

Boyne City Housing Commission Comprehensive Disaster Preparedness and Emergency Response Plan

Adopted by BCHC Board of Commissioners 10/22/2025

1. Introduction & Purpose

This Disaster Preparedness and Response Plan establishes the framework for the Boyne City Housing Commission (BCHC) to effectively prepare for, respond to, and recover from emergencies and disasters. This Plan is a living document and will be reviewed annually, following drills, incidents, or regulatory changes.

2. Primary Objectives:

- A. Protect life, health, and safety of all residents, staff, and visitors.
- B. Minimize damage to BCHC-owned and managed properties.
- C. Ensure continuity of essential PHA operations (Public Housing, HCV, Deer Meadows LIHTC).
- D. Comply with HUD, FEMA, State of Michigan, and local requirements.
- E. Provide structured guidance for recovery and long-term stability.

3. Scope

This Plan applies to all BCHC operations:

- A. 53-unit Litzenburger Place
- B. 26 scattered-site family homes
- C. Housing Choice Voucher program (63 vouchers)
- D. 30-unit Deer Meadows LIHTC property
- E. Litzenburger and Deer Meadows Garages
- F. Vacant Land/Parcels/Parking Lots
- G. Administrative offices

It covers all staff, residents, contractors, and Board members. It applies to all phases of disaster management including Mitigation, Preparedness, Response, and Recovery.

4. Emergency Levels

- A. Level I: Minor incidents handled by staff through normal procedures (e.g., small power outage, minor plumbing issue).
- B. Level II: Incident affecting a full building, requiring coordinated response with outside services (e.g., fire, localized flooding).
- C. Level III: Major disaster impairing or halting BCHC operations, requiring full coordination with city/county/state emergency agencies (e.g., tornado, chemical spill, mass power outage).

5. Roles & Responsibilities

- A. Executive Director (Incident Commander): Declares emergencies, communicates with HUD/FEMA, Board, and local government.
- B. Community Manager: Resident communications, evacuations, welfare checks.
- C. Program Manager: HCV landlord and participant support, HUD reporting, finance continuity.
- D. Maintenance Supervisor: On-site operations lead, utility shutoffs, inspections, initial damage assessments.
- E. All Staff: Cross-trained, assist in communications, welfare checks, tenant outreach, and documentation.
- F. Board of Commissioners: Informed of status, provide governance support.

6. Phases of Disaster Management

- A. Mitigation:
 - a. Annual risk assessments
 - b. Infrastructure inspections
 - c. Roof/drainage checks
 - d. Floodproofing
 - e. Maintain adequate insurance coverage

- B. Preparedness:
 - a. Maintain staff call tree and vendor lists
 - b. Train staff annually,
 - c. Conduct fire/tornado drills
 - d. Crosstrain staff roles
 - e. Maintain stockpiles of flashlights, first aid kits, batteries, PPE, water
 - f. Establish MOUs with Red Cross, shelters, contractors
- C. Response:
 - a. Executive Director declares emergency and activates Emergency Operations Center (EOC).
 - b. Life safety prioritized
 - c. 911 contacted.
 - d. Staff conduct welfare checks, especially on vulnerable tenants (App. I).
 - e. Maintenance secures properties and documents damage with Rapid Damage Assessment Form (App. E).
 - f. All actions logged in Incident Log (Appendix F).
- D. Recovery:
 - a. Conduct full professional damage assessments.
 - b. File insurance and FEMA claims.
 - c. Provide tenant relocation assistance and counseling resources.
 - d. Implement HUD waivers (recerts, inspections).
 - e. Hold After-Action review and update plan.

7. Emergency Procedures (Scenario-Based)

- A. Tornado/Severe Weather:
 - a. Residents shelter in hallways/interior rooms
 - b. Avoid community room windows.
 - c. Staff monitor NOAA and local radio stations. Post "All Clear" after danger passes.
- B. Fire:
 - a. Call 911, activate fire alarm boxes, never use elevators.
 - b. Residents check doors for heat, evacuate via nearest stairwell, close doors but do not lock.
 - c. If halls are smoky, residents stay in unit, place wet towel under door, call 911 with location.
- C. Power Outages (>36 hrs.):
 - a. Litzenger has a generator for emergency lights.
 - b. If electricity is needed for medical equipment, staff coordinate with Red Cross or shelters.
 - c. Executive Director coordinates with utility companies for restoration timelines.
- D. Flooding:
 - a. Maintenance deploys sandbags, shuts utilities if unsafe.
 - b. Relocate residents if units uninhabitable.
- E. Violence/Active Shooter:
 - a. Call 911, staff/residents follow Run-Hide-Fight.
 - b. Lockdown procedures activated
- F. Hazardous Materials Spill:
 - a. Evacuate downwind, notify 911 and HazMat, HUD if relocation is required.
- G. Pandemic/Health Emergency:
 - a. Follow CDC/MDHHS guidance, enhance cleaning, remote work if required, limit gatherings.

