



The Villages Golf & Country Club

EMERGENCY OPERATIONS/ RESPONSE PLAN

May 31, 2022

Emergency Operations/Response Plan

Table of Contents

I. INTRODUCTION

1. Profile of The Villages Golf & Country Club	3
2. Description of the Emergency Preparedness Committee.....	3
3. Plan Introduction	
a) Overview and Intended Audience	4
b) Training and Exercises	4
4. Purpose, Objectives and Scope of Plan.....	5
5. Activation of Plan	6
6. Publication and Updating of Plan	7

II. OPERATIONS

1. How to use the Villages Emergency Operations Plan	7
2. Preparation for Activation during an Emergency	8
3. Public Safety Services.....	9
4. Organizational Structure	10
5. Emergency Operations Center Organizational Responsibilities.....	10

III. PLANNING

1. Introduction	12
2. Information Collection, Analysis, Dissemination	12
3. Emergency Alert System (EAS).....	13
4. Action Plan for Sector Chiefs & Area Reps.....	13
5. Emergency Action for EPC Leadership in VEOC & Medical Center	16
6. Evacuation Process.....	18
7. Ongoing EPC Meetings.....	19
8. EPC Annual Drill	20

IV. LOGISTICS

1. Identifying and organizing the types of resources needed	20
2. Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies	20
3. Providing communication planning and resources	21
4. Implementing Appropriate Responses to Specialized Needs.....	21

V. FINANCE	23
------------------	----

VI. RESPONSES TO SPECIFIC EMERGENCIES	
1. Earthquake.....	24
2. Wildland Fires/Local Fires.....	27
3. Flood	30
4. Power Outage/Shutdown	30
5. Police Emergency.....	37
6. Other Emergency.....	40
VII. GLOSSARY OF TERMS.....	42
VIII. ATTACHMENTS	43
1. California Emergency Services Act Definitions relevant to this Plan	
2. Outside Supporting Organizations	
3. Villages Resident Emergency Resources	
4. Phases of Emergency Management	
5. Department Policies and Procedures Relevant to this Plan (Sector Chiefs & Area Reps)	
6. VEOC Cribari Plaza 11-12-21	
7. EPC – Villages Evacuation Procedures 2-28-20	
8. Villages Map--Sectors+Exits+Aid Stations+Supply Sheds 4-4-22	
9. D-31 Policy on Backup Electric Power Systems	
10. After-Action Report format	
11. What Should I (As a Non-Involved EPC Villager) Do in an Emergency?	
IX. LIST OF FIGURES	43
#1 Emergency Response Flow Chart.....	11
#2 The Villages Emergency Response Flow	14
#3 Regional Event.....	16
#4 Evacuation Event.....	18
#5 Response to Specific Emergencies.....	24
#6 Response to Wildland Fire/Local Fires/Flood	29
#7 Response to Power Outage/Shutdown.....	36
#8 Response to Police and Other Emergencies	39
X. REFERENCE DOCUMENTS	
1. EPC - <i>Emergency Action Manual for Sector Chiefs</i>	
2. EPC - <i>The Villages EPC Operations Manual</i>	
3. Villages Employees - <i>The Villages Employee Disaster Plan</i>	
4. Villages - <i>The Villages Golf and Country Club Disaster Plan</i>	
I. INTRODUCTION	

In the event of an emergency and volunteers are available, all individuals involved are to follow this Plan. However, if government entities and/or sworn personnel are on site, they are in charge. They may choose to request assistance from The Villages staff and/or Emergency Preparedness Committee (EPC) volunteers. In that instance various sections of this plan will apply.

1. Profile of The Villages Golf & Country Club

The Villages Golf and Country Club, an active 55-plus community is situated in the beautiful Evergreen foothills of San José, CA. The Villages is a private, secluded, gated community, located in Santa Clara County and established in 1967. The Villages is comprised of 2,309 condominiums and 227 single-family homes.

The three California corporations that are responsible for the governance of The Villages are “The Club Board of Directors” (CBOD), “The Association Board of Directors” (ABOD), and “The Homeowners Board of Directors” (HBOD). The Club Board of Directors of The Villages G&CC is responsible for the management of Club operations which include all recreational, social, and cultural events in operation at The Villages.

The CBOD maintains streets, the community centers and adjoining swimming pools, the Clubhouse/Pro Shop complex, the two golf courses, tennis courts, pickleball courts, and other facilities.

The ABOD is responsible for the management of the 2,309 condominiums and associated common areas, including the maintenance of the condo common elements, such as exterior walls, roofs, and landscape. The Association carries property damage, earthquake and liability insurance for all buildings within the condominium area. The ABOD is a Common Interest Development organization, and all State rules/regulations appropriate to this Plan would apply.

The HBOD consists of 227 single-family homes dispersed throughout The Villages and is responsible for governance of the single-family homes.

The staff at The Villages has the basic responsibility for the safety and well-being of its own employees. This plan provides operational guidelines in case of a local emergency or state of emergency.

The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) have authority over the actions of EPC and may issue directions to EPC to take, or not take, when EPC is activated. EPC will serve as leaders in the VEOC under the guidance of Villages Staff.

2. Description of the Emergency Preparedness Committee

The Emergency Preparedness Committee (EPC) is a Villages Club Board committee comprised entirely of volunteers who organize and train Villagers so they can help each other in the event of a major emergency or natural disaster, such as an earthquake.

EPC’s mission is to preserve life and property during a disaster and to support Villagers’ health and safety during the emergency period following earthquake, fire, extreme weather,

power outages, or other disaster event.

EPC divides The Villages into 25 sectors, each of which has one or more Sector Chiefs who organize and train several Area Representatives. **In an emergency and if volunteers are available**, Area Reps are responsible for checking on Villagers in their respective sector areas during an emergency and reporting back to their respective Sector Chief. As necessary or applicable in the event of a partial evacuation, EPC leaders (**if and when available**) will help direct Villagers to another on-site facility/location for their safety.

EPC sponsors on-site Disaster Response classes taught by San José Prepared, Red Cross CPR and First Aid training. Also, EPC provides disaster preparedness information to all new residents and facilitates an annual earthquake preparedness drill involving all Villagers.

EPC is responsible for the preparation, updating/maintenance and publication of this Plan. The Plan will be reviewed, as necessary, and all revisions will be reviewed by **Management Staff** (The Villages management office personnel) and submitted to the Club Board for approval.

3. Plan Introduction

a) Overview and Intended Audience

This Plan provides a general overview of The Villages' approach to emergency operations. It identifies emergency response policies, describes the response and recovery organization, and assigns specific roles and responsibilities to staff and Villages' volunteers. This Plan has the flexibility to be used for all emergencies and is intended to facilitate response and recovery activities in an efficient and effective way.

This Plan also describes the role of the Villages Emergency Operations Center (VEOC) and the coordination that occurs between the Villages staff, EPC volunteers and external entities, such as the Red Cross and governmental jurisdictions.

This Plan incorporates the concepts and principles of the California Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS).

During an emergency event that requires the activation of The Villages Emergency Preparedness Committee, EPC leaders (**when available**) and Villages staff assigned to the Villages Emergency Operations Center (VEOC) will direct all responses to The Villages on-site emergency and will coordinate, as necessary, with the City of San José and the County of Santa Clara for resources and mutual aid.

This Plan is specifically designed for the personnel (EPC leaders and Villages staff) responsible for the operational activities of the VEOC. This Plan is for use by the personnel assigned responsibilities in this Plan and they are expected to have a working knowledge of functions and actions described herein. In addition, this Plan is intended to provide all Villagers with an understanding of The Villages' limited role in a disaster. (For further information for all Villagers, refer to Attachment #11: *What Should I (As a Non-Involved EPC Villager) Do in an Emergency?*)

It is recommended that all staff and residents of The Villages be prepared for an emergency at home and in their car that can sustain them for at least 72 hours or longer. Also, all attempts should be made to secure tall furniture to the wall and heavy objects

placed on bottom shelves. Consolidating important papers for easy retrieval during an emergency or evacuation is important, especially when dealing with FEMA and/or insurance companies.

Portions of this document contain sensitive information pertaining to the deployment, mobilization, employees, and resources used in response to emergencies. Although portions of this plan will be available for public review, certain sensitive portions that include personal information or information with significant implications on other agencies have been placed in attachments that are not available for public view.

b) Training and Exercises

The main objective of The Villages emergency management organization is to **promote emergency preparedness among the Villagers and lead** an appropriate and efficient response during an emergency event. Training is essential in preparing Villages' personnel to respond effectively to emergency situations. Elements of this training include participating in on-going training, orientation seminars, regular meetings, tabletop exercises, and full-scale exercises (Annual Earthquake Preparedness Drill). Exercises provide the opportunity for personnel to become thoroughly familiar with the procedures, facilities and systems used in emergency situations.

Orientation Seminars are used to introduce or refresh participants to planning and procedures. They may involve lectures, panel discussions, media presentations or case studies.

Regular Meetings provide volunteers and staff with the opportunity to be updated on policies and procedures, recruitment, supplies, operational activities, and forms. EPC volunteers will also provide regular disaster preparation sessions that are made available for any interested Villager and staff member.

Tabletop Exercises provide a method of introducing personnel to scenario-related problem situations for discussion, familiarity with procedures/forms, and problem solving.

Full-Scale Exercises are the most complex type of exercise and the ultimate goal of the training program. This consists of the Annual Earthquake Preparedness Drill which incorporates a field component to interact with the VEOC through simulated messages. This drill tests the planning process, the deployment of resources, and the operations of field personnel during a simulated emergency event.

4. Purpose, Objectives and Scope of Plan

a) Purpose

The purpose of this Plan is to establish the policies and procedures that define how The Villages will effectively prepare for, respond to, and mitigate against natural or human-caused disasters. It provides a description of the emergency management organization and how it is activated. It also:

- i. Describes the system used to coordinate the request for and integration of resources and services available to Villagers during disaster events;

- ii. Specifies the coordination and communications procedures and systems that will be relied upon to alert, notify, and recall VEOC personnel, and warn/protect residents and property;
- iii. Assesses and accounts for the condition of residents, staff, and structures;
- iv. Allows for possible emergency medical first aid assistance (when such trained volunteers are available) to those in need during the emergency period;
- v. Provides for the identification and isolation of community and residential structures appearing unsafe for continued occupancy;
- vi. Requires that staff and EPC leadership update their personnel and supplies on a regular basis;
- vii. Describes the emergency management organization and transition of priorities and objectives to address post-disaster recovery activities; and
- viii. Sets the procedures that should enable the Villages' staff to normalize business and operating conditions with minimal confusion in the shortest time possible.

b) Objectives

During a disaster, this Plan will serve as a general guide to accounting for the condition of Villages' residents, employees and structures. Also, it guides the preservation of life and activates procedures to support the health and safety needs of residents and employees during the emergency period.

This Plan reflects the most recent guidance for emergency planning and considers better alignment with city, county, state and federal emergency plans to support a unified approach to emergency management.

c) Scope

This Plan applies to all Villages' employees and residents and was created to address a Villages-wide response to any emergency event, including earthquake, fire, wildfire, utility outage conditions, bomb threats and police emergencies. The Villages is an independent entity with no mandated responsibility or authority for emergency response. It recognizes its limited role and place in supporting The Villages emergency management organization. It is designed to contribute to effective emergency and disaster response efforts by Villages' employees and volunteers. It is not intended to replace or assume overall responsibility for any governmental entity that would be involved in a disaster response. Villagers responding in an emergency are risk-assessment volunteers, "neighbors helping neighbors," doing the best they can to provide limited assistance to those in need.

The California Emergency Services Act (ESA) definitions, tailored for The Villages, that are relevant to this Plan can be found in Attachment #1.

This Plan covers how Villages staff, EPC volunteers and other involved entities will **prepare for and** respond to an emergency that is localized in The Villages and that is of short- or long-term duration. Besides describing the processes of the response in this Plan, additional response-related details can be found in the documents enumerated in the Attachments and Resource Documents sections.

5. Activation of Plan

This plan shall become operative:

- a) By direction of the General Manager, Public Safety Director or Assistant General Manager, or their designated representatives authorized to activate the Plan.
- b) By the direction of the President of the Board of Directors of The Villages Golf & Country Club or Board Designees as required to provide for increased readiness in the event of or the threat of an emergency.
- c) Activation is automatic in the event of a substantial earthquake, as indicated by a trembler(s) causing items to fall off shelves.
- d) By direction of the Chair or one of the Co-Chairs of the Emergency Preparedness Committee (EPC) or their designated backup EPC Director.

During the activation period, it is intended that limited emergency power may be furnished by Public Safety and EPC emergency generators, providing continuous radio and mobile communications to Facilities and Golf Maintenance Departments and to EPC Sector Chiefs at their Aid Stations. Failing the above, communication will be accomplished via couriers.

