

# **EMERGENCY RESPONSE PLAN FOR MOBILE HOME PARKS**

**\*\* DON'T LET AN EMERGENCY BECOME A DISASTER \*\***

The information contained here is extracted from the actual Emergency Response Plan of one park in Southern California.

Using this information as a base, adapt the plan to fit the needs of your park. Those portions that are not applicable may be deleted or if something needs to be added, do what you feel necessary.

If you have any comments, corrections or suggestions – PLEASE forward them to [B2BOWEN@AOL.COM](mailto:B2BOWEN@AOL.COM).

## **WRITING AN EMERGENCY PLAN FOR MOBILE HOME PARKS.**

In writing your EMERGENCY RESPONSE PLAN a lot of logic and foresight should be employed. The Plan should be as simple as possible but still provide organization, procedures, instructions and directions for the Emergency Team members, the Park Manager and the residents during, and following, an Emergency. This will help assure the safety of the residents and the facilities. One of the primary obligations of the team is to prevent any situation from deteriorating and escalating from an emergency to a disaster.

### **BEFORE WRITING THE PLAN, THINGS TO THINK ABOUT AND CONSIDER.**

1. In case of an area wide emergency, the City, County, State and all other emergency services will be busy and your park may not receive fire, ambulance/medical, police or utility service for a couple days. Plan accordingly – your park may have to be self sufficient for 2 or 3 days. ALSO, the pharmacies and drug stores may not be available for getting prescriptions filled or other medical supplies. Every person should have a minimum of 1 weeks supply of all prescription medications.

3. In an area wide emergency, you may not have electricity or other utilities. PLAN AHEAD.

4. If there has been an earthquake, the water supply pipes may have been broken. Enlist the aid of the Park Manager and locate the park's water main supply valve. You will want to shut this valve to prevent the water that is in the park's pipes from draining out. KEEP WHAT YOU HAVE! Don't forget each home has 30 or more gallons of fresh water available in their hot water heaters. (I suggest the first thing to do is shut off the gas to the water heater).

5. It must be remembered that although the Manager may live in the park, usually the Park maintenance personnel do not. If there is an major emergency that effects more than just the Park, the first obligation of the maintenance personnel is to their families and their homes. Also, if they are out of the Park, they may not be able to get to the Park. The Manager may require a lot of assistance from the Residents Emergency Team. Include this in your plan.

6. Inform all residents to not use any telephone. The telephone – both land line and cell, will be needed by the various emergency agencies. Your aunt in Parahogiun can wait to hear from you with all the gory details.

\*\*\* DON'T HAMPER THE EMERGENCY AGENCIES OPERATIONS \*\*\*

7. Do not allow any evacuations until official direction has been received. Nothing could be worse than having a bunch of frightened drivers of 3000 pound autos careening down the streets and highways when they really don't know what roads are clear and safe. They may be heading into a worse situation than the one they left. AGAIN, leave the roads (like the telephones) available for the authorized emergency agencies.

8. Every person on the response team probably will not be available when an emergency happens. People go on vacations, shopping, to a movie, etc. and may not be able to get back to the park. EVERY person on the response team should be ready to cover more than one position and fill in where needed. Each Block Captain should check with the adjacent block captains and if necessary, cover their operations in addition to their own.

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# **EMERGENCY PLAN**

## **0.2. OVERVIEW**

This example Mobile Home Park has 372 mobile homes, 3 facility buildings and a motor home/RV storage area.

There are approximately 540 residents living in the Park, all (or almost all) are seniors of 55 years of age or older including numerous 90+ year old residents. There are also many single person residences.

Any emergency, although not necessarily disastrous, may be a traumatic experience to many of the residents and must be taken into consideration by any Emergency Response effort.

As any major, and perhaps some minor, emergencies may be too much for the Park Manager and his work crew to manage alone, the Emergency Response Team has been formed to assure the protection and care of the residents, their pets and all facilities.

Any emergency operations will be under the direction of the Park Manager working with the Resident's Emergency Response Team.

The Resident's Emergency Team will be headed by a resident Park Captain. for administrative and communication purposes, the Park is then divided into areas each headed by an Area Captain. The Communications, medical, rescue & damage control and other supporting staff, along with the field operators, which include Block Captains and Field Communications Coordinators, make up the rest of the Residents Emergency Response Team.

### **0.3. GENERAL INFORMATION.**

0.3.a. All owners of motor homes, campers, etc are directed to move any such vehicle to the Command Center for use as needed by the medical or Command Center Staff or to be used as comfort stations.

0.3.b. All residents are requested to NOT use their phones for any communications.

**In an emergency, ALL communications systems will be needed by the Police, fire, City, County, state and other government agencies.. Please leave all phones and other communications systems available for these agencies.**

0.3.c. NO vehicles should be allowed on the streets within the park except emergency vehicles and as directed by one of the Emergency Team Members.

