

SE4 - Promote Emergency Resources

Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy and/or operations schedule to provide resources, personnel and training to help organizations, families and individuals respond to diverse emergency situations.**

This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project areas.

This document and similar tools are intended to assist projects in their pursuit of the WELL Health-Safety Rating but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q2 2025 addenda of the WELL Health-Safety Rating™. Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
 - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
 - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL Health-Safety Rating™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
 - a. a letter from a hired professional outlining services provided
 - b. the project’s floor plans
 - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
 - a. highlight the sections relevant to WELL requirements
 - b. circle or add boxes around particular data
 - c. add notes to confirm WELL requirements
 - d. add labels to draw attention to particular sections
 - e. provide an explanation of the connection to WELL requirements using a different colored font
 - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
 - a. name the document using the WELL feature code
 - b. name the document using the WELL feature name
 - c. name the document using the WELL document type

- 🔍 Review the document you've created and ensure that all the necessary WELL requirements are fully and clearly addressed.
 - a. *Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.*
- ⬆️ Upload the document to the scorecard in the WELL digital platform, after you've confirmed that the document fully and clearly addresses all the necessary WELL requirements.



Feature Part Requirements

For All Spaces

Meet the following:

1. Emergency Resources

Resources are in place that support emergency response, including at least three of the following:

- a. *Information indicating emergency procedures (e.g., containment and response strategies for infectious disease outbreaks, evacuation during fire or earthquake, shelter-in-place during active shooter) available to all guests upon entrance to the building.*
- b. *Building emergency notification system with auditory and visual indicators of emergency (e.g., public address systems, flashing lights).*
- c. *At least one first aid kit per floor.*
- d. *AEDs accessible to any occupant within 100 meters and adoption of routine maintenance and testing schedule. The locations of building AEDs are identified through posters, signs or other forms of communication other than on the AED itself.*
- e. *Undesignated epinephrine auto-injectors for food allergy emergencies.*
- f. *Rides for employees subsidized or reimbursed by at least 50% to destination of need for emergency situations (e.g., urgent medical needs, personal or family emergency), including from home to work as needed (e.g., during public transit shutdown).*

AND

2. Emergency Training and Personnel

At least two of the following are in place:

- a. *Emergency response team for medical emergencies, including at least one certified medical professional, first responder or other qualified personnel who has received emergency medical training (e.g., Emergency Medical Technician, paramedic, police, fire service, individuals certified in advanced first aid) present within the building during regular business hours.*
- b. *Security or crisis response team for human-caused disruptions (e.g., civil unrest, active shooter).*
- c. *Annual availability to regular occupants of a certified training course on CPR, first aid and AED usage.*
- d. *Trainings to promote emergency preparedness available to regular occupants that address at least the following topics:*
 - 1. *Creating evacuation or sheltering plans.*
 - 2. *Building emergency kits, supplies and go-bags.*
 - 3. *Planning communications with family or primary contacts in case of emergency.*



The below sample documentation is intended to provide guidance for creating an effective policy for emergency resources. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

Example for Feature Section— Promote Emergency Resources a-f

[Company] Emergency Response Resources Policy

Location: [project address]

At [project name], the following emergency response resources are available at all times. They are inspected and restocked (as applicable) on a [frequency] and after every emergency event or when notified restocking is necessary by [name of team or department], led by [name] [title] [email].

This full list of resources below is kept up to date in [project's] Emergency Preparedness Plan, which can be found here: [link].

EMERGENCY RESOURCES	LOCATION	CONTACT FOR ASSISTANCE WITH RESOURCES
Ex – a: Information detailing emergency response protocols for fire, earthquake, tornado's and active shooter is available to all guests upon entrance to the building.	Ex – a: Emergency procedure signage is present at the front lobby (main entrance) and the rear parking garage entrance.	Ex – a: Call building emergency management contact [name] at [number] with any questions on signage.
Ex – b: A building emergency notifications system with flashing lights, an alarm and an intercom system allowing the emergency coordination team to convey protocols specific to the emergency at hand.	Ex – b: The system is installed in every occupied area, with a main control panel located in the security office on the second floor.	Ex – b: Call building emergency management contact [name] at [number] with questions.
Ex – c: [XYZ] compliant wall-mounted first aid kits, complete with supplies for injuries related to minor cuts, burns, infections, pains, and sprains	Ex – c: Wall-mounted first aid kits are located at eye-height in two locations on each floor: directly across from the elevator banks, and next to the doors to emergency fire staircase A. (see diagram below for exact locations)	Ex – c: Call building operations and facilities manager [name] at [number] if you need assistance with a first aid kit or see that it needs restocking. (Otherwise, first aid kits are restocked quarterly).
Ex – d: Automated External Defibrillator (AED). AEDs are maintained and tested on a [frequency] basis. Their locations are indicated prominently on the signage in the lobby and rear entrance to the building, along with the fire safety signage next to each elevator bank.	Ex – d: There is an AED installed at the back of the lobby near entrance to building management office and on floor 5 on the north side of the elevator lobby. These two locations give all building occupants AED access within a 3-minute slow walk pace.	Ex – d: Call building management office at [number] and ask for a team member with training in AED usage.
Ex – e: EAI's (undesigned epinephrine auto-injectors) for food allergies. The EAI's are replaced every 18 months, or on their expiration date, whichever comes first.	Ex – e: Two (2) EAI's are available in the cafeteria, and two (2) more are available at the building management office.	Ex – e: Call building emergency management contact [name] at [number] if help is needed in administering an EAI anywhere in the building, or if an EAI is needed from the building management office.
Ex – f: Emergency ride subsidy provisions are in place to cover emergency travel costs by at least 50% or more depending on the mode and total cost of transportation. Employees can report emergency travel costs and receive reimbursement within 6 weeks. Reimbursement requests can be made through the expenditure reporting portal.	Ex – f: The portal can be found at [link]. Occupants of [project] receive annual emails reminding them about the Emergency Ride Subsidy Benefit and a link to the portal. The benefit is also included in the Emergency Preparedness Plan that is shared with occupants on a regular basis.	Ex – f: Call [name] in human resources at [number] with questions on how to use the portal and for questions about reimbursement checks.