It is likely that during any activation of this Plan some outside organizations may be contacted by EPC leadership or Villages staff. A list of these organizations can be found in Attachment #2. Also, refer to Attachment #3, *Villages Resident Emergency Resources*.

6. Publication and Updating of Plan

All Villages employees and residents will be advised that this plan has been developed and approved by the Club Board for their protection. Additionally, employees will be informed that EPC exists (when their volunteers are available) to provide direction and assistance to them in the event of an emergency. Selected employees (Facility, Public Safety and Senior Team) may be subject to recall after duty hours and/or asked to augment EPC personnel. Residents will be provided information about this Plan as part of the “New Resident Orientation” and through periodic articles published in *The Villager* and personal contact by EPC Area Representatives. EPC Directors and Management Staff will review annually and/or as needed to discuss implementation details and plan revisions.

II. OPERATIONS

1. How to use the Villages Emergency Operations Plan

The Villages Emergency Operations Plan (VEOP) is designed for personnel responsible for positions that are necessary for the activation of the Plan. Each personnel member and/or department involved will have a copy of the Plan and will have signed off on it after having given their input. Personnel and organizations involved in disaster response may include the following organizations: City of San José Office of Emergency Services (OES), San José City Police and Fire Department, Community Emergency Response Team (CERT), California Office of Emergency Services (Cal-OES).

During an Emergency within The Villages, all departments are expected to be familiar with this Plan and may be involved in its implementation. This includes the following groupings:

Association Board of Directors	Employees
Club Board of Directors	General Management staff
Homeowners Board of Directors	Public Safety and Facilities Managers
District Advisory Committees	Emergency Preparedness Committee (EPC)

It is recommended that all Villages residents and employees be prepared for an emergency at home, at work and when traveling by having an emergency kit at their home, workplace and in their car that can sustain them for at least 72 hours or longer.

The Plan is designed to contribute to effective emergency and disaster response with all levels of government, non-government agencies and volunteer groups. It is not intended to replace or assume overall responsibility for governmental disaster response.

The Plan provides readers with a clear understanding of The Villages emergency organization and the process of preparation, response and recovery operations during an emergency at The Villages. It is meant to allow individuals a point of reference and provide an overview of their responsibilities and give step-by-step procedures of actions to be taken during emergencies. It is also intended that individuals participate in trainings, orientations and table-top exercises in order to prepare for a successful response to a disaster.

By using this Plan appropriately, response and recovery personnel supporting the VEOC will:

- Understand organizational responsibilities
- Demonstrate functional capabilities
- Avoid inefficiencies, duplications, and oversights in performing functions
- Be able to effectively coordinate response and recovery operations

The Priorities of the Operations of this Plan are:

- Providing public information to the residents
- Protecting lives
- Protecting property
- Restoring essential services at The Villages
- Protecting and restoring the environment

In the event of an emergency and when available, a representative of the Silicon Valley Chapter of the American Red Cross will report to the Operations Section Chief (Incident Commander/designee) at the VEOC and be sent to the appropriate locale(s) to provide their services.

2. Preparation for Activation during an Emergency

a) Communication:

If an emergency occurs without warning, the Plan will be activated as quickly as possible. Actions should include, but are not limited to, issuing specific emergency information to the community via all available channels. These communication efforts are initiated by the offices of the General Manager and Public Safety and by EPC leadership. They include:

Internal NIXLE for Management to contact all Villagers		
Phone	Text	Channel 27
E-mail	Fast Lane	Activate EPC door-to-door
EPC communication systems		Loud speaker via vehicle(s)

In addition, the EPC communication team will provide MURS radio announcements and assist with opening the EPC Command Center (CC)/The Villages Emergency Operations Center (VEOC), located in the Cribari Plaza. (See Attachment #6: *VEOC Cribari Plaza 11-12-21*)

b) Activation Criteria:

- i. An event that requires an all-Villages or a partial-Villages response
- ii. An event that requires the coordinated and sustained allocation of The Villages resources
- iii. Large or widespread event that overwhelms The Villages resources and requires significant outside resources
- iv. Multiple emergency response locations
- v. Likely or actual declaration of an official state of emergency that may or will impact The Villages

c) The Levels of Emergency Operations Plan (EOP) Activation (refer to page 7 above):

- a. Level 1- Full EOP activation: When the entirety of The Villages is affected by an emergency, the EOP is implemented to respond (see Figure 3).
- b. Level 2 - Partial EOP activation: When one or a few villages are affected by an emergency, the EOP is implemented and the Incident Commander works with **the members of the VEOC team that are available** to respond appropriately to the affected people, area and structures (see Figure 2 and Figure 3).
- c. Level 3 - Minimal/Standby EOP activation: When the possibility of an emergency is imminent, Management and EPC leadership are in communication and will decide how to appropriately respond.

d) *The phases of managing any emergency can be found described in Attachment #4.*

3. Public Safety Services

Public Safety staff on-duty is required to remain on site when an emergency event occurs. During non-business hours, weekends, and holidays, the Public Safety Manager or EPC Chair/designee has the authority to activate the VEOC and may serve as the VEOC Incident Commander until relieved by a senior Villages staff member, **if necessary**. Normally, public safety personnel will report through the chain of command to the Public Safety Manager; however, during VEOC activation, it is likely that public safety personnel will report to the Operations Section Chief (an EPC person) in the VEOC. **If available**, Public Safety personnel will work with EPC Sector Chiefs to provide initial damage assessment and communicate this to the VEOC. Also, Public Safety will conduct a windshield survey and maintain gate integrity. Finally, if any outside organization/entity comes on-site, Public Safety will direct them to the VEOC.

4. Organizational Structure

As indicated in the Table of Contents of this Plan, the basic VEOC organizational structure consists of five functional sections include:

- a) **VEOC Incident Commander:** Management/EPC Chair/designee is responsible for the overall emergency policy and coordination through the joint efforts of The Villages, governmental agencies, and private organizations.
- b) **Operations:** The Operations Section is responsible for coordinating and supporting operations of the emergency response at the field level.
- c) **Planning and Intelligence:** The Planning and Intelligence Section is responsible for collecting, evaluating, and documenting information and resources. This Section develops the VEOC Incident Action Plan, Situation Summary Reports, and After-Action Reports in coordination with other EOC Sections.
- d) **Logistics:** The Logistics Section is responsible for obtaining and providing services, personnel, equipment, supplies, materials, facilities, and volunteer coordination.
- e) **Finance and Administration:** The Finance and Administration Section is responsible for all financial activities and other administrative aspects.

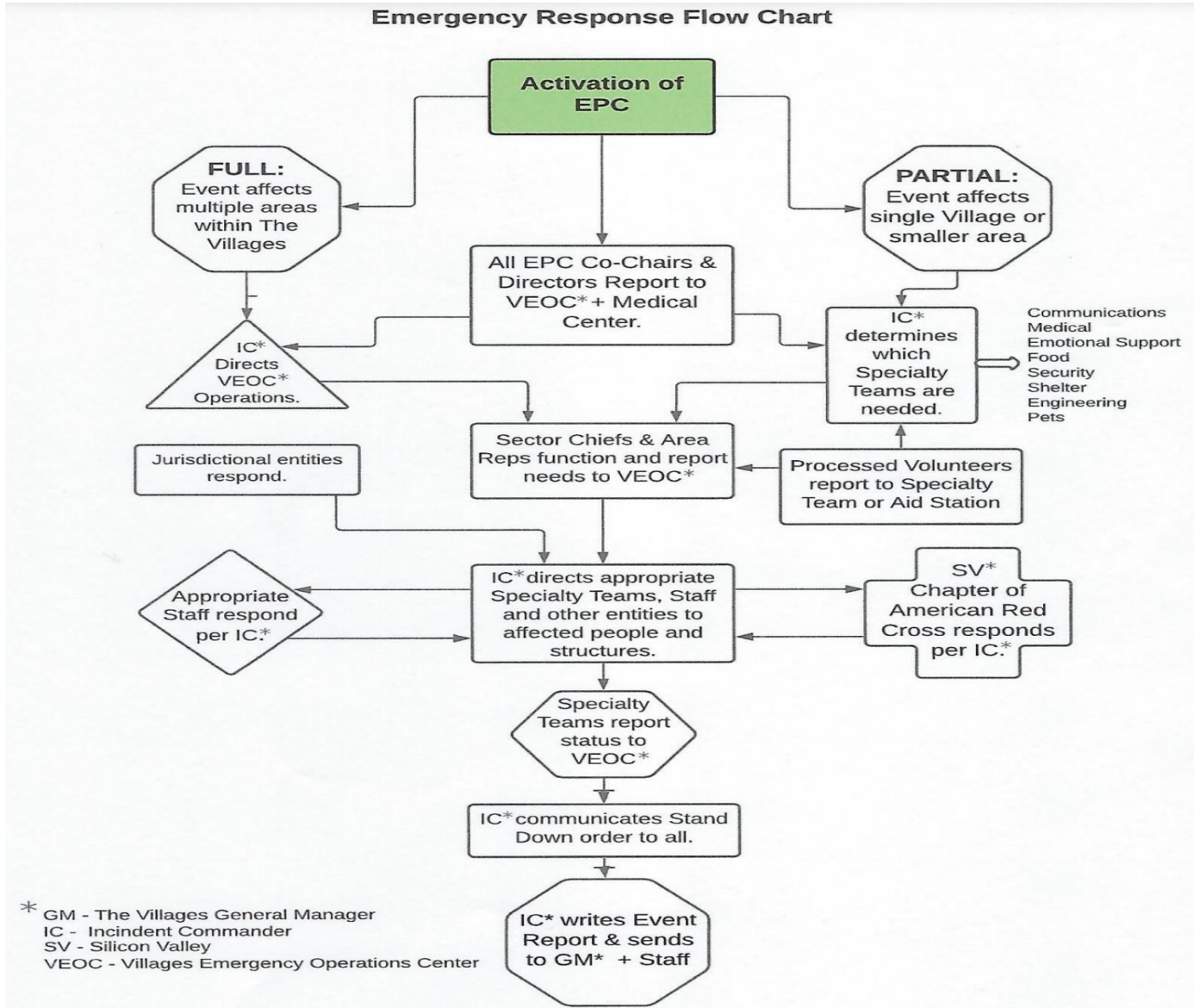
5. Emergency Operations Center Organizational Responsibilities

Villages Management, staff, Board of Directors and/or EPC Chair/designee have a role in the VEOC. When the VEOC is activated all available Villages Management, staff, Board of Directors and/or EPC Chair/designee are expected to respond and carry out assigned responsibilities within their training and scope as directed. For more details on the Activation process, refer to the *EPC Operations Manual*, Section A, #4. Also, the leadership functions of those staffing the VEOC are designated by colored vests and nametags, as follows:

- | | |
|---------------------------------|----------------------------|
| ● Incident Commander red | ● Foodwhite |
| ● Co-Chairs..... orange | ● Management.....green |
| ● Communications..... yellow | ● Medical.....blue |
| ● Emergency Shelter..... yellow | ● Secretariat.....tan |
| ● Emotional Support..... blue | ● Securitylime green |
| ● Engineering yellow | ● VMA Driversblue |
| ● Pet Support..... black | |

Also, all EPC volunteers are designated by nametags. The following chart (**Figure #1**) delineates the action flow for EPC's Activation in a Full or Partial manner in order to appropriately respond to an emergency event. For the entire context of the place of this chart, please refer to the Planning Section's **Figure #2**.

Figure #1:



Senior Staff members are expected to assume leadership roles as outlined below. In the Villages incident management organization, the Management staff responsibilities may be assigned as follows:

- **EPC Chair/designee, Public Safety Director or Assistant General Manager** serves as the VEOC Incident Commander
- **VILLAGES Club Board of Directors** serves as the VILLAGES Policy Group
- **VILLAGES General Manager** serves as VILLAGES Liaison Officer and Policy/Legal Advisor to the Villages Club Board of Directors

If a position is unstaffed, the VEOC Incident Commander shall assume responsibility for those duties until the position can be filled. Positions may be created and assigned, as necessary.

III. PLANNING

1. Introduction

The Planning Section is responsible for gathering information to support decision-making in accordance with established operational priorities and specifying how and by whom this information will be communicated to the appropriate personnel and other outside entities. The EPC Co-Chairs will establish information collection priorities. Essential elements of information are the critical items of information required by decision-makers to make timely decisions and prioritize key tasks and information requests.

This Plan will enable **available EPC volunteers** to assess the type of emergency, from a minor incident that can be handled through the traditional 911 call or all the way to a major or catastrophic emergency. Within those types of emergencies, it will be the responsibility of EPC Leadership **and Villages Management** to determine which level is needed, a partial or full activation.

