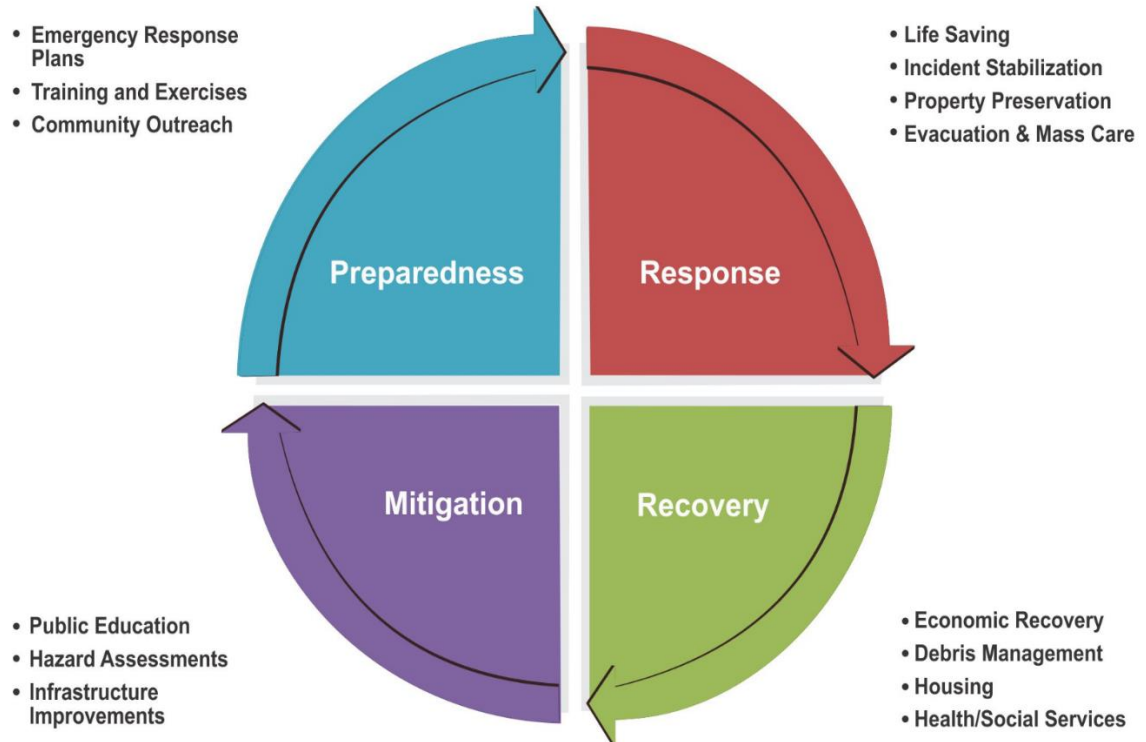


## Phases of Emergency Management

The four phases of emergency management employed before, during, and after an incident are identified as Preparedness, Response, Recovery, and Mitigation. The chart below delineates these phases.



### a) Preparedness

The preparedness phase involves activities undertaken in advance of an emergency. The Plan is in effect at all times to provide authorization to accomplish essential emergency preparedness activities. These activities will improve response to disasters.

The following actions are examples of the planning/**preparedness** activities conducted under this phase:

- i. Develop and revise emergency plans and hazard analyses
- ii. Identify roles and responsibilities
- iii. Train response personnel
- iv. Conduct exercises to validate the planning process
- v. Improve **and implement** public information and communications systems
- vi. Encourage emergency preparedness among all residents

The Villages employees who are assigned emergency preparedness and response responsibilities will participate in the development and maintenance of standardized emergency operating procedures and support of the VEOC. Such operating procedures will provide for coordination and communications throughout Villages, with emergency response agencies, and with various other organizations.

These emergency procedures will address the following elements:

- i. Provisions to support, maintain, staff, direct, and control The Villages resources during the time of a major disaster
- ii. Specific emergency actions that will be assumed by staff and designated successors during emergency situations
- iii. The Villages personnel notification/recall rosters, procedures, and the means to implement them
- iv. Reporting **by available EPC volunteers** of appropriate information (casualties, damage observations, evacuation status, water and /or gas leaks, chemical exposure, etc.) to the VEOC during an emergency
- v. Support of clean-up and recovery operations following disasters
- vi. Training of assigned response **personnel** to augment emergency functions

The Villages will take appropriate action to increase readiness as a crisis begins to develop. Actions taken during the buildup of a crisis situation are designed to increase The Villages' ability to respond effectively to a disaster.

