



2021 ANNUAL REPORT

INTRODUCTION

The leadership developed the prioritized Recommended Actions listed below. Also, during the year, EPC recruited several new leaders: a new Director of Publicity, Arlene Versaw; a new Director of Aid Stations, Lorraine Silva; a new Recruitment Co-Director, Debbie Chambers; an additional member of the Secretariat who will handle meeting minutes, Daphne Luht; and two new Co-Directors of our Emotional Support Team, Amy Meier and Hilary Nethers.

ANNUAL GOALS

The EPC leadership adopted the Objectives+Actions for 2021 listed immediately below and consistently collaborated all year to successfully achieve most of them. Despite the limitations of the pandemic restrictions, the leadership was able to meet regularly and therefore only a couple actions could not be accomplished. Also, the committee was able to complete the draft of *The Villages Emergency Operations/Response Plan* and submitted it to the Club Board of Directors for study/consideration.

OBJECTIVES+ACTIONS FOR EPC LEADERSHIP: 2021

12/31/21

Priority	Objective	Action	Who	Target Mon.	Status
1	Improve administrative procedures and operations	a) Facilitate the creation of a Villages <i>Emergency Response Plan</i> (High)	EPC Leadership	Dec.-June	√
		b) Involve VMA Social Worker with EPC's EST	Lalita+Nan	TBD	Not completed
		c) Revise Area/Sector Damage Assessment forms and update in DMS	EPC Leadership	May	√
		d) Recruit additional Directors, Sector Chiefs and Area Reps (High)	Vera+All	Ongoing	In process
		e) Follow up of 2019 inventory of all Aid Stations & communicate to Sector Chiefs	Sector Chiefs	March	√
		f) Implement re-activation actions: assess volunteer drop-outs; recruit replacements	Sector Chiefs	Ongoing	√
		g) Conduct a practice "drill" without the residents: just EPC volunteers at the Aid Stations	EPC Leadership	NO	√
		h) Recruit members for a Language Support Team and meet (High)	Vera	July	√
		i) Analyze practicality of moving EOC to Cribari (High)	Adrien/Bill	July	√
		j) Write/publish in <i>The Villager</i> and in <i>Fast Lane</i> an article explaining Drill procedures	Diane	September	√
		k) Sector Chiefs obtain & distribute cell phone numbers of Area Reps for texting purposes	Sector Chiefs	Ongoing	√

Priority	Objective	Action	Who	Target Mon.	Status
2	Improve EOC Operations/ Responses	a) Conduct table-top exercise for all those in EOC including communicating to Medical Center & Food Service Team (High)	Directors	July	√
		b) Move EOC operations from Corporation Yard to Cribari Plaza (High)	Directors	July	√
3	Conduct trainings for Sector Chiefs and Area Reps and Villagers	a) Distribute drill documents checklist+reporting envelopes to Sector Chiefs	Bob+Duane	Sept.	√
		b) Incorporate Zoom meeting recording into training	Bob	Ongoing	√
		c) Schedule and coordinate two CPR/AED trainings	Diane	July	√
		d) Schedule and coordinate CERT classes (none available for District 8)	Judy W.	July	√
		e) Schedule and coordinate trainings for Sector Chiefs & Area Reps, including use of radios and filling out forms	Judy W.	Sept-Oct.	√
		f) Organize & implement 1 Resident Emergency Preparedness session and set up information on TV (Channel 27)	Bob	September	Not done
4	Improve communications between Sector Chiefs and radio operators and with Villagers	a) Implement regular radio trainings	Adrien	Ongoing	√
		b) Revise forms as necessary	Bill P.	Sept.	√
		c) Publish articles periodically in <i>The Villager</i>	Arlene V.	all year	√

AID STATIONS TEAM

Lorraine Silva has volunteered to fill the position of Aid Station Director. She has maintained organization of the stations and added materials as needed. **Bernice Toy** has agreed to assist as needed.

Submitted by **Lorraine Silva**

COMMUNICATIONS TEAM

The Communication Directorate of EPC is supported by the members of the Villages Amateur Radio Club and is led by co-chairs **Adrien Fournier** and **Bill Pomeranz**. 2021 was a challenging year, but in spite of the Covid restrictions significant progress was made:

1. The communications forms were redesigned and tested; Further effort is planned for 2022.
2. Three tabletop exercises and an after-Drill review were conducted which resulted in a number of revisions to our processes.
3. The Annual Drill was conducted in the Cribari Plaza. A number of improvements were identified which will be implemented in 2022.

