. In all emergencies, personal safety comes first: staff should move to a safe location, call 911 as appropriate, and allow emergency responders to

manage the scene. Staff are expected to communicate with police, fire, and/or paramedics and avoid confrontations.

As providers and managers of apartment communities, we are in a service business that operates 24 hours per day every day. Although we typically maintain office hours associated with other businesses, our sites have activity around the clock, and we may have incidents occurring at all times of the day

Company policy here is guidance for Twin Pines Housing employees relative to security or incidents involving crime, violent crime and acts of aggression:

First and foremost, Twin Pines Housing employees need to be mindful that they are to protect themselves to the best of their abilities using good judgment and decision making... being mindful of where crime might occur and who may be a threat to them personally. Twin Pines Housing does not expect employees to put their lives at risk to protect company property, or fellow employees or residents. It is company policy for Twin Pines Housing employees to notify police and paramedics after incidents occur and employees are to find a place of personal safety fully keeping themselves from harm's way if possible. Twin Pines Housing recognizes that employees may feel a need to respond to situations that put them at personal risk and although the company cannot prohibit such acts of courage, Twin Pines Housing strongly recommends that employees be highly cautious and allow local emergency responders to handle situations involving crime, threats and emergency medical situations. Leave confrontations to the police—Twin Pines Housing employee's role is to communicate with the appropriate parties be they police, fire and/or paramedics.

Twin Pines Housing, as a matter of company policy, fully cooperates with all police departments and law enforcement officials to help keep our properties safe. In cases of police officers in *hot pursuit*, no warrant is needed for police officers to break down a door. If police officers are not in *hot pursuit* and want to get into a unit, a warrant is required. No personal confidential information can be provided without a search warrant, arrest warrant, subpoena or court order.

Should a police officer tell you they are in hot pursuit of a suspect, or with a search warrant, arrest warrant, subpoena, or court order, they are to be given access to apartment units. Please provide the police officer with the key/access and remain in a safe location. Police conducting an investigation or in pursuit can be given information about who lives in a unit, their age and their birth date. Staff is to make a record of what information is given to the police as this will be important to have on file.

When calling 911 for police assistance:

- Describe the nature of the incident
- Whether or not the crime is in progress
- Your name and the address where the incident is or has taken place
- Number of suspects and whether you have seen if they are armed or not
- Description of the suspect(s)
- Description and license plate number of the motor vehicle if one is involved

After making the call, prepare complete notes of the events with as much detail as you can recall – do this once you and your fellow employees are in a safe location – using the Property Incident Report.

Contact:

- The Managing Director of Property Management,
- The Executive Director
- The Director of Communications, and
- The Chief Financial Officer

After the incident is concluded, work with police to protect the crime scene following their directions.

Immediately following a major event. Twin Pines Housing's Director of Communications will work with Twin Pines Housing staff in creating communication documents and instructions for the various audiences involved (media, residents, neighbors, and housing partners / housing agencies). It is vitally important for Twin Pines Housing employees to follow the media communication protocols already in place and the incident-specific press release and related materials that Twin Pines Housing's Director of Communications will create immediately following serious incidents.

Note: An employee should never make a statement related to liability or blame. Employees can also explain that they are not in a position to discuss the incident or occurrence.

Twin Pines Housing and Twin Pines Housing staff also need to know when there have been instances of crime on our site or in the neighborhoods surrounding our properties. If there have been reports of criminal events nearby, Property Managers, or if applicable, Maintenance staff, are to inform the Managing Director of Property Management and Twin Pines Housing's Director of Communications to produce a series of communication products to alert our residents to these conditions. This is very important, and Property Managers need to be aware of what is taking place on and around our properties.

The Hartford Police Department and Hartford Fire Department shall reach out to Twin Pines' Managing Director of Property Management to review incidents that occur at the property.

One overall theme with this policy rests on this concept: Twin Pines Housing does not want or expect employees to put themselves in harm's way. The guidance is simply this - safeguard your personal safety – and safeguard the safety of your colleagues using your best judgment and to the extent you feel safe in doing so. Allow police and other emergency responders to deal with the situation.

