



## Wildfire Response Protocol at Home Forward Worksites and Properties

This protocol provides guidance during the threat of a Wildfire and/or Smoke event for the operation of worksites or properties managed by Home Forward Property Management and aims to continue to provide housing while prioritizing the safety of residents, participants, staff, vendors, and visitors.

### Risk Assessment for Residents

This process looks at the facts to identify potential hazards and risks, and then takes steps that reduce or eliminate the hazard. Home Forward will follow Multnomah County recommendations and evacuation guidelines, including the use of response levels 0-3 below. Home Forward will also monitor air quality levels and open cooling centers based on the air quality levels indicated below in chart 1A.

### Risk Assessment for Staff

This process looks at the facts to identify potential hazards and risks, and then takes steps that reduce or eliminate the hazard. Home Forward will follow Multnomah County recommendations and evacuation guidelines, including the use of response levels 0-3 below. Home Forward will follow OSHA guidelines for staff protection including the use of PPE and work duties affected by air quality.

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This protocol covers four levels of response listed here by increasing level of seriousness:

### Level 0 - Property Preparedness

#### Multnomah County Levels:

Level 1- Get Ready

Level 2- Be Set

Level 3- Go!

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Level 0- Property Preparedness for properties identified to be close to (within 3 miles) or in the vicinity of (6 miles) a Level 1 Evacuation Zone. These Evacuation Zones may be located in a neighboring county and still affect Home Forward properties. IFS will monitor Multnomah and

surrounding county websites and update the property list and staff as applicable. This level will also be initiated for smoke events affecting the region.

Step One (complete by \_\_/\_\_/\_\_\_\_):

Properties within (3 miles) of a Level 1 Evacuation Zone

- Property Management in coordination with IFS will post and email notifications [A](#), [B](#) and [C](#) to all units at properties identified by IFS.
- Asset Management will work with 3<sup>rd</sup> party Property Management to provide notices to all units at properties identified by IFS.
- Rent Assistance and IFS will work with IT to send emails and texts to voucher holders in the affected area.
- IFS will upload Information to the Home Forward website so residents and participants can get information and resources.
- Maintenance Staff – Identify and address items around the exterior of the building that are potential fire hazards. This could include piles of dry leaves or dry plants near the building or garbage and debris needing removal.
  
- If possible, the HVAC system should be adjusted to the lowest setting for air flow.
- If the air quality is forecasted to be 150 or greater Air Quality Index Scale, IFS will identify priorities and distribute available air cleaners to community rooms at properties most greatly affected by wildfire smoke.

Step Two (complete by \_\_/\_\_/\_\_\_\_).

Properties within (6 miles) of a Level 1 evacuation zone:

- Property Management in coordination with IFS will mail and email notifications [A](#), [B](#) and [C](#) to all units at the properties identified by IFS.
- Asset Management will work with 3<sup>rd</sup> party Property Management to provide notices to all units at properties identified by IFS.
- Maintenance staff – Identify and address items around the exterior of the building that are potential fire hazards. This could include piles of dry leaves or dry plants near the building or garbage and debris needing removal.
  
- If possible, the HVAC system should be adjusted to the lowest setting for air flow.

Step Three (complete by \_\_/\_\_/\_\_\_\_).

- Property Management, Community Services and IFS will work with IT to send notification [C](#) to all properties and participants.
- Safety Manager or a member of IFS will send notifications [A](#), [B](#), [C](#) and [D](#) to all staff.
- If possible, the HVAC system should be adjusted to the lowest setting for air flow.

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## Level 1- Get Ready

Follow pre-evacuation preparation steps listed in the Multnomah County chart, notification [B](#). For residents that might need assistance or might need extra time to evacuate please give them information to start evacuation process in Level 1

- Post and email notification [E](#) to residents informing them we are now in Level 1 so they can find a safe place to stay and provide evacuation guidance including the nearest temporary evacuation point.
- Friends, Neighbors, TriMet, Ride Connection, Lyft, Uber are all options for transportation prior to Level 3. Property Management and/or Community Services may assist residents with arranging transportation if they are available.
- Property Manager - Print updated rent roll with all resident names and contact information, keep it available for first responders (identify residents with mobility issues if possible). Keep a copy ready-to-go in an envelope or bag.
- Property Manager - Gather undeposited checks and previously processed payments into the envelope or bag.
- All Site Staff - Sign up through your local emergency alert system to receive alerts for the property address. [Public Alerts](#) covers the Portland-Vancouver region. We recommended all staff do this for their personal addresses as well as a precaution.
- Maintenance Staff – Identify and address items around the exterior of the building that are potential fire hazards. This could include piles of dry leaves or dry plants near the building or garbage and debris needing removal.
- ALL onsite staff should review the location of emergency shut offs for the property
- Community Services, Property Management and IFS will identify Emergency Shelter locations for the evacuated area.
- Emergency information for Multnomah County can be found through the Emergency Management [website](#):
- The proper use of PPE must be followed in response to air quality concerns.
- Information on voluntary use of respiratory protection can be found in [appendix D](#).
- If possible, the HVAC system should be adjusted to the lowest setting for air flow.
- If the air quality is forecasted to be 150 or greater Air Quality Index Scale, IFS will identify priorities and distribute available air cleaners to community rooms at properties most greatly affected by wildfire smoke.

