

Rossmoor Entry Coordinator Orientation & Guide



Emergency Preparedness Organization

Rossmoor
Walnut Creek, CA
www.rossmoorepo.org

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(Revised from July 2015)

In an emergency, a call to 911 will bring help.
In a disaster, 911 lines may be jammed and people will need to help themselves and each other.

Throughout this document, we often use the term emergency – even with the name of the Emergency Preparedness Organization. Rest assured, we are really talking about incidents that have very serious and broader reaching consequences – namely a disaster.

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1. Introduction & overview

Welcome! You have volunteered for one of the most important jobs one can have in an emergency at Rossmoor – **Entry Coordinator**. **YOU are the link between the residents in your entry and professional first responders** should we be cut off by a disaster.

As such, it will be your job to help your neighbors prepare for emergencies, to know how they are doing and what they need if a disaster hits, and to communicate the condition and needs of your neighbors to the emergency response teams.

Rossmoor's overall disaster response activities are coordinated by two entities, the Golden Rain Foundation (GRF) Incident Command Post and the Rossmoor Area CERT (RAC) Incident Command Post. As of this date, the GRF IC will most likely be located in the Gateway Board Room and CERT will deploy near their cache in the Gateway complex. Regardless of physical locations, CERT and GRF will work together.

Where do Entry Coordinators (ECs) fit into the overall emergency / disaster preparedness program in Rossmoor? We are all volunteers within the *Emergency Preparedness Organization (EPO)* whose job is to help residents prepare for community-wide disasters. Entry Coordinators help coordinate (within their entry) with the appropriate agencies within and outside Rossmoor including Securitas, Walnut Creek Police, Contra Costa County Fire, Red Cross and the Walnut Creek Community Emergency Response Teams (CERT).

EPO holds monthly meetings where Entry Coordinators and everyone concerned about getting prepared for a disaster are encouraged to attend. We discuss all aspects of disaster preparedness and relief such as training, first aid, communications, pet care, mental health, and Red Cross coordination. For additional information, go to our website, www.rossmoorepo.org

Particularly important are the participants in the two radio networks serving the community, **Citizens Band (CB) radio and Family Radio Service (FRS) operators.** They are important because in extreme situations, they may be the only way you'll be able to reach residents and CERT.

Both networks hold a Saturday call-in drill, the CB Net from 8 to 9 AM on CB Channel 40 and the FRS nets on FRS Channels 12 and 13 from 9 to 9:30 AM.

These are exercises in the protocol that will be used in an emergency as well as an opportunity to confirm that your equipment is operating properly.

Needless to say, this Guide cannot possibly cover all contingencies and aspects of emergency preparedness. There are many knowledgeable people involved. Use them as a resource. Consult with other Entry Coordinators and attend the meetings and workshops.

Special Note for Entry Coordinators and Communicators that are CERT-trained

We recognize that many of our Entry Coordinators and CB/FRS radio operators are also cross-trained in CERT, and may have specific CERT reporting assignments in any disaster response. **It is especially important for these residents to have backup or assistants in their entries that will check and report entry status!**

2. First steps

- ✓ Your very first step is to get to know the residents in your entry. If you don't know your neighbors, Map Your Neighborhood, a national program, is designed to improve readiness at the neighborhood level. MYN provides a process that groups of neighbors can work through to prepare their neighborhood for disasters. See page 12 for the MYN contact information.
- ✓ Introduce yourself to each resident and explain what your function is. You can take this opportunity to ask each resident to complete the Sample Resident Questionnaire on the last two pages of this guide. Feel free to add to or change the Questionnaire to help you get to know your neighbors and their special needs.