Situation Management

Situation Management discusses how we manage various emergency situations such as fires, utility interruptions, hurricanes, severe snow or ice, tornadoes, and floods. Before we discuss how to handle different emergency situations, let's discuss some basic disaster planning suggestions. In the chaos of a disaster be prepared to:

- Identify yourself as a person who has a right to enter a restricted area. For example, if the National Guard has closed off an area, they may only allow home and business owners into that area.
- Assess or guestimate the cost of damages.
- Find all of your staff. Have current emergency and backup contact information on all staff.
- Find your residents. Have current emergency and backup contact information on all residents. A good time to update resident information is during lease renewal.
- Notify Twin Pines Housing's Executive Director immediately.

Communicate the scope of the situation to the Chief Financial Officer who will begin an insurance claim Fires

By any measure property fires are one of our most serious threats to the personal safety of our employees and residents.

When fires occur, the following actions need to be initiated:

- Call 911 immediately and describe the situation in detail. Provide accurate directions to the property.
- The Incident Commander (local police / fire department / emergency personnel) will take charge once they arrive on the property. Please work under the guidance of the local police, fire department, or emergency personnel taking into account your personal safety, skill-level limitations, and knowledge of the facility.

- To the extent possible and in terms of personal safety a Twin Pines Housing employee who volunteers to do so, may attempt to notify residents by telephone or by pounding on doors that a fire is in their area. Going into a building where there is a fire is dangerous and employees need to be absolutely certain that by entering a building that they have a quick and clearly visible route for escape. This is typically only done where a fire is contained to a kitchen or bedroom... it should be done very quickly if at all. Again, if the employee believes it to be unsafe, then the employee should not enter the structure. Again, employees need to use their best judgment for personal safety in these circumstances.
- Provide the fire department with a list of known disabled or handicapped residents. Those residents with disabilities who need assistance with egress will need to be brought from their apartment or from the emergency to the convening area, which will be the pre-designated location for assisting those with disabilities.
- The Hartford Fire Department contacts the Red Cross locally as they have the ability to respond to fire situations and have access to resources, which can help displaced residents, usually food, clothing and day shelter.
- Having a means to communicate with residents after an emergency is critical before any resident leaves the property. Every effort should be made to determine where residents are going and the best manner to contact them after they leave.
- Should the Red Cross not have housing options for displaced residents the Managing Director of Property Management has the authority to relocate those residents to a local hotel and work with those households in finding new apartment units at a Twin Pines Housing property or elsewhere.
- Twin Pines Housing's Director of Facilities will work with site personnel in completing an incident report and the Director will follow up with the process of rebuilding the apartment units. The Director of Facilities will also work with site staff so that the fire damaged area is secured using local vendors to board-up windows and doors.

Emergency Alerts

Twin Pines Housing, while responsible for providing safe, decent, affordable housing, is not responsible for the notice or mitigation of many potential emergencies that are out of its control.

As such, Twin Pines Housing recommends at move-in that all residents register for VT-Alert. VT-Alert is used by the Town of Hartford and other state and local first responders to notify the public of emergency situations. Alerts include, but are not limited to, evacuation information, chemical spills, shelter-in-place alerts, severe weather advisories, boil water

advisories, and roadway or traffic interruptions. Residents can customize the alerts to specific locations, the types of alerts they'd like to receive, and on which device they will be notified.

Other sources of notification include ReadyNH and Ready.gov which Twin Pines also recommends to its residents.

Utility Interruptions

Interruption of utility services happens with more frequency than one might suspect, and should this happen at one of our apartment communities, the following provides policy guidance:

Residents should call Twin Pines Housing to notify them of the issue.

After hour calls are responded to for the following:

No heat (units under 65°), lock out, plumbing issues such as active leaks or lack of toilet, no water, emergency service follow up or coordination, no lighting.

Twin Pines Housing staff will contact the utility provider as soon as possible and speak to a supervisor to convey the urgency of the situation (that utility loss is affecting multiple units... with children and or elderly or disabled persons and that time is of the essence.)

