

The Woods

Emergency Preparedness

Manual

This manual is provided to residents to give them information to help their planning for different types of emergency situations and to inform them of what kind of response to expect from the community. The manual is broken down to help residents refer directly to specific emergencies (fire, power outage, storm, etc) and recommended actions and potential alert notifications

Emergency Preparedness Manual

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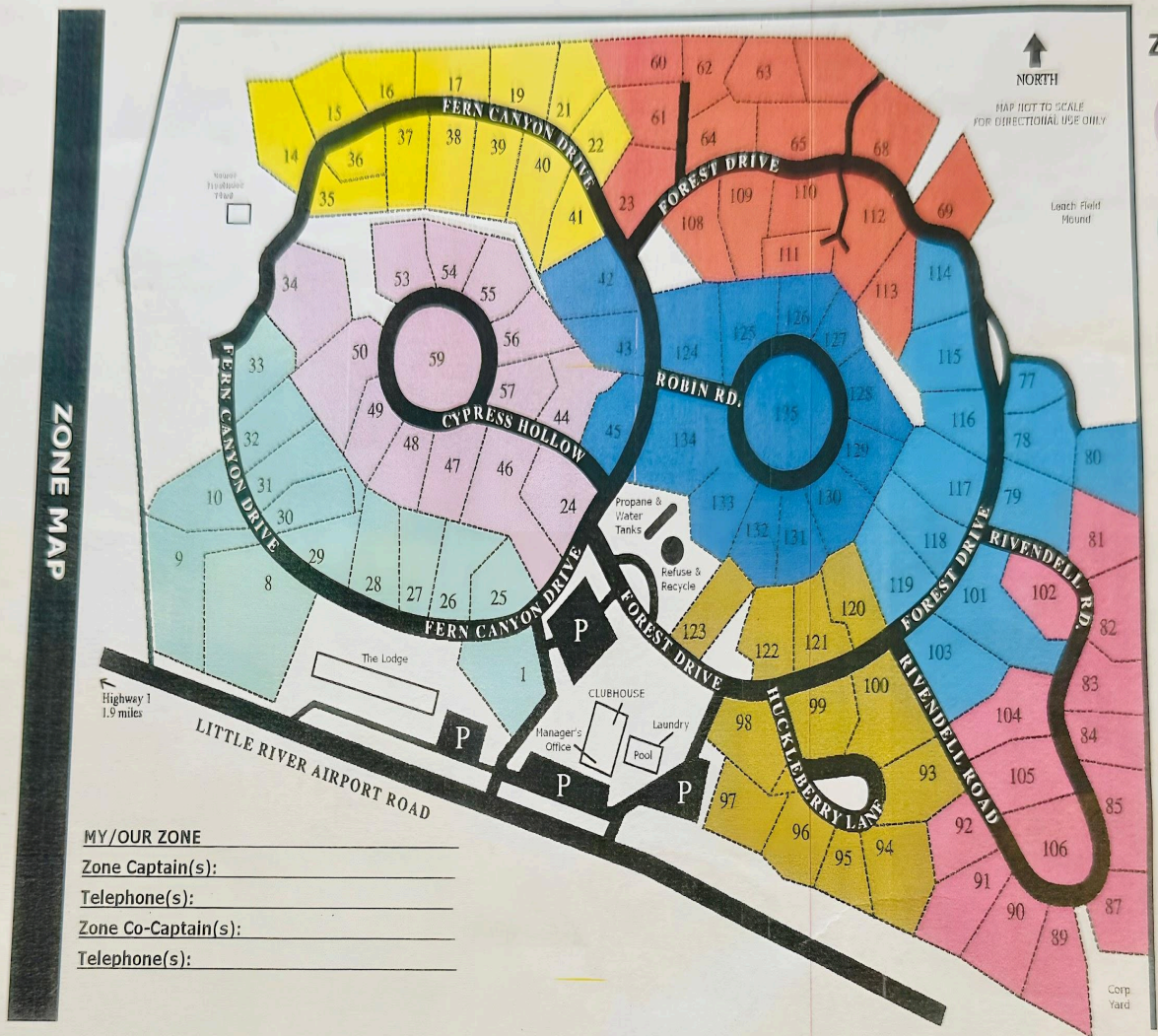
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Emergency Preparedness

The Woods Emergency Zones

The Woods 109 homes are situated on 43 acres. The park map has been divided into 8 Emergency Zones to make emergency communications across the park more efficient and timely. Depending on the specific emergency, e.g. "fire", minutes could be the difference between life and death.

