ROSSMOOR
WALNUT CREEK

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Emergency Operations Plan

2024

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CHAPTER 1 - INTRODUCTORY MATERIAL

Forward

The Golden Rain Foundation (GRF) has a limited role in disaster response. The GRF is not a first response agency, but the GRF has resources that can be deployed within Rossmoor to assist in their disaster response and recovery needs. The GRF developed this Emergency Operations Plan (EOP) to ensure that in a disaster, the GRF is prepared to effectively deploy its resources within Rossmoor. The GRF EOP addresses the response duties and responsibilities of designated Foundation employees and departments in the event of a disaster. This plan is an emergency planning document and is flexible enough to be used in all emergencies to help facilitate the response and short-term recovery process. This plan **ONLY** applies to GRF within the community of Rossmoor.

The City of Walnut Creek is the governmental organization with overall authority for disaster response within the City. The GRF EOP is not intended to usurp the City of Walnut Creek's EOP or the City's authorities in a disaster. Rather, the GRF's EOP provides guidance to the GRF's response within Rossmoor. Moreover, the GRF EOP provides direction to the Foundation on how to manage its resources in a manner that supports the City.

The City of Walnut Creek Emergency Operations Plan, the Contra Costa County Emergency Operations Plan, the California State Emergency Plan, and the National Incident Management System served as references in the development of the GRF EOP. The GRF EOP is consistent with the California State Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS). The FEMA Comprehensive Preparedness Guidelines (CPG101) serves as the foundation for State and local emergency planning by promoting a common understanding of the fundamentals of risk-informed planning and decision making. While it is not a requirement for the GRF to be compliant with FEMA planning standards, the CPG101 was used as a guideline to be consistent with local planning.

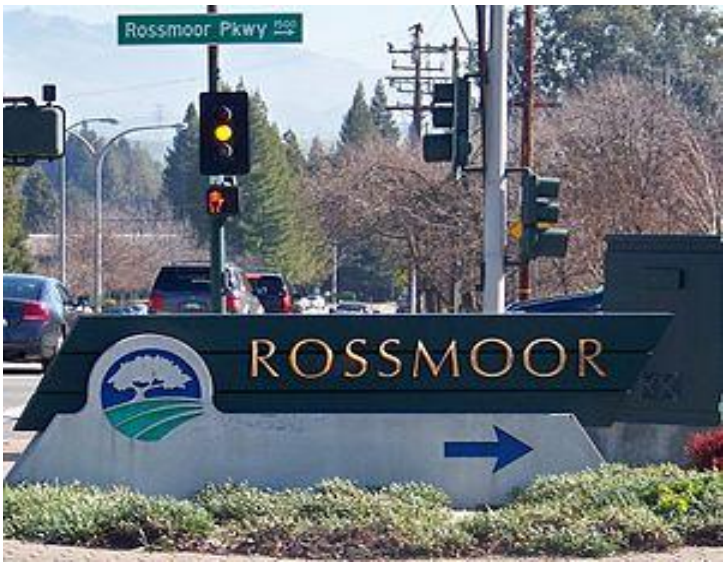
As outlined under Homeland Security Presidential Directive-5, the NIMS enables response from different agencies and communities with a variety of job responsibilities to better work together. NIMS provides stakeholders across the whole community the shared vocabulary, systems, and processes for personnel to work together to prevent, protect against, mitigate, respond to, and recover from emergency/disaster events.

The GRF General Manager, and/or designee, is designated as the responsible official to coordinate, implement, and supervise emergency operations by developing an EOP that establishes the emergency organization, chain of command, policies, and procedures that should be followed in the event of an emergency. The GRF General Manager, Public Safety Manager, and/or designee shall serve as the GRF Emergency Operations Center (EOC) Director and is empowered to coordinate with local emergency agencies in the event of disasters that may require implementation of this plan.

GRF Emergency Operations Plan (EOP) Revision Matrix

Revision Description	Section	Date
Substantive Revisions of Entire Emergency Operations Plan.	All	September 2019
Replaced the term Emergency Management Zones with Evacuation Zones. Applied the City and County approved naming system for evacuation zones. Changed the color coding of evacuation zones.	Appendix F Appendix G Appendix I	December 2021
Minor spelling punctuation and grammar corrections. Addition of Appendix P: Resident Outreach Material.	All	January 2024

Community Profile



Rossmoor is a nationally recognized active senior community located on 1,800 acres in the scenic Tice Valley, in Walnut Creek, California. According to the 2020 Census, there are approximately 9,749 residents living in 6,678 Manors (residences). The average age of residents is 77 years. There are approximately 250 employees on site during the day Monday through Friday, and on any given day there are approximately 1,000 additional private service workers and contractors working in Rossmoor. There are 14 miles of roads within Rossmoor, eleven (11) acres of parking, several operating buses and bus routes, and five (5) club houses or community facilities. There are over 200 clubs and organizations and over 500 Resident Volunteers. On average, annually there are approximately 8,000 Public Safety Responses in the Rossmoor community by Securitas security providers and local first responders. Additionally, the City of Walnut Creek Police Department responds to calls for service within Rossmoor.

Plan Overview

The GRF Emergency Operations Plan (EOP) addresses the GRF's limited role in disaster response. Furthermore, the GRF EOP addresses the planned response to emergency situations associated with natural disasters, technological incidents, and national security emergencies. This plan is a preparedness document, designed to be read, understood, and exercised prior to an actual emergency or disaster. The 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). The GRF EOP has been designed based on the City of Walnut Creek EOP, Contra Costa County EOP and the California State Emergency Plan.

During an emergency situation that requires activation of the GRF Emergency Operations Center (EOC), personnel assigned to the GRF EOC will coordinate with the City of Walnut Creek, who will in turn coordinate with the Contra Costa County Operational Area (CCCOA) if necessary. The CCCOA will coordinate with the California State Office of Emergency Services (Cal OES) and the Federal Emergency Agency (FEMA) for resources, mutual aid, and public agency disaster assistance grants and funding.

Plan Development

The Public Safety Manager will prepare, coordinate, and publish the GRF Emergency Operations Plan (EOP). The plan will be made available to GRF personnel, other agencies, and the community upon approval by the GRF General Manager. Maintenance of the GRF EOP is the responsibility of the Public Safety Manager. The plan will be reviewed biannually in January, and/or when necessary.

Authorities and References

The GRF Emergency Operations Plan (EOP) was developed based on the following plans, authorities, and guidelines:

Federal

- NIMS Doctrine, Supporting Guides and Tools, October 2017
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended in 1988, and Related Authorities as of June 2007
- FEMA Comprehensive Preparedness Guide CPG 101, Version 2
- Homeland Security Act of 2002, Public Law 107-296, as amended (6 USC Section 101-557)
- Homeland Security Presidential Directive #5, Directive #8, 2003
- American with Disabilities Act of 1990
- Preparing for Disaster for People with Disabilities and other Special Needs
- National Fire Protection Association 1600

State

- State of California Emergency Plan 2017
- California Multi-Hazard Mitigation Plan 2018
- Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607 (a)
- Emergency Management Accreditation Program 2016

Local

- Contra Costa County Hazard Mitigation Plan 2018
- Contra Costa County Emergency Operations Plan 2015 (Updated 2022)
- City of Walnut Creek Emergency Management Plan 2020
- City of Walnut Creek Draft Evacuation Plan July 2021
- City of Lafayette Emergency Operations Plan Wildland Fire Evacuation Plan 2019
- Golden Rain Foundation Emergency Operations Plan 2019

Approval

The Public Safety Manager is responsible for managing the review and approval process of the GRF Emergency Operations Plan (EOP). A draft of this revised GRF EOP was reviewed by the GRF's Senior Staff, and those assigned a primary function in the Foundation emergency operations organization. Additionally, a stakeholders' group comprised of representatives from the City of Walnut Creek, the Contra Costa Fire Protection District, the Contra Costa County Office of Emergency Services, Red Cross, and Rossmoor resident emergency preparedness/response groups reviewed the GRF EOP and provided comments. Approval of the GRF EOP is subject to ratification by the GRF Board of Directors.

Plan Distribution

- GRF Board of Directors
- Mutual Board Presidents
- GRF Senior Managers
- GRF Offices
- City of Walnut Creek
- City of Lafayette
- Contra Costa County Emergency Services
- Contra Costa County Fire Protection District
- Rossmoor Emergency Preparedness Organization (EPO)
- Rossmoor Website

Intended Audience

The GRF EOP is specifically designed for personnel responsible for staffing positions within the GRF EOC. Personnel and organizations involved in disaster response may include the following organizations: Community Emergency Response Team (CERT), Walnut Creek Police Department, Contra Costa County Fire Protection District, Contra Costa County Operational Area (OA), and the California Office of Emergency Services (Cal OES). However, this plan is for use by the GRF, and personnel assigned responsibilities in this plan are expected to have a working knowledge of functions and actions described herein. Additionally, the GRF EOP is intended to provide residents with an understanding of the GRF's role in a disaster.

Disclosure Exemptions

Portions of this document contain sensitive information pertaining to the deployment, mobilization, GRF 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.

Personal Preparedness

It is recommended that all GRF employees and Rossmoor residents be prepared for an emergency at home, work, and when travelling by having an emergency kit at their home, workplace, and in their car that can sustain them for at least 72 and up to 96 hours or longer. Emergency preparedness information can be found at the following sites:

www.rossmoorepo.org
www.fema.gov
www.redcross.org

(See Appendix M: Personal Preparedness)

Training and Exercises

The main objective of the GRF emergency management organization is to provide an efficient response during emergencies/disasters, accomplished at the lowest required level. Training is essential in preparing GRF Emergency Operations Center (EOC) personnel to respond effectively to emergency situations. Elements of the GRF emergency management training program include participating in on-going training, orientation seminars, tabletop exercises, functional exercises, and periodic full-scale exercises. Exercises provide the opportunity for personnel to become thoroughly familiar with the procedures, facilities, and systems used in emergency situations. The Public Safety Manager will coordinate all training related to the GRF EOP.

Training and exercises are carried-out in several forms:

Orientation Seminars are used to introduce or refresh participants to planning and procedures. They may involve lectures, panel discussions, media presentations or case studies. Such exercises can involve all levels of GRF employees, residents, and community groups.

Tabletop Exercises provide a convenient and low-cost method of introducing personnel to scenario-related problem situations for discussions and problem solving. Such exercises are a good way to see if adequate policies and procedures exist to handle certain issues.

Functional Exercises are utilized to simulate actual emergencies. They will involve the complete emergency management staff and are designed not only to exercise procedures, but also to test the readiness of personnel, communications, and facilities. Such exercises will be conducted at the GRF EOC level.

Full-Scale Exercises are the most complex type of exercise, and the ultimate goal of the training program. These are full performance exercises that add a field component to interact with the GRF EOC through simulated messages. These exercises test the planning process, the deployment of resources, and the operations of field personnel.

The scope of these exercises may vary, but it is GRF's intent to exercise the full EOC process, including participation by GRF EOC staff, on an as needed basis.

When practical, functional and full-scale exercises should include local governments, special districts, and other private response agencies. Results of these exercises may be used in subsequent revisions to the plan.

CHAPTER 2 - CONCEPT OF OPERATIONS

Purpose

The purpose of the GRF Emergency Operations Plan (EOP) is to establish a system for coordinating an effective response to natural and human caused disasters. It also addresses integration and coordination with governmental and non-governmental agencies when required.

The Purpose of the GRF EOP is to:

- Provide for public safety and protect property in Rossmoor by making use of all available resources in the event of a natural or human caused emergency or disaster
- Enable the GRF to restore normal business and operating conditions with minimal confusion in the shortest time possible
- Establish coordination between field activities and the GRF Emergency Operations Center (EOC)
- Provide coordination between the GRF, the City of Walnut Creek, and other response agencies
- If activated by the City of Walnut Creek, provide for the orderly coordination and conversion of pre-designated American Red Cross shelter site(s) within Rossmoor pursuant to the Memorandum of Understanding, March 2017
  (See Appendix A: *Memorandum of Understanding between the American Red Cross Bay Area Chapter and the Golden Rain Foundation*).

The plan provides an overview of the operational concepts relating to various emergency situations. It identifies components of the emergency response organization, establishes response policies and procedures, and provides a basis for ongoing emergency management training and exercises to ensure consistency with local emergency operations.

Description

The GRF Emergency Operations Plan (EOP) describes how the GRF will respond to extraordinary events and disasters, from the preparedness phase through recovery. The responsibilities of personnel are identified in the organizational charts and checklists, which are based on the identified hazard threats.

As part of this strategy, the plan will:

- Establish the GRF emergency response organization, who will manage the incident as representatives of the GRF
- Identify authorities and assign responsibilities for response and recovery activities
- Establish policies and procedures for response to emergencies
- Govern operations that require integration with the City of Walnut Creek and partner agencies such as the Contra Costa County Fire Protection District
- Outline the process of disseminating emergency information and instructions to the community
- Describe the resources available and means to acquire additional resources to support emergency response activities in Rossmoor
- Provide the basis for training of GRF employees

Scope

This plan is based on the concept of "all hazards" response planning. A broad range of emergencies/ disasters that could impact Rossmoor may overwhelm GRF resources, the resources of local response agencies, and those of surrounding jurisdictions.

The GRF Emergency Operations Plan (EOP) applies to the GRF employees and affects Rossmoor residents. The GRF is an independent, non-governmental, management entity with no mandated responsibility or authority for emergency response. The GRF recognizes its role and place in the City's emergency management organization. The GRF EOP is designed to contribute to effective emergency and disaster response efforts by all levels of government, non-governmental agencies, and volunteer groups. It is not intended to replace or assume overall responsibility for external governmental disaster response.

Assumptions

The GRF's development of this plan is based on the following assumptions applicable to a disaster:

- Federal, State, City, and County emergency services may not be available for 3 to 6 days
- City and County emergency services may be severely impacted and limited in their availability to respond and to provide consistent and sustained services
- Public Utilities (PG&E, water, and phone) may be impacted and non- functioning
- GRF contracted Public Safety personnel are initially on-duty and available
- GRF personnel may not be immediately available, and if not on-duty, recall and availability of personnel may be adversely impacted
- When available, GRF personnel will be activated, and GRF resources deployed
- Other resident disaster preparedness groups have activated
- The GRF Emergency Operations Center (EOC) will use the Standardized Emergency Management System/Incident Command System
- The City of Walnut Creek and Contra Costa County will use the Standardized Emergency Management System/Incident Command System
- When necessary, the City of Walnut Creek will request that the American Red Cross establish and operate emergency shelters as set forth in the GRF Memorandum of Understanding
- All GRF employees are a part of the disaster response team and can be utilized within their scope of employment and training to support and contribute to the execution of the GRF's Disaster Response Plan

Hazard Assessment

The Contra Costa County Hazard Mitigation Plan, Volume 2-Planning Partners Annexes, January 2018, Table 15-11, lists the hazard types and prioritizes them based on the probability and impact on the City of Walnut Creek. The County's plan was reviewed and the hazards most likely to impact Rossmoor were considered and evaluated by the stakeholders.

Based primarily on the Risk Assessment in the Contra Costa County Hazard Mitigation Plan 2018, and input from interested stakeholders, the GRF analyzed the risks to Rossmoor using the criteria and scoring method illustrated in Table 2.1.

Table 2.1 GRF Hazard Ranking Matrix as Applied to Rossmoor

Hazard Type	Probability		Impact						Sum of Factored Impacts	Total Score (Sum of Factored Impacts) x (Factored Probability)	Hazard Planning Consideration		
			Affected Area		Primary Impact		Seconday Impact						
	Score	Factored x 2.0	Score	Factored x .8	Score	Factored x .7	Score	Factored x .5					
Earthquake	3	6	4	3.2	4	2.8	4	2	8	48	High		
Landslide	2	4	1	0.8	2	1.4	2	1	3.2	12.8		Medium	
Severe Weather	2	4	4	3.2	2	1.4	2	1	5.6	22.4		Medium	
Wildfire	3	6	3	2.4	2	1.4	3	1.5	5.3	31.8		Medium	
Flood	1	2	1	0.8	1	0.7	2	1	2.5	5			Low

The GRF ranked the hazards based on the probability and specific impact on Rossmoor. Table 2.2 illustrates the hazard type, ranking, risk rating score, and hazard categorization specific to Rossmoor.

Table 2.2 GRF Hazard Ranking Specific to Rossmoor

Rank	Hazard Type	Risk Rating Score (probability x Impact)	Category
1	Earthquake	48.0	High
2	Wildfire	31.8	Medium
3	Severe Weather	22.4	Medium
4	Landslide	12.8	Medium
5	Flood	3.5	Low

See Appendix: B *Hazard/Risk Assessment Maps*.

How to use the GRF Emergency Operations Plan (EOP)

The GRF Emergency Operations Plan (EOP) provides readers with a clear understanding of the emergency organization and the process of preparation, response, and recovery operations during an emergency in Rossmoor. 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. Additionally, it is recommended that GRF personnel review the GRF EOP and participate in training and exercises to best prepare for a successful response.

By using this GRF EOP appropriately, response and recovery personnel supporting the GRF EOC will:

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

Prioritizing Operations

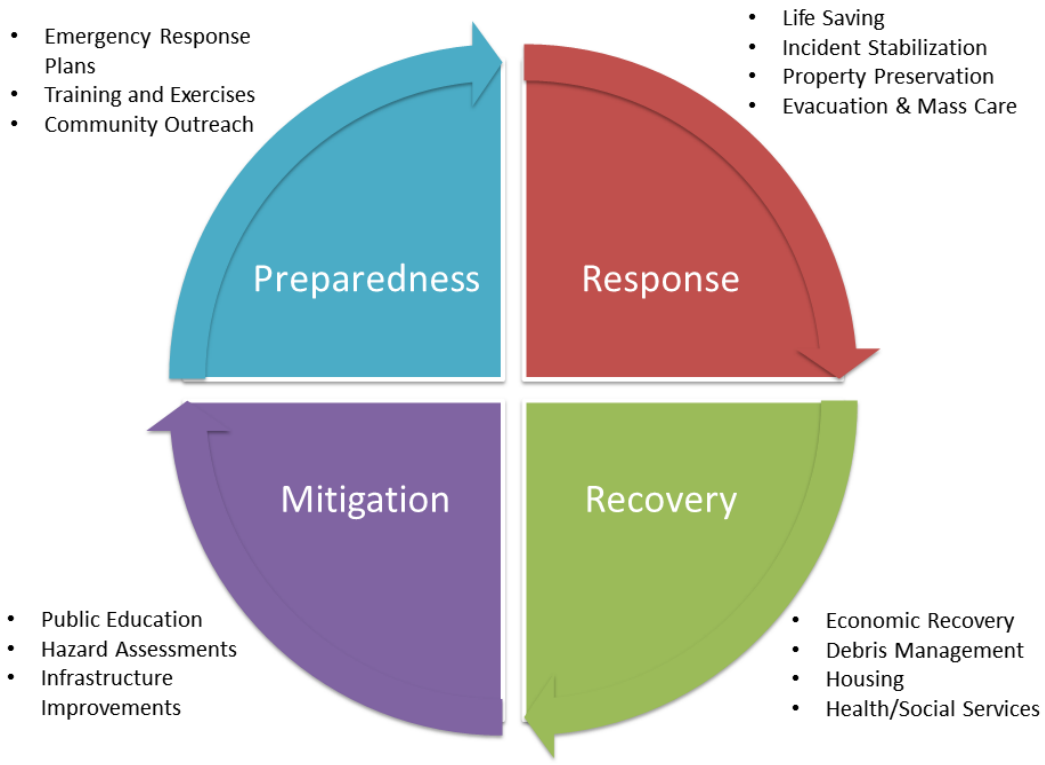
The priorities that guide decision making within the GRF Emergency Operations Center (EOC) environment are as follows:

- Providing for public safety
- Protecting property
- Restoring essential GRF services
- Preserving effective GRF management services
- Providing public information to the residents
- Protecting and restoring the environment

Phases of Emergency Management

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

Figure 2.1: Phases of Emergency Management



Preparedness

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

Actions below are examples of the planning activities conducted under this phase:

- Developing and revising emergency plans and hazard analyses
- Identification of roles and responsibilities
- Training of response personnel
- Conducting exercises to validate the planning process
- Improving public information and communications systems
- Encouraging emergency preparedness among all residents

GRF employees who are assigned emergency preparedness and response responsibilities will participate in the development and maintenance of standardized emergency operating procedures and support of the Emergency Operations Center (EOC). Such operating procedures will provide for coordination and communications throughout Rossmoor, with emergency response agencies, and with various other organizations.

These emergency procedures will address the following elements:

- Provisions to support, maintain, staff, direct, and control the Foundation's resources during the time of a major disaster
- Specific emergency actions that will be assumed by staff and designated successors during emergency situations
- GRF personnel notification/recall rosters, procedures, and the means to implement them
- Reporting of appropriate information (casualties, damage observations, evacuation status, water leaks, chemical exposure, etc.) to the GRF EOC during an emergency
- Support of clean-up and recovery operations following disasters
- Training of assigned response staff to augment emergency functions

Increased Readiness

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

GRF services, departments, and divisions should consider increasing their readiness for an emergency upon the issuance of a credible alert, warning, or advisory that could impact Rossmoor.

Actions to be accomplished during this phase include, but are not limited to:

- Inspections of critical facilities
- Reviewing and updating emergency plans and operating procedures
- Briefing executive management and the GRF Board of Directors
- Testing communication systems
- Creating accurate, timely, emergency public information

- Accelerated training of primary and back-up staff
- Mobilization of resources

Response

Pre-Impact

During the pre-impact portion of the response phase, when available, GRF employees will begin to coordinate emergency response activities. When the GRF recognizes the likelihood of a pending disaster, actions will be taken to protect lives and protect property first. The level of response necessary will be determined based on anticipated effects of the pending emergency.

Actions:

- Disseminating emergency warning, information, and other recommendations for protection to personnel and the Rossmoor community
- Surveying and reporting the emergency situation
- Marshaling, allocating, and positioning personnel and equipment
- Assisting authorities in their mass care needs for the community
- As directed by local law enforcement officials, assist in controlling the locations and movement of people, establishing access controls, erecting traffic barricades, etc.
- Protecting, controlling, and allocating vital GRF resources
- Advising the City of Walnut Creek emergency management officials of the possible impacts to Rossmoor
- Restoring or activating essential GRF facilities and systems
- Activating the GRF EOC using established guidelines
- Coordinating GRF activities with Community Emergency Response Team (CERT)
- At the direction of law enforcement officials, assist in evacuating the community as necessary

Immediate Impact

During this phase, emphasis is placed on protecting lives and minimizing the effect of the disaster. Actions will include utilization of the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS), and may include response from local public safety agencies.