The Property Manager and Maintenance Supervisor need to communicate immediately to establish a plan of action, which might include some of the following procedures:

- Purchase of bottled water for resident drinking/cooking – should water not be available
- Securing and delivering non-potable water for resident use in bathrooms
- Checking with residents to see if they have blankets and a means to stay warm should heat be lost
- Checking with each household to make sure they are not using unsafe measures to cope with utility loss, e.g., using kerosene heaters indoors

If the loss of electricity and heat occurs due to a utility failure off-site (storm or municipal issue) and the duration is to last longer than 12 hours, the Twin Pines Housing team will assist by making referrals to shelters, contacting the local council on aging, Red Cross, etc. If the loss of an electricity and heat is due to a property owned system failure that is expected to last for a duration in excess of 12 hours, a more proactive approach such as hotels may be warranted. Hotel accommodations may be made only with the approval of the Executive Director. Exceptions can be made for special needs populations such as the elderly, disabled or handicapped.

Violent Weather Events

The Property is located in an area where there is extreme weather and where there are threats of severe weather for extended periods of time. Twin Pines Housing relies on residents' use of VT-Alerts and residents following the instructions communicated to them by VT-Alert.

Each event will be different depending upon the character of the event. For those occasions that a Twin Pines staff member is on site during or after an emergency, the first priority must be the safety of themselves, and the residents followed by the protection of property.

Tropical Storm/Hurricane Preparedness Plan

While the Property is located outside of a flood zone, as we have learned from recent disasters, sometimes hazards from storm events may include flooding from clogged or overtop culverts in areas adjacent to a property. These can then impact Twin Pines' property. Staff is encouraged to be aware of such hazards, as well as take steps to ensure that the Property is prepared when a significant storm event is predicted.

The following guidelines have been prepared to assist Twin Pines staff in professionally managing this type of disaster. The focus is on the items that will help to ensure that we perform our responsibilities to both our owners and residents. These guidelines are in no way all-inclusive and must be used in conjunction with common sense and sound property management principles.

Preparing for a Tropical Storm/Hurricane

- Contact your immediate supervisor and alert them of the situation. Carefully outline the seriousness of the situation and steps that you feel are necessary to protect life and property.
- If time and opportunity allow, staff members may provide additional assistance to residents such as the following in addition to the support residents receive from VT-Alerts including:
- Notify residents through a variety of means including calls, texts, emails, posting on bulletin boards, posting on social media, or knocking on doors of the impending situation and the danger that it presents. It is best to get all team members involved in this effort. Make team members responsible for specific buildings and apartment numbers. This way no one should be missed.

- Prioritize specifically notifying elderly and disabled residents to make sure they are aware of the situation and have made the necessary plans to secure and protect themselves and their belongings.
- Notify all team members of the situation via group texts such as SlickText and let them know the role they may play in the emergency preparation. Make assignments for both pre- and post-emergency preparation and clean up.
- The Managing Director of Property Management will assign or obtain contact information regarding temporary housing resources.
- Remove all debris or freestanding items from the roof of the Property. This will eliminate flying projectiles as the wind increases.
- As time permits, maintenance should ensure that all storm grates, rooftop drains or inflow areas should be free and clear of any material that would impede the flow of storm water. Maintenance should also check dumpster enclosures to make sure they are latched.
- Give staff members their post-storm assignments and schedule sufficient personnel for the post-emergency clean up.
- Twin Pines staff will contact its local refuse removal contractor and get on the priority waiting list for construction dumpsters; this should eliminate the one to two weeks wait that everyone else will have if the storm is destructive. If the storm is not severe, you can always cancel your request.
- Remove or secure any common area trash receptacles.
- At both Twin Pines Housing office and property office, unplug and secure all computer and electronic office equipment. Get all the electronic equipment off the floor.
- All files should be in SharePoint and not need backup. The server is backed up by disc and kept offsite. Back up all computer reports and perform day end functions before unplugging computer. This will safeguard that no information will be lost.
- Move office, community room, and model furniture away from window areas. If possible, move it to the middle of the room or into an area where there are no windows.
- Secure and lock shop and storage areas. Make sure that items such as wet shop vacuum, mops, brooms, saws, and ladders are close to the entry for easy access for post-storm cleanup.
- Call vendors and request priority help for post-storm cleanup. This is specifically true of landscape contractors (to remove debris); roofers, and trash removal companies. You can always cancel this request if the storm is less severe than anticipated.