The eight zones cover from 11 to 15 homes adjacent to each other or in close proximity. An effort is/will be made to find volunteer residents in each zone both for speed/distance for notification and for their knowledge of nearby neighbors.



MY/OUR ZONE _____
 Zone Captain(s): _____
 Telephone(s): _____
 Zone Co-Captain(s): _____
 Telephone(s): _____

Emergency Zone

Captains and Co-Captains

Duties and Responsibilities

With 43 acres in the park and 109 homes, the Woods is a large area to manage and control during normal times, more difficult during emergency events/incidents. We have divided the park into 8 Emergency Zones to facilitate the span of control and distribution of information to and from residents. The role of Zone Captains and Co-Captains has been established as a vital link in the Emergency Communications network and span of control during emergencies! Like many other roles within the park, the "Volunteer Status" does not diminish the importance of this role to the effective functioning of the park.

Zone Captains and Co-Captains do not differ in function or responsibility. The duplicity was established to provide continuity if even one or the other was not present when an emergency event occurred. While the Zone Captain will receive the first call from Management or the Incident Commander, we encourage Captains and Co-Captains to communicate with each other to share the communications responsibilities. One of the two in each zone should be designated to communicate back to management/the incident commander on important information to minimize communications traffic.

Roles and Duties of Zone Captains/Co-Captains:

The roles of the Zone Captains/Co-Captains are two-fold. First, their role is to communicate to residents important information on an emergency event, such as fire, storm or other dangerous situation. This would also include other important information about the Park infrastructure, such as water system failure, sewage blockages affecting selected residences, the Park's emergency generator, etc. **Residents are encouraged to use ALL automated alert notification tools as they may be the first notice of an emergency. These include the Woods/ Evans Management Red Alert system which residents can receive (after registering) via Phone, Email, or Text Message. Separate from the Red Alert System are two Mendocino County Office of Emergency Services (OES) run by the Sheriff's Department:**

MendoAlert/Everbridge and Nixle. Both services require residents to register, and both services are tailored to the geographic area requested, eg. zip code.

Upon receipt of a request from Management or the Disaster Committee Incident Commander, the Zone Captain will notify residents of the emergency situation or infrastructure failure and any actions needed to be performed by residents. This notice can be by phone, or delivered in person.

A voice message can constitute communication. However if phone service is out, Zone Captains, in conjunction with management are requested to visit each zone resident in person or place a written notice on their door. It is hoped that Zone Captains will be aware of the residents of their zone and recognize the limitations of some residents and make an extra effort to contact those residents to insure their notification.

The second role of the Zone Captain is more complex and difficult to define. In the event of a major catastrophic event, e.g. storm or earthquake, the challenge for the park residents and management is assessing the park damage, potential injuries and prioritizing emergency response for the Residents, 109 homes and 37 acres. The staff may or may not be on site when this occurs. Communications via phone may or may not be possible and if necessary, emergency radios may be issued to Zone Captains. In this instance, the second critical role is Communication FROM the Zones to Management/the Incident Commander. We could have trees down with roads blocked or structural damage, residents requiring medical assistance, propane leaks or water line damage or more. The additional eyes and ears of the Zone Captains could be crucial in providing rapid feedback to a central command for the assessment of need and prioritization of response.

The role of the Zone Captains is a crucial link for emergency communications From Management and To Management. As volunteers they are NOT expected to provide a medical response nor endanger themselves by entering structures which have been damaged. They will receive training on radio communications, communications protocols, emergency supplies and Park Resources.

Emergency Preparedness

Alert Notifications

Resident Alerts:

Mendocino County: The Mendocino County Office of Emergency Services (OES) under the Sheriff's Dept, has a phone, text, and email notification system. Residents MUST register on this system to be notified and we STRONGLY encourage every resident to do so listing their home phone, cell phone and email address as well as physical address. The system is known as MendoAlert or Everbridge, and a separate system, Nixle. You may register via the internet advising you of emergencies in OUR geographic area, emergency, Police, Fire, Tsunami, or other emergency event. The easiest way to register is to type in MendoAlert on your browser (Google or Safari) and follow the menu. You can also text 888777 on your smart phone with the message MendoAlerts. If computers/smartphones aren't your expertise, try a neighbor. After registration, the alerts will come via your phone, or computer.

The Woods Red Alert System: Residents of the Woods can also register for the Red Alert System which will make a phone call (and leave messages to a voice mail machine) advising you of a Woods Emergency, be it an emergency or infrastructure failure (e.g. water system shut down, boil water, etc.) Again, ALL residents should register for these notification systems. Depending on resources, these could be your only notifications. To join The Woods Red Alert System: Text THE WOODS to 444222 on your smartphone, or go to; joinredflaghub.com/THEWOODS. Request assistance from the office if you have difficulty with registration.