Actions:

- Monitor incident and notify residents of emergency precautions and/or actions
- Establish Incident Command Posts if necessary, and/or activate the GRF EOC
- Notify the City of Walnut Creek when the GRF EOC is operational
- Issue approved emergency instructions to the community as necessary

Immediate Emergency

If an emergency occurs without warning, the GRF EOC will be activated as rapidly as conditions permit.

Actions:

- Issuing emergency instructions from the City and County to the community
- If necessary, and as directed by local law enforcement officials, assist authorities in conducting evacuation with GRF resources

Sustained Emergency

As the emergency continues, efforts are made to reduce secondary damage. Regional or statewide mutual aid may be requested by the City of Walnut Creek to assist authorities with these efforts, and support centers may be established.

Recovery

The recovery phase is a process to restore Rossmoor to a pre-emergency condition, and includes measures such as investigation and cleanup of remaining hazardous substances, physical restoration and reconstruction of damaged facilities and the environment, counseling of victims, and providing health and safety information. Post incident critique and follow-up are considered an important part of the recovery phase and are conducted as soon after the incident as possible. The recovery process is normally managed by the GRF Emergency Operations Center (EOC) Director in close coordination with other GRF EOC Sections Chiefs, the GRF Board of Directors and Mutual Board Presidents.

Mitigation

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

Public Safety Services

Public Safety Services are contracted by the GRF to a private security company. By contract, the public safety staff on duty are required to remain on site when a disastrous event occurs. During non-business hours, weekends, and holidays, the contract Public Safety Site Manager/Supervisor has the authority to activate the GRF EOC and may serve as the GRF EOC Director until relieved by a senior GRF staff member. Normally, public safety personnel will report through the chain of command to the Public Safety Manager; however, during GRF Emergency Operations Center (EOC) activation, it is likely that contract public safety personnel will report to the Operations Section Chief in the GRF EOC. Public Safety personnel are responsible for providing initial damage assessment by conducting a windshield survey, maintaining gate integrity, providing Citizen Band (CB) radio announcements, and assisting with the GRF EOC.

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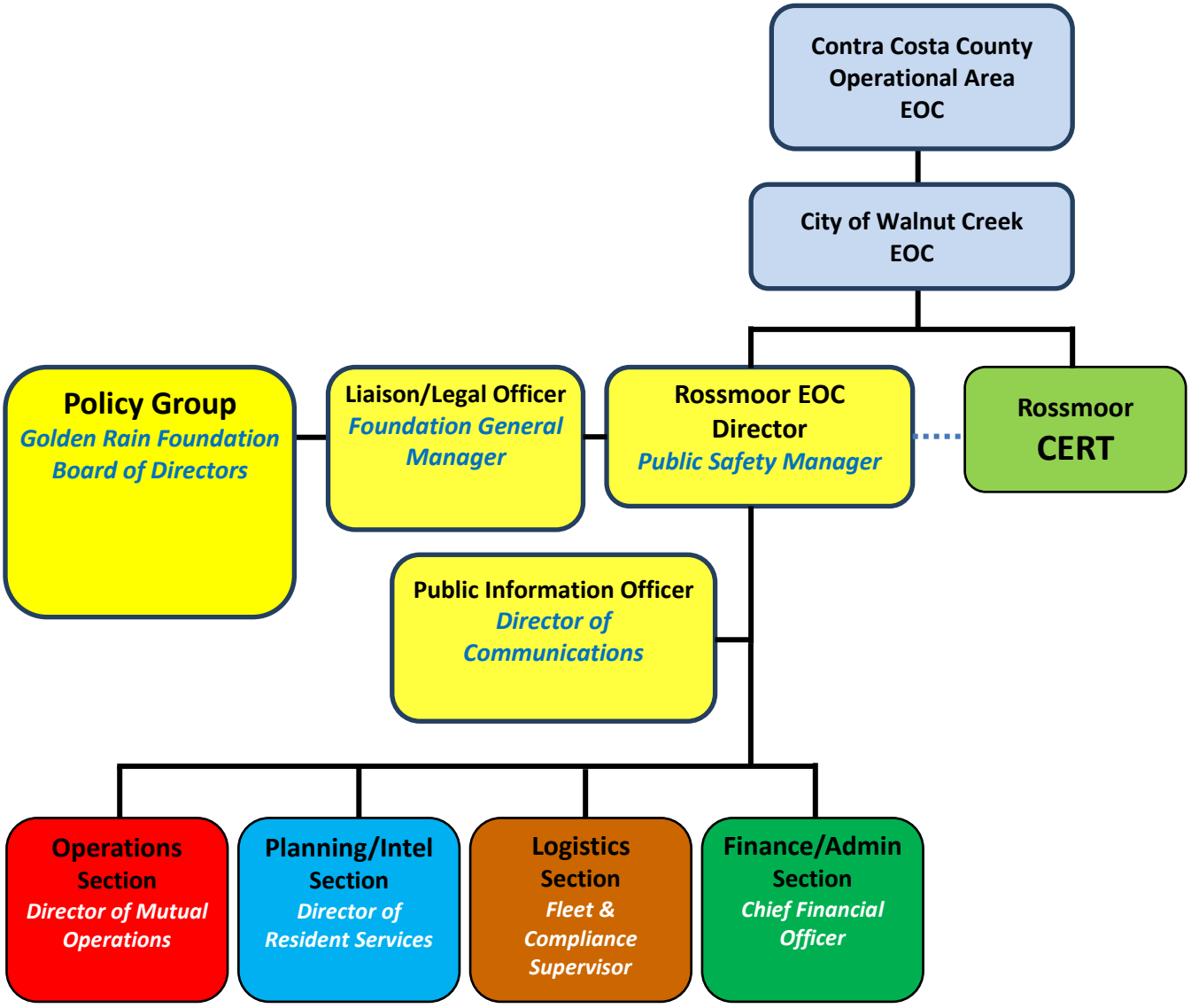
CHAPTER 3 - ORGANIZATION AND RESPONSIBILITIES

Emergency Organizational Structure

The basic GRF Emergency Operations Center (EOC) organizational structure consists of five functional sections including:

Chart 3.1 GRF Emergency Operations Center (EOC) Organization Chart



Emergency Operations Center (EOC) Director

Management is responsible for the overall emergency policy and coordination through the joint efforts of the GRF, governmental agencies, and private organizations.

Operations

The Operations Section is responsible for coordinating and supporting operations of the emergency response at the field level.

Planning and Intelligence

The Planning and Intelligence Section is responsible for collecting, evaluating, and documenting information and resources. This Section develops the EOC Incident Action Plan, Situation Summary Reports, and After-Action Reports in coordination with other EOC Sections.

Logistics

The Logistics Section is responsible for obtaining and providing services, personnel, equipment, supplies, materials, facilities, and volunteer coordination.

Finance and Administration

The Finance and Administration Section is responsible for all financial activities and other administrative aspects.

GRF Emerency Operations Center (EOC) Organizational Responsibilities

All GRF employees have a role in the Emergency Operations Plan (EOP). When the GRF Emergency Operations Center (EOC) is activated, and when available, all GRF employees are expected to respond as necessary and carry out assigned responsibilities within their training and scope of employment, and as directed.

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

- **Public Safety Manager** serves as the GRF EOC Director
- **GRF Board of Directors** serve as the GRF Policy Group
- **GRF General Manager** serves as GRF Liaison Officer and Policy/Legal Advisor to the GRF Board of Directors
- **Director of Communications** serves as the GRF Public Information Officer
- **Director of Mutual Operations** serves as the GRF Operations Section Chief
- **Fleet and Compliance Supervisor** serves as the GRF Logistics Section Chief
- **Director of Resident Services** serves as the GRF Planning/Intelligence Section Chief
- **Chief Financial Officer** serves as the GRF Finance/Administration Section Chief

If a position is unstaffed, the EOC Director shall assume responsibility for those duties until the position can be filled. See Appendix C: GRF *Emergency Operations Center (EOC) Position Descriptions*

GRF Emergency Operations Center (EOC) Policy Group

Members of the GRF Board of Directors make up the Policy Group that provides guidance and direction in support of the decision-making processes within the GRF EOC.

Organization Flexibility and Modular Organization

The five essential Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) functions are established as "sections" within the GRF Emergency Operations Center (EOC). All other functions can be organized as branches, groups, or units within sections. The activated functions and their relationship to one another will depend upon the size and nature of the incident. Only those functional elements required to meet current objectives will be activated. Those functions that are needed but not staffed will be the responsibility of the next higher element in the organization.

The Operations Section Chief, Planning and Intelligence Section Chief, Logistics Section Chief, Finance/ Administration Section Chief, EOC Security Officer, Public Information Officer, and the Liaison/Legal Officer constitute the EOC General Staff.

Management of Personnel - Unity of Command and Span of Control

Each activated function will have only one person in charge of it (unity of command), but a supervisor may oversee more than one functional element. Every individual will have only one supervisor to eliminate any potential for conflicts or confusion among supervisors, and each supervisor will be responsible for no more than seven persons or functions, with the ideal span of control being three to seven with five being ideal.

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CHAPTER 4 – EMERGENCY OPERATIONS CENTER (EOC) MANAGEMENT

Some incidents may not require a Field Incident Command Post (ICP) because the incident does not involve a field response. Examples include a pandemic event or a widespread power failure. Other incidents may involve field operations, such as a building collapse due to an earthquake, which may require establishing a Field Incident Command Post (ICP). The Incident Director will coordinate and communicate with the GRF Emergency Operations Center (EOC), and other agencies like Fire and Law.

GRF personnel may serve as the initial Incident Director and may establish an initial Incident Command Post as necessary until emergency responders arrive. GRF employees may be directed by their supervisors to report to the ICP for direction utilizing ICS; however, centralized coordination and dissemination of information will occur in the GRF Emergency Operations Center (EOC).

Emergency Operations Center (EOC) Purpose

The GRF EOC serves as the centralized point to manage overall emergency response operations. The role of the GRF EOC is to collect, validate, and organize emergency information and to provide overall coordination of resources required during response and recovery operations. The GRF EOC is staffed by GRF employees, who are specially trained to perform the centralized coordination of emergency activities, provide public information and warning, manage communication, and coordinate resources. The GRF EOC facility has specialized equipment, information systems, and various tools that aid in responding and restoring critical functions.

The GRF EOC provides:

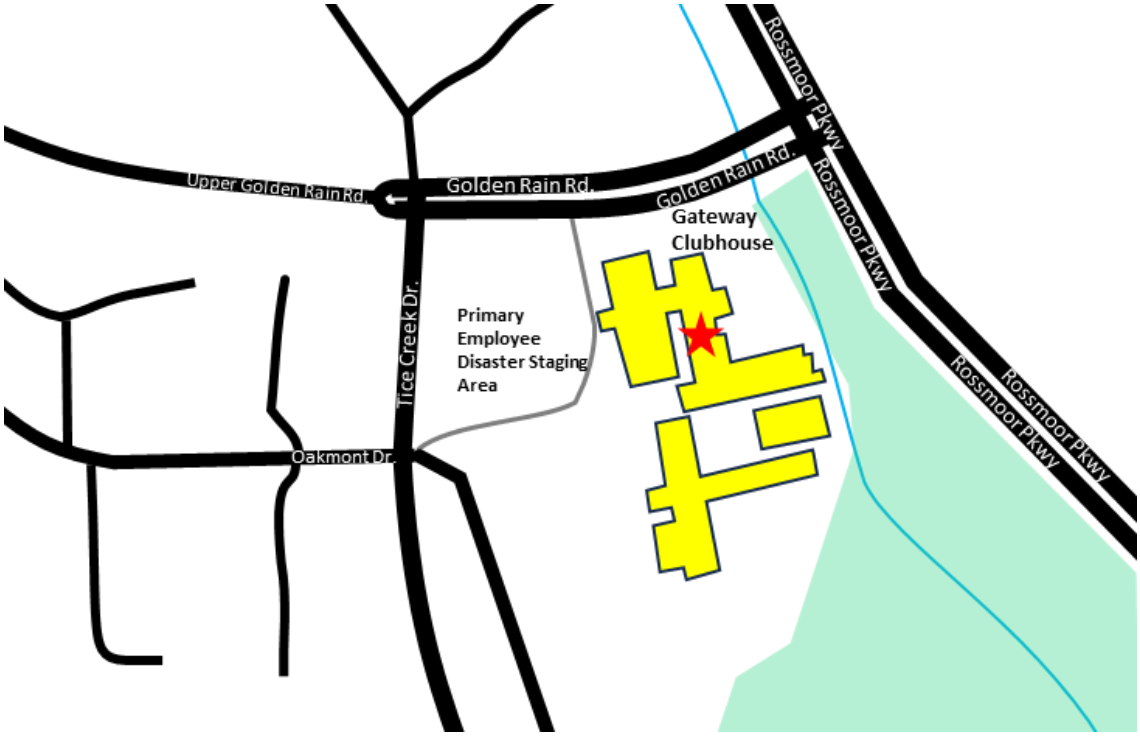
- Policy implementation for GRF
- Communication, response, planning, and financial support
- Coordination with the City of Walnut Creek EOC and external organizations
- Resource allocation within Rossmoor
- Communications with field command posts, Community Emergency Response Team (CERT), and other local governments agencies
- Recovery activities to restore facilities in a timely manner

Primary and Alternate Emergency Operations Centers (EOCs)

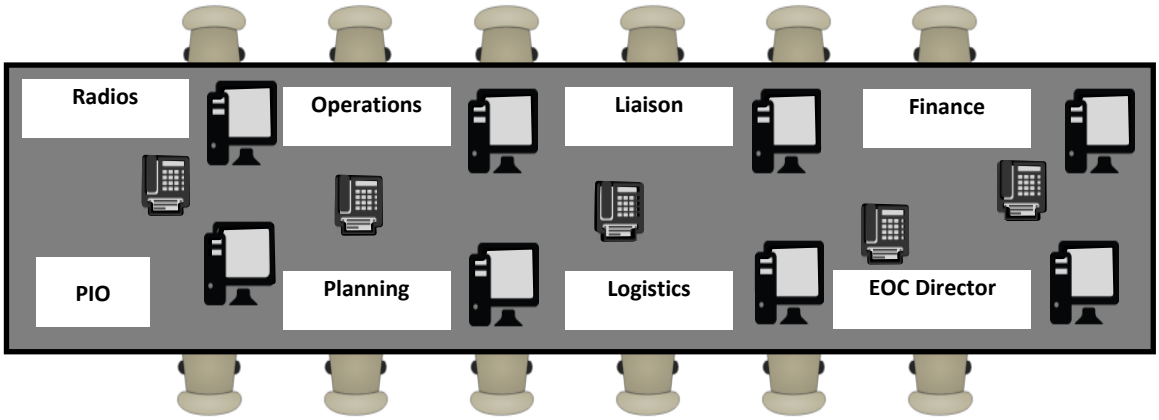
The primary GRF EOC is located at the **Gateway Complex** in the Administrative Board Room.

If the Gateway Complex and/or the adjacent parking lot is unsafe, the alternate GRF EOC is located at the **Event Center** in the Donner Room.

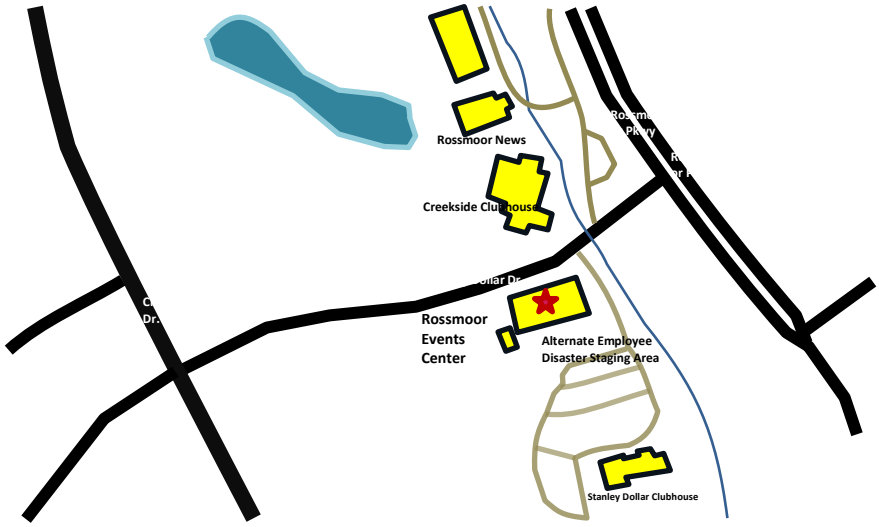
Map 4.1: Primary GRF EOC Location

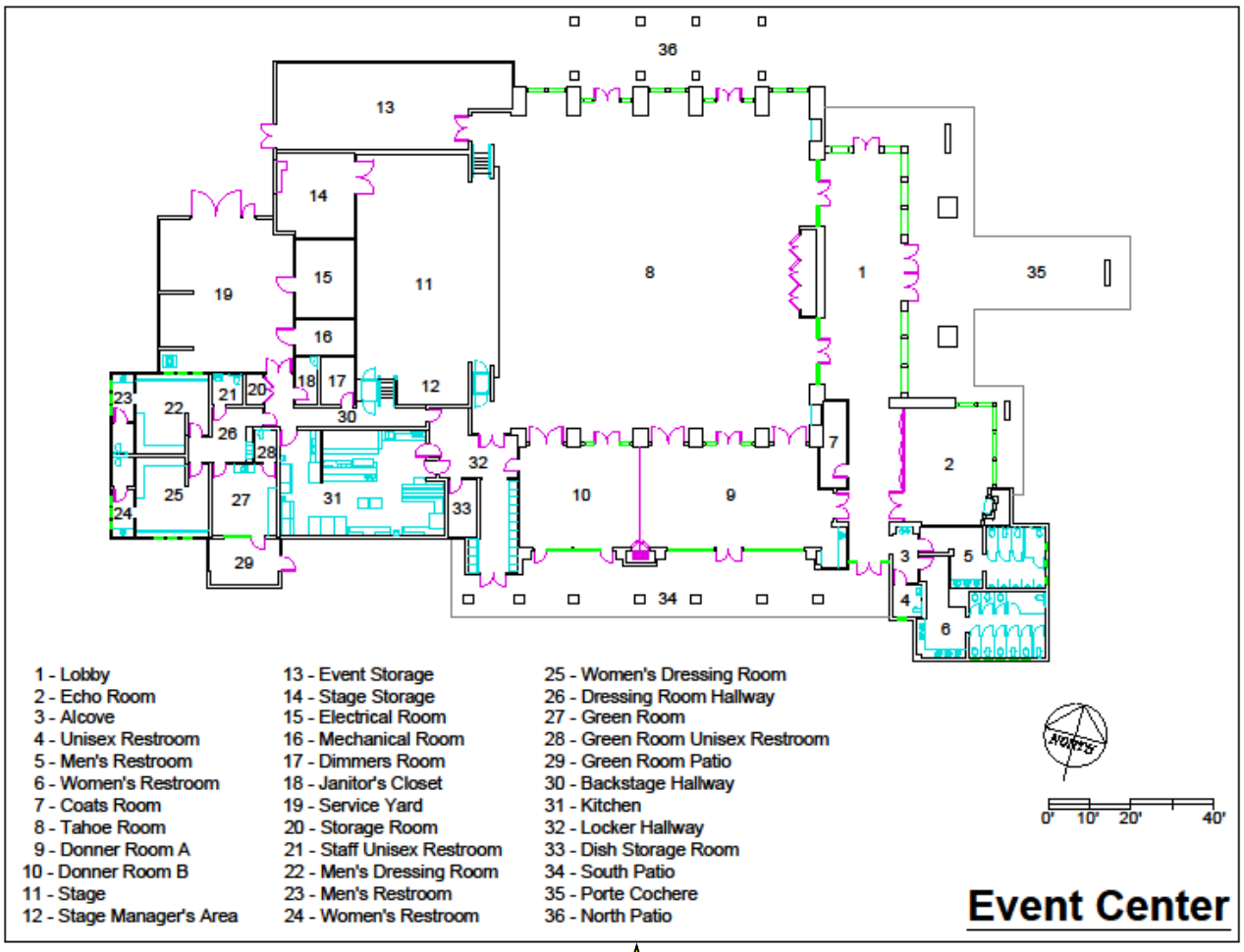


Suggested GRF EOC Layout



Map 4.2: Alternate GRF EOC Location





Emergency Operations Center (EOC) Security

GRF EOC security will be assigned as deemed appropriate for the activation. If assigned, the security officer will be positioned at the front entrance to the GRF EOC. Access will be restricted to members of the assigned GRF EOC staff and specific external agency representatives (City of Walnut Creek, Community Emergency Response Team, Red Cross, local first responders, etc.). All non-GRF personnel must have identification when checking in to the GRF EOC and will be required to sign-in on a log with their name, representing agency, time in, time out, and contact information. GRF EOC staff will be issued vests or name tags to be worn at all times while in the GRF EOC. If security is breached and/or threatened during the course of an operation, the EOC Director will request additional security officers to control the situation.

Emergency Operations Center (EOC) Activation

Authorization to Activate the GRF EOC

The following personnel are authorized to activate the GRF EOC:

- GRF General Manager
- Director of Mutual Operations
- Director of Resident Services
- Public Safety Manager
- The on-duty Security Contractor or Supervisor

If GRF Senior Management Staff are not available, the on-duty contract Public Safety Site Manger/Supervisor may assume responsibility for activating the GRF EOC and will assume the role of EOC Director. This position is only temporary, and other than its contracted public safety personnel, there is no authority to allocate GRF resources. The purpose of this designation of responsibility is to begin the data collection process and to identify logistical needs. Public Safety shall notify GRF Staff as soon as possible after activation of the GRF EOC. The Public Safety Site Manager/Supervisor will remain as Interim EOC Director until relieved by GRF personnel.

Activation Criteria

Criterion for activation of the GRF EOC may include the following:

- An event that requires the response of all GRF resources
- An event that requires the coordinated and sustained allocation of GRF resources
- Large or widespread event that overwhelms GRF resources and requires significant outside resources
- Multiple emergency response locations
- Likely or actual declaration of an official state of emergency that may or will impact Rossmoor

Emergency Operations Center (EOC) Activation Levels

Level 1 – Full EOC Activation

Level 1 is a major local or regional disaster wherein resources in or near the impacted area may be overwhelmed and local, state, and/or federal resources may be required. All predesignated GRF EOC personnel should report directly to the primary GRF EOC location unless redirected to the alternate location.