- Assign an office person to staff the phones and answer resident questions before and immediately following the storm.
- Call vendors and have them set aside adequate lumber and plastic for post- storm clean up and repair.
- Twin Pines staff will review where all electrical boxes, water, and gas shut off valves are located.
- Purchase storm Emergency Kit items and store in office. See below. (72 Hours)
- Remind staff to have a plan for reuniting family / household members. You will not be able to function at work effectively if you are worried about your loved ones. This same issue applies to our residents.

Each of our communities will pose its own set of site-specific circumstances. You should be aware of these issues before the emergency arises. Property Managers should supplement this Twin Pines Housing policy with local / site-specific action items with the Regional Property Supervisor's approval and involvement.

Hurricane Emergency Kit

Prior to the storm, the following items should be purchased and stored in the office:

- Six (6) Flashlights with batteries for 3 days.
- Two (5) Five-gallon water containers filled with fresh drinking water.
- Two (2) Five-gallon coolers filled with block and crushed ice.
- Four (4) Cases of drinks.
- Two (2) Pair of gloves for each maintenance person.
- One (1) Pair of rubber boots for each maintenance person.
- Assorted snack foods (i.e., crackers, cookies, etc.)
- Paper drinking cups and plates, knives, forks, and spoons; napkins and paper towels.
- Two (2) first aid kits
- A battery-operated radio with batteries for 3 days.
- A telephone that does not require batteries (Princess) which can be plugged into a telephone line.
- Phone Cameras.
- Four (4) Tarps. Tarps can be used to cover damaged building components such as a roof or siding and to prevent further water infiltration and damage.
- Several lengths of rope.

During a Tropical Storm/ Hurricane

- Stay indoors and away from windows and other glassed areas.

- Continue to listen to a local radio station for official National Weather Service Reports. DO NOT phone the radio station of the National Weather Service for information since lines are needed for emergency communications.
- Watch for rising water.
- Stay away from fallen wires.

After the Hurricane

Twin Pines' first priority is the safety of staff and residents followed by the protection of the property. NOTE: All employees are urged to use caution in exposing themselves to blood and/or open wounds.

- The first contact should be for help in controlling the situation: fire department, ambulance, utility company, etc.
- Walk the property to assess the damage. Check for downed power lines, ruptured gas lines, structural and roof damage. DO NOT TOUCH downed power lines! Call the utility company. If gas is detected, do not use matches, lighters or turn on any electrical switches. Shut off the gas and notify everyone in the area immediately.
- Call your Property Supervisor immediately with the assessment of damage.
- The Property Manager should call the Chief Financial Officer and Director of Facilities to give a preliminary estimate of damage.
- Depending on the severity of the occurrence, decisions must be made to determine what should be done to protect the property from additional loss (boarding up windows, removal, and storage of personal property, etc.). This decision should be made with your Director of Facilities, Managing Director of Property Management, and Chief Financial Officer working together to grant approval. Be sure to include these costs when reporting damages to the Property's insurance company.
- Staff office phones to answer residents' questions and concerns.
- Schedule sufficient personnel to assist residents and begin clean-up of debris.
- If there are downed utility lines, you should immediately contact the appropriate utility company stating the location of the break.
- After the damage has been assessed, contact the appropriate vendors and contractors to expedite clean-up and resident safety.
- Set up an information center where residents can meet and be informed as to clean-up progress.
- Keep residents apprised of the situation. Keep the phone lines open and staffed. Communication is critical in keeping residents calm.

