

**M E M O R A N D U M**

October 22, 2015

TO: Public Safety Committee

FROM: Susan J. Farag, Legislative Analyst *SJF*

SUBJECT: **Briefing: Senior Safety Issues: Fraud, Identity Theft, Fire and Rescue's Senior Safety Initiative, and Heat-Related Emergencies**

Today the Committee will be briefed on various public safety concerns faced by seniors in the community. Those expected for this worksession include:

Chuck Crisostomo, Acting Director, Office of Emergency Management and Homeland Security (OEMHS)  
Scott Goldstein, Chief, Montgomery County Fire and Rescue Service (MCFRS)  
Eric Friedman, Director, Office of Consumer Protection (OCP)  
Clarence Snuggs, Director, Department of Housing and Community Affairs (DHCA)  
Bryan Roslund, Chief, Special Prosecution Unit, State's Attorney's Office (SAO)  
John Kenney, Chief, Aging and Disability Services, Department of Health and Human Services (DHHS)  
Captain Terrence Pierce, Director Criminal Investigations Division, Montgomery County Police Department (MCPD)  
Captain Jim Humphries, Director, Special Victims Investigation Division, MCPD  
Jim Resnick, Senior Outreach Program Manager, MCFRS  
Pete Piringer, Public Information Office, MCFRS  
Beth Anne Nesselt, Community Outreach Program Manager, MCFRS  
Maggie Davis, OEMHS  
Officer Joy Patil, MCPD

Today's briefing will be broken down into four major areas:

- 1) Fraud against seniors;
- 2) Physical crimes against seniors;
- 3) MCFRS' Senior Safety Initiative; and
- 4) Heat related emergencies.

These issues often require a multi-agency approach. County agencies focus on preventing or minimizing crime, fire, and weather-related emergencies through community education initiatives. One example of education is OCP's appearance on the County Cable Montgomery show, *Seniors Today*, where Director Eric Friedman provided information on consumer scams, including recent telephone scams purporting to be from the IRS.<sup>1</sup> County agencies also provide a coordinated response to crime, as well as County-wide emergencies and more localized incidents.

The State's Attorney's Office, Office of Consumer Protection, and the Police will be the primary agencies providing information on fraud and physical crimes against seniors. They will also talk briefly on identify theft issues; however, these cases are generally handled by financial institutions. MCFRS will provide an overview of its Senior Safety Initiative. OEMHS and DHHS will provide information on heat-related emergencies, including some issues specific to individuals living in high rises.

Finally, as an example of certain security issues that are faced by seniors in the community, a recent letter from the Charter House Residents' Council has been attached at ©52-54, outlining security concerns with the removal of daytime security guards as well as its security concerns regarding front door entry. The property manager's response is also attached at ©55-56. The Police Department has provided a security survey to the Charter House in the past, and will be available to comment on these issues as well.

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<sup>1</sup> <http://montgomerycountymd.gov/CCM/seniorstoday.html>

## Red Flags of Abuse

Does someone you know - a senior or adult with a disability - display any warning signs of mistreatment?

### Neglect

- Lack of basic hygiene, adequate food, or clean and appropriate clothing
- Home cluttered, filthy, in disrepair, or having fire and safety hazards
- Untreated pressure "bed" sores
- Lack of medical necessities

### Financial Abuse/Exploitation

- Victim suddenly lacking in amenities that victim could afford
- Victim giving uncharacteristically excessive financial reimbursement/gifts for care and companionship
- Caregiver controls victim's money but is not providing for their needs

### Physical/Sexual Abuse

- Inadequately explained fractures, bruises, welts, cuts, sores or burns
- Unexplained sexually transmitted diseases

Credit: National Center on Elder Abuse  
[www.ncea.aoa.gov](http://www.ncea.aoa.gov)



## Important Phone Numbers

### Adult Protective Services & Guardianship

240-777-3000

Crisis Center  
240-777-4000

Elder/Vulnerable Adult Abuse  
Section Montgomery County  
Department of Police  
240-773-5050

Crimes Against Seniors  
& Vulnerable Adults Unit located  
at the Family Justice Center  
240-773-0444



### How to Get Help

If you or someone you know is in a life threatening situation or in immediate danger call 911.

Montgomery County, Maryland  
OFFICE OF THE STATE'S ATTORNEY  
Montgomery County Circuit Court  
50 Maryland Avenue, 5th Floor  
Rockville, Maryland 20850  
240-777-7300

[www.montgomerycountymd.gov/sao](http://www.montgomerycountymd.gov/sao)



Montgomery County, Maryland  
Office of the State's Attorney  
JOHN J. McCARTHY  
State's Attorney

# Crimes Against Seniors and Vulnerable Adults Unit

*Protecting Our Seniors*



OFFICE OF THE STATE'S ATTORNEY  
FOR MONTGOMERY COUNTY, MARYLAND  
JOHN MCCARTHY, STATE'S ATTORNEY



*Between 2010 and 2040, the Montgomery County senior population is projected to grow from 119,770 to 254,530 a growth of 113%.*

*In recognition of this changing demographic, we created the Crimes Against Seniors and Vulnerable Adults Unit in the State's Attorney's Office to aggressively prosecute crimes against seniors, and to protect vulnerable members of our community. I hope you find this brochure helpful.*

JOHN J. MCCARTHY  
State's Attorney for  
Montgomery County, Maryland



Crimes committed against seniors and vulnerable adults include:

- financial exploitation by anyone including family members, caretakers, or fiduciaries;
- physical abuse or neglect by a spouse, family member, or caretaker;
- schemes targeting seniors such as confidence scams, phishing scams and investment schemes.

A vulnerable adult is a person eighteen years of age or older who lacks:

- the physical or mental capacity to provide for their daily needs, including food, clothing, shelter and/or medical care



# Montgomery County Fire and Rescue Service Senior Outreach Initiative Public Safety Committee Update



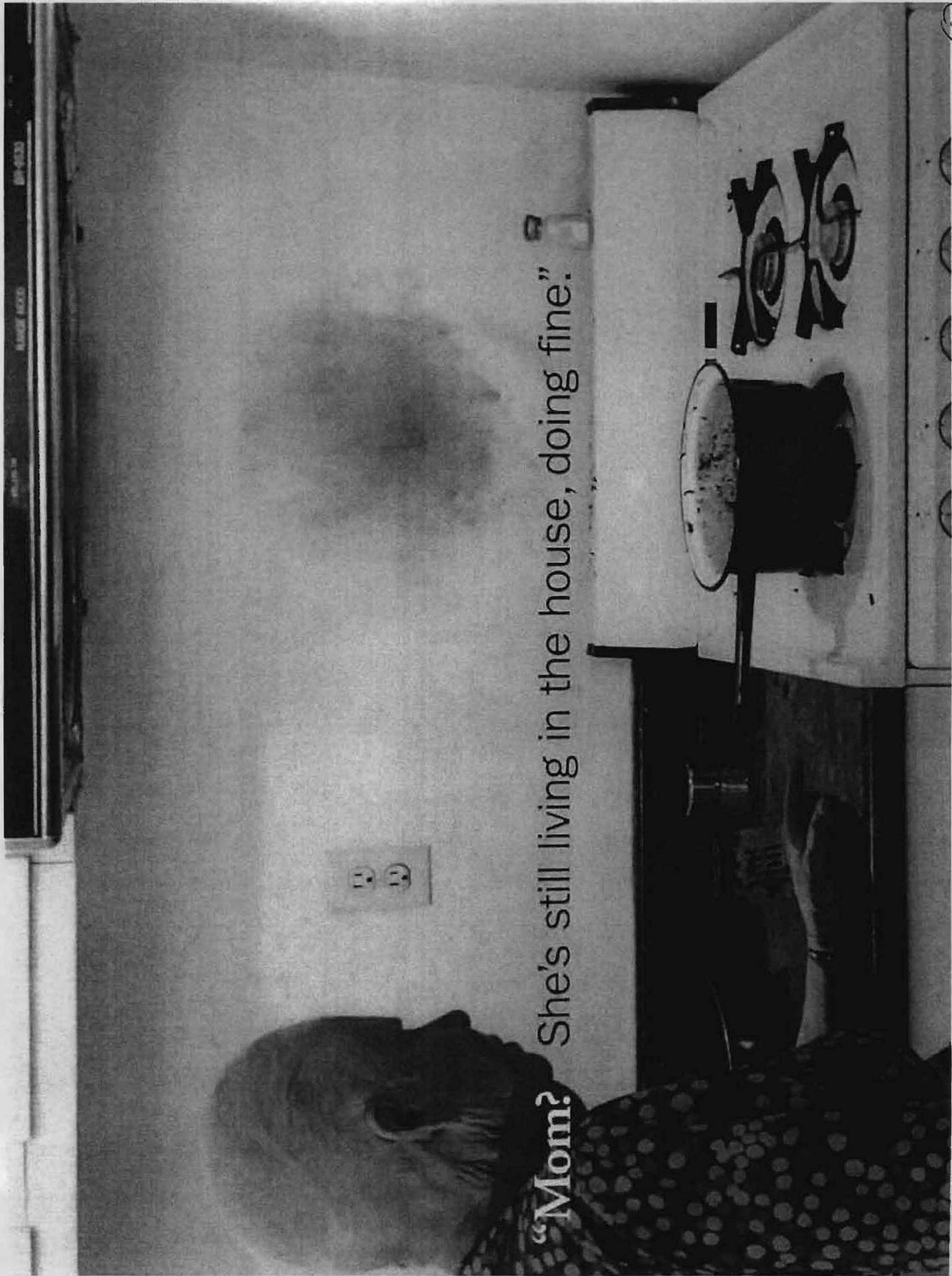
Keeping Seniors Safe  
2015



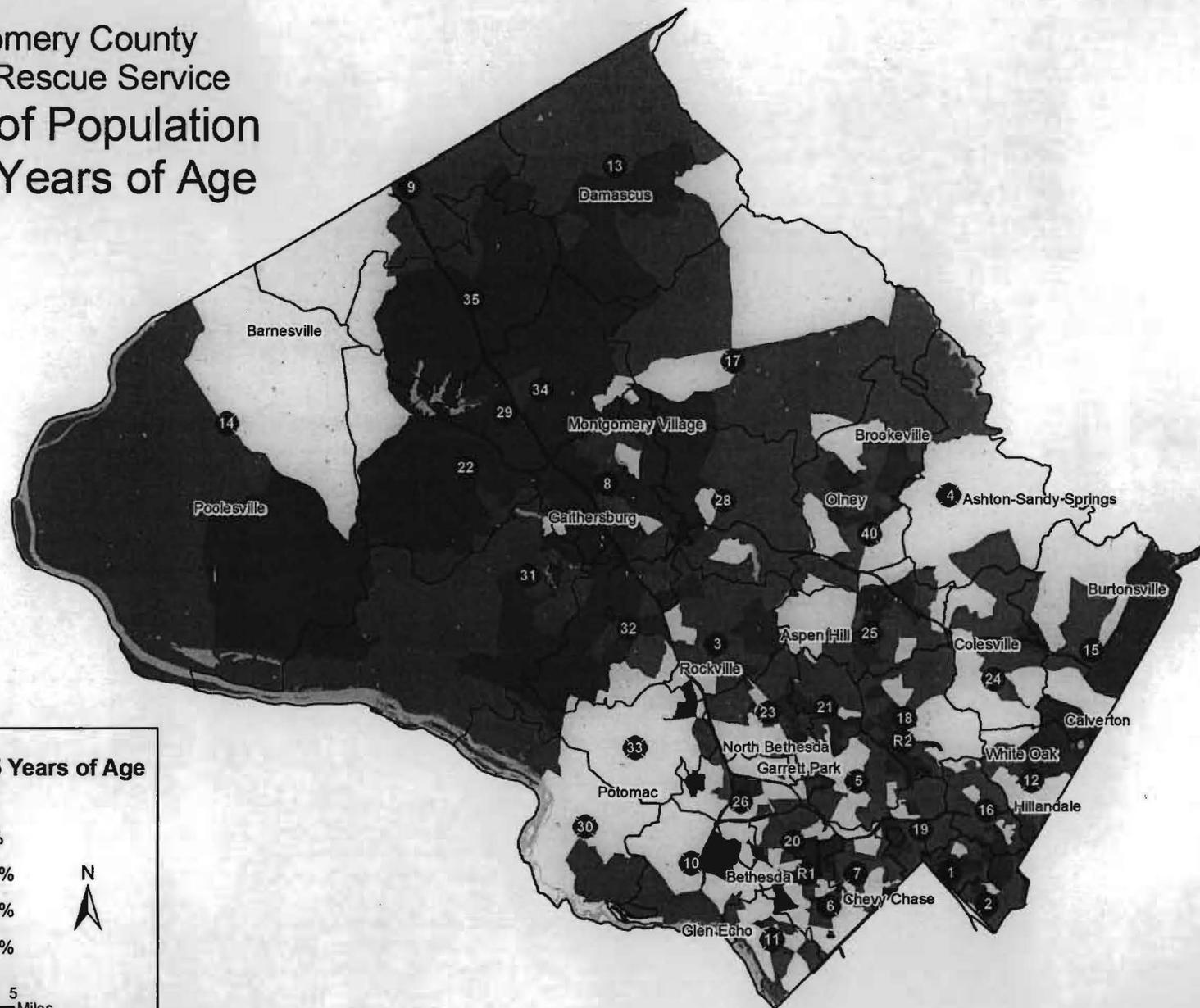
Fire Chief Scott Goldstein

**“Mom?**

She’s still living in the house, doing fine.”