Level 2 – Partial EOC Activation

Level 2 is a moderate to severe emergency in which GRF resources are not adequate. This may occur when an incident can be managed by the local first responders or managed using private contractors and GRF employees under the direction of an Incident Command Post (ICP) in the field. Partial activation occurs when only selected functions of the GRF EOC are needed. All predesignated GRF EOC personnel will be briefed of any partial activation, in the event that incident requirements exceed the scope of the field ICP.

Level 3 – Minimal/Standby EOC Activation

Level 3 is a minor incident that can be managed by first responders and GRF resources from within Rossmoor. The GRF EOC may be activated with one, or a few people, to monitor a situation or assist with coordination. Off-duty personnel may be recalled to support the incident. Emergency notification will be made to pre-designated GRF EOC staff. This may occur if there was activation of the City's EOC, or activation of an adjoining city's EOC in an event not directly involving Rossmoor but having the potential to affect the community.

Emergency Operations Center (EOC) Activation Guidelines

The following guidelines should be used when activating the GRF EOC:

- Assess EOC for damage
- Set up EOC by connecting and testing all telephones
- As other personnel arrive, enlist their help in getting the EOC set up
- Ensure that each area has paper, pencils, pens, in-box, out-box, a copy of the GRF EOP
- Turn on Public Safety Radio and monitor communications
- Set up computers as needed and as available
- Post EOC and FAX telephone numbers or radio channels to be used for the EOC if telephone service has been interrupted
- Place EOC vest or name tags in each section: EOC staff must wear their vests or name tags at all times; visitors must be wearing identification badges
- Post EOC signage as necessary to guide staff

(See Appendix D: *Foundation Emergency Operations Center (EOC) Position Checklists*)

Emergency Operations Center (EOC) Emergency Action Plan (EAP)

When the GRF EOC is activated a written EOC Action Plan (EAP) should be developed. The purpose of the EAP is to provide all personnel with an overview of the event and the direction for future actions. Action plans include the operations to be achieved and are prepared around a timeframe referred to as the Operational Period.

Operational Periods can be of various lengths but should be no longer than 24 hours. The planning of an operational period must be done far enough in advance to ensure that requested resources are available when it begins.

The EAP must be known to all incident supervisory personnel. This can be done through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods. The **Planning/Intelligence Chief** is directly responsible for the GRF EOC Action Planning process.

Action Plan Elements

- **Statement of Objectives*:*** Appropriate to the overall incident
- **Organization*:*** Describes what parts of the Incident Command Center (ICS) organization should be in place
- **Assignments to Accomplish Objectives:** Incident objectives should have the following SMART characteristics:
  Specific – the wording must be precise and unambiguous in describing the objective
  Measurable – the design and statement of objectives should make it possible to conduct a final accounting as to whether objectives were achieved
  Action Oriented – the objective must have an action verb describing the expected accomplishments
  Realistic – objectives must be achievable with the resources that the agency (and assisting agencies) can allocate to the incident, even though it may take several operational periods to accomplish them
  Time Sensitive – the timeframe should be specific

GRF Employee Accountability and Reporting

When an emergency/disaster occurs, **the GRF Emergency Operations Center (EOC) Director**, or designee, will use all available resources to contact and assemble the EOC staff; however, disasters sometimes strike without warning. Public Safety maintains a call-out list for all Senior GRF Staff. If telephone communication is possible, all Senior Staff will be notified of the magnitude of the disaster. Each Senior Staff member is responsible for developing protocols for communication within their respective department.

Accountability

Immediately following a major incident, such as an earthquake or explosion, the first priority is to account for the safety and wellbeing of all on-duty GRF employees. This process not only helps to ensure employee safety, it is the first step in organizing an effective response. Senior GRF Staff, Managers, and Supervisors are responsible for accounting for all of their respective employees and for providing that information to the Planning/Intelligence Section Chief in the GRF EOC.

CHAPTER 5 - COMMUNICATION, NOTIFICATION, ALERTS, AND WARNINGS

The GRF Emergency Operations Center (EOC) serves as the single point of contact for information sharing to the community and supporting agencies. Such communications take place through typical systems such as telephone, cell phone, text messaging, e-mail, radio, and fax.

The GRF EOC provides the structure for face-to-face communication and coordination. A General Message Form should be used for written communications and documentation of all key messages (See Appendix Q: Forms). Situational status display boards should be used by the Planning and Intelligence Section and updated throughout the activation to provide instant status communications.

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.

GRF Communication Capabilities

Cellular Phone System

GRF employees use cellular phones for routine business communications along with the service provider's direct connect feature for operational communication.

Ultra-High Frequency (UHF) Radio System

GRF Public Safety and Transportation use two-way business radios as their primary communication system within Rossmoor.

A pool of 2-way radios and chargers will be maintained in the Public Safety Office. Public Safety personnel are assigned a radio at the start of each shift.

When the GRF Emergency Operations Center (EOC) is activated, the **Logistics Section Chief** will assign the radios as needed to meet the communications needs of the incident.

GRF E-Mail

If internet service is available during or after a disaster, e-mail can be used as a form of communication within the GRF, with the City of Walnut Creek, with residents, and with other agencies. If other primary means of data or voice communications fail, then e-mail should be considered. Before using e-mail, personnel should confirm that the intended recipient(s) has access to and is checking their e-mail. Critical information should never be sent over e-mail unless confirmation exists that the intended recipient is receiving the messages.

Rossmoor Community Groups Radio System

CITIZEN BAND (CB) RADIO

The CB Radio Club is a resident volunteer organization which can provide additional situational information to the GRF.

GRF Community Notifications and Alerts

There are various mechanical systems in place, listed below, whereby an alert or warning may originate and be disseminated to Foundation personnel and residents.

- NIXLE© Emergency Notification System
- Rossmoor TV
- Rossmoor Website
- Rossmoor News
- Emails
- Public Safety Phone Calls
- Door to door canvassing may be used if no other alternatives are available and GRF resources are sufficient

NIXLE© Emergency Notification System

The GRF uses the NIXLE© Emergency Notification System (ENS) that is capable of transmitting notifications and communications through email, voice, and/or text messaging. NIXLE is an opt-in system, and only those residents who have registered will have access to NIXLE notifications.
In the event of an emergency that is Rossmoor specific, it is the responsibility of the GRF to send out its own emergency message. The decision to send out an alert will be based on the need for immediate action. Whenever possible, the GRF General Manager should be notified before any emergency message is broadcast. An initial message may be disseminated at the direction of the GRF General Manager, or by the Public Safety Manager, or a designated representative based on the incident, informing GRF informing subscribers about the emergency.

Rossmoor Television

Rossmoor TV can be used for emergency communication within the community. Informational programming may be aired as well as scroll messaging.

Route Alerting and Door-to-Door Canvassing

Route Alerting is a form of alert and notification that is used frequently in small scale emergencies or during rapidly changing situations in a designated area. In route alerting, emergency officials drive or walk through an affected or potentially affected area alerting residents in that area of the emergency and actions they need to take. Route Alerting can be conducted door to door or via a public-address system on a police car, fire engine etc. Although route alerting is effective when other systems are unavailable, it is dependent on resource availability and can be a slow process. Route Alerting is traditionally utilized only in areas that are ordered by a public safety agency to take action.

GRF Public Information Communications

When disseminating information, it is critical that all information is clear, concise, confirmed, and approved by the GRF General Manager, or a designee, before release to the media or public. Unconfirmed information or speculations on the extent of the emergency should never be released, despite repeated urging by reporters to do so.

Public Information Officer (PIO) Priorities

Preparation Phase PIO Priorities

For the GRF Public Information Officer, pre-emergency priorities include:

- Preparing, maintaining, and updating plans, procedures, checklists, and contact lists
- Developing news releases or radio/TV messages
- Identifying the types of emergency instructions the community may need to be given
- Responding to media questions regarding the state of readiness for the GRF

Response Phase PIO Priorities

The order of priority for Emergency Public Information (EPI) is:

1. Lifesaving/health preservation instructions
2. Emergency status information
3. Other useful information

Other PIO priorities during an escalating incident may include:

- Notify and inform residents
- Organizing and training PIO staff
- Opening a Media Center
- Coordinating information with the City of Walnut Creek PIO

Recovery Phase PIO Priorities

During the recovery phase, PIO priorities are:

- Continued release of appropriate information
- Track progress for restoration of essential services and travel restrictions
- Provide information on Disaster Assistance Centers and how to contact those officials dealing with disaster assistance

GRF employees, not directed to do so by the PIO, should not answer public inquires and should refer all media questions directly to the PIO.

See Appendix E: *Sample Press Release Templates*

Contra Costa County Alerts and Warnings

The following warning systems can only be activated by civil authorities.

The Contra Costa County local warning point is the Contra Costa County Sheriff's Department, Emergency Services Division. The 24-hour personnel at the Sheriff's Department are responsible for notifying the appropriate county department, city warning points, and the emergency management staff for the County.

The Contra Costa County Operational Area may become aware of specific emergency situations or conditions through, but not limited to, the following methods:

- California State Warning Center (CSWC)
- National Weather Service (NWS)
- National Oceanic and Atmospheric Administration's (NOAA) National Tsunami Warning Center

Community Warning System

The Contra Costa County Community Warning System (CWS) is a regional public mass notification system designed to keep those who live or work in Contra Costa County informed of important information during emergency events. The CWS is available 24/7 and has been pre-loaded with Contra Costa County landline phone numbers (including unlisted) and countywide geographic maps. Additionally, citizens have the option to provide additional contact information via self-registration portal at https://cwsalerts.com.

Upon local authority's decision to activate, the System will be used to send messages describing the situation and recommend action the public should take to affected businesses and households via:

- Phone calls
- Teletypewriters for deaf and hard of hearing (TTY) and Telecommunications devices for the deaf (TDD)
- E-mail
- Text message

Use of this mass notification system for emergency warning contains two components:

- The need to disseminate critical, safety-related information to individuals regarding emergency events occurring now; follow up information regarding the event and termination of the emergency event
- Communicating with safety-responder staff, volunteers, and involved parties about the emergency event

As a general rule, the system is to be used when the public is being asked to take some action (e.g. evacuate, prepare to evacuate, shelter in place, boil tap water before drinking, local assistance centers and other follow up information, re-entry to an area after evacuation orders have been lifted, or termination of the emergency because the danger has passed).

Emergency Public Notifications are limited to:

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

In the event of an immediate threat to your life, health, or safety, the county's CWS will be activated. Current alerts can be viewed on the CWS website, https://cwsalerts.com. Depending on the urgency, severity, and certainty of the threat, some combination of the following alerting devices may be activated to provide as much notice as possible:

- Sirens in special safety zones
- Emergency Alert System (EAS) on television and radio (All-News KCBS 740 AM and 106.9 FM)
- Telephone Emergency Notification System (TENS)
- Cell Phone Alerts
- National Oceanic and Atmospheric Administration (NOAA) Weather Radios
- Twitter and Facebook at CoCoCWS (Contra Costa County Community Warning System)

Website Pages

The Contra Costa County Sheriff's Department, Emergency Services Division, website (www.cocosheriff.org/bureaus/support_services/emergency.htm) is an informational site for the public and county employees. Both the Federal Emergency Management Agency (FEMA) and the California Office of Emergency Service (Cal OES) maintain websites that provide information and resources available to assist businesses and individuals; their addresses are as follows:

- FEMA: http: /www.fema.gov and http://www.DisasterAssistance.gov
- Cal OES: http://www.caloes.ca.gov

National Alert and Notification Systems

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 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

Presidential messages, national programming, and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and will be transmitted through the state using the state's California Law Enforcement Radio System (CLERS). Local programming will be transmitted by the Local Primary (LP-1) and (LP-2) stations.

Examples of emergencies identified by the County which may warrant EAS activation by the broadcast industry are earthquakes, serious fires, heavy rains, flooding, 9-1-1 system outages, severe industrial accidents, and hazardous materials accidents. The context of any emergency broadcast transmitted on EAS should be of concern to a significant segment of the population of Contra Costa County. The message must be a voice message, it may be prerecorded, and it must not be longer than two (2) minutes in length.

Wireless Emergency Alerts (WEA)

WEA are free informational text messages that are sent to WEA-enabled cell phones within range of an imminent and dangerous local situation, severe weather event or AMBER emergency. WEAs are emergency messages sent by local authorized government authorities through wireless carriers' networks. The alerts include a unique sound and vibration, are no more than 90 characters and instruct specific actions individuals should take. These messages are authorized to be sent by the county. It shall be noted: these cannot be issued to a specific city boundary; therefore, all WEA messages go to the entire county geographic area when initiated.

CHAPTER 6 – ROSSMOOR RESIDENT DISASTER PREPAREDNESS GROUPS

The information below is for users and readers to understand the resident-driven disaster response/education groups.

These groups are comprised of resident volunteers who focus their efforts on disaster preparedness and response. Resident volunteer groups' efforts in planning and coordination with the GRF will play an integral part in assisting the GRF. The GRF may receive from and provide information to these groups, but it is up to the GRF or groups to determine how/if their respective resources are deployed.

The GRF is not responsible for the organization of these groups nor is the GRF responsible for developing their activation protocols or for deploying their resources. The GRF will consult with these groups to ensure each group's plan is consistent with the GRF's plan.

Emergency Preparedness Organization

The Emergency Preparedness Organization's (EPO) mission is to help ready residents with information on how to get themselves and their households fully prepared for a major disaster or emergency and to help organize residents under a Shelter-in-Place order to be self-sufficient until GRF resources or professional first responders are available. The EPO provides a venue for individual residents, CB Operators, Coordinators in entries and streets without entries, and Community Emergency Response Team (CERT) volunteers to share information. The EPO meetings are also used to provide information to residents regarding the GRF's disaster preparedness activities. The EPO is an informational organization and is not a response group. EPO coordinators in entries and streets without entries organize, assist, and compile information about residents within entries, and they are the link between the residents in their assigned entries, CERT volunteers, and/or other responders. Not all entries have entry coordinators. Entry coordinators have developed an "Entry Coordinator Orientation and Guide" resource manual that describes their roles and responsibilities. The Entry Coordinator program is managed by resident volunteers.

Citizen Band Radio

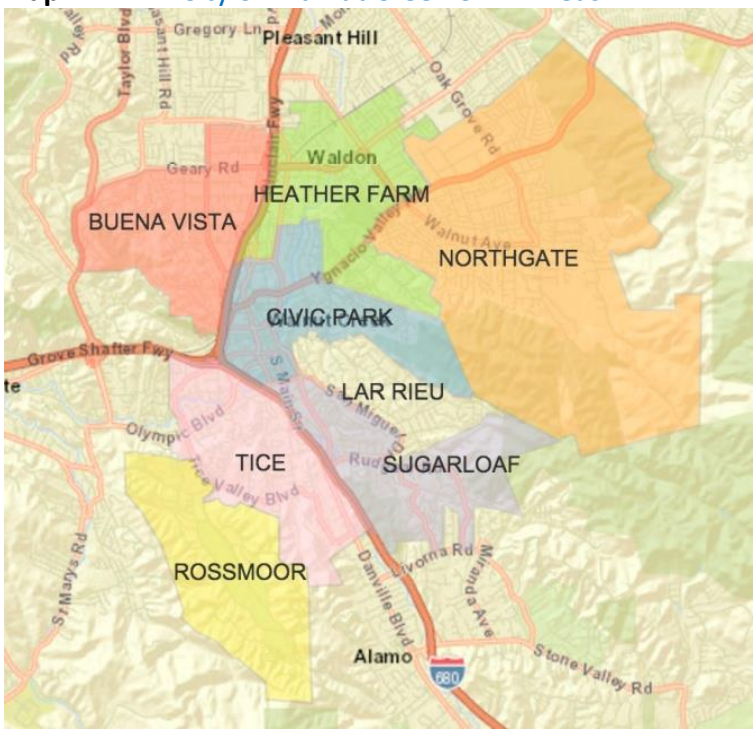
Citizen Band Radio (CB) is used to relay information and status reports from CB operators throughout Rossmoor to the CB Base Station. CB operators are assigned by entry, and the CB Base Station will coordinate their communications. CB Base Station operators will coordinate information exchange between residents and Rossmoor Community Emergency Response Team (CERT). As soon as possible after a disaster, Public Safety will broadcast general information to CB operators about the event. The Public Safety CB broadcast will be informational, and Public Safety will not take incident reports from the CB operators. CB operators will wait until the CB Base Station is operable to transmit information. The CB communications group has developed their own activation protocols. A CB Base Station has been established in the anti-room in Multi-Purpose Room 3.

Community Emergency Response Team (CERT)

CERT is a resident driven, community based, disaster preparedness and response program coordinated and managed by the City of Walnut Creek and supported through the Federal Emergency Management Agency (FEMA).

Walnut Creek has 8 CERT Areas which are all stocked with emergency response supplies. The City of Walnut Creek has designated Rossmoor as one (1) CERT reporting area. CERT graduates are assigned to a CERT Area based on where they live, however CERT's may be deployed outside of Rossmoor as directed by the City. In the event of emergency, CERTs gather at their CERT Staging Area and work together as trained in the CERT Program.

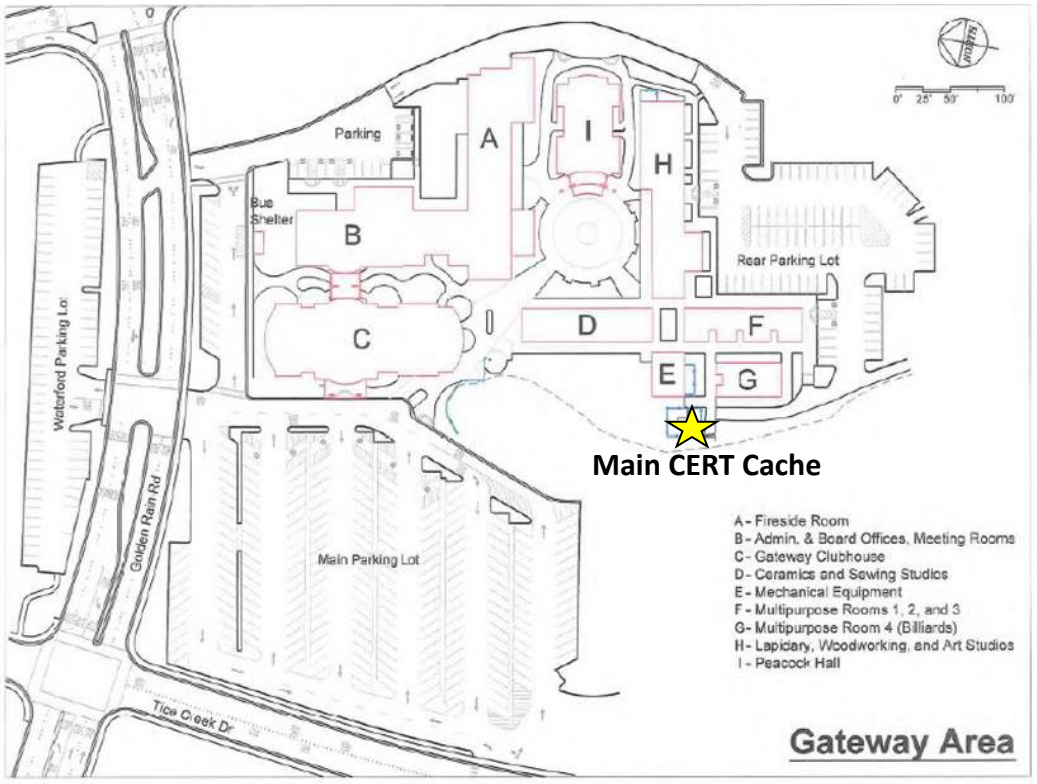
Map 4.1: City of Walnut Creek CERT Areas



CERT volunteers are trained residents who have come together to form a skilled group of Disaster Service Workers. CERT members realize that in the event of a disaster they will have to rely on their neighbors and themselves to handle emergencies until other help arrives. The CERT organization uses the same Standardized Emergency Management System (SEMS)and Incident Command System (ICS) working structure that the GRF and governmental organizations use, enabling the accurate flow of information while minimizing duplication.

CERT will function as its own incident command center for CERT activities and will use the NIMS/SEMS model to manage and control CERT operations. CERT trained residents will be deployed into the field to conduct light search and rescue operations and to provide information to the incident command center. This information will eventually be communicated to the City of Walnut Creek Emergency Operations Center.

The main CERT cache location is at the Gateway Complex, behind building E. The CERT cache contains supplies that when deployed, will be used by Rossmoor CERT. The cache is not for use by the community.



CERT does not have the authority to deploy GRF resources.

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APPENDIX A: AMERICAN RED CROSS, MEMORANDUM OF UNDERSTANDING

Memorandum of Understanding

between

American Red Cross
Northern CA Coastal Region
Bay Area Chapter

and

Golden Rain Foundation of Walnut Creek, Trustee

Insert partner organization logo here if desired

Insert Red Cross Chapter logo here

American Red Cross Bay Area Chapter and the Golden Rain Foundation

I. Purpose

The purpose of the Memorandum of Understanding (MOU) is to document the relationship between the American Red Cross, Northern CA Coastal Region, Bay Area Chapter (Red Cross) and the Golden Rain Foundation, Walnut Creek, CA *(the GRF)*. This MOU provides a broad framework for cooperation between the two organizations in supporting our community in the event of a disaster. Both Red Cross and the Golden Rain Foundation are a "Party" under this MOU.

II. Independence of Operations

Each party to this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and financing its own activities.

III. Organization Descriptions

The American Red Cross, founded in 1881, is dedicated to helping people in need throughout the United States and, in association with other Red Cross networks, throughout the world. The Red Cross depends on the many generous contributions of time, blood, and money from the American public to support its lifesaving services and programs. Through its mission, the Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The Red Cross provides services to those in need regardless of citizenship, race, religion, age, sex, national origin, disability, sexual orientation, veteran status or political affiliation.

Rossmoor is a nationally recognized senior adult community located on 1800 acres in the Tice Valley, in Walnut Creek, California. According to the 2010 Census there are approximately 9,700 residents living in 6,678 Manors (residences). The average age of residents is 78 years. There are approximately 250 employees on site during the day Monday through Friday and on any given day there are approximately 1,000 additional private service workers and contractors working in Rossmoor. There are 14 miles of roads within Rossmoor eleven (11) acres of parking, seven (7) operating buses and bus routes, five (5) club houses or community facilities. There are over 200 clubs and organizations and over 500 Resident Volunteers.

The Golden Rain Foundation of Walnut Creek (GRF) is a nonprofit corporation formed for the primary purposes of sponsoring the formation of housing associations referred to as Mutual Corporations or Mutuals within Rossmoor and to hold in trust for the Mutuals all the community-owned facilities. In its capacity as trustee, the Foundation is authorized to provide community facilities and services to the residents of the community.