An antenna was installed next to the Sequoia Room to enhance our ability to communicate to Olivas.

Submitted by **Bill Pomeranz**

EMERGENCY SHELTER TEAM

This team participated effectively in the Annual Drill.

Submitted by **Garry Ashby**

EMOTIONAL SUPPORT TEAM (EST)

1. The EST held 2 meetings in 2021: on 7/26/2021 inside and on 10/18/2021 outside following the EPC drill on 10/18/2021.
2. Lalita and Nan welcomed two new co-directors: Hilary and Amy who will take over as of 2022.
3. All but one unknown member completed the Voluntary Vaccination forms.
4. Eleven EST members participated in the 10/18/2021 EPC drill.
5. EST added 3 new members this year (Hicks, London, Nguyen).
6. EST removed 3 members for non-attendance. One other resigned.
7. L. Batra made contact with the VMA office and requested that their social worker be available for our EST meetings.
8. At the 10/18/2021 meeting after the drill, it was decided to purchase various items including: 8 headlamps with batteries; 6 pairs of folding scissors; stapler plus staples; package of paper clips; package of 5 sharpie marking pens; set of blank name badges; package of carbon paper; 6 letter sized clipboards; and one waterproof box to store these items. These purchases were made for a total cost of \$134.07.
9. Various other recommendations were detailed in the 10/18/2021 EST minutes.
10. EST continues ongoing recruitment for new members.

Submitted by **Lalita Batra & Nan Holmes**

ENGINEERING TEAM

This team participated effectively in the Annual Drill.

Submitted by **Tom Lance**

FOOD SERVICE TEAM (FST)

During the past year the FST took time to assess opportunities to be more effective in supporting Villagers in an emergency. After much thought and discussion, we proposed establishing an emergency 'go to place' for support. The Gazebo Park was proposed as being most suitable as the rendezvous point. It is outdoors and has essentially unlimited expansion space. It is also fairly accessible and central to all the Villages. For the Annual Drill the refreshments were simplified to water and cookies - adequate and well received.

Submitted by **Ann Berg**

MEDICAL TEAM

The EPC Medical Team this year focused to two things. (1) The first was making sure that all the equipment in the Medic Shack was up to date. This included checking the rolling red bags, which are our go-to bags, and are used when we go out on an EPC activation. Co-medical Directors Fran Schumaker and Ray Struck assumed responsibility for checking the Medic shack and the rolling red bags. Batteries were checked to make sure there was no corrosion or leakage. We had to replace several sets of batteries. We also checked to make sure that all the walkie talkies were in working order. Each bag was checked to make sure all the bags contained the same equipment. A list of all the equipment was included with the various forms on the clipboard found in each bag. (2) The second thing the Medical Team focused on was Communication. During the pandemic and the restarting of EPC, it was important to communicate with our Medical Team members. We updated our lists, kept members informed of what was going on in terms of EPC's activation status. We also kept the team informed about all the changes that were going on in regards to the central location of the drill and how and where it was to be carried out. Next year, we would request that the

Medical Team, in concert with the Emotional Support Team, design our own scenarios and recruit our own volunteers. We can coordinate this with the larger, overall disaster scenarios taking place.

Respectively submitted by Co-Medical Directors, **Ray Struck** and **Fran Schumacher**.

PET COORDINATION

Our Coordinator of Pet Care, **Jean Corrigan**, made it known in *The Villager* that Pet Rescue Stickers are Available for free. These window stickers let first responders know that there is a pet(s) within the residence. An assistant coordinator is in the process of being recruited. Submitted by **Jean Corrigan**

RECRUITMENT TEAM

Membership: Sad that we have lost eleven Sector Chiefs in the past year (12/1/2020 – 55; 12/1/2021-44.) Number of Area Reps remains almost the same (314 in 2020 and 312 in 2021.) Recruitment for EPC volunteers was definitely impacted by the pandemic shutdown in 2020 and 2021. New residents continued moving in. So, beginning in January 2021, emails were sent to Sector Chiefs advising of potential volunteers in 114 households; 20 new residents signed up. Unfortunately members left, too. Over the years EPC has benefited from the long-time participation of many members who are no longer able to serve for various reasons. We accept their resignations with appreciation for their service.