- Cover damaged roof areas with plastic rolls or tarps as quickly as possible. This will prevent further water damage. Make sure the materials are secure and will not blow off the roofs.
- Get the office up and functional as soon as it is safe to do so. This builds resident confidence in the clean-up effort and eliminates confusion.
- Remove debris from the community as quickly as possible.
- Parking lot entrances and exits must be cleared and maintained. This is important so that emergency vehicles have adequate access.
- Continually communicate with personnel and supervisors.
- The Director of Facilities is responsible for working with the insurance adjuster, within procurement guidelines and in communication with those responsible for releasing Replacement Reserves to address damage.
- After reviewing the bids and documentation, the adjuster will recommend a settlement amount. The Chief Financial Officer, working with the Director of Facilities, must sign the Proof of Loss Statement. Contract work should not be started until the insurance company has authorized the claim, and Director of Facilities has approved the contractor to begin work.
- Property insurance does not provide for the temporary housing of residents in hotels, motels, or other apartments, nor does it cover the resident's personal possessions. The resident's insurance policy covers these types of expenses. (Every resident is encouraged to have renter's insurance to properly insure their belongings against theft, fire, water damage, or other hazards.
- Every effort should be made to place displaced residents in another apartment on the property or on another property in the area. The Red Cross is also available to assist residents in finding shelter and emergency provisions.

Helpful Tools:

Access the FEMA Hurricane Preparedness Widget at: <http://www.fema.gov/>

Access the National Weather Service website for timely watches and warnings. at:

<http://www.nhc.noaa.gov/>

For additional information regarding hurricanes, go to FEMA's website at:

<http://www.ready.gov/hurricanes>

7. Site and Environmental Safety

Management maintains exterior lighting, door hardware, and site conditions to reduce slip/trip hazards and improve visibility while being sensitive to neighbors and aligned with

site permits that govern exterior lighting. Staff should monitor for hazards caused by erosion, freeze/thaw sidewalk heaving, water runoff, or damaged surfaces and generate work orders for timely correction. During winter, prompt cleanup of tracked-in moisture is used to reduce slip hazards in common areas.

In maintenance work areas, staff follow basic safety practices, including use of appropriate personal protective equipment (eye protection, gloves, hearing protection as needed), safe lifting practices, ladder safety, and awareness of electrical hazards and potential asbestos/lead-containing materials.

Biohazards: Staff should avoid contact with biohazardous materials (e.g., blood, bodily fluids, syringes). Do not touch or clean contaminated items; secure the area to prevent others from contacting it and notify management so qualified vendors/authorities can respond. Under no circumstances should staff clean an apartment with bodily fluids; authorities will determine when a unit is safe for re-entry and turnover work.

8. Security and Resident Safety

Key and lock control: Units are re-keyed (or locks exchanged/replaced) between residents. Keys for units, mailboxes, offices, and common areas are stored in a secured key system with access limited to authorized staff. Keys are tracked through a key log or electronic check-out process.

Showing units and entering apartments: When showing a unit, Twin Pines' staff follow a safety procedure that includes: (1) requiring a valid/current government-issued photo ID (preferably driver's license or passport) and retaining a copy; (2) explaining the requirement as a company safety policy; (3) not showing an apartment if the prospect refuses to provide proper identification; (4) making case-by-case exceptions only when appropriate for elderly and/or disabled prospects (and, when an exception is made, using two staff where feasible); (5) being cautious and observant and documenting why a unit was not shown if safety concerns arise; (6) advising another staff member which unit is being shown and ensuring follow-up if the staff member does not return within a reasonable time; (7) positioning staff near the entry door and not allowing a prospect to come between staff and the exit; and (8) blocking the door open with a rubber door wedge. Staff must remain mindful of Fair Housing requirements while also prioritizing personal safety.

Unauthorized guests and suspected criminal activity: House rules and lease provisions regarding guests are enforced consistently and fairly. Residents may have guests but recurring or extended-stay guests must be addressed with sensitivity and uniform treatment.

Residents are required to notify management if visitors will be staying more than seven (7) days and must obtain approval for stays beyond fourteen (14) days (including recurring or continuous visits totaling fourteen (14) days and nights within a forty-five (45) day period). Guests who meet the definition of an unauthorized occupant must either leave or complete the customary screening/approval process to be added to the household; guests may not stay on-site while being qualified. Parking policies and staff observations (e.g., unfamiliar vehicles, repeated visitor patterns) may help identify unauthorized occupancy.