2. Information Collection, Analysis, Dissemination

- a) Collection: Information relating to the incident or event is often collected before an incident through routine monitoring of warning sources and credible threats. This information is used for advance preparedness and planning and to devise incident management strategies and action plans and to make decisions about notifying the residents. Information can be communicated via any of the following:
- On-scene observation
 - Call from Villages Management or Public Safety
 - Call from City authority
 - Television/Social Media
 - Text alert from the County
- b) Analysis: Analysis of information may occur before or during an incident. Information that is made available through monitoring and warnings must be analyzed in the context of risk assessment, infrastructure/structural vulnerability, forecasts, social vulnerabilities, current events, and other factors. When **the VEOC** is activated, a critical task of the Planning is to turn the collected information into actionable intelligence. Raw information and data require evaluation, verification, and assessment for relevance. This Planning Section will process information made available, validate, and organize relevant components, and ensure that the resulting intelligence is evaluated by qualified personnel.
- c) Dissemination: Emergency information, warnings, and protective action instructions may be broadcast to the community by one or more methods. Methods of warning the community of specific emergency conditions are described below.
- Phone Call
 - E-Mail or Text
 - Door-to-Door Canvassing
 - Loud speaker via vehicle(s)
 - Villages Website—Resident Portal
 - Villages Television—Channel 27
 - Villages—Fast Lane
 - EPC Systems of Communication
- Use of this notification system for emergency warning contains two components:
- i. The need to disseminate critical, safety-related information to individuals regarding emergency events occurring now; follow-up information regarding the event and ter-

mination of the emergency event.

- ii. Communicate with EPC volunteers and involved parties about the emergency event

As a general rule, this approach to warning the community is to be used when the residents are being asked to take some action (e.g. evacuate, prepare to evacuate, shelter in place, boil tap water before drinking, proceed to local assistance centers, re-entry to an area after evacuation orders have been lifted, or termination of the emergency because the danger has passed).

Emergency Public Notifications may contain information related to:

- Imminent/perceived threat to life or property
- Disaster notifications
- Evacuation notices
- Public health/safety emergencies
- Any notification to provide emergency information

3. Emergency Alert System (EAS)

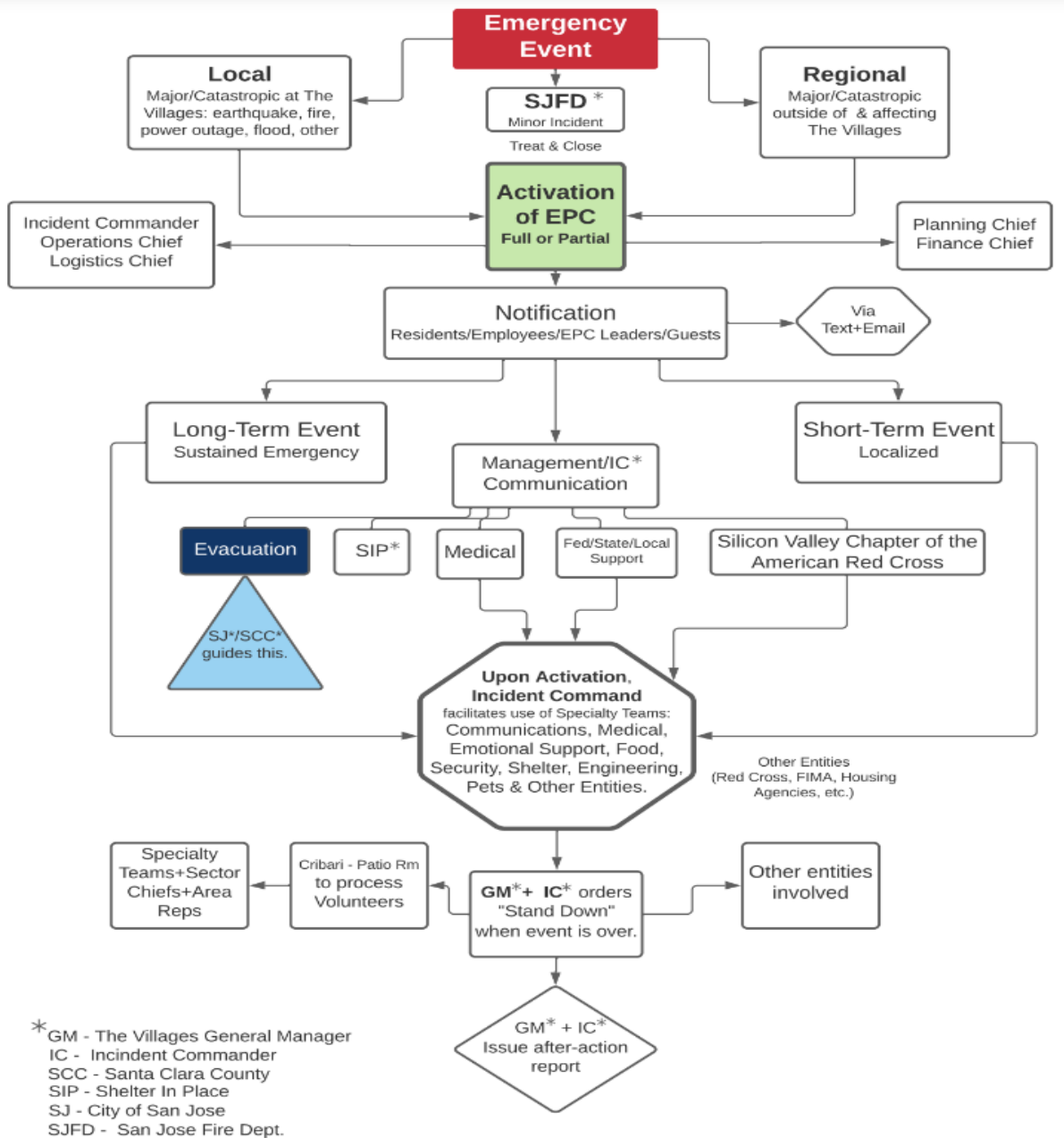
The Emergency Alert System (EAS) is designed for cable television systems and AM, FM and TV broadcast systems to disseminate emergency public information. This system enables the President as well as federal, state, and local governments to communicate with the general public. Each broadcast station volunteers to participate in EAS and agrees to comply with established rules and regulations of the Federal Communications Commission (FCC). EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

- Priority One - Presidential Messages (carried live)
- Priority Two - Operational (Local) Area Programming
- Priority Three - State Programming
- Priority Four - National Programming and News

4. Action Plan for Sector Chiefs & Area Reps

The EPC's major purpose is accumulating and sharing information to ensure coordinated and timely emergency readiness and the organization/facilitation of an appropriate and effective **response** to an emergency. The following chart (**Figure #2**) outlines **The Villages Emergency Response Flow**.

Figure #2:

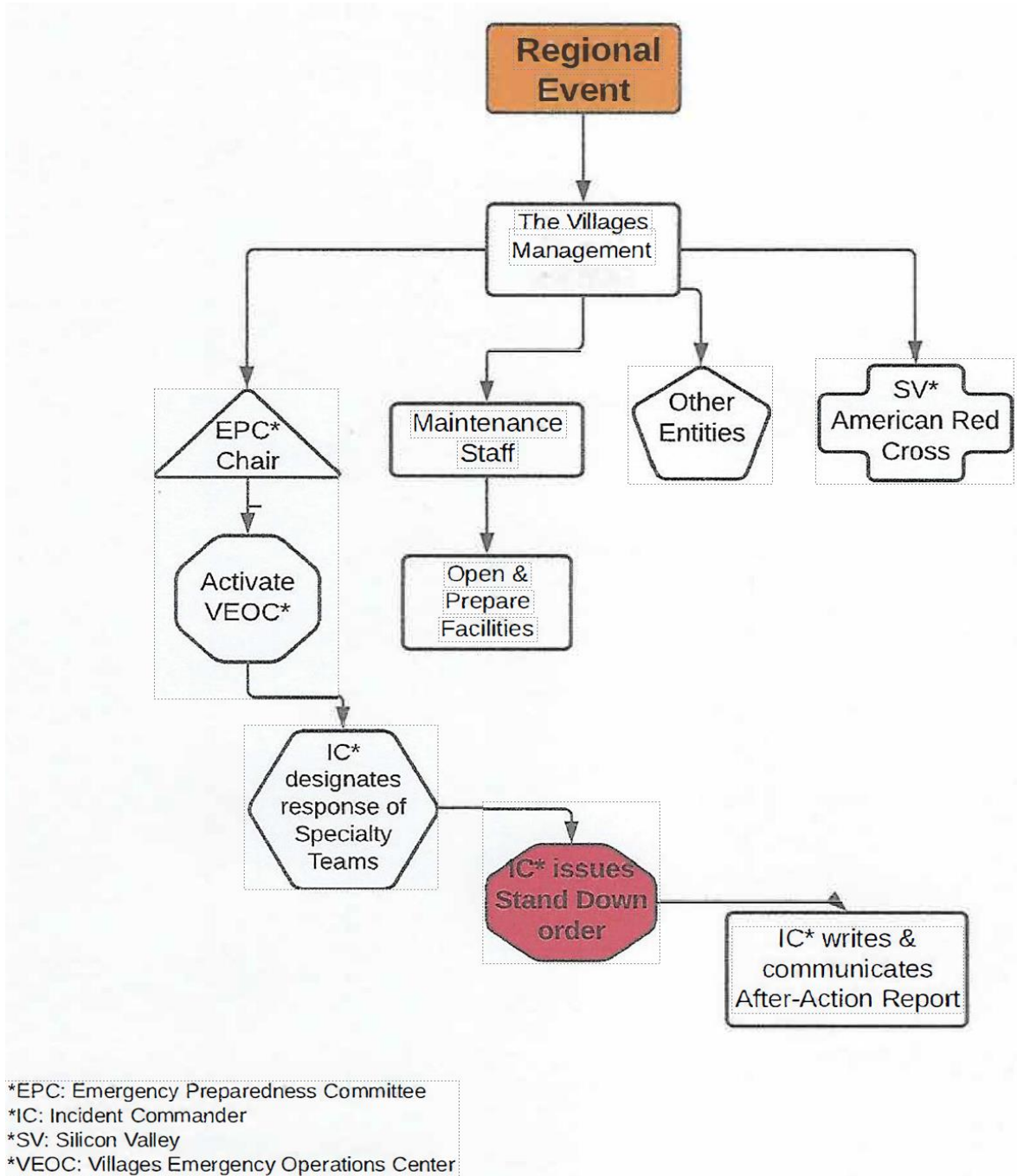


- The EPC *Emergency Action Manual for Sector Chiefs* (Resource Document #1) clarifies the roles, function and responsibilities of the EPC **Sector Chiefs** and **Area Representatives** in the event of an earthquake, fire, flood or other emergency. This Manual includes all the documents and forms needed to carry out their volunteer duties. Also, the Manual includes the specific addresses of all the households in the respective sectors and the names of the volunteers with their contact information who live in the sector wherein the Sector Chief and Area Reps serve.
- The documents indicating Sector Chief and Area Representative Duties (Resource Document #1, Section 1, #1.1) delineate the duties applicable to both volunteer positions. The

- Area Reps are responsible for completing the Area Damage Assessment Forms (according to the Instructions for the Use of the Area Damage Assessment Form), have them signed by the respective Sector Chief and delivered to the VEOC at the appropriate time (after “Stand Down” order, i.e., the message that the emergency is declared over). The Sector Chiefs are responsible for: designating the Area Reps for their work; using the Sector & Specialty Team Sign-Out Sheet to track the location of the Area Reps; completing the Sector Damage Assessment Forms and delivering them to the VEOC at the appropriate time (after “Stand Down” order).
- c) It is essential that the Sector Chiefs are knowledgeable of all the pertinent contact people connected to EPC. Hence, the EPC Activation List contains for their quick reference the contact information of the EPC leaders, The Villages Management connected to EPC, and the Sector Chiefs of all 25 sectors.
 - d) In case a Sector Chief is needed in another sector, all the Sector Chiefs need to know the locations of all the sectors and their Aid Stations. Therefore, the Sector Map and Aid Station Locations provide that important information. Also, the Address List delineates all the household addresses by Village, sector, and order—from lowest to highest numbers.
 - e) The Aid Station Locations document in the *EPC Operations Manual* (Resource Document #2, Villages Map--Sectors+Exits+Aid Stations+Supply Sheds 4-4-22.) clearly shows where every Aid Station is in all the 25 sectors in the Villages. The Director of the Aid Stations uses the EPC Aid Station Contents List during their periodic and as-needed inspections to confirm the contents and organization of every Aid Station. After an emergency, that Director will see to it that all needed supplies are replenished for every Aid Station. Collaboration with the Sector Chiefs in fulfilling this task is essential. Finally, before every annual drill, the Director submits to the EPC Chair (or designee) a list of the supplies (confirmed by the respective Sector Chiefs) that need to be purchased to keep current the level of supplies in all the Aid Stations.
 - f) The Simple Triage and Rapid Treatment Instructions documented in the *Emergency Action Manual for Sector Chiefs* (Resource Document #1, Section 3) are intended as a reference and guide for Sector Chiefs when they collaborate with the Medical Team in assessing the condition of injured Villagers/visitors during a disaster. This will facilitate their designating assessed people as needing immediate, delayed, or minor medical attention. Finally, it will also help them locate these injured people and the deceased in the best location possible for their appropriate care.
 - g) Other specific policies and procedures that are applicable to the work of EPC Sector Chiefs and Area Representatives can be found in Attachment #5.