You need to know who lives in each unit, including pets and caregivers. Does the caregiver live-in or otherwise? Does your neighbor use oxygen? Know who might need extra help leaving their home in an emergency.
- ✓ Find out how you can be notified when new residents move in and when others move away. Your neighbors may be the best source of this information. An "official" source would be your Mutual's emergency readiness/preparedness representative or its president. Check Rossmoor.org for Mutual contacts.
- ✓ Enlist assistants to serve as your backup and to assist in emergencies. This is particularly important if you work or travel frequently and if you are in a high population entry. How many residents one EC can manage depends on the individual, how spread out the buildings are and the nature of the emergency. A rough rule of thumb is 15 - 20 homes per EC team member.
- ✓ Watch the Rossmoor News for announcements of the Emergency Preparedness Organization's meetings – often but not always on the first Monday of each month. Attend as many as you can.

3. Meet with your neighbors: Discussion topics

If you have a large number of homes and residents in your entry, you might first want to meet with your team members to schedule smaller meetings and to establish a standard agenda. After that, hold an informal get-together with all the entry residents to meet them and to encourage them to get to know one another. At this first get-together, you may want to set up another meeting in a few weeks to discuss emergency procedures or you may be able to accomplish this at the first meeting.

A. Emergency procedures

Establish the following:

- 1 What to do, where to gather with neighbors in case of an earthquake or fire – preferably in a covered area such as a laundry room or carport.
- 2 Know how to use Family Radio Service (FRS) to communicate with one another from one end of your neighborhood to the other using FRS Channel 8. FRS radios are often referred to as walkie-talkies.
 - a Remember, in a major earthquake it's likely that all telephones, land-line and cell, may be inoperable. A bullhorn could also be useful under those circumstances.
 - b For people who may not be able to leave their home, the universally recognized call for help is a white or light-colored towel or cloth placed in or outside a window or door. Check rossmoorepo.org for more ideas and resources.
 - c Report your entry status to CERT on FRS channels 12 or 13.

Some Basic Do-Not-Do's:

- a **Do Not** go into a structurally-damaged building alone for any reason.
- b **Do Not** attempt CPR or first aid unless you are trained to do so. CERT does not recommend CPR in a disaster situation, but first aid can be of real benefit. Red Cross offers First Aid classes
- c **Do Not** use a fire extinguisher unless you have the correct extinguisher for the type of fire (grease, electrical, or other) you're facing and know how to use it.

- d **Do Not** move an injured person, especially one whom you suspect has broken bones or neck or back injuries, unless you are medically trained to do so. Wait for professional emergency response teams.
- e **Do Not** go back into a burning building. Once out, **STAY OUT!**
- f **Do Not** use candles. Flashlights are safer. Encourage residents to purchase battery-operated lanterns.
- g **Do Not** attempt to leave Rossmoor unless told to evacuate by police authorities.

B. Emergency supplies (residents)

- ✓ A red fabric bag or “Evac Pac” that holds a 7 to 14-day supply of medicine for each person and a list of medications taken. “Evac Pacs” are usually available at the front desk in Gateway’s administration building
- ✓ Food and water to sustain each person for at least 7 days
 - Water - One gallon per person per day, half for drinking, half for sanitation purposes
 - Food - approximately 1,200 calories per person per day
- ✓ Radio and flashlights – battery, solar or crank-operated
- ✓ Extra batteries
- ✓ First aid kit
- ✓ Blankets
- ✓ Pet supplies
- ✓ Other supplies including a whistle, fire extinguisher and cash in small denominations. Banks and ATMs may not be open or operating.

C. Potential Emergency Supplies (for the neighborhood)

- ✓ Do we want to gather supplies to be kept in a common area within the entry in case we’re forced to live outdoors for some days? What supplies and how do we acquire them? Where do we store them and how do we pay for them? Are residents willing to donate supplies or cash for their purchase? How do we protect them and replenish with fresh items?
- ✓ Examples of emergency supplies
 - First aid kit, splints, bubble wrap
 - Ponchos, blankets and plastic sheeting
 - Flashlights, lanterns and radio (battery- or crank-operated)
 - FRS radios and batteries for all equipment
 - Tools, pry bar, rope, duct tape, knives, mechanical can opener, shovel