0.3.d. All persons not a specific part of the emergency team, and are able to do so, will please report to the Command Center Coordinator, inform him/her of any capabilities or talents you may have that may be useful to the emergency team. As many of the residents may be traumatized, there will be a need for fellow residents to just set, comfort and reassure them and just be a friend.

o.3.e. All residents with 3 or 4 wheeled scooters/golf carts should bring their carts/scooters to the clubhouse for use by the emergency team members such as the rescue/Damage Coordinators and medical persons that need transportation within the park.

## **1.A. PURPOSE**

To promulgate information concerning, and details of, the organization, personnel and procedures of a Mobile Home Park Emergency Plan.

To specify operational procedures to be followed under given circumstances, the personnel and equipment to be used and the "Chain of Command" to be observed.

The primary purpose of the Emergency Response Team, as laid out in this plan, is to respond to the needs of the residents. To protect and/or care for the residents, their pets and all property and to mitigate the probability of worsening any injuries or damage.

The heart of the Emergency Response Team is the personnel. Detailed description of each of team members jobs, appear later in this plan.

Also later is an example of information on (1) a parks water system including the emergency shut-off valve locations and, (2) the water, electrical and gas shut-off valves for each Mobile Home.

## **1.B. CONCEPT**

Preparation for dealing with an emergency effecting your mobile home Park begins with an Emergency Plan. Then comes the organization of an Emergency Response Team through the recruiting, assigning and training of personnel and the defining and obtaining of the necessary equipment and materials.. All these factors should constantly be under review and changing as new or additional information and situations come to light.

The first step in the responding to any emergency is the defining of the type and extent of the emergency. An earthquake, that results in the damaging of residences and/or facilities with possible injuries to residents, will take an entirely different response than an internal park water line break.

## **1.B CONCEPT (CON'T).**

In the event of a major emergency that may have disastrous coincidences and could effect the whole park, the total Emergency Response Team will be mobilized and the Command Center established and put into full operation. For organizational purposes a Command Center will be set up at the Clubhouse. If the Clubhouse is usable, the Command Center will be established and function from inside the Clubhouse. If the Clubhouse is unusable, the Command Center will be set up elsewhere as determined by a preplanned decision.

It is requested that all resident owners of motor homes and/or campers take it upon themselves to move any such vehicle to the Main Clubhouse Parking lot for use as needed by the medical staff for treatment centers and comfort stations.

All persons, not specifically a part of the emergency team , and are able to do so, will please report to the Command Center Coordinator and inform him/her of any capabilities or talents you may have that could be of use to the emergency team. As many of the residents may be traumatized, there will be a need for fellow residents to just sit with them, comfort and reassure them and just be a friend.

All Block Captains will initiate their review of their assigned homes and report the status to their Field Coordinator or the Communications Coordinator. Based on the information supplied by the Block Captains, actions as required will be initiated. The first concern will always be the welfare of the residents. Then the concern will turn to the animals/pets and later to the facilities.

In the event of a minor emergency and/or one that effects only a portion of the park, The Park Manager will usually be in charge of all operations. A small group of the Emergency Response Team may be alerted to assist in checking the residences affected and in keeping the residents informed as to the problem and the status of the operation. The Response Team members will insure that all residents have the basic necessities, (i.e.: water, food, etc.) or assist in the transporting the residents to a location, preferably the clubhouse, where they can be cared for if necessary.



## **1.C. TYPES OF EMERGENCIES**

There are many types of emergencies ranging from one so minor that most residents will not even be aware of it - to something catastrophic. For the purposes of this plan, the emergencies, that we are most likely to be affected by, are put into two (2) categories: major and minor

### **1.C.1. MAJOR EMERGENCIES.**

A major emergency is one that could be harmful to either the residents or facilities within the park – or possible both. This category of emergency will probable disrupt the normal lifestyle and functioning of the lives of the residents. It could also damage facilities within the park.

The cause of major emergencies probably could be:

- A. Earthquake      B. Fire      C. Flood      D. Terrorist/Crime

A major Emergency could affect more then just your Mobile-Home Park. It could impact a part of or all of the city or perhaps even a larger area such as the county or the state of California. With this thought taken into account, the management, residents, and Emergency Response Team must be prepared to identify, define and resolve any and all emergencies without the assistance of the city or other outside agency or group. The City, state and/or other agencies will have their hands full taking care of the rest of the area.

### **1.C.2 MINOR EMERGENCIES**

A minor emergency is one that probably would effect only a portion of the park and would be taken care of by the Park Manager and staff..

In the case of an area-wide electrical power outage, there is little anyone within the park can do but to wait for the Gas & Electric Company to resolve the problem.

The Resident's Emergency Response Team personnel will in these cases check to assure all residents are safe and have their necessities.

Some minor emergencies would include:

- A. Electrical Power Outage      B. Disruption of Water Supply
- C. Crime      D. Telephone communications outage.

