



DENIZEN
MANAGEMENT



Module (1) One – Risk Management

WE ARE



MODULE (1) ONE RISK MANAGEMENT

Standard Operating Procedures

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Emergency Procedures

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Emergency Procedures

Safety must be the upmost concern for all Denizen Management Employees, as possessions, documents, and even buildings can be replaced; People cannot. For that reason, Denizen Management has designed a program to assist Employees with developing and practicing a procedure for each type of emergency that may arise. This is also an Owner “QSQ” (Quality Service Quotient), Protect, as there will never be a more important matter to Protect the Community.

The emergency planning process is comprised of four separate but interrelated phases:

1. Hazard identification/mitigation
2. Preparedness
3. Response
4. Recovery

Emergencies are defined as existing or potential damages to life or property. Such things as natural disasters, bomb threats, water intrusion, fire and personal injury would be considered emergencies. These types of emergencies can occur on any day, at any time and without warning.

Note: At no time is the staff or the residents to endanger themselves in rescue operations. If a situation is dangerous, they must wait until the appropriate public agency can provide assistance.

SERP Development Responsibility

The District Manager, in consultation with the General Manager, will be responsible for developing, updating, and implementing **Site-Specific Emergency Response Plans (SERP)** within 60 days of Community take-overs, and maintaining the SERP Binder. The SERP is to be reviewed annually. A copy of the plan is to be provided to the Corporate office. The General Manager is to retain a copy of the plan in the SERP Binder at the site.

The SERP provides uniform standard operating procedures for response to emergency conditions within our Communities. These standard procedures are designed to ensure the maximum protection of Employees, Residents, and the Community in the event of an emergency; and to ensure the preservation of organizational communications during emergency conditions.

Although public agencies are responsible for public safety, we have inherent responsibilities to our Residents, Owners, and Employees. We are responsible to take actions necessary to prevent fires and other preventable disasters, assist Residents as needed, and to provide a continuation of leadership during a disaster. To this end, each Community should organize its staff to be responsible for certain actions and activities. Each staff member must know and understand his/her responsibilities accordingly.

General Manager – The Site Emergency Coordinator

The General Manager is always the Site Emergency Coordinator (SEC) and is responsible for assisting in the development of the Site Emergency Response Plan (SERP) and for coordinating the Plan with all Departments at the site. The primary concern of the Site Emergency Coordinators is the safety of all Residents, and Employees. Site Emergency Coordinators and Emergency Response Team Members should always err on the side of safety. The General Manager/SEC is also responsible for:

- ✓ Selecting, training, and organizing an Emergency Response Team (ERT) for conducting emergency operations.
- ✓ Updating the Personnel Roster (Form) on a semi-annual basis, or more if needed.
- ✓ Ensuring that the organizations vital records, negotiable items and other valuable documents as well as office equipment, are secured/locked prior to evacuation; safety and time permitting.
- ✓ Ensuring that Employees become familiar with the SERP and review the document on an annual basis.
- ✓ Ensuring that staff participates in any drills.
- ✓ Coordinating operations with local fire/law enforcement officials, i.e., verifying that the fire department has been notified, etc.
- ✓ Assignment of responsibility for shutdown of utilities to appropriate personnel and their alternates.
- ✓ Directing and supervising the activities of Residents during an emergency.
- ✓ Conducting a minimum of one (1) building rehearsal drill per year. Note, this can be done in conjunction with an annual fire alarm systems check.

During an emergency situation, the SEC will determine action necessary to immediately control any dangerous areas or conditions and shall work closely with the ERT. This may include:

- ✓ Calling 911.
- ✓ Fire suppression, only if fire is small and only if safe to do so.
- ✓ Fire confinement such as closing all doors near or around location of fire.
- ✓ Evacuation
- ✓ Coordination of the shutdown of utilities through the cooperation/assistance of Service Technicians, if available.

- ✓ Requests for medical attention.
- ✓ Documentation via photographs/video.
- ✓ Prepare for media inquiries and respond as directed by the Company.

SERP Binder Contents

The following Site Emergency Response Plan guidelines identify the general content and elements that are to be included in each Site Emergency Response Plan. It is the responsibility of the General Manager, to apply each element to a SERP for Communities under their management.

The Site Emergency Response Plan should be structured according to the following format. Each section is further detailed below.

- I. Building Specifics
- II. Plan Activation
- III. Evacuation Routes
- IV. Assembly Areas
- V. Emergency Response Team Responsibilities
- VI. Attachments

Building Specifics

- ✓ The building address and/or addresses.
- ✓ Number of floors in building
- ✓ Number of elevators, if applicable, and their location(s) as well as the number of stairwells and location for each building. Include a statement that the elevators are not to be used during an emergency.
- ✓ Statements as to the quantity and location of: fire alarms, smoke detectors, sprinklers and/or fire hoses.
- ✓ Building Utilities: A description of the utilities in the building, the shut-off location and which individual, by position, will assume responsibility for shutdown of these utilities.

Plan Activation

Write a description as to how the Plan will be initiated and communicated to ERT Rep's (Emergency Response Team). Notification to team members will include information regarding the nature of the problem, whether or not time is available to secure the building and the location of the assembly area.

Also include within this section are procedures on how physically challenged persons will be assisted during emergencies.

Evacuation Routes

- ✓ Number of Exits in each building and their locations
- ✓ Number of Stairwells and their locations
- ✓ Designated exits/stairwells to be used for evacuation

Assembly Areas

Include a description of primary and alternate assembly areas where Residents can safely assemble after evacuating a building. Assembly areas should be easy to locate under low or no visibility conditions.

Emergency Response Team Responsibilities

The Emergency Response Team (ERT) consists of the Site Emergency Coordinator; a specific number of ERT Rep's; and alternates for each of the aforementioned.

The size of the building(s) and property staff will dictate how many ERT Rep's are required, the rule of thumb being that any evacuation orders should be completely disseminated and the building cleared of all Residents as rapidly as possible while, at the same time, controlling panic.

a. General Responsibilities

1. Situation Assessment; calling 911; and Notification to Site Emergency Coordinator (SEC). **Note: Team Members should always err on the side of safety.**
2. Alert/Warning to building residents by voice, pull-stations, knocking, etc.
3. Directing of occupants to exits/stairwells.
4. Assisting Physically Challenged Persons.
5. Search by Floor and door-to-door for any remaining occupants.
6. Ensuring shutdown of utilities, if necessary.
7. Rent roll check at Assembly Area and notification to SEC of any Residents not accounted for.

b. Specific Responsibilities

1. Be completely familiar with each buildings plan and arrangement, the location of keys, the location of Residents that will require evacuation assistance, the location of floor exits, stairwells and where they lead.
2. Maintain current file of Personnel Roster.
3. Take necessary action to prevent panic.
4. Assure that all Residents on the floor are notified of the emergency and are relocated to assembly areas.

Attachments

a. Emergency Response Team Listing (Form)

Proprietary & Confidential

Emergency Response Team Listing (Form)

Community: _____ Updated: _____

ERT	Name	Title	Contact Number
Site Emergency Coordinator (SEC)		General Manager	
SEC Alternate			
Assistant SEC, Optional			
Assistant SEC, Alternate, Optional			
Rep. A			
Rep. A Alternate			
Rep. B			
Rep. B Alternate			
Rep. C			
Rep. C Alternate			
Rep. D			
Rep. D Alternate			
Rep. E			
Rep. E Alternate			
Rep. F			
Rep. F Alternate			
Rep. G			
Rep. G Alternate			





EMERGENCY RESPONSE TEAM LISTING (FORM) – located on Employee Login Resources

b. Emergency Call List

Proprietary & Confidential

Emergency Call List

Community: _____
Address: _____
Phone: _____

In Case Of Emergencies Call:

Site Emergency Coordinator (SEC) Aka. General Manager	_____	Phone: _____
Alternate SEC	_____	Phone: _____
District Manager	_____	Phone: _____
Workers Comp. Provided Care Site	_____	Phone: _____
Maintenance Manager	_____	Phone: _____
Local Police	_____	Phone: _____
Fire Department	_____	Phone: _____
Ambulance	_____	Phone: _____
Nearest Hospital	_____	Phone: _____
Bomb Team	_____	Phone: _____
Risk Administrator	_____	Phone: _____
Loss Prevention	_____	Phone: _____
Corporate Office	_____	Phone: _____

EMERGENCY CALL LIST – located on Employee Login Resources

c. Evacuation Routes Schematic(s)

Proprietary & Confidential

Developing Evacuation Route Schematic(s)

Please use the symbols and example plans below to help guide you on how to create the best evacuation and assembly schematic(s) for your Community. These are to be site-specific for each Community and are the responsibility of the Site Emergency Coordinator (SEC).