In the event of a Regional emergency that impacts the area immediately surrounding The Villages, but does not affect The Villages itself, and if requested by an outside governmental jurisdiction or another entity, the chart in **Figure #3** delineates how The Villages management and EPC volunteers can help out on-site.

Figure 3:



5. Emergency Action for EPC Leadership in VEOC

In the event of a declared emergency, all available **EPC Leadership** will assemble in the Villages Emergency Operations Center (VEOC) at the Cribari Plaza, including:

- Chair & Co-Chairs
- Directors & Co-Directors
- Communications
- Emergency Shelter
- Engineering
- Secretary and Pets Coord.
- Security
- Data/Tech Support
- Designated Villages Staff

Medical Team, Emotional Support and Emergency Support Teams will report to the Cribari Plaza. (See Attachment #6: VEOC Cribari Plaza 11-12-21.)

Figure #1 delineates the action flow for EPC's Activation in a **Full** or **Partial** manner in order to appropriately respond to an emergency event.

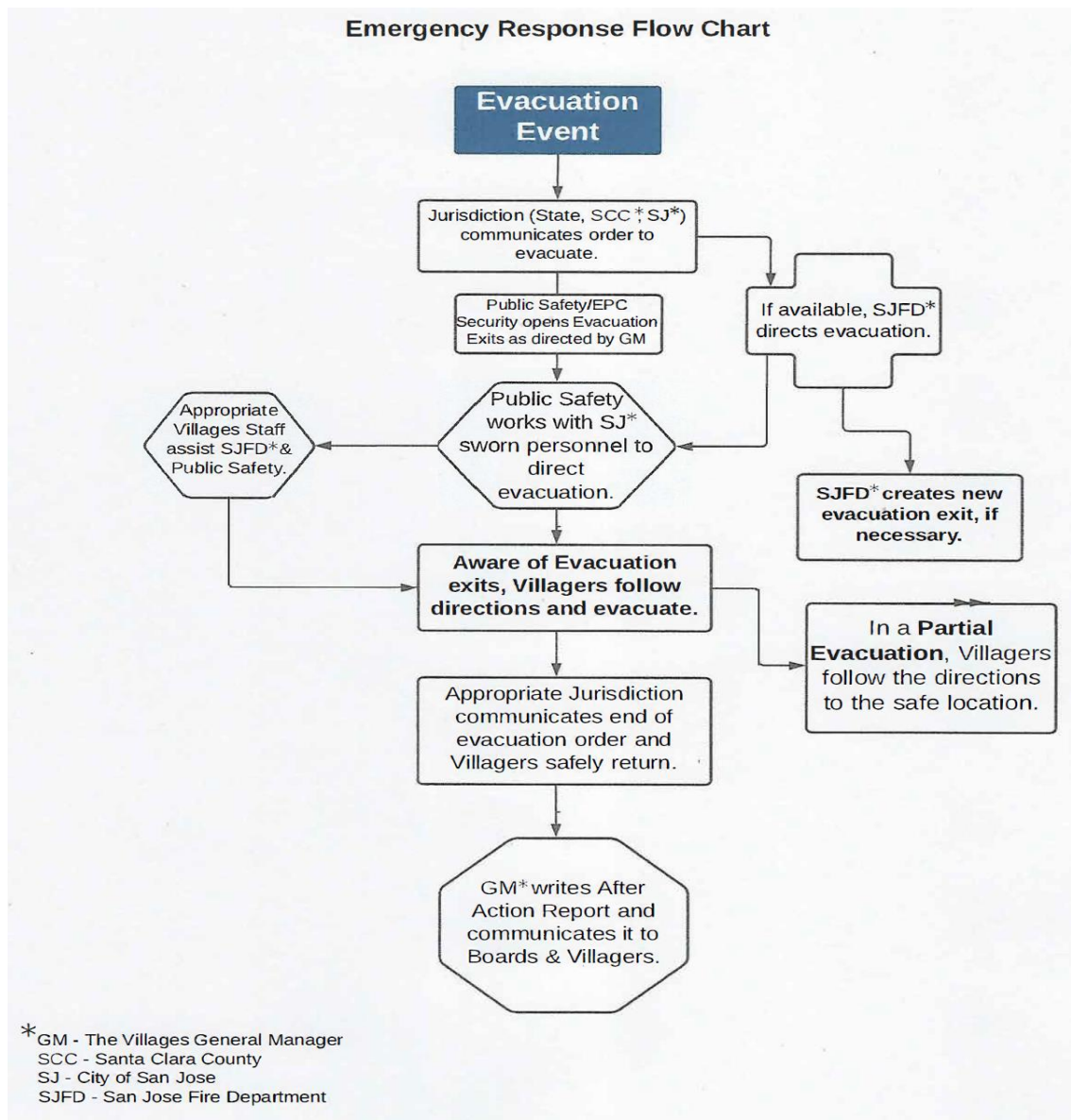
THE FOLLOWING ARE THE PROCEDURES TO BE FOLLOWED IN THE VEOC DURING ACTIVATION:

- a) **The EPC Chair and Co-Chairs will contact all the EPC Directors.**
- b) The first person arriving at the VEOC will immediately begin preparing the site per the layout in the *Villages EPC Operations Manual* (Reference Document #2) to the best of his/her ability.
- c) The Engineering and VEOC Engineering Directorate is responsible for providing all necessary equipment including power and lights for the VEOC. The Secretary will provide office supplies.
- d) If available, The Villages Club Board of Directors, General Manager and Public Safety Director will act as a unified command unit in making decisions as appropriate.
- e) EPC Communications Director and his team will test, establish, and maintain communications with EPC Sector Chiefs and outside agencies.
- f) Using EPC Activation Message Procedures, problem reports from EPC Sector Chiefs will be logged on the Situation Board by the VEOC **Operations Chief** (one of the EPC Co-Chairs) and relayed **by the Incident Commander** to the appropriate EPC Specialty Team for action.
- g) Since it is desirable to keep The Villages residents informed of the situation, the General Manager and the Board of Directors acting as a unified command center may prepare information and instructions for distribution by EPC **or The Villages communications system.**
- h) If volunteers arrive at the VEOC to offer help, the EPC Registration volunteer will be responsible for assigning them as needed.
- i) Traffic control near the VEOC will be the responsibility of the EPC Registrar.
- j) Each EPC Director is responsible for maintaining a file in the VEOC containing a list of all personnel assigned to that Specialty Team and any pertinent information for operation of that Specialty Team. Individual maps of each EPC Sector will be included in each Director's file. These maps may be customized beforehand, to suit each Specialty Team.
- k) In the event it is necessary to relocate the VEOC, a provision will be made at the original VEOC to direct late arrivals. This is the responsibility of the EPC Security Director.
- l) EPC Director of Emergency Food will supply snacks and water to VEOC personnel during extended operations.
- m) In the event of a major Bay Area-wide disaster, where city emergency assets are overwhelmed, roads are impassable, seriously injured Villagers cannot be evacuated, and The Villages is expected to be on its own for a prolonged period, Management and EPC leadership will evaluate the situation and consider what actions are needed.

6. Evacuation Process

The following chart (**Figure #4**) outlines the process whereby all Villagers will follow an order to evacuate The Villages. See Attachment #7: EPC - Villages Evacuation Procedures 2-28-20 and Attachment #8: Villages Map--Sectors+Exits+Aid Stations+Supply Sheds 4-4-22. If any Villager chooses not to evacuate, he/she shall post a notice on their residence (explaining their reasons for staying) that is visible from the street and notify Public Safety staff. The Public Safety staff will be responsible for maintaining a list of those individuals who do not follow an all-evacuation order. Public Safety shall also keep open the gates of the emergency exits (see Attachment #8) (**as directed by GM or first responders**). In the event of a local emergency that necessitates a **partial evacuation**, Public Safety staff (assisted by the EPC Security Team) will direct the appropriate Villagers to the safest on-site location(s). **Caution should be used by all during this process, especially if a wildfire is threatening the Villages.**

Figure #4:



7. Ongoing EPC Meetings

The Villages Emergency Preparedness Committee (EPC) will be involved in regular meetings to enhance their readiness in the event of a serious disaster. The details of these meetings and trainings, including persons and forms involved, can be found in Reference Document #2: *EPC Operations Manual*, Section A, #3. In addition, EPC leadership will provide educational/emergency preparational opportunities for all Villagers on a regular basis.

8. EPC Annual Drill

The Annual Drill (held in October) is meant to mirror as realistically as possible EPC's response in the Villages to an actual natural disaster or emergency. As such, the actions and meetings occurring all during the year are envisioned to help prepare all EPC participants for their respective roles during an actual emergency. More information can be found in Reference Document #2: *EPC Operations Manual*, Section A, #3e.

IV. LOGISTICS

The Logistics Section covers all resource preparedness, planning and management; identification and delivery of services and support needs; qualifying, certifying, and credentialing personnel; and acquiring, storing, and inventorying resources.

1. Identifying and organizing the types of resources needed

- a) In accordance with NIMS, resources are identified by capability, category/function, kind and type.

2. Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies

- a) Requests should include enough detail to ensure that those receiving the request clearly understand what is needed. Outside of the context of an emergency, requests normally are directed to the EPC Chair/Designee. During an emergency, requests normally arrive to the Communications Team in the VEOC. The request is sent to the Incident Commander function where it is processed in accordance with paragraph A:1-d of the *EPC Operations Manual*.
- b) Requests should identify the sources expected to fulfill the needed orders of supplies.
- c) Items requested should include the appropriate details needed for their proper distribution to the intended location/personnel. This information should be:
 - i. Detailed item description including make/model, quantity, capability, category, kind, and type, if known, or a description of required capability and/or intended use if not known.
 - ii. Suitable substitute resources or preferred sources should be indicated.

- iii. Resources that are not common or standard, then detailed specifications should be provided.
 - iv. Required arrival date and time
 - v. Required delivery or reporting location
 - vi. The position title of the individual to whom the resource should report
 - vii. Any incident-specific health or safety concerns (e.g., vaccinations, adverse living/working conditions, or identified environmental hazards)
- d) Resource requests from the City or the American Red Cross are initiated using an IC213 Message Form normally transmitted via amateur radio.

3. Providing communication planning and resources

- a) Following SEMS levels, the requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
- b) To ensure the appropriate and continuous response to emergency situations, the needs and resources are to be tracked, including the deployment of the resources to the correct areas and personnel.

4. Implementing appropriate responses to specialized needs

In order to ensure that there are qualified volunteers ready to help provide appropriate services to Villagers in need during an emergency, the EPC Directors of the Specialty Teams are responsible for ensuring that their members have their vests and nametags. Also, the procedures in the following areas are involved:

a) Recruiting Personnel

The ***Recruiting Volunteers Procedures*** underscores the importance of continual recruitment efforts by all EPC leaders. Led by the Director of Recruiting, EPC leaders strive to actively recruit prospective volunteers to serve as Sector Chiefs or Area Reps in the 25 Villages' sectors or as Specialty Team Directors or members of the Specialty Teams.

b) Training

The ***Training Director Duties*** describes the organization, publication and coordination of the training sessions for the appropriate EPC volunteers. This is directed toward enhancing the volunteers' expertise and preparedness for and in the event of a natural disaster or emergency for which the EPC must be activated.

c) Residents' Welfare

The ***Sector Chief and Area Representatives Duties*** are included and elaborated in the *Emergency Operations Manual for Sector Chiefs* that is described in Section 1.5 of that Manual. The Area Reps are responsible for completing the *Area Damage Assessment Forms*, have them signed by the respective Sector Chief and delivered to the VEOC at the appropriate time (after "Stand Down" order, i.e., the message that the emergency is declared over). The Sector Chiefs are responsible for completing the *Sector Damage Assessment Forms* and delivering them to the VEOC at the appropriate time (after "Stand Down" order, i.e., the message that the emergency is declared over).

d) Safety/Security

The ***Security Team Procedures*** explain the role that the team members carry out in the event of a disaster. Team members are to report directly to the VEOC location and familiarize themselves with the location of all Aid Stations. (See *EPC Operations Manual*, Reference Document #2, Section A, #1,r) Also, they are to be familiar with the Villages perimeters, travel paths, exit gates, water tank locations and various “open spaces” (e.g., golf course areas) for the safety of displaced residents until further instructions are available. Security Team members will be pro-active in securing the VEOC and Medical Center (MC) location(s), redirecting and/or transporting non-EPC members to open spaces or other functioning Sector Aid Stations.

