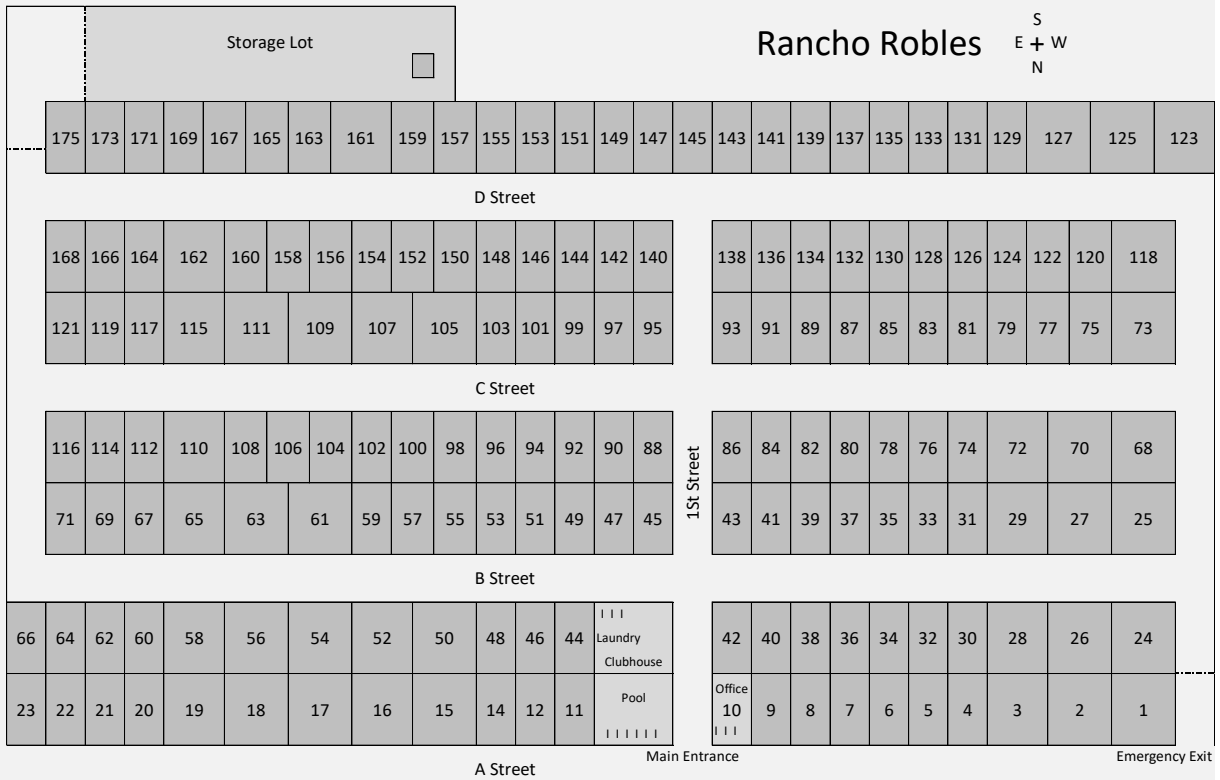


Disaster Preparedness and Emergency Evacuation Plan

Rancho Robles

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24-Hour Emergency Communications Center
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Rancho Robles Disaster Preparedness and Emergency Evacuation Plan

(1) Introduction

The most important feature of any home is something you probably do not see when you walk through the door, but it could save your life; it's **SAFETY**. Safety comes in all shapes and sizes; smoke detectors, fire extinguishers, escape routes, carefully maintained heating and electrical systems, and knowing what to do and where to go in case of fire, flood, tornado, or other disasters. The key to being prepared in the event of a disaster or sudden emergency is pre-planning and practice drills.

The goal of this plan is to provide information to Residents, Park Management and its employees, and the Community Emergency Response Team (CERT) and its coordinators. Notice of the plan is posted in the clubhouse and plan copies may be obtained from the park office.

The success of this plan will depend on all participants being organized and prepared. It may take (72) hours or longer for emergency assistance to reach our community after a disaster. You and your neighbors will have to depend upon one another to cope with any damage or injury until help arrives. Your family and neighbors will be better able to cope with the aftermath of a disaster if everyone is calm, organized and prepared.