# Montgomery County Fire and Rescue Service Percent of Population over 65 Years of Age



**Percent Over 65 Years of Age**

1.4% - 8.7%
8.8% - 15.4%
15.5% - 26.3%
26.4% - 57.2%
57.3% - 98.6%

0 1.25 2.5 5 Miles

N

# Seniors at High Risk

## Fire Safety is an Essential Component

- People between 65 and 74 are TWICE as likely to die in a fire.
- People between 75 and 84 are nearly FOUR times as likely to die in a fire.
- People ages 85 and older are more than FIVE times as likely to die in a fire.

### Why Are Older People at Risk?

Older residents are at risk for fire death and injuries for a number of reasons:

- They may be less able to take the quick action necessary in a fire emergency.
- They may be on medication that affects their ability to make quick decisions.
- Many older people live alone and others may not be around to help.

With a few simple steps older people, and those who care for them, can dramatically reduce their risk of death and injury from fire.

# Senior Outreach Home Safety Program

## Consists of the Following Elements:

1. **Education**—to provide in-person fire safety information and tips to older adults, their family members and caregivers.
2. **Home assessments**—to determine the need for smoke alarms, practice a home safety escape plan and identify any existing fire hazards in older adults' homes.
3. **Smoke alarm installation**—to ensure homes are adequately equipped with working smoke alarms compliant with new Maryland law.
4. **Follow-up**—to determine if alarms are still working; to assess any changes in the older adults' fire safety knowledge, attitudes, behaviors and to see if any fires have occurred.



# First-Year SMART Objectives

Specific, Measureable, Appropriate, Realistic and Time-Bound

**Objective 1:** In the first 12 months, install 1,000 smoke alarms in local residences occupied by seniors.

**Objective 2:** In the first 12 months, educate a minimum of 800 senior households about home fire safety, new smoke alarm requirements and general emergency preparedness and seasonal safety.

**Objective 3:** Over the next 24 months, reduce the number of household fire-related injuries by seniors in Montgomery County.

**Objective 4:** Identify and foster partnerships and community-based programs with dedicated services for seniors.

# Partnerships, partnerships, partnerships!

- Senior Centers (Holiday Park, White Oak, etc. as well as the smaller, neighborhood-based Senior Centers like Clarksburg, Ross Boddy, Clara Barton, etc.)
- Meals on Wheels: Germantown, Takoma Park, Central Maryland, Bethesda-Chevy Chase, Silver Spring
- Rebuilding Together
- HOC
- High-rise communities (generally a somewhat different message since many of these are have fire sprinkler systems)
- Retirement groups (NARFE, etc.)
- Senior-focused community groups (GROWS, Oasis, B-CC Chamber Senior Marketing Group, etc.)
- Montgomery County Police, Rockville City Police, Chevy Chase Village Police
- American Red Cross
- FEMA
- Leadership Montgomery (Executive and Senior Leadership)
- Each of our Hospitals
- Faith-based organizations:
  - Community Ministries of Rockville
  - Cambodian Buddhist Temple (Colesville)
  - Muslim Community
  - Peoples Community Baptist Church
  - The Villages for Seniors Aging in Place
- Target Community Educational Services
- Leisure World
- Maryland Deaf Senior Citizens
- Friends of the Library
- Senior Beacon
- Commission on Aging
- Senior Sub-Cabinet
- Montgomery County Department of Health and Human Services, Recreation, Police, Consumer Affairs, Libraries, Office of Emergency Management and Homeland Security

# Partner Agencies

WE ARE  
**Meals On Wheels**  
ASSOCIATION OF AMERICA  
*So no senior goes hungry.*



- **Meals on Wheels**
  - Local Franchises
  - Volunteers Make Deliveries
  - *Trusted*
- **Montgomery County Fire and Rescue**
  - Recognized as Subject Matter Experts
  - Experience
  - *Trusted*
- **American Red Cross**
  - Experienced in Disaster Response, Recovery
  - Training & Education
  - *Trusted*

# Home Safety Check Team

- Meals on Wheels:
  - Has an established relationship with the client. Gets us in the door.
- Red Cross Disaster Specialists
  - Provide Education and Training to client. Superb interpersonal skills.
- MCFRS
  - Subject matter expertise regarding fire behavior and installation of smoke alarms. Physical skills and abilities to install smoke alarms.



# By the Numbers – Montgomery County

## 11 Meals on Wheels Programs Providing Home Delivery

- ~50 routes/day
- ~400 home visits/day
- ~500 meals delivered daily (some homes get one meal, some get two)

## As of October 2015, Red Cross/MCFRS/Meals on Wheels Partnership

- **29 Routes completed:**  
    Rockville (4) Germantown (7) Central MD (5) Takoma Park (6) Wheaton (7)
- <20% of clients could articulate that they have a home fire escape plan
- 159 homes visited
- 193 smoke alarms installed as part of this initiative



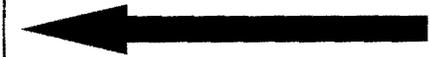
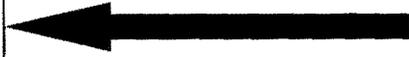
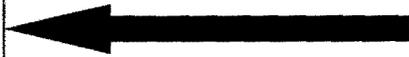
# Villages That Have Been Served by MCFRS Senior Outreach

Village Name
Bannockburn NAN (20817)
Burning Tree Village (20817)
Cabin John (20817)
Chevy Chase at Home (20815)
Greater Farmland Senior Village (20852)
Little Falls Village (20816)
Maplewood Village (20814)
Mill Creek Village (20855)
Muslim Community Center (20905)
Olney Home for Life (20832, 20833, 20860, 20861)
Potomac Community Village (20854)
Silver Spring Village (20910)
Town of Garrett Park Senior Committee (20896)
Village of Takoma Park (20912)

9 of 14

# Villages in Development That Are Being Served by MCFRS Senior Outreach

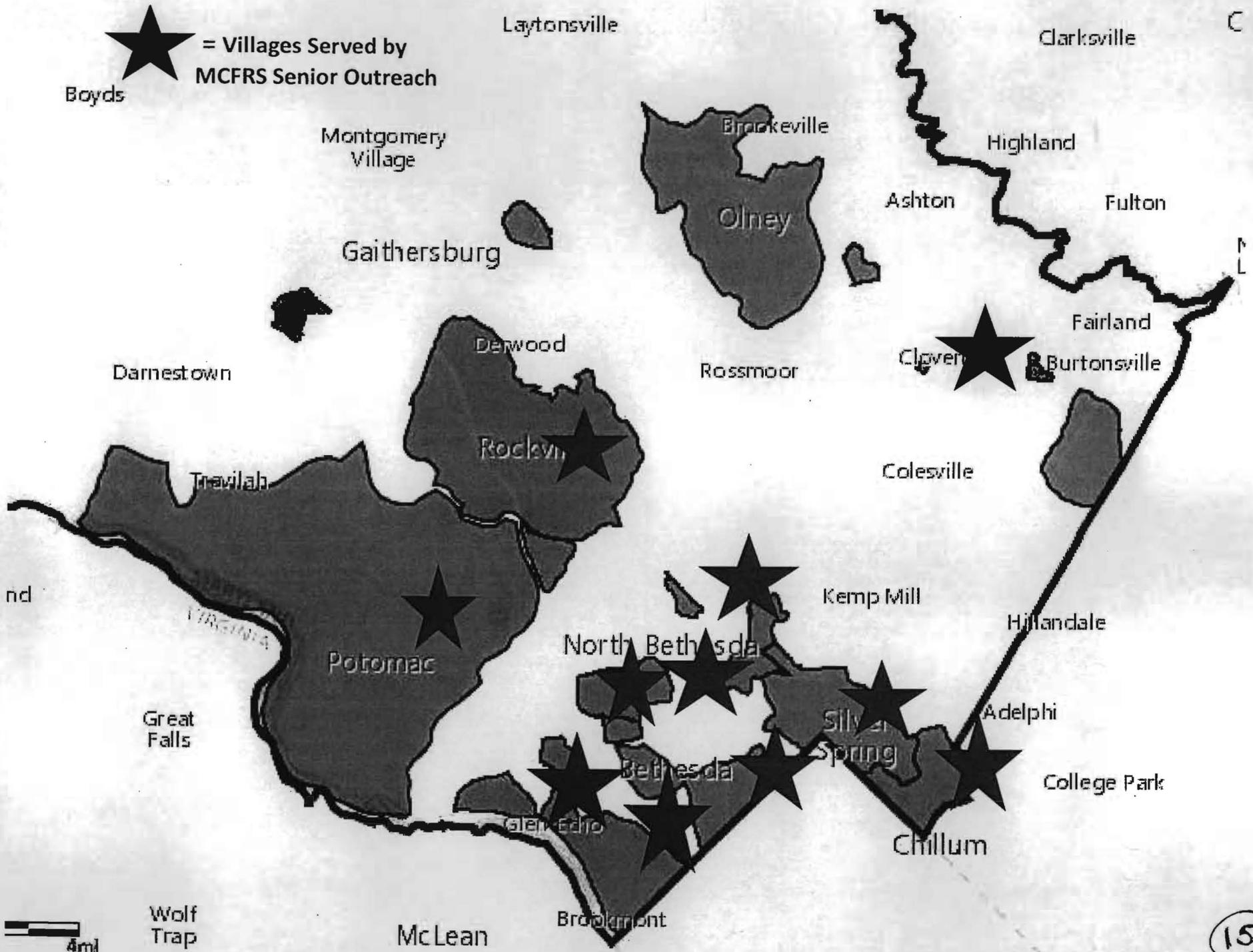
Village Name
Bethesda Metro Area Village (20816)
Bradley Hills (20817)
East County Senior Village (20904)
Villages of Kensington (20895)
Kentland (20878)
Rockville City (20850, 20851)
Sandy Spring Friends (20860)
Peach Orchard Heights Civic Association (20905)
Wyngate Neighbors Helping Neighbors (20817)