Uniform Evacuation Symbols

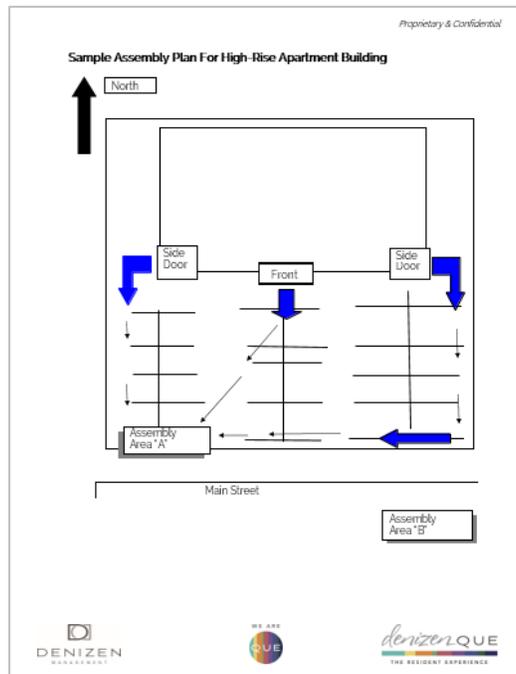
For purposes of uniformity throughout all locations, the following symbols should be used in preparing schematics of floor plans, etc.

ELEVATOR:	
EVACUATION ROUTE:	
FIRE ALARM:	
FIRE EXTINGUISHER:	
STAIRWELL/STAIRWAY:	
SURVIVAL SUPPLIES:	

DEVELOPING EVACUATION ROUTE & ASSEMBLY AREA SCHEMATIC(S) – located on Employee Login Resources

d. Assembly Areas



DEVELOPING EVACUATION ROUTE & ASSEMBLY AREA SCHEMATIC(S) – located on Employee Login Resources

e. Emergency Event Response Procedures

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Emergency Event Response Procedures

It can be difficult to determine exactly what to do in the event of an emergency, especially if one has not dealt with an emergency before. For that reason, Denizen Management has accumulated a list of what to do in the event of each foreseeable type of emergency. This is also an Employee "QSO" (Quality Service Quotient). Focus, as these procedures will help Employees focus on the solution and not the problem.

g11 Procedures

Time is a huge factor in ensuring safety and minimizing damage. No matter what the emergency event is you should ALWAYS call g11 as soon as you can. Even if you are unsure that professional help is needed, always err on the side of caution.

1. Notify Emergency Services by dialing g11.
2. Give the following information:
 - a. Name of the Community,
 - b. Street and address number,
 - c. Building number (if applicable), unit number, etc.
 - d. What the emergency is: fire, flood, bomb, etc.
 - e. Do not hang up! at the person you are talking to, end the conversation. Other information may be needed.

Fire Procedures

Upon discovering a fire (or smoke) Employees should call g11 and:

1. Remove anyone in immediate danger and confine the fire by closing doors).
2. Sound Alarm by using the "pull-station" if available.
3. Attempt to extinguish the fire **only** if it is small and **only** if safe to do so.
4. If the fire cannot be immediately extinguished, commence evacuation procedures notify the Site Emergency Coordinator of action. Evacuate all areas of the building affected by smoke or fire.
5. Remain calm - avoid panic.
6. Know location of exits - do not use elevator(s).
7. Make sure, once all apartments on a floor are evacuated, that main hallway and fire doors are closed to prevent further spread of fire.
8. Don't break windows or open doors to vent smoke.
9. Pull a Rent Roll Report from the Property Management Software and provide

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EMERGENCY EVENT RESPONSE PROCEDURES – located on Employee Login Resources

Best Practices

1. Review completed SERP with District Manager upon completion and annually to ensure best results.
2. Once notified of or once an Employee becomes aware of a disaster affecting the property they are assigned to, they should report to work after they have made certain their families are safe. If conditions prevent them from reporting in, they should call their supervisor to report their situation.
3. At each Community, certain emergency equipment should be on hand and stored specifically for emergencies and should include:
 - ✓ Emergency shut off maps
 - ✓ Gas valve wrenches
 - ✓ Yellow caution tape
 - ✓ Large first aid kit
 - ✓ Sets of work gloves
 - ✓ Fluorescent lanterns
 - ✓ Flashlights and fresh batteries
 - ✓ A foot locker for storing equipment
 - ✓ Spade, axe, pry-bars, crowbars, etc.
 - ✓ Safety helmets (with lights)
 - ✓ Ropes
 - ✓ Spare elevator keys (if appropriate)
 - ✓ Clipboards with lined paper tablets
 - ✓ Sharpened pencils
 - ✓ Candles & Matches
 - ✓ Toolkit (screwdriver, pliers, hammer, adjustable wrench)

Emergency Event Response Procedures

It can be difficult to determine exactly what to do in the event of an emergency, especially if one has not dealt with an emergency before. For that reason, Denizen Management has accumulated a list of what to do in the event of each foreseeable type of emergency. This is also an Employee "QSQ" (Quality Service Quotient), Focus, as these procedures will help Employees focus on the solution and not the problem.

911 Procedures

Time is a huge factor in ensuring safety and minimizing damage. No matter what the emergency event is you should ALWAYS call 911 as soon as you can. Even if you are unsure that professional help is needed, always err on the side of caution.

1. **Notify Emergency Services by dialing 911.**
2. Give the following information:
 - a. Name of the Community.
 - b. Street and address number.
 - c. Building number (if applicable), unit number, etc.
 - d. What the emergency is: fire, flood, bomb, etc.
 - e. **Do not hang up!** Let the person you are talking to, end the conversation. Other information may be needed.

Addressing the Media

Use the 3-9-27 rule: 3 sentences, no more than 9 seconds and 27 words or less. A comment such as this below:

"Our on-site Employees need to remain focused on assisting our Residents. Please contact our Corporate Office for specific comments and questions. Thank you."

Be sure to deliver the message with a polite and friendly tone. Remember in this situation "less is more." Stay calm, do not be defensive. You will appear more credible if you answer calmly and confidently. No Employee is permitted to say anything specific in nature to a media representative. If subsequent questions continue it is ok to say:

"We have no further comments here on-site." Try not to say, "no comment," as this may appear as trying to hide information.

Evacuation Procedures

1. When evacuation is determined necessary by the Site Emergency Coordinator or local authorities, Employees will evacuate the building or portions thereof, in accordance with the Site Emergency Response Plan (SERP).
2. Evacuation of physically challenged individuals will be given the highest priority in all emergencies. They will be evacuated by the most expeditious and safe means available and as specified in the SERP.
3. Upon exiting the building, Residents and Employees will proceed to their predetermined assembly areas or as otherwise instructed. Site maps of the building should specify assembly areas.
4. After evacuation is completed, ERT Reps will proceed to the assembly area and begin a Rent Roll check and report status to the SEC. The Rent Roll check will assist in determining if anyone has been left in the building.
5. ERT Reps will prevent entrance into the building until after the emergency is over by instructing all persons at the assembly area to remain until an "all clear" signal has been issued.

Evacuation Checklist:

- ✓ Notification of the emergency has been communicated. This would include notice to the SEC, Fire or Police Departments, Maintenance, answering service, etc.
- ✓ Exit ways are clear at all times and properly signed or marked, and that emergency lighting will be sufficient any time the building is occupied.
- ✓ Everyone leaves the building and is accounted for. Strict adherence to the SERP is necessary in order that the maximum number of people can be safely moved from the building in the shortest possible time.

After the Evacuation

When the emergency is over, the Site Emergency Coordinator, will advise Employees (first) and everyone else (second), when it is safe to re-enter the building. This determination will be made in consultation with the police, fire department, or other officials.

In the event the building cannot be "safely" occupied after an emergency, Employees must wait for instructions from their District Manager regarding alternate reporting locations or release from reporting and relocating Residents.

Fire Procedures

Upon discovering a fire or smoke, Employees should call 911 and:

1. Remove anyone in immediate danger and confine the fire by closing door(s).
2. Sound Alarm by using the "pull-station", if available.
3. Attempt to extinguish the fire only if it is small and only if safe to do so.
4. If the fire cannot be immediately extinguished, commence evacuation procedures. Notify the Site Emergency Coordinator. Evacuate all areas of the building affected by smoke or fire.
5. Remain calm - avoid panic
6. Know location of exits - do not use elevator(s).
7. Make sure, once all apartments on a floor are evacuated, that main hallway and fire doors are closed to prevent further spread of fire.
8. Do not break windows or open doors to vent smoke.
9. Pull a Rent Roll Report from the Property Management Software and provide to Fire Department to ensure all occupants are accounted for.