Rancho Robles in Visalia has an elevation of 331 feet. The Park is divided into (4) areas, by street, with roughly the same number of Residents in each area. Areas 1, 2, 3, and 4 correspond to A, B, C, and D streets. Each street will have a team leader and (3) team members. Success is possible only when all Residents cooperate with individuals directing the emergency response.

(2) Disaster Preparedness Plan

The next time disaster strikes, you may not have much time to act. Prepare now for a sudden emergency. Knowing what to do in an emergency is your best protection and your responsibility. Learn how to protect yourself and your family by planning ahead. To obtain more information, you may want to contact your local emergency management agency or civil defense office, and the local American Red Cross chapter. Be prepared to take notes. You will need to gather the following information:

1. Find out which disasters are most likely to occur in your area.
2. Ask how to prepare for each disaster.
3. Ask how you would be warned of an emergency.

4. Learn about your community's warning signals; what they sound like and what you should do when you hear them.
5. Learn your community's main evacuation routes.
6. If needed, ask about special assistance for the elderly or disabled persons.
7. Ask about animal care during and after an emergency. Animals may not be allowed inside emergency shelters due to health regulations.

(3) Checklist of Emergency Procedures

Meet with your family and discuss why you need to prepare for disasters. Explain the dangers of fire, severe weather and earthquakes to children, the elderly, and individuals that may need special assistance. Plan to share responsibilities and work together as a team. The following may be used in creating your own Emergency Response Plan:

1. Draw a floor plan of your residence and mark two escape routes from each room.
2. Install safety features in your home, such as smoke detectors and multi-purpose fire extinguishers labeled A, B and C.
3. Discuss what to do in an evacuation.
4. Find the safe spots in your home for each type of disaster.
5. Post emergency telephone numbers near the telephone.
6. Instruct household members to turn on a battery powered radio for emergency information.
7. Pick one out-of-state and one local friend or relative for family members to call if separated by disaster. It's often easier to call out-of-state than within the affected area.
8. Teach children how and when to call 911 and a long-distance contact person.
9. Pick two meeting places: 1) a place near your home in case of fire; 2) a place outside your neighborhood in case you cannot return home after a disaster.
10. Keep family records in a waterproof and fireproof container.
11. Locate the main electric fuse box, water service main, and natural gas main shut off valve to your mobile home. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near gas and water shut-off valves. Turn off the

utilities only if you suspect the lines are damaged or if you are instructed to do so. **If you turn the gas off, you will need a professional to turn it back on.**

12. Take a basic first aid and CPR class.

13. Prepare a disaster supply kit.

(4) If Disaster Strikes

1. Remain calm and patient. Put your plan into action.
2. Check for injuries. Give first aid and get help for the seriously injured.
3. Listen to your battery-powered radio for news and instructions.
4. Evacuate if advised to do so. Wear appropriate clothing and sturdy shoes.
5. Check for damage to your home using a flashlight only. **Do not light matches or turn on electrical switches** if you suspect damage.
6. Check for fires, fire hazards and other household hazards.
7. If you are remaining in your home, sniff for gas leaks, starting at the hot water heater. If you smell gas or suspect a leak turn off the main gas valve, open windows, and get everyone outside quickly.
8. Shut off any other damaged utilities.
9. Clean up spilled medicines, bleaches, gasoline and any other flammable liquids immediately.

Remember to:

1. Confine or secure your pets.
2. Call your family contact. **Do not use the telephone again unless it is a life-threatening emergency.**
3. Check on your neighbors, especially elderly or disabled persons.
4. Make sure you have an adequate water supply in case service is shut off.
5. Stay away from downed power lines.

(5) Earthquakes

Prior to any earthquake, each Resident should pre-plan and practice steps they will take in the event of an earthquake. Manufactured Homeowners and Residents need to know the physical location of the piers and supports under their homes. During a severe earthquake, manufactured homes have been known to drop off their supports. These supports may come through the floor causing physical damage above. In order to avoid injury, Residents must know the location of the supports and where safe areas are located within their homes.