## **2. THE EMERGENCY SYSTEM, STRUCTURE & TEAM**

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### **2.A. THE EMERGENCY SYSTEM.**

The Emergency System is established to provide structured organizational, information, decision making and directional authority to a designated and trained group of residents, (your Emergency Response Team) who in turn will provide emergency assistance to the residents and the park as needed.

In addition to the personnel, certain equipment and materials will be required and elaborated on in section 6.

### **2.B. THE EMERGENCY SYSTEM STRUCTURE**

In the case of a mobilization of the emergency team, a COMMAND CENTER will be established at the Clubhouse and will be the center of operations, information, control and authority for the Emergency Response Team.

If possible, the Command Center will be established inside the Clubhouse but, if the clubhouse is deemed as unsafe or otherwise unusable, the Command Center will be set-up in a predetermined alternate location.

All Park wide emergency decisions will be made here, all official Communications will emanate from here and the Medical Team will have their base of operations here.

The COMMAND CENTER will be the center of operations and could include:

- The Park Manager

- The Park Captain

- The Area Captains

- The Command Center Coordinators

- The Communications Specialists (HAM Radio Operators)

- The Command Center Communications Coordinators

- The Medical Staff

- The Rescue/Damage Coordinators

In addition to the Command Center personnel, the "field" personnel, consisting of the Block Captains and the Field Coordinators, will be activated.

## **2.C. EMERGENCY RESPONSE TEAM PERSONNEL**

The personnel, their assignments and their authority are detailed below. It is suggested that a set of detailed “job instructions” be written for each position.

### **2.C.1 THE PARK MANAGER**

The Park Manager will be the final authority in all decisions with regard to the Emergency Response and especially any involvement of the Park facilities.

The Park Manager and the Park Captain will work together to insure the safety of the residents and the protection of the facilities.

### **2.C.2 THE PARK CAPTAIN**

The Park Captain is a resident with Emergency Response training.

The Park Captain will be responsible for the operations of the Park Emergency Team and will be the final authority for all decisions except those reserved for the Park Manager. The Park Captain will be continuously updated by the Area Captains and other Command Center personnel, of the status of the operations.

### **2.C.3 THE AREA CAPTAINS**

The Park may need to be divided into areas. Each area headed by an Area Captain. Each of the Area Captains will be responsible to maintain constant contact with the Command Center Communications Coordinator(s) and collect the up-to-date information on the status of their areas and pass the pertinent information to the Park Captain and other members of the Command Center Team. The Area Captains will be the collecting and clearing house of detailed park information and status.

Each Area Captain will provide information and directions to the Field Coordinators and the Block Captains on situations that could affect their area of operations and how to handle the situations. The Area Captains will also direct logistical support of any equipment, personnel, material or medical assistance requested by the Field Coordinator or a Block Captain.

## **2.C.4 COMMAND CENTER COORDINATORS.**

The Command Center Coordinators will be responsible to determine the specific location and arrangement of the Command Center, obtain all the necessary equipment and material (i.e. desks, chairs, tables, writing pads, pencils or pens, etc.), and for the general operation of the command center assuring all personnel know their operational location and assignments and have the necessary equipment and material available for them to carry out their assigned function(s).

The Command Center Coordinator will direct any resident, that arrives at the Command Center, to the area and/or personnel that can best take care of the resident's needs and will act as a “recruiter” to enlist the aide and assistance of any resident willing and able to assist and become a part of the Emergency Response Team.

## **2.C.5. MEDICAL STAFF**

The Medical area will be manned by whatever experienced medical personnel are available. They will provide medical assistance, First Aid and comfort as needed. Hopefully, the Medical Team will be staffed by a Medical Doctor and a group of nurses including registered nurses (many retired), nurses aids and other personnel familiar with first aid.

One of the major problems the medical staff will have to contend with will be trauma. this is especially true in seniors Park. Some are alone and/or have trouble coping with emergencies, Trauma will be a major problem to be reckoned with. Any resident that would like to assist the trauma patients just be sitting, talking and comforting them, will be welcomed.

## **2.C.6. COMMUNICATIONS (HAM RADIO OPERATORS).**

If your Park is fortunate enough to have one or more HAM radio operators, they will maintain a communications link with the various governmental emergency agencies and keep them appraised of the Park's situation and status and receive, and pass to the Park Captain, any information and instructions from these agencies.

## **2.C.7. COMMAND CENTER COMMUNICATIONS COORDINATORS.**

The Command Center Communications Coordinators will maintain the "walky-talky" radios on a continuing basis to assure, if and when they are needed, they will function properly. Upon activation of the Emergency Team, the Communications Coordinators will first make sure that each Field Coordinator has a working radio and establish radio contact with each of them.