Tornado Procedures

Upon discovering a tornado alert Employees should:

1. Avoid windows.
2. Grab an emergency radio or cell phone and charger to stay informed on weather progress from emergency channels.
3. Notify Residents and Employees of the situation via mass email, text, or phone calls as time allows.
4. Gather anyone in adjacent areas, such as amenity areas or the parking lots.
5. Assist them to the basement or lowest floor in a small center room (like a bathroom or closet).
6. Get under a stairwell, in an interior hallway with no windows, or in a bath tub to help provide protection from debris.
7. Once authorities have lifted the weather warning check the Community for damages, look for injured people in need of assistance, and notify Residents by mass email, text, or phone calls.
8. If damages occurred contact your District Manager for assistance on repairs.

Tips:

- ✓ If you are outside seek shelter in a nearby building.
- ✓ A Tornado WATCH means a Tornado is POSSIBLE
- ✓ A Tornado WARNING means a Tornado is ALREADY occurring or will occur soon, so take action.

Earthquake Procedures

Planning and preparation are the best means to minimize earthquake losses, injuries or death.

1. If inside a building, stay there.
2. Avoid top heavy items, such as bookcases, file cabinets/storage cabinets.
3. Avoid dangerous locations such as kitchens or areas near windows, skylights, and overhead fixtures.
4. Keep calm and await emergency instructions.

After an Earthquake:

1. Beware of falling debris or electrical wires as you exit.
2. Check for injuries and try to keep Residents calm.
3. Take precautions against aftershocks.
4. Check for fire, gas leaks and water leaks
5. Follow emergency service instructions.

Flood Procedures

Most floods are due to melting snow, broken water lines, frozen or bursting pipes and prolonged heavy rainfall. In the case of natural flooding, listen to flood forecast warning to determine the possibility of a flood, the expected severity and when and where flooding may begin.

When a flood occurs: Exterior

- ✓ Avoid areas that are subject to sudden flooding.
- ✓ Inspect the property to determine the loss.
- ✓ Determine if flood or storm drains, french drains, gutters, and sump pumps are clear.
- ✓ Ensure that no gas or electrical lines are exposed.
- ✓ Tune to local radio or television stations for emergency information and instructions from local authorities.

After the flood: Interior

- ✓ Do not turn gas back on yourself. Rely on utility crews.
- ✓ Follow local instructions regarding the safety of drinking water. If in doubt, BOIL or PURIFY water before drinking.
- ✓ DO NOT HANDLE LIVE ELECTRICAL EQUIPMENT in WET AREAS. If electrical equipment or appliances have been in contact with water, have them checked before use.
- ✓ AVOID DOWNED POWER LINES and broken gas lines: Report them IMMEDIATELY to the electric or gas company.

- ✓ Use flashlights, NOT lanterns, matches or candles to examine buildings; flammables may be inside.
- ✓ Stay tuned to radio or television for information and instructions from local authorities.
- ✓ Help Residents if needed. Perhaps move furniture to a dry location.
- ✓ Properly dry the interior of any wet unit with a shop vac. Remove carpet and pad if necessary.
- ✓ Avoid unhealthy conditions in a unit, such as bacteria, mold and mildew by creating air movement. Use available ceiling fans or blowers.
- ✓ Complete an incident report of any damages.
- ✓ Take pictures of effected areas.

Medical & First Aid Emergencies

In the event of serious illness or injury:

1. Call **911** to obtain the Fire Department, Paramedics, or ambulance service. If unavailable, due to region-wide disaster, request assistance from any on-site medical personnel, if available.
2. Notify the Site Emergency Coordinator.
3. Do not move victim unless absolutely necessary.
4. Personnel trained in first aid, should initiate first aid action as necessary.
5. Notify Human Resources and District Manager.

In the event of minor injuries:

1. Initiate immediate first aid action, if necessary.
2. Summon assistance and request first aid from the Site Emergency Coordinator.
3. Have the injured report to:
 - a. Managepoint provided Urgent Care center for your Community.
 - b. The closest medical provider
 - c. Emergency Room, nearest Hospital

In the event of any injury, follow Company procedures for reporting injury as outlined in the Human Resources Module.

Explosion Procedures

In the event of an explosion in a building, Employees and Residents should take the following actions:

1. Take cover that will give protection from flying glass or debris.
2. Call **911**.
3. Notify Site Emergency Coordinator.
4. After the effects of the explosion have subsided the Site Emergency Coordinator will determine if evacuation is necessary.
5. Upon leaving the building, proceed to assembly area(s) and await instructions.
6. Make certain building is secured if the order is given to vacate the premises.

Bomb Threat Procedures

By Phone: If a bomb threat is received by phone, use the Bomb Threat Checklist (Form) to collect and note important information to help Police investigate:

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Bomb Threat Checklist (Form)

Exact time of call: _____ Date: _____

Exact words of caller: _____

Questions To Ask

When is bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Caller's Voice (circle all that apply):

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If the voice is familiar, whom did it sound like? _____

Were there any background noises? Yes No

-Remarks: _____

Person that received call: _____

Telephone number call received at: _____

BOMB THREAT CHECKLIST (FORM) – located on Employee Login Resources

1. **DO NOT** interrupt the caller. Be CALM and COURTEOUS.
2. If possible, notify someone else by prearranged signal to listen in on the conversation while the caller is on the line.
3. Keep the caller on the line as long as possible. Do not assume the caller is a hoax.
4. If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask him/her for this information.
5. Inform the caller that the building is occupied, and the detonation of a bomb could result in death or serious injury to many innocent persons.
6. Pay particular attention to peculiar background noises such as motors running, background music and any other noise which may give a clue as to

the location of the caller.

7. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, fill out the form
8. Report this information immediately by dialing 9-1-1.
9. Employees receiving a bomb threat should then notify the Site Emergency Coordinator.

By Mail: If a bomb threat is received by mail the Employee should:

1. Not handle the letter, envelope or package.
2. Notify the Site Emergency Coordinator.
3. Site Emergency Coordinator will preserve the evidence for law enforcement officials.

The Suspicious Object: If a suspicious object is discovered the Employee should:

1. Never attempt to touch, move or open the object.
2. **Notify Site Emergency Coordinator.**
3. If a decision is made to evacuate the area/building, everyone should remain calm, evacuate, and call **911**.
4. Await further instructions from law enforcement officials.

How to Identify Suspicious Packages & Letters: Some characteristics of suspicious packages and letters include the following:

- ✓ Excessive postage
- ✓ Handwritten or poorly typed addresses
- ✓ Incorrect titles
- ✓ Title, but no name
- ✓ Misspellings of common words
- ✓ Oily stains, discolorations or odor
- ✓ No return address
- ✓ Excessive weight
- ✓ Lopsided or uneven envelope
- ✓ Protruding wires or aluminum foil
- ✓ Excessive security material such as masking tape, string, etc.
- ✓ Visual distractions
- ✓ Ticking sound
- ✓ Marked with restrictive endorsements, such as "Personal" or "Confidential"
- ✓ Shows a city or state in the postmark that does not match the return address

Power Outages

The delivery of electrical power to the Community could be interrupted at any time. Depending on the circumstances, a loss of electrical power may or may not become an emergency. Regardless, Site Emergency Coordinator should be contacted. A determination should be immediately made about the outage so that the proper persons are notified, and certain safeguards are engaged. The following steps should be taken:

1. Check to see if one or all buildings are without power or just certain sections are involved.
2. If the entire Community is without power, check to see if neighboring buildings have electrical power.
3. Contact the local electric company if your Community and/or others around you are without electricity and try to determine how long the outage will last.
4. The Emergency Response Team (ERT) is to check all sections of the building for persons that may be unable to exit certain areas because of insufficient lighting.
5. Do not use an open flame.

Elevator Procedures During Power Outages

1. ERT Rep(s) are to check all elevators to determine if anyone is trapped inside.
2. If any riders are trapped, the ERT Rep notifies the Site Emergency Coordinator of location of stopped elevator, how many riders trapped, and any known injuries, and if Service Technicians or the Fire Department is needed, etc.
3. If the elevator is stuck at floor level: ERT Rep may call Service Technicians for assistance, or if unavailable, request assistance from additional ERT Rep's to open the door with the elevator key or, attempt to pry the door open to release riders.
4. If the elevator is stuck between floors: ERT Rep should wait for and assist Fire Department personnel in removing riders from between floors.