Be sure your manufactured home is installed in accordance with the manufacturer's instructions and all applicable State regulations and requirements.

1. Indoors - take cover under any sturdy piece of furniture or doorway, or get up on a bed or sofa that is against the wall.
2. Stay away from windows or ceiling objects such as lighting fixtures.
3. **Do not light matches** or candles.
4. **Do not turn on electrical equipment** of any kind.
5. Use only **battery-operated** flashlights and radios.
6. Outdoors - find an open area and remain there until the earthquake stops.
7. Stay away from power poles and electrical lines, tall buildings, bridges, brick or block walls, underpasses and trees.
8. Listen to a battery-operated radio for emergency instructions.
9. Confine and secure all pets so they will not hamper emergency service employees in the performance of their duties.
10. Aftershocks may occur, so be prepared.

(6) Fire Safety

Fire spreads quickly and the entire structure may rapidly become engulfed in flames. There are steps you can take to minimize the dangers associated with fires and improve your family's chances of survival should a fire erupt in your manufactured home.

1. Be sure you have properly operating smoke detectors and multi-purpose fire extinguishers. If one or more of your smoke detectors are battery operated, replace the

batteries annually, or more often if necessary. An easy way to remember a schedule is to change your batteries to coincide with daylight savings time.

2. Plan, with the whole family, at least two escape routes from your manufactured home.
3. Practice fire drills regularly, using a smoke detector as a signal to start the drill. Follow your escape plan.
4. Be sure your heating and electrical systems are properly maintained and in good working order. Change the heating filters as recommended by the heater manufacturer.
5. Carefully follow the instructions on all appliances and heating units, taking special care not to overload your electrical system.
6. Be especially careful when displaying your holiday decorations.
7. Keep matches, lighters, and candles away from small children. Children tend to be curious about fire and tend to hide when frightened. Fire drills are most important for children between the ages of 2 and 12 years old.
8. Insure your personal property. Shop around for a company that best meets your needs for renter's insurance or homeowner's insurance.
9. Store important documents such as birth certificates, marriage licenses, social security cards, and insurance papers in a fireproof box or in the refrigerator, or rent a safety deposit box at your local bank.
10. Make an itemized list of your personal property including furniture, clothing, appliances, and other valuables. If available, make a videotape of your home and your possessions. Keep the list and/or video current and store them along with the other important documents.

(7) In Case of Fire

1. Immediately assess the extent and location of the problem to assist you in exiting away from the fire source.
2. Know how to use a fire extinguisher.
3. Get everyone out of the house **immediately**.
4. **Without risk to any person**, get pets out of the house. Call 911 or the Fire Department, then call the Park office (from a neighbor's phone) and do the following:

- a) Give your name, telephone number you are calling from, Park address, space number where the fire is located, and any helpful location directions.
 - b) Describe the type and nature of the fire (gas, wood, chemical, electrical).
 - c) State that the fire is in a manufactured home and report any known injuries.
 - d) Turn off the gas and electricity at the home or homes affected.
 - e) Tell all Residents near the fire source to stand ready with water hoses to wet down their homes, or adjacent buildings, in case of traveling sparks.
 - f) Make sure all occupants have left the affected home and **immediately** let Fire Department personnel know if any disabled persons, or anyone not accounted for, may still be in the residence.
5. **Never go back into a burning home.**
6. If smoky conditions are present, stay as close to the floor as possible; remember that smoke rises. Before exiting through a door, feel the bottom of the door with the palm of your hand. If it's hot, find another way out. **Never open a door that is hot to the touch.**
7. Should your clothing catch fire, **first cover your face and mouth, then drop, then roll. Never run.** If a rug or blanket is handy, roll yourself up in it until the fire is out.
8. If trapped on an upper floor, hang something out of a window to signal rescuers.

(8) Floods

Flood *Watch* means that there is the possibility of flooding, while Flood *Warning* means that flooding has begun or is imminent.

Before a flood you should do the following:

1. Know the elevation of your property in relation to nearby streams, rivers, and lakes.
2. Make a plan for several escape routes.
3. The National Weather Service continuously broadcasts updated weather conditions, warnings and forecasts on National Oceanic Atmospheric Administration (NOAA) weather radios. A NOAA radio may be purchased at radio or electronic stores. Local broadcast stations transmit Emergency Alert System messages which may be heard on standard radios.