4 of 9



= Villages Served by MCFRS Senior Outreach



Wolf Trap

McLean

Brookmont

Chillum

College Park

Adelphi

Hillandale

Kemp Mill

North Bethesda

Bethesda

Silver Spring

Potomac

Great Falls

VIRGINIA

nd

Traylor Park

Rockville

Derwood

Rossmoor

Olney

Brookeville

Montgomery Village

Gaithersburg

Ashton

Highland

Fulton

Fairland

Burtonsville

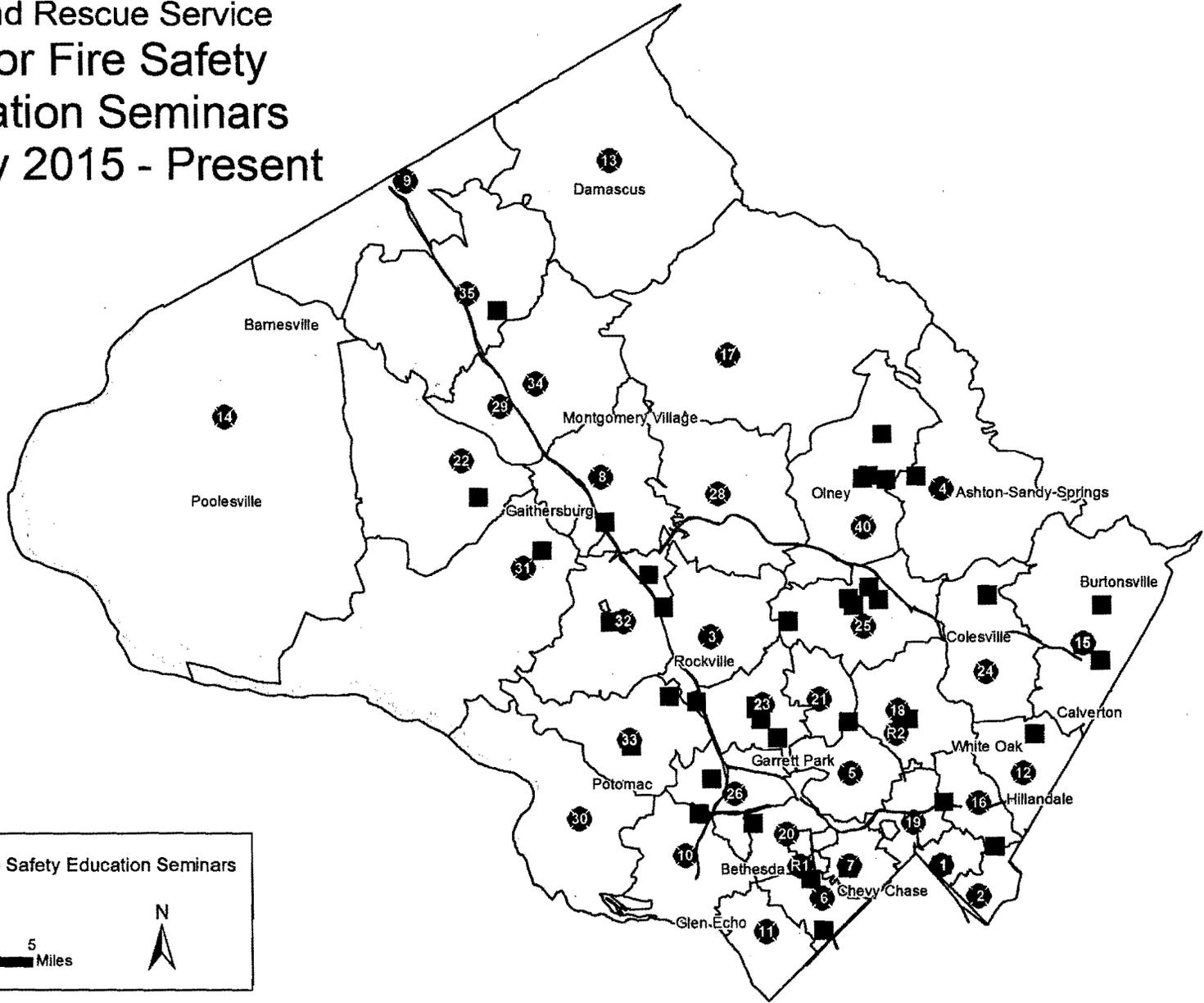
Clover

Colesville

Clarksville



Montgomery County  
 Fire and Rescue Service  
 Senior Fire Safety  
 Education Seminars  
 January 2015 - Present



# Example of Home Safety Check Plan

Microsoft Excel - ROUTE 1 for October 30 in Barmockburn

File Edit View Insert Format Tools Data Window Help

Arial 10 B I U

	A	B	C	D	E	F
4						
5	<b>Date</b>	<b>Time</b>	<b>Name of Resident</b>	<b>Address</b>	<b>Contact Phone Number</b>	<b>Notes or Special Instructions</b>
6	Thursday, October 30	8:00 a.m.	Xxmico	XXX5 Kenhowe Drive	XXX-0834	
7		8:30 a.m.	Xxchta	XXX1 Brigadoon Drive	XXX-6642	Wheelchair
8		9:00 a.m.	Xxman	XXX1 Brigadoon Drive	XXX-6412	Blind
9		9:30 a.m.	Xxkind	XX12 Nevis Road	XXX-0279	
10		10:00 a.m.	Not available			
11		10:30 a.m.	Xxith	XX45 Wilson Lane	XXX-0711	
12		11:00 a.m.	Xxcker	XX06 West Halbert Road	XXX-0350	
13		11:30 a.m.	Xxne	XX01 Crane Terrace	XXX-0423	
14		12:00 p.m.	Xxock	XX05 Wilson Lane	XXX-7639	Bedridden
15		12:30 p.m.	Not available			
16		1:00 p.m.	Xxman	XXX8 Carmichael Ave	XXX-4040	
17		1:30 p.m.	Xxll	XX00 Craithe Lane	XXX-9113	
18		2:00 p.m.	Xxqer	XX20 Ayr Lane	XXX-7030	
19		2:30 p.m.	Xxis	XX22 Bannockburn Drive	XXX-4129	Uses a Walker
20		3:00 p.m.	Xxmer	XX13 Craithe Lane	XXX-5086	
21		3:30 p.m.	Xxfter	XX07 Crail Drive	XXX-0357	Severely Hearing Impaired
22						
23						

18

# MD Deaf Senior Citizens April 20th

All changes saved in Drive

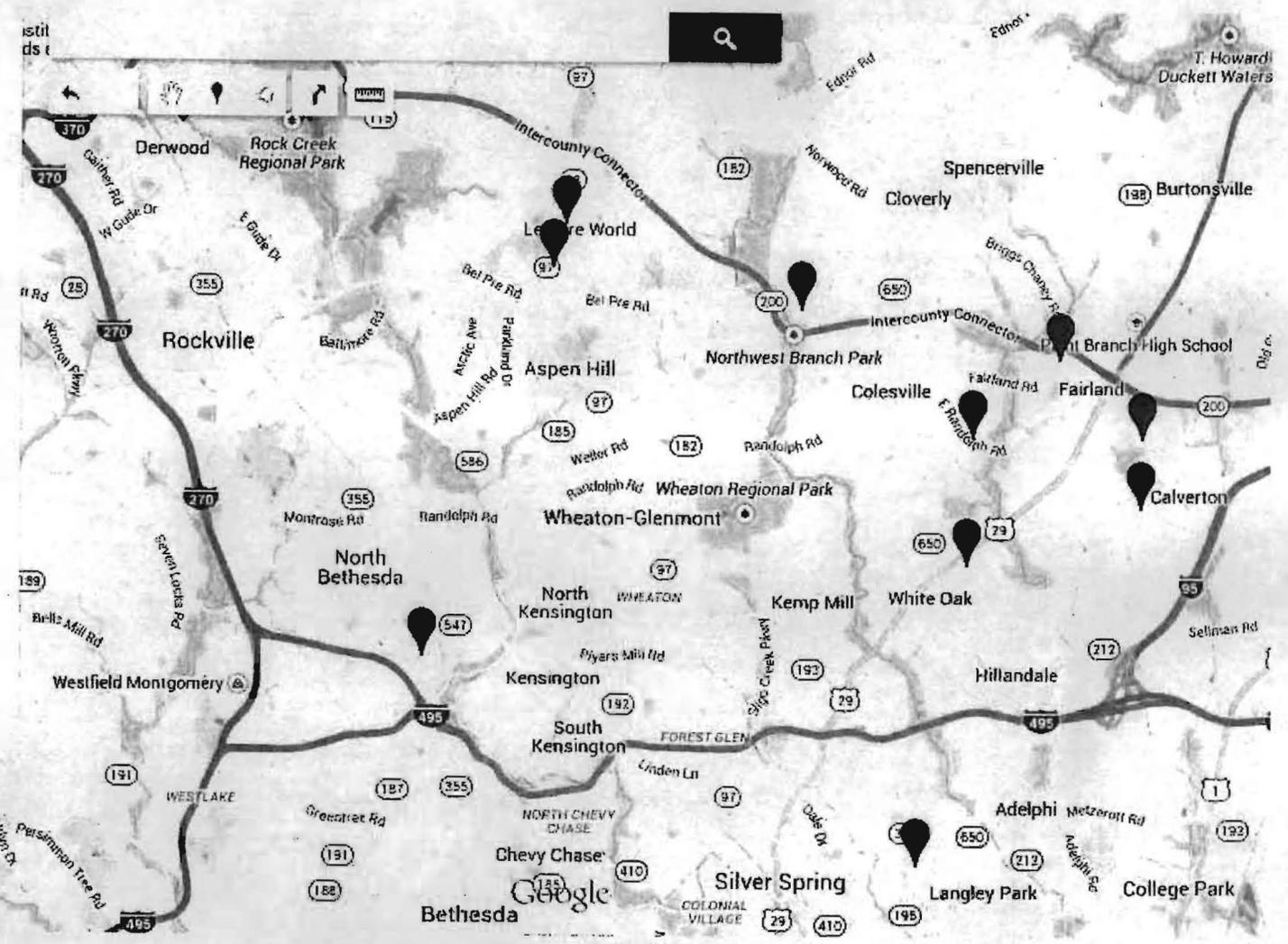
➔ Add layer 👤 Share

## ✓ Untitled layer

🗑 Individual styles

- 📍 1306 Morningside Dr
- 📍 11628 Stewart Ln
- 📍 3609 Chorley Woods Way
- 📍 3006 Memory Ln
- 📍 3800 Gleneagles Dr
- 📍 809 Stratford Manor Terrace
- 📍 13713 Fairridge Dr
- 📍 2930 Craiglawn Rd
- 📍 10500 Rockville Pike
- 📍 715 Forston St

Base map



8



# Montgomery County's response to Heat-related emergencies

In response to your questions for the work session on Heat-related emergencies.

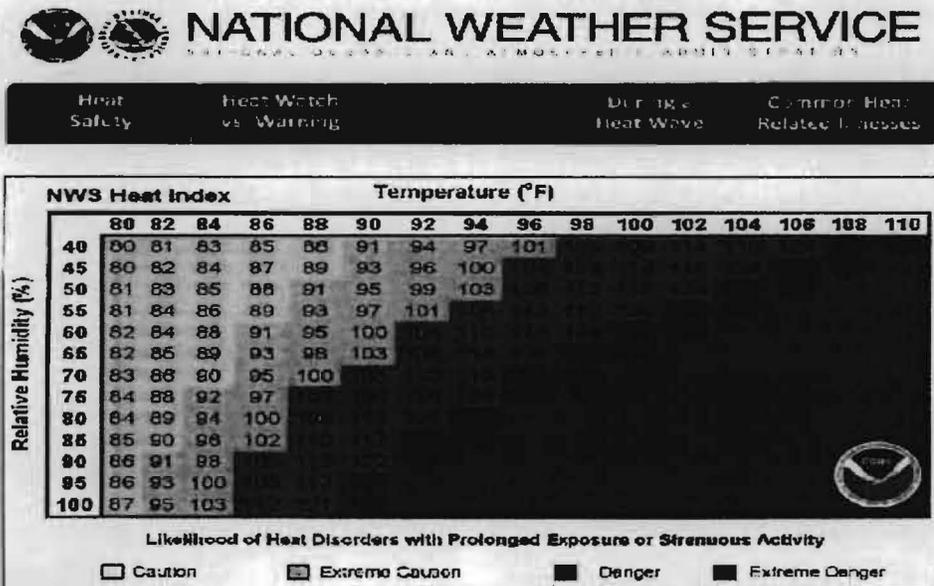
1. An overview of what the County does for a county-wide emergency, including how it coordinates among different agencies

The county's Emergency Operation and Hazard Mitigation Plans both recognize Extreme Cold and Extreme Heat as hazards we periodically experience in Montgomery County.