Other Notifications:

Depending on time and resources, other methods will be used to provide notices to residents of emergency incidents. These will be detailed in individual sections on the types of emergencies.

But these methods will include:

Kiosk Postings, notices placed in cubbies, notices delivered door-to-door and left on door if residents are not home/do not answer, phone calls, emails from WCA or the office/Evans Management.

Emergency Preparedness

Home Fire

One of the risks for homeowners is a house fire, often starting in the kitchen while cooking but other causes might be an electrical fire from an appliance or wiring, or a chimney fire from a wood burning stove.

Your response will be different depending on the source/cause of the fire though a 911 call should be the first step for all.

Cooking fire: Call 911. If you have a fire on your stove, usually from grease catching fire, DO NOT EVER throw water onto that pan, the water will hit the hot grease, explode into steam and spread the fire/flames. First, if you have a large lid, cover the pan and that should smother the flames. If you have a fire extinguisher nearby (and know how to use it), aim at the flames and pull the “trigger”. If the fire has spread beyond your stove, evacuate and await the fire department.

Electrical appliance fire: Call 911. If you can safely unplug the appliance (far enough away from the burning appliance). Do not use water on any electrical fire. Before you have a fire, check your fire extinguisher to see if it is appropriate to use on an electrical fire.

Chimney Fire on a Wood Burning Stove: Call 911! If you are safely able to reach the stove or chimney damper, close it and evacuate your home.

In any event, if the fire is spreading and smoke is resulting, evacuate. Smoke inhalation can cause passing out from oxygen deprivation and death.

Emergency Preparedness

Wildfire

We live in a wooded community of 43 acres. California has experienced years of drought and wildfires have burned millions of acres of forest and thousands of homes in those areas. Recent years have demonstrated the increased risk from wildfires starting from electrical equipment, campfires, arson, vehicle accidents and more. Residents have received warnings from days and hours ahead of the advancing flames to MINUTES with embers and flames in their neighborhoods and life-threatening conditions as they try to evacuate/escape. In spite of recent wetter rain seasons, the preceding drought, our proximity to the Pygmy Forest and more, result in our community being at a high risk for wildfire.

Notifications of impending danger from wildfire can come from several sources. Residents should refer to the section on Alert Notifications and ensure they make the effort to register for all!!! Notifications from CalFire and the County Office of Emergency Services(OES) will come from MendoAlert/Everbridge and Nixle. There may be a general alert advising of wildfire in the County or our area. If CalFire perceives that the risk is high of the wildfire spreading towards our community, they may issue an "Evacuation Warning". In the last few years we have had several examples of wildfires spreading VERY quickly and as a result, residents are trying to evacuate amidst flying embers and flames. I STRONGLY encourage all residents to gather their pets and go bags and evacuate if they receive a formal Evacuation Warning. We will encounter traffic on our narrow roads and you want to have MORE time to leave the area.

If the fire is imminent and headed towards our community, then CalFire and OES may initiate a "Mandatory Evacuation Order". This is a GET OUT NOW order or you are solely responsible for your life. If you choose to ignore this warning, you threaten not only yourself but our very limited first responders trying to perform their duties.

While we hope to also have a Red Alert, and notifications from our Zone Captains and Co-Captains, I want to express how quickly wildfires can change from a distant threat to a life-or-death event with minutes to evacuate. So as any notification occurs, residents need to prepare "Go Bags" NOW, well before fire season when you have time to think and prepare for your evacuation needs. And REGISTER for all alert systems listed above!

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Propane Leak

Propane is a gas without odor. To that the refinery adds a strong-smelling substance so we will notice the smell. A gas/propane leak is one of the most dangerous conditions we can face. Undetected, the leak could result in a catastrophic fire and explosion and result in death from oxygen deprivation or explosion.

Propane Smell Within Your Home: If you have a strong propane smell within your home, exit your home and call 911 from a neighbor's house or cell phone.

DO NOT use your phone or light switches or turning knobs on your stove as they could result in a spark or flame and could trigger a spark and explosion! Once outside and after the 911 call, turn off your propane at the outside shutoff valve. This will result in having to relight pilot lights on affected propane appliances, but could help reduce the risk of explosion or catastrophic fire.

Propane leak outside your home: Take the following actions. If you do NOT reach a person (not voice mail or message) proceed immediately to the next action.