Significant EPC recruitments in 2021:

- **Lorraine Silva** – new Aid Station Director and **Arlene Versaw** as EPC’s Publicity person. Without a doubt both Lorraine and Arlene stepped into their roles immediately and we have all benefited from their on-going efforts for EPC.
- **Debbie Chambers** joined EPC’s Recruiting Team in September 2021, and within a matter of days she began recruiting new members, even contacting people without phone numbers. She makes direct contact with the new residents and as she recruits new members she advises the appropriate Sector Chief (or Team Leader) and informs Delma Juarez so the EPC database can be updated. Her infusion of energy has been invaluable on the Recruiting Team.

Recruiting Aids:

- **2021** - A huge vote of thanks to EPC Directors (Bob Dolci, Diane Finley and Duane Jones), and to our new Training Director Judy Wessler, for holding several special events last Fall with several Sectors to bring in and train new EPC members. Delma Juarez provided admin support through the whole series. Hats off to all the energetic team members.
- **2022** – On-going Recruiting sessions will be held with each of the Sectors in the coming months with the goal of revitalizing the Sectors and ensuring that residents understand EPC and their role in any forthcoming disaster. A new EPC Recruitment Flyer has been developed, and the EPC Recruiting Website is being updated.

Submitted by **Vera Buescher**

SECRETARIAT+DATA

The Secretariat Team continued to support EPC Leadership, Directors, and Sector Chiefs during 2021 with administrative services.

Nick Yannaccone offer valuable tech support for the organization by maintaining the health of the EPC Records Database and Document Management System. Monthly, Nick updated the resident changes in the records database from the information received from Villages Public Safety and thereafter sending a list of resident changes to Sector Chiefs who have requested the list.

Paula Fournier recorded the minutes for the EPC meetings and distributed the approved minutes to The Village General Manager.

Daphne Luht joined the Secretariat Team September 2021 as the VEOC Registrar and was able to assist during the Annual Drill with registering folks as they came to the Emergency Operations Center. She is a welcome addition to the Secretariat Team.

Delma Juarez maintained the accuracy of the EPC System and MailChimp with additions, deletions and changes for EPC volunteers. There were 283 changes made in the EPC Records Database in 2021; as changes occurred an updated *Activation/Contact List* was distributed to EPC Leadership, Directors, and Sector Chiefs. To assure appropriate identification of EPC volunteers 154 new and replacement badges were made and distributed. Attendance for the monthly EPC meeting was done and was able to identify the Sectors in need of additional support and volunteers. The Document Management System (DMS) was revamped and each document reviewed, updated, or deleted thereby simplifying the use of the DMS for the EPC volunteers Nick Yannaccone continues to offer Tech Support for the EPC organization. In addition to his regular duties, his major accomplishment for the year was the automation of the updating of residents each month in the EPC Records Database using the information received from Villages Public Safety. This resulted in time savings and less errors than the previous manual method. Submitted by **Delma Juarez**

SECURITY TEAM

The Security Team was able to recruit two more members during the year. The team participated effectively during the annual drill. Submitted by **Michael Diltz**

TRAINING

As of the beginning of 2021, Judy Wessler is the new Director of Training. Several of the online training videos were updated and are continuing to be available to all EPC volunteers to access at any time. Two in-person trainings were held for Sector Chiefs and two for Area Reps in the fall prior to the Annual Drill. These trainings reflected the updated procedures and documents.

Five EPC members attended the City of San José sponsored Community Emergency Response Training, which is a great asset to the EPC. Finally, we held one First Aid class which was attended by 14 EPC volunteers. Submitted by **Judy Wessler**

ANNUAL DRILL

The annual Villages-wide Emergency Prepared drill held on October 18th can be seen as a big success, even though a number of issues need to be rectified and or clarified. Here is a list of the significant accomplishments:

1. The Villages Emergency Operations Center (VEOC) was enlarged and relocated to the Cribari Center Plaza. This move consolidated all managerial activities for emergency operations (e.g., medical and emotional support services, communications, engineering, security, housing, etc.) to the Center Plaza. This move also facilitated better communication processes between the Incident Commander and the Specialty Team members--a fact that was praised by the representative of the San José Office of Emergency Management.
2. All appropriate staff and EPC leadership members were present in the VEOC and active during the drill.
3. The Net Controllers were able to communicate with all 25 sectors, even though there was significant static/interruptions from other sources.
4. The Area Reps in all sectors were able to assess the status of almost all of the residences in The Villages. They discovered that 1,857 (73%) of all residences had an OK sign displayed.
5. Almost all the Specialty Teams were involved and successfully resolved a number of practice scenarios and successfully reported back to the Incident Commander the status of their work. Other scenarios

that were planned for the Housing and Pet Specialty Teams were not implemented either because of a lack of communication or a lack of volunteers.