The Office of Emergency Management and Homeland Security (OEMHS) base our actions on the heat index chart used by the National Weather Service (NWS). (see below)

NWS Heat Index

[http://www.nws.noaa.gov/ohc/heat\\_index.shtml](http://www.nws.noaa.gov/ohc/heat_index.shtml)



The Heat Index is a measure of how hot it really feels when relative humidity is factored in with the actual air temperature. To find the Heat Index temperature, look at the Heat Index Chart above or check our [Heat Index Calculator](#). As an example, if the air temperature is 86°F and the relative humidity is 85% the heat index—how hot it feels—is 121°F. The red area without numbers indicates extreme danger. The National Weather Service will initiate alert procedures when the Heat Index is expected to exceed 105°-110°F (depending on local climate) for at least 2 consecutive days.

NWS also offers a Heat Index chart for area with high heat but low relative humidity. Since heat index values were devised for shady, light wind conditions, exposure to full sunshine can increase heat index values by up to 15°F. Also, strong winds, particularly with very hot, dry air, can be extremely hazardous.

(21)

Based on the forecasted temperatures and humidity levels, the NWS may issue a series of Heat Advisories and/or warnings. The major human risk associated with extreme heat is heatstroke, heat exhaustion, heat syncope and heat related cramps. We further recognize that seniors, young children and individuals with special medical conditions are more vulnerable.

The Office of Emergency Management and Homeland Security (OEMHS) receives immediate notifications from the NWS for all Heat advisories and warnings, 24 hours a day.

The **National Capital Region** (NCR) also monitors heat conditions and issues Alerts to all NCR jurisdictions, regarding these impending weather days. Below is an example of the type of notification that they send to all NCR jurisdictions.

<http://www.capitalregionupdates.gov/go/doc/4063/1483819/>

For instances of extreme heat with no other compounding emergency, the County relies on the Department of Health and Human Services (DHHS), via the PIO, to initiate public messaging about precautions that residents should take, particularly those at most risk, and to announce the availability of County facilities for use as Cooling Centers. These facilities are generally the Recreation/Community Centers, the 5 Regional Service Centers, the County Libraries and the county owned pools. In some cases these facilities have extended their hours of operation to accommodate the emergency. OEMHS will also replicate the PIO messaging on our website and on our Facebook and Twitter feeds. (attached is an example of such messaging)

**2. Describe some more localized situations where seniors in particular may be in need of county services in a heat related incident. What services are provided and by whom? At what point would the county step in to help and how quickly would the County open cooling centers?**

Extreme heat days are generally dealt with specific messaging to the general population. For prolonged heat events, DHHS has also conducted active surveillance of Nursing Homes and assisted living facilities, to determine if they are doing well. Through messaging to the network of hospitals, DHHS also has the ability to determine if the event is having a sharp rise in Emergency Room visits for heat related conditions.

If the extreme heat event is compounded by the loss of power to large hi rise residential facilities because of a malfunction within the facility or in a small sector of the county, then OEMHS is typically notified via Fire Rescue Services, and an assessment is conducted to determine the needs of the residents. If the outage appears to be for a prolonged period, DHHS and American Red Cross (ARC) services are called in to conduct a more detailed assessment of needs. Wellness checks a conducted, either by Fire Rescue Services, Apt. management or other support services to determine if there are residents in extreme need. Every situation is different and further actions are based the determination of need.

If the extreme heat event is associated with a wide scale emergency, as was the case with the Derecho in June 2012, then the Emergency Operations Center is activated to deal with the multitude of recovery actions needed. Because of the wide scale power outages, which included

many hi rise buildings, DHHS was requested to coordinate the opening of emergency shelters for residents in need and the activation of various county facilities to serve as cooling centers. Because the heat event extended for approximately 4 days, several library facilities were requested to open and many libraries, community/recreation centers and pools were requested to extend the hours of operation to provide relief for residents.

(An attachment titled Hi rises, power outages and public health was a presentation made to the County Council following the Derecho emergency).

During this shelter operation, there many residents who were accommodated with medical devices requiring power for their medical devices. The ARC operated the shelter with DHHS managing the overall coordination. In the case of the shelter at Richard Montgomery, MCPS supplied the facilities personnel to open the building and Department of Recreation supplied the facilities personnel to operate the White Oak Community Recreation building.

### **Vulnerable populations mapping.**

Included as an attachment is a power point slide series of the initial vulnerable populations mapping project that we are currently developing. The power point is meant as an example of this capability which will include senior populations.

### **3. Provide any educational outreach or other services you provide to seniors.**

#### **Senior specific events with MCFRS (a joint effort with fire and rescue to present both disaster preparedness messaging and fires safety message, focusing on senior residents):**

- 2/18/15, 2-3pm: Arcola Towers (1135 University Blvd West)
- 5/20/15, 6-7:30pm: Park Potomac Place (12500 Park Potomac Avenue)
- 7/16/15, 11-12n: Bedford Court Presentation (3701 International Dr, Silver Spring)
- 9/24/15, 6-8:30pm: Madison Park Condominiums (5000 Battery Lane)

#### **Tabling events where Senior brochures were distributed:**

- 6/1/15, 8-1pm: 50+Employment Expo, Bethesda
- 6/10/15, 12-3pm: World Elder Abuse Awareness Day, Wheaton
- 6/14/15, 12-2pm: Celebrate! Gaithersburg Festival
- 8/14-8/20: Montgomery County Fair
- 8/25/15, 10:30-12:30pm: Chevy Chase Library National Preparedness Month Tabling event
- 9/10/15, 10-2pm: Office of Personnel Management Security and Emergency Preparedness Expo
- 9/16/15, 10-2pm: National Cancer Institute/Johns Hopkins Joint Preparedness Fair
- 9/17/15, 10-2pm: Security Awareness & Emergency Preparedness Day at Constitution Center (Washington DC)
- 10/20/15, 10-2pm: Hughes Network Systems Health Fair

**Other meetings where Senior brochures were distributed:**

- 3/18/15, 8-9:30pm: MARC Club Meeting
- 3/26/15, 9-10am: EOC tour from African delegation
- 4/16/15, 5-7pm: EOC Tour for Leadership Montgomery
- 5/13/15, 1-3pm: American Nursing Association Preparedness Presentation
- 5/13/15, 7-9:30pm: Aspen Hill Civic Association
- 6/3/15, 6:30-8:30pm: Glen Echo Community Preparedness Presentation
- 6/15/15, 1:30-2:30pm: American Nursing Association Preparedness Presentation (Part 2)
- 6/30/15, 8:30-11am: Montgomery County Employee Emergency Preparedness Presentation
- 9/24/15, 8:30-11am: Montgomery County Employee Emergency Preparedness Presentation
- 9/30/15, 1-2pm: Senior Preparedness Seminar, Margaret Schweinhaut Senior Center (1000 Forest Glen Road)

**Advertisements and Senior Brochures Distributed (2015, to date):**

- Gazette Ad
- Senior, Are You Ready: 1450 brochures distributed
- Access and Functional Needs Workbook: 1280 workbooks distributed

Click link below to access the Senior Preparedness brochure:

[http://www.montgomerycountymd.gov/OEMHS/Resources/Files/OEMHS%20Seniors%20Preparedness%20Brochure\\_June2014.pdf](http://www.montgomerycountymd.gov/OEMHS/Resources/Files/OEMHS%20Seniors%20Preparedness%20Brochure_June2014.pdf)

# Excessive Heat Warning and Excessive Heat Watch

## Friday, June 29 and Saturday, June 30

An **excessive heat warning** remains in effect until 9 p.m. this evening for most of the National Capital Region. An **excessive heat watch** remains in effect from Saturday morning through Saturday evening.

Heat index values will be between 110 and 115 degrees this afternoon; up to 110 degrees again on Saturday afternoon. Temperatures this afternoon and again Saturday afternoon will be around 100.

An excessive heat warning means that a prolonged period of dangerously hot temperatures will occur. An excessive heat watch means that a prolonged period of hot temperatures is expected. A heat advisory means that a period of hot temperatures is expected. The combination of hot temperatures and high humidity will create a situation in which heat illnesses are possible.

There is a risk of heat exhaustion or other heat-related illness for those without air-conditioning or those spending time outdoors for an extended period. The combination of hot temperatures and high humidity will combine to create a dangerous situation in which heat illnesses are likely.

Drink plenty of fluids, stay in an air-conditioned room, stay out of the sun and check in on relatives and neighbors. Take extra precautions if you work or spend time outside. When possible, reschedule strenuous activities to early morning or evening. Know the signs and symptoms of heat exhaustion and heat stroke. Wear light weight and loose fitting clothing when possible and drink plenty of water. To reduce risk during outdoor work, schedule frequent rest breaks in shaded or air-conditioned environments.

Learn more about excessive heat from [Ready.gov](http://Ready.gov).

Local weather forecast.

###

### About the National Capital Region

The National Capital Region (NCR) encompasses the District of Columbia and parts of Maryland and Virginia, including the cities of Alexandria, Fairfax, Falls Church, Manassas and Manassas Park and the counties of Arlington, Fairfax, Loudoun, Prince William in Virginia and Montgomery and Prince George's in Maryland, which include the municipalities of Bowie, College Park, Gaithersburg, Greenbelt, Rockville and Takoma Park.

© Brought to you by the communities of the National Capital Region

[Emergency Alerts](#)

[R-ESF 15 Area](#)

[Site Map](#)

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# Be *ready* in 4 Easy Steps

- 1 Stay Informed - Sign up for Alert!Montgomery to receive emergency notices and instructions
- 2 Identify Your Support Network
- 3 Make a Plan
- 4 Make a Kit

### Important Links

Check out the links below for more information on emergency preparedness.

MONTGOMERY COUNTY	
Montgomery County, MD	<a href="http://www.montgomerycountymd.gov/ORMHS">www.montgomerycountymd.gov/ORMHS</a>
Police Department	<a href="http://www.mymcpnews.com">www.mymcpnews.com</a>
Fire Department	<a href="http://www.montgomerycountymd.gov/FireRescue">www.montgomerycountymd.gov/FireRescue</a>
County Health and Human Services	<a href="http://www.montgomerycountymd.gov/hhs">www.montgomerycountymd.gov/hhs</a>
ADDITIONAL RESOURCES	
American Red Cross	<a href="http://www.redcross.org">www.redcross.org</a>
Centers for Disease Control and Prevention	<a href="http://www.cdc.gov">www.cdc.gov</a>
Disaster Help	<a href="http://www.disasterhelp.gov">www.disasterhelp.gov</a>
Federal Emergency Management Agency	<a href="http://www.fema.gov">www.fema.gov</a>
U.S. Department of Homeland Security	<a href="http://www.ready.gov">www.ready.gov</a>
Humane Society of the United States (for pet preparedness)	<a href="http://www.hsna.org/disaster">www.hsna.org/disaster</a>

### Important County Phone Numbers

EMERGENCY	
Police	911
Fire	911
Ambulance	911
NON-EMERGENCY	
Police	301.279.8000
Report Crime Tips	800.492.TIPS (8477)
Mont. County Government	311
Poison Control	800.222.1222
UTILITIES	
PEPCO	877.737.2662
BG&E	877.778.2222
First Energy	800.255.3443
WSSC	301.206.9772
Washington Gas	703.750.1000

### Montgomery County OnDemand

	Subscribe to receive Montgomery County Public Information Office reports	<a href="http://www.twitter.com">@MontgomeryCoMD</a>
	Keywords: Montgomery County Government	<a href="http://www.facebook.com/pages/Montgomery-County-MD-Office-of-Emergency-Management-Homeland-Security">www.facebook.com/pages/Montgomery-County-MD-Office-of-Emergency-Management-Homeland-Security</a>
	Video by Montgomery County Government	<a href="http://www.youtube.com/user/montgomerycountymd">www.youtube.com/user/montgomerycountymd</a>
	Alert!Montgomery - Register to receive emergency alerts	<a href="https://alert.montgomerycountymd.gov">https://alert.montgomerycountymd.gov</a>

For more information on Emergency Preparedness if you do not have access to a computer, contact 311 or 240-777-0311 (TTY 240-777-3556). During emergencies, listen to your radio for Emergency Broadcast System information on WTOF (FM-103.5) and WMAL (AM-530).