IV. Methods of Cooperation

In order to establish a partnership between GRF and the Red Cross to provide assistance to

communities impacted by disaster events in the United States, the following roles and responsibilities are agreed upon:

1. **Communication between organizations**
   Representatives of GRF and the Red Cross will maintain open communication.
   See Attachment A: Organization Contact Information.

2. **Suggestions for collaboration:** Depending on the needs of the local community during a disaster response, GRF and the Red Cross may discuss the following methods of collaboration:
   a How and when GRF will be activated for a disaster response.
   b Referrals as necessary
   c Participation in other activities such as:
      - training, drills, exercises or planning activities
      - community preparedness activities
      - participation on local disaster committees and/or boards.

3. **Supporting Community Blood Drives:**
   a. This collaboration can take the form of blood drives hosted by GRF, educational information about the need for regular blood donations and donor eligibility through established GRF communication channels, and/or active blood donor recruitment.
   b. The GRF can reach out individually to 1-800-RED-CROSS to schedule blood donations or go to *www.redcrossblood.org* to find donation opportunities, schedule an appointment and get information about giving blood.

4. **Community Preparedness Activities:**
   a Red Cross encourages GRF to encourage Rossmoor members to take the Red Cross free, online, disaster preparedness tutorial *Be Red Cross Ready*.
   b GRF may distribute ***Be Red Cross Ready*** preparedness materials to the community. The ***Be Red Cross Ready*** preparedness checklists, which are available in multiple languages and include information that is useful prior to, during and after a disaster has occurred.
   c Schedule a Red Cross Personal Preparedness Class to be taught by Red Cross for residents of Rossmoor.

5. **Disaster Response Activities:**
   a GRF facilities may be used as sheltering facilities, a volunteer intake center, bulk distribution centers or staging facilities:
   Bulk distribution provides items essential to basic survival, health and sanitation as quickly and equitably as possible to those affected by disaster.
      - A local GRF affiliate and Red Cross can work together to provide items that meet the specific, urgent needs of the disaster-affected community.
      - GRF can support a Red Cross disaster operation by being a shelter facility, bulk distribution center or by identifying bulk distribution centers in the community thus ensuring a timely community response to those in need.

   b. Disaster Response Training:

communities impacted by disaster events in the United States, the following roles and responsibilities are agreed upon:

1. **Communication between organizations**
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   See Attachment A: Organization Contact Information.

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   b GRF may distribute ***Be Red Cross Ready*** preparedness materials to the community. The ***Be Red Cross Ready*** preparedness checklists, which are available in multiple languages and include information that is useful prior to, during and after a disaster has occurred.
   c Schedule a Red Cross Personal Preparedness Class to be taught by Red Cross for residents of Rossmoor.

5. **Disaster Response Activities:**
   a GRF facilities may be used as sheltering facilities, a volunteer intake center, bulk distribution centers or staging facilities:
   Bulk distribution provides items essential to basic survival, health and sanitation as quickly and equitably as possible to those affected by disaster.
      - A local GRF affiliate and Red Cross can work together to provide items that meet the specific, urgent needs of the disaster-affected community.
      - GRF can support a Red Cross disaster operation by being a shelter facility, bulk distribution center or by identifying bulk distribution centers in the community thus ensuring a timely community response to those in need.

   b. Disaster Response Training:

American Red Cross Bay Area Chapter and the Golden Rain Foundation

Signatures

American Red Cross Bay Area Chapter		**Golden Rain Foundation**	
By:	Signature	**By:**	Signature
Name:	JASON WALLACE Print Name	**Name:**	Tim O'Keefe Print Name
Title:	DISASTER PROGRAM MANAGER Print Title	**Title:**	CEO Print Title
Date:	3/16/2017	**Date:**	3/1/17

American Red Cross Bay Area Chapter and the Golden Rain Foundation

ATTACHMENT A – Organization Contact Information

Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

NOTE: When Attachment A is updated, the revised attachment is inserted in the MOU. The MOU ***does not*** need to be signed again.

Relationship Manager Contact*

American Red Cross Chapter		Golden Rain Foundation	
Contact	BRIANA TAYLOR	**Contact**	Dennis Bell
Title	EXTERNAL RELATIONS	**Title**	Public Safety Manager
Office phone	925-603-7400	**Office phone**	(925) 988-7611
Mobile	925-360-3460	**Mobile**	(925) 260-4006
e-mail	briana.taylor2@redcross.org	**e-mail**	dbell@rossmoor.com

*The Relationship Manager is the person that works with the partner organization in developing and executing the MOU.

Operational Contact**

American Red Cross Chapter		Golden Rain Foundation	
Contact	JASON WALLACE	**Contact**	Dennis Bell
Title	DISASTER PROGRAM MANAGER	**Title**	Public Safety Manager
Office phone	925-603-7400	**Office phone**	(925) 988-7611
Mobile	510-410-6107	**Mobile**	(925) 260-4006
e-mail	jason.wallace@redcross.org	**e-mail**	dbell@rossmoor.com

**The Operational Contact is the person each organization will call to initiate the disaster response activities as defined in the MOU.

Organization Information

American Red Cross Chapter		Golden Rain Foundation	
Department	DISASTER CYCLE SERVICES	**Department**	Public Safety
Address	1300 ALBERTA WAY Concord, CA 94521	**Address**	800 Rockview Dr., Walnut Creek, CA 94595
e-mail	jason.wallace@redcross.org	**e-mail**	dbell@rossmoor.com
Website	www.redcross.org	**Website**	www.rossmoor.com

American Red Cross Bay Area Chapter and the Golden Rain Foundation

ATTACHMENT B

Principles of Conduct for
The International Red Cross and Red Crescent Movement
and
NGOs in Disaster Response Programs

Principle Commitments:

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

More information about the code of conduct can be found at http://www.ifrc.org/en/publications-and-reports/code-of-conduct

Humanitarian organizations wishing to become a signatory to the code should download and complete the registration form.

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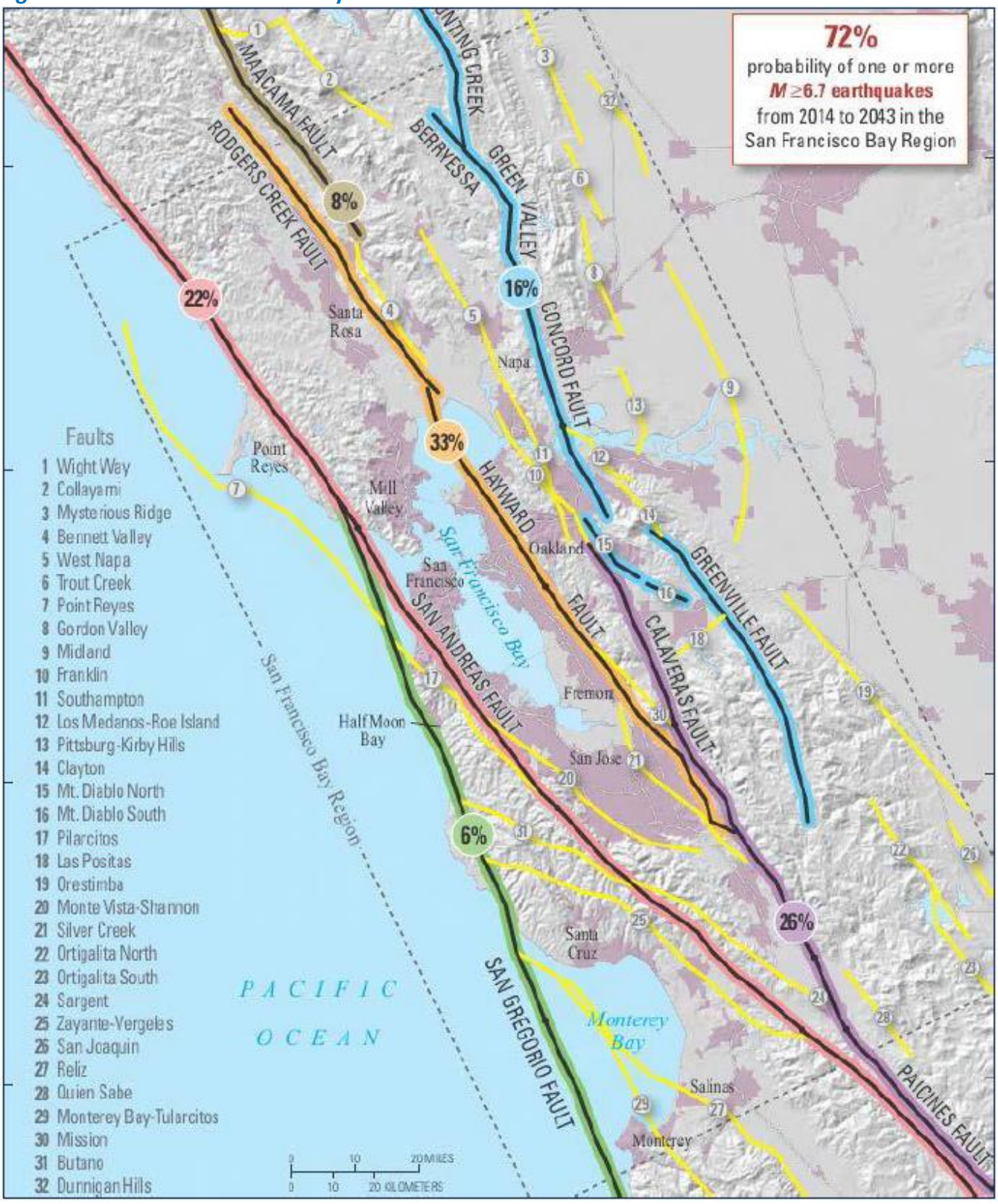
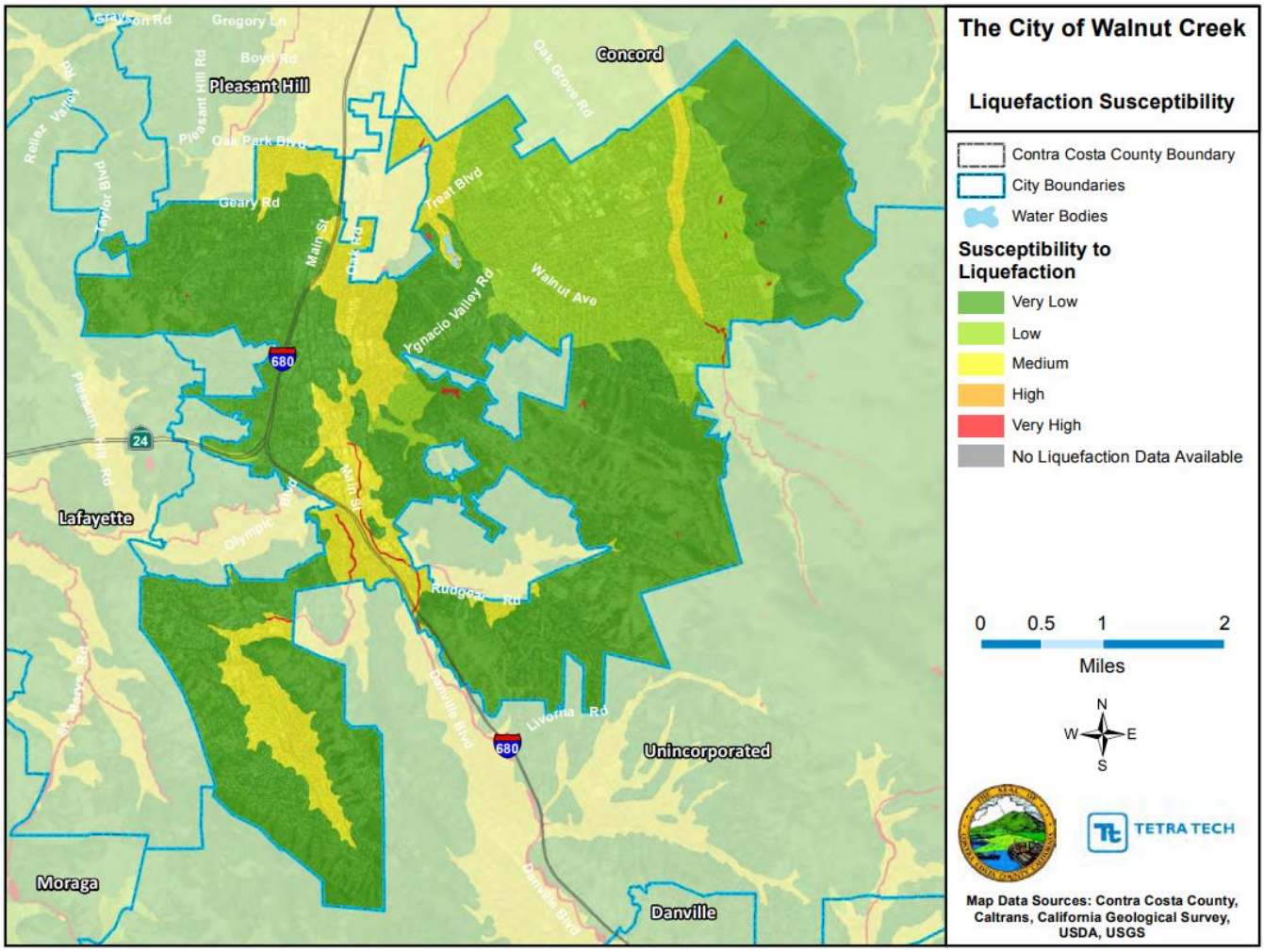
APPENDIX B: HAZARD/RISK ASSESSMENT MAPS

Significant Known Faults in the Bay Area



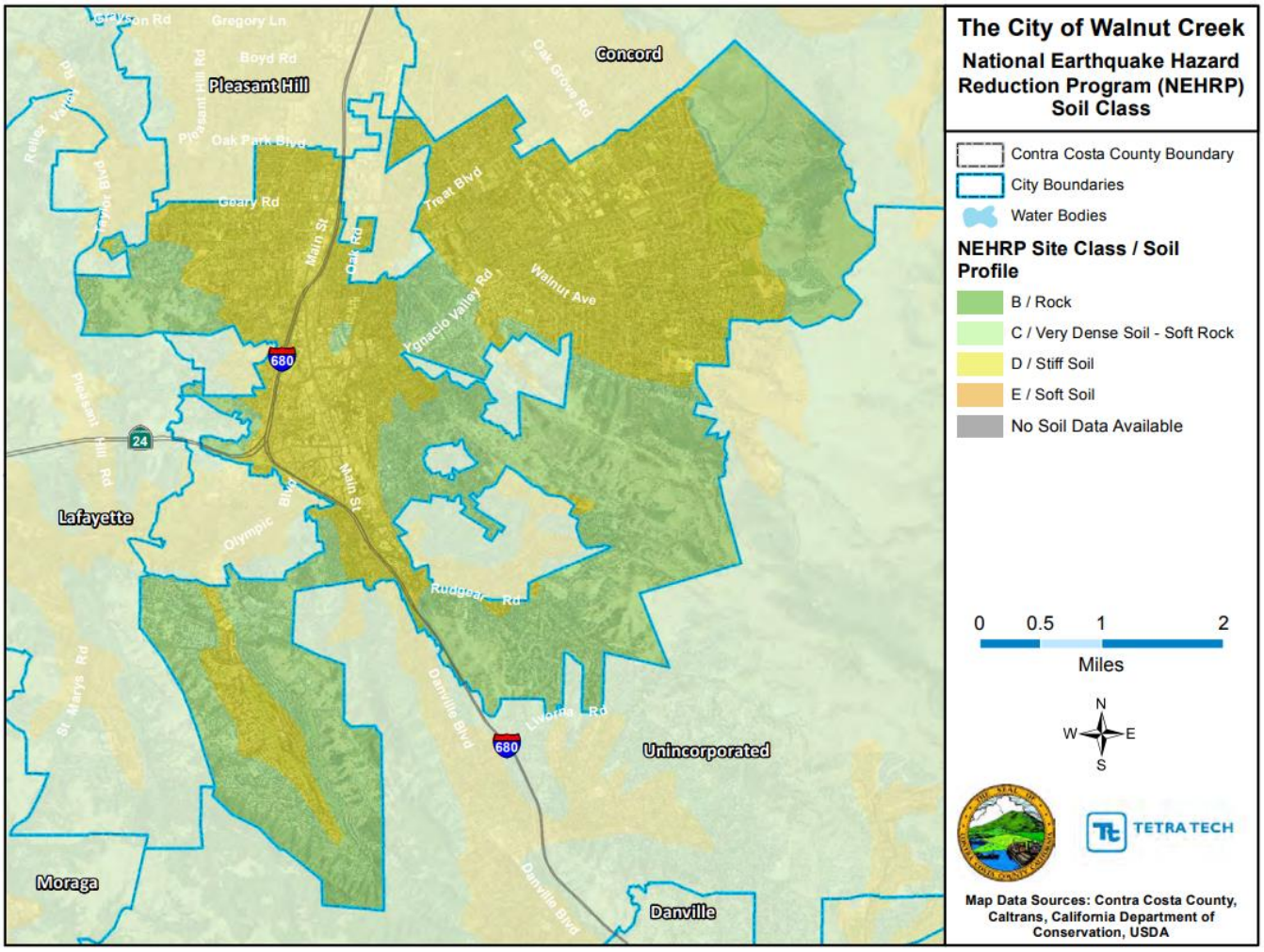
(Source: City of Walnut Creek Emergency Management Plan Version 1.0 January 2020)

Liquefaction Susceptibility



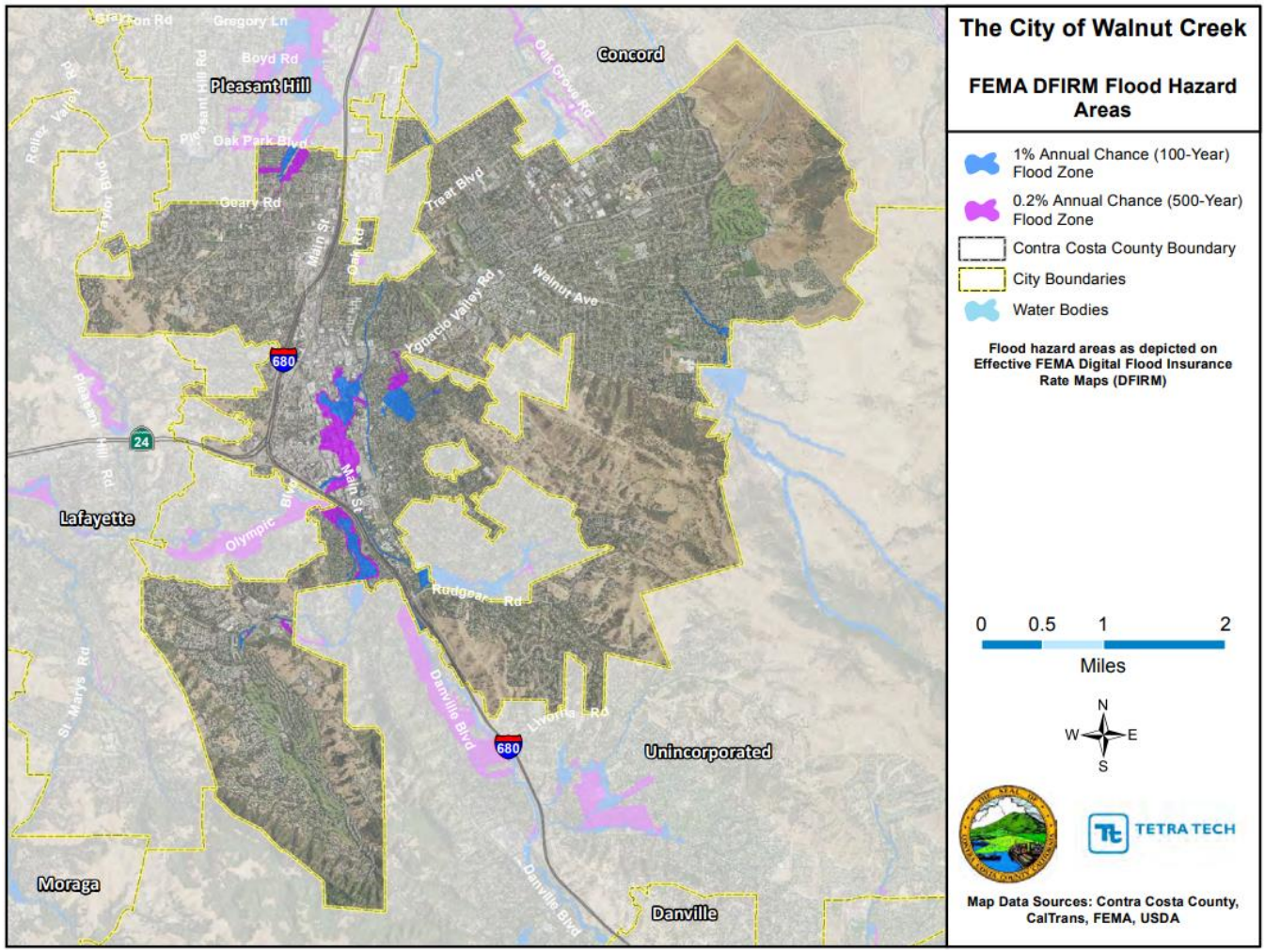
(Source: Contra Costa County Hazard Mitigation Plan Volume 2-Planning Partners Annex January 2018)