e) Medical

The ***Medical Team Procedures*** describe how and when they will collaborate with the Emotional Support Team in the event of a disaster where Villagers experience trauma and/or anxiety. The members of the Emotional Support Team and the Medical Team will be ready to receive instructions from the Communications Team to proceed to the respective locations where needed.

f) Emotional Support

The ***Emotional Support Team Procedures (EST)*** describe how and when they will collaborate with the Medical Team in the event of a disaster where Villagers experience trauma and/or anxiety. The *Involvement Process* outlines the sequence of activities which clarify when the EST is to become engaged. The members of the Emotional Support Team and the Medical Team will be ready to receive instructions from the Communications Team to proceed to the respective locations where their expertise is needed.

g) Emergency Support

The ***Emergency Support Committee Procedures*** explain the circumstances when the Emergency Support Team will obtain, coordinate and deliver the appropriate quantities of snacks and refreshments to the Medical Center and to the VEOC in support of all EPC volunteers.

h) Communication

The ***Communications Team Manual*** delineates how and when the EPC Communications Team will deploy to the VEOC Radio Room at the Cribari Plaza and begin radio broadcasting operations. This activity follows the *Instructions to Activate the VEOC Communications Room and the Medical Center* (see Reference Document #2: *EPC Operations Manual*, Section A,#1,f) and will start with an announcement that they are on the air and ready for any emergency traffic. The Villages Amateur Radio Club [VARC] Radio Shack is designated as the backup to the VEOC Radio Room and will be activated, as necessary.

i) Engineering/Structural

The ***Engineering Team Procedures*** clarify how and when they will provide emergency power to the VEOC. The Engineering Team will deploy the emergency generators to an alternate location(s) if it is necessary to move the VEOC and/or Medical Center. If it is needed to utilize a backup generator, care will be taken to ensure that the exhaust fumes do not enter the VEOC or other affected buildings. Also, if possible/appropriate, this team will be consulted as related to damage assessments of structures in the Villages.

j) Emergency Shelter

The ***Emergency Shelter Procedures*** explains how the Director of Emergency Shelter will connect with the Communications Team concerning the need for sheltering any Villagers during an emergency. He/she will coordinate this effort with team members, Villages staff, and Villagers willing to use their RVs for sheltering others during a disaster.

k) Secretarial Support

The **Secretariat Duties** enumerates the responsibilities of the Secretary as they relate to EPC leadership, the Club Board and all EPC volunteers. An integral part of this role is keeping current the *EPC Activation List* (see Reference Document #2: *EPC Operations Manual*, Section A,#2,b), which includes the names and contact information of the EPC Chair, Co-Chairs, Directors of the Specialty Teams, Sector Chiefs according to their sectors, and the involved Villages Administrative Staff. This function also includes the issuing of identification nametags to all EPC volunteers.

l) Data and Records Management

The ***Records Database and Document Management System (DMS) Manual*** serves as the repository for data and documents that are integral to the operations of the EPC. The Records Database contains both personal and property information for those residing within the EPC sectors. Sector Chiefs are responsible for keeping this information up to date. Area Representatives are able to view this information and generate reports for their Sector/Area. Users of the system can view and print these documents as needed. The Data Manager is responsible for maintaining the integrity of the data, uploading the current versions of all documents pertinent to EPC and archiving all outdated documents that serve as a historic record of EPC operations.

m) Pets

The ***Pet Protection Procedures*** delineate the appropriate actions that pet owners and the Coordinator of Pet Protection can take before, during, and after a disaster. The *Pet Travel Information Form* (see Reference Document #2: *EPC Operations Manual*, Section A,#1,l) can be used by pet owners in the event of a disaster or other emergency.

n) Practical Support/Supplies

The ***Aid Station Locations*** (see Reference Document #2: *EPC Operations Manual*, Section A,#4,l or Reference Document #2) clearly shows where the Aid Stations are located in all of the 25 sectors in the Villages. The Director(s) of the Aid Stations uses the *EPC Aid Station Contents List* (see Reference Document #2: *EPC Operations Manual*, Section A,#2,d) during their periodic and as needed inspections in order to know both the contents of and what supplies are needed for every aid station. Before every annual drill, the Director submits to the EPC Chair/designee a list of the supplies that need to be purchased to keep current the level of supplies in all the aid stations. Collaboration with the Sector Chiefs in fulfilling this role is essential.

After every response to an emergency, the EPC Leadership ensures that an *After-Action Report* (see Attachment #10: *After-Action Report format*) is completed in collaboration with The Villages Management. This report will include an analysis of the use of manpower, equipment, supplies, response actions and response timelines. The report will also include

an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures.

For incidents of limited scope, the Logistics functions may be performed by the personnel described in the above Operations Section.

V. FINANCE

During the annual budget process that the CBOD directs, the Director of Public Safety submits his budget, which includes an amount for the work of the EPC. The EPC Chair/designee provides input into the annual Club Board budget process and oversees and processes all purchasing of supplies prior to and during any emergency.

All requests for EPC Funding from the Logistics and Specialty Teams, the Secretariat or any/all other EPC Personnel shall be directed to the EPC Chair/designee assigned to accept such requests. The details of these actions are reported by the EPC Chair to EPC leadership in monthly meetings as appropriate.

Purchases may be accomplished by submission of a written request by the EPC Chair/designee to the Purchasing Department or by submission of the request/s to the Public Safety Director for approval to write a check to pay for the approved purchase/s.

Approved purchases shall provide documentation with the name of the person or entity making the request, the item or items purchased and the price or prices of the article/s purchased. No funds will be disbursed without proper documentation.

In case of an emergency beyond the capacity of the EPC and The Villages' Staff to handle satisfactorily, the EPC Chair or an authorized designee shall contact one or more of the "Outside Support Organizations" listed in Attachment #2 to seek financial or other assistance as the magnitude and needs of the emergency may dictate.

VI. RESPONSES TO SPECIFIC EMERGENCIES

This section is designed to summarize for each type of emergency potentially facing The Villages the actions to be taken by the appropriate people and organizations utilizing the facilities and resources at their disposal. The following chart (**Figure #5**) captures all the details of the responses to the Specific Emergencies that necessitate Activation of the VEOC.

Figure #5



1. Earthquake

a) **Description of Emergency**

When an earthquake occurs that knocks items off shelves, the EPC is activated and the Villages Emergency Operations Center (VEOC) is opened (see Reference Document #2: *EPC Operations Manual*, Section A,#4,e-f).

b) **Roles of Responding Personnel**

The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) has authority over the actions of EPC and may issue directions to EPC to take or not take, when EPC is activated.

- i. **As available**, EPC leadership (Chair, Co-Chairs & Directors) report to their designated locations and initiate communication to the Sector Chiefs and Area Reps who are to report to their respective Aid Stations (see Resource Document #2: *EPC Operations Manual*, Section A,#4,i).
- ii. Villages Management staff report to their designated locations, including to the VEOC. Management directs their staff to respond according to their areas of responsibility (see Resource Document #3: *The Villages Employee Disaster Plan*) to affected Villagers and facility damage: in conjunction with the Incident Commander's orders.
- iii. Villagers residents display their OK signs (see Resource Document #2: *EPC Operations Manual*, Section A,#4,d). Villagers who are not a part of EPC and want to help out during an emergency are to report to the nearest Aid Station to receive direction.
- iv. **As volunteers are available**, EPC Area Reps begin visiting all the residences in their assigned areas and report status of injuries and damages to their respective Sector Chief, who relays the information to the VEOC (see Resource Document #2: *EPC Operations Manual*, Section A,#4,k&m).
- v. **As members are available**, the Communications Team receive, record and relay messages to the Incident Commander (IC), who in turn documents the messages and sends them to the Secretariat for distribution to the appropriate personnel.
- vi. The Incident Commander designates appropriate Specialty Team personnel **who are available** (see Resource Document #2: *EPC Operations Manual*, Section A,#1,d-l) to the affected areas to respond to the needs of Villagers and assess property damage. The IC also directs the contacting of the appropriate outside agencies, e.g., Silicon Valley Chapter of the American Red Cross, to seek their assistance.
- vii. **As members are available**, the EPC Emergency Support Team provides snacks and beverage items to EPC volunteers during the duration of the emergency response.
- viii. Villages Management staff and EPC volunteers **that are available** collaborate with any/all outside agencies involved.

c) **Role of Responding Organizations**

- i. If any non-Villages entity comes on site to assist in the response to this emergency, they are to report to the VEOC to see where their services are needed.
- ii. If Fire, Police or Sheriff personnel come on site, Villages Management and EPC volunteers are to follow their directions.

d) Facilities/Resources Allocation

- i. Currently the Cribari Plaza is designated as the site of the VEOC. If other facilities are needed, the IC will work with Villages Management staff to see to it that the appropriate facilities become available, outfitted and operational, especially if they are needed for the Villagers' safety. (See Attachment #6: VEOC Cribari Plaza 11-12-21.)
- ii. In case they are needed **and are available**, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located and use them as directed.
- iii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located and distribute them as appropriate.
- iv. According to the Logistics section of this Plan, requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
- v. To ensure the appropriate and continuous response to emergency situations, the Incident Commander will see to it that the EPC Directors and Sector Chiefs track and report the needs and resources available on site, including the mobilization of the resources to the correct areas and personnel.
- vi. According to the Finance section of this Plan, the payment for any and all resources needed/used during this emergency will be handled as specified therein.

e) Ongoing Need

- i. If the emergency event response is short-term in nature, the process followed is outlined in Figure 1 of this Plan.
- ii. If the emergency event response is long-term in nature, the process followed is outlined in Figure 1 of this Plan. In addition, Management will coordinate with the IC the interaction with any/all outside agencies involved in the response.
- iii. If any of the Villagers affected by this event need temporary help (food, counseling, etc.), they can contact EPC volunteers or The Villages Senior Resource Services staff for assistance. Villages residents are expected to have backup systems in place for any life-sustaining equipment they use. EPC will not be in a position to help charge or backup any such equipment.
- iv. If appropriate, Villages Management will coordinate the involvement of FEMA and will facilitate the process whereby Villagers will seek assistance from FEMA and/or the insurance company contracted by The Villages.

f) Evaluation/Reporting

- i. After the IC issues the "Stand-Down" order, EPC leadership returns the VEOC to its previous status; Villages Management directs its personnel to return any facility used during the emergency to its designated purpose; EPC Specialty Teams return their supplies to their designated locations; and EPC Sector Chiefs return unused supplies to their respective Aid Stations and note which supplies need to be replenished.
- ii. After the emergency response has been completed, Villages Management and EPC leadership will meet to evaluate all aspects of the response to the emergency.
- iii. EPC Leadership ensures that an *After-Action Report* (see Attachment #5: *After-Action*

Report format) is completed in collaboration with Management and submitted to The Villages General Manager and the CBOD. This report will include an analysis of the use of manpower, equipment, supplies, response actions and response timelines. The report will also include an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures. This report shall be completed and submitted no later than 7 days following the closure of the event.

2. Wildland Fires/Local Fires

a) Description of Emergency

When a wildland fire or local fire occurs that affects either some or all Villagers, the EPC is activated (either partially or fully) and the Villages Emergency Operations Center (VEOC) is opened (see Resource Document #2: *EPC Operations Manual*, Section A,#4,e-f). This is pre-evacuation oriented.

b) Roles of Responding Personnel

The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) has authority over the actions of EPC and may issue directions to EPC to take or not take, when EPC is activated.

- i. EPC Chair/designee communicates with Management staff to determine the extent of the threat of the wildland fire or the local fire. The extent of the fire will determine if the activation is “Full” or “Partial” (for an explanation of this process, see Figure 5 of this Plan).
- ii. The General Manager/designee will communicate to the affected Villagers the information about the wildland fire or local fire and the duration of the event.
- iii. **As available**, EPC leadership (Chair, Co-Chairs & Directors) report to their designated locations and initiate communication to the Sector Chiefs and Area Reps **who are available** and who are to report to their respective Aid Stations (see Resource Document #2: *EPC Operations Manual*, Section A,#4,i) or other appropriate location as directed by the appropriate personnel.
- iv. Villages Management staff report to their designated locations, including to the VEOC. Management directs their staff to respond according to their areas of responsibility (see Resource Document #3: *The Villages Employee Disaster Plan*) to affected Villagers and facility damage: in conjunction with the Incident Commander’s orders.
- v. If the **wildland fire** is such that the evacuation of some or all the Villagers is necessary, those Villagers are to follow the instructions provided by the entity calling for the evacuation and Public Safety directing it. (For further explanation of the evacuation process, see Figure 6 of this Plan.)
- vi. In a **local fire** affecting several residences, EPC Area Reps **who are available**, being cognizant of the instructions of the fire department personnel, begin visiting the affected residences near the affected residences in their assigned fire danger areas (see Resource Document #1: *EPC Emergency Action Manual for Sector Chiefs*, Section 1,#1.3) and report status of injuries and damages to their respective Sector Chief, who relays the information to the VEOC (see Resource Document #2: *EPC Operations*

Manual, Section A,#4,k&m).