- a) When rising water threatens, move everything possible to higher ground.
- b) If flooding is imminent and time permits, turn off the main electrical switch.
- c) Disconnect all electrical appliances. Cover outlets with tape.
- d) Prepare and maintain your Family Disaster Supplies Kit.
- e) Research flood insurance policies since standard residential insurance policies do not cover flood loss.
- f) In flood-prone areas, the National Flood Insurance Program makes flood insurance available for manufactured homes. Speak to your insurance agent for details.
- g) Secure any liquefied petroleum gas containers. One option is to secure the tanks with stainless steel straps that connect to auger anchors in the ground.
- h) Strap and secure your hot water heater.

During a flood you should do the following:

1. Take all flood warnings seriously. **Do not wait.** Get to higher ground **immediately** as flood waters often rise faster than expected.
2. If time permits, take all important papers, photographs, medicines, and eyeglasses.
3. If one escape route is not passable do not waste any time; try another route or back track to higher ground.
4. Use travel routes specified by local officials. **Never** drive through flooded roadways. **Do not** bypass or go around barricades.
5. Wear life preservers if possible. Wear appropriate clothing and sturdy shoes.
6. Avoid any contact with flood water. Flood water may be contaminated and pose health problems. If cuts or wounds come in contact with flood water, clean the wound as thoroughly as possible.
7. Take your Family Disaster Supplies Kit with you.
8. Lock your home before leaving.
9. When you reach a safe place, call your pre-determined family contact person.

After a flood you should do the following:

1. Return home **only** after authorities say the danger of more flooding is over.
2. Do not drink tap water unless it is declared safe. Boil water if unsure.
3. If fresh food has come in contact with flood waters, **throw it out.**
4. Do not turn on main electrical switch. First have the electrical system checked by a professional.
5. A flood can cause emotional and physical stress. You need to look after yourself and your family as you focus on clean-up and repair.
6. Rest often and eat well. Keep a realistic and manageable schedule.
7. Make a list and do jobs one at a time.
8. Contact the American Red Cross and get a copy of the book *Repairing Your Flooded Home*. The book will tell you how to safely return to your home and begin the recovery process.

(9) Tornadoes

Although tornadoes are not a common occurrence in California, they have been reported.

1. Pay close attention to weather reports. Know the difference between a watch (when conditions are ripe for a severe weather event) and a warning (when a severe weather event is occurring, or is imminent).
2. Plan where to go during severe weather; for example, the community clubhouse or a relative's basement.
3. When a tornado warning has been issued, **leave your manufactured home immediately.** Go to your pre-determined safe place or lie down in a low area with your hands covering the back of your head and neck.
4. Be sure to keep a transistor radio with working and extra batteries handy.
5. Keep your Family Disaster Supplies Kit near an exit door.

(10) First Aid

1. Information on first aid can be found in your local phone book or by contacting the American Red Cross.
2. Utilize known persons who are medically trained such as doctors, nurses, or people medically trained in CPR and first aid to assist in administering aid to those injured.
3. If the injured are in imminent danger, they should carefully be moved to a safe location and administered first aid.
4. In cases where injuries are severe and movement could cause further injuries, **do not move** the injured. Make the injured as comfortable as possible and wait for emergency personnel.
5. Before emergencies, prepare a first aid kit. Have the kit in an easy to locate place. Make sure all family members know the location of the kit.

(11) Family Disaster Supplies Kit

1. Before an emergency, prepare a first aid kit and an emergency supplies kit. Have the kits in an easy to locate place in your home or car.
2. Emergency kits for home and car should include a multi-purpose fire extinguisher, flashlight, battery powered radio, food, water, blanket, change of clothing, toiletries, matches, flares, can opener, and cooking utensils.
3. First aid kits for home and car should include medications, scissors, and dressings.
4. Wear a medical alert bracelet or tag at all times if you are on medication or being treated for an illness.
5. Make a list of relatives or friends to call and their phone numbers.
6. If you have a pet, store a week's supply of water and food for it. Replace your pet's emergency food and water every year.
7. If a vacation travel vehicle is used, have it equipped with emergency supplies.
8. Locate your water turn-off valve and electric panel shut off.
9. Locate your gas turn-off valve and tape a wrench to the pipe at that area.

