MORELAND COURTS CONDOMINUMS

RESIDENT SAFETY GUIDE

***13415 Shaker Blvd. Cleveland Ohio 44120***

**Main Phone: (216) 751- 1100**

**Fax: (216) 751-5744**

**Security: (216) 751-1101**

**Emergency: (216-751-4829**

Adapted 2014 – Security Chief Tammy Webb

Revised 2017 – Security Chief Tammy Webb

Revised 2019 – Security Chief Tammy Webb

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# SECTION I. INTRODUCTION

The purpose of this Safety Guide is to assist the resident when an emergency arises.

* 1. ***Scope of Plan***

It is the intent of Moreland Courts Condominiums to prevent all foreseeable emergency situations that may impact the safety of residents through the implementation of this guide. The plan was developed to provide residents with guidelines to follow safe actions during an emergency, including evacuations.

* 1. ***Employee Training***

## Moreland Courts provides training for employees and will assist all residents in an emergency.

## Employees at Moreland Courts receive training when hired and continuous training every 6 months.

## Whenever an Emergency plan is changed or added employees will be trained immediately.

## Employees are trained as to when to initiate an alarm, who to notify, and how to proceed.

SECTION II.GENERAL INFORMATION

 ***2.1 Onsite Personnel***

Key management personnel who may need to be contacted in the event of an emergency will include the following:

Paul Stroud General Manager

Mildred Brooks Assistant General Manager/Controller/Human Resources

Larry McHugh Facilities Manager

Rhea Elliott Assistant Facilities Manager

Karl Baston Security Chief

***2.2 Local / State Organization & Services***

**Organization Emergency Number** **Administration Number**

## Cleveland Police 911 216-621-1234

## Shaker Heights Police 911 216-491-1220

## Gas Leaks / East Dominion 1-800-362-7557 N/A

## Electrical Outage 1-800-646-0400 N/A

## First Energy

 ***2.3 Media Relations***

The General Manager is the only authorized personnel to report to the media.

***2.4* *Emergency Alerting Procedures***

The preferred means of emergency notifications will be by telephone.

**House Phone**

 Office “0”

 Security “333”

**Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

SECTION III.PERSONAL SECURITY

*3.1 Reminders*

* Do not let anyone “tailgate” their way into the building behind you when coming in any of the entrances. If this occurs question the individual tailgating or call security.
* To prevent thefts and unwanted intruders, always make sure your unit entrance doors and windows are locked. Doors should not be propped open. Once the intruder realizes how easy it is to get into a building or suite he or she will keep coming back.
* For extended absences or vacations, notify the Management Office that you will be away. Be sure to stop your newspaper deliveries and mail or arrange to have a neighbor pick up your papers left by your door. You may also request to have your mail held at the Management Office.
* Security officers are available any time day or night for escorting any resident to their suite or vehicle.
* Do not hesitate to call security for any security related reason. Security is available 24/7. Call **216-751-1100** or **216-751-1101** from your cell phone or **#333** on your land line. Security’s Emergency Line is 216-751-4829.

## SECTION IV. EVACUATION

Evacuation is the utmost importance. Evacuation can affect all or just part of the property. Each supervisor and employee have the responsibility to ensure all personnel are evacuated in a timely and safe manner.

***4.1 When to Evacuate***

## Evacuations will be deemed necessary by management when notified of the emergency. Evacuations can be ordered for such emergencies as:

* Fire other than a small fire such as in a trash can fire.
* Explosion
* Structural damage
* Terrorism and sabotage
* Flood

Depending upon the degree of the incident, employees will be instructed to either evacuate or remain at Moreland Courts. Employees will usually remain on property during the following emergencies:

* Power Outage
* Earthquake
* Ice Storms and Snow
* Thunderstorms
* Wind storms

***4.2 Evacuation Meeting Locations***

There will be two primary assembly points depending on the incident and where it is located. One location will be across the street on Cormere Ave and the other will be across the street from the front circle.

The Emergency Personnel will inform you when it is safe to re-enter the buildings.

SECTION V.EMERGENCY PROCEDURES

***5.1 Medical Emergency***

 In the event of a medical emergency call 911 and give the following information:

* Name
* Address and suite number
* Nature of the call
* Notify security or reception at the following numbers:

**House Phone**

 Office “0”

 Security “333”

**Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

* Once security or management arrives, they will take over the situation. You may be asked to assist if needed, and if you feel comfortable in doing so.

**SECTIONVI.CPR – AED**

***6.1 Purpose***

The purpose of this policy and procedure is to provide information regarding the use of an Automated External Defibrillator (AED).