ARE YOU READY?

[www.MontgomeryCountyMD.gov/OEMHS](http://www.MontgomeryCountyMD.gov/OEMHS)



## Senior Preparedness

Get Ready in 4 Easy Steps!



Prepared by the Montgomery County Office of Emergency Management and Homeland Security  
[www.MontgomeryCountyMD.gov/OEMHS](http://www.MontgomeryCountyMD.gov/OEMHS)

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# 1 Stay Informed - Sign up for Alerts!

Sign up for **Alert! Montgomery** to receive alerts. Go to: [Alert.MontgomeryCountyMd.gov](http://Alert.MontgomeryCountyMd.gov),

Be informed about severe weather, major traffic disruptions, significant power outages, and flooded areas. This is a free service, but check with your wireless plan to determine if text charges apply.

Follow us on Twitter! Subscribe to @MontgomeryCoMD to receive county information during emergencies.

# 2 Identify Your Support Network

Going through an emergency alone is difficult. Ask at least two people to be your support network—family members, friends, neighbors, caregivers, coworkers, or community/church group members. Ask your emergency support network to:

- Stay in contact with you during an emergency
- Keep a spare set of your keys
- Know where to find your emergency supply kit
- Know how to operate any special medical or mobility equipment you may have
- Help you evacuate or shelter in place in an emergency.

### Support Network Contacts:

Get a local and an out-of-state friend or relative that you and your support network can contact to stay informed about you. In emergencies, local phones may not connect, and long-distance calls may work better.

In-Town Contact (Primary)	In-Town Contact (Alternate)
Name:	Name:
Phone:	Phone:
Address:	Address:
Alternate Phone:	Alternate Phone:
Email:	Email:

Out-of-Town Contact (Primary)	Out-of-Town Contact (Alternate)
Name:	Name:
Phone:	Phone:
Address:	Address:
Alternate Phone:	Alternate Phone:
Email:	Email:

# 3 Make a Plan

Have a written plan that you and your support network can keep in an easy-to-access location. Include in your plan:

- List of your medications (type/dose)
- Special medical conditions
- Eyeglass prescription
- Blood Type
- Communication device/equipment
- Health Insurance
- Doctors/Specialists (contact information)
- Pharmacist (contact information)

### Sheltering

For people who have to evacuate and have no other place to stay, county emergency shelters may be set up. Listen to the radio for shelter locations. To find an accessible shelter near you during an emergency, call 311.

Ask someone in your support network to go with you to the shelter.

Shelters will generally provide the following:

- Basic meals and water
- Cots for sleeping and sitting
- Running water for personal hygiene
- First aid and non-emergency health services
- In-shelter security

Shelters DO NOT have special equipment (e.g., oxygen, mobility aids, and batteries). Be prepared to bring your own.

### Transportation

In some cases, you will need to evacuate during an emergency and public transportation may not be running. Work with your support network to determine transportation options.

# 4 Prepare a Kit

Assemble an emergency kit using supplies you will need to survive for 72 hours. Keep your kit readily available to help you shelter in place in your home or evacuating quickly. Your personal emergency supply kit should include:



For more information on what to include in your kit, visit [www.montgomerycountymd.gov/MakeAKit](http://www.montgomerycountymd.gov/MakeAKit).



This document was prepared under a grant from FEMA's Grants Programs Directorate, U.S. Department of Homeland Security. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of FEMA's Grants Programs Directorate or the U.S. Department of Homeland Security.

# Hi-Rises, Power Outages, & Public Health



Montgomery County Office of  
Emergency Management &  
Homeland Security (OEMHS)

# Definitions\*

## *Mid-rise (92 Total)*

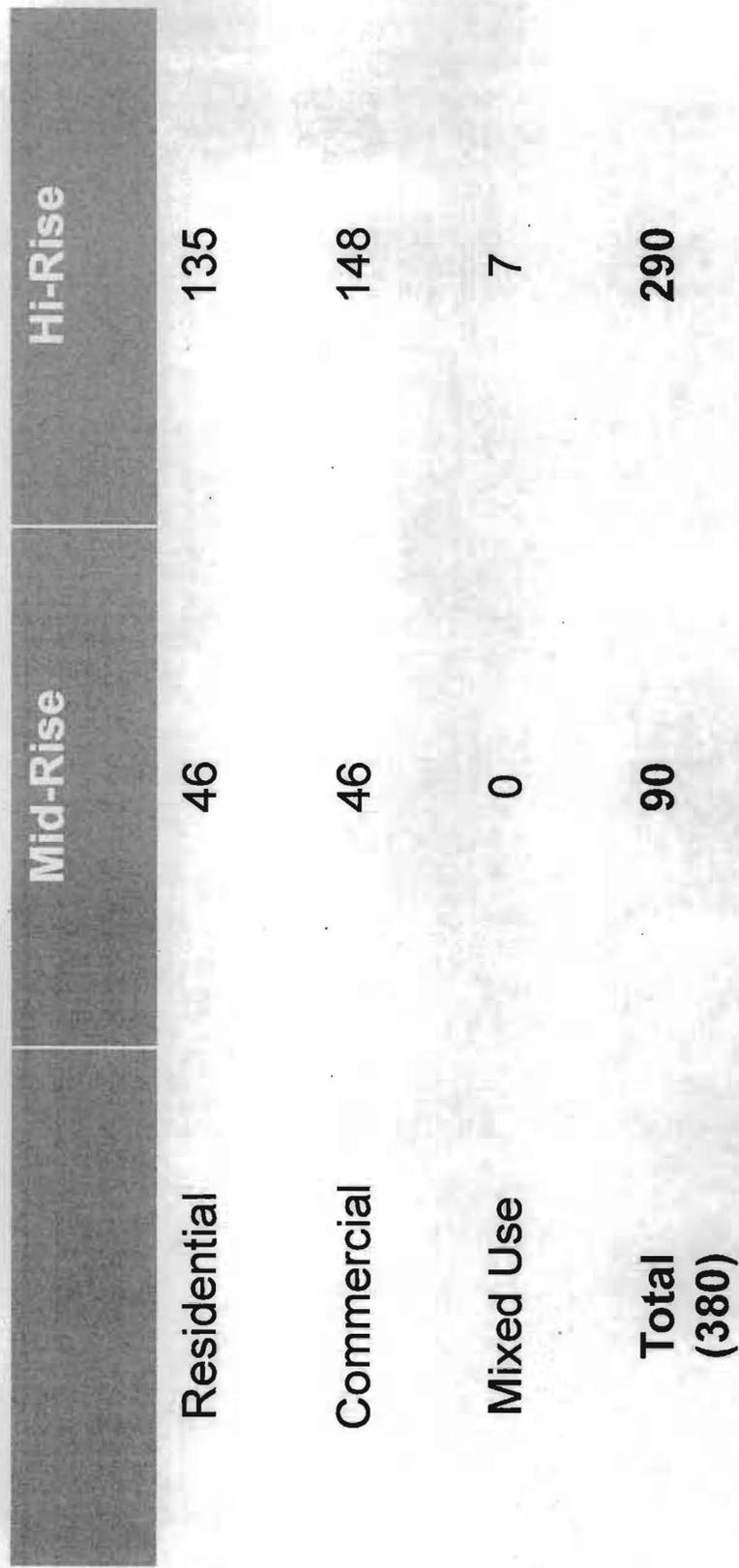
- Between 3 stories and 75 feet in height
- Can be commercial use, residential or mixed use
- In Montgomery County, there are no mixed use mid-rise buildings

## *Hi-rise (290 Total)*

- Any building taller than 75 feet
- Can be commercial use, residential or mixed use
- In Montgomery County, there are 7 mixed use hi-rise buildings

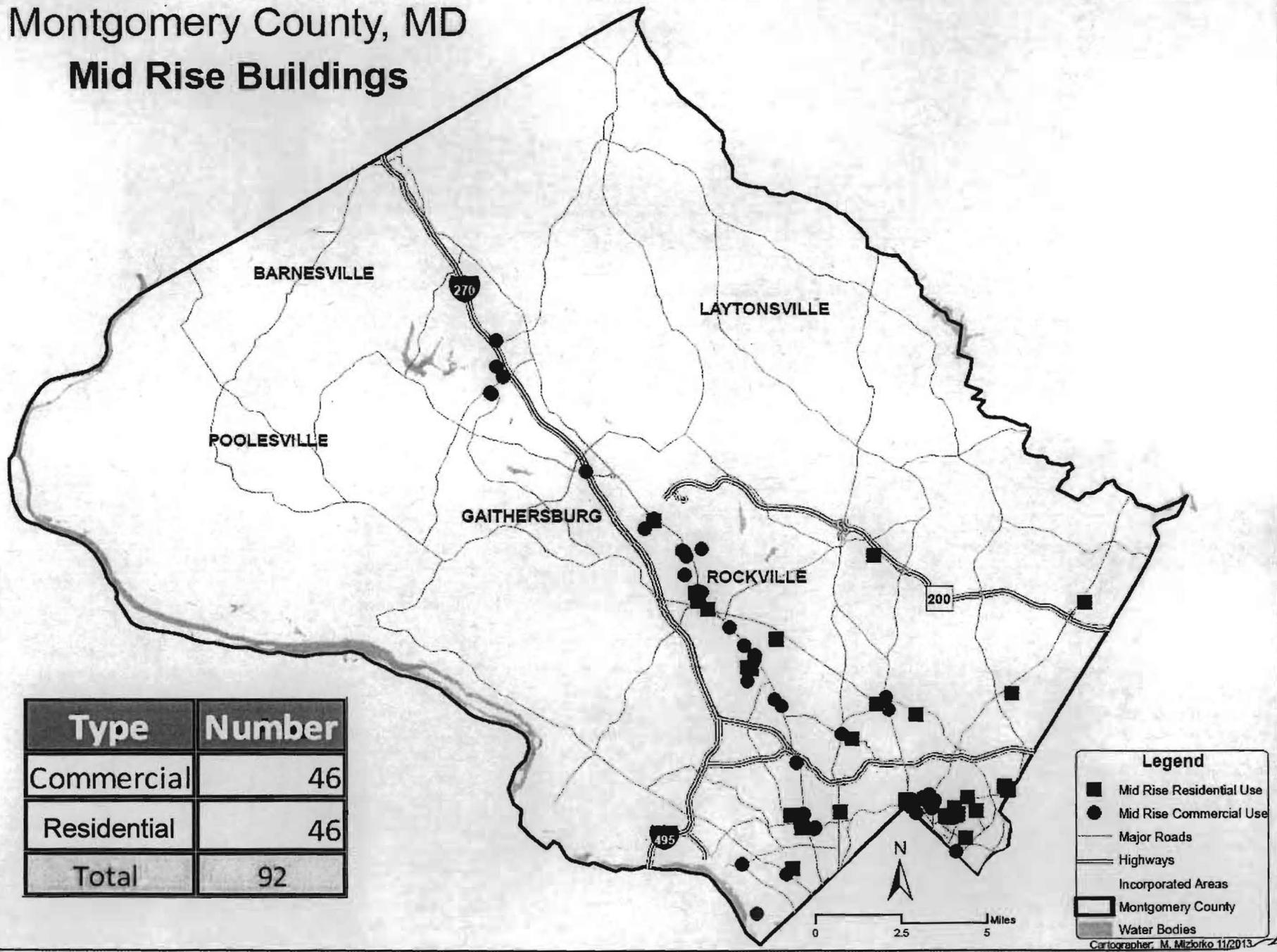
\* As defined by the Montgomery County Fire & Rescue Services (MCFRS)