Criminal activity and weapons: Staff are not to confront suspected criminals or perpetrators of criminal activity. Staff should move to a safe place and **call 911**. Staff should also remove themselves from threatening or violent residents, guests, vendors, or coworkers. Staff should inform supervisors and colleagues about events that could cause harm and follow approved resident communication processes for highly sensitive matters. Firearms, knives, and weapons of any type are prohibited for employees to carry while working. Staff should not confront residents/guests about weapons without specific guidance from a senior supervisor; if illegal weapon possession is suspected, staff should escalate to supervision for direction and law enforcement coordination.

Violence Against Women Act (VAWA) and Fair Housing: Security measures are applied uniformly without discrimination. VAWA protections are observed for residents who are victims of domestic violence, dating violence, sexual assault, or stalking. Staff are to handle related information sensitively and maintain confidentiality consistent with program requirements.

Domestic violence response (VAWA-aligned): If a resident reports domestic violence and has a restraining order, obtain a copy (and, when available, a photo of the restrained person) and maintain it in a confidential file; share only with essential staff who need to know how to respond if the restrained person appears. Provide clear instructions to staff on when/how to contact police if the restrained person appears in violation of the order. If staff receive a noise/disturbance complaint or observe facts suggesting domestic violence, call 911 and do not intervene or enter the unit; allow police/EMS to handle the situation. Efforts should respect resident privacy and apply procedures consistently.

9. Incident Reporting

All significant incidents are documented promptly in an incident report/log with date, time, location, persons involved (as appropriate), objective description, witnesses, photos (when feasible), and actions taken. Incident reports are legal documents and must be factual, clear, and unbiased (avoid opinions or judgments). An incident report is completed even when injuries or impacts are not immediately apparent, and/or a person indicates

“everything is fine,” because questions or disputes may arise later. Serious incidents are escalated to the Managing Director of Property Management and appropriate leadership per reporting protocols.

Death of a resident or non-resident on property: If a deceased person is suspected or discovered, call **911** immediately and do not disturb the scene. Do not notify family or friends; law enforcement will manage notifications. Do not allow unauthorized persons access to the unit; secure the unit and change locks as appropriate based on legal authority (e.g., court order, letters testamentary, or written authorization in file). Complete an incident report no later than the next business day and notify Supervisor per protocol. Wellness checks will ordinarily be performed by police.

10. Inspections and Maintenance

Management conducts annual unit inspections and seasonal safety checks (e.g., winterization of exterior water sources). Safety-related work orders are prioritized and addressed promptly. Property Management performs periodic site inspections to identify and correct hazards (e.g., trip hazards, lighting outages, door/lock deficiencies, drainage issues) and tracks corrective actions to completion.

In the event of an emergency (e.g., a leak, fire, etc.), staff may enter a unit without notice. In the case of expected life/safety violations, staff may inspect a unit with 24-hour notice. In most cases, the resident must be provided 48-hour advance notice of an inspection. The notice should state the date, and anticipated time; if the resident is not home, the staff member will inspect the unit and leave a note saying they were there.

Supplementing standard move-in and move-out inspection procedures, staff should complete move-in and move-out unit inspections with two employees where feasible to reduce tension and improve safety. If an inspection becomes confrontational to a point where safety is a concern, staff should end the inspection and seek guidance from a senior supervisor on how to complete the process at a later time.

Properties and units are also inspected by third parties including state funders and Property investor, as well as town officials, such as the Hartford Fire Department and Health Officer. Staff are encouraged to consolidate inspections to reduce the intrusion on the residents. Prior to third-party inspections, staff are expected to review the property and units for any lease violations. Again, Twin Pines staff must provide 48-hour advance notice of these inspections, unless it is an emergency.

11. Training and Communication

All Twin Pines staff members are required to take Fair Housing training every two to three years. In addition, staff receive training appropriate to their roles on emergency response procedures, incident reporting, winter safety practices, and fair housing/VAWA requirements. Residents receive safety information at move-in and through postings and periodic notices (e.g., winter storm preparation reminders, keeping egress routes clear, and guidance to call 911 for emergencies).

Preparedness planning and drills: Management maintains posted emergency phone numbers and ensures basic safety features (e.g., smoke detectors and fire extinguishers) are maintained and inspected. Staff should understand how and when to call 911 and participate in periodic review of meeting locations and response procedures.