***6.2 Location***

Location of the AED is in the Security Gatehouse next to the West Garage.

***6.3 Storage***

The AED is stored in a cabinet in the Security Gatehouse and is available 24/7. The cabinet will have an audible alarm that sounds when the door is open. A sign will be placed above the cabinet identifying the AED location.

***6.4 Procedure***

In the event of an unresponsive individual on the grounds or in any of the buildings, the resident should immediately notify security or any MCCA employee who will then dispatch security to bring the AED to the location.

SECTION VII. FIRE PROCEDURE

***7.1* *Procedures***

* Do not panic
* Call 911
* Then call the Management Office or Security.

 **House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

* Activate the fire alarm pull station if the alarm is not sounding.
* If you choose to use the fire extinguisher do so only if you feel the fire can be contained. Never put yourself in harm’s way. Remember the acronym:

**PASS = PULL – AIM – SQUEEZE – SWEEP**

* Do not use the elevator.
* Evacuate by going to the nearest exit, stairs or doors.
* Assist others that may need help if you are not in any danger by doing so.
* If you are not able to evacuate due to not being mobile impaired, stay in your unit until contracted by emergency personnel.
* Do not open your windows or doors for ventilation (this may cause a back draft pulling the fire into your unit).
* Unlock and shut the door behind you.
* Do not attempt to re-enter the building until the Fire Department or Emergency crews instruct you to do so.

***7.2 Designated Safety Areas***

* If exiting in the front of the buildings, meet across the street near the RTA tracks.
* If exiting from the backline, meet across the street on Cormere Avenue.

***7.3 Trapped in a Fire***

* If you cannot exit your unit or building call 911 and tell them your address, floor, suite number and the number of people in your suite.
* Seal the doors to your unit with wet towels or sheets and seal the air ducts and other opening where smoke may enter.
* If smoke conditions worsen before help arrives, get down on the floor and take short breaths through your nose. If possible, retreat to your patio if you have one.
* If your clothes catch on fire, don’t run. Stop where you are, drop to the ground, cover your face and roll over to smother the flames.

***7.4 Basic Fire Prevention Measures***

* Every unit should be equipped with smoke detectors. Check them periodically to make sure they work. Most smoke detectors can be tested by pressing the test button. Replace the batteries in the spring and fall when you move your clocks forward or back an hour, and whenever a smoke detector chirps to signal that its battery is low. The smoke detector should be replaced on a regular basis in accordance with the manufacture’s recommendation, but at least once every ten years.
* Do not leave cooking unattended. Keep stovetops clean and free of items that can catch on fire. Before you go to bed, check your kitchen to ensure that your oven is off, and any coffee pot or tea pot is unplugged.
* Keep all doorways and windows leading to fire escapes free of obstructions, and report to management any obstructions or accumulations of rubbish in the hallways, stairwells, fire escapes or means of egress.
* Familiarize yourself and members of your households with the location of all stairwells, fire escapes and other exits.
* With the members of your household prepare an emergency escape route to use in the event of a fire in the building.
* Exercise care in the use and placement of fresh cut decorative greens, such as Christmas trees and holiday wreaths. If possible, keep them planted in water. Do not place them in public hallways, or where they might block an exit from your unit. Keep them away from flames.