1. Call the office during office hours -707-937-0294
2. Call Shaun's cell phone number- 707-367-4362
3. Call Abraham's cell phone number- 707-734-3184
Call Samara's cell phone number- 707-621-1358
4. Call the Evans Management Emergency Number - 831-475-0335
5. Call KemGas – and report the gas leak -707-840-4774
6. If no response is received on any of the above, call 911.
7. Notify your Zone Captain.

Emergency Preparedness

Police/Accident/Violence

If there is an emergency requiring Law Enforcement, be it an accident, violence, observed law breaking, observed prowler or other- CALL 911

The Mendocino County Sheriff' Office is the primary supporting Law Enforcement for our area through the 911 system. As there are limited personnel covering an expansive geographical area, you should not expect a fast response, however the dispatcher may be able to tell you how rapidly you can expect a response based on the severity of the emergency.

Emergency Preparedness

Medical Emergency

Medical emergencies can result from a variety of conditions. Falls, inability to breathe, bleeding, stroke, heart attack and many more unidentified medical conditions. We are fortunate to have several responding agencies to our rural community, The MCDH Hospital/Ambulance, ALRFPD, CalFire and as needed Air Evacuation via REACH helicopters.

For all of the above resources, the process must start with a 911 phone call. That call starts the dispatch process and even our local EMT/first responders must receive a dispatch call to provide the agency coverage and resources to support that first responder.

If you ran to a neighbor's house to alert them of the emergency if your phone was NOT functioning, then their first response is CALL 911.

Emergency Preparedness

Earthquake or Major Storm

It may seem strange to “lump” earthquake preparedness together with preparing for a major storm. The common thread in preparing is the unknown factors on the severity of events and the requirements for self/home preparedness for what follows that event.

Let’s start with a major storm as we have had more of those in the past years than earthquakes. What did WE experience? Extended power outages (more than a week), road closures, limited flooding, trees down, stores closed for lack of power and internet connectivity, limited or no phone or internet service. No quick trips to the store for food, restaurants and gas stations closed.

With earthquakes, we KNOW (or should) that we are in an earthquake prone area and state. Though we might become complacent because of a few years of “did you feel the bump last night”, the reality of a larger earthquake, 4.5-7 on the Richter scale AND longer duration shaking is there and REAL.

Resident Preparations:

Notifications: If we are routine “weather watchers”, weather forecasting has become significantly more accurate in predicting severe storms and the potential for wind, rain, fire, flooding and more. Notifications on TV, radio, and internet apps such as the “NBC Bay Area News” and “The Weather Channel” can keep you updated on impending storms and their impact.

There are new earthquake notification “systems” being developed which you can register for by phone or internet. Typically, these give you VERY brief (seconds or minutes) advanced notice of an impending quake, enough time to find a place to drop, cover and hold.

Before the storm or earthquake is when YOUR planning can make a difference. See below for resource references.. After the storm or earthquake is over is where WE can make a difference. With 43 acres (besides the adjacent 6 acres of the maintenance house), we have a lot of acreage to cover to assess the impact of the storm or quake, the well-being of the residents and park/residential damage. While we may have phone service and power, we may not. Besides the potential of phone notifications, the Emergency Preparedness Committee (Disaster Committee) may distribute emergency radios to zone captains/co-captains and ask them to walk their zone, check with residents and observe, and report any observed damage to the “office” or “command center.” The purpose will be to collect and prioritize the residents and park needs, be they medical, or other. These radios will be functional and the Clubhouse functional based on our emergency generator.

Other resident preparations: I encourage residents to look at the various checklists available on what to have in your home to prepare for an extended “shelter in place”. Having non-perishable food, water, and medicines are essential. This is NOT the same as a “go bag” meant for rapid evacuation, typically from a wildfire. This is when you can’t leave because of road closures and stores are closed and may not be resupplied for days.

There are web- links from FEMA, PG&E and the Red Cross to help in your planning. If you need a paper copy, ask the office or your zone captain. Planning here can help make a major threat become survivable.

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Power Outage

The Woods relies on PG&E for power. The Woods has the primary account and individual residences are “sub-accounts” to the primary account. Though we have no direct control over PG&E’s power system, we can obtain information on the outage.

Residents’ Role: You may access the available information from the PG&E information source directly, in one of two ways. One, if you have internet access (and power via generator), you may type into the PG&E website (pge.com/outage) and report a power outage (using the Woods address: 43300 Little River Airport Road, Little River, CA 95456 and phone number (707) 937-0294). Do not enter your address (with lot number) or your phone number as they are NOT a recognized PG&E account. They may have information on the outage and possible time until power is restored. Or, if you have phone service, you may call their information line (1-800-743-5000). The Woods Emergency Generator will maintain power and heat to the Clubhouse, the Pool House, The Laundry Room, and the Water and Sewage System. In event of a failure of the Emergency Generator, The Emergency Zone notification system will be implemented to provide further information. WiFi will be available at the Clubhouse unless a tree has taken out the Comcast Cable lines.