8. Continuity of Operations (COOP)

- A. Essential functions:
 - a. Rent collection
 - b. Payroll
 - c. HUD reporting
 - d. Voucher issuance.
- B. Alternate office locations:
 - a. BCHC Admin Office
 - b. Deer Meadows community room

- c. City Hall.
- C. Critical records backed up on Tikler system, secure cloud storage, and off-site media.
- D. Insurance claims are filed within 24 hrs.
- E. Vendor contracts in place for restoration, pest control, HVAC, etc.

9. Appendices

- A. Appendix A – Staff & Emergency Contact List
Staff directory with phone/email, cross-trained roles. Based on BCHC Emergency Maintenance Contact List.
- B. Appendix B – Key External Contact List
Includes fire, police, OEM, HUD, FEMA, utilities, vendors, contractors, pest control, etc. Source: BCHC Maintenance Emergency List.
- C. Appendix C – Emergency Operations Center Checklist
Setup and operations checklist for EOC, including supplies, communication flow, accountability, documentation.
- D. Appendix D – Tenant Emergency Preparedness Guide
Simplified handout with emergency kit instructions, shelter/evacuation guidance, Red Cross resources.
- E. Appendix E – Rapid Damage Assessment Form
Template for staff to quickly assess habitability, hazards, utilities, tenant status.
- F. Appendix F – Incident & Communication Log
Log of events, actions, communications during an emergency. Used for documentation and reimbursement.
- G. Appendix G – Sample Emergency Communication Messages
Pre-scripted text/call/email templates for tenants, staff, and media.
- H. Appendix H – Property Inventory & Vulnerability
Summary List of BCHC properties, units, special vulnerabilities (e.g., elderly, scattered sites).
- I. Appendix I – Special Needs Tenant List (Confidential)
Confidential tenant list of those requiring extra assistance (mobility, medical, translation).
- J. Appendix J-Training Plan
List of all training that should be planned for the year.

Appendix A – Staff & Emergency Contact List

This directory includes BCHC staff with emergency roles and contact information. Updated quarterly.

STAFF			
Name	Role / Emergency Function	Phone	Personal Email for back up contact
Bethany Hedgepath	Executive Director	231-350-0609	
Kevin Moore	Maintenance Supervisor	231-675-4589	
Morganne Moody	Program Manager		
Raegen Pedigo	Community Manager		
Sarah Weinschenk	Maintenance Assistant		
Brian (Travis) Harrington	Maintenance Technician		
BOARD MEMBER			
Name	Role / Emergency Function	Phone	Personal Email for back up contact
CITY STAFF/OTHER			
Name	Role / Emergency Function	Phone	Personal Email for back up contact

Office Main Line: 231-582-6203
 Fax: 231-582-3797
 Community Room: 231-582-0532

Appendix B – Key External Contact List

Essential external contacts for emergencies, utilities, vendors, and agencies.

Emergency Services

Fire Department (Non-Emergency): 231-582-3642

Police Department (Non-Emergency): 231-582-6611

Emergency: 911

Utilities

DTE Energy (Landlord Line): 800-482-8720

DTE Energy (Customer Line): 800-477-4747

Consumers Energy (Landlord Line): 855-477-9027

Consumers Energy (Customer Line): 800-477-5050

City of Boyne Water/Sewer: via City Hall 231-582-6597

Vendors & Contractors

Plumbing: _____

Electrical: _____

Furnace/Boilers: _____

Pest Control: _____

Snow Removal: _____

Elevator: _____

IT/Computer: _____

Trash: _____

Locksmith: _____

Tree Removal: _____

Hazardous Cleaning: _____

Alarms & Sprinklers

Litzenburger – Habitec 800-832-5276 (Code BR2921)

Deer Meadows – Habitec 800-832-5276

Simplex (System Owner): 616-784-7921 (Option 7)

Sprinkler System: Boiler Room #1

Transportation

Charlevoix County Transit: 231-582-6900 or 231-373-2363 (if phones down)

Government & Agencies

Boyne City Hall: 231-582-6597

Charlevoix County Emergency Management: _____

HUD Detroit Field Office: _____

FEMA Region V: _____

MDHHS Emergency Line: _____

Appendix C – Emergency Operations Center (EOC) Checklist

This checklist ensures the BCHC Emergency Operations Center (EOC) is established and operated effectively.