Emergency Resources Equipment Locations

Insert floor diagram(s) clearly illustrating the locations of Emergency Response equipment (such as first aid kits, automated external defibrillators (AEDs), and undesignated epinephrine auto-injectors (EAI)s) that may be needed in an emergency.

EXAMPLE DOCUMENT

Example for Feature Section – Provide Emergency Training and Personnel

[Company] Emergency Training and Personnel Policy

Location: *[project address]*

At *[project name]*, the following emergency response team and emergency response training opportunities are available.

***Ex – a: Medical Emergencies Response Team**

This list of on-site medical response team personnel is also located in *[project's]* Emergency Preparedness Plan, which can be found here: *[link]*. At least one of these personnel is in the building during all normal business hours.

The building operations team provides a \$*[X]*/yr stipend to *[number]* full-time building occupants with current medical and/or first responder qualifications in exchange for being available in case of an emergency affecting the building. This allows us to ensure that at least one qualified emergency responder is present in the building during all normal business hours. If interested, please apply in person at the building office located behind the main lobby.

***Note: at least one of the members of the team must be a certified medical professional or first responder.**

EMERGENCY RESPONSE PERSONNEL ROLE	NAME (first, last, company)	LOCATION	MEDICAL SKILLS / QUALIFICATIONS	CONTACT DETAILS (phone, email)
Ex: EMT certified	Ex: Jane Smith	Ex: <i>[company, location in building]</i>	Ex: EMT certification (CPR, general medical assistance)	Ex: <i>[number, email]</i>
Ex: Fire safety director			Ex: CPR certification, fire safety training through <i>[organization]</i>	REDACTED
Ex: On-site emergency support lead			Ex: CERT (FEMA emergency response training), CPR certification	
Ex: Clinical psychologist			Ex: PhD in clinical psychology	
Ex: First aid card holder			Ex: Certified card holder in emergency first aid through <i>[organization]</i>	

***Ex – b: Security Response Team for Human-Caused Disruptions**

[Company] employees a full-time building security team with at least one employee in the building 24/7. In the event of an emergency, at least three (3) additional members of the team will be on-call and available to assist as necessary.

The building security team [Company] specializes in the following:

- Active shooter response
- External terrorism response
- Response to civil unrest events that could endanger building occupants
- Security during disaster events (e.g. natural disaster)

Ex – c: Annual CPR, AED and First Aid Training

All building occupants are eligible to participate in an annual CPR, AED and First Aid training taught by [name of organization], conducted in [month] at the [name of location].

At the end of the training, each recipient will receive a course completion card and certificate good for two years.

Insert images of course completion card and/or certificate illustrating the type of training received (such as Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED) and First Aid)

Occupants can contact [name] at [contact information] if they are interested in attending the next training. They will be added to the mailing list to receive updates on exact dates, times and the formal sign-up process.

Ex – d: Annual Individual and Family Emergency Preparedness Training



All building occupants are eligible to participate in our annual Individual and Family Emergency Preparedness Training conducted during National Preparedness Month in September.

This 1-hr training is complimentary and taught by our own Director of Emergency Preparedness, [name] [title]. It will be held this year in the [name of location] on three different dates/times, announced mid-August. Light refreshments will be provided.

During the training, [name] will cover the following topics:

- The basics of putting together an evacuation plan or sheltering plan for your home (complete with examples and templates to take home.)
- Best practices for what to include in your home:
 - What to keep stocked in your emergency first aid kit and how often to replace items.
 - Emergency supplies to have on hand for the most common regional disasters (e.g. fire, hurricane, pandemic, power outage, etc.)
 - What to include in a go-bag if there is a need to evacuate based on how many people / pets are in the family
- The basics of putting together a communications plan with family and primary contacts (complete with examples and templates to take home.) Special emphasis is given on how to teach kids!

Feel free to contact [name] at [contact information] if you have any questions on the training or any other emergency preparedness questions you have throughout the remainder of the year.

TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.
 - If you have projects pursuing the rating together that use different emergency resources policies, distinct documentation should be developed for each. Identify each of the specific projects by name (must match project names in WELL Online.)