Violence in The Workplace

Violence in the workplace can occur anytime and must be considered carefully as to what type of threat leads to a response. The Human Resources Administrator must be notified immediately.

There are four major types of workplace violence, including:

1. Criminal intent (e.g. robbery by someone with no relationship to the business)
2. Customer/client violence
3. Worker-on-worker
4. Personal Relationship (such as domestic violence)

Indicators of Potential Violence by an Employee or Team Member

Employees typically do not just “snap,” but may display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies). In many acts of violence, friends, family or coworkers were aware that the perpetrator had suspicious behavior or might take an action but failed to report it. If you see something, say something.

Potential Behaviors may include:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior, which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons, and violent crimes

A point to remember. The person you are dealing with may or may not be rational. Be very careful not to make any sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to defuse the situation or provide you the opportunity to escape.

Active Shooter Safety Precautions

What is an Active Shooter?

This is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. There have been numerous active shooter instances including elementary schools, a movie theatre, a place of worship and a University. These are typically places where people feel safe and would never expect someone to suddenly start shooting. Active shooter incidents are difficult to predict since they often happen without warning and typically are over within minutes. Many times, before law enforcement arrives. So, it is important to be mentally and physically prepared.

How to Respond when an active shooter is in your vicinity?

Many of us may have never thought about how to react if an active shooter is in the building. It is important to already have a plan in mind. As this will be a highly stressful situation, there are a few key ways to protect your life. Each active shooter incident has been very situational based, so it is best to have an alternative plan to avoid the shooter.

RUN, HIDE, FIGHT

The Department of Homeland Security developed a program called Run, Hide, Fight. When faced with an active shooter, there are three ways to protect yourself and others. The important thing to remember is to: **DO SOMETHING!**

"In the moment of decision, the best thing you can do is the "right thing!" The next best thing is the "wrong thing" and the worst thing you can do is nothing!"

-Theodore Roosevelt

RUN: Experts prefer that people try to get away from the shooter. Being able to quickly evacuate is the key to survival. That means run, but also be vigilant and aware of the surroundings. A person should know where the exits are and if a particular exit is blocked, seek an alternative. However, before deciding to flee, consider whether you could potentially be seen by the shooter and whether the shooter would be able to strike.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE: If it is not possible to get away from a shooter safely, the next best option is to find cover. This means hiding, preferably behind something that could stop a bullet. It also means taking other precautions such as locking or barricading doors, turning off the lights and silencing phones. Find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture, anything that you can find

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT: Countering the shooter is an extremely dangerous option and is typically the last resort because at this point, your life is in imminent danger. Authorities advise that a person facing an active shooter should be prepared to take defensive measures. It may be time to improvise. Experts say to be aggressive and use

whatever objects are available to fend off the attacker. Find weak points to strike the shooter like the eyes, throat, or groin. Look for ways to act and disrupt or incapacitate the active shooter. Now is the time and you **MUST** commit to your actions. You should try:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons: chairs, fire extinguisher, scissors
- Yelling
- Strike with the element of surprise
- Committing to your actions

Respond, React and Inform

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

How to respond when law enforcement arrives

- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Always keep hands visible
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location



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Legal Compliance & Precautions

WE ARE



Document Compliance Policies

Material Safety Data Sheet (MSDS) Policy

Material Safety Data Sheets (MSDS) are developed by chemical manufacturers or importers of each chemical or product supplied to record available scientific evidence used in making hazard determination. They provide the following information for the consumer:

- Chemical and common name(s) of the material(s)
- Physical and chemical characteristics of the material
- Physical and health hazards of the material
- Signs and symptoms of exposure
- Medical conditions aggravated by exposure
- Primary route(s) of entry
- Permissible exposure limits
- Precautions for safe handling and use
- Applicable control measures
- Emergency and first aid procedures
- Name, address, and telephone number of party responsible for preparing the MSDS
- Other related material regarding the hazardous material

General Managers shall be responsible for maintaining a current MSDS for each hazardous chemical at their community. It must be readily accessible to each employee who may come in contact with the hazardous chemical. General Managers are also responsible to provide department-specific training on hazardous chemicals for their employees.

When a new product is purchased, the General Manager must obtain the MSDS from the product manufacturer or distributor. Upon receipt of the MSDS, the General Manager must retain and maintain the MSDS file or binder for the community. If you are unable to find an MSDS for your community, you can contact the Office of Environmental Compliance and Sustainability for assistance in locating or compiling a copy. Below is a sample of what a MSDS looks like:

SECTION 1 - PRODUCT IDENTIFICATION AND USE			
PRODUCT NAME: ULTRA JAVEX® PROFESSIONAL BLEACH BY CLOROX - DIN 02314215		PRODUCT IDENTIFICATION NUMBER: Not applicable	
PRODUCT USE: Hand surface disinfecting bleach		SUPPLIER: Not applicable	
MANUFACTURER: The Clorox Company of Canada, Ltd. 150 Brantford Crescent Brantford, Ontario L9R 4V3 EMERGENCY PHONE NO.: 1-800-445-1015		SUPPLIER: The Clorox Company of Canada, Ltd. 150 Brantford Crescent Brantford, Ontario L9R 4V3 EMERGENCY PHONE NO.: 1-800-445-1014	
SECTION 2 - HAZARDOUS INGREDIENTS			
Hazardous Ingredient	% (w/w)	CAS Number	LC50 of Material (Specify Species & Route)
Sodium hypochlorite	5 - 8	7681-52-6	13 phg (5.25% NaOCl, rat. oral)
SECTION 3 - PHYSICAL DATA			
Physical State: Liquid	Odour & Appearance: Clear, lime-yellow, 1% liquid with characteristic bleach odour	LC50 of Material (Specify Species & Route): Not available	Specific Gravity: 1.21 at 20°C
Vapour Pressure: Not available	Vapour Density: N/A	Evaporation Rate: N/A	Boiling Point: N/A
% Volatile (by volume): 85 - 90	Solubility in Water: Complete	pH: 11 - 12	Freezing Point: N/A
Coeff. of Water/Oil Dist.: Not available			
SECTION 4 - FIRE AND EXPLOSION DATA			
Flammability: Yes - <input checked="" type="checkbox"/> No - <input checked="" type="checkbox"/> If yes, under which conditions?			
Means of Extinction: Not flammable			
Special Precautions: It is a fire and explosion hazard to prevent rupture and release of sodium hypochlorite.			
Flashpoint & Method: Not applicable	Upper Flammable Limit (% by volume): Not applicable	Lower Flammable Limit (% by volume): Not applicable	
Autoignition Temperature: N/A	Hazardous Combustion Products: Not applicable		Explosion Data - Sensitivity to Static Discharge: Not applicable
Explosion Data - Sensitivity to Impact: Not applicable			
SECTION 5 - REACTIVITY DATA			
Chemical Stability: Yes - <input checked="" type="checkbox"/> No - <input checked="" type="checkbox"/> If no, under which conditions?			
Incompatibility with other substances: Yes - <input checked="" type="checkbox"/> No - <input checked="" type="checkbox"/> If yes, which ones? Reacts with other chemicals such as toilet bowl cleaners, acid removers, acids, and ammonium-containing products to produce hazardous gases, such as chlorine and other chlorinated compounds. Avoid contact with metals, reducing agents, and other oxidizing agents.			
Reactivity, if any, and under what conditions? See above.			
Hazardous decomposition products? See above. Exposure to extreme heat may release sodium chloride.			

Ultra Javex® Professional Bleach by Clorox, Page 1 of 2

MSDS SAMPLE - locate needed MSDS from manufacturer

OSHA Requirements

The Occupational Safety and Health Administration was created to help ensure worker safety and have several requirements for documentation in the workplace. Due to the nature of each location being vastly different structurally, the General Manager at each site is responsible for ensuring each OSHA requirement is met at their designated location. Please note that many of these are satisfied by the SERP, our policies & procedures, and our safety standards. OSHA requires each of the following to be compliant. If you need assistance with forming any of these for your Community, please contact your District Manager. Additional resources can be found on Rent Manager University and at www.osha.gov.

- ✓ Hazard Communication
- ✓ Emergency Action Plan Standard
- ✓ Fire Safety
- ✓ Exit Routes
- ✓ Walking/Working Surfaces
- ✓ Medical and First Aid
- ✓ Lockout/Tagout
- ✓ Electrical hazards
- ✓ Personal Protective Equipment (PPE)
- ✓ Respirators
- ✓ Confined spaces
- ✓ Blood or bodily fluids

Resident Files

Our Residents trust us with all their confidential information. Their Social Security Number, previous addresses, employment information, and much more are all readily available in their file and in our Property Management Software. Since they have extended this information to us, we must provide them with a reasonable level of confidentiality. That is why we have developed the following guidelines for Resident file keeping.