# Buildings by the numbers



# Montgomery County, MD

## Mid Rise Buildings



Type	Number
Commercial	46
Residential	46
<b>Total</b>	<b>92</b>

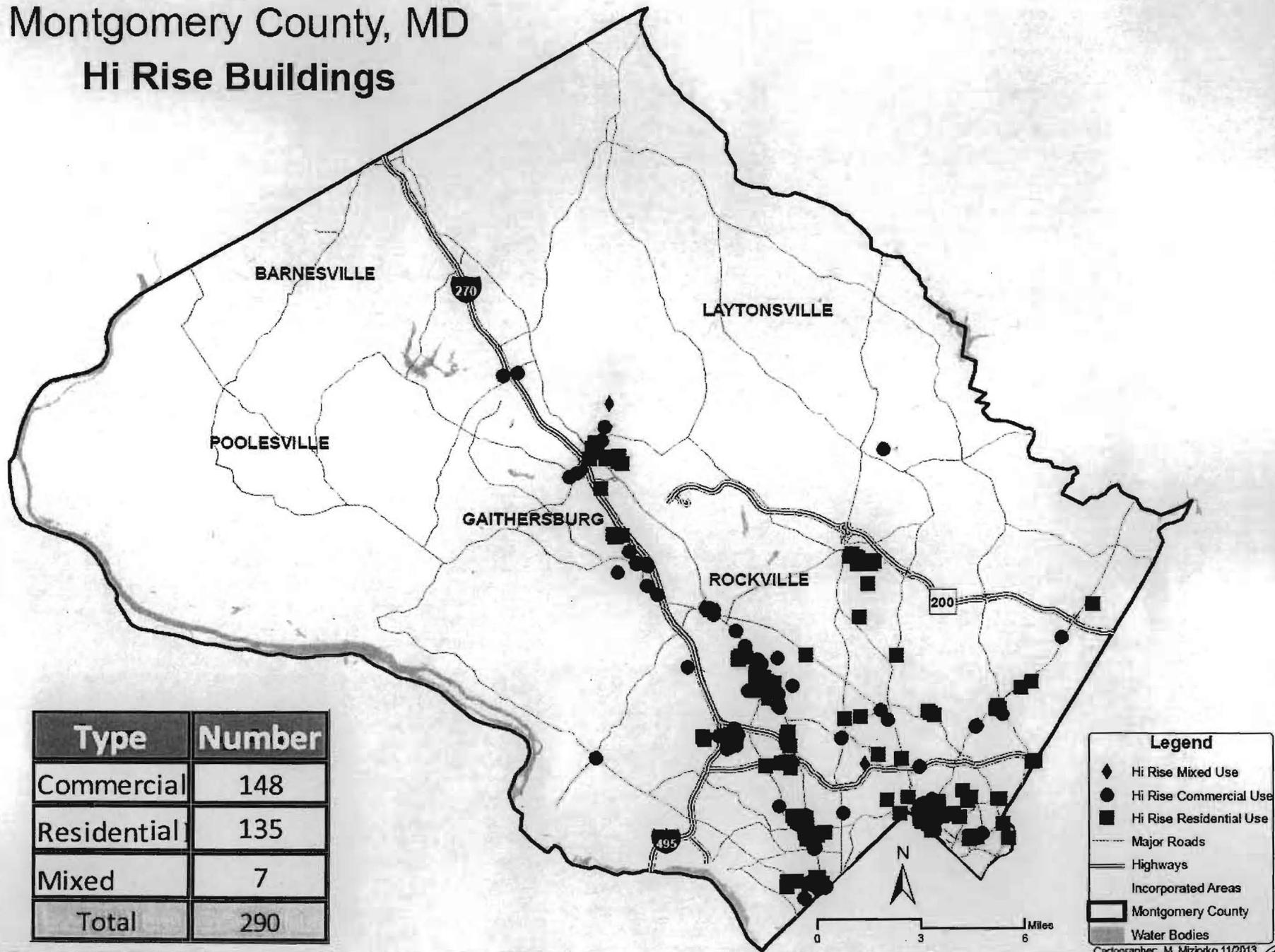
**Legend**

- Mid Rise Residential Use
- Mid Rise Commercial Use
- Major Roads
- Highways
- ▭ Incorporated Areas
- ▭ Montgomery County
- ▭ Water Bodies

Cartographer: M. Mizioro 11/2013

# Montgomery County, MD

## Hi Rise Buildings



Type	Number
Commercial	148
Residential	135
Mixed	7
<b>Total</b>	<b>290</b>

**Legend**

- ◆ Hi Rise Mixed Use
- Hi Rise Commercial Use
- Hi Rise Residential Use
- Major Roads
- == Highways
- ▭ Incorporated Areas
- ▭ Montgomery County
- ▭ Water Bodies

Cartographer: M. Mizioro 11/2013

(5)

# Costs (\$) Associated with Emergency Generation for Elevators

- Costs associated with upgrading current facilities will vary, but will in many cases be significant.
- Costs associated with installation at new facilities will be significantly lower than the retrofitting older facilities.
- The cost defrayment mechanisms (i.e., increased rent) utilized by the building operators were not considered.

Type of Building	Estimated Cost*
18 story residential	\$3.36 million
5 story building with 4 story underground parking	\$1.63 million
5 story building	\$772,000

\* These projections include the generator, switchgear, and basic installation costs. They do not consider sound attenuation, generator storage, fuel, fuel storage, nor any other building modifications.

# Public Health Impacts of Power Outages

Much of the power outage-related public health data was drawn from the August 2003 Blackout in New York City

## Increased EMS Call Types During the 2003 NYC Blackout

1. Difficulty Breathing
2. Injury (Falls, Cuts, etc)
3. Cardiac Arrest
4. Asthma
5. Upper Respiratory Infection
6. Heat-related Emergency
7. Gunshots
8. Active Labor

# Public Health Impacts of Power Outages (continued)

- Overall EMS call demand more than doubled (7844 actual calls versus 3860 expected) during the blackout.

Freese et Al. Impact of a Citywide Blackout on an Urban Emergency Medical Service System. *Prehospital and Disaster Medicine*. December 2006

- Total mortality increased by 28% during the power outage resulting in as many as 90 excess deaths above baseline conditions Increased mortality was correlated with a range of short-term and longer term effects including injury, carbon monoxide poisoning, hypothermia and food poisoning (consumption of spoiled food).

Anderson et. Al, Lights Out: Impact of the August 2003 power outage on mortality in New York, NY, *Epidemiology*. March 2012

# Public Health Impacts of Extreme Heat Events (EHEs)\*

- In June 2013, the Centers for Disease Control (CDC) published a report analyzing the mortality associated with the post-Derecho Extreme Heat Event in June 2012.
- During the period of June 30-July 13, 2012 temperatures in the 4 analyzed states (Maryland, Virginia, Ohio and West Virginia) ranged from 83°F to 104°F, an increase of +9.5°F over the norm.
- During the same period, 32 deaths attributed to extreme heat were found (0.11 deaths per 100,000), including 12 in MD.
- Median age of decedents was 65, 72% were male, and 75% were unmarried or living alone.
- Common underlying health conditions included cardiovascular disease (14) and chronic respiratory disease (4).

\* Extreme heat events (EHEs) are defined as sustained periods of abnormally and uncomfortably hot, and often humid, weather. The National Weather Service makes an EHE determination based upon region and time period.

# Public Health Impacts of Extreme Heat Events (EHEs) (continued)

- 7 of the deaths (22%) had power outage listed as a contributing factor.
- 22 died at home (69%) and 20 of those 22 (91%) had a reported lack of air conditioning. In 5 of those 20 deaths, the A/C was functional. However, it is unclear whether the decedent knew power had been restored or was unable to use due to other factors (i.e., cost).
- When compared to three other EHEs of similar duration and temperature, it was found that the mortality rate in the 2012 event was considerably lower than previous events.
- The authors speculated that this might be attributed to other protective measures (i.e., cooling centers) that were implemented in 2012, but the larger point was that there can be no protective correlation demonstrated for maintained power during an EHE.

# Summary

- The number of mid-rise and hi-rise facilities in Montgomery County is significant and expanding at a modest rate.
- The buildings are principally located in down county and house a significant number of businesses and residents, often concurrently.
- Past disasters, such as Hurricane Sandy and the Derecho, highlight the risks to vulnerable populations living in these buildings.
- The public health risks (morbidity and mortality) associated with power outages and extreme heat events are quantifiable.
- The costs for infrastructure changes to existing facilities could prove exorbitant.
- The impact of sustained or restored power during an extreme heat event cannot be currently quantified, though the impact of other measures may offer similarly beneficial outcomes.

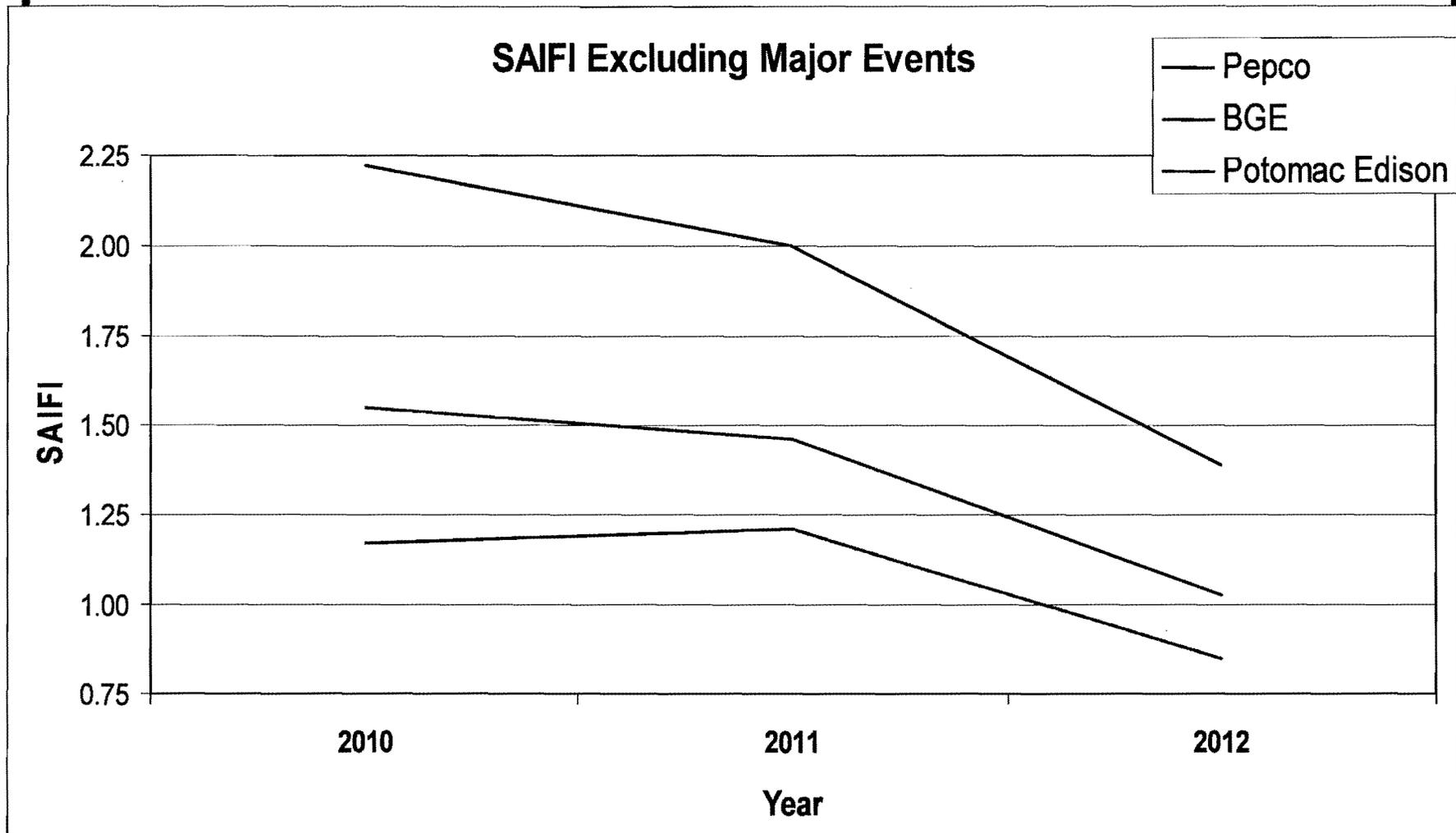
# Utility Performance

## System Average Interruption Frequency Index (SAIFI)

Company	Years			AVG	Target
	2010	2011	2012		
Pepco	2.22	2.00	1.39	1.87	1.95
BGE	1.55	1.46	1.03	1.35	1.52
Potomac Edison	1.17	1.21	0.85	1.08	1.11

SAIFI is the number of interruptions the average customer would experience each year, excluding major events.