- Portable toilet, toilet paper, toilet chemicals, kitty litter
- Heavy duty work gloves, dust masks, vinyl gloves and water purification tablets

D. Pets and Emergency Supplies for Pets

- ✓ Pets should remain at home with their owner. If residents are advised to evacuate, they will be told where they can take their pets to be sheltered. The only time that CERT Animal Staging will receive pets is if CERT transports an injured resident and their pet must accompany them. **CERT Animal Staging cannot accept “dropped-off” pets.**
- ✓ CERT Animal Staging advises pet owners to prepare a kit containing the following:
 - Food
 - Medications and medical history, including proof of vaccinations
 - Chip number, copy of license, a photo of the pet with the owner(s)
 - Description of allergies and personality quirks
 - Emergency phone numbers
 - A collar and leash
 - Plastic bags for cleanup
 - Booties to protect feet
 - Familiar toys and/or blanket
 - A muzzle or cone-shaped collar

E. Disaster preparedness materials – check out www.rossmoorepo.org

- ✓ You might want to have materials available to hand out and review with the residents at your get-together.

F. Family Radio Service (FRS) & Citizens Band (CB) radio networks

- ✓ When building your team, enlist FRS and/or CB radio operator/s and assistants in your neighborhood. Larger entries need more radio-equipped, capable volunteers.
- ✓ Decide how the radios will be acquired and paid for. Are residents willing to buy their own or contribute?

G. Residents who are away from home

Residents should tell you and/or their building coordinator when they expect to be away (vacation or illness) for more than 2 or 3 days.

4. What you as entry coordinator should know and do

- ✓ Entry coordinators with Family Service Radios and other FRS operators should use FRS Channel 8 to communicate within their entries to get help from neighbors and learn of situations close to home.
- ✓ FRS operators will use Channel 12 and 13 to communicate with CERT volunteers. CERT will announce their operational status on FRS Channel 8, so you must have at least one radio tuned to FRS Channel 8.
- ✓ **Please do not use FRS channels 9 through 14 within your entry, as you will interfere with CERT operations.**
- ✓ **Gas and water valves and electric switches.** You or someone in your entry should be responsible for locating the gas and water valves and electric switches, and knowing where the shut-off wrenches or tools are and how to use them.
- ✓ **BUT . . . do not turn anything off unless you smell gas, or see a meter dial spinning AND you know what you're doing.** You can break a valve and do greater damage. And **ONLY PG&E CAN TURN THE GAS BACK ON.** That may take weeks.
- ✓ The person designated to handle the switches and valves should follow instructions from police, fire department and Securitas authorities.
- ✓ Know where fire extinguishers are located. Extinguishers should only be used by someone who knows how and when to use them.
- ✓ Introduce yourself to new residents and tell them about emergency preparedness plans in the neighborhood.
- ✓ Know when residents have moved out or will be away for extended periods of time so you'll know which units are vacant if there's an emergency.
- ✓ **REPEAT: It is vital that the residents tell you and/or their building coordinator when they plan to be away for more than 2 or 3 days.**
- ✓ Get a roll of red and green tape at the Securitas office at Creekside. In addition, get an orange sash to wear during a disaster to identify yourself quickly to first responders that you are the Entry Coordinator. These are available from the office of the Securitas site manager, (925) 988-7844.

5. What to do in an emergency

- ✓ **In an earthquake**, “Duck, Cover and Hold.”
- ✓ Check for gas leaks, smoke and fire.
- ✓ **If there is a fire in your manor**, leave immediately and call 911 if possible.
- ✓ Take care of yourself and those in your home first.
- ✓ Then you and your assistants check on the residents in all of the buildings in your area to see how they are doing.
- ✓ Assess the situation and the needs of residents.
- ✓ Get residents together. Help with injuries first.
- ✓ Tell CB operators to listen to CB Channel 40 and FRS operators to listen to FRS Channel 8 for information and instructions.
- ✓ Tell other residents to tune into and listen to the designated emergency radio station which is...