- Files must be kept in a secure location. This can be a monitored or locked office, locked filing cabinets, or a locked storage area.
- Current resident files must be kept in an orderly fashion according to the File Structure Checklist (form) and must be sorted by address.
- Files of past residents must be retained for 7 years after the move out date and sorted by year of move out and address.
- Paper Guest Cards (if used at your property) must be retained for 2 years.
- Any documents/files that need to be shredded must be done by a 3rd party shredding service and the certificate of destruction retained indefinitely.

Sexual Harassment

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Title VII applies to employers with 15 or more employees, including state and local governments. It also applies to employment agencies and to labor organizations, as well as to the federal government.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

At Denizen Management, our staff and anyone that does business with us should expect to be free from sexual harassment. A sexual harassment free environment is also an Employee QSQ (Quality Service Quotient), Respect.

When Does Sexual Harassment Occur

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
- The harasser's conduct must be unwelcome.

It is helpful for the victim to inform the harasser directly that the conduct is unwelcome and must stop. The victim should use any employer complaint mechanism or grievance system available.

Battling Sexual Harassment

Whenever an act of sexual harassment occurs it **MUST** be reported. It can be reported to the immediate supervisor, the Human Resources Administrator, or anyone else in the organization that you feel comfortable reporting it to. If an occurrence is reported to you, it must be documented and passed on to the Human Resources Administrator for investigation.

Communication Guidelines

Just as the federal government has its own set of laws, so too do the States and local governments. While this is put in place to protect citizens, it can also make the law a complex, ever-changing arena. That is why Denizen Management advises caution in communication among all Employee activities. This is also a Resident "QSQ" (Quality Service Quotient) of Listen. If you ever feel like a situation could escalate into a legal issue it is best to listen more and talk less. This will help to reduce the possibility of a lawsuit as well as increase the chances of winning a suit.

In the Customer Service industry it is natural for us to talk frequently and friendly. However, that can very often get us into trouble, even if we have the best of intentions. Remember, "what you say can and will be used against you in a court of law." A good way to keep your talking in check when the situation gets tricky is to ask yourself the WAIT rule: Why Am I Talking? It is much more important to listen to an upset individual than it is to respond. Often they just need to vent and it has nothing to do with you. When you talk less and listen more this is what you're saying:

1. You value other people and their opinion.
2. You value other people's time.
3. You are an intelligent and thoughtful person able to hear and consider multiple points of view.
4. You have important things to say.
5. You are mature and professional.

Defer To Legal Aid

Denizen retains legal aid for each location and at the corporate office. Continuing a conversation once the other party has stated that they will be seeking legal counsel is inadvisable. You may want to calm them down, but anything you say can be used in court. It is best to respond with the contact information for your Communities lawyer and end the conversation.

When to Defer:

- ✓ As soon as the other party mentions their Lawyer/Attorney
- ✓ When you or the Community are served with court documents
- ✓ Whenever your Supervisor states to do so

Defer To Supervisor/District Manager

District Managers and other Supervisors are there to assist you. It is always better to reach out and ask for advice than make a bad decision. Whenever someone requests to speak to your Supervisor it is advisable to put it in writing and send an email to your Supervisor. Copy the requesting party on the email. This will put your Supervisor in touch with them immediately.

When to Defer:

- ✓ When requested
- ✓ When you feel it is necessary
- ✓ When the situation is beyond your authority or expertise

Document Everything

Documentation is often the key to a winning court case. Whenever you feel there is a chance for legal proceedings begin your own documentation using the Record Of Events (Form). Update the form as needed, to keep a perfect record. It is also good to attach any relevant documents or correspondence such as; invoices, test results, text messages, emails, letters, or court paperwork. Keep this in the Residents file and their History/Notes Tab.

Record Of Events (Form)

Interested Parties: _____

Date of Incident: _____

Date/Time	Event

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RECORD OF EVENTS (FORM) – located on Employee Login Resources

Resident Letters

In order to provide ease of access, consistent policies, and a professional approach to Resident Letters, we have scripted commonly used letters in our Property Management Software. While these letters are not to be edited we do understand that there may be times where a custom or personalized letter is needed. In the event that a letter is written outside of the Property Management Software, it must be scanned and uploaded to the History/Notes Tab.

Any letter that is created within the Property Management software must always be saved to the History/Notes Tab as well. A popup box will appear asking you if you would like to attach it.

Fair Housing

Fair housing is an act that the federal government has mandated to protect citizens who may be discriminated against for various reasons. There are 7 federally protected classes including:

- Race
- Color
- Religion
- Sex
- Disability
- Familial Status
- National Origin

However, many Cities and States have added other protected classes. So, it is important to research the laws of your area. What this means is that it is against the law to refuse housing or treat someone of one of these classes differently simply because of their status in that class. The penalties for violating Fair Housing can topple \$100,000 for both the company and you personally.

At Denizen Management we take Fair Housing very seriously. We believe that it is the right of every qualified applicant to receive equal housing and treatment by our staff. Not only is it the law it is the right thing to do.

The History of Fair Housing

The following fair housing and accessibility laws are the primary contributors to the fair housing laws that we must abide by today. Each one played a significant role in making the sell, purchase, and leasing of housing equal for all. Denizen Management suggests that all Employees become more familiar with each.

- The Civil Rights Act of 1866
- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (Fair Housing Act)
- Section 504 of the Rehabilitation Act of 1973
- Fair Housing Amendments Act of 1988 (FHAA)
- Americans with Disabilities Act of 1990
- Housing for Older Persons Act of 1995

Types of Discrimination

Intentional Discrimination

Intentional discriminatory acts or inactions based on the person's protected class. An example would be choosing not to rent to someone based on their race.

Disparate Impact or Discriminatory Effect

When a neutral policy or procedure has a disproportionately negative impact on a protected class.

An example would be charging all families (only) a higher deposit.

How To Comply

- ✓ Set occupancy standards conforming to applicable local and state laws and guidelines.
- ✓ Post occupancy guidelines clearly in offices where applicants will see them.
- ✓ Establish specific, non-discriminatory rental criteria, and apply them consistently. Make sure all applicants are aware of the criteria.
- ✓ Treat all applicants and Residents in a fair and consistent manner.
- ✓ Consult local and state government agencies to verify if additional fair housing laws are in effect.
- ✓ Display a federal Fair Housing poster (11 inches by 14 inches) in a conspicuous location in all rental and sales offices.
- ✓ Maintain all records for a minimum of 3 years, including written policies, applicant and Resident contact forms, completed applications, phone logs and all other documentation in the files, as all records are subject to review if a fair housing complaint is filed. The documentation will also be necessary defense evidence.

Best Practices

- ✓ Be sure EVERY member on your team is professionally trained in fair housing by your local Apartment Association, including maintenance and grounds.
- ✓ Maintenance teams MUST complete work orders in the order they were received, only deviating for emergency work orders.
- ✓ Be careful with signage. If something is restricted due to age, such as your pool area, be sure to say "No one under 16 years of age" and not "No children." Children are a protected class and in many local laws so is age.
- ✓ Make sure all of your advertising, online and printed, contains the Equal Housing Opportunity logo.
- ✓ Never deny a Reasonable Accommodation or Modification without discussing it with your Supervisor.
- ✓ Never ask Prospects questions like "Where are you from" or "How many children do you have." These can be construed as a discriminatory question.
- ✓ Stay up to date on what additional protected classes are in your city and state. You can usually find this information very easily online.
- ✓ Keep detailed records of everything that you can. Including the apartments shown and rates offered when taking tours.
- ✓ Assistance Animals are NOT pets. They are NOT subject to pet fees, pet rent, size restrictions, or breed restrictions. They are there to assist or service a Resident with their disability.
- ✓ Hoarding is a disability. Be sure to address any issues on this topic with your Supervisor.

Reasonable Accommodations & Modifications

The Fair Housing Act prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, familial status, and disability. One type of disability discrimination prohibited by the Act is the refusal to make reasonable accommodations in rules, policies, practices, or services when such accommodations may be necessary to afford a person with a disability the equal opportunity to use and enjoy a dwelling.

Housing Providers are required to provide a reasonable accommodation in their rules, policies practices and procedures and allow reasonable modifications (changes to the physical structure) for qualified individuals (persons with disabilities) as defined by law.

Accommodations vs. Modifications

- Accommodations are changes in the rules, services, practices or policies that allow individuals with disabilities equal enjoyment of housing but do not change the nature of the program or pose undue financial or administrative burdens on the provider.
- Modifications are changes to the physical characteristics of a residence or to the common areas of a building.