- vii. The Communications Team receive, record and relay messages to the Secretariat, who in turn documents the messages and sends them to the Incident Commander (IC) for distribution to the appropriate personnel.
- viii. The Incident Commander communicates with the **General** Manager to see if any of the EPC Specialty Team personnel **who are available** can assist in the **local fire** emergency.
- ix. **As members are available**, the EPC Emergency Support Team provides snacks and beverage items to EPC volunteers during the duration of the emergency response.
- x. Villages Management staff and EPC volunteers collaborate with any/all outside agencies involved.

c) Role of Responding Organizations

- i. If Fire, Police or Sheriff personnel come on site, Management and EPC volunteers **who are available** are to follow their directions.
- ii. If any other non-Villages entity comes on site to assist in the response to this emergency, they are to report to the **General** Manager to see where their services are needed.

d) Facilities/Resources Allocation

- i. Currently the Cribari Plaza is designated as the site of the VEOC. If other facilities are needed, the IC will work with Management staff to see to it that the appropriate facilities become available, outfitted and operational, especially if they are needed for the Villagers' safety. (See Attachment #6: VEOC Cribari Plaza 11-12-21.)
- ii. In case they are needed **and are available**, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located and use them as directed.
- iii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located and distribute them as appropriate.
- iv. According to the Logistics section of this Plan, requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
- v. To ensure the appropriate and continuous response to emergency situations, the Incident Commander will see to it that the EPC Directors and Sector Chiefs track and report the needs and resources available on site, including the mobilization of the resources to the correct areas and personnel.
- vi. According to the Finance section of this Plan, the payment for any and all resources needed/used during this emergency will be handled as specified therein.

e) Ongoing Need

- i. If the emergency event response is short-term in nature, the process followed is outlined in Figure 3 of this Plan.
- ii. If the emergency event response is long-term in nature, the process followed is outlined in Figure 3 of this Plan. In addition, Management will coordinate with the IC the interaction with any/all outside agencies involved in the response.

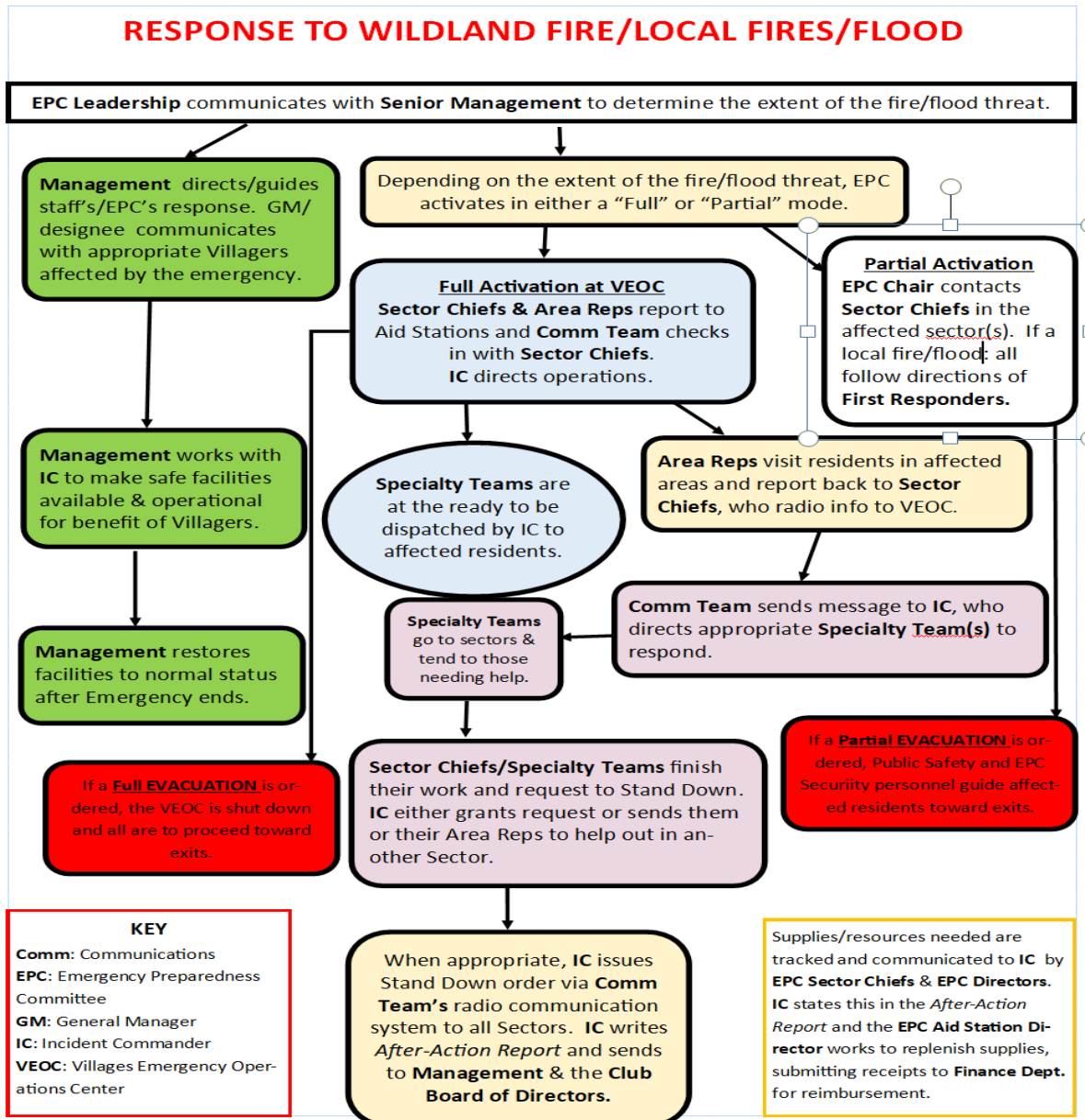
- iii. If any of the Villagers affected by this event need temporary help (food, counseling, etc.), they can contact EPC volunteers or The Villages Senior Resource Services staff for assistance. Villages residents are expected to have backup systems in place for any life-sustaining equipment they use. EPC will not be in a position to help charge or backup any such equipment.
- iv. Villages Management will assist the Villagers affected by the local fire in accessing any assistance from The Villages' insurance company.

f) Evaluation/Reporting

- i. After the IC issues the "Stand-Down" order, EPC leadership returns the VEOC to its previous status; Villages Management directs its personnel to return any facility used during the emergency to its designated purpose; EPC Specialty Teams return their supplies to their designated locations; and EPC Sector Chiefs return unused supplies to their respective Aid Stations and note which supplies need to be replenished.
- ii. After the emergency response has been completed, Villages Management and EPC leadership will meet to evaluate all aspects of the response to the emergency.
- iii. EPC Leadership ensures that an After-Action report (see Attachment #10: *After-Action Report format*) is completed in collaboration with Management and submitted to The Villages General Manager and the CBOD. The report will also include an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures. This report shall be completed and submitted no later than 7 days following the closure of the event.

Figure #6 captures all the details of the response to Wildland Fire/Local Fires/Flood.

Figure #6



3. Flood

a) Description of Emergency

When a localized flood affecting a few or many Villagers occurs, The Villages Emergency Preparedness Committee (EPC) will respond in ways directed by Management.

b) Roles of Responding Personnel

The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) has authority over the actions of EPC and may issue directions to EPC to take or not take, when EPC is activated.

- i. When Villages Management (usually Public Safety) becomes aware that all or part of the Villages has been affected by a flood, the General Manager/designee will contact the EPC Chair/designee who will then contact the appropriate Sector Chief(s) (see

- Resource Document #2: *EPC Operations Manual*, Section A,#4,h) of the affected area and all neighboring areas and inform them to have their phones available to receive calls/texts about updates to this event.
- ii. The General Manager/designee will communicate to the affected Villagers the information about the flood and the duration of the event.
 - iii. Public Safety staff will be on alert to receive direction from Management.
 - iv. Villages residents are to be attuned to announcements/messages from Management or the EPC Chair/designee.
 - v. If the flood is large enough or affects many Villagers, the EPC Chair/designee, upon consultation with the General Manager, will activate EPC (probably in the “Partial” mode—see Figure 5 of this Plan) and the appropriate EPC leadership will proceed to and open the Villages Emergency Operations Center (VEOC) and begin following the established procedures (see Resource Document #2: *EPC Operations Manual*, Section A,#4,e).
 - vi. **As available**, the EPC Chair/designee will instruct the appropriate EPC Sector Chief(s) to contact their EPC Area Reps and deploy them to their respective areas to check on the households therein. These Area Reps will report the status of the residents in their area to their Sector Chiefs, who will report this information to the EPC Chair/designee.
 - vii. The Communications Team receives, records and relays messages to the Secretariat, who in turn documents the messages and sends them to the Incident Commander (IC) for distribution to the appropriate personnel.
 - viii. Based on the information reported to the VEOC by the EPC Sector Chiefs, the Incident Commander may communicate with any Director of the Specialty Teams **who are available** to inform him/her of the need to respond appropriately. Any Directors who respond are to report back to the EPC Chair/designee about the results of the action they took.
 - ix. **As available**, the EPC Sector Chiefs will instruct the EPC Area Reps **who are available** to notify residents that if their health equipment is jeopardized by the flood to call 911 and notify family or friends who might be able to help them (see Resource Document #2: *EPC Operations Manual*, Section A,#5,d).
 - x. Villages Management may ask the EPC Chair/designee to have event flyers from management to be handed out to all affected or surrounding residences.
 - xi. In case they are needed **and are available**, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located and use them as directed.
 - xii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located and distribute them as appropriate.
 - xiii. When appropriate, the Incident Commander communicates to the affected EPC Sector Chiefs that the event has ended.

c. Role of Responding Organizations

- ii. Villages Management, including the Director of Public Safety, will be in constant communication throughout this event with all organizations that have been called upon to assist in the response to this flood event.
- iii. All organizations responding to this event will inform Management, who will communicate to the EPC Chair/designee, when their response to the event has ended.

d. Facilities/Resources Allocation

- i. Currently the Cribari Plaza is designated as the site of the VEOC. If other facilities are needed, the IC will work with Management staff to see to it that the appropriate facilities become available, outfitted and operational, especially if they are needed for the Villagers' safety. (See Attachment #6: VEOC Cribari Plaza 11-12-21.)
- ii. In case they are needed **and available**, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located.
- iii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located.
- iv. According to the Logistics section of this Plan, requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
- v. To ensure the appropriate and continuous response to emergency situations, the Incident Commander will see to it that the EPC Directors and Sector Chiefs track and report the needs and resources available on site, including the mobilization of the resources to the correct areas and personnel.
- vi. According to the Finance section of this Plan, the payment for any and all resources needed/used during this emergency will be handled as specified therein.

c) Ongoing Need

- i. If any of the Villagers affected by this event need temporary help (food, counseling, etc.), they can contact EPC volunteers or The Villages Senior Resource Services staff for assistance. Villages residents are expected to have backup systems in place for any life-sustaining equipment they use. EPC will not be in a position to help charge or backup any such equipment.
- ii. Management will assist the Villagers affected by the flood in accessing any assistance from The Villages' insurance company.

d) Evaluation/Reporting

- i. After the EPC Chair/designee communicates to the affected Sector Chiefs via phone/email/text a message that the event has ended, EPC leadership returns the VEOC to its previous status; Villages Management directs its personnel to return any facility used during the emergency to its designated purpose; EPC Specialty Teams return their supplies to their designated locations; and EPC Sector Chiefs return unused supplies to their respective Aid Stations and note which supplies need to be replenished.
- ii. After the emergency response has been completed, Villages Management and EPC leadership will meet to evaluate all aspects of the response to the emergency.

- iii. EPC Leadership ensures that an *After-Action Report* (see Attachment #10: *After-Action Report format*) is completed in collaboration with Management and submitted to The Villages General Manager and the CBOD. This report will include an analysis of the use of manpower, equipment, supplies, response actions and response timelines. The report will also include an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures. This report shall be completed and submitted no later than 7 days following the closure of the event.

4. Power Outage/Shutdown

a) Description of Emergency

When a localized power outage or a PG&E-initiated electricity shutdown occurs, and if the Villages is not under a Shelter-in-Place order, The Villages Emergency Preparedness Committee (EPC) will respond in ways directed by Management.

b) Roles of Responding Personnel

The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) has authority over the actions of EPC and may issue directions to EPC to take or not take, when EPC is activated.