KCBS 740 AM
KCBS 106.9 FM

- ✓ Get shoes, clothing, flashlight, medications, radio and other supplies together for possible evacuation.
 - ✓ The Emergency Coordinator or an Assistant EC should place red (“HELP”) or green (“OKAY”) tape on the sign at the front of entry. The tape indicates your entry’s status to emergency response teams, Securitas, the fire department, the police, CERT, and the Red Cross. Assign tasks to residents.
 - ✓ **When CERT is operational, report your entry green or red status on FRS Channels 12 and 13 and/or CP Channel 40.**
 - ✓ Know who has first-aid/medical experience. You should have this information from the questionnaire that your neighbors have completed.
 - ✓ Securitas and the Walnut Creek Police will be overwhelmed by calls and may not have current information for your local entry. Use FRS channel 8 and/or CB channel 40 to receive information rather than trying to use telephones.
- Watch yourself and others for signs of stress. These can be mild to very dramatic. Notify the CERT Command Post if you need help.

- Aberrant behavior and loss of touch with reality
- Screaming, crying, shouting; threatening or violent behavior
- Do your best to dispel rumors and verify the truth of the situation.
- Do not downplay the urgency or nature of the emergency.
- Do not confront anyone.
- Do not contradict any resident's perception of reality.
- **Stay calm.** Do your best to keep residents calm.

SHELTER IN PLACE

Discourage residents from leaving Rossmoor unless an evacuation is ordered by the proper authorities.

Do not react to rumors!

Rossmoor **Nixle** will be a better source of information

We may not be able to get out of Rossmoor, and we are probably safer here and likely to get help sooner here than if we were elsewhere.

The only safe exit from Rossmoor is the Front Gate.

Do NOT self-evacuate

Do Not attempt to use other unpaved roads/exits!

They are designated for use only by emergency vehicles.

You'll impede fire trucks, ambulances,
the police and other first responders if you get in their way.

We also can't reach you if you walk or try to drive out

6. What to do if buildings become uninhabitable because of fire or earthquake

- ✓ Get residents out of the building if it is safe to do so. If it is not possible to get residents out, call CERT or 911 and wait for help.
- ✓ If help is needed in your entry, notify the CERT Command Post immediately of the situation. Use FRS Channels 12 and 13 or CB Channel 40 to make the report.
- ✓ Have residents meet in a predetermined location such as a parking area, golf course, outside a laundry room or on a patio. **TAKE ROLL CALL!**
- ✓ Get everyone in warm, dry places in any habitable area such as autos, garages, carports, clubhouses and laundry rooms.

- ✓ Discourage people from trying to leave the entry – and from leaving Rossmoor.
- ✓ **See warnings in Section 4** about gas/electric/water valves and switches.

7. What to do if all or some units are still habitable

- ✓ Encourage residents in habitable units to stay put. Move residents whose units are unstable into the habitable units.
- ✓ **See warnings in Section 4** about turning off gas and water valves and electrical master switches.
- ✓ Use water from hot water heater if water is shut off.
- ✓ Use food and water supplies in homes and/or emergency supplies that have been collected.
- ✓ If electricity is unavailable, use foods supplies in refrigerators first, then draw from freezers and lastly, from canned and dried food in the pantry.
- ✓ Listen for instructions from:
 - KCBS 740 AM and KCBS 106.9 FM
 - CB Radio Base Station on CB Channel 40
 - FRS Channel 8, CERT on FRS Channels 12 and 13
 - Fire department or police department personnel
- ✓ Be prepared to help evacuate your neighbors **IF ORDERED TO DO SO BY THE POLICE or FIRE DEPARTMENT.**

8. Local contacts

General & Emergency

Golden Rain Foundation..... (925) 988-7899

Securitas at the front gate..... (925) 939-0693
Use this number if the GRF phone system is not working