Receiving a Request

When an accommodation or modification is requested the Request for a Reasonable Accommodation or Modification (Form) MUST be completed, forwarded to the District Manager for response, and retained in the Residents file. Please note that we are not allowed to require the Resident to complete this form. If they do not wish to complete the form a member of our onsite team should complete it on their behalf.

All requests legally should be responded to within 24 hours, and the response MUST come from the District Manager. Every HUD office has a mediator on hand that can assist with requests. Sometimes a cost may be involved. Who pays for said costs will vary by situation, but usually it is the responsibility of the Resident. The District Manager and HUD will work together to address issues related to cost.

Considerations

When considering a reasonable accommodation/modification request, a Housing Provider can only take the following into consideration:

- Is the individual or the intended residents of the housing, which is the subject of the request, qualified? Is the individual a person with a disability as defined by law or is the housing designed to serve persons who are disabled as defined by law?
- Is the request for an accommodation or modification necessary? This is not determined by the Housing Provider but by the individual or developer of the housing and confirmation can be requested to be provided by a 3rd party.
- Would the requested accommodation impose an undue financial or administrative burden, for the housing provider?
- Would the requested accommodation or modification require a fundamental alteration in the nature of the program?

The Housing Provider should NOT ask about the nature or severity of the disability in question. The Housing Provider need only consider whether or not the request is 'reasonable' in terms of cost and alteration of their housing program. They may ask questions which will clarify what it is about the policy, practice or procedure that serves as a barrier (so that the housing provider may offer an alternative 'solution' if the requested accommodation is not 'reasonable'.) They should not attempt to determine whether or not the request is necessary for the individual(s) in question. That is up to the individual and their advisors.

Verification of Need

Verification of need may be necessary if the need is not visibly obvious. Once the District Manager receives the Reasonable Accommodation or Modification (Form) they will determine if verification is needed. If verification is needed the Verification of Need for a Reasonable Accommodation or Modification (Form) must be sent to a 3rd party for verification and will only be used to determine if the accommodation or modification are needed.

Proprietary & Confidential

Reasonable Accommodation or Modification Request Verification (Form)

Date: _____

To: _____ (Health Care Provider)

Address, City, State, Zip: _____

From: _____ (Landlord)

Address, City, State, Zip: _____

RE: Request Reasonable Accommodation/Modification

Residents Name: _____

Address, City, State, Zip: _____

The resident named above has requested this accommodation/modification: _____

If accommodation is an animal, Please describe: Breed: _____

Weight: _____ Color: _____

Under state and federal laws, individuals with disabilities may request reasonable accommodations from housing providers and we must consider the request. Reasonable accommodations in rules, policies, practices and services must be allowed to give persons with disabilities an equal opportunity to use and enjoy housing, provided such accommodation does not impose an undue hardship or requests a change in the fundamental nature of our business. Residents with disabilities must be allowed to make reasonable modifications to their apartments and common areas at their own expense subject to appropriate construction and restoration considerations.

It is our policy to verify that the individual qualifies as disabled, as that term is defined by law, and requires the accommodation to have equal opportunity to use and enjoy the apartment community.

We would appreciate your cooperation in answering the following questions and returning it to the Landlord. You may reply by email to: _____ or use the enclosed self-addressed envelope for this purpose. The resident has consented to the release of information, as shown on the last page.

Definition of Disabled
Under federal law, an individual is disabled if he/she has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment.





Page 1

Proprietary & Confidential

Information Requested:

1. Is this resident disabled as defined on Page 1: Yes No

2. In your professional opinion, does the resident need this accommodation to have the same opportunity that a nondisabled individual has to use and enjoy the apartment community? Yes No

3. Is there any other accommodation that may be equally effective as the requested accommodation which you can suggest? Yes No
Please Explain: _____

4. If this request is for the assistance animal listed, must it be this exact animal? Yes No
If Yes, Please Explain: _____

5. I am a Health Care Provider of the above-named resident with ongoing care and have seen them in the last 6 months. Yes No

6. Would you be willing to testify in any court action or related proceeding as to the resident's need for the reasonable accommodation? Yes No
If you answered No to the above question, please explain the reason for your answer: _____

7. In your professional opinion, does this resident need more than 1 assistance and/or emotional support animal? Yes No NA

Primary Health Care Provider Information:

Name & Title of person supplying information: _____

Firm/Organization: _____

Phone Number: _____

Signature: _____ Date: _____

Resident Release
The person named and signing below is an applicant or resident or is the adult guardian of a minor child household member of an applicant/resident at the above apartment community. By my signature below, you are authorized by mail or email to provide the information requested on this form about me or about the minor child, and to answer any follow up questions related to the requested accommodation or modification.

Print Name: _____ Date: _____

Signature: _____





Page 2

VERIFICATION OF NEED FOR A REASONABLE ACCOMMODATION OR MODIFICATION (FORM) – located on Employee Login Resources

Assistance Animals & Service Animals

Under the FHA, a disability is defined as a physical or mental impairment which significantly limits a person's major life activities. Even if a lease says "no pets" or restricts pets, landlords are required to make what is called a "reasonable accommodation" to allow pets who serve as assistance animals, which includes animals who provide emotional support.

In most cases, service animals are dogs that have been specially trained. Pet restrictions and fees are waived for these animals. They are animals that work, assist and/or perform tasks and services for the benefit of a person with a disability or provide emotional support that improves the symptoms of a disability.

There is not necessarily an official certification or training for assistance animals, and they can assist in a wide variety of ways. Breed and weight restrictions do not apply to assistance animals.

General Policies

At Denizen Management we understand the importance of all requests for reasonable accommodations, including those for assistance animals. However, this request must be documented to protect the Property from Fair Housing violations. Below is a list of important rules to remember when you are faced with a request for a service or assistance animal.

- ✓ It is treated as any other request for an Accommodation (see Reasonable Accommodations & Modifications Policy).
- ✓ A 3rd party verification form is required to be on file for EVERY Resident that has an assistance animal.
- ✓ All animals, including assistance animals are required to adhere to the rules and regulations of the lease and animal addendum. This means that they cannot damage the property or disturb the neighbors and they are liable to pay for damages.
- ✓ The only exception to the lease provided for service and assistance animals are size restrictions, breed restrictions, and any fees. No assistance animal is allowed to be limited by these restrictions or to be charged any fees.
- ✓ They must still sign the Animal Addendum for the assistance animal, but the addendum must note that there are no fees due because it is an approved reasonable accommodation.
- ✓ They must also complete the Assistance Animal Addendum from Bluemoon.
- ✓ The onsite team must note under the User Defined Fields Tab in Rent Manager that the unit has an assistance animal.

Differences between service animals and assistance animals

Service animals are categorized as animals trained to do a specific task for their owner. The most common example is a guide dog. Service animals are allowed in public areas because of the owner's need for the animal at all times.

An assistance animal can be a cat, dog or other type of companion animal, and does not need to be trained to perform a service. The emotional and/or physical benefits from the animal living in the home are what qualify the animal as an assistance animal. A letter from a 3rd party source, such as a medical doctor, friend, or therapist is all that is needed to classify the animal as an assistance animal.

The fact that the term "service animal" is often used by landlords and public housing authorities to refer to both service dogs and assistance animals often creates confusion.

Some examples of Service Animals:

- A cat who can detect and alerts their companion of oncoming seizures.
- A dog who alleviates a person's depression or anxiety.
- A cat who reduces a person's stress-induced pain.
- A bird who alerts their hard-of-hearing companion when someone has come to the door.

3rd Party Verification

It is against HIPPA (Health Insurance Portability and Accountability Act of 1996) regulations to ask for the reason a service or assistance animal is needed, as it is a violation of privacy. However, it is acceptable to request a 3rd party verification letter to place in the residents file if the need is not obvious. Completing this form is necessary for ensuring proper adherence to the Fair Housing Act. This form is the only documentation available to show why we are allowing an animal, that would otherwise not be allowed, to live on the property. Failure to properly and consistently use this form can easily result in a fair housing violation.

However, this form is not solely the responsibility of the Resident to complete. Our Employees have an obligation to follow-up, assist in completing the form, and respond with a decision in a timely manner.

Death Of A Resident

Unfortunately, there are times in which a Resident will pass away. This is an emotional time for all involved, including our staff. However, we have to compose ourselves, remain calm, and continue to be an advocate for the Community. There is still an active lease and apartment that must be accounted for. It is our duty to the Resident's estate and to the Owner to conclude the lease, per its terms, protect the Resident's personal property, charge up all applicable fees, and stay focused on day to day operations.