The Communications Coordinators will act as the central points of contact and information passed from the Command Center to the Field personnel and from the field personnel to the Command Center. The Communications Coordinator will assure that all information and directions are passed to the proper personnel. The Communications Coordinators remain in contact with all Command Center and field personnel and assure constant situation status updates are available to and from all areas.

The Communications Coordinators will be responsible to keep all residents informed of the situation in a timely manner.

## **2.C.8 RESCUE/DAMAGE COORDINATOR**

The Rescue/Damage Coordinator is a person with a mechanical or structural engineering background and/or knowledge of rescue operations or at least, construction experience. The Rescue/Damage Coordinator will be located at the Command Center and will be dispatched to a problem area by an Area Captain as needed.

The Rescue/Damage Coordinator will receive information of possible problems from the Block Captains when they arrive at the designated area and take necessary action to resolve the problem and assure no situation is allowed to deteriorate and/or worsen.

The Rescue/Damage Coordinator will direct all rescue operations and make damage assessments. He will stabilize any potential hazardous situations and keep the Command Center Communications Coordinators informed of the area status and all situations. He will determine the need for and recommend the use of any assets. If the required assets are not available or are insufficient, he will take action to resolve the problem area.

### **3. FIELD PERSONNEL**

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There are two (2) classes of field personnel that are the backbone of the emergency team. These are the Block Captains and the Field Coordinators. They will be in the "field" making contact with each person and inspecting each residence within their jurisdiction. Their primary function is to assess the situation of each resident and residence and take any necessary action to resolve any problem area and to assure no situation is allowed to deteriorate or worsen.

If a problem is beyond the capability and/or competence of the Block Captain to resolve, the Field Coordinator will inform the Command Center and request a Rescue/Damage Coordinator be dispatched to the problem area.

#### **3.A BLOCK CAPTAINS**

The Block Captain and the Field Coordinator are the primary field representatives of the Emergency Team. Each Block Captain will have between 8 and 12 Mobile Homes in his block to be responsible for. The Field Coordinator may service 4 to 6 Block Captains.

The Block Captain is the one who will be making contact with the residents and checking each residence for problems or hazardous conditions. If an emergency is declared, the Block Captain will visit each residence and if transportation or medical assistance is required, notify the Field Coordinator and relay all pertinent information to get the required assistance. The Block Captain will then inspect each residence and determine if there is a necessity to shut off the gas, electrical or water supply to the residence. A Map of the "Blocks" is included as an addendum to this plan.

Each Block Captain will be responsible to 'cover' any adjacent blocks should that Block Captain, or alternate, not be available.

The Block Captain will keep the Field Coordinator informed of the situation – especially if there is any problem or concern – in his/her area of operations including the status of every resident and each residence. The Field Coordinator will then relay all information to the Command Center Communications Coordinator. It is imperative that each Block Captain maintain constant communications with the Field Coordinator.

## **3.A FIELD PERSONNEL – THE BLOCK CAPTAIN (cont.)**

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### **3.A.1. BEFORE AN EMERGENCY**

#### **3.A.1.a. KNOW YOUR AREA.**

- 3.A.1.a.1. Know each mobile home and yard in your block.
- 3.A.1.a.2. Know each utility shutoff valve.
- 3.A.1.a.3. Know locations of all PARK water system shutoff valves and what homes they effect.
- 3.A.1.a.4. Know the locations of all area fire hydrants.
- 3.A.1.a.5. Have a working knowledge of all adjacent blocks.
- 3.A.1.a.6. Work with the home owner to identify anything that will make the space safer.

#### **3.A.1.b. KNOW EVERY RESIDENT IN YOUR BLOCK**

- 3.A.1.b.1 Know the physical abilities and limitations of each resident within your block
- 3.A.1.b.2 Know the mental situation of each resident (some persons become confused or non-functional in an emergency).
- 3.A.1.b.3. Determine who may need assistance in each type emergency and what special equipment may be needed.

#### **3.A.1.c KNOW THE EMERGENCY PLAN AND ALL TEAM PERSONNEL.**

- 3.A.1.c.1. Remain current with the latest information in the Resident' s Emergency Preparedness Plan
- 3.A.1.c.2 Know the “Chain Of Command” of the parks emergency personnel.
- 3.A.1.c.3. Know the adjacent block captains and be familiar with any real and/or potential problems/situations.
- 3.A.1.c.4. Know and have a working relationship with your blocks “Field Coordinator” .
- 3.A.1.c.5. Be familiar with all emergency materials and equipment and their uses.
- 3.A.1.c.6 Prepare yourself to handle any emergency that may arise.