The Villages services, departments, and divisions should consider increasing their readiness for an emergency upon the issuance of a credible alert, warning, or advisory that could impact The Villages. Actions to be accomplished during this phase include, but are not limited to:

- i. Inspect critical facilities
- ii. Review and update emergency plans and operating procedures
- iii. Brief executive management and the policy groups (ABOD, CBOD, HBOD)
- iv. Test communication systems
- v. Create accurate/timely emergency public information notices
- vi. Accelerate training of primary and back-up staff **and volunteers**
- vii. Mobilize resources

## b) Response

### i. Pre-Impact:

During the pre-impact portion of the response phase (such as with an approaching wildland fire), The Villages Management/EPC personnel (when available) will begin to coordinate emergency response activities. When The Villages recognizes the likelihood of a pending disaster, actions will be taken to protect lives and property first. The level of response necessary will be determined based on anticipated effects of the pending emergency.

#### Actions:

- Disseminate warning and emergency information, and other recommendations for protection to personnel and The Villages community
- Survey and report the emergency situation
- Marshal, allocate, and position personnel and equipment
- Assist authorities with their mass care needs for the community
- Assist in controlling the locations and movement of people as directed by local authorities having jurisdiction
- Establish **transit** access controls, and erect traffic barricades
- Protect, control, and allocate vital Villages resources

- Advise the City of San José Office of Emergency Services (OES) of the possible impacts to The Villages
- Restore or activate essential Villages' facilities and systems
- Activate the VEOC using guidelines established in the *EPC Operations Manual*
- Coordinate Villages activities with San José's CERT for additional assistance, if possible
- Assist in the evacuation of the community at the direction of the authority having jurisdiction

**ii. Immediate Impact:**

During this phase, emphasis is placed on protecting lives and minimizing the effect of the disaster. Actions will include utilization of ICS, SEMS, and NIMS, and may include response from local public safety agencies.

Actions:

- Monitor the incident
- Establish Command Posts if necessary, and/or activate the VEOC
- Notify EPC Volunteers that the VEOC is operational
- Notify the City of San José OES when the VEOC is operational
- Notify residents of emergency precautions and/or actions and issue approved emergency instructions to the community as necessary and as directed by the City, General Manager and/or EPC Chair/designee

**iii. Immediate Emergency:**

If an emergency occurs without warning (e.g., an earthquake), the VEOC will be activated as rapidly as conditions permit.

Actions:

- Issue Villages specific emergency information to the community **and communicate with EPC Sector Chiefs via the MURS radio communications system**
- Issue emergency instructions to the community as directed by the City, General Manager and/or EPC Chair
- Assist local authorities as directed
- Implement the actions listed under "Immediate Impact" above (II,3,b,ii)

**iv. Sustained Emergency:**

As the emergency continues, efforts are made to reduce secondary damage. Regional or statewide mutual aid may be requested by the City of San José **and/or The Villages Management** to assist authorities with these efforts, and support centers may be established.

**c) Recovery**

The recovery phase is a process to restore The Villages to a pre-emergency, condition, and includes measures such as investigation and cleanup of remaining hazardous substances, physical restoration and reconstruction of damaged facilities and the environment, counseling of victims, and providing health and safety information. Post incident critique and follow-up are considered an important part of the recovery phase and are conducted as soon after the emergency event as possible. The recovery process is normally managed by the VEOC Incident Commander in close coordination **with Management and other VEOC Directors**, and The Villages Club Board of Directors.

**d) Mitigation**

The mitigation phase is the ongoing effort to prevent or reduce the impact that a disaster event will have on people, property, and the environment. Specific hazard mitigation plans are prepared following a disaster, which reflect the current risk and priorities specific to the disaster. Mitigation planning also includes a review of ways to eliminate or reduce future disasters.