Our Responsibilities

- ✓ It is the responsibility of the Company and the Employees to secure and protect the Resident's personal property until an executor can be named.
- ✓ Ensure the emergency contact has been notified, either by emergency services or our Employees.
- ✓ Conclude the Lease by charging up all applicable fees.
- ✓ Re-rent the apartment.

Off-Site Death

If a Resident passes away off-site, such as at a hospital, the following procedures are to be taken immediately:

1. Reach out to the Emergency Contact for all correspondence.
2. Secure the property by changing the locks and locking all doors and windows.
3. Take pictures/videos of the property and its condition upon your entrance. Then upload them to the Residents History/Notes Tab.
4. Do not let the deceased's family or friends inside without accompanying them, and do not let them take anything.
5. Once the court names an executor, provide that person with the key. The executor is in charge of the tenant's personal property and is the individual you deal with regarding estate matters. Make sure you see proof of executor status.
6. Process the move out, per the Death of a Resident Move-Out policy.

On-Site Death

If the Resident's body is discovered on-site the following procedures are to be taken immediately.

1. Call 911 to report the incident.
2. Do not move or tamper with anything in the apartment
3. Follow police instructions until they, or the coroner, have released the unit back into your care.
4. Reach out to the Emergency Contact or provide their information to the police and have them reach out.
5. Secure the property by changing the locks and locking all doors and windows.
6. Take pictures/videos of the property and its condition upon your entrance. Then upload them to the Resident's History/Notes Tab.
7. Do not let the deceased's family or friends inside without accompanying them, and do not let them take anything.
8. Schedule cleaning of the apartment with a biohazard remediation services company as needed to remove any waste, blood, remains, or odors. Note that you will need to retain a copy of the bill to charge back to the account.
9. Once the court names an executor, provide that person with the key. The executor is in charge of the tenant's personal property and is the individual you deal with regarding estate matters. Make sure you see proof of executor status.
10. Process the move out, per the Death of a Resident Move-Out policy.



DENIZEN
MANAGEMENT



Safety Standards

WE ARE



Workplace Safety

The health and safety of our Employees is a top priority at Denizen Management. For that reason, the Company tries to provide as many tools as possible to ensure Employee safety, including knowledge. This section, our policies & procedures, and the Safety Manual should be reviewed by all Employees to help prevent injuries. This is also an Employee "QSQ" (Quality Service Quotient), of Focus, as it helps our Employees to stay focused on safety.

Eye Protection In The Workplace

Denizen Management requires all Employees to wear eye protection when performing tasks that could be hazardous to the eyes, such as cutting keys, sawing wood, using a drill, blowing leaves, etc.

Using Protective Eyewear

It's important to remember that regular glasses alone do not offer protection from eye hazards.

What Contributes to an Eye Injury at Work?

- ✓ Not wearing eye protection.
- ✓ Wearing the wrong kind of eye protection for the job.

How Can Eye Injuries Be Prevented?

- ✓ Always wear effective eye protection.
- ✓ Eye protection devices must be properly maintained. Scratched and dirty devices reduce vision, cause glare and may contribute to accidents.

Choosing & Using Eye Protection

- ✓ Safety Glasses And Goggles
- ✓ Safety Glasses
- ✓ Safety Goggles
- ✓ Shields and Helmets
- ✓ Using Protective Eyewear
- ✓ Safety Glasses And Goggles

Fortunately, we can protect against these hazards by using the appropriate protective eyewear for our jobs and by following our Companies' established safety guidelines. The following is a guide to the most common types of protective eyewear and the specific hazards they can guard against.

Safety Glasses

Standard safety glasses look very much like normal glasses, but are designed to protect you against flying particles. Safety glasses have lenses that are impact resistant and frames that are far stronger than regular eyeglasses. Safety glasses must meet the standards of the American National Standards Institute (ANSI). Standard safety glasses can be equipped with side shields, cups, or tinted lenses to offer additional protection.

Safety Goggles

Like standard safety glasses, goggles are impact resistant and are available in tinted lenses. Goggles provide a secure shield around the entire eye area to protect against hazards coming from many directions. Safety goggles may have regular or indirect ventilation.

Shields and Helmets

Face shields and helmets are not in themselves protective eyewear. But, they are frequently used in conjunction with eye protectors. Full-face shields are often used when you are exposed to chemicals or heat or glare hazards. Helmets are used when welding or working with molten materials.

Ladder Safety

According to the National Safety Council, over 6,000 people die from falls in and around the home each year, and many times that number suffer disabling injuries. The accidents include slipping on wet or icy surfaces, falling downstairs, falling off the roof and falling from ladders. In fact, more than 30,000 people are injured each year by falls involving ladders.

Rule 1: Select the Right Ladder for the Job

Regardless of the type or construction, be sure the ladder has a label certifying that it complies with specifications of the American National Standards Institute (ANSI) and that it is listed by Underwriters Laboratories (UL).

If the work involves possible contact with sources of electrical current, an aluminum ladder is not suitable since it conducts electricity. In these places a dry wood or fiberglass ladder is needed (see Figure 1).



Figure 1. Danger! Metal conducts electricity!
Keep metal ladders away from power lines
and live electrical wires

Rule 2: Inspect the Ladder Before You Use It

Any ladder can develop a problem which can render it unsafe. Each time you use a ladder, inspect it for loose or damaged rungs, steps, rails or braces. Also, check for loose screws, bolts, hinges and other hardware. Make certain the spreaders on stepladders can be locked in place and that the ladder has safety feet which will provide more stability and reduce the chances of the ladder slipping while you work.

Rule 3: Step Up the Ladder with Care

No matter how safe the ladder is, if it is placed in a dangerous location or set up improperly an accident is bound to happen. If you must set the ladder in a traffic area, use a barricade or guard to prevent collisions. Lock or block any nearby door that opens toward you. The area around the base should be kept uncluttered, and the ladder should be set on a solid, level surface.

Stepladders should be fully opened with the spreaders locked. Straight ladders should be placed at a four-to-one ratio. This means the base of the ladder should be one foot away from the wall or other vertical surface for every four feet of height to the point of support.

If you plan to climb onto a roof or platform from a ladder, be sure the ladder extends above the edge at least three feet (see Figure 2). If possible, secure a straight ladder as close to the point of support as possible to prevent shifting. Never lean a ladder against an unstable surface.

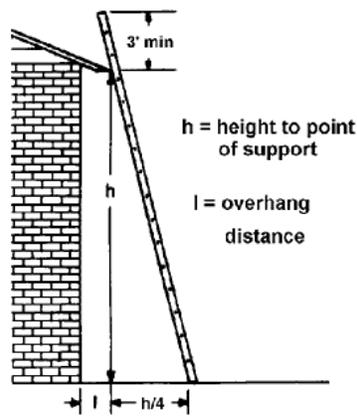


Figure 2. The base of a straight ladder should be one foot out of every four of height to the point of support

Rule 4: Climb and Descend Ladders Cautiously

Always face the ladder and hold on with both hands. If you need tools, carry them in a tool belt or raise and lower them with a hand line.

To avoid slipping, always check the rungs and the bottoms of your shoes for slippery substances. You may wish to apply a slip-resistant material to the steps of a metal ladder to provide better footing.

Rule 5: Use Common Sense When Working on a Ladder

Always hold on with one hand and never reach too far to either side or to the rear. To maintain your balance, keep your belt buckle between the ladder rails. Climbing too high can also lead to accidents, so never climb higher than the second step from the top on a stepladder or the third from the top on a straight ladder.

Storage

Ladders should be stored in well ventilated areas and in a manner that will prevent sagging and warping. Straight ladders are best stored in flat racks or on wall brackets. Step ladders should be stored in the vertical, closed position. Wood ladders should be protected from moisture, insect damage and excessive heat. Moisture and sun exposure are the two main enemies of wood ladders and can rapidly shorten the useful life of a ladder.

Lifting Safety

Lifting is a regular function of many of our jobs. However, we must be cautious and set limits on lifting as it can cause serious injuries. As a general rule always follow these guidelines:

- ✓ Ask for assistance if the item being lifted is over 50lbs or bulky in nature like a bed or appliance.
- ✓ ALWAYS use an appliance dolly or appliance strap when lifting large appliances like refrigerators, stoves, washers, hot water tanks, etc.
- ✓ If you are injured notify your Supervisor immediately.

Have you checked the object before you try to lift it?