**\*\* Don't try to do everything yourself. Enlist the assistance of any person capable of helping. Call on the Field Coordinator to get more assistance as required.**

## **3.A FIELD PERSONNEL – THE BLOCK CAPTAIN (cont.)**

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### **3.A.2. DURING AND EMERGENCY.**

- 3.A.2.a. Assure your own family and mobile home are O.K. and check for gas, water, and electrical problems.  
Assure your own home is safe before you to leave to check your neighbors. Take actions as necessary
- 3.A.2.b. Determine what course of action is appropriate, commensurate with the nature of the emergency.
- 3.A.2.c. Shut off any utilities you feel appropriate to protect persons and/or property.
- 3.A.2.d. Check with the Block Captain of each adjoining Block and if contact cannot be made, report this to the "Field Coordinator".
- 3.A.2.e. Check each Mobile Home for any persons that have injuries and determine if anyone may need assistance.
- 3.A.2.f. Determine any physical damage to each Mobile Home.
- 3.A.2.g. Report any findings and your blocks emergency support status to the "Field Coordinator".
- 3.A.2.h. Make requests for assistance as required.
- 3.A.2.i. Compile and maintain lists, for each coach in your block of:
  - (1). all personal injuries
  - (2). any property damage
  - (3). any utilities shut off
  - (4). item and/or information of note.
- 2.A.2.j. Do not allow any vehicles on the roads except authorized emergency vehicles and those authorized by the Area Captain or the Field Coordinator
- 3.A.2.k. Do not allow any residents to use any telephone. Keep the airways open for the emergency communications. This includes land-lines and Cell phones
- 3.A.2.l. If a Park evacuation is ordered, direct traffic as directed by the Field Coordinator.
- 3.A.2.m. Insure every person has transportation and is evacuated
- 3.A.2.n. Don't get tied up in details or get preoccupied with one task at the expense of other problems.



## **3.A FIELD PERSONNEL – THE BLOCK CAPTAIN (cont.)**

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### **3.A.3 IN CASE OF A FIRE**

In case of a fire – DO NOT ENDANGER YOURSELF OR OTHERS BY ENTERING A BUILDING! To loose a life is regrettable, to loose 2 or 3 lives is a tragedy ! !

First, extricate the residents IF SAFE TO DO SO, then evacuate the surrounding homes and get any available personnel with water hoses to assist in controlling the fire. One home lost is regrettable more is a tragedy!

### **3.A.4. INDICATOR RIBBONS**

Each block Captain will be issued a set of 12 red and 12 green ribbons approximately 30 inches long. As the Block Captain checks each residence, he/she will attach a ribbon to the mailbox or other visible location at the front of the residence. A GREEN ribbon will be used if the house has been checked and all is O.K., A RED ribbon will be used if there is a problem with either the resident or the residence. If a red ribbon is attached the Field Coordinator must be notified immediately. If no ribbon is showing, it must be assumed the residence has NOT been checked.

### **3.A.5. PRIORITIES**

- 3.A.5.a Safety and care of the residents is primary.
- 3.A.5.b Do what is necessary to prevent the emergency from escalating or getting worse,
- 3.A.5.c Safety and care of any facilities.

### **3.A.6. FOLLOW-UP**

- 3.A.6.a. Provide a verbal de-briefing to the Field Coordinator.
- 3.A.6.b. Provide a verbal de-briefing to the Emergency Team Area Captain noting:
  - (1). Any items you feel needs immediate attention/action
  - (2). All information of actions taken, problems and any non-conformance to rules or directions by residents
  - (3). Personal observations to be considered for improving the PERT and its operations.
  - (4). Assure all items from 3.A.2.i are added to the "Park Damage Assessment List" to be presented to the Park Manager.

## **3.A FIELD PERSONNEL – THE BLOCK CAPTAIN (cont.)**

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### **3.A.7. THINGS FOR BLOCK CAPTAINS TO THINK ABOUT**

Before there is an emergency, each Block Captain should ask each resident to affirm the following:

3.A.7.1. For each house, check:

- a. Is there a working SMOKE DETECTOR in the house ?
- b. Is there a “vial of life” on the refrigerator ?
- c. Is there any oxygen being used in the house ?
- d. Is there any other considerations that should be taken into account and looked at ?
- e. Is the water heater secured to the wall?  
(Make sure the screws are into wood not just plasterboard).

3.A.7.2. Is there anything that any home owner should do to make the space safer in the event of an emergency?

## **3.B FIELD COORDINATOR**

The Field Coordinator is the interface between the Block Captains and the Command Center through the Command Center Communications personnel. The Field Coordinator will know each Block Captain in their assigned area and during an emergency operation will maintain constant contact with each of the Block Captains.

The Field Coordinator will have a walky-talky radio and will maintain contact with the Command Center Communications personnel and relay any information from the Block Captains to the Command Center and information and instructions from the Command Center to the Block Captains.

The Field Coordinators should be able to act as the communications link for 5 or 6 Block Captains. It is hoped the Team will be able to recruit more Field Coordinators and thus reduce the field coverage responsibility and thus improve the efficiency of the communications links.

## **4. HOUSEHOLD UTILITY SHUT-OFF VALVES/ SWITCHES.**

### **4.1 WATER SHUT-OFF VALVE, RESIDENCE.**

The water shut-off valve is located on the outside of the home at the rear of the driveway with the other utility shut-off valves and switches.