EOC Setup

- Confirm location (Admin Office / Deer Meadows / City Hall backup)
- Ensure power, phones, radios, internet connectivity
- Establish workspace for Incident Commander, Safety Officer, Recorder

Supplies

- Radios, chargers, phones, laptops
- Tenant rosters (including Special Needs List)
- Emergency contact lists (staff, vendors, agencies)
- Evacuation maps, utility shutoff maps
- First aid kits, PPE, bottled water, flashlights, batteries

Operations

- Maintain Incident & Communication Log
- Record incoming/outgoing calls
- Track staff deployment and welfare checks
- Collect Rapid Damage Assessments
- Prepare updates for HUD/Board/Residents

Appendix D – Tenant Emergency Preparedness Guide

This guide helps BCHC residents prepare for emergencies and disasters.

Emergency Supply Kit

Each household should have:

- Flashlight and batteries
- Battery-powered radio
- First aid kit and medications
- Bottled water (3 days supply)
- Non-perishable food (3 days supply)
- Important documents (IDs, insurance, medical info)
- Warm clothing and blankets
- Cell phone charger (battery/solar if possible)

Shelter & Evacuation

Tornado: Go to hallways or bathrooms away from windows. Fire:

Exit through nearest stairwell, never use elevator.

Flood: Move to higher floors or evacuate if instructed.

Power Outage: Use flashlights, avoid candles, check in with neighbors.

Contacts

BCHC Office Line: 231-582-6203

Maintenance Emergency Phone: 231-675-6483

Police/Fire/EMS: 911

Red Cross Hotline: 1-800-733-2767

Appendix E- BCHC Rapid Damage Assessment Form

Date of Assessment: _____ Time: _____ Assessor: _____

Property: _____ Unit(s) Assessed: _____

Overall Property Status

Safe to Enter Limited Entry Unsafe/Do Not Enter

Immediate Hazards

Fire/Smoke Gas Leak Downed Lines Collapse Flooding Mold/HazMat Exposed Wiring Blocked Exits Other: _____

Utilities Status

Electricity: Working Out Unknown

Gas: Working Out Unknown

Water: Working Out Unknown

Sewer: Working Out Unknown

PROPERTY DAMAGE

Damage Type: _____ Severity: Minor Moderate Severe

Notes: _____

UNIT DAMAGE

1. Unit #: _____ Damage Type: _____ Severity: Minor Moderate Severe

Habitable? Yes No Tenant Status: Safe Needs Help Evacuated Unknown

Notes: _____

2. Unit #: _____ Damage Type: _____ Severity: Minor Moderate Severe

Habitable? Yes No Tenant Status: Safe Needs Help Evacuated Unknown

Notes: _____

3. Unit #: _____ Damage Type: _____ Severity: Minor Moderate Severe

Habitable? Yes No Tenant Status: Safe Needs Help Evacuated Unknown

Notes: _____

4. Unit #: _____ Damage Type: _____ Severity: Minor Moderate Severe

Habitable? Yes No Tenant Status: Safe Needs Help Evacuated Unknown

Notes: _____

5. Unit #: _____ Damage Type: _____ Severity: Minor Moderate Severe

Habitable? Yes No Tenant Status: Safe Needs Help Evacuated Unknown

Notes: _____

6. Unit #: _____ Damage Type: _____ Severity: Minor Moderate Severe

Habitable? Yes No Tenant Status: Safe Needs Help Evacuated Unknown

Notes: _____

Photos/Videos Taken

Yes No # of Photos: _____ Location Stored: _____

Immediate Response/Actions Taken

Describe actions taken by staff, emergency services, or residents:

Notifications Made

911/Police/Fire/EMS

HUD Field Office

Family/Emergency Contact

Other: _____

Follow-Up Actions Required

Prepared By

Name: _____ Title: _____ Date: _____

Person who assisted filling out the form if applicable

Name: _____ Title: _____ Date: _____

Reviewed By

Executive Director: _____ Date: _____

Insurance company reported: _____

Follow up: _____

Appendix G – Sample Emergency Communication Messages

Tenant Messages

Example – Severe Weather:

“Attention residents: A tornado warning has been issued. Please move immediately to the hallway or designated shelter area. Remain there until further notice.”

Example – Fire:

“Attention residents: A fire has been reported. Evacuate immediately using the stairs. Do not use elevators. Gather at the designated assembly area.”

Staff Messages

Example:

“All staff report to the Emergency Operations Center at Litzenburger Place. Bring radios and tenant rosters. Confirm welfare checks once completed.”

Media/Board Messages

Example:

“The Boyne City Housing Commission is actively responding to the incident at Litzenburger Place. All residents have been accounted for and emergency services are on site. We will provide updates as more information becomes available.”