6. The drill was carried out with a great enthusiasm by all volunteers, which was exemplified by large number of folks who participated in the post-drill hotwash, evaluation session. The list of suggested recommendations mentioned during the hotwash follows.

POST-DRILL '21 RECOMMENDATIONS

- Place signs indicating the VEOC location.
- Have VEOC participants sign in at the Registration table and relocate it under the walkway near the Net Controllers
- Request a few golf carts from the pro shop, which can be used by Specialty Team members going from the VEOC to the incident sites
- Consider eliminating the 2nd column from left on the Sector Damage Assessment form: not needed
- Revise the VEOC message form: include signature line for Specialty Team member who responded to incident and add a checkbox to indicate that the Sector Chief was notified. Perhaps use the AARL Radiogram as a model.
- Site Net Controllers at separate tables, provide them with an enlarged map of The Villages and a scribe, whose role is clearly defined.
- Consider revising the Net Controllers' Log-in form
- Purchase a plug-in receptacle tester in order to easily see with colored lights if a receptacle is live
- Have tool kits (2), wide tape to hold down cables, and cable ties for Communications Team
- Upgrade black antenna bases to replace the metal tripods; also purchase extension masts to replace the flimsy pipe and "broom handle" masts
- Have guy ropes with rings and sandbags available to stabilize the antennae
- Fix communication problems between Olivas and the VEOC: antenna placement (use antenna analyzer), switch to channel #1, move aid station....
- For the Area Reps+Sector Chiefs: tape the Quick Reference Guide to the back of their clipboards.
- Provide the Sector Chiefs with a copy of the VEOC message form or another aid so they know what they need to communicate about every incident to the VEOC
- Provide the Sector Chiefs with another manila envelope for Area Damage Assessment forms in case of an extended event or aftershocks considered as separate events
- Have the Specialty Team members use the original (not the yellow copy) of the VEOC message form
- Provide the Emotional Support Team with the complete list of street addresses used by Medical Team
- Recruit additional Area Reps for Sector 14 and others, too
- Tape down the wires running to the antennae
- Purchase head lamps for Sector Chiefs and some Area Reps
- Purchase solar lights for VEOC to be temporarily installed on lampposts (or elsewhere) during an emergency event.
- Have a single basket for VEOC message forms at IC table with EPC Chair/Co-Chairs working on these together.
- From the Office of Emergency Management:
 - In a real emergency, move those needing attention by First Responders to a triage center ("field hospital") near the main entrance.
 - Investigate with the Coroner's office how to best handle deceased residents. Locate deceased persons in another central location.
 - Continue to check on the injured who are ambulatory and able to return home.
- From Management:
 - Provide radios for Julia M. and Tom M.
 - Recruit more security and engineering volunteers
- Have a practice drill for the Sector Chiefs to work with their Area Reps
- Make the scenarios available much earlier before the drill and actively recruit victims—maybe from the Villages theatrical group

- Have a Tabletop Exercise training for the Communications Team in July and a few days before the drill

EPC leadership used the evaluative comments from this year’s drill to formulate the Goals that we will work on during 2022. These recommendations are also reflected in the **Objectives+Actions for EPC Leadership: 2022.**