Soil Classification



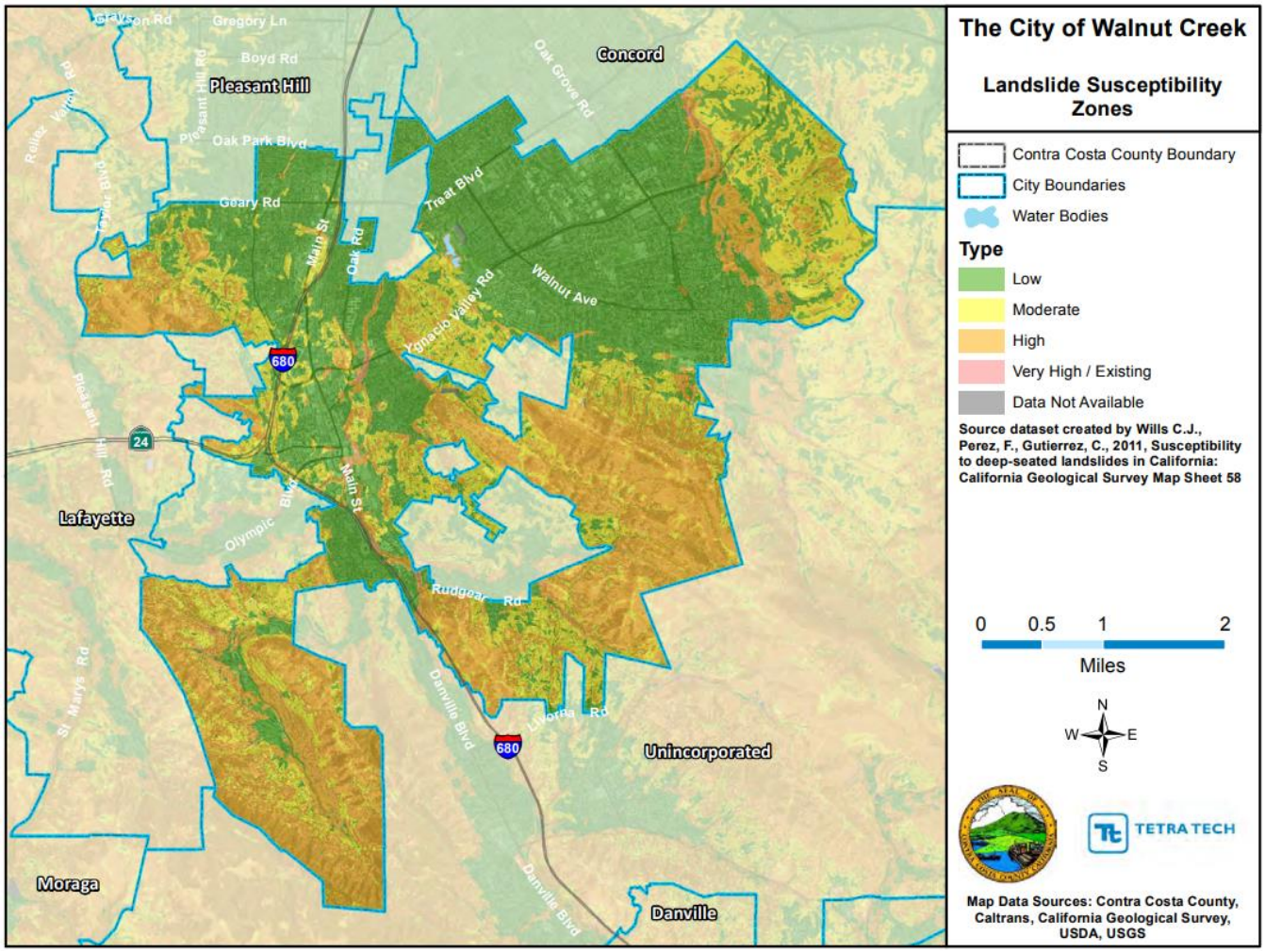
(Source: Contra Costa County Hazard Mitigation Plan Volume 2-Planning Partners Annex January 2018)

Flood Hazard Areas



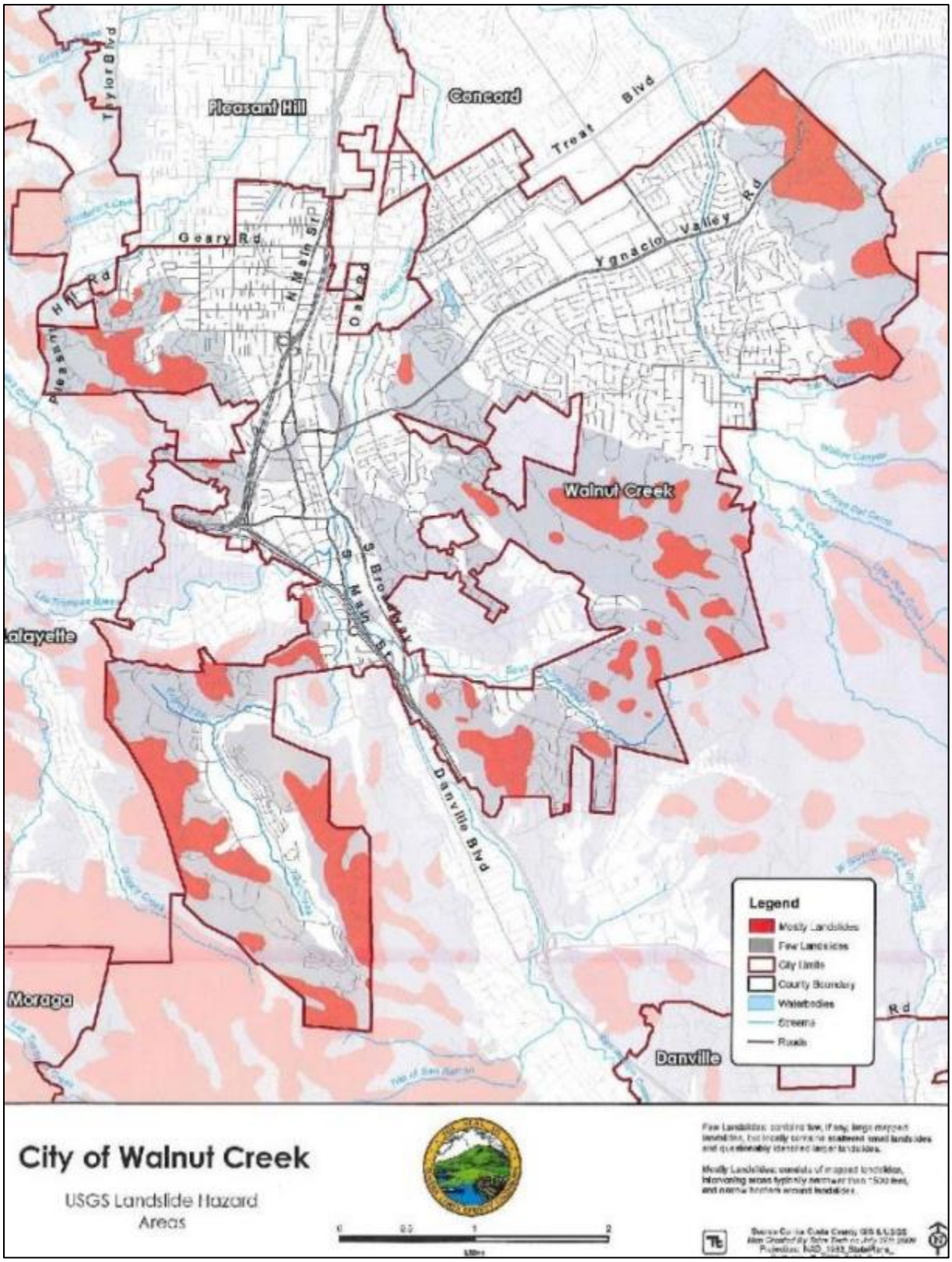
(Source: Contra Costa County Hazard Mitigation Plan Volume 2-Planning Partners Annex January 2018)

Landslide Susceptibility Zones



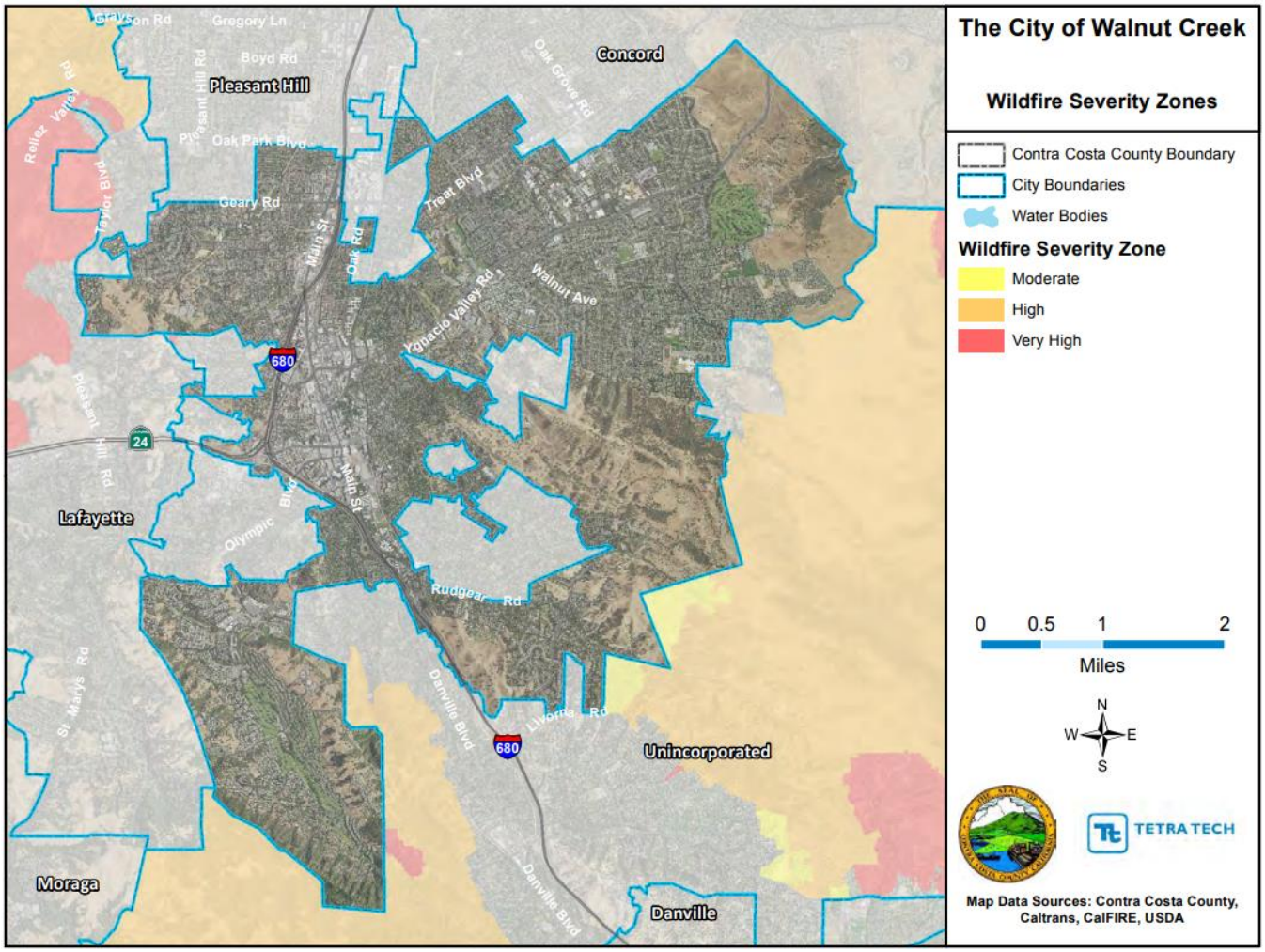
(Source: Contra Costa County Hazard Mitigation Plan Volume 2-Planning Partners Annex January 2018)

Landslide Hazard Areas



(Source: City of Walnut Creek Emergency Management Plan Version 1.0 January 2020)

Cal Fire Wildland Fire Severity Zones



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APPENDIX C: GRF EMERGENCY OPERATIONS CENTER (EOC) POSITION DESCRIPTIONS

GRF EOC Director

The GRF EOC Director has the overall responsibility of managing all activities identified in the GRF's Disaster Response Plan. The GRF EOC Director determines objectives and establishes priorities based on the nature of the incident, available resources, and GRF policy. The GRF EOC Director role will be filled by the first GRF Senior Staff to arrive at the GRF EOC and should be relieved of duty when a more senior or more qualified senior staff representative arrives. Ultimately the Public Safety Manger will be the GRF EOC Director.

The GRF EOC Director conducts regular incident briefings with all Section Chiefs and provides regular incident situation assessments to the GRF General Manager who is responsible for maintaining liaison between GRF Board Members and Mutual Presidents. The GRF EOC Director is also responsible for maintaining communications with CERT. The GRF EOC Director and CERT will work together and share information for a coordinated response.

Specific Functions

- Identify yourself as the GRF EOC Director
- Provides overall event management and responsibility
- Establish the GRF EOC and necessary SEMS/NIMS sections
- Assign GRF EOC Officers and GRF Section Chiefs
- Develop and establish event objectives and priorities
- Make event safety a priority for all personnel involved
- Confirm that CERT is activated.
- Establish communications with the CERT Incident Command Center
- Establish and maintain communication with the City of Walnut Creek through CERT
- Establish and maintain liaison with other agencies as necessary
- Authorize the release of information to the GRF PIO for release to the community
- Continuously monitor the operation for efficiency and effectiveness
- Regularly meet with all section chiefs
- Order the demobilization of the GRF EOC, when appropriate

Liaison/Policy/Legal

The Liaison/Legal Officer has the overall responsibility to liaison with the GRF Board and Mutual Presidents to provide situation status briefings; interpret existing policies; and, if needed, coordinate the development of incident specific policies. The Liaison/Legal Officer is also responsible for developing strategies to ensure continuity of GRF services through short and long-range recovery planning.

While the Liaison/Legal Officer works closely with the GRF EOC Director to interpret policy, this Officer does not manage the operational aspects of the incident.

Specific Functions

- Brief GRF Board and Mutual Presidents
- Provide guidance to the GRF EOC Director
- Interpret policies
- Develop emergency policies
- Review liability issues
- Review and approve information prior to releasing it to the public

Public Information Officer

The Public Information Officer (PIO) is responsible for the formulation and release of information regarding the incident or disaster to and the Rossmoor community. The PIO provides situation updates to GRF personnel. The EOC Director and/or GRF General Manager must approve all information prior to public release.

Specific Functions

- Respond to media and public inquires
- Conduct press conferences
- Provide emergency warnings
- Monitor outside media
- Provide information to GRF personnel
- Provide photographic/video documentation of the incident

Operations Section Chief

The Operations Section Chief is responsible for coordinating and directing the deployment of GRF personnel and resources and ensuring that field operations are being carried out according to the Incident Action Plan (IAP) or EOC Action Plan (EAP). The first priority of the Operations Section Chief is to evaluate and determine which GRF facilities are suitable for use.

Specific Functions

- Prioritize response and resource needs
- Assign and coordinate personnel to assess and, if necessary, to evacuate GRF facilities
- Develop tactical operations strategy
- Ensure resource needs are coordinated through Logistics
- Work with CERT responders to perform light duty search and rescue as permitted by training and job scope
- Coordinate with Mutuals for damage assessment
- Ensure all personnel are completing tasks safely

Logistics Section Chief

The Logistics Section is responsible for tracking resources, gathering equipment, acquiring supplies, mustering personnel, arranging transportation, providing food, identifying lodging for GRF Staff, and other support services as needed. The Logistics Section Chief is also responsible for coordinating communications for the GRF EOC.

Specific Functions

- Coordinate closely with the Operations Chief to establish priorities for resource allocation
- Determine and track availability of resources
- Locate and request additional resources
- Arrange for food and shelter for GRF Staff
- Coordinate with outside agencies such as Red Cross for food and shelter for residents
- Arrange transportation

Planning/Intelligence Section Chief

The Planning and Intelligence Section Chief is responsible for the collection, assessment and evaluation of incoming information that will shape strategic planning development, plan implementation, and plan follow up.

This Section is also responsible for developing the action plan to accomplish the objectives for the incident. Working closely with Logistics, Planning/Intelligence is responsible for maintaining resource status on all personnel and equipment.

Specific Functions

- Collect and manage all incident-related operational data
- Provide input to the Field Incident Commander, GRF EOC Director, and Section Chiefs for use in preparing on-going plans
- Conduct and facilitate planning meetings
- Report on any significant changes in the incident status
- Compile and display incident status information
- Maintain resource status lists for personnel and equipment

Finance/Administration Section Chief

The Finance/Administrative Section Chief is responsible for conducting financial analysis, tracking expenditures, developing requisition procedures and approval processes, recording payroll, submitting all necessary paperwork to the proper agencies for claims, and overall record security.

Specific Functions

- Maintain all financial records throughout the incident
- Ensure that all GRF personnel work time is recorded
- Establish procedures to authorize the commitment and issue payment of funds for resources or services authorized through the EOC
- Ensure a continuum of the payroll process
- Establish purchase limits for Logistic procurements
- Track and document information necessary for insurance claims
- Notify banks and secure financial resources to make appropriate allocations

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APPENDIX D: EMERGENCY OPERATIONS CENTER (EOC) POSITION CHECKLISTS

The following checklist should be considered as the minimum requirements for GRF EOC Management and GRF Section Chief Positions. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

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GRF EOC Director

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Check the Box **Tasks**

- ❑ Ensure welfare and safety of personnel.
- ❑ Establish the GRF EOC.
- ❑ Obtain initial briefing from current GRF EOC Director (if taking over).
- ❑ Assess incident situation:
  a) Review the current situation status and initial incident objectives.
  b) Ensure that all local, State, Federal agencies impacted by the incident have been notified as appropriate.
- ❑ Meet and establish communications with CERT.
- ❑ Develop overall event status.
- ❑ Activate appropriate EOC positions:
  a) Confirm dispatch and arrival times of activated resources.
  b) Provide summary of current organization.
- ❑ Brief staff:
  a) Identify incident objectives and any policy directives for the management of the incident.
  b) Provide a summary of current organization.
  c) Provide a review of current incident activities.
  d) Determine the time and location of the first EOC Planning Meeting.
- ❑ Determine information needs and inform staff of requirements.
- ❑ Establish parameters for resource requests and releases
  a) Review requests for critical resources.
  b) Confirm who has ordering authority within the organization.
  c) Confirm those orders that require Command authorization.
- ❑ Authorize release of information to the media:
  a) If operating within a Unified Command, ensure all Incident Commanders approve release.

EOC Director Checklist (Continued)

Check the Box	Tasks

- ❑ Establish level of planning to be accomplished:
  a) Written EOC Action Plan.
  b) Contingency planning.
  c) Formal planning meeting.
- ❑ Ensure planning meetings are conducted as indicated.
- ❑ Approve and authorize implementation of the EOC Action Plan
  a) Review EOC Action Plan for completeness and accuracy.
  b) Verify that objectives are incorporated and prioritized.
- ❑ Ensure Command and General Staff coordination:
  a) Periodically check progress on assigned tasks of Command and General staff personnel.
  b) Approve necessary changes to strategic goals.
  c) Ensure that Liaison/Legal Officer is making periodic contact with the Board.
- ❑ Maintain an Activity Log to document all significant actions.
  (See Appendix Q: Forms)

Liaison/Legal Officer

Check the Box **Tasks**

- ❑ Obtain briefing from GRF EOC Director:
  a) Determine current status of the event.
  b) Participate in the incident action planning process.
- ❑ Prepare initial information summary for distribution to the GRF Board Members.
- ❑ Establish contact with the GRF Board of Directors.
- ❑ Establish contact with the Mutual Presidents
- ❑ If possible schedule regular briefings with the GRF Board of Directors.
- ❑ Provide status updates to the Mutual Presidents.
- ❑ Determine which non-governmental agencies or companies are part of the GRF's response.
- ❑ Contact and brief other non-governmental agencies as needed.
- ❑ Maintain an Activity Log to document all significant actions.
  (See Appendix Q: Forms)

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Public Information Officer

Check the Box **Tasks**

- ☐ Obtain briefing from the GRF EOC Director.
  a) Determine constraints on information process.
- ☐ Participate in GRF EOC briefings:
  b) Determine constraints on the information process.
  c) Determine what information should be released.
- ☐ Assess the needs for special alerts and warnings specific to Rossmoor, and how best to make those notifications.
- ☐ Prepare initial information summary as soon as possible after activation.
- ☐ Develop press releases for Rossmoor.
- ☐ Consider the use of the Sample Press Release Templates in Appendix E of the GRF EOP.

  (**All Press Releases must be approved by Liaison/Legal Officer/EOC Director before release**).

- ☐ Arrange for necessary workspace and materials.
- ☐ If necessary establish a schedule for Rossmoor information releases.
- ☐ Obtain current incident status reports from the Planning Section.
- ☐ Coordinate a schedule for updates.
- ☐ Observe constraints on the release of information imposed by the GRF EOC Director.
- ☐ Post information in the GRF EOC and other appropriate locations.
- ☐ Maintain an Activity Log to document all significant actions.
  (See Appendix Q: Forms)

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Operations Section Chief

Check the Box **Tasks**

- ❑ Obtain briefing from GRF EOC Director
  a) Determine event objectives and recommend strategies.
  b) Identify current organization, location of resources, and assignment.
- ❑ Organize Operation Section to ensure efficiency, safety and adequate span of control.
- ❑ Establish response teams.
- ❑ Develop response priorities and make assignments.
- ❑ Hold a Section briefing and assign personnel in accordance with the EOC Action Plan
- ❑ Develop and manage operations to meet incident objectives.
- ❑ Evaluate and provide update to Planning Section regarding:
  a) Location, status, and assignment of resources.
  b) Effectiveness of tactics.
  c) Contingency plans.
  d) Identification of incident objectives and any policy directives for the management of the incident.
- ❑ Determine needs and requests additional resources.
- ❑ Keep logistics up to date on changes in resources status.
- ❑ Write Operations portion of the EOC Action Plan with the Planning Section Chief.
  a) Identify assignments made.
  b) Identify resources needed to accomplish assignments.
- ❑ Ensure coordination of the Operations Section with other Sections:
  a) Ensure operations timekeeping, activity logs, and equipment use documents are maintained and passed to the Planning, Logistics, and Finance/Administration Sections, as appropriate.
  b) Ensure resource ordering and logistical support needs are passed to Logistics in a timely fashion.
  c) Notify Logistics of communications problems.
  d) Keep the Planning section up to date on resources and event status.
  e) Notify Liaison Officer of issues concerning cooperating and assisting agency resources.
  f) Keep the GRF EOC Director apprised of status of operational efforts.
- ❑ Attend briefings.
- ❑ Attend Planning Meetings.
- ❑ Maintain an Activity Log to document all significant actions.
  (See Appendix Q: Forms)

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Logistics Section Chief

Check the Box	Tasks

- ❑ Obtain briefing from GRF EOC Director
  a) Review situation and resource status for number of personnel assigned to incident.
  b) Determine which incident facilities have been/should be activated.
- ❑ Establish communications section.
- ❑ Assess current resources status.
- ❑ Identify immediate resources that are needed.
- ❑ Organize and staff Logistics Section, as appropriate, and consider the need for facility security.
- ❑ Assemble, brief, and assign work locations and preliminary work tasks to Section personnel.
- ❑ Notify other sections of activated personnel, including names and locations of assigned:
- ❑ Attend planning meetings.
- ❑ Participate in preparation of EOC Action Plan
  a) Provide input on resource availability, support needs, identified shortages, and response timelines for key resources.
  b) Identify future operational needs (both current and contingency) in order to anticipate logistical requirements.
- ❑ Review EOC Action Plan and estimate section needs for next operational period; order relief personnel if necessary.
- ❑ Research the availability of additional resources.
- ❑ Hold section meetings, as necessary.
- ❑ Ensure coordination between Logistics and other Section Chiefs.
- ❑ Provide your Section with regular briefings.
- ❑ Track location of personnel and resources.
- ❑ Maintain an Activity Log to document all significant actions.
  (See Appendix Q: Forms)

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Planning and Intelligence Section Chief

Check the Box **Tasks**

- ❑ Obtain briefing from the GRF EOC Director
  a) Determine current resource status.
  b) Determine current situation status/intelligence.
  c) Determine current incident objectives and strategy.
  d) Determine if the GRF EOC Director requires a written EOC Action Pan (EAP).
  e) Determine time and location of first Planning Meeting.
- ❑ Activate Planning Section positions as necessary.
- ❑ Establish and maintain a resources tracking system.
- ❑ Provide updates to GRF EOC Director.
- ❑ Advise GRF EOC staff of any significant changes in the incident status.
- ❑ Compile and display incident status summary information.
- ❑ Obtain/develop incident maps.
- ❑ Establish an information reporting schedule.
- ❑ Prepare contingency plans:
  a) Review current and projected incident and resource status.
  b) Develop alternative strategies.
  c) Identify resources required to implement contingency plan.
  d) Document alternative actions for presentation to the GRF EOC Director, and Operations Section Chief, and consideration for inclusion in the EAP.
- ❑ Meet with Operations Section Chief and/or other Section Chiefs prior to Planning Meetings, to discuss proposed strategies.
- ❑ Conduct Planning Meetings.
- ❑ Supervise the preparation and distribution of EAP to all Section Chiefs.
  a) Establish information requirements and reporting schedules for use in preparing the EAP.
  b) Verify that all support and resource needs are coordinated with Logistics Section prior to release of the EAP.
  c) Include fiscal documentation forms in the EAP as requested by the Finance/Administration Section.
  d) Coordinate EAP changes with General Staff personnel and distribute written changes, as appropriate.
- ❑ Assist with the development of the other event plans as requested.