# Utility Performance (SAIFI)



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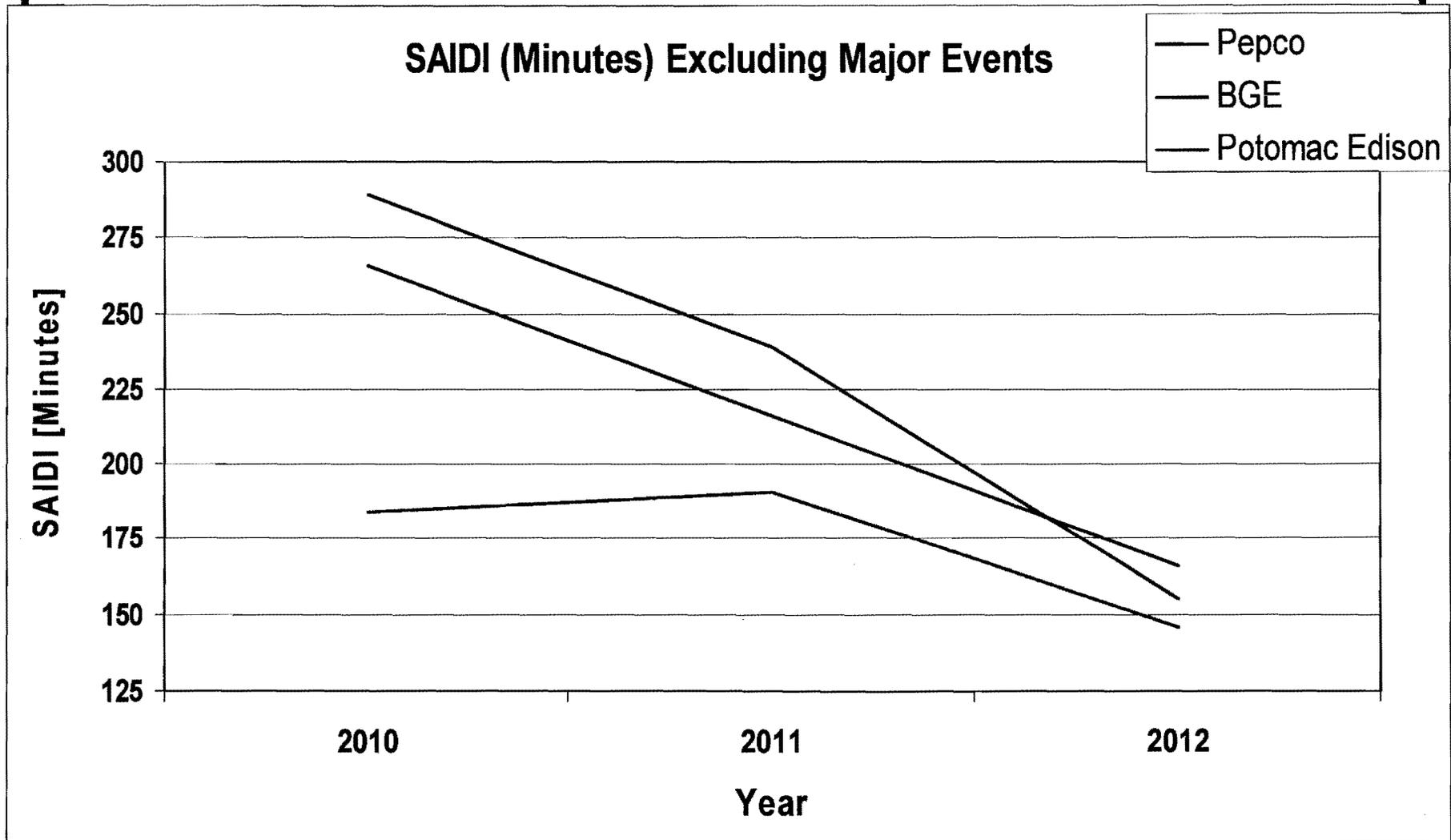
# Utility Performance

## System Average Interruption Duration Index (SAIDI) [Minutes]

Company	Years			AVG	Target
	2010	2011	2012		
Pepco	266	216	166	216	191
BGE	289	239	155	227.67	256
Potomac Edison	184	191	146	173.67	196.8

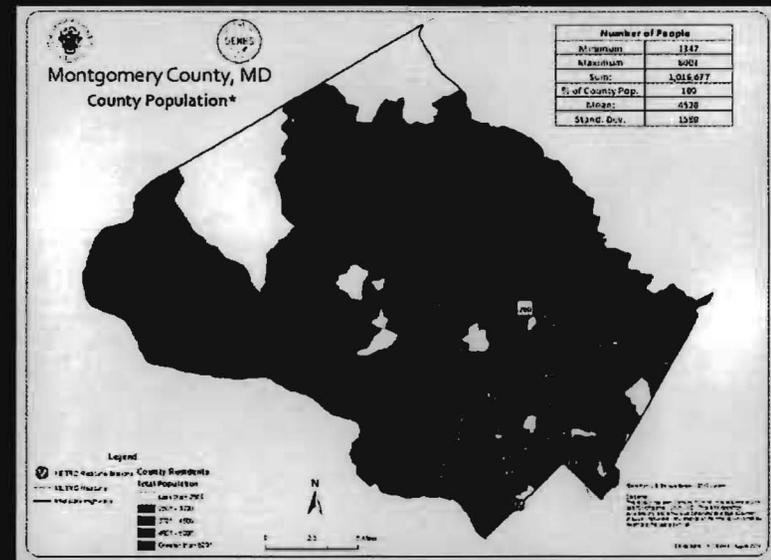
SAIDI is the number of total minutes the average customer would experience each year, excluding major events.

# Utility Performance - SAIDI



4/2

# Montgomery County Vulnerability Assessment Pilot Project



Dan Berkman  
Maggie Davis  
Matt Mizioroko

October 26, 2015  
Montgomery County Council:  
Senior Safety Working Group



(5)

# Project Goal: Data Driven Planning

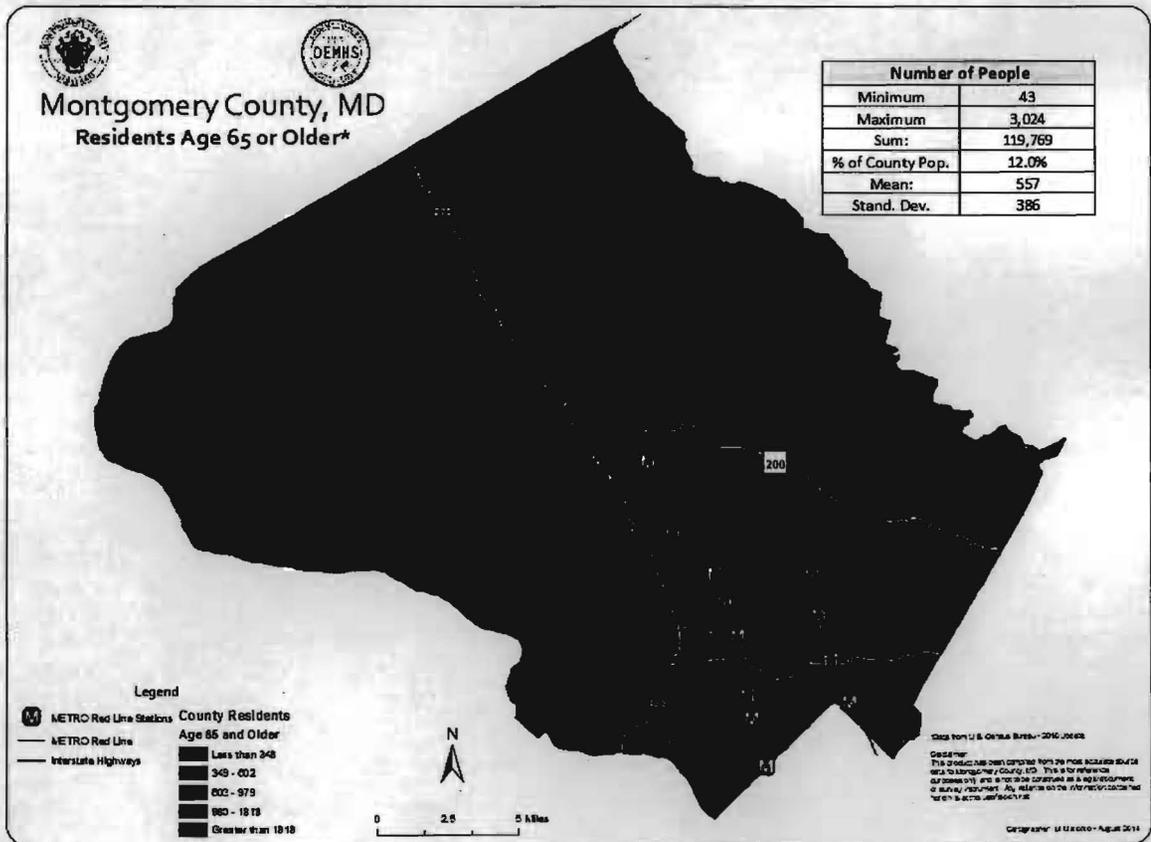
- Current Threat Hazard Identification and Risk Assessment (THIRA) procedures under-utilize accessible data when identifying vulnerabilities at the state and local level
- Montgomery County, in conjunction with regional and state partners, is developing a method to utilize data across a wide array of disciplines to better understand vulnerabilities in the county to better inform outreach, planning, and, eventually, operations efforts
- The final product will include visual, geographic representations of vulnerable populations in the county as related to a specific hazard or threat

# Project Plan

- Using the THIRA process, OEMHS' working group will identify the variables for vulnerability to each hazard. For example, extreme heat:
  - $V(\text{Heat}) = P + T + W + \text{EH}$ 
    - P = Reliability and availability of electric power
    - T = access to transportation (private or public)
    - W = access to potable water
    - EH = environmental health risk factors (i.e. incidence of asthma)
- OEMHS currently securing accurate datasets to represent the variables, will then overlay the variable risks in a representative map to inform future planning and outreach efforts

# Early Findings

- Using US Census Data, Montgomery County OEMHS has been able to visually map concentrations of vulnerable populations in Montgomery County



HL

# Take Aways

- Montgomery County is one of the first jurisdictions to develop a data-driven vulnerability assessment
- Appropriate datasets are controlled by a wide variety of local, state, and federal agencies and OEMHS staff are slowly working to gain access

**From:** Alert Montgomery <[conf-749188466@everbridge.net](mailto:conf-749188466@everbridge.net)>  
**Date:** June 18, 2014 at 7:42:17 AM EDT  
**To:** "mario.wawrzusin@montgomerycountymd.gov"  
<[mario.wawrzusin@montgomerycountymd.gov](mailto:mario.wawrzusin@montgomerycountymd.gov)>  
**Subject:** Heat Advisory for June 18, 2014  
**Reply-To:** Alert Montgomery <[conf-749188466@everbridge.net](mailto:conf-749188466@everbridge.net)>

**\*THIS IS A MESSAGE FROM ALERT MONTGOMERY\***

With hot and humid temperatures forecasted today we encourage Montgomery County residents to find places where they can stay cool and to take precautions to avoid heat-related illnesses.

Most at risk are young children, the elderly, and people with health problems such as asthma, who are susceptible to heat-related illnesses like heat stroke and exhaustion.

Libraries, recreation centers, and pools are good places to cool off, along with shopping malls and movie theaters. To quickly find the location of public facilities, go to the My Montgomery website at <http://www2.montgomerycountymd.gov/mymontgomery> and type in your location.

