

# Resident Flyer Guide



*This guide will help you create flyers to prepare residents for emergencies and to provide updates to residents before, during and after a disaster.*

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## How to Keep Clear Communication with Residents

- » Coordinate with the **Housing Chief** to make sure information is accurate and up-to-date.
- » Distribute flyers to every unit at least once a day and as emergency updates change.
- » Post flyers on every floor and by elevators and stairs.
- » Use Times New Roman or Arial in a large font to make text readable for residents with vision problems.
- » Eliminate jargon and write clear, understandable messages.
- » Translate to the appropriate languages (ask residents for help).

You will probably need to post several flyers in preparation for and throughout an emergency. The following sample flyers are for communicating preparedness information ahead of a disaster, and providing updates throughout an emergency.

Use them as a guide and customize flyers based on the needs of your residents.



A staff member distributes flyers to keep residents informed after a disaster.



# Resident Flyer Guide

## Emergency Preparedness Flyer

Post flyers well before emergencies. As severe weather seasons begin, encourage residents to prepare.

### Title

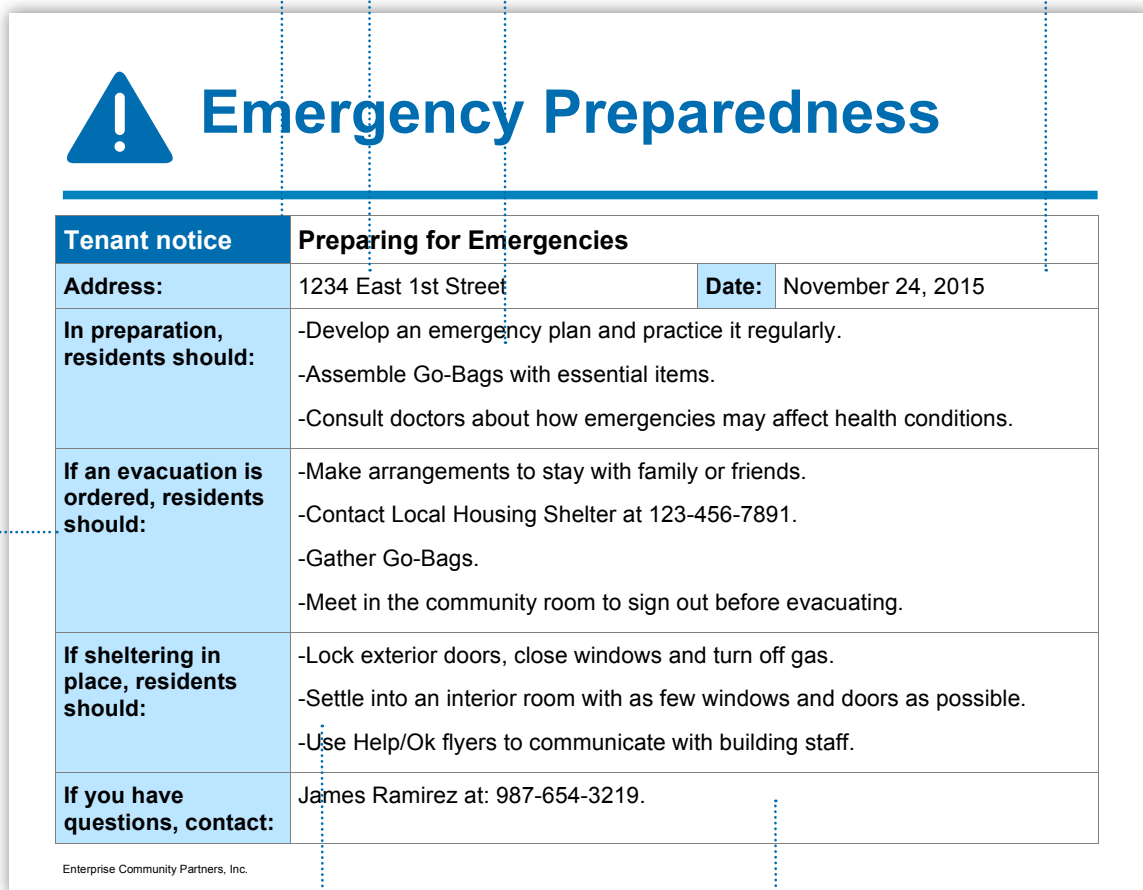
Primary subject of the message.

### Building Address

### Preparedness Information

Guidance to residents on thinking about preparedness and making necessary arrangements.

### Date



**Emergency Preparedness**

Tenant notice	Preparing for Emergencies	
<b>Address:</b>	1234 East 1st Street	<b>Date:</b> November 24, 2015
<b>In preparation, residents should:</b>	<ul style="list-style-type: none"> <li>-Develop an emergency plan and practice it regularly.</li> <li>-Assemble Go-Bags with essential items.</li> <li>-Consult doctors about how emergencies may affect health conditions.</li> </ul>	
<b>If an evacuation is ordered, residents should:</b>	<ul style="list-style-type: none"> <li>-Make arrangements to stay with family or friends.</li> <li>-Contact Local Housing Shelter at 123-456-7891.</li> <li>-Gather Go-Bags.</li> <li>-Meet in the community room to sign out before evacuating.</li> </ul>	
<b>If sheltering in place, residents should:</b>	<ul style="list-style-type: none"> <li>-Lock exterior doors, close windows and turn off gas.</li> <li>-Settle into an interior room with as few windows and doors as possible.</li> <li>-Use Help/Ok flyers to communicate with building staff.</li> </ul>	
<b>If you have questions, contact:</b>	James Ramirez at: 987-654-3219.	

