



Directors' and Sector Chiefs' Training July 8, 2024, Foothill Center

Welcome, Roll Call, Photos

Mike asked Marie to do a verbal Roll Call. There were 46 people present. Directors present who have been approved by CBOD were Mike Ramer, Ed Munoz, Fran Schumaker, Odette Rojas, Parthenia Hicks, Mike Gilbert, Daniel Grim, Irene Browne-Grim, Andrea Butler, Ken Colaizzi, and Marie Colaizzi.

Mike said thank you to those who came early to have their photo taken, and if they did not have the photo taken, they can have it taken on the way out. This is for the EPC Fair and the slideshow will show each Sector Chief for 20 seconds and then move on. We will also show a little map that shows which Sector it is, where it is and who you are. So, it will be a great introduction to EPC and you, so please if you have not had your picture taken, please see Ed after the meeting and we will have that taken care of.

Meadowlands Fire

Mike stated we recently had a fire just outside the fence. He asked Ed to go over our role in this and describe the chain of events, and what we might have done better for the future. Ed explained that the fire originated in the Meadowlands and the biggest problem we had was letting people know what was going on. And the reason for that was we did not really know the current state of that fire. Fortunately, because of the time of the day, the topography and the response time, it did not threaten the Villages unless the wind changed direction. There was some confusion about whether the alerts went out in a timely manner. What we don't want to do is to cause panic, because, like the wildland fires that occurred in some ranges west of us a couple of years ago, some people sent out misleading information which did not originate from The Villages itself. We cannot send information out unless we truly know what is going on. Again, you want to report on the activity so it does not cause panic. We don't have the ability or permission to go out and send out any information. We need to work with the GM and Matt Hildalgo in Public Safety. We started getting alerts at 6 am and did not want to send out information without the fire department, police department and CalFire input. What we are asking you to do is to go out and see what is going on, and let Mike, Diane or myself know what you see. Until someone lets us know, we cannot let The Villages know. We have to be the first line to decide what and how to share the information.

Question: We saw it first and tried to alert Public Safety but Emergency phone in gardens did not work. This is the 3rd time we reported it. With so many helicopters it was difficult to hear and understand what was going on. That was not the best place to be but depending on where you begin and your vantage point you are going to see. What is the methodology you want to see? Mike said I prefer that you text any one of the three of us - me, Diane or Ed. We will check it out and put together a message to send to Matt and the GM.

Question: Would Area Reps be involved in reporting the fire, or would it be just Sector chiefs and you guys? Mike replied, if I get a text from anyone in this general area I am going to see and check it out. Once I know what I am seeing is what I heard I will call Ed and Diane. Anyone at all just get the word to one of the three of us.

Question: Are your cell phones in the directory? Yes, and also Ed has the Pulsepoint app where he can receive messages from San Jose Fire. It will advise him of any events going on in this area. Marie shared she used Pulsepoint for the first time last year and texted Diane right away. Pulsepoint also gives you a list of the events in the city itself, and communication through the app. Also, our phone numbers are on our Activation List.

Question: If there is a fire how do you alert us? Mike said if everyone needs to know they would send an alert through the Villages Alert System. He tried setting up a text distribution for this group but if you are not on iPhone, the phone cuts me off after 20, so it turned out not to be the best way. Nixle does still exist until August, and the Villages is working to put in a replacement.

Question: In your remarks you said Cobalt is the problem, can you expand on that? Response: Cobalt is not really the problem but it is still not live. Cobalt is live for the accounting, but the Bistro and some other programs are running ancillary to the old system for the next 6 weeks until we get all the kinks ironed out. The hope is that it can go out and do what Nixle is doing but until that happens we are still working on it.

Question: But the Villages has not yet advised the residents of these changes.... I saw a new account number the other day. They ought to let us know what is going on. Ed explained, they are having growing pains at the moment. We just need to be patient with that. But for emergencies, the best info will be from folks around us, you will be our best eyes and ears, and then from there we can get the info to GM and Matt and make a sound, rational decision so people don't go around panicking and shoot out the front gate simply because we did not have all the information. We would hate for someone to get hurt or worse if they acted on half-baked information.

Bob Dolci shared something that we have discussed before but we as Sector Chiefs need to be aware, namely the people in our Sectors who may need more assistance than someone else. For instance, this week I received an email from the daughter of a couple in Montgomery, and I told Daniel and Irene, that both of them have memory/dementia issues but the daughter does not live with them, so that is a classic example of what a Sector Chief needs to be aware of. I explained to her what we do in an evacuation and either partial or full, but these situations are something the neighbors need to be aware of and Sector Chiefs aware of them during an emergency.

Question: I am confused, how does the alert system work? Mike responded you contact us, we contact Matt for the GM who types out the alert and sends it. Ed added what will happen is that everyone will be alerted so it is important to tell the Villages GM and staff and decide how to announce this information. Right now we cannot alert only a portion of The Villages.

Question: In all this talk no one has mentioned 911 or Public Safety. Shouldn't Public Safety be telling you if there is a call for something? Shouldn't they know before you? Ed replied yes, you'd have thought that but with the fire that occurred they should have told Matt or the GM directly, but it was Mike and Diane who alerted Public Safety and told them you may want to send this information out. But the fire and helicopters had been going for some time, people had seen it, and Public Safety was not aware of it. It is going to happen on a weekend, holiday, nighttime so we need to advise them.