- i. When Villages Management (usually Public Safety) becomes aware that all or part of the Villages has been affected by a power shutdown or outage that is determined to be long-term or life-threatening in nature, the General Manager/designee will contact the EPC Chair/designee who will then contact the appropriate Sector Chief(s) (see Resource Document #2: *EPC Operations Manual*, Section A,#4,h) of the affected and all neighboring areas and inform them to have their phones available to receive calls/texts about updates to this event.
- ii. The General Manager/designee will communicate to the affected Villagers the information about the shutdown/outage and the duration of the event.
- iii. Public Safety staff will be on alert to receive direction from Management.
- iv. Villagers residents are to be attuned to announcements/messages from Management or the EPC Chair/designee.
- v. **As available** the EPC Chair/designee will instruct the EPC Sector Chief(s) to contact their EPC Area Reps and deploy them to their respective areas to check on the households therein. These Area Reps will report the status of the residents in their area to their Sector Chiefs, who will report this information to the EPC Chair/designee.
- vi. Based on the information reported by the EPC Sector Chiefs, the EPC Chair/designee may communicate with any Director of the Specialty Teams **who are available** to inform him/her of the need to respond appropriately. Any Directors that respond are to report back to the EPC Chair/designee about the results of the action they took.
- vii. **As available**, the EPC Sector Chiefs will instruct the EPC Area Reps **who are available** to notify residents that if their health equipment is jeopardized by a lack of power to call 911 and notify family or friends who might be able to help them (see Resource Document #2: *EPC Operations Manual*, Section A,#5,d).
- viii. In the event of a scheduled PG&E power shutdown, Management may ask the EPC

Chair/designee to have event flyers from management to be handed out to all affected residences.

- ix. If the entire Villages is affected by the power outage/shutdown, the EPC Chair/designee will activate the EPC and the leadership will proceed to the Villages Emergency Operations Center (VEOC) and begin following the established procedures (see Resource Document #2: *EPC Operations Manual*, Section A,#4,e).
- x. The Communications Team receives, records and relays messages to the Secretariat, who in turn documents the messages and sends them to the Incident Commander (IC) for distribution to the appropriate personnel.
- xi. The Incident Commander communicates with the General Manager to see if any of the EPC Specialty Team personnel **who are available** can assist in the **power outage/shutdown** emergency.
- xii. When appropriate, the Incident Commander communicates to the affected Sector Chiefs that the event has ended (power has been restored).

c) Role of Responding Organizations

- i. Villages Management, including the Director of Public Safety, will be in constant communication with PG&E throughout this event.
- ii. PG&E will inform Management, who will communicate this to the EPC Chair/designee, when the outage/shutdown has been corrected and power is restored.

d) Facilities/Resources Allocation

- i. Currently the Cribari Plaza is designated as the site of the VEOC. If other facilities are needed, the IC will work with Management staff to see to it that the appropriate facilities become available, outfitted and operational, especially if they are needed for the Villagers' safety. This shall occur if the shut-down/outage exceeds 8 hours in duration. (See Attachment #6: VEOC Cribari Plaza 11-12-21.)
- ii. In case they are needed **and are available**, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located and use them as directed.
- iii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located and distribute them as appropriate.
- iv. According to the Logistics section of this Plan, requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
- v. To ensure the appropriate and continuous response to emergency situations, the Incident Commander will see to it that the EPC Directors and Sector Chiefs track and report the needs and resources available on site, including the mobilization of the resources to the correct areas and personnel.
- vi. According to the Finance section of this Plan, the payment for any and all resources needed/used during this emergency will be handled as specified therein.

e) Ongoing Need

- i. If any of the Villagers affected by this event need temporary help (food, counseling, etc.), they can contact EPC volunteers or The Villages Senior Resource Services staff

for assistance. Villages residents are expected to have backup systems in place for any life-sustaining equipment they use. EPC will not be in a position to help charge or backup any such equipment.

f) Evaluation/Reporting

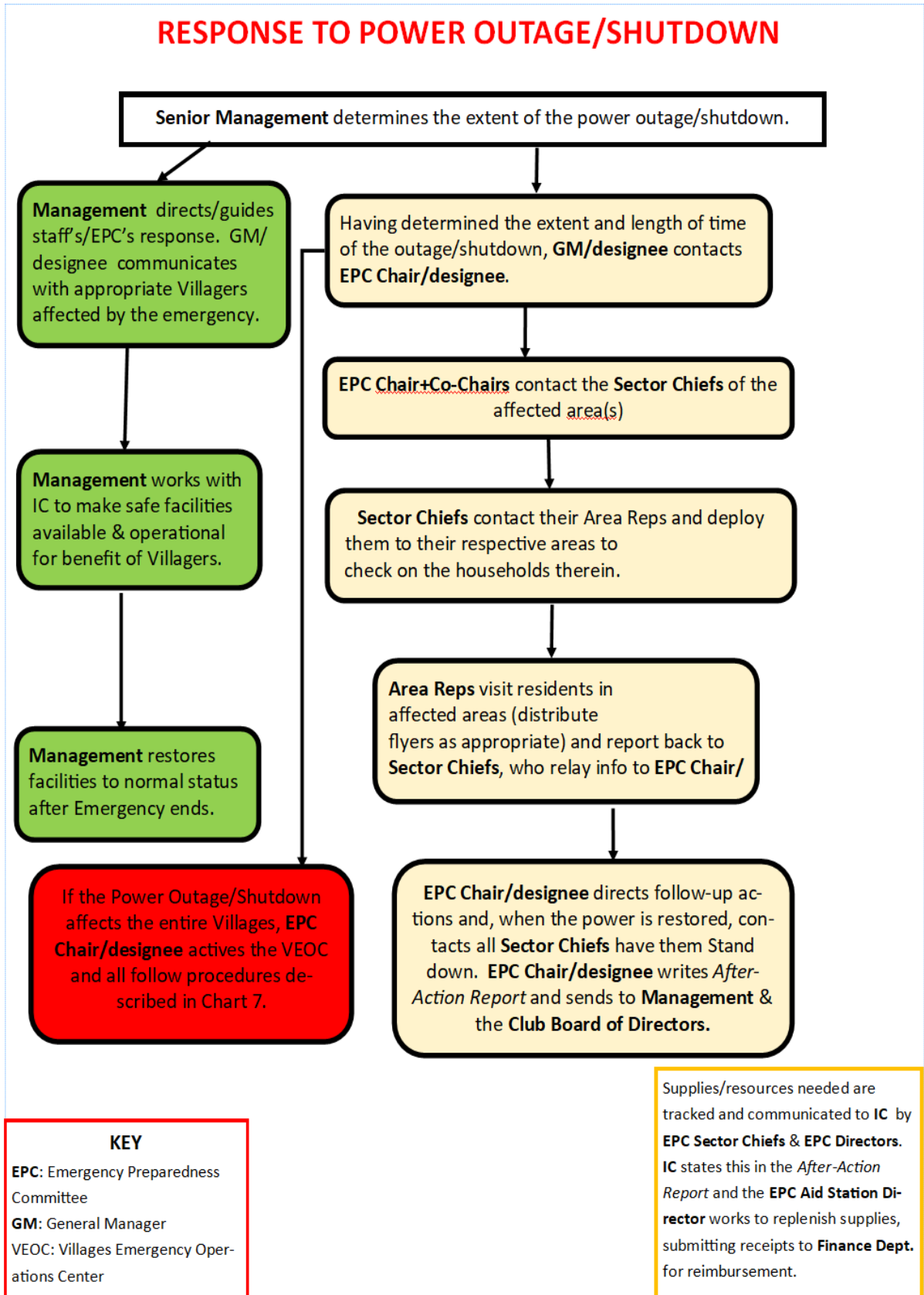
- i. After the EPC Chair/designee communicates to the affected Sector Chiefs via phone/ email/text a message that the event has ended, EPC leadership returns the VEOC to its previous status; Villages Management directs its personnel to return any facility used during the emergency to its designated purpose; EPC Specialty Teams return their supplies to their designated locations; and EPC Sector Chiefs return unused supplies to their respective Aid Stations and note which supplies need to be replenished.

- ii. After the emergency response has been completed, Villages Management and EPC leadership will meet to evaluate all aspects of the response to the emergency.

EPC Leadership ensures that an *After-Action Report* (see Attachment #10: *After-Action Report format*) is completed in collaboration with Management and submitted to The Villages General Manager and the CBOD. This report will include an analysis of the use of manpower, equipment, supplies, response actions and response timelines. The report will also include an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures. This report shall be completed and submitted no later than 7 days following the closure of the event.

Figure #7 captures all the details of the response to Power Outage/Shutdown.

Figure #7



5. Police Emergency

a) Description of Emergency

When a localized police event (e.g., mass shooting, bomb threat/attack, etc.) affecting a few or many Villagers occurs, The Villages Emergency Preparedness Committee (EPC) will respond in ways directed by Management.

b) Roles of Responding Personnel

- i. **The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) has authority over the actions of EPC and may issue directions to EPC to take or not take, when EPC is activated.** When Villages Management (usually Public Safety) becomes aware that all or part of the Villages has been affected by a police emergency (e.g., mass shooting, bomb threat/attack, etc.), the General Manager/designee will contact the EPC Chair/designee who will then contact the appropriate Sector Chief(s) **who are available** (see Resource Document #2: *EPC Operations Manual*, Section A,#4,h) of the affected and all neighboring areas and inform them to have their phones available to receive calls/texts about updates to this event.
- ii. The General Manager/designee will communicate to the affected Villagers the information about the police emergency and the duration of the event.
- iii. Public Safety staff will be on alert to receive direction from Management.
- iv. Villages residents are to be attuned to announcements/messages from Management or the EPC Chair/designee and to respond appropriately.
- v. If the event is large enough or affects many Villagers, the EPC Chair/designee, upon consultation with the General Manager, will activate EPC (probably in the “Partial” mode—see Figure 5 on page 20 of this Plan) and the appropriate EPC leadership **who are available** will proceed to and open the Villages Emergency Operations Center (VEOC) and begin following the established procedures (see Resource Document #2: *EPC Operations Manual*, Section A,#4,e).
- vi. **As available**, the EPC Chair/designee will instruct the appropriate EPC Sector Chief(s) to follow all instructions from the police and, if it is safe to do so, to contact their EPC Area Reps **who are available** and deploy them to their respective areas to check on the households therein. These Area Reps will report the status of the residents in their area to their Sector Chiefs, who will report this information to the VEOC.
- vii. The Communications Team receives, records and relays messages to the Secretariat, who in turn documents the messages and sends them to the Incident Commander (IC) for distribution to the appropriate personnel.
- viii. Based on the information reported by the EPC Sector Chiefs, the Incident Commander will follow all instructions from the police and may communicate with any Director of the Specialty Teams **who are available** to inform him/her of the need to respond appropriately. Any Directors who respond are to report back to the Incident Commander about the results of the action they took.
- ix. **As available**, the EPC Sector Chiefs will instruct the Area Reps **who are available** to notify residents that if their health equipment is jeopardized by the event to call 911 and notify family or friends who might be able to help them (see Resource Document #2: *EPC Operations Manual*, Section A,#5,d).