**SECTION VIII. FIRE EXTINGUISHERS**

***8.1 Locations (129 Total)***

**12 Building** 1.One on each floor by the elevator.

 2. One on each landing in the emergency stairs (except between 2&3)

 3. Outside laundry room #3

**Gallery** 1.One by the door to 12 building (back gallery)

 2. One in front door of lobby (9 building front entrance)

**11 Building:** 1.Each stairwell landing (except between 1&2)

**10 Building:** 1**.** Each stairwell landing (except #4)

**09 Building:** 1.Elevator room

 2. Attic

 3. In hose cabinet on landing of each floor

**08 Building:** 1.Every stairwell landing

**07 Building: 1.** Every stairwell landing

**Office:** 1.Maintenance office

 2. Operation Manager’s Office

 3. Near Reception area.

 4. Near Copy Machine

**Gallery Back Hall:** 1.One near locker #44

 2. One near UPS room (Near Locker #35)

 3. One by Laundry #9 (Near Locker #23)

**Roof Access Buildings 7,8,10,11,12:** 1.Elevator room # 7 building

 2. Elevator room # 8 building

 3. Elevator room #10 building

 4. Elevator room #11 building

 5. Elevator room #12 building

**West Garage:** 1.Wash Bay

 2. One near the door of the 12 building

 3. One near bay #108, #98, #62, #52, 39

 4. One in boiler room

 5. One in the security office

 6. One in the employee valet room

**13515 Building:** 1. One in the attic

 2. One in the elevator room above the attic

 3. One on every floor by the freight elevator

 4. One in the main fire panel room of 13515

 5. One outside of the main fire panel room area of 13515

 6. One near locker #6

 7. One by the service elevator lower level

 8. One near the mailboxes

 9. One in the service elevator room

**13605 Building.:** 1.Lower level near the elevator

 2. Pass Elevator #1

 3. Each stair landing

**13609 Building.:** 1.Lower level near the elevator

 2. Each stair landing

**13615 Building:** 1.Lower level near the elevator

2. Each stair landing (Except First Floor)

3. Shop in basement.

**Roof Access 13605, 13609, 13615:** 1.Elevator room 13605

 2. Elevator room 13609

 3. Elevator room 13615

**13705 Building:** 1.Attic

 2. Elevator room above attic

 3. Elevator room above attic

 4. One near locker #3

 5. One near the mailboxes

 6. One in boiler room

 7. One in the passenger elevator room

 8. One in the service elevator room

 9. Stair landings by freight elevator

**13715 Building:** 1. One at the lower level at the bottom of the stairs.

 2. In stairwells (2)

**13801 Building:** 1.Every stairwell landing

 2. Lower level by the elevator

**13805 Building:** 1.Every stairwell landing

 2. Lower level by elevator

 3. One near laundry room #6

 4. One in the boiler room

**Roof Access 13801, 13805:** 1.Elevator room 13801

 2. Elevator room 13805

**13901 Building:** 1.Every landing by the freight elevator

 2. One near locker #R3

 3. One near the mailboxes

 4. Elevator room the top floor

 5. Lower level in passenger elevator room

 6. Lower level service elevator room

 7. Lower level laundry room #4

**East Garage:** 1.(1) extinguisher near space #1

 2. One by the overhead door

SECTION IX. ACTIVE SHOOTER

***9.1 Definition***

An active shooter is defined as a person or persons who appears to be actively engaged in killing people on the company premises, usually using a firearm and deploying no apparent pattern or method of selecting their victims. Active shooters may use additional devises such as Improvised Explosive Devises (IED) to cause additional victims and act as an impediment to police and emergency responders.

***9.2 Purpose of the Policy***

The policy is intended to provide guidance in the event an individual is actively shooting persons on the property.

**9*.3 Procedures***

## Employees or residents who identify an active shooter situation should contact Police, Security and Management, and move immediately to a safe location.

## Communications regarding the active shooter will continually be made by any available method, including providing a public announcement using the microphone located at the fire panel. Security or Management will give a physical description of the person(s) and type of weapon if known.

## Management and security will begin directing employees and residents to safety if possible.

***9.4 Potential Responses***

In response to an active shooter event, there will be three potential courses of action.

* Evacuate
* Hide Out
* Self Defense

The following guidelines will identify those courses of actions:

***A. Evacuate***

If there is an accessible escape path, attempt to evacuate the premises. Complete the following:

* 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.
* When police arrive, keep your hands visible.
* Follow the instruction of any police officers.
* Do not attempt to move wounded people.
* Call 911 when you are safe.

***B. Hide Out***

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

* Be out of the active shooter’s view, staying close to the ground and quiet.
* Find a place that provides protection if shots are fired in your direction.
* Go to a place where you will not be trapped or restricted from options to move.

To prevent an active shooter from entering your hiding place:

* Lock the door.
* Blockade the door with heavy furniture.

If the active shooter is nearby:

* Lock the door.
* Silence your cell phone.
* Turn off any source of noise.
* Hide behind large items.
* Remain quiet,

If evacuation or hiding 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.

***C. Self Defense***

Act against the active shooter. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

* Acting as aggressively as possible against the active shooter.
* Throwing items and improvising weapons.
* Yelling
* Committing to your actions.

*9.5 How to Respond When Law Enforcement Arrives.*

* Law enforcement will not know who a threat is when they arrive.
* Remain calm and follow the officer’s instructions.
* Put down any items in your hands.
* Immediately raise your hands and spread your fingers.
* Keep hands visible always.
* 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 the 911 operator:

* Location of the active shooter.
* Number of and physical description of shooter(s).
* Number of potential victims at the location.

The first officers to arrive on the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

* Assist with the treatment of the wounded who have been able to make it out of the facility, but still need first aid treatment until professional help arrives.
* Security and Management will make sure evacuees understand that they are not to leave the assembly area until a responsible official gives the “all-clear” signal, indicating that there is no longer threat and the scene of the incident is declared safe and secure.
* Support efforts to transport victims unable to be treated at the scene to medical facilities.