10. For cooking, a barbecue, camp stove or chafing dish works well. Store appropriate fuel for cooking.
11. When looking for first aid information, the most important thing to know is where to get accurate advice. Two sources that exist almost everywhere are the First Aid Guide in the phone book and the local Red Cross.
12. If your home has earthquake braces, remember to stay on top of a bed if an earthquake occurs.

(12) Management Responsibilities During a Disaster

The Park Managers will establish an Emergency Operations Center and coordinate communications for the Park. The office at the clubhouse will be used as the Operations Center. The Communications Team will act as a liaison and communicate with County and State Operations Centers. FEMA may also offer assistance.

During an emergency, Park Management will establish a communications network linking all functions of our CERT members in the field during rescue and search of Park homes. They will have a special needs book to help direct, locate and identify Residents with disabilities or special needs. They will be responsible for setting up a casualty collection point during a major disaster.

In the event the clubhouse is damaged, the Operations Center will be located at the pool deck adjacent to the clubhouse.

Additional Management responsibilities include the following:

1. Determine the type and extent of the danger and/or damage existing as a result of a disaster or emergency.
2. Coordinate with the CERT members on equipment and supplies necessary to limit further property damage, prevent injury, and sustain life.
3. Provide security for the Park and residents' property if necessary.
4. Ensure all employees act in a calm, efficient manner.

(13) Employee Responsibilities During a Disaster

1. All Park Employees are to report to the Manager, or main Operations Center, as soon as they have been informed of a disaster or emergency.
2. Employees are to carry out their instructions in a calm, efficient manner. Residents are less likely to panic if Employees remain calm and confident.

3. Remember, TIME is the most important limitation you will have. Handling a disaster or emergency situation in a swift, confident manner will minimize property damage and injury.
4. Know your limitations. Do not try to accomplish a task you know you are not capable of handling. Consult the Manager for advice or proper instructions.
5. If an Employee discovers a new danger or emergency, he must report the finding to the Operations Center immediately.

(14) CERT Responsibilities During a Disaster

The CERT Coordinator will lead his/her assigned area in all activities during a disaster or emergency. Assisting will be a Medical Coordinator, Communication Coordinator, and a Search and Rescue Coordinator who is responsible for the following:

1. CERT Coordinator - responsible for leading his/her team in gathering Residents together if an evacuation is required. Assigning coordinators and volunteer job duties.
2. Medical Coordinator - responsible for checking Residents for injuries. Establish a triage area and prioritize Residents' needs.
3. Search and Rescue Coordinator - responsible for checking the area for structural and non-structural damage and any possible injured Residents. Working together, they can assess the damage as they proceed to search and/or rescue trapped victims. A standard marking system will be used to identify the areas that have been searched. This marking system will inform the Police and Fire Departments that a home has been checked.
4. Communication Coordinator - responsible for his/her area's telephone tree and communicates with the Operations Center.

(15) Resident Responsibilities During a Disaster

Remember, looking out for each other will make a difference! Residents can do several things to ensure their own safety, their neighbors' safety, and to help minimize property damage and personal injury including:

1. Be responsive to the CERT Coordinator if and when a disaster or emergency arises.
2. Have on hand a complete emergency kit and a first aid kit.
3. Know where and how to shut off utilities and conduct routine home site maintenance to help minimize the possibility of damage to property.

(16) Agencies and Resources

The following is a partial listing of contact agencies that supplied information for this guide and may be able to provide additional emergency information. Local and emergency contacts that may be helpful to Residents are also listed.