12. Resident Supportive Services

The Resident Supportive Services (RSS) program works to ensure that residents not only have an affordable place to live, but also the support necessary to remain stably housed.

The primary goal of the RSS program is to help residents remain housed and avoid eviction while improving overall well-being. Twin Pines' RSS team, composed of five full-time staff members, works directly with residents to identify barriers to stability and connect them with appropriate resources. This support is flexible and tailored — some households need occasional assistance, while others require more sustained engagement.

The work starts at move-in with an introduction to the program and is followed up approximately 2 weeks after move-in and then between 1 and 2 months of move-in. RSS is proactive during community building activities and reactive if the resident falls behind with their rent payments or recertification paperwork. Residents may reach out to their RSS coordinator for assistance with any issues that may affect their housing.

RSS staff can assist residents in connecting to healthcare and behavioral health services, securing food, financial assistance, and public benefits, navigating utility costs including energy and internet programs, and connecting to employment, childcare, and transportation resources. Staff also help residents complete applications for services and advocate on their behalf when barriers arise. This hands-on support is often what makes existing resources truly accessible. In addition to connecting residents with services, Twin Pines offers programs that enhance day-to-day well-being and foster community connection, including initiatives focused on wellness, food access, and resident

engagement, as well as opportunities for children such as summer meal programs and early literacy activities.

For older adults and individuals with disabilities, RSS staff facilitate access to Vermont's Support and Services at Home (SASH) program, which provides coordinated health and supportive services that allow residents to remain in their homes as they age. By integrating housing with healthcare supports, SASH helps improve health outcomes while reducing the need for more intensive and costly interventions. It is anticipated that at least some of the residents at the Property will enroll in the SASH program, as has been the case at other general occupancy (non-age restricted) housing.

It is anticipated that some of the units at the Property will be occupied by Veterans with services provided by the US Department of Veterans Affairs (VA) through the Veterans Affairs Supportive Housing program (HUD-VASH). The program combines HUD's Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the VA. VA provides these services for participating Veterans at VA medical centers (VAMCs), community-based outreach clinics, through VA contractors, or through other VA designated entities. In Hartford, services are provided primarily at the White River Junction VA Medical Center. Twin Pines staff, both Property Management and RSS, work closely with VASH staff to ensure that Veterans who reside at Twin Pines properties receive the support they need to live safely and independently.

Participation in all these programs is voluntary, and residents may not be compelled to engage with RSS services. If a resident is in violation of their lease, RSS staff will contact the residents and request a meeting to help resolve the issue. RSS staff are not required to share all resident information with property management but are required to notify property management of observed lease violations or safety hazards.

A major strength of the RSS program is its deep network of community partnerships. Twin Pines collaborates with healthcare providers, social service agencies, and local nonprofits throughout the Upper Valley. These partnerships allow residents to access a wide range of supports including medical care, mental health services, food assistance, and recovery resources. RSS staff help residents navigate these systems, ensuring that available services are reachable and effective. The RSS team meets monthly with local partners including the Upper Valley Haven, the VA, HCRS, and the Situation Table, and maintains working relationships with the Hartford Police Department, WISE, the Housing and Homeless Alliance of Vermont, REAP, and others throughout the Upper Valley service network.

The benefits of the RSS program extend beyond individual households. By helping residents remain stably housed, the program contributes to reduced reliance on emergency services and shelters, improved health and stability for families, and greater consistency for children in school and daily life. Stable housing allows parents to focus on employment and caregiving and allows children to grow up with the consistency they need to succeed. In the past year, approximately 85% of Twin Pines residents engaged with RSS services, reflecting both the accessibility of the program and the depth of need in the community. Resident services, whether through the SASH program, the VASH program, or other partner agencies, remains central to Twin Pines' mission as the organization grows.

13. Plan Review

This Safety Plan is reviewed at least bi-annually and updated as property conditions, staffing, or regulations change, or after significant incidents that indicate a need to modify procedures. Updates are communicated to staff and, when relevant, to residents through postings and notices.

To extent that changes to municipal regulations, or state or federal laws or regulations contradict the content of this plan, the regulation or law shall govern.