We recommend residents be prepared for power outages with batteries, LED lanterns and flashlights. Candles are not recommended as they represent a fire risk if they are knocked over or left unattended.

PG&E has been better in recent years at restoring power in shorter periods of time. Keeping your refrigerator and freezer doors closed will help in maintaining the cold temperatures. If your freezer is not full, consider adding containers, for example empty milk jugs refilled with water, to your freezer when you have power to keep your freezer cold longer.

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Water System Outage

The Woods has a centralized water distribution system. We have a well which has been historically into a very productive aquifer. The pumphouse treats the water with chlorine and chemicals to maintain the proper Ph and sends the water to the storage facility with four Tanks totalling 123,000 gallons of water. We have two pumps that maintain pressure between 20 and 60 PSI.

Several events can and have occurred which can result in water being shut off in the park. Normally, a power outage will NOT cause a water system shutdown as the Emergency Generator supplies power to the water system and the sewage system.

What can cause a water system shutdown?

1. An area Power Outage (PG&E) AND failure of the Woods Emergency Generator.
2. A line break due to line failure or more frequently, a contractor hitting a water line while excavating.

We have some isolation valves where maintenance is able to shut off selected lines to preclude water loss AND limit the number of affected houses in the park.

In other cases, the severity of the line break and line structure means that the only way to preclude catastrophic water loss is to shut down the entire system pending line/valve repair. We have a future capital investment project to add additional "isolation valves" to minimize the impact/scope of a line/valve failure.

Residential Impact:

1. A state law requires that IF the water system is shut down OR the pressure falls below a sustained 20 PSI, then the Woods must inform residents that when water service returns residents should "boil water" to be used for cooking or drinking UNTIL water tests have been received indicating the water is safe for drinking. Normally test results will be received in 24 to 48 hours after water service has been restored.
2. Bottled drinking water will be available in the Clubhouse until the Boil Water Notice has been rescinded.
3. Water system failure will also result in an inability to flush toilets (more than once-maybe twice) and the tank is emptied. IF residents had the opportunity to fill buckets or containers with water prior to system shutoff OR a temporary return of service, then that water can be poured into the toilet as the sewer system will still function.

4. NOTIFICATION:

- A. IF the park has advanced notice that a repair WILL result in a system shutdown, the park or affected homes will be notified by Red Alert, Phone Message (from office or zone captain), kiosk or cubby notice and email. Where contact has been unable to reach the resident, a notice of the outage and boil water notice will be posted to the resident's door. Residents should store water in pans on the stove for cooking, pitchers for drinking water and buckets for toilet use.
- B. If the system shutdown has no advanced notice, the same procedures for notice will occur as outlined in 4.A.
- C. Boil Water Notice Lifted: Upon receipt of t "all clear" test results, a Red Alert call, phone call or notice delivery will be sent to residents advising them that the water is safe.
- D. WHEN WATER SERVICE IS RESTORED (MEANING YOUR WATER IS RUNNING):
Open your taps and let the water flow for a few minutes to clear any rust or dirt debris. You may use that water for bathing, flushing, etc. However, continue to boil water or use bottled water for drinking until you have received notice the Boil Water Notice has been lifted.
- E. IF you receive notice that the water service has been restored, however your home does NOT have water, call the office or Shaun. There may be a valve which has been inadvertently left closed.

Emergency Numbers

Sheriff's Dispatch Office 707-961-2421

Albion / Little River Fire Dept. 707-937-4022

Water Control Specialist

Donna Feiner
707-954-0204

Kemgas

Office: 707-964-477

Ft Bragg Electric 707-964-9118

(call office number first)

Micheal Marcato is scheduling
person: 707-357-5391

Angley Electric 707-813-778

NCRE

707-964-7561

Shaun Lindeblad Maintenance

Director 707-367-4362

C&S Waste Solutions 707-234-6400

North Coast Plumbing and Heating

707-964-2783

Jim Kachik

The Woods Board President #44 Cell:
510-455-1461

Superior Pump and Drilling

707-964-9511

**Greg Schellhase #50 Helping Hand
Support @ Woods** 916-276-1936

Eager Beaver Tree Co.

Office: 707-964-2242

Mark cell: 707-357-0227 only if an
emergency