- ✓ Test every load before you lift by pushing the object lightly with your hands or feet to see how easily it moves. This tells you about how heavy it is.
- ✓ Remember, a small size does not always mean a light load.
- ✓ Is the load you want to lift packed correctly?
- ✓ Make sure the weight is balanced and packed, so it won't move around.
- ✓ Loose pieces inside a box can cause accidents if the box becomes unbalanced.

Is it easy to grip this load?

- ✓ Be sure you have a tight grip on the object before you lift it.
- ✓ Handles applied to the object may help you lift it safely.

Is it easy to reach this load?

- ✓ You can be injured if you arch your back when lifting a load over your head.
- ✓ To avoid hurting your back, use a ladder when you're lifting something over your head.

What's the best way to pick up an object?

- ✓ Use slow and smooth movements. Hurried, jerky movements can strain the muscles in your back.
- ✓ Keep your body facing the object while you lift it. Twisting while lifting can hurt your back.
- ✓ Keep the load close to your body. Having to reach out to lift and carry an object may hurt your back.
- ✓ "Lifting with your legs" should be done only when you can straddle the load. To lift with your legs, bend your knees, not your back, to pick up the load. Keep your back straight.
- ✓ Try to carry the load in the space between your shoulder and your waist. This puts less strain on your back muscles.

Mold & Moisture Control

Molds are a normal presence in outdoor and indoor air. More often than not mold is not hazardous in any way. However, when building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration or flooding, molds may grow and become apparent as visible discoloration of surfaces or through the detection of "off" odors. Prompt attention to moisture/mold is necessary in order to preserve a healthy indoor environment. In addition to damaging the surfaces on which they grow, molds may trigger allergic reactions in susceptible people. Many types of molds exist; some molds produce toxins and/or irritants under certain, very rare, conditions.

The purpose of these guidelines is to assist General Managers in establishing procedures for addressing mold.

General Information

Concern about mold in both the residential and occupational setting is escalating. While there are many unanswered questions about potential health effects of mold, it is prudent to:

1. Repair any known conditions involving excessive moisture that could, under the right conditions, lead to a mold problem growth.
2. Clean and remove any mold growth when it occurs. In order to accomplish this objective, it is important to establish a partnership between the Employees and Residents so that conditions that require attention are identified and dealt with promptly.

Responding to a Mold Complaint

Mold complaints should always be taken seriously. While most mold is harmless, each person responds differently to mold. All mold complaints must be treated as a priority by our Service Technicians.

At the Office

1. Fill out a service request form and state for the record the observations of the location(s) the Resident or Employee believes mold is present. If a health concern is expressed or property damage is reported, immediately contact your District Manager.
2. Treat the service request as a priority.
3. Complete the Record of Events (Form) for the entirety of the situation.

4. Maintain the Record of Events (Form) in the management office.
5. *Note: If the Resident has had the mold tested, send a copy of the test results to your District Manager.

At the Apartment

1. Determine the nature and extent of conditions favorable for mold growth, or mold, if any. Determine the source of any water infiltration or excessive moisture – interior and exterior.
2. Stop the leak or cause of excessive moisture and dry all affected areas completely immediately.
3. Ensure all surfaces are properly dried out as mold needs moisture to grow. This may require cutting holes in drywall and/or industrial fans.
4. If no mold is found: Send Resident a follow-up letter indicating results of investigation.
5. If mold is found: Clean up the mold per District Manager direction.
6. Use the service ticket to inform the Resident of the corrective action completed and additional steps to be taken, if any.

After Inspection

1. Before determining that the remediation will require the use of outside professionals or that a unit be vacated, always consult your District Manager for direction on how to proceed.
2. Complete the Record of Events (Form) to reflect what action was taken.

Within 7 – 10 Days

1. Send the Resident a follow-up letter.
2. Log the follow-up action on the Record of Events (Form).

Procedure for Mold Remediation

Once mold is identified, it is essential to identify and correct the underlying source of water intrusion or impingement. Otherwise, mold growth will recur. Generally speaking, if mold is either seen or smelled, it should be remediated. Thus, a visual inspection is the first step to assessing a mold service request.

Visual Inspection

A visual inspection is the first step in identifying the extent of moisture damage, which may result in the growth of mold create conditions favorable for mold growth. Once mold growth is observed, the extent of any damaged area should be evaluated to determine appropriate remedial strategies based on EPA guidance. Work orders will be generated for remediation if any mold exists. If Residents are

found to be lacking in housekeeping thereby causing mold, the Resident must be informed of the lease violation in writing.

Subsequent visits should be planned to follow-up on the violation. If the housekeeping does not improve, the Resident must be served notice and the lease terminated. Consult your District Manager before serving the lease termination letter.

Mold Testing

According to the previously mentioned EPA guidelines, it is not essential to identify the types of mold (i.e., test) in order to remediate the situation. This is due to the limited results provided by many tests. For example, Black Mold comes in 52 different varieties, only 2 of which are toxic. Most tests can only identify that some of the 52 strains exist and does not differentiate if it is a toxic strain or not.

However, under certain circumstances, it may be important to have building materials/air tested to determine the type of mold present. Consult with your District Manager before proceeding with any testing.

Remediation

EPA's guidelines and suggested work practices include the use of Personal Protective Equipment ("PPE") and containment systems based on the total surface area of mold affected. The bigger the job, the more precautions are necessary. Adapt or modify these guidelines to fit your situation and contact your District Manager with any questions regarding retaining outside consultants.

In some circumstances, the General Manager may retain an environmental restoration consultant to deal with a water intrusion/mold problem. In other cases, it may be useful to obtain a written protocol prepared by an industrial hygienist or other qualified indoor air quality professional to be used as a guide for on-site staff to follow in conducting the remediation.

Under certain circumstances, a certificate of clearance that states that the remediation has been performed and the property is free of mold growth and is safe and habitable should be obtained from the contractor. written confirmation from the contractor, which states that remediation has been performed and the property is habitable, should be obtained.

EPA's Tips for Service Technicians

- ✓ Fix leaky plumbing and leaks in the building envelope as soon as possible.
- ✓ Watch for condensation and wet spots. Fix source(s) of moisture intrusion problem(s) as soon as possible.

- ✓ Prevent moisture due to condensation by increasing surface temperature or reducing the moisture level in air (humidity). To increase surface temperature, insulate or increase air circulation. To reduce the moisture level in air, repair leaks, increase ventilation (if outside air is cold and dry), or dehumidify (if outdoor air is warm and humid).
- ✓ Keep heating, ventilation, and air conditioning (HVAC) drip pans clean, flowing properly, and unobstructed.
- ✓ Vent moisture-generating appliances, such as dryers, to the outside where possible.
- ✓ Maintain low indoor humidity, below 60% relative humidity (RH), ideally 30-50%, if possible.
- ✓ Perform regular building/HVAC inspections and maintenance as scheduled.
- ✓ Clean and dry wet or damp spots within 48 hours.
- ✓ Don't let foundations stay wet. Provide drainage and slope the ground away from the foundation.*

Electrical Safety

Adapt this list of reminders to your working environment. Be sure to consider company policies and local, state, and Federal codes before establishing a written electrical safety program.

- ✓ Plan every job and think about what could go wrong.
- ✓ Use the right tools for the job.
- ✓ Use procedures, drawings, and other documents to do the job.
- ✓ Isolate equipment from energy sources.
- ✓ Identify the electric shock and arc flash, as well as other hazards that may be present.
- ✓ Minimize hazards by guarding or establishing approach limitations.
- ✓ Test every circuit and every conductor every time before you touch it.
- ✓ Use personal protective equipment (PPE) as a last line of defense in case something goes wrong.
- ✓ Be sure you are properly trained and qualified for the job.
- ✓ Work on electrical equipment and conductors only when deenergized, unless procedures and safeguards have been established to ensure zero exposure for the worker and other people in the area.
- ✓ Lockout/tagout and ground (where appropriate) before working on equipment.
- ✓ Wear protective clothing and equipment and use insulated tools in areas where there are possible electrical hazards.
- ✓ Deenergize and visibly guard (where possible) whenever contact with uninsulated overhead power lines is possible.
- ✓ Check and double check safety regulations when a ladder or parts of any vehicle or mechanical equipment structure will be elevated near energized



overhead power lines. Call your local electric utility for assistance. People standing on the ground may be particularly vulnerable to possible injury.

Other Considerations

- ✓ Verify location of all buried or embedded electrical circuits before digging or cutting.
- ✓ Determine the reason that a fuse operated or circuit breaker tripped before replacing or resetting.
- ✓ Know where your overcurrent devices are (i.e. circuit breakers and fuses) so they can be easily and quickly reached in case of emergency.
- ✓ When replacing lamps and bulbs, verify that the replacement matches fixture requirements.

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