Planning and Intelligence Section Chief Checklist (Continued)

Check the Box	Tasks
❑	Assist with the preparation of press releases.
❑	Assist all section chiefs with plan development as needed.
❑	Distribute event updates.
❑	Provide periodic predictions on incident potential.
❑	Review weather forecasts and provide updates.
❑	Identify need for specialized resources, discuss need with Operations and Command, and facilitate resource requests with Logistics.
❑	Ensure Section has adequate coverage and relief.
❑	Hold Section meetings as necessary to ensure communication and coordination among Planning Section Units.
❑	Ensure preparation of demobilization plan, if appropriate.
❑	Provide briefing on current and unusual situations.
❑	Ensure that all staff observes established level of operational security.
❑	Ensure all planning functions are documenting actions on an Activity Log.
❑	Submit all Section documentation to the Finance Section
❑	Maintain an Activity Log to document all significant actions. (See Appendix Q: Forms)

Finance and Administrative Section Chief

Check the Box **Tasks**

- ❑ Obtain briefing from GRF EOC Director
  a) Understand the Incident objectives.
  b) Learn which agencies are participating/coordinating the event.
  c) Anticipate duration/complexity of the event.
  d) Determine possibility of cost sharing with outside agencies.
  e) Begin to consider what/how reimbursement may be available.
- ❑ Obtain briefing from GRF General Manager:
  a) Determine fiscal process required.
  b) Assess potential for risk claims arising out of incident activities.
  c) Identify applicable financial guidelines and policies, constraints and limitations.
  d) Identify financial requirements for planned and expected operations.
  e) Determine/develop agreements for land use, facilities equipment, and utilities (e.g. Red Cross MOU).
- ❑ Ensure all sections are aware of financial processes and procedures.
- ❑ Attend Planning Meetings:
  a) Provide financial and cost-analysis input.
  b) Provide financial summary on labor, materials, and services.
  c) Prepare forecasts on costs to complete operations.
  d) Provide cost benefit analysis, as requested.
  e) Obtain information on status of incident, planned operations; changes in incident objectives, use of personnel equipment, aircraft; and, local agency/political concerns.
  f) Provide updates to IC/GRF General Manager.
- ❑ Initiate, maintain, and ensure completeness of documentation needed to support claims for injury and property damage. Injury information should be maintained on contracted personnel, as well as GRF employees.
- ❑ Ensure that all personnel time records reflect incident activity and that records for non-agency personnel are transmitted to home agency or department according to policy.
  a) Notify incident and GRF EOC management personnel when emergency timekeeping process is in effect, and where timekeeping is taking place.
  b) Distribute time-keeping forms to all Sections and ensure forms are being completed correctly.

Finance and Administration Section Chief Checklist (Continued)

Check the Box	Tasks

- ❑ Ensure that all obligation documents initiated by the incident are properly prepared and completed.
- ❑ Assist Logistics in resource procurement:
  a) Identify vendors for which open purchase orders or contracts must be established.
  b) Negotiate ad hoc contracts.
- ❑ Ensure coordination between Finance/Administration and other Command and General Staff.
- ❑ Maintain an Activity Log to document all significant actions.
  (See Appendix Q: Forms)

APPENDIX E: SAMPLE PRESS RELEASE TEMPLATES

The sample press releases are only to be used to disseminate information within Rossmoor. The information in the press releases will be obtained from the proper civil authorities before release.

Shelter in Place(Sample Press Release Template)

FOR IMMEDIATE RELEASE

Media Contact Phone #: (*PIO phone number*) E-mail: (*PIO e-mail address*)

ROSSMOOR COMMUNITY RESIDENTS ADVISED TO SHELTER IN PLACE UNTIL FURTHER NOTICE.

Rossmoor/Walnut Creek CA - (*date*) The City/County officials are (*recommending/have ordered*) residents in the (*blocks/entries/zones*) to take immediate shelter where you are until further notice.

Due to police activity
Due to fire department activity
Due to chemical spill or air-borne contamination

Basic shelter in place actions includes:

- Close and lock doors and windows
- Turn off ventilation systems
- Bring emergency essentials such as food and water into the room with you
- Seal rooms until shelter in place order is lifted

At (*time*) Golden Rain Foundation Public Safety Services and/or Walnut Creek Police have cordoned off the area and are directing traffic. (Name of the blocked intersections) are now blocked and traffic is restricted in the surrounding areas.

Alternate routes are (*give alternate routes*) and traffic is being diverted.

(*Add any additional action being taken by the Golden Rain Foundation as pertinent*).

Please visit www._____ for updated information.

General Evacuation

FOR IMMEDIATE RELEASE

Media Contact Phone #: (PIO phone number) E-mail: (*PIO e-mail address*)

AUTHORITIES REQUIRE ROSSMOOR RESIDENTS TO EVACUATE.

Walnut Creek, CA - (*date*) The Golden Rain Foundation is alerting all Rossmoor residents that due to (*incident*) authorities at the Walnut Creek Police Department are requiring everyone living within (*blocks/entries/zones*) be evacuated. People residing in (*give evacuation zone boundaries*) must leave as soon as possible due to the potential (*health/safety*) risk.

Authorities are recommending these residents go immediately to the home of a friend or relative outside the evacuation area or to (*indicate shelter*) at (*address*). Residents who can drive a neighbor who has no transportation are requested to do so. Those in need of transportation can call (*number*). Emergency personnel are on the scene and will work diligently to ensure that all residents can return to their homes quickly and safely.

Further instructions can be heard on (*station*).

(*Explain incident and why being evacuated*)

Unidentified Spill / Release

FOR IMMEDIATE RELEASE

Media Contact Phone #: (*PIO phone number*) E-mail: (*PIO e-mail address*)

UNIDENTIFIED SPILL/RELEASE AT (LOCATION)

Walnut Creek, CA - (*date*) The Golden Rain Foundation is alerting all Rossmoor residents that an unidentified substance, which may be hazardous, has been (*spilled/released*) at (*specific location*). Please avoid the area, if possible, while crews are responding. The best alternate routes are (*alternate routes*).

Those already in the area are asked to please be patient and follow directions of emergency response personnel. The substance will be evaluated by specially trained personnel, and further information will be released as soon as possible.

Hazardous Substance Detected

FOR IMMEDIATE RELEASE

Media Contact Phone #: (*PIO phone number*) E-mail: (*PIO e-mail address*)

HAZARDOUS SUBSTANCE DETECTED; IMMEDIATE AREA TO EVACUATE

Walnut Creek, CA - (*date*) Golden Rain Foundation Public Safety Services became aware that at approximately (*time*), a small amount of a hazardous substance has been released at (*location*). Law and Fire personnel are responding to cordon off the area and direct traffic. (*Give what streets and/or intersections are blocked*) are now blocked and traffic is restricted in the surrounding area.

Authorities have asked residents in the immediate (*location/block/entries/zones*) to evacuate. Please avoid the area. The material is (*slightly/highly*) toxic to humans and can cause the following symptoms: (*symptoms*).

Residents who think that they may have come in contact with this material should (*give health instructions and hot-line number*). Authorities are asking the public to avoid the area if at all possible. Alternate routes are (*give alternate routes*) and traffic is being diverted. Residents who are now near the release area should follow the directions of emergency response personnel.

Clean-up crews are on the scene now and will work continuously until the problem is resolved.

Hazardous Substance Requiring Evacuation

FOR IMMEDIATE RELEASE

Media Contact Phone #: (*PIO phone number*) E-mail: (*PIO e-mail address*)

HAZARDOUS SUBSTANCE DETECTED: EVACUATION MANDATORY

Walnut Creek, CA - (*date*) The Golden Rain Foundation is alerting all residents that a (*large/small*) amount of (*substance*), a highly hazardous substance, has been released at (*location*). Because of the potential health hazard, authorities are requiring all residents within (*locations/blocks/entries/zones*) to evacuate.

The civil authorities are advising people residing in (*give evacuation zone boundaries*) must leave as soon as possible. Authorities are recommending these residents go immediately to the home of a friend or relative outside the evacuation area or to (*indicate shelter*) at (*address*). Residents who can drive a neighbor who has no transportation are requested to do so. Those in need of transportation can call (*number*).

The material is highly toxic to humans and can cause the following symptoms: (*symptoms*). If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at (*address*).

Further instructions can be heard on (*station*).

Emergency response personnel and clean-up crews are on the scene now and will work continuously until the problem is resolved.

Earthquake

FOR IMMEDIATE RELEASE

Media Contact Phone #: (*PIO phone number*) E-mail: (*PIO e-mail address*)

(MAGNITUDE) EARTHQUAKE SHAKES THE ROSSMOOR COMMUNITY

Walnut Creek, CA - (*date*) at (*time*) (*this morning, afternoon, evening*) a (*magnitude*) earthquake shook Rossmoor and the surrounding areas. (*Explain damage that has been done, and casualties, if any*).

Several aftershocks have been experienced since the initial quake with magnitudes ranging from (*aftershock magnitudes*). Authorities are concerned for the safety of residents and have requested that families (*evacuate, stay inside, etc.*).

The Bay Area has been known, by seismologists, as an area at high risk for earthquake activity. This information enables the Golden Rain Foundation help Rossmoor residents to be prepared in the unfortunate event that an earthquake would occur. The Golden Rain Foundation is currently using all possible means to help ensure that the residents of Rossmoor are safe and out of harm's way.

An emergency telephone number, (*number*), has been established for residents who need assistance or are in need of emergency care

Boil Water Notification

FOR IMMEDIATE RELEASE

Media Contact Phone #: (*PIO phone number*) E-mail: (*PIO e-mail address*)

BOIL YOUR WATER BEFORE USING

Walnut Creek, CA - (*date*) The Golden Rain Foundation is alerting all Rossmoor residents to boil your water before using. Due to the recent event (*e.g., water outage, power outage, flood, fire, earthquake or other emergency situation*), the California Department of Public Health in conjunction with the County Health Department, and (w*ater system name)* are advising residents of Rossmoor to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one (1) minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking and food preparation until further notice. (*Boiling water kills bacteria and other harmful organisms and boiling your water is the best way to ensure your water is safe to drink*).

(**Optional alternative to include for prolonged situations where it fits.** *An alternative method of disinfection for residents that are not able to boil their water is to use fresh, unscented, liquid household bleach. To do so, add 8 drops (or 1/8 teaspoon) of bleach per gallon of clear water or 16 drops (or 1/4 teaspoon) per gallon of cloudy water, mix thoroughly, and allow it to stand for 30 minutes before using. A chlorine-like taste and odor will result from this disinfection procedure and is an indication that adequate disinfection has taken place*).

- Water disinfection tablets may also be used by following the manufacturer's instructions.
- *Optional*: Potable water is available at the following locations: [*List locations*]
- Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that water is safe to drink and you no longer need to boil your water. We anticipate resolving the problem within [*estimated time frame*].

California Department of Public Health – Drinking Water Field Operations Branch- District Office at [(*XXX) XXXXXXX*].

Local Environmental Health Jurisdiction: [*XXXXX* County at (*XXX) XXX-XXXX*].

Please share this information with your Rossmoor neighbors and anyone in your household who drinks the same emergency drinking water you drink.

APPENDIX F: EVACUATION

The Golden Rain Foundation has no authority to order an evacuation of residents from their homes in Rossmoor. Only government public safety officials can issue and enforce evacuation orders.

Rossmoor's eight Evacuation Zones (WCR-001 to WCR-008) are consistent with the City of Walnut Creek and Contra Costa County evacuation plans.

In the event that public officials need to order evacuations in response to a wildland fire threatening Rossmoor, the Rossmoor Evacuation Zones may be used by public safety agencies to quickly execute a phased evacuation of the affected zone(s). If the fire continues to spread, the next affected zone could be evacuated.

State of the art computer modeling for predicting the spread of wildland fire has been used to demonstrate extreme fire/weather scenarios and how those fires might impact Rossmoor. The results of the modeling indicate that a phased evacuation would be a logical approach.

By only evacuating affected zones, vehicle movement can be better managed, impacts on unaffected residents can be minimized, and traffic volume exiting the main gate can be reduced.

An organized and phased evacuation of the affected portions of the community using the evacuation zones is a realistic and manageable alternative to a complete evacuation of Rossmoor.

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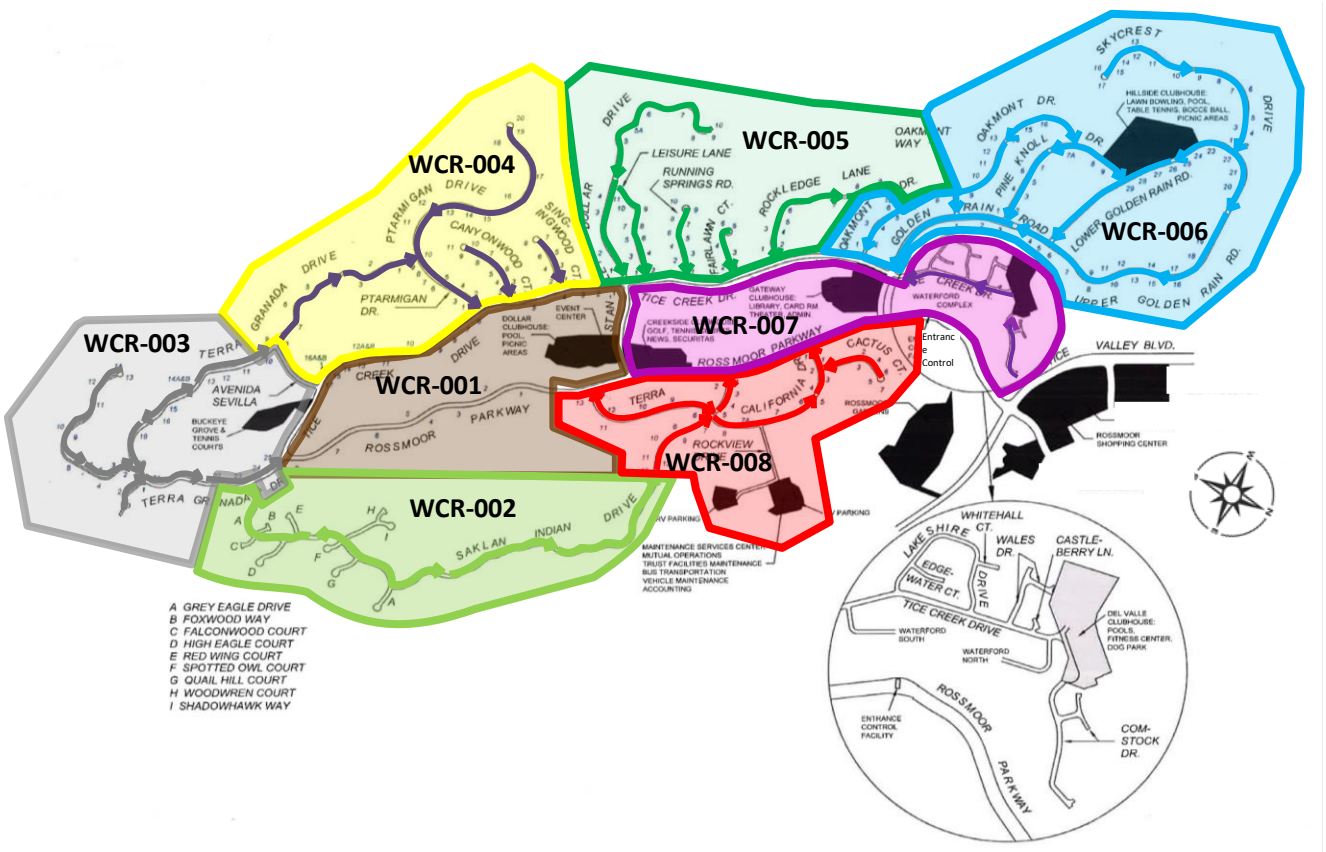
APPENDIX G: EVACUATION ZONES

Rossmoor has been divided into eight geographic Evacuation Zones.

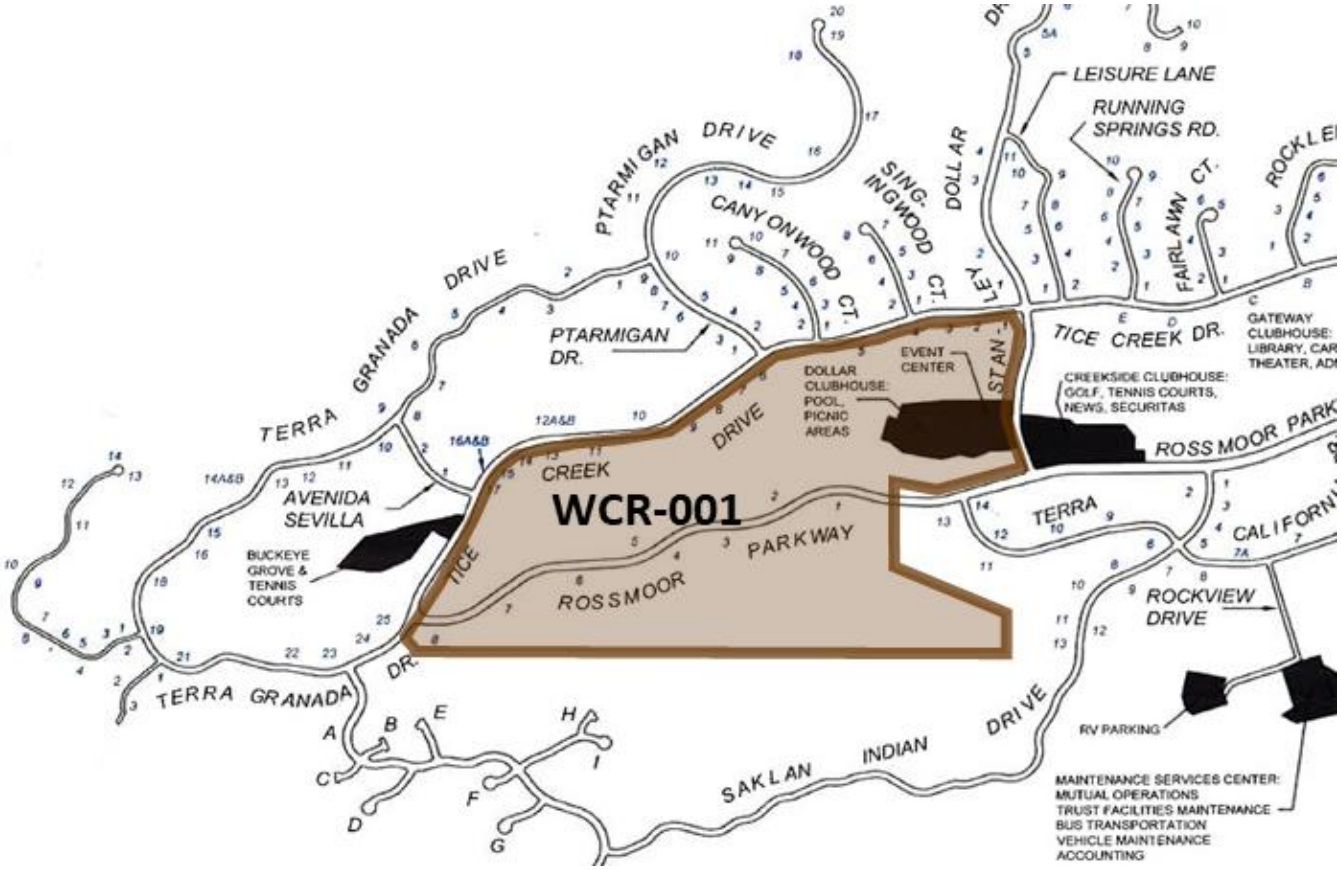
These predetermined zones provide Public Safety personnel the following advantages:

- Creates a standardized basis for tactical organization and span of control
- Creates target areas for use when conducting a Disaster Windshield Survey
- Allows Public Safety personnel and the GRF EOC to focus response efforts and resources in the most affected areas
- Establishes common terminology for geographic areas
- Provides information and instructions that can be used by Law Enforcement and/or Fire Protection agencies to execute a phased evacuation of part or all of Rossmoor. (See Appendix D: Evacuation)

Each evacuation zone has been assigned a unique alphanumeric designator by City and County emergency planners. All evacuation zones in Rossmoor are labeled with the letters WCR)referring to Walnut Creek) followed by a three-digit number. *Example:* WCR-001