The valve is usually a 'globe' type valve and controls all the water to the house and yard. By turning the valve clockwise, the flow of water to the house will be shut-off.

(NOTE: INSERT  
PICTURE OF A  
WATER SHUT-OFF  
VALVE HERE)

### **4.2 ELECTRICAL SHUT-OFF SWITCHES, RESIDENCE.**

The electrical 'Master' shut off switches are located in the green rectangular box on the post with the electrical meter. The bottom half of the box has a sliding door that lifts to expose the shut-off switches. By pushing all the switches to the down position, all the electricity to the home's circuit breaker panels is shut-off.

(NOTE: INSERT  
PICTURES OF THE  
ELECTRICAL SHUT-  
OFF BOX HERE).

### **4.3 GAS SHUT-OFF VALVE, RESIDENCE.**

The gas shut-off valve is an in-line valve.

There is no handle but instead a knob approximately 3/8 inch wide X 1 1/4 inch long and 1/2 inch high.

A large wrench is required to turn the knob as many of them are hard to turn. The knob must be turned 90 degrees to shut off the gas supply.

(NOTE: INSERT  
PICTURE OF THE  
GAS SHUT-OFF  
VALVE HERE).

When the long part of this knob is in line with the run of the pipe, the gas is allowed to flow. When the knob is crosswise with the run of the pipe, the gas is shut off and not allowed to flow.

Unless there is an odor of gas detected, the gas valve should NOT be shut off.

**\*\* SPECIAL NOTE\*\***

If the gas is shut off to the house, **DO NOT** turn the gas back on. Call SDG&E to check out the system and turn on the gas and light all the pilot lights.

## **5. UTILITY SHUT-OFF VALVES, PARK.**

(Typical information – modify to fit your park)

### **5.A WATER SHUT-OFF VALVES, PARK.**

The water shut-off valves for the different areas of the park run underground with access to the shut-off valves through removable 6 inch steel covers in the park's streets. There are a total of (insert your number) valves in all. There are two types of water shut-off valves in most parks. The first type of valve is for the 3 inch water lines specifically for the fire hydrants. The covers for these fire hydrant water supply valves are painted (yellow ?? or-).

All other water shut-off valves are for the 6 inch water lines that supply the water to the homes and all other hydrants except the fire hydrants. The covers for these main water supply valves are painted (blue ?? or-).

The chart (5.A.1) which follows, indicates which homes/facilities are controlled by which valve and an annotated park map (5.A.2) indicates the locations of each valve. Water valve "T-handle" tools are usually in the possession of the Park Manager.

### **5.B. ELECTRICAL POWER SHUT-OFF - PARK.**

There is no "master" switch that shuts off the electrical power to all the park except those controlled by SDG&E. No one in the park has access to these switches. In case of an emergency, the only controls for the electrical power within the park are at each of the individual homes or the master circuit breaker box in the clubhouse maintenance room.

### **5.C. NATURAL GAS SHUT-OFF - PARK.**

The natural gas shut-off is controlled by SDG&E. NO-ONE except an SDG&E employee has the authority to shut off the park's gas supply.

## **6. EMERGENCY USE EQUIPMENT/MATERIAL.**

**Page 1 of 3**

### **6.A. WALKY-TALKY RADIOS.**

The emergency team Walky-Talky radios are to be used by the Command Center Communications Coordinator and the Field Coordinators to pass information to and from the Command Center and the field personnel. The Emergency Team must have sufficient pairs of these radios for the number of Command Center Communications Coordinators and the Field Coordinators.

The radio's batteries should always be charged and removed from the charger only for testing, practice system run-throughs or emergency use. Back-up "AA" batteries should also be kept on hand.

### **6.B. WATER VALVE SHUT-OFF TOOL (T-HANDLE)**

The "T-HANDLE" tool, for shutting off/on the parks water supply, is a 5 foot tall steel pipe with a 3 foot cross bar welded on top. To access the valve(s), the metal cover must be removed from the streets surface. The T-handle is then inserted into the hole and the water valve turned off or on.

The park's water valves should only be shut off by the park manager, one of his work crew or by a Rescue/Damage Coordinator.

### **6.C. MEDICAL SUPPLIES.**

The medical supplies are so specialized the medical staff should make up a list of supplies that they feel will be required. There are "First Response Medical Kits" that are relatively complete for the park's needs in an emergency. These kits are relatively expensive and if your park has qualified medical personnel, it may be wise to have them make up a list of recommended medical supplies to keep on hand.