Appendix H – Property Inventory & Vulnerability Summary

Properties Managed by BCHC

- Litzenger Place – 53 one-bedroom units, elderly/disabled and general population, boiler heating systems Risks: power outages (elevator), mobility/medical needs, fire evacuation challenges.
- Deer Meadows – 30 units (LIHTC elderly) Risks: winter outages, mobility needs, smaller staff presence, fire evacuation challenges.
- Scattered-Site Family Homes – 26 homes. Risks: Tornado/fire, isolation from staff, transportation needs for evacuation.
- Housing Choice Voucher Program – 63 vouchers in community. Risks: Dispersed locations, harder to assist with relocation.

Special Vulnerabilities

- Elderly and disabled residents
- Residents requiring oxygen, mobility assistance
- Families with children (scattered sites)
- Reliance on outside transportation (Charlevoix County Transit)

Appendix J-Training Plan

Training Topic	Audience	Frequency	Provider	Notes
Fire Safety & Extinguisher Use	Staff (all), Residents (orientation & annual sessions)	Annually (staff hands-on), orientation + annual for residents	Fire Department/staff	Including 'check door for heat,' never use elevators, assembly areas.
Evacuation & Shelter-in-Place Drills	Staff & Residents	Staff: Quarterly, Residents: At least annually	BCHC staff with local fire/police support	Post evacuation routes in halls; document drill results.
Active Shooter / Violence Prevention	Staff primarily, optional for residents at meetings	Annually	Boyer City Police Department	Include lockdown procedures for office and community rooms.
Incident Reporting & Documentation	Staff (all)	Annually, with refresher after any real incident	Executive Director	Covers Incident Report Form, Communication Log, FEMA claim documentation.
Utility Shutoff Procedures	Staff (all)	Semi-annually	Maintenance Supervisor	Covers gas, water, electric shutoffs at Litzenburger, Deer Meadows, and scattered sites.
Gas Leak	Staff (all)	Semi-annually	Executive Director	Includes procedures on how to deal with gas leaks.
Generator Use & Maintenance	Staff (all)	Quarterly testing, annual training	Vendor	Staff trained to start/stop, check fuel, and troubleshoot alarms.
Hazardous Materials Awareness	Staff	Annually	MIOSHA, vendors	Includes chemical storage, asbestos awareness, pest treatment safety.
Winter Safety	Staff (all), Residents	Annually (before winter season)	BCHC staff, local Fire Department	Covers space heater risks, snow/ice removal, emergency sheltering.
Resident Evacuation Assistance	Staff	Annually, plus scenario drills	BCHC staff, EMS	Based on Appendix I Special Needs Tenant List; includes oxygen, wheelchairs, lifts.
Mental Health & Crisis Intervention	Staff (all)	Annually	Local mental health services / MDHHS / police crisis team	De-escalation training, suicide prevention, trauma-informed approaches.
Pandemic/Infection Control	Staff & Residents	Annually (refresher)	BCHC staff, MDHHS, CDC materials	Includes PPE, sanitation, outbreak reporting, quarantine coordination.
HUD/FEMA Compliance	Executive Director	Annually	HUD training webinars, FEMA online courses (ICS-100, ICS-200, IS-700)	Covers HUD waivers, FEMA claims, COOP procedures.
Cybersecurity & Data Protection	Staff (all)	Monthly	IT vendor	Protect tenant files, Tikler data, disaster backups.
OSHA/MIOSHA Safety Training	Staff (all, especially Maintenance)	Annual	MIOSHA, online courses, BCHC safety officer	Covers workplace safety, PPE, slips/falls, ladder safety.
Vehicle Safety & Defensive Driving	Staff who operate BCHC vehicles (Maintenance, Admin staff as needed)	Annually, plus orientation for new staff	Insurance carrier, local driver safety programs, or online defensive driving courses	Safe operation of BCHC vehicles, accident reporting, maintenance checks. Transporting supplies/equipment. Logging of vehicle inspections.

Drug/Controlled Substance Handling (Left Behind by Tenants)	Staff (Maintenance, Community Manager, ED)	Annually	Local Police Department / MDHHS / DEA guidelines	Covers safe identification and handling of drugs, syringes, paraphernalia. Staff should not dispose of drugs themselves—must contact local law enforcement. Training includes PPE (gloves, masks), exposure protocols, and chain-of-custody documentation. Post-exposure protocol (who to call, medical follow-up).
Fall Response Protocol (No-Lift Policy)	All staff	Annually	BCHC staff, EMS guest trainers	Staff are trained not to physically lift tenants. Instead: assess surroundings, call EMS, remain present, document incident. PPE and infection control considered. Maintain resident dignity and calm.
De-Escalation & Conflict Management	Staff (all)	Annually (with refresher after incidents)	Police Dept, crisis intervention trainer, or MDHHS	Verbal judo, calming techniques, body language, when to disengage.
Workplace Security & Situational Awareness	Staff (all)	Quarterly refreshers, part of onboarding	Executive Director or Police Dept	Lock doors, don't allow tailgating, challenge strangers, use buddy system when needed.