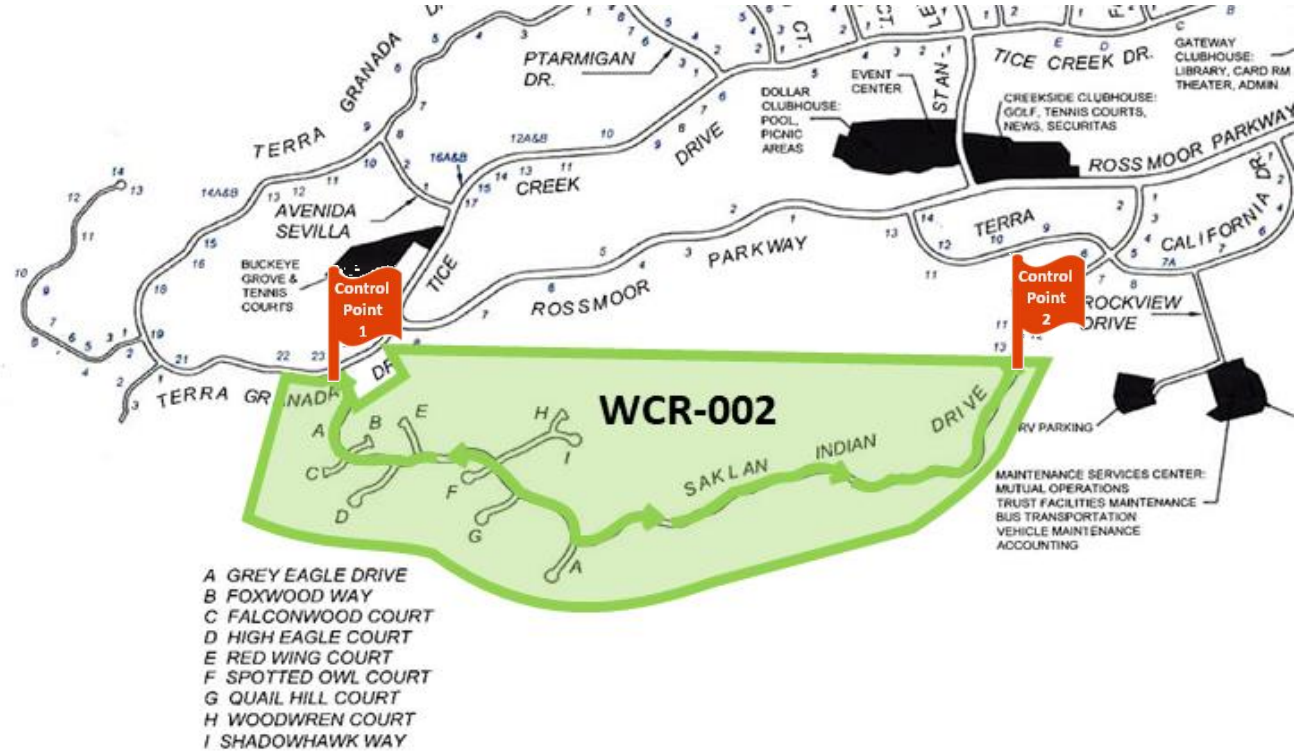


WCR-001 (Brown)



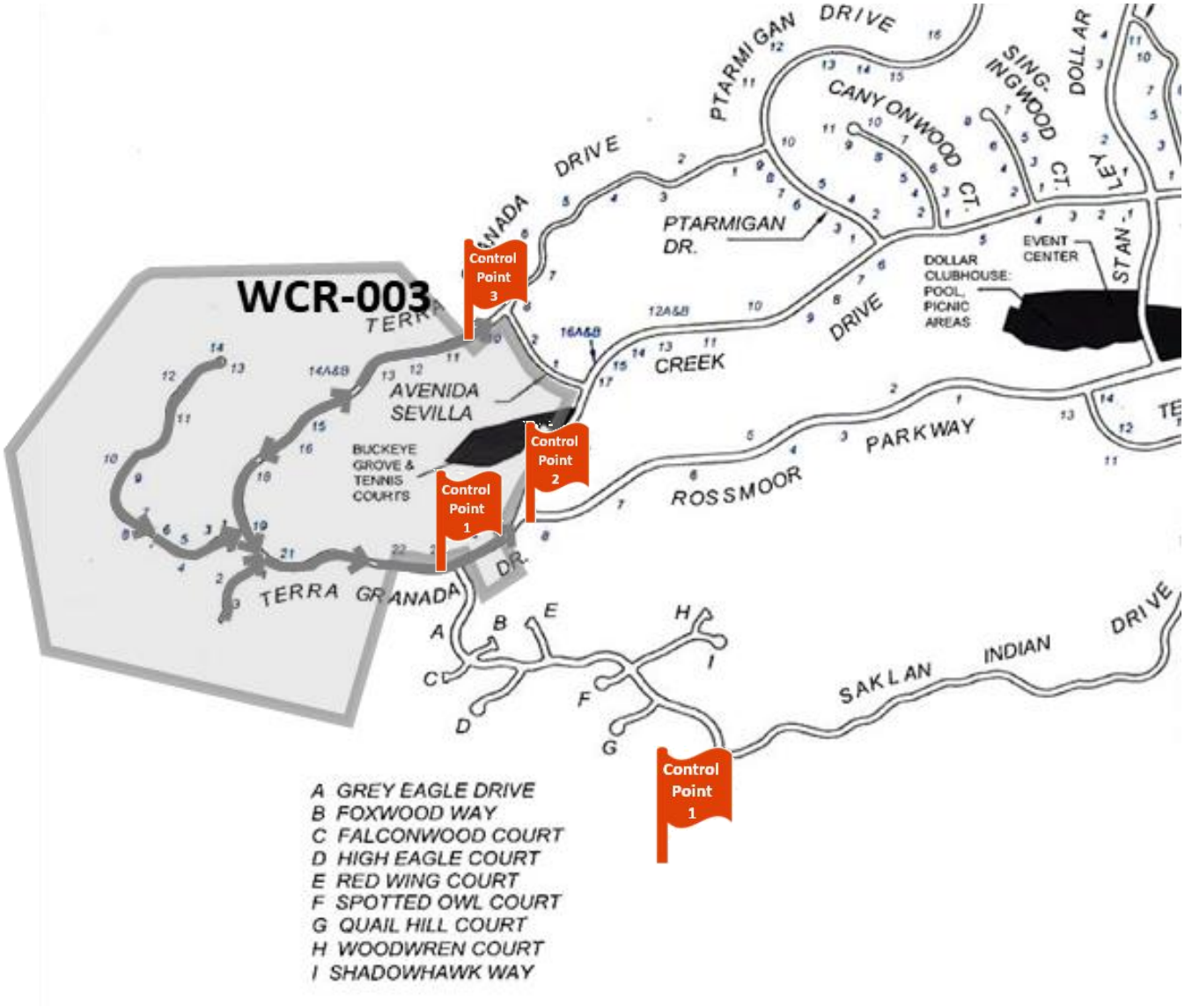
WCR-001		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Rossmoor Parkway	Entries 1 through 8	226
Tice Creek Drive	Entries 1 through 17	389
Event Center	N/A	N/A
Dollar Complex	1001 Stanley Dollar Drive	N/A
Dollar Golf Course	Holes 1,2,7,8,9,14 through 18	N/A
	Total	**615**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**923**

WCR-002 (Lime Green)



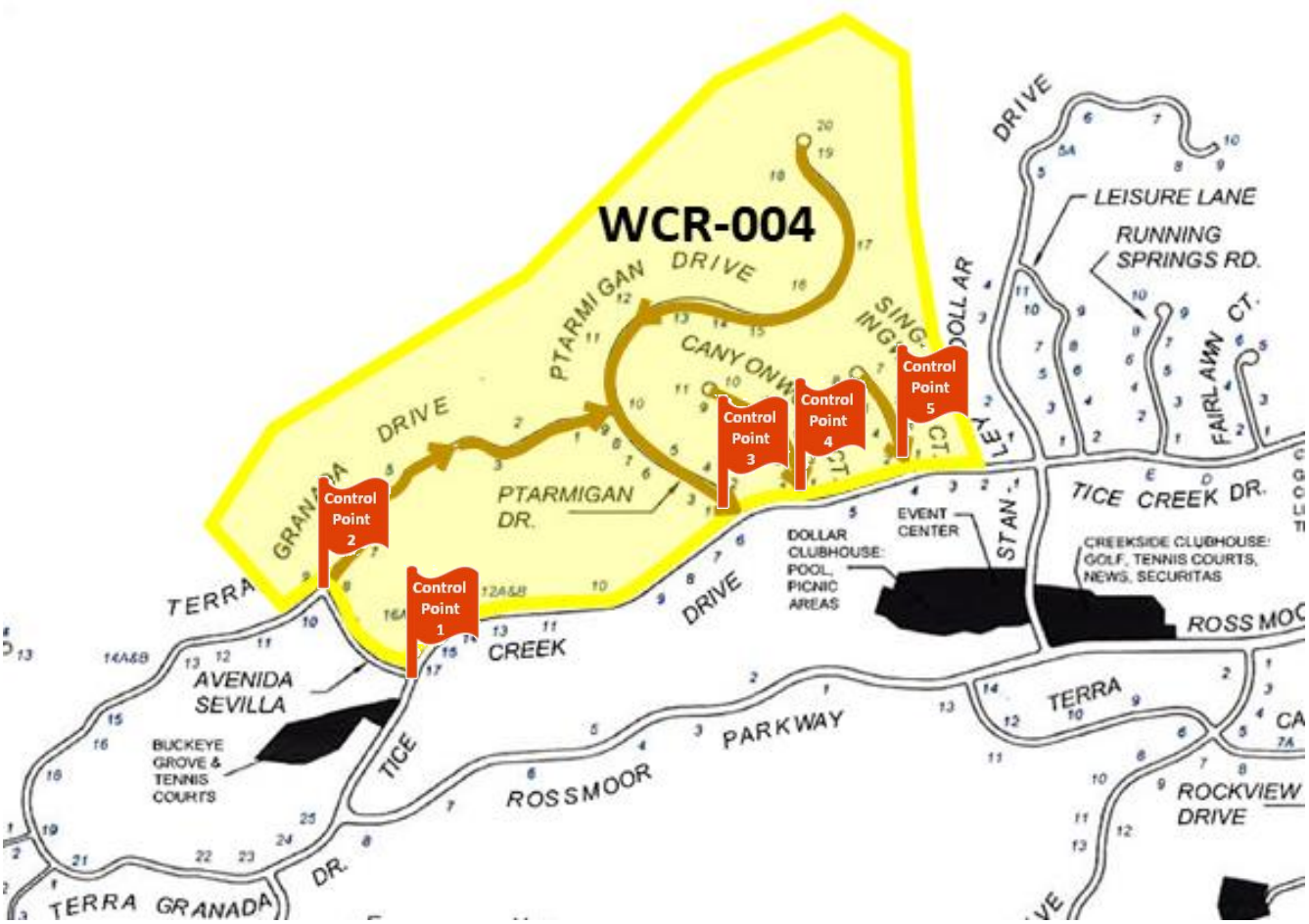
WCR-002		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Saklan Indian Drive	2804 through 2998	66
Grey Eagle Drive	All Addresses	61
Foxwood Way	All Addresses	5
Falconwood Court	All Addresses	4
High Eagle Court	All Addresses	32
Red Wing Court	All Addresses	9
Spotted Owl Court	All Addresses	20
Quail Hill Court	All Addresses	12
Woodwern Court	All Addresses	4
Shadow Hawk Way	All Addresses	22
	Total	**235**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**353**

WCR-003 (Grey)



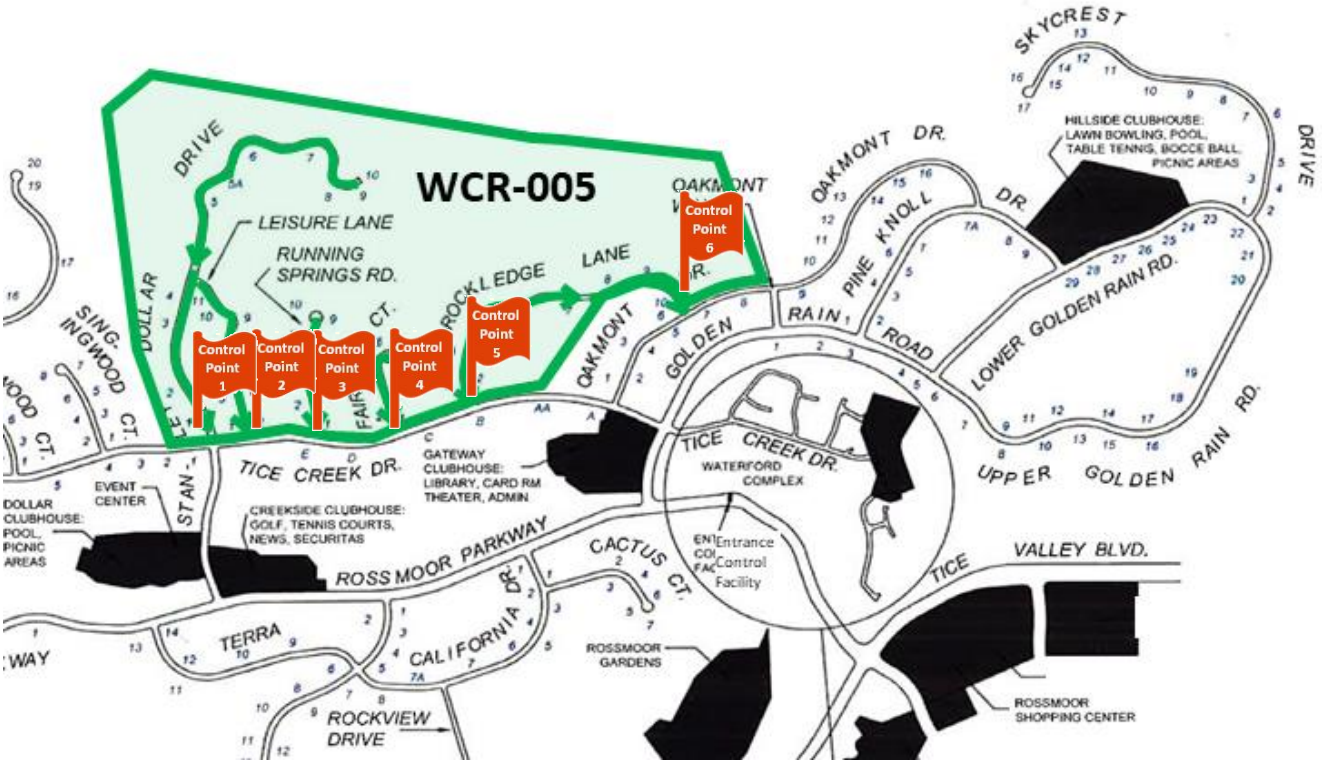
WCR-003		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Terra Granada Drive	Entries 10 through 25	415
Autumnwood Drive	All Addresses	54
Horseman's Canyon Drive	All Addresses	117
Dollar Golf Course	Holes 10 through 12	N/A
	Total	**586**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**879**

WCR-004 (Yellow)



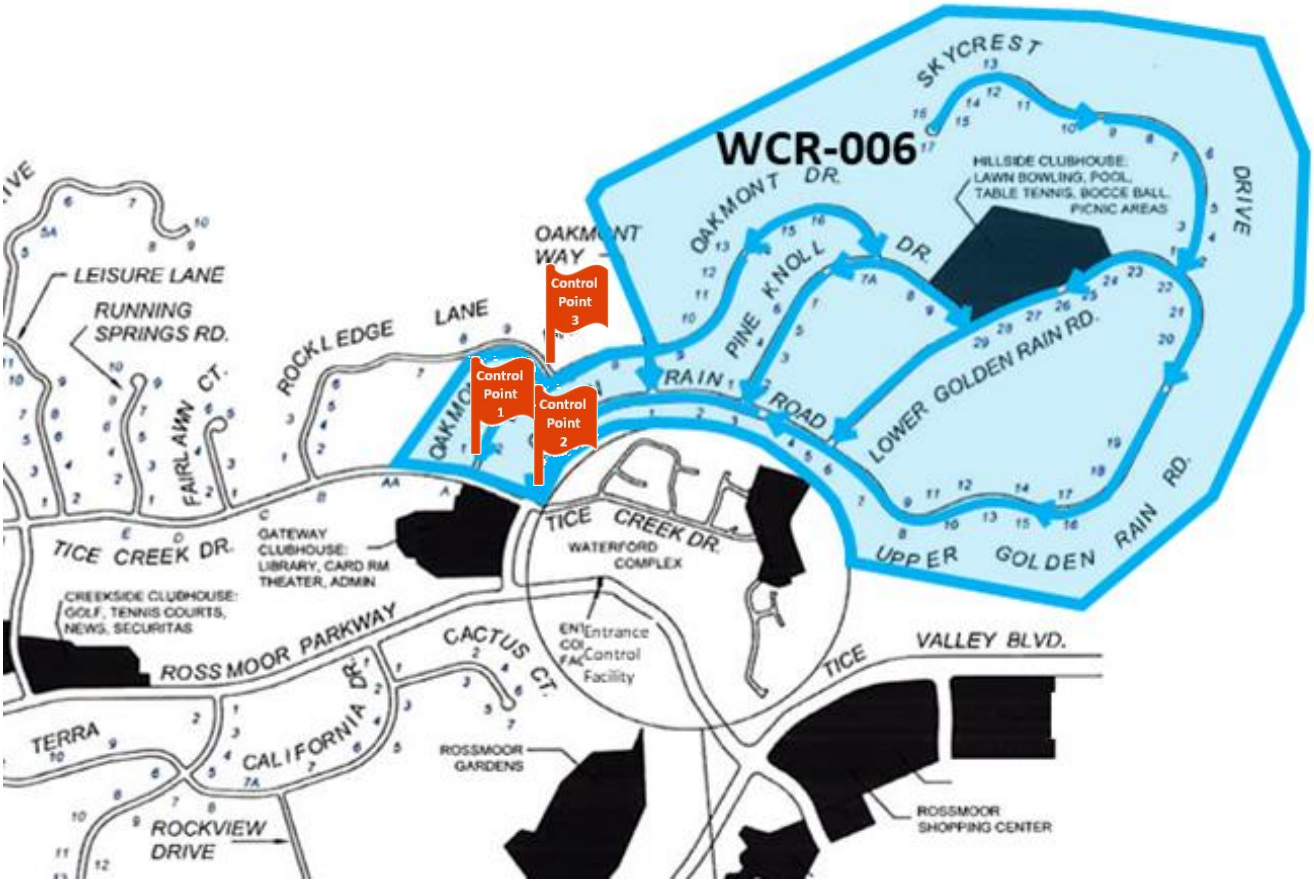
WCR-004		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Avenida Sevilla	All Addresses	83
Terra Granada Drive	Entries 1 through 8	172
Ptarmigan Drive	All Addresses	652
Canyonwood Court	All Addresses	186
Singingwood Court	All Addresses	213
Buckeye Tennis Courts	3425 Tice Creek Drive	N/A
	Total	**1,306**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**1,959**

WCR-005 (Green)



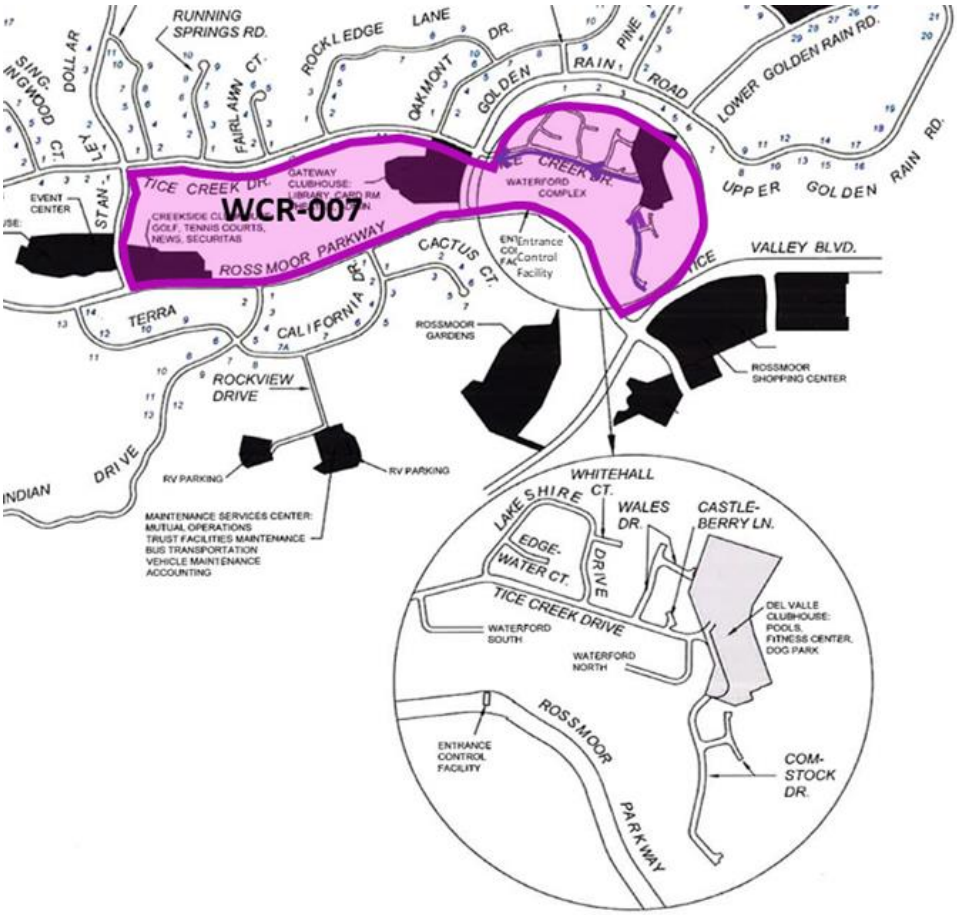
WCR-005		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Stanley Dollar Drive	Entries 1 through 10	178
Leisure Lane	All Addresses	172
Running Springs Road	All Addresses	196
Fairlawn Court	All Addresses	92
Rockledge Lane	All Addresses	232
	Total	**870**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**1,305**

WCR-006 (Blue)