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## Level 2- Be Set

In addition to everything listed in Level 1:

- Post notification [E](#) and/or Call/Text residents informing them we are now in level 2 so they can find a safe place to stay and provide evacuation guidance including the nearest temporary evacuation point.
- Onsite Staff - Split up to get resident letters and fire flyers distributed as quickly as possible. Knock on doors as you deliver to encourage residents to find them by answering the door.
- Maintenance or Property Manager – Gather property keys, and key codes and add to the envelope or bag.
- Property Management: Post [office closure sign](#) on door that includes cell phone information.
- Once these steps are complete, staff need to secure offices and evacuate; they need to contact their supervisors once they reach a safe location and to identify alternative locations for work.
- IFS will stay in contact with local jurisdictions for resources and information.
- Transportation options for residents to get to emergency shelters might be limited, Community Services and Property Management will communicate with residents and determine who needs assistance with transportation.
- Property Management, Community Services or IFS will rent with a local transportation provider, two 15-person passenger vans for emergency evacuation services if necessary. IFS will provide drivers for this service. These vans will provide transportation to identified evacuation shelters or other Home Forward Properties only. A log of where residents are taken will be maintained by the driver and communicated to Property Management.
- Relocation Services, Community Services and Property Management should begin to identify short and long-term solutions in case residents are unable to return to a damaged property.
- Staff affected by wildfires should communicate with supervisors and HR to attend to personal evacuation needs
- The proper use of PPE must be followed in response to air quality concerns.
- Information on voluntary use of respiratory protection can be found in [appendix D](#).

## Level 3- GO!

In addition to everything listed in Level 1 and 2:

- Call/Text residents to let them know we are at level 3 and evacuation is required. Email notification [G](#) to residents informing them we are now in level 3 and evacuation is required.
  - Property Management: Call 911 to report list of residents and their unit numbers if the resident is known to have not evacuated.
  - Staff will not be present at the property and will not be deployed into the evacuation zone.
  - Transportation options for residents to get to emergency shelters will be extremely limited, Community Services and Property Management should direct anyone who needs assistance with evacuation transportation to call 911.
  - Relocation Services, Community Services and Property Management should begin to work with residents who have been displaced by the evacuation.
  - Human Resources will work in coordination with Relocation Services to assist staff who have been displaced by the evacuation.
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## Additional Considerations

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- Staff will remain on site during Level 2.
- The Program Manager or On-Call Manager will provide updates to the Regional Property Manager following any events that directly affect the staff, residents, building or surrounding area.
- The proper use of PPE must be followed in response to air quality concerns.
- Information on voluntary use of respiratory protection can be found in [appendix D](#).

## Residential Multifamily Properties Managed by Third Party Management Companies

- Properties that are not managed by Home Forward Property Management have emergency response protocols outlined in operating and procedures manuals and should refer to those approaches in the event of a concern about a Wildfire threat. Third party property management companies are encouraged to adopt this protocol.

- If a concerning event presents itself, management companies at these properties should be in contact with their asset manager who will be in contact with the Home Forward Director of Asset Management and the Director of Integrated Facilities Services and Safety.

Home Forward: Wildfire Related Policy Changes

Please see [Wildfire Response Policy Change Summary](#) for questions regarding temporary policy changes during or following a wildfire response.

Multnomah County Emergency Management

The County is responsible for issuing Evacuation Levels & Orders. The orders may be communicated by law enforcement, fire and rescue or a combination of resources.

Criteria for Opening Community Rooms in Response to Air Quality (1A)

Air Quality Range	Action
100+	Community Rooms Open

- If community rooms are opened the HVAC system should be adjusted to the lowest setting for air flow.
- IFS will identify priorities and distribute available air cleaners to community rooms at properties most greatly affected by wildfire smoke.

Community Services:

Recovering from disaster entails not only physical assistance for clothing and food but also emotional and psychological wellbeing. Community Services, if assigned, will assist residents affected by the wildfires in finding emotional support resources and programs.

Development:

When new construction or major remodels occur, Development will refer to the [Multnomah County Wildfire Urban Interface Map](#). If the property is located in one of these areas then steps will be taken to decrease the potential for property damage, including but not limited to the use of fire resistant building materials and proper landscaping techniques to keep potential ignition sources 30 feet or more from buildings. The property should include an outside water source with a hose long enough to reach all parts of the property. More resources for properties within a wildfire urban interface can be located inside the map document.

Human Resources:

Recovering from disaster entails not only physical assistance for clothing and food but also emotional and psychological wellbeing. Human Resources will assist staff affected by the wildfires in finding emotional support resources and programs.

Property Management:

Will ensure that staff working at a wildfire urban interface property understand the additional safety concerns that come along with the location. Staff will review the Wildfire Response protocol on a yearly basis and will sign up for Public Alerts. Staff will also notify maintenance staff of any potential fire hazards needing to be removed from the property; This could include piles of dry leaves or dry plants near the building or garbage and debris needing removal.