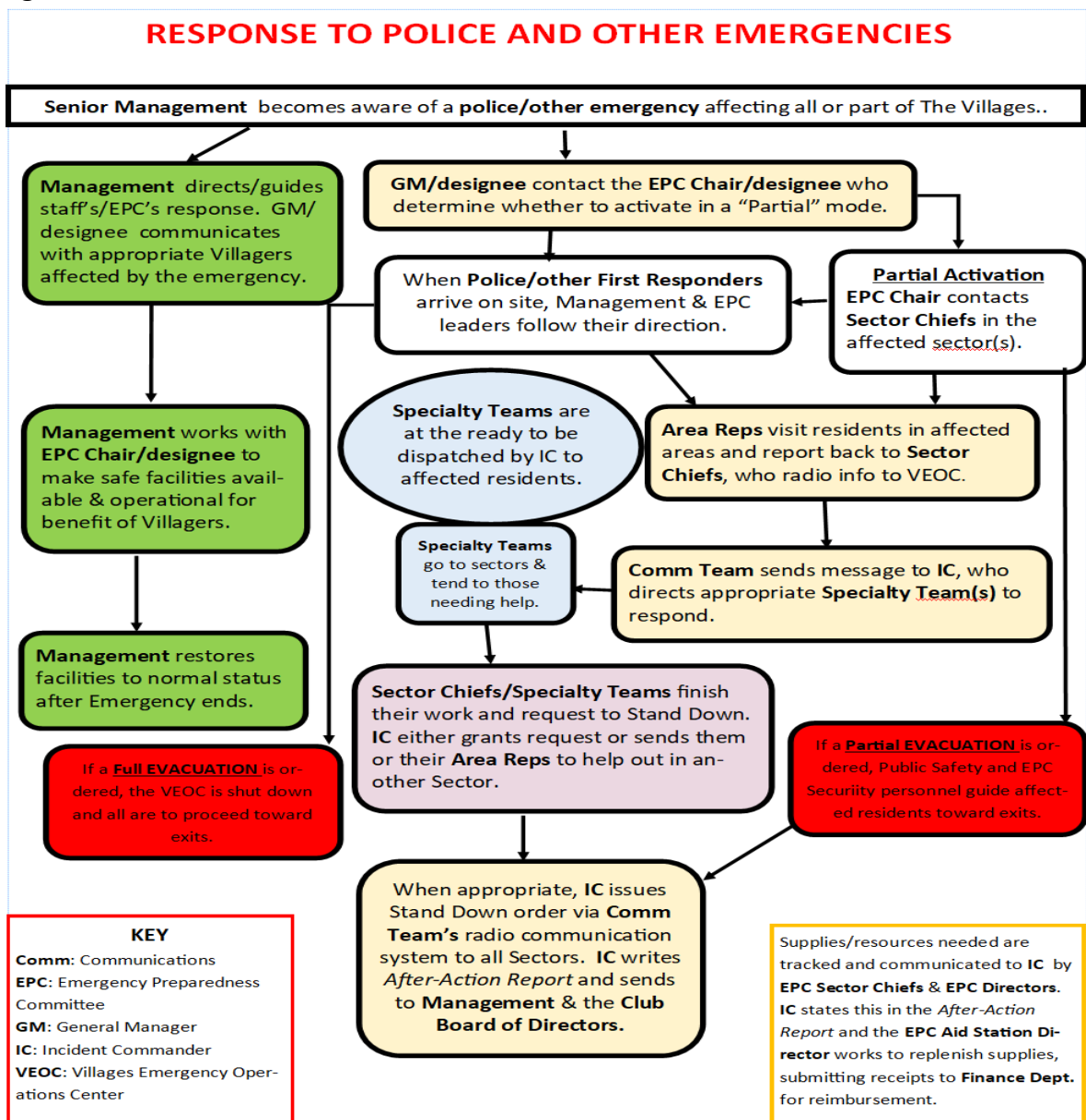
- x. Villages Management may ask the EPC Chair/designee to have event flyers from management to be handed out to all affected or surrounding residences.
 - xi. When appropriate, the EPC Chair/designee communicates to the affected Sector Chiefs via phone/email/text a message that the event has ended.
- c) Role of Responding Organizations**
- i. Villages Management, including the Director of Public Safety, will be in constant communication throughout this event with the police and any other organizations that have been called upon to assist in the response to this event.
 - ii. All organizations responding to this event will inform Management, who will communicate to the EPC Chair/designee, when their response to the event has ended.
- d) Facilities/Resources Allocation**
- i. Currently the Cribari Plaza is designated as the site of the VEOC. If other facilities are needed, the IC will work with Management staff to see to it that the appropriate facilities become available, outfitted and operational, especially if they are needed for the Villagers' safety. (See Attachment #6: VEOC Cribari Plaza 11-12-21.)
 - ii. In case they are needed **and are available**, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located.
 - iii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located.
 - iv. According to the Logistics section of this Plan, requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
 - v. To ensure the appropriate and continuous response to emergency situations, the Incident Commander will see to it that the EPC Directors and Sector Chiefs track and report the needs and resources available on site, including the mobilization of the resources to the correct areas and personnel.
 - vi. According to the Finance section of this Plan, the payment for any and all resources needed/used during this emergency will be handled as specified therein.
- e) Ongoing Need**
- i. If any of the Villagers affected by this event need temporary help (food, counseling, etc.), they can contact EPC volunteers or The Villages Senior Resource Services staff for assistance. Villages residents are expected to have backup systems in place for any life-sustaining equipment they use. EPC will not be in a position to help charge or backup any such equipment.
 - ii. Management will assist the Villagers affected by the flood in accessing any assistance from The Villages' insurance company.
- f) Evaluation/Reporting**
- i. After the EPC Chair/designee communicates to the affected Sector Chiefs via phone/email/text a message that the event has ended, EPC leadership returns the VEOC to its previous status; Villages Management directs its personnel to return any facility used during the emergency to its designated purpose; EPC Specialty Teams return their supplies to their designated locations; and EPC Sector Chiefs return unused supplies to their respective Aid Stations and note which supplies need to be

replenished.

- ii. After the emergency response has been completed, Villages Management and EPC leadership will meet to evaluate all aspects of the response to the emergency.
- iii. EPC Leadership ensures that an *After-Action Report* (see Attachment #10: *After-Action Report format*) is completed in collaboration with Management and submitted to The Villages General Manager and the CBOD. This report will include an analysis of the use of manpower, equipment, supplies, response actions and response timelines. The report will also include an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures. This report shall be completed and submitted no later than 7 days following the closure of the event.

Figure #8 captures all the details of the response to Police and Other Emergencies.

Figure #8



6. Other Emergency

a) **Description of Emergency**

When a localized disaster (e.g., a plane crash) affecting a few or many Villagers occurs, The Villages Emergency Preparedness Committee (EPC) will respond in ways directed by Management.

b) **Roles of Responding Personnel**

The General Manager, Assistant General Manager, or the Director of Public Safety (or their designee) has authority over the actions of EPC and may issue directions to EPC to take or not take, when EPC is activated.

- i. When Villages Management (usually Public Safety) becomes aware that all or part of the Villages has been affected by a singular disaster (e.g., plane crash), the General Manager/designee will contact the EPC Chair/designee who will then contact the appropriate Sector Chief(s) (see Resource Document #2: *EPC Operations Manual*, Section A,#4,h) of the affected and all neighboring areas and inform them to have their phones available to receive calls/texts about updates to this event.
- ii. The General Manager/designee will communicate to the affected Villagers the information about the emergency and the duration of the event.
- iii. Public Safety staff will be on alert to receive direction from Management.
- iv. Villages residents are to be attuned to announcements/messages from Management or the EPC Chair/designee.
- v. If the event is large enough or affects many Villagers, the EPC Chair/designee, upon consultation with the General Manager, will activate EPC (probably in the “Partial” mode—see Figure 5 of this Plan) and the appropriate EPC leadership **who are available** will proceed to and open the Villages Emergency Operations Center (VEOC) and begin following the established procedures (see Resource Document #2: *EPC Operations Manual*, Section A,#4,e).
- vi. **As available**, the EPC Chair/designee will instruct the appropriate EPC Sector Chief(s) to contact their EPC Area Reps **who are available** and deploy them to their respective areas to check on the households therein. These Area Reps will report the status of the residents in their area to their Sector Chiefs, who will report this information to the EPC Chair/designee.
- vii. Based on the information reported to the VEOC by the EPC Sector Chiefs, the Incident Commander may communicate with any Director of the EPC Specialty Teams **who are available** to inform him/her of the need to respond appropriately. Any Directors who respond are to report back to the EPC Chair/designee about the results of the action they took.
- viii. **As available**, the EPC Sector Chiefs will instruct the EPC Area Reps to notify residents that if their health equipment is jeopardized by the event to call 911 and notify family or friends who might be able to help them (see Resource Document #2: *EPC Operations Manual*, Section A,#5,d).
- ix. Villages Management may ask the EPC Chair/designee to have event flyers from management to be handed out to all affected or surrounding residences.
- x. When appropriate, the Incident Commander communicates to the affected EPC Sector

Chiefs via phone/email/text a message that the event has ended.

c) Role of Responding Organizations

- i. Villages Management, including the Director of Public Safety, will be in constant communication throughout this event with all organizations that have been called upon to assist in the response to this event.
- ii. All organizations responding to this event will inform Management, who will communicate to the EPC Chair/designee, when their response to the event has ended.

d) Facilities/Resources Allocation

- i. Currently the Cribari Plaza is designated as the site of the VEOC. If other facilities are needed, the IC will work with Villages Management staff to see to it that the appropriate facilities become available, outfitted and operational, especially if they are needed for the Villagers' safety (see Attachment #6: VEOC Cribari Plaza 11-12-21.)
- ii. In case they are needed, the EPC Medical Team will access its supplies from the Medical Shed behind the Cribari Auditorium where they are located.
- iii. **As members are available**, the EPC Emergency Support Team will access its supplies from the shed behind the Cribari Auditorium where they are located.
- iv. According to the Logistics section of this Plan, requests for resources are initiated, communicated, and coordinated through the appropriate Incident Command Structure of the VEOC.
- v. To ensure the appropriate and continuous response to emergency situations, the Incident Commander will see to it that the EPC Directors and Sector Chiefs track and report the needs and resources available on site, including the mobilization of the resources to the correct areas and personnel.
- vi. According to the Finance section of this Plan, the payment for any and all resources needed/used during this emergency will be handled as specified therein.

e) Ongoing Need

- i. If any of the Villagers affected by this event need temporary help (food, counseling, etc.), they can contact EPC volunteers or The Villages Senior Resource Services staff for assistance. Villages residents are expected to have backup systems in place for any life-sustaining equipment they use. EPC will not be in a position to help charge or backup any such equipment.
- ii. Management will assist the Villagers affected by the flood in accessing any assistance from The Villages' insurance company.

f) Evaluation/Reporting

- i. After the EPC Chair/designee communicates to the affected Sector Chiefs via phone/email/text a message that the event has ended, EPC leadership returns the VEOC to its previous status; Villages Management directs its personnel to return any facility used during the emergency to its designated purpose; EPC Specialty Teams return their supplies to their designated locations; and EPC Sector Chiefs return unused supplies to their respective Aid Stations and note which supplies need to be replenished.
- ii. After the emergency response has been completed, Villages Management and EPC leadership will meet to evaluate all aspects of the response to the emergency.

- iii. EPC Leadership ensures that an *After-Action Report* (see Attachment #5: *After-Action Report format*) is completed in collaboration with Management and submitted to The Villages General Manager and the CBOD. This report will include an analysis of the use of manpower, equipment, supplies, response actions and response timelines. The report will also include an inventory of supplies that will be needed to bring back to capacity the supplies needed for an emergency and an assessment of the damages to structures. This report shall be completed and submitted no later than 7 days following the closure of the event.]

VII. GLOSSARY OF TERMS

ABOD.....The Villages Association Board of Directors
 Cal-OES.....California Office of Emergency Services
 CBCitizen Ban Radio
 CBODThe Villages Club Board of Directors
 CCCommand Center
 CERTCommunity Emergency Response Team
 CPRCardio-Pulmonary Resuscitation
 DMS.....EPC Document Management System
 EOC.....Emergency Operations Center (outside agency)
 EOPEmergency Operations Plan (outside agency)
 EPCThe Villages Emergency Preparedness Committee
 ESACalifornia Emergency Services Act
 EST.....EPC Emotional Support Team
 FCCFederal Communications Commission
 FEMA.....Federal Emergency Management Agency
 GM.....The Villages General Manager
 HBOD.....The Villages Homeowners Board
 ICIncident Commander
 ICS.....Incident Command System (National)
 MC.....Medical Center (Cribari Auditorium)
 Management staff.....The Villages management office personnel
 NIMS.....National Incident Management System
 OESSan José Office of Emergency Services
 RVRecreational Vehicle
 SCCSanta Clara County
 SEMSCalifornia Emergency Management System
 SIP.....Shelter-In-Place Order
 SJCity of San José
 VARC.....The Villages Amateur Radio Club
 VEOC.....The Villages Emergency Operations Center
 VEOP.....The Villages Emergency Operations Plan

VIII. ATTACHMENTS

1. California Emergency Services Act Definitions relevant to this Plan
2. Outside Supporting Organizations
3. Villages Resident Emergency Resources
4. Phases of Emergency Management
5. Department Policies and Procedures Relevant to this Plan (Sector Chiefs & Area Reps)
6. VEOC Cribari Plaza 11-12-21
7. EPC – Villages Evacuation Procedures 2-28-20
8. Villages Map--Sectors+Exits+Aid Stations+Supply Sheds 4-4-22
9. D-31 Policy on Backup Electric Power Systems
10. After-Action Report format
11. What Should I (As a Non-Involved EPC Villager) Do in an Emergency?

IX. LIST OF FIGURES

- | | |
|--|-------|
| #1 Emergency Response Flow Chart..... | p. 11 |
| #2 The Villages Emergency Response Flow | p. 14 |
| #3 Regional Event..... | p. 16 |
| #4 Evacuation Event..... | p. 18 |
| #5 Response to Specific Emergencies..... | p. 24 |
| #6 Response to Wildland Fire/Local Fires/Flood | p. 29 |
| #7 Response to Power Outage/Shutdown..... | p. 36 |
| #8 Response to Police and Other Emergencies | p. 39 |

X. REFERENCE DOCUMENTS

1. EPC - *Emergency Action Manual for Sector Chiefs*
2. EPC - *The Villages EPC Operations Manual*
3. Villages Employees - *The Villages Employee Disaster Plan*
4. Villages - *The Villages Golf and Country Club Disaster Plan*