Priority	Objective	Action	Who	Target Mon.	Status	
1	Improve administrative procedures and operations	a	Implement Recruitment Sessions for all EPC positions (High)	Co-Chairs, Sector Chiefs	Jan.-Aug.	scheduled
		b	Involve VMA Social Worker with EPC's EST	Hilary+Amy	February	
		c	Provide Sector Chiefs with another manila envelope in case emergency event (e.g., aftershocks) extends to multiple days	Lorraine Silva	January	✓
		d	Sector Chiefs: tape Quick Reference Guide to back of clipboards & update Area Damage Assessment form on clipboards	Sector Chiefs	March	
		e	Recruit members for Language Support Team	Vera	Ongoing	ongoing
		f	Provide Emotional Support Team with complete list of street addresses, maps, name tags and first aid kits	Hilary+Amy	February	✓
		g	Define Role of Operations Section Chief & recruit person	Co-Chairs	January	in process
		h	Purchase head lamps for Specialty Team members & Sector Chiefs (2/\$14 on Amazon)	Co-Chairs	March	
		i	Update EPC website	Diane	April	
2	Improve VEOC Operations/ Responses	a	Revise VEOC Site Plan+procedures: registration, signs, forms, sign-ins	Bob	January	in process
		b	Purchase plug-in receptacle tester + portable solar powered lights + tool kits for Comm Team	Adrien	March	
3	Conduct trainings for Sector Chiefs and Area Reps and Villagers	a	Update training videos	Judy W.		
		b	Schedule and coordinate trainings for Sector Chiefs & Area Reps, including use of radios and filling out forms	Judy W.		
		c	Schedule and coordinate two CPR/AED trainings	Judy W.		
		d	Schedule and coordinate CERT classes	Judy W.		
4	Improve communications between Sector Chiefs and radio operators and with Villagers	a	Research best places/channels/antenna locations to enhance radio reception between SC, Net Controllers, Specialty Teams	Adrien/Bill	June	
		b	Upgrade antennae bases+guy wires	Adrien/Bill	March	
		c	Provide Sector Chiefs with info (Message Form) they need to communicate to Comm Team	Lorraine Silva	September	

Priority	Objective	Action	Who	Target Mon.	Status	
5	Improve Drill Preparedness	a	Hold practice session for Sector Chiefs + Area Reps	Co-Chairs	August	
		b	Design scenarios+make them available much earlier+recruit volunteers	Bill+Fran+ Hilary	August	
		c	Request use of golf carts from pro shop	Duane	October	
		d	Provide Net Controllers with Villages map+other helpful info	Ardien/Bill	October	
		e	Conduct table-top exercises for Comm Team+Medical Team+Emotional Support Team	Adrien/Bill	Aug.+Oct.	
		f	Revise how IC+Co-Chairs handle Message Forms	Co-Chairs	Nov. '21	√
		g	Tape down wires to/from radio<-->antennae	Ardien/Bill	Oct. 17	
		h	Have Specialty Teams use original copy of Message Form	Incident Commander	Oct. 17	
		i	Provide radios to Julia M. & Tom M.	Adrien/Bill	Oct. 17	
6	Improve Communications to Villagers	a	Publish articles periodically in <i>The Villager + Fast Lane</i>	Arlene	all year	ongoing

BUDGET/EXPENSES

Listed below is the final Budget+Actual Expenditures for FY2021.

GL #: 8230

6/30/21

ITEM	BUDGET	SPENT	BALANCE	% SPENT	NOTE
Administrative/copying/supplies	\$1,000.00	\$307.75	\$692.25	30.8%	1
Aid Station Cabinets & Supplies	\$800.00	\$3,070.68	-\$2,270.68	383.8%	2
Communication Equipment	\$1,100.00		\$1,100.00	0.0%	3
Database hosting	\$700.00	\$366.88	\$333.12	52.4%	4
Emotional Support	\$300.00		\$300.00	0.0%	5
Engineering	\$100.00		\$100.00	0.0%	6
Food (drill debriefing+restocking)	\$1,200.00		\$1,200.00	0.0%	7
Housing	\$400.00		\$400.00	0.0%	8
Medical Supplies	\$500.00	\$66.08	\$433.92	13.2%	9
Phone Service	\$400.00		\$400.00	0.0%	10
Security	\$600.00		\$600.00	0.0%	11
Training: SJ Prepared (CERT)	\$1,000.00		\$1,000.00	0.0%	12
Training: First Aid/CPR	\$4,200.00		\$4,200.00	0.0%	13
Training: Sector Chief/Area Rep	\$500.00		\$500.00	0.0%	14
Contingency Reserve	\$2,200.00	\$1,676.33	\$523.67	76.2%	15
TOTAL	\$15,000.00	\$5,487.72	\$9,512.28	36.6%	

BUDGET+ACTUALS NOTES	#
50 Lanyards; pet safety signs; "canceled" sign; sheet protectors; printer ink (BB);	1
Shed: Aid Station #16; batteries; storage bins for all aid stations; bin labels+batteries; 25 tool sets; bleach; caution tape; lanterns/flashlights; water filtration bottles;	2
	3
Fees for web site, records database, DMS, SSL data protection	4
	5...8
Iodine, purell, hand wipes, Hydrogen Peroxide;	9
	10...14
Vests for Food Service Committee; 25 canopies	15

Respectfully Submitted by: Robert A. Dolci (Chair), Diane Finley, (Co-Chair), Duane Jones (Co-Chair)