*9.6 Family Assistance Center (FAC)*

Management will set up a family assistance center (FAC) to provide information and assistance to families and friends.

*9.7 Media*

Refer all media questions to the General Manager.

SECTION X. POWER OUTAGE

***10.1 Procedures***

* Remain Calm.
* The Association phone system is backed up by battery, but only lasts 8 hours. There is a landline in both reception and security. The number is **216-751-4829**. If the line is busy call back. Your call will be answered.
* Dial 911 for emergency.
* Listen to battery radio for new updates.
* Use flashlights and not candles.

***10.2 Elevators***

* Elevators run on a different power source and will be functional. Lanterns will be placed in all passenger elevators.

***10.3 Reminders***

* Have flashlights and camping lanterns, with extra batteries on hand. LED lamps last longer than incandescent.
* Emergency lighting in the hallways only last 90 minutes.
* Management will provide updates on progress, or any information that would be helpful.

SECTION XI. ELEVATOR PROCEDURES

*11.1 Procedures*

## If you are trapped in the elevator pick up the phone located in the elevator or press the call button in the elevator. The call button has a picture of a phone next to the button. The call will be forwarded to reception or security if reception is not available.

## Try to remain calm and inform the caller what floor you are on. Maintenance or security will attempt to open the doors. If maintenance or security is unable to free you Schindler Elevator or Kone Elevator will be called.

## If the elevator stops between floors and the doors are open, stay in the elevator car. Do not try to climb out to jump to the floor below. Do not try to pry the doors open. This may cause other damage to the equipment which could delay the emergency.

## Security or maintenance will stay in contact with you by phone until you are freed.

SECTION XII. GAS LEAKS

***12.1 Procedures***

* If you smell gas anywhere notify management or security immediately.

**House Phone**

 Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

* Maintenance or security will investigate and call the gas company if needed.
* Do not use matches or other open flames until it is investigated. Security or maintenance will notify you when it is safe to use open flames.

SECTION XII. WINTER STORM

***13.1 Procedures***

***What to do Before and During a Winter Storm***

* Stay indoors unless an emergency arises and listen to the radio for weather information. Prepare for isolation at MCCA.
* Arrange for emergency heat supply and flashlights in case of power failure.
* Wear multiple layers of clothing. Cover your mouth and nose to protect your lungs from cold air.
* If there is no heat, close off rooms that are not in use to preserve heat.
* Eat and drink. Food provides the body with energy and heat. Fluids

prevent dehydration. Do not eat snow it will bring down your body temperature.

SECTION XIV. THUNDERSTORMS

*14.1 Procedures*

##### *Do’s and Don’ts*

* When a thunderstorm or lighting threatens, get inside a home or large building, or inside an all-metal vehicle (not a convertible). Stay indoors and don’t venture outdoors unless necessary.
* Stay away from open doors and windows, fireplaces, radiators, stoves, metal pipes and plug in appliances.
* Don’t use plug in electrical equipment such as electric blankets etc.
* Except for emergencies don’t use the telephone during the storm. Lightning may strike telephone lines outside.
* If outside with no time to reach a safe building or an automobile, follow these rules:
* Stay away from wire fences, metal pipes, rails, and anything that is high that would conduct electricity. Some of these could carry electricity to you from distance away.
* Don’t use any metal objects.
* Stay in your automobile if you need to. Automobiles offer excellent lightning protection.
* Get off and away from motorcycles, scooters, golf carts and bicycles.
* When you feel an electrical charge or your hair stands on end your skin tingles, lightning may be about to strike. Drop to the ground immediately.

SECTION XV.FLOOD

15.1 Procedures Before the Flood

* Remove all essential items to a higher elevation if time permits.
* Make sure all portable flashlights have batteries.
* Listen to the radio for weather information.

15.2 Procedures After the Flood

Remain away from evacuated area until the public health officials and building inspector give approval.

* Do not use an open flame as a light source because of possibility of escaping gas. Beware of dangerous sparks.

SECTION XVI.TORNADO

***16.1 Procedures During a Tornado***

* Avoid using a cell phone during the tornado.

## Remain calm.

## Get flashlights and batteries ready.

## Listen to a battery powered radio.

## Be prepared to take cover under a steady piece of furniture. Seek a hallway on the lowest floor possible. Stay away from windows and outside walls. Stay in the center of the room or center hallways if it is the most reinforced part of the building.