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### Evacuation Information

Guidance to residents on steps to take if an evacuation is ordered.

### Sheltering in Place Information

Guidance to residents choosing to remain in buildings during a disaster.

### Contact Information

Phone numbers for the appropriate building staff. This may include the **Resident Engagement Team Leader, Building Protection Team Leader** or other building staff.

# Resident Flyer Guide

## Emergency Update Flyer:

Post flyers before, during and after emergencies to provide the most updated information to residents.

### Title

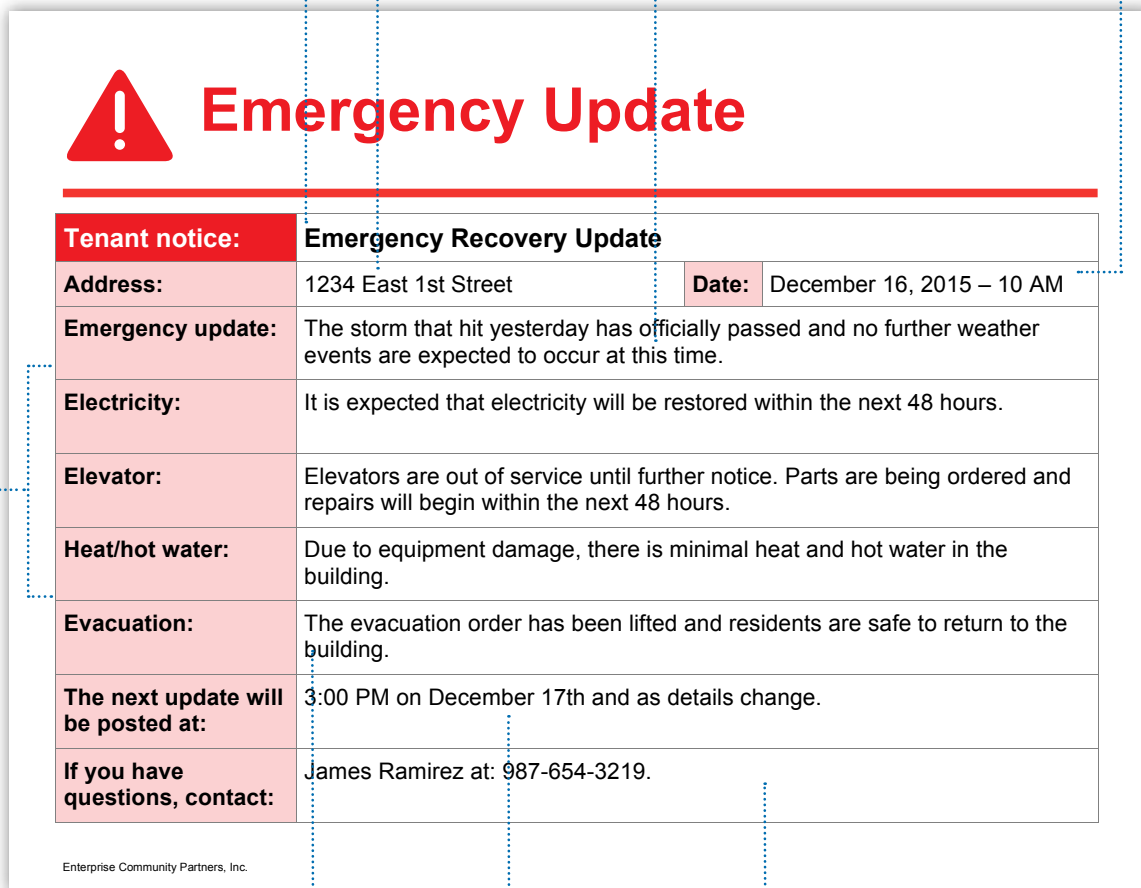
Primary subject of the message.

### Building Address

### Basic Event Information

The most updated information known about the emergency event and its potential effect on the building.

### Date and Time



The flyer features a red warning triangle icon with an exclamation mark, followed by the title "Emergency Update" in large red font. Below this is a table with a red header row. The table contains the following information:

Tenant notice:	Emergency Recovery Update	
Address:	1234 East 1st Street	Date: December 16, 2015 – 10 AM
Emergency update:	The storm that hit yesterday has officially passed and no further weather events are expected to occur at this time.	
Electricity:	It is expected that electricity will be restored within the next 48 hours.	
Elevator:	Elevators are out of service until further notice. Parts are being ordered and repairs will begin within the next 48 hours.	
Heat/hot water:	Due to equipment damage, there is minimal heat and hot water in the building.	
Evacuation:	The evacuation order has been lifted and residents are safe to return to the building.	
The next update will be posted at:	3:00 PM on December 17th and as details change.	
If you have questions, contact:	James Ramirez at: 987-654-3219.	

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### Building Information

Updates on critical building systems affecting residents.

### Evacuation Information

Status of evacuation orders.

### Communication Schedule

The expected time of next update.

### Contact Information

Phone numbers for the appropriate building staff and/or residents. This may include the **Resident Engagement Team Leader, Building Protection Team Leader** and Floor Captains.