## **6. EMERGENCY USE EQUIPMENT/MATERIAL (cont.).**

**Page 2 of 3**

### **6.D. DOWNED PERSON LIFTING SLING.**

The Emergency Team has designed and built slings that can be used to lift a downed person. The sling consists of a 10 foot piece of 2 inch nylon rope that has been heavily padded in the center 30 inches. The Padded section goes under the arms and around the back of the patient. One person then mans each end of the rope by placing the rope around their back and over their shoulder opposite the patient. The two “lifters” then crouch and pull the rope tight and then together stand up lifting the patient

### **6.E. FIELD PERSONNEL SAFETY EQUIPMENT.**

Commercially available “Emergency Protection Kits” should be purchased and distributed to all the field personnel and the Rescue/Damage Coordinators.

These kits cost about \$10.00 per unit.

These kits consist of : Hard hat (green), Safety Goggles, heavy duty Gloves,  
Orange nylon vest, flashlight w/batteries,  
Dust mask and a Whistle,

The bright orange vests will identify the Emergency Team personnel so the residents will know who to go to for assistance or direction.

### **6.F. Mini-Megaphones**

Hand held battery operated megaphones are handy to alert residents, if needed.

### **6.G. Miscellaneous Minor Equipment/Material.**

Various supporting items are available to support any Emergency Team operations. These include water jugs and coffee thermos kits w/cream & sugar.

It is requested that residents bring any cookies, snacks, and other supporting food items to the Command Center for use as we have no idea as to the time limits the Emergency Team will be activated.

## **6. EMERGENCY USE EQUIPMENT/MATERIAL (cont.).**

**Page 2 of 3**

### **6.H. 120 V. ELECTRIC GENERATOR, GAS POWERED.**

In the event the power company electricity is interrupted and there is no electricity to the clubhouse, this generator would be used to supply electrical power to selected circuits of the clubhouse.

If needed, the generator would be connected to the main electrical circuit panel of the clubhouse. All non-essential circuits in the panel would be shut off to prevent overloading or overtaxing the generator. (i.e.: the pool circulating and heating pumps, kitchen stoves, etc.).

### **6.I. PORTABLE RAMP W/ADJUSTABLE HEIGHT LEGS.**

These ramps would be used to extricate a resident from their home if the home were damaged and possibly off the stanchions and the stairs could not be used or the person could not be taken down the stairs for whatever reason.

## **7. EMERGENCY EVACUATION FROM THE PARK.**

**Page 1 of 2**

### **7.A. WHERE DIRECTIONS WILL COME FROM.**

If it becomes necessary for the residents to evacuate the Park, the command, direction and authority will come from the Command Center. The official command to evacuate will be issued by the City or County Police and/or Fire Departments and the Command Center.

**Residents are requested NOT to determine for themselves that it is appropriate to evacuate and drive out of the Park. This could cause a conflict with the official city or other emergency traffic.**

### **7.B. EVACUATION CORRIDORS AND ROUTES.**

Along with the order to evacuate the Park, specific directions will also be given concerning the corridors and routes that evacuees are to take.

Depending on what and where the emergency is and how wide spread an area is effected, the City or other officials will determine the evacuation route to be taken. This information will be supplied to the Command Center and all residents will be provided with this information along with the evacuation order.

**Consider the fact that not all residents drive or may not have cars. Provide for their transportation. Also consider the pets in the park.**

### **7.C. WHAT TO TAKE IF EVACUATED.**

What you take if you have to evacuate largely depends on how much time you have to get any packing done. In an emergency evacuation there may only be time to get the people and your pets out of the park. In other evacuations there may be an hour or more warning.



## **7. EMERGENCY EVACUATION FROM THE PARK. (cont)**

**Page 2 of 2**

### **7.C. WHAT TO TAKE IF EVACUATED. (cont.)**

This list are some recommendations depending on the time you may have to pack.

1. All medications. As many as you have and as much as you have.
2. Any important papers you may have at home (insurance, title, auto, medical info, address books, etc.).
3. Any special need items (walkers, oxygen equip., wheel chairs, etc.).
4. Changes of clothing for all persons in the home.
5. Prized possessions. (picture albums, paintings, crystal, etc.).

When you are deciding what to take if you ever have to evacuate, consider the type of evacuation. If the evacuation is because of an earthquake, most items may not be destroyed therefore, consider leaving them. With a fire, the situation changes and possibly nothing will be recoverable when you return.

### **7.D. PRE-PLANNING FOR EVACUATION.**

Until the Evacuation order and directions are given, many things cannot be pre-planned.

**\*\*If you do not have a vehicle and need transportation, let the Block Captain, Field Coordinator or any member of the Emergency Team know and arrangements will be made to obtain transportation for you to be evacuated.**

There are some things that you can pre-plan. For instance:

1. Are all your medications in one area so they can be readily put into a bag or sack to take with you?
2. Do you know where all your valuable papers are and can they be rapidly gathered and taken with you?

**\*\*\*\* These are the essentials and any other considerations must taken into account such as the amount of room you have in your vehicle. \*\*\*\***

3. Do you know exactly what cloths you would like to take. Done forget to consider the time of the year and the weather.
4. If you have room, what else would you want to take?