Question: If I see a fire the first thing I do is call 911 (Ed said yes), and that should be picked up by Public Safety as I understand it, I don't believe it but I understand it. Mike replied yes, they will hear it on their scanner but they will probably hear "There is a fire over there" w/o a street name. Ed added that in this case the fire was not in The Villages, but in Meadowlands. Mike said there will be only 2 safety officers working, both at the front gate.

Bob Dolci added, that in our Emergency Plan that we wrote, in case of a partial evacuation, we will notify the Sector Chief of the emergency in his area and the Sector Chief will get in touch with the Area Reps in their Sector. That is the protocol already in place. The Area Reps then go from house to house. Ed said we did not contact the Sector Chiefs in 1,2, 3 and 4 because the fire was not advancing close to their area. I could see that CalFire was putting themselves between the fire and The Villages and there was no danger to your groups. If the situation changed, the wind changed, I would have called the Sector Chiefs. Richard Holmboe said he was confused, he understood that in our plan for an evacuation that the sectors are called and the Area Reps go out and knock on doors. If we have a full evacuation we do not have a role in that. Bob Dolci stated that the key word was partial, a full evacuation we are not activated, but in a partial evacuation which could have affected Sector 1,2,3, and 4, we are activated. Richard said if I am in Sector 8 and we are given an order to evacuate, I

did not think we are activated but simply need to get out. That is confusing to me. Ed replied, if there is an order to evacuate that would come from an external agency – CalFire, San Jose Fire, Police – that you are in imminent danger and you need to move. We don't have that ability to tell people to evacuate. I am an advocate for finding a place of refuge in The Villages so we are not putting people out on the road. We need to be able to bring people into an area where they are safe, where we can keep account of them, but we don't have that agreement yet with The Villages new administration. But that does not stop us from sharing information internally. Where can we send people where they are safe and accounted for? Mike clarified that the Emergency Plan is on our website. Please familiarize yourself with it so you know what you can do at your level, read it so you know during an emergency how you can help those not ambulatory, not cognitive. Both you and your Area Reps need to identify them and know where they are located. We don't need to wait until October to do that, we should know this information now and keep track of new residents and their needs. Get those tools like Pulsepoint that will help you in an emergency to identify the situation.

Question: I can't keep track of neighbors moving out and in, I know of new neighbors but who else? To this point I do not know all the new neighbors. Mike replied yes, we have been sharing information on new residents with you but it has not been coming quickly.

OK Signs

Mike introduced Tom He said this is a little fun, but could help out at the right time. We tape the OK sign to the window facing the street, I have added something to it. If you have volunteers at night trying to determine if you are OK, they are moving fast. Maybe the sign falls off. Purchase little plastic stick-on picture clips, and put that on your glass, not tape, to hang your sign. Reflective tape would be useful so you can be spotted at night. Suggestion: It would be nice to have a card with a suction cup on it handed out at the Resident Orientation. Mike added that having the reflective tape could make your sign easier to see. This is a good idea, not mandatory.

EPC Fair Update

We all know that August 10, 1-4 pm is the EPC Fair. Mike will go through the chain of events as well as the volunteers we are looking for to help with the events. At 9:30 am we are asking for 6 volunteers to help set up the tables for the event, put on tablecloths. At 10:45 those 6 people will be joined by 4 more so we will have 10 greeters. Greeters will meet vendors as they come in, show them to their table, help with whatever needs to be done, maybe help them carry stuff from the loading zone in the circle to their tables, maybe help set up. You know our set up better than they them to parking. We are also looking for 6 traffic control volunteers who would be stationed at the traffic circle to help vendors unload and direct them to parking, not in the circle. Also, we expect Station 11 to bring the Fire Truck so we want to keep the circle clear, and the residents should not park in handicapped spaces in the circle. Over by the mail box is where we will station the fire truck so, in case of emergency, they are ready to leave. We are looking for 4 people to manage the go-bag door prize. Last year, it was very popular. We have moved it out front in the lobby so the line will not block the tables in the auditorium. We need 4 volunteers to help with the speakers' rooms, help them get set-up, give them water, direct to bathrooms, etc. We will need one volunteer for each room for each time slot so they get whatever they need. We need 2 people for the information table so that if there are any questions these people would be there to answer questions. We need 2 people to help at the Recruitment table. Anyone is welcome to come to the event and help or just talk to people. We need 4 volunteers to help participants load stuff back into their cars, and clean up the room and pack up so we can leave it the way we found it. All the lists will be in the back with Marie and she will help you sign up. Also, we have flyers at the back of the room. We hope the flyers will be distributed on or about August 1, 10 days before the event. We chose that date because it is close enough to the event it will spark their mind and they will remember, not too far in advance. If each of you will grab your stack of flyers that would be great. This might be a good time to engage your Area Reps, hand each one a handful to put in mail tubes. We have more up here for sectors without sector chiefs if you feel particularly ambitious.

Question: You said last year you and Bob were overwhelmed because people did not know their sector number, so are you going to have a sign you must know your sector number to participate? Mike replied no, this year

we are keeping it simple, no need to know the sector number. You just fill out the ticket with your name, address and phone number and go.

Question: We have this beautiful new AID Station with the number 19 on it and we are Sector 16. Mike said I will ask that that be corrected.

Question: Timing. Does it start at 9 am? No, it is 1-4 pm, some of the volunteers will get here at 9:45 am. The Go-Bag table will start at 12:45 pm. because Villagers tend to arrive early for things.

Question: Will there be snacks? Mike clarified there will not be a snack table, food and water have become more difficult to acquire, please bring your own. There will be some water for workers and speakers.

Next meeting will be August 12.

Meeting was adjourned at 10 am.

Respectfully submitted,
Linda McMullen
EPC Recorder/Administration