Medical emergency..... 911 from land line
Answered by the Walnut Creek Police Department

Program the numbers below into your cell phone for use only in Walnut Creek:

Police emergency..... (925) 935-6400

Fire emergency..... (925) 933-1313

9. Information Sources and Frequently Asked Questions

EPO web site - www.rossmoorepo.org

Map Your Neighborhood

- ✓ To learn more about the 2 ½ to 3-hour MYN program sponsored in Rossmoor by the Emergency Preparedness Organization (EPO), send an e-mail to Ellen Dietschy at ellenalan@comcast.net

Frequently Asked Questions

1. How can I/we get funding for, or permission to install a storage shed for emergency supplies?
 - a Start with your Mutual – ask your Board what their policies are.
 - b If your Mutual agrees to a storage shed, ask your Mutual and neighbors for funding and supplies assistance
2. Where can I/we get funding for FRS or CB radios and where do we get them?
 - a Start with your Mutual – ask your Board what their policies are.
 - b Radios are usually less than \$50.00 per pair – work with your assistants and neighbors and share the costs.
 - c Send an email to rossmoorepo@gmail.com for a list of recommended FRS radios.
3. This list will grow! What are your questions?

A final note...

You have volunteered to be an Entry Coordinator.
As such, your neighbors will rely on your guidance and leadership.

Please – Be an active EC and give your best to the job!

If you find that you are no longer willing
or able to be an active Emergency Coordinator, please notify
Fran Gibson, President (925) 300-3687 – rossmoorepo@gmail.com

so that your name can be removed from the roster and a replacement recruited.
If you are able to find a replacement, so much the better! Please notify Fran.

Rossmoor EPO - Sample Resident Questionnaire

Please print

Date _____ Your name _____

Address _____ Entry number _____

Home phone () _____ Cell phone () _____

E-mail address(es) _____

Other occupants

Name _____ Relationship to you _____

Name _____ Relationship to you _____

Caregiver(s)

Name _____ (Circle) Day Night Live-In

Name _____ (Circle) Day Night Live-In

Pets

Type _____ Name _____ Age _____ Stranger-friendly? Yes No

Type _____ Name _____ Age _____ Stranger-friendly? Yes No

Your special skills (Check all that apply) First aid _____ Medical training _____

Physician _____ Nurse _____ CPR _____ Physical therapist _____ Counselor _____ Police _____

CERT training _____ CB/Ham/FRS _____ Plumber _____ Firefighter _____ Electrician _____

Construction _____ Other (specify) _____

Your equipment (Check all that apply) golf cart _____ ladder _____ flashlights _____

hand truck or dolly _____ battery/crank-operated radio _____ first aid kit _____

CERT backpack _____ crowbar _____ camping gear _____

Other (specify) _____

Your physical limitations (Check all that apply) balance ___ dizziness ___
vision impaired ___ hearing impaired ___ allergies (specify) _____ depression ___
uses oxygen tank _____ Other (specify) _____

Emergency contacts (family or friends)

(1) Name _____ Relationship to you _____
Phone 1 () _____ Phone 2 () _____

(2) Name _____ Relationship to you _____
Phone 1 () _____ Phone 2 () _____

(3) Name _____ Relationship to you _____
Phone 1 () _____ Phone 2 () _____

Please circle your answers

- Would you need help to leave your manor in an emergency? Yes No
- I use a cane walker wheelchair oxygen tank hearing aid/s none of these

Do you have an EVAC PAC or other bag on your front door knob that contains
(1) a list of your medications and (2) a week's supply of meds? Yes No

*****The more specific the information you provide, the more likely you are
to receive faster and better assistance in an emergency.*****

Return this form to (or call and we'll pick it up):

Entry or Building Coordinator's name _____
Address _____ Entry _____
Phone 1 () _____ Phone 2 () _____

Please use the space below to add more information and/or suggestions. Please call if you have questions.