## **8. RESIDENT'S INFORMATION.**

**Page 1 of 2**

### **8.A. RESIDENTS RESPONSIBILITY – GENERAL**

- 8.A.1. Each resident should maintain the items on the "emergency household items" list.
- 8.A.2. Every resident must know who his/her "Block Captain", and any alternates, are.
- 8.A.3. Every resident should be familiar with the concept of Park/s Emergency Plan.
- 8.A.4. Each resident should inform any member of the Emergency Response Team of his/her talents and capabilities that could possibly be useful to the team

### **8.B. RESIDENTS RESPONSIBILITY - IN AN EMERGENCY.**

- 8.B.1. DO NOT use any telephone. If the emergency is city wide or more, all telephone systems will be needed by the emergency response personnel.
- 8.B.2. DO NOT drive your car unless told to do so, or told that it is O.K. to do so, by a member of the Emergency Team.
- 8.B.3. Every resident MUST follow the directions of the Block Captain and/or Field Coordinator or Rescue/Damage Coordinator or other member of the Emergency Team..
- 8.B.4. If your home is declared as "safe" by the Block Captain, you may remain in your home unless directed otherwise. You may, if you desire to leave, Notify the Block Captain you are leaving and state where you are going. You may go to the Command Center and volunteer to assist as needed. Be sure to check in with the Command Center Coordinator. The Block Captain and the Command Center MUST account for each resident and know where each resident is at all times during an emergency.

## **8. RESIDENT'S INFORMATION (cont.).**

**Page 2 of 2**

- 8.B.5. If your home is damaged or declared unsafe by the Block Captain, Lock your home and leave immediately and go to the Command Center rendezvous area and be sure to check in with the Command Center Coordinator. Also, do not leave the area unless the Block Captain is aware of who you are, Which home is your's and where you are going.
- 8.B.6 If you own an RV stored in the RV area, it is requested the RV be brought to the Command Center a permission given to use the RV as an emergency first aid center. The most use for an RV will be as a trauma center or a first aid station.

## **8.C. Emergency survival items each household should have.**

**Page 1 of 2**

In case of a disaster/emergency, each household **should** have the following items on hand. Each household may have to be totally self-sufficient for 2 or 3 days. You will need these items:

**PRESCRIPTION MEDICATIONS:** Make sure you have a minimum of 1 weeks supply of all necessary medications. If we have a major earthquake, even the drug stores and pharmacies may be impacted and any re-supply may not be readily available for some time.

**WATER:** It is recommended 1 gallon/per day/per person.

GOOD IDEA – buy 2 cases of bottled drinking water, as one of the cases gets ½ used, buy another case. Put this case on the BOTTOM of the stack. When the supply gets down to 1 and ½ cases, repeat the process. This assures you always have 1 and ½ cases of the freshest water on hand. **Don't forget to consider any animal you may have.**

NOTE: There is 30, 40, or 50 gallons of drinkable water in your hot water heater.  
**1<sup>st</sup> – shut off the water heater gas valve before draining any water.**

**FOOD:** Canned or dried food is best. If you have a BBQ or camping stove, you will have cooking capability, remember

DO NOT USE THE BBQ OR CAMP STOVE INDOORS.

Although the food is important, most of us can get by a couple days (or more) without food. The prescription medications and water are much more important. Again, consider your animal.

**FIRE EXTINGUISHER:** Every household should already have a fire extinguisher on hand. Check yours to make sure it is fully charged. If not –  
**REPLACE IT.**

NOTE: if the dial indicator is in the green, the charge is O.K. If the dial indicator is in the red, shake the extinguisher violently for a few minutes – often the chemicals will react and the indicator will turn to green. if the indicator is still red -replace it.

## **8.C. Emergency survival items each household should have.** **(con't)**

**Page 2 of 2**

**FIRST AID KIT:** Again, every household should already have one on hand. Please check yours and make sure it has everything you think you might need. Re-supply it as necessary.

**PET NECESSITIES:** Any animal you may have will rely on you for it's water, food and other necessities. Consider them in your supply planning.

**PERSONAL TOILETRY ITEMS:** Some residents have special needs, you know what your needs are. DO NOT include items like electric toothbrushes or electric shavers – we may not have electricity.

**FLASHLIGHT:** Most people already have at least one flashlight. Know where it is and make sure it (they) work. DON'T FORGET SPARE BATTERIES.

**RADIO, PORTABLE:** Nice but in the semi-closed community of a Mobile Home Park, there will be plenty of your neighbors with portable radios. And, there is always a radio in every car.  
Nice to have your own but a lower priority than all the preceding items.

**CHANGE OF CLOTHING:** A change of cloths will be a 'comfort' item. It would be smart to have them in a large plastic bag (in case it rains or you otherwise get what you are wearing wet). A good storage location is in the trunk of your car.