The website includes locations of pools, parks, libraries, regional services centers, recreation centers, Metro stations, hospitals, and golf courses. **Residents with questions about specific locations and hours of operation should call 311.**

By taking the following precautions, residents can remain safe and comfortable during this summer's hot and humid days.

- Stay indoors whenever possible. Avoid strenuous activities that can result in overexposure to the sun. If you must do a strenuous activity, do it during the coolest part of the day, usually before 9 a.m.
- When outdoors, wear proper protection from the sun. Wear light-colored, light weight, and loose fitting clothing, a hat, and sunscreen.
- Drink plenty of water. Dehydration, cramps, exhaustion, or heat stroke can result from not drinking enough fluids. Avoid drinks containing alcohol or caffeine.
- Check frequently on elderly relatives or neighbors and other at-risk individuals.
- Never leave pets or young children in a car, even with the windows cracked.

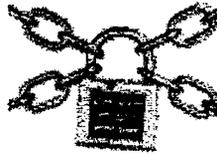
Knowing the symptoms of heat exposure can prevent a serious heat illness from becoming life threatening. Should any of the following occur, get out of the heat, loosen any tight or heavy clothing, and drink plenty of water:

- Heat cramps: symptoms include painful muscle spasms, usually involving the abdominal muscles or legs;
- Heat exhaustion: first signs are cool, moist, pale or flushed skin, dizziness, nausea, headache
- Heat stroke: the most serious sign of overexposure. Symptoms include red, hot, dry skin, weak pulse, rapid breathing, and changes in consciousness. Seek emergency medical attention by calling 911.

Find more information at the U.S. Centers for Disease Control and Prevention (CDC) website at <http://emergency.cdc.gov/disasters/extremeheat/>

HS

# Put a Lock on It: Protecting your online privacy



CONSUMER PROTECTION

SEP 25 2015

RECEIVED

Dear Community Partner,

On Thursday, Nov. 5, Consumer Action and Google will co-host a training in Washington, DC to launch a series of digital security trainings on the new educational module, *Put a Lock on It: Protecting your online privacy*, and you're invited to attend.

The educational module includes: a fact sheet/brochure, PowerPoint presentation and a lesson plan with class activities. The module was created for community groups that provide consumer education in their communities. Being "connected" has become a large part of life for many individuals and it is easy to forget about the risks associated with enjoyment and convenience. We will teach you how to protect yourself from potential risks - identity or data theft - while still taking advantage of everything the Internet and mobile technology have to offer.

As a nonprofit, we recognize that community groups have limited travel budgets. We will provide a \$25 travel stipend to all participants that attend this training. We encourage you to register as early as possible since seating is limited. We will accept registrations until Oct. 16. Register online at: <https://www.regonline.com/digitalsecurity-dc>. If you prefer, you may fax your registration to: 510-952-8285.

The training will provide you with information and tools to educate your community on:

- Why it's important to play an active role in protecting your privacy online;
- What tech tools are available to you;
- Why/how to avoid oversharing on social media; and
- Ways to keep kids safe on the Web and mobile devices.

Consumer Action designed this roundtable especially for you - staff and volunteers of community-based organizations and social service groups that conduct community education. You will be able use the training materials in your community education program.

Date: Thursday, Nov. 5, 2015  
Time: 9:30 a.m. - 2:00 p.m. (Continental breakfast and lunch provided)  
Location: Google-DC  
25 Massachusetts Ave. NW, 9th Floor, Washington, DC 20001

Confirmed registrants will receive a confirmation letter, map, information on public transportation and parking options. Join us for this lively and interactive discussion. If you have questions, please contact Audrey Perrott at 510-969-8501.

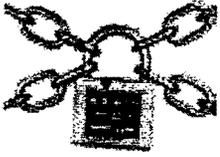
We look forward to your participation and insights.

Sincerely,

Ken McEldowney  
Executive Director, Consumer Action

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**Registration for the Consumer Action  
Put a Lock on It: Protecting your online privacy  
Train-the-Trainer**



**Nov. 5, 2015 – Washington, DC**

**Fax completed form to: 510-952-8285 by Oct. 16, 2015**

To send a representative to the *Put a Lock on it: Protecting your online privacy* training at Google-DC, located at 25 Massachusetts Ave. NW, 9th Floor, Washington, DC, please complete this registration form. We will confirm your attendance within five days of registering and email your confirmation packet. If you have any questions, please call Audrey Perrott of Consumer Action at 510-969-8501. We look forward to seeing you at the training!

\_\_\_\_\_ **Please Print Legibly** \_\_\_\_\_

**Name** \_\_\_\_\_

**Organization** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**Telephone** (\_\_\_\_) \_\_\_\_\_ **Fax** (\_\_\_\_) \_\_\_\_\_

**Email address** \_\_\_\_\_

**Food: Do you have any special dietary needs?**     **Yes**         **No**

**If yes, what are your needs?** \_\_\_\_\_

**How will you use what you learn?** \_\_\_\_\_

\_\_\_\_\_

# MONTGOMERY COUNTY, MARYLAND DEPARTMENT OF POLICE



## Keeping Seniors Safe (KSS)

Keeping Seniors Safe is a program developed with the Volunteer Resources Section of the Montgomery County Police Department. The KSS program was established to increase awareness of safety issues among the senior community within the county and provide guidance and resources related to these issues. The program addresses some of the following safety topics for Seniors:

- Safe shopping habits and parking lot safety
- Home safety and personal preparedness for an emergency
- Fraud and scams
- Identity theft identification and prevention
- Who to call for emergency and non-emergency needs

To learn more about the KSS program or to have us come speak at your next meeting or community event, please contact the Volunteer Resources Section at **240-773-5625**. We will also provide your group with additional senior safety resources and handouts.

**Phone: 240-773-5625**

**E-mail:  
Police.KSS@montgomerycountymd.gov**



**The Charter House Residents' Council  
1316 Fenwick Lane #607  
Silver Spring, MD 20910-3508  
1-(301) 997-5700 AJC4029@yahoo.com**

Mr. Clarence Snuggs, Director  
Department of Housing  
and Community Affairs  
100 Maryland Avenue, 4th Floor  
Rockville, Maryland 20850

October 5, 2015

Dear Mr. Snuggs:

On the evening of August 20, 2015, Michelle Matthews-Smith, Regional Director of AHC, informed us at a community meeting that the company had decided, without consultation with the building residents, to unilaterally eliminate the daytime security guards from 6 a.m. to 6 p.m. as of October 1, 2015. That shift was terminated today.

As residents of the Charter House, we have long maintained an expectation of twenty-four hour security as promised by building management. (Please see attached AHC's promotion for the Charter House). County Executive Isiah Leggett agreed with us several years ago that security was required to protect the building's occupants, who are predominantly senior and disabled individuals. Mr. Leggett said that he would not have a senior building without twenty-four-hour security. Additionally, the primary population in most senior-citizen properties is comprised of women living alone.

We believe that this service is essential to our comfort and our safety, and that the security service is paid for by our rental payments. To remove this service without sufficient compensation completely disregards the history of crime in the building, the unique vulnerability of our seniors and their proximity to high-crime areas, notably the METRO.

Prior to the employment of the twenty-four-hour security guards, our residents experienced crimes ranging from burglaries to prostitutes gaining access to the premises, drug dealing, and young people entering and extorting money and shelter through intimidation.

Furthermore, in that August 20th meeting, Ms. Smith stated unequivocally that AHC was replacing the daytime guard with twenty-four hour video surveillance cameras.

While we objected then and continue to object to the removal of security personnel, (a neighbor reminded AHC that a camera cannot dial 911), we are also outraged that while the security personnel have been removed, no such camera equipment has been installed, leaving our entire building population prone, as well as vulnerable, to crime. During this past year alone, even with the guards, we experienced an apartment theft and the illegal entrance of thieves who entered the home of a blind resident; she was forced to pay money to them to avoid possible assault.

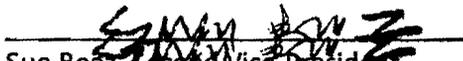
Finally, we have complained for years about the substandard operation of the building front doors, and we urged AHC to replace them with more security and climate-protective features. In what appears to be yet another example of belligerent and reckless decision-making without input from residents, what has now been installed are garage-size, accordion doors that neither protect our lobby from excessive heat or cold, nor prevent access by any stranger or group of strangers entering at will, at any time.

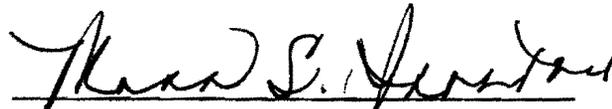
We urgently and respectfully request your intervention to prevent what we believe will be avoidable tragedies.

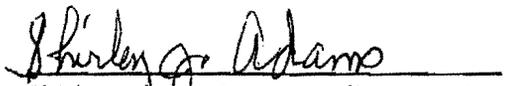
Sincerely,  
The Charter House Residents' Council Executive Board

  
Allen J. Cassidy, President

  
Ella Joyce Cassidy, First Vice-President

  
Sue Boaz, Second Vice-President

  
Mada Preston, Recording Secretary

  
Shirley Adams, Corresponding Secretary

  
Barbara Thomas, Treasurer (V. Luce by Direction)

Cc: Shelton Skolnick, Esquire,  
Charter House Residents' Council Attorney;  
Chuck Short, Special Assistant to the County Executive  
Captain Marcus Jones, Commander,  
3D County Police Department;  
Matt Losak, Executive Director,  
Montgomery County Renters Alliance

(301) 495-1600

(index.aspx)

## Amenities

### Community Amenities

- Business Center
- Controlled Access/Gated
- Covered Parking
- Door Attendant
- Elevator
- Fitness Center
- Free Weights
- Garage
- Green Building
- Group Exercise
- Guest Room
- Laundry Facilities
- Library
- On-Site Maintenance
- On-Site Management
- Package Receiving
- Public Transportation
- Recycling
- Sundeck

### Apartment Amenities

- Air Conditioner
- Cable Ready
- Carpeting
- Dishwasher
- Disposal



An Affordable  
Housing Corporation

October 21, 2015

Mr. Clarence J. Snuggs  
Director  
Department of Housing & Community Affairs  
100 Maryland Avenue, 4<sup>th</sup> Floor  
Rockville, Maryland 20850

Re: Charter House – security cameras and new lobby doors

Dear Mr. Snuggs:

Thank you for providing me with a copy of the October 5, 2015 letter from the Charter House Resident Council. The letter addressed two primary issues: 1) security cameras, and 2) lobby doors. Following is information about each of these systems:

**Security cameras**

Based on recommendations from Vector Security – a leading firm in the security industry with over 40 years of experience and providing security solutions to over 300,000 homes and buildings – AHC recently upgraded the entire security camera system network infrastructure and increased the number of cameras. The forty seven (47) cameras are placed strategically throughout the building including the exterior, common areas and each floor. The camera feeds are recorded by Vector and the firm is available 24/7 to immediately assist management in the event that an incident is reported. Vector also confirms every 24 hours that all of the cameras are functioning correctly. The system is similar to that utilized at other AHC properties, including a similar senior apartment building in Baltimore.

**Lobby doors**

The lobby doors were recently upgraded with a modern door system manufactured by Stanley Security Solutions specifically for this type of application. Attached is a pamphlet from Stanley detailing the feature of the door system. In the coming days, AHC will complete the renovation of the lobby doors by moving the electronic fob reader from the exterior of the building to the vestibule between the exterior and interior doors. Individuals seeking to access the building will enter through the automatic exterior doors and then either use a fob or the phone to gain access to the building. In conjunction with the move, the access control infrastructure will also be upgraded per Vector's recommendations.

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Please advise if you or the Resident Council would like additional information. As we've discussed, our on-site management staff appreciates tenant input and is on-site and available for direct consultations.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan Goldstein". The signature is fluid and cursive, with a long horizontal stroke at the end.

Alan Goldstein  
Director, Multifamily Division, AHC Inc.

Attachments

cc: Walter D. Webdale, President, AHC Inc.