## Use your hands and arms to protect your head and neck.

***16.2 Procedures After a Tornado***

## Use the telephone only for emergencies.

## Continue listening to the local radio.

* If possible and if you feel comfortable in doing so, help other residents if they are in need.

## Avoid disaster areas.

## Do not enter buildings until you get the all clear from management.

SECTION XVII. EARTHQUAKE

17.1 Earthquake Safety Guidelines

## If you are indoors stay there, if you are in danger:

* Get under a sturdy table, desk or bed.
* Brace yourself in an inside corner away from windows.
* Move to an inner wall or corridor.
* In your unit the safest place is by the central reinforced core of the building, which is usually located by the elevator well.

## Choose shelter which will provide an airspace if it collapses. If your furniture shelter moves, stay under it and follow it around the room.

## Watch for falling objects – plaster, bricks, light fixtures, pots and pans etc.

## Stay away from windows, sliding glass doors, mirrors.

## Stay away from tall shelves, cabinets and other large furniture, which might slide or topple over.

## Don’t be alarmed if the fire alarm or sprinklers trigger.

## Do not rush outside. Stay on the floor you are on. Stairways may be broken and exits jammed with people. Do not use elevators they could leave you trapped if another earthquake or aftershock hits. The greatest danger from falling debris is just outside doorways and close to outer walls. If you are outside, stay there. Move away from the building, garage, walls, power poles and lamp posts. Electric power lines are a serious hazard – stay away from fallen lines. If possible, proceed cautiously to an open area.

## If you are in a moving car, stop. Stop as quickly as safety permits in the best available space. Stay in the car. Don’t stop where buildings can topple down on you. A car is an excellent shock absorber and will shake a lot on its springs during an earthquake, but it’s a safe shelter from which to assess your situation.

## Avoid fallen power lines. The possibility of encountering fallen live wires is great during and after an earthquake. If you are on foot, make a wide path around the wires. If you are in the car and live wires have fallen across the car, remain where you are. Your car is usually well insulated and will protect you from electric shock. Never assume that downed power lines are dead.

***17.2 Procedures***

***What to do after an earthquake***

* Remain calm. Don’t panic. Try to calm and reassure others. Stop and take time to think. Wait until all motion has stopped. Do not run-down stairs or outdoors. Be prepared for additional shockwaves.
* Notify MCCA Management if phone lines are open and give an update report.
* Do not light matches, cigarettes or turn on electrical switches. Proceed with extreme caution.
* Protect hands and feet from broken glass or debris. Keep head and face protected.

* If you see a resident that is seriously injured, do not try to move that person unless they are in immediate danger from further injury.
* It may be necessary to draw a moderate amount of cold water in bathtubs and sinks and other containers, in case service should be disrupted.

***During the next several hours***

* Do not operate electrical switches, appliances or open flame equipment. Sparks or flames can ignite gas from broken lines causing an explosion.
* If a person is trapped and you can free him/her without injury to yourself, remove debris piece- by - piece starting with the top pile.
* Be prepared for aftershocks – they are weaker than the main shock but can cause additional damage and psychological trauma. Watch out for other possible dangers, which may follow an earthquake, such as fire or flood.
* Turn on a battery radio to receive disaster instructions. Use cell phones only to report extreme emergency situations.

SECTION XVIII. COMMUNICATIONS

18.1 Personal Security

* Call 911
* Then call the Management Office or Security.

 **House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

18.2 Unresponsive Person

* Call 911
* Then call the Management Office or Security.

 **House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-482

18.3 Fire

* Call 911
* Then call the Management Office or Security.

**House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

18.4 Active Shooter

* Call 911
* Then call the Management Office or Security.

 **House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-482

18.5 Power Outage

* Call the Management Office or Security

 **Security Emergency Line**

 216-751-482

**First Energy**

 1-800-633-4766

18.6 Trapped in an Elevator

* Press the elevator call button,
* Call security from your cell phone at 216-751-1101.

18.7 Gas Leaks

* Call the Management Office or Security.

**House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

18.8 Flood

**House Phone**

Office “0”

 Security “333”

 **Outside Phone**

 Office “216-751-1100”

 Security “216-751-1101

 Security Emergency Line “216-751-4829”

18.9 Tornado

 Call the security Emergency Line “216-751-4829”

18.10 Earthquake

 Call the security Emergency Line “216-751-4829”

1***8.11 MCCA Phone Numbers***

***MORELAND COURTS CONDOMINIUM IMPORTANT PHONE NUMBERS***

Emergency Dial 911

Management Office 216-751-1100

 FAX-216-751-5744

 Email: management@morelandcourts.com

Security 216-751-1101 – Direct Line

 216-751-4829 – Emergency Line