State and Federal Contacts:

- State-Federal Flood Operations Center: (800) 952-5530
- Office of the State Fire Marshall: (916) 262-1870
- Department of Water Resources - Flood Forecasting: (916) 574-2612
- Department of Housing & Community Development (HCD), Sacramento: (916) 445-3338
HCD Southern Area Office, Riverside: (909) 782-4420
- California Emergency Management Agency (Cal EMA) for Tulare Co.: (559) 624-7495
- Western Propane Gas Association: (916) 447-9742
- American Red Cross: (916) 368-3130
- Earthquake Preparedness Center of Expertise: (415) 744-2809
- California Mobilehome Resource & Action Association: (408) 244-8134
- National Weather Service: (916) 979-3041

Local Contacts:

- SoCal Edison: (800) 655-4555
- The Gas Company: (800) 427-2200
- Cal Water Services: (559) 624-1600
- Comcast Xfinity: (800) 934-6489
- City of Visalia Solid Waste: (559) 713-4499
- City of Visalia Animal Control: (559) 713-4957

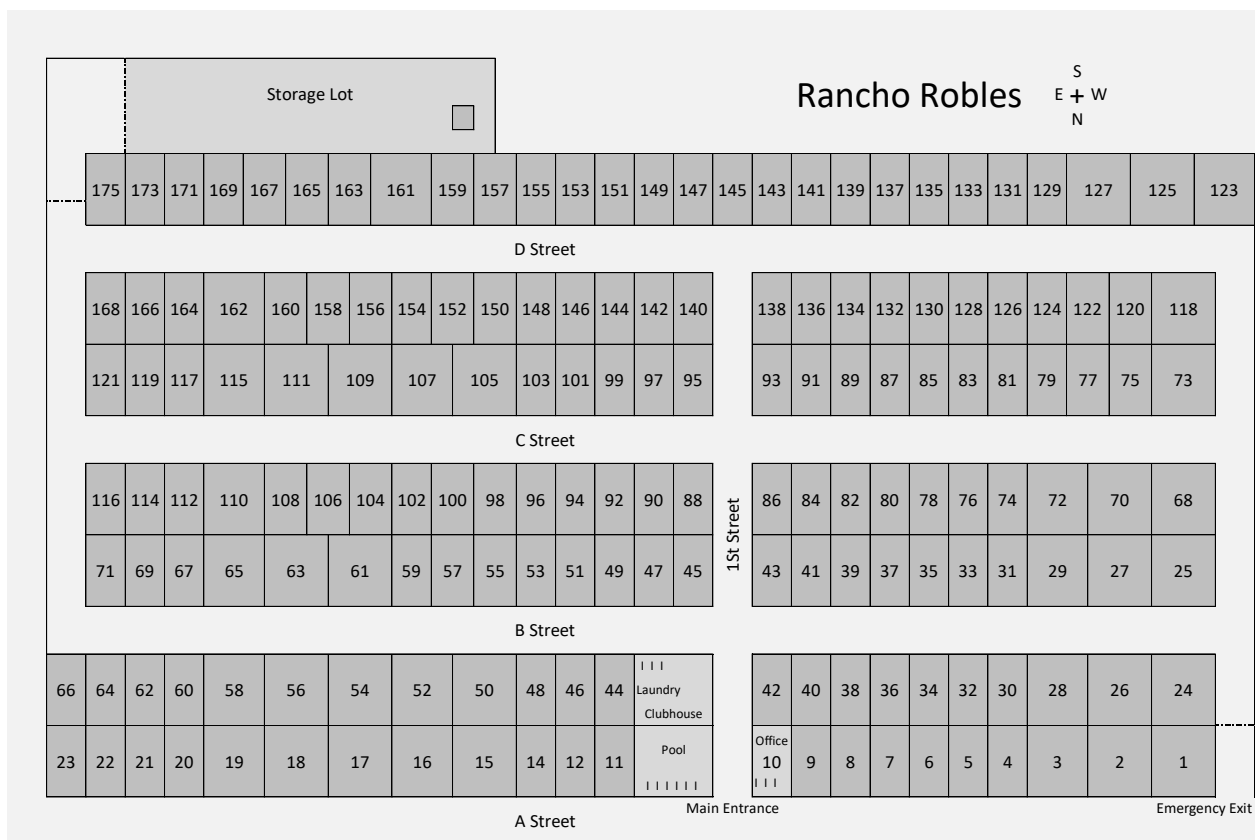
Emergency Services:

- Rancho Robles 24-Hour Emergency Communications Center: (559) 688-2681
- Visalia Police Department: (559) 734-8117
- Visalia Fire Department: (559) 713-4808
- Tulare County Sheriff's Department: (559) 591-5810
- Tulare County Information and Referral: 211
- Kaweah Health Medical Center: (559) 624-2000
- Ambulance: 911

(17) Evacuation Plan, Exit Areas, and CERT

1. The Park has (2) exit areas, which are shown on the map below; the main exit onto A Street and the west exit gate onto A Street.
2. In the event of a disaster or emergency, residents on A, B, C, and D streets should use either of the two exits out to A street.
3. Temporary Evacuation Areas – clubhouse and pool deck adjacent to the clubhouse.
4. Full Evacuation Areas – Mooney Grove Park across A street to the north.
5. CERT – In the event of a disaster or emergency, the Park Manager will assemble (1) CERT team made up of (4) people; CERT Coordinator, Medical Coordinator, Search and Rescue Coordinator, and Communications Coordinator. The team will be responsible for the entire park.

(18) Park Map



(19) Natural Gas System – Notice of Public Awareness

This notice is to inform the residents of the hazards associated with the natural gas pipeline system located within the park and how to respond if a gas leak is detected. **Please read the contents carefully.** Our goal is to ensure that natural gas is provided to the residents for their personal use in a safe and reliable manner.

The park's natural gas pipeline system is owned, operated and maintained by the owner of the park. The pipeline system is designed to distribute gas to the residents, which is commonly used for heating and cooking. The gas pipeline system is operated and maintained by qualified individuals in accordance with the park's Operations and Maintenance Plan, which contains procedures for safely operating, maintaining, and monitoring the system. The California Public Utilities Commission inspects the gas pipeline system for compliance with federal rules and regulations.

Gas can leak from pipeline facilities damaged due to corrosion, outside forces, natural events, or equipment failure. Because natural gas is a flammable commodity, gas leaks under certain circumstances have the potential to cause harm.

The gas system is leak surveyed annually. All hazardous leaks are repaired. All main valves are inspected to ensure they are operable. The gas system is patrolled on a routine basis to ensure that hazardous conditions such as atmospheric corrosion, improper care of discontinued services and customer lines, and inadequate support of meters and pipeline components are noted and corrected.

The gas pipeline system is susceptible to damage due to outside forces such as those caused by excavation, vehicular traffic, or excessive loads placed on meter set assemblies. In addition, restricted access to main valves and meter set assemblies could result in severe consequences in the event of emergency.

The greatest risk to underground gas pipelines is damage caused during excavation. Even a minor impact with the pipeline, could cause a dent or damage to its coating resulting in a leak. **Notify the park manager before you dig.** Do not park vehicles near gas meters or pipelines that are not protected by barriers. Do not remove meter supports or place heavy items on top of meter set assemblies. Do not restrict access to main valves or meter set assemblies. Be aware of the following:

- Odor: Natural gas is colorless, odorless, tasteless and non-toxic. An additive, Mercaptan, in the gas gives it a distinctive odor similar to rotting eggs or sulfur.
- Vegetation: Natural gas leaking from an underground pipeline can destroy vegetation by starving the roots of air and water. An unusual dry patch of vegetation, within an otherwise green area, could indicate a below ground gas leak.
- Sound: A blowing, hissing sound could indicate the presence of a gas leak.
- Bubbling Water: Gas leaks on underground pipelines in flooded areas may cause bubbles in the water as the gas rises to the surface.
- Fungus-like Growth: Gas leaks in valve boxes or manholes may develop a fungus-like growth that is generally white in color.

Do not light matches, cigarettes, or any device that may generate a spark such as electrical switches, cell or landline phones, doorbells, automobiles or engines. Extinguish all flames, evacuate the building to a safe distance, and turn off gas if feasible.

To report a gas leak, call (559) 688-2681 and inform park personnel of the situation and the location of the leak. Do not make the phone call from the area where the gas leak is present.

For additional information contact the Park Manager, or visit the websites of the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration at www.phmsa.dot.gov, or the California Public Utilities Commission at www.cpuc.ca.gov