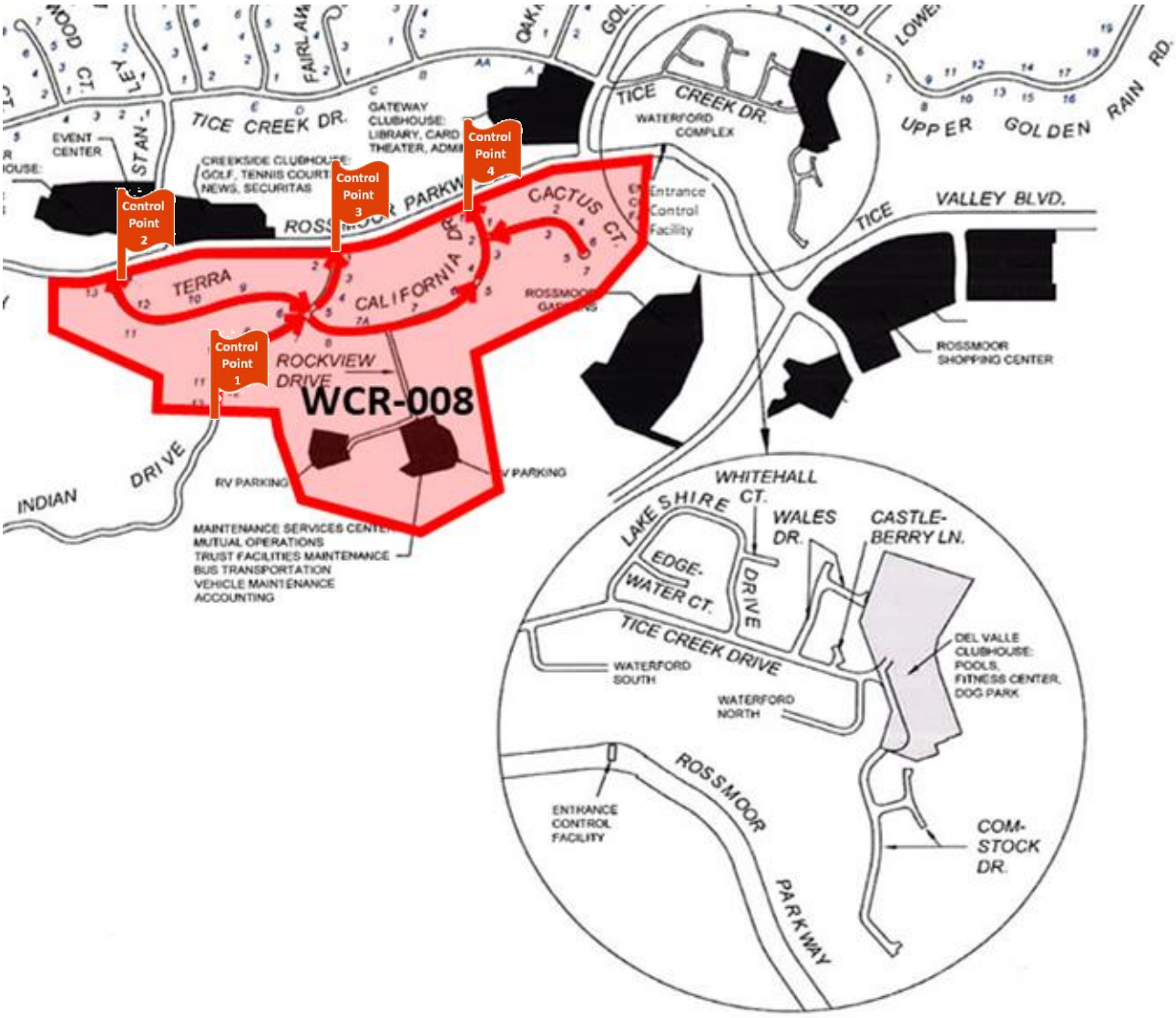
WCR-006		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Golden Rain Road	All	866
Oakmont Drive	All	254
Oakmont Way	All	32
Pine Knoll Drive	All	368
Skycrest Drive	All	359
Hillside Complex	3400 Golden Rain Road	N/A
	Total	**1,879**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**2,819**

WCR-007 (Purple)



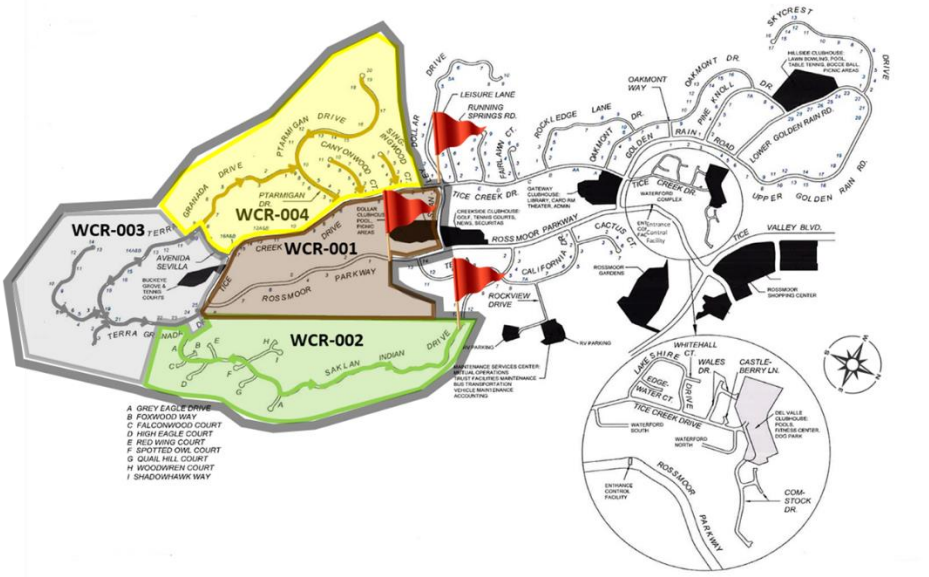
WCR-007		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Tice Creek Drive	Entries A through E and AA	106
Waterford	1860 and 1861 Tice Creek Drive	300
Lakshire Drive	All Addresses	27
Edgewater Court	All Addresses	6
Whitehall Court	All Addresses	4
Wales Drive	All Addresses	17
Castleberry Lane	All Addresses	2
Comstock Drive	All Addresses	25
Creekside Complex	1010 Stanley Dollar Drive	N/A
Gateway Complex	1001 Golden Rain Road	N/A
Fitness Center	1751 Tice Creek Drive	N/A
Dog Park	End of Tice Creek Drive	N/A
Creekside Golf Course	Holes 1 through 9	N/A
	Total	**487**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**731**

WCR-008 (Red)



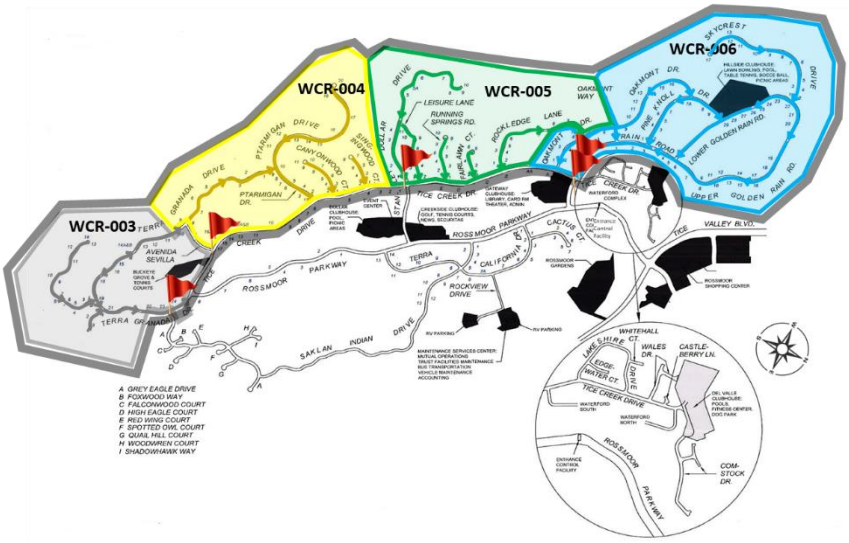
WCR-008		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Terra California	All Addresses	282
Saklan Indian	Entries 1 through 13	251
Cactus Court	All Addresses	158
Mutual Operations	800 Rockview Drive	N/A
	Total	**691**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**1,037**

South Zones



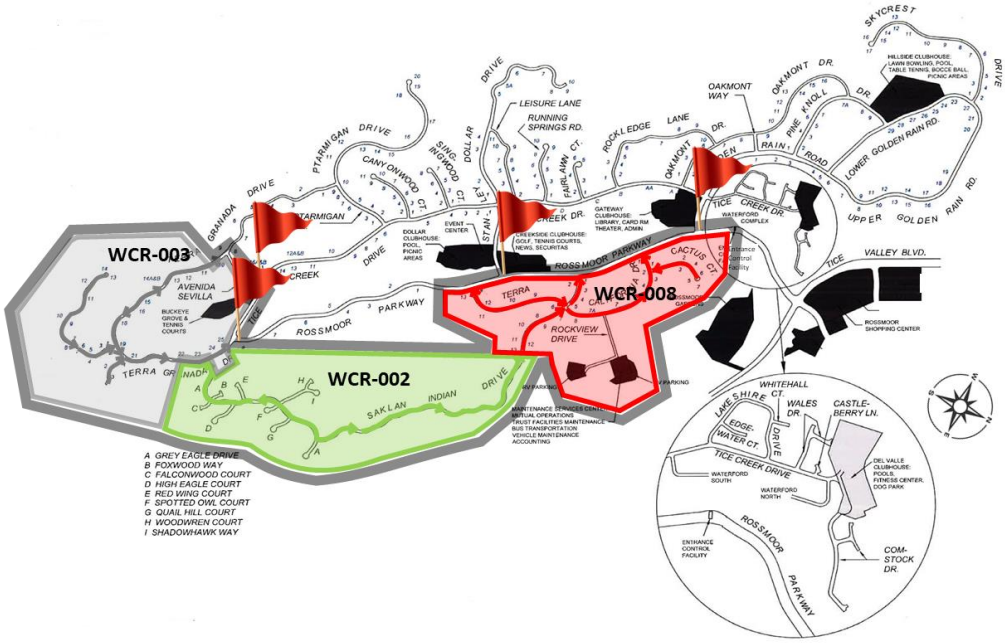
South Zones A, B, C, and D		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Rossmoor Parkway	Entries 1 through 8	226
Tice Creek Drive	Entries 1 through 17	389
Event Center	N/A	N/A
Dollar Complex	1001 Stanley Dollar Drive	N/A
Dollar Golf Course	Holes 1,2,7,8,9,14 through 18	N/A
Saklan Indian Drive	2804 through 2998	66
Grey Eagle Drive	All Addresses	61
Foxwood Way	All Addresses	5
Falconwood Court	All Addresses	4
High Eagle Court	All Addresses	32
Red Wing Court	All Addresses	9
Spotted Owl Court	All Addresses	20
Quail Hill Court	All Addresses	12
Woodwern Court	All Addresses	4
Shadow Hawk Way	All Addresses	22
Terra Granada Drive	Entries 10 through 25	415
Autumnwood Drive	All	54
Horseman's Canyon Drive	All	117
Dollar Golf Course	Holes 10 through 12	N/A
Avenida Sevilla	All	83
TerraGranada Drive	Entries 1 through 8	172
Ptarmigan Drive	All	652
Canyonwood Court	All	186
Singingwood Court	All	213
Buckeye Tennis Courts	3425 Tice Creek Drive	N/A
	Total	**2,742**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**4,113**

West Zones



West Zones C, D, E, F, and West Half of A & G		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Terra Granada Drive	Entries 10 through 25	415
Autumnwood Drive	All Addresses	54
Horseman's Canyon Drive	All Addresses	117
Dollar Golf Course	Holes 10 through 12	N/A
Avenida Sevilla	All Addresses	83
Terra Granada Drive	Entries 1 through 8	172
Ptarmigan Drive	All Addresses	652
Canyonwood Court	All Addresses	186
Singingwood Court	All Addresses	213
Buckeye Tennis Courts	3425 Tice Creek Drive	N/A
Stanley Dollar Drive	Entries 1 through 10	178
Leisure Lane	All Addresses	172
Running Springs Road	All Addresses	196
Fairlawn Court	All Addresses	92
RockledgeLane	All Addresses	232
Golden Rain Road	All Addresses	866
Oakmont Drive	All Addresses	254
Oakmont Way	All Addresses	32
Pine Knoll Drive	All Addresses	368
SkycrestDrive	All Addresses	359
Hillside Complex	3400 Golden Rain Road	N/A
Golden Rain Road	All Addresses	866
Tice Creek Drive	Entries 1 through 17	389
Tice Creek Drive	Entries A through E and AA	106
Castleberry Lane	All Addresses	2
Dog Park	End of Tice Creek Drive	N/A
	Total	**5,645**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**8,467**

East Zones



East Zones C, H, B, and East Half of A		
Street/Location Name	**Entry Numbers/Street Addresses**	**# of Manors/Homes**
Terra Granada Drive	Entries 10 through 25	415
Autumnwood Drive	All Addresses	54
Horseman's Canyon Drive	All Addresses	117
Dollar Golf Course	Holes 10 through 12	N/A
Terra California	All Addresses	282
Saklan Indian	Entries 1 through 13	251
Cactus Court	All Addresses	158
Mutual Operations	800 Rockview Drive	N/A
Saklan Indian Drive	2804 through 2998	66
Grey Eagle Drive	All Addresses	61
Foxwood Way	All Addresses	5
Falconwood Court	All Addresses	4
High Eagle Court	All Addresses	32
Red Wing Court	All Addresses	9
Spotted Owl Court	All Addresses	20
Quail Hill Court	All Addresses	12
Woodwern Court	All Addresses	4
Shadow Hawk Way	All Addresses	22
Rossmoor Parkway	Entries 1 through 8	226
	Total	**1,738**
Total Number of Manors/Homes x 1.5 = Estimated Number of Residents		**2,607**

Evacuation Zone Control Points

Each evacuation zone has from 3 to 6 control points.

By controlling the direction and flow of traffic away from the area, and restricting access into the zone, Law enforcement officials can better manage an incident and/or execute an evacuation. Control point diagrams illustrate and explain how traffic should be allowed to flow or be restricted. Red lines and arrows indicate restricted access. Green lines and arrows indicate the appropriate direction of flow. Restrictions apply to vehicles, pedestrians, bicycles, and golf carts. All of the control points for a zone must be staffed in order to achieve positive control over access into that zone.

Control Points per Evacuation Zone

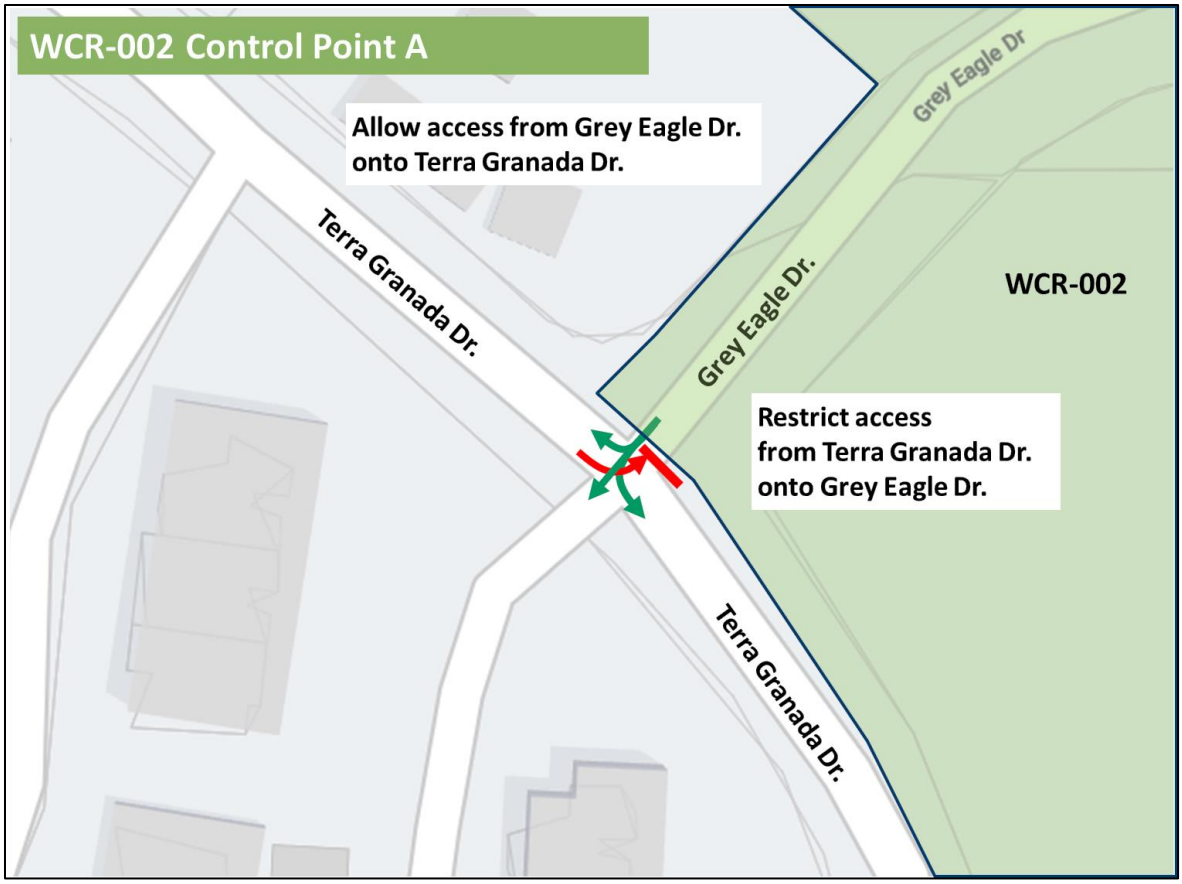
Zone	Identifier	Control Point Location
WCR-002	**WCR-002** Control Point **1**	Terra Granada Dr. / Grey Eagle Dr.
	WCR-002 Control Point **2**	Saklan Indian Dr. east of Terra California
WCR-003	**WCR-003** Control Point **1**	Terra Granada Dr. / Grey Eagle Dr.
	WCR-003 Control Point **2**	Terra Granada Dr. at Tice Creek Dr. / Rossmoor Parkway
	WCR-003 Control Point **3**	Terra Granada Dr. / Avenida Sevilla
WCR-004	**WCR-004** Control Point **1**	Terra Granada Dr. / Avenida Sevilla
	WCR-004 Control Point **2**	Tice Creek Dr. / Avenida Sevilla
	WCR-004 Control Point **3**	Tice Creek Dr. / Ptarmigan Dr.
	WCR-004 Control Point **4**	Tice Creek Dr. / Canyonwood Ct.
	WCR-004 Control Point **5**	Tice Creek Dr. / Singingwood Ct.
WCR-005	**WCR-005** Control Point **1**	Tice Creek Dr. / Stanley Dollar Dr.
	WCR-005 Control Point **2**	Tice Creek Dr. / Leisure Ln.
	WCR-005 Control Point **3**	Tice Creek Dr. / Running Springs Rd.
	WCR-005 Control Point **4**	Tice Creek Dr. / Fairlawn Ct.
	WCR-005 Control Point **5**	Tice Creek Dr. / Rockledge Ln.
	WCR-005 Control Point **6**	Rockledge Ln. south of Oakmont Dr.
WCR-006	**WCR-006** Control Point **1**	Tice Creek Dr. / Oakmont Dr.
	WCR-006 Control Point **2**	Tice Creek Dr. / Golden Rain Rd.
	WCR-006 Control Point **3**	Rockledge Ln. south of Oakmont Dr.

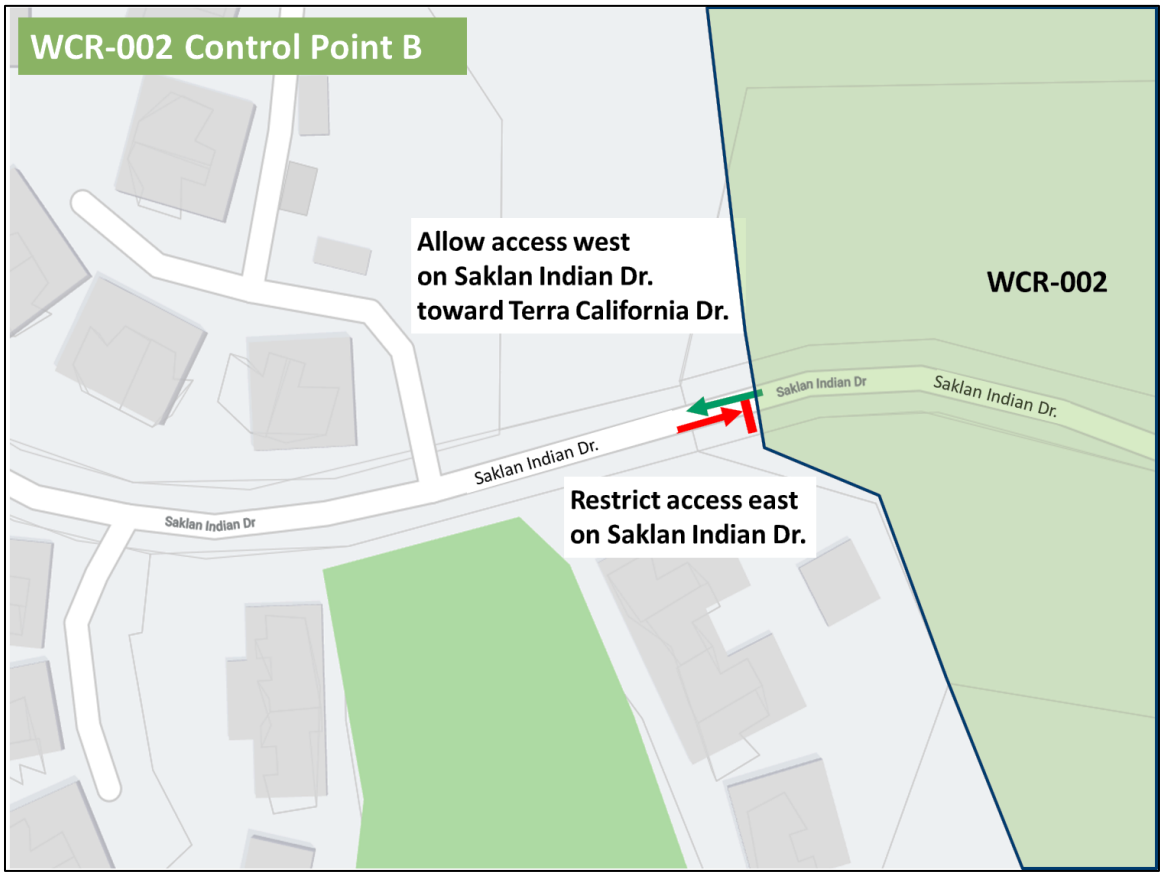
When controlling access to two or more adjoining evacuation zones, some Control Points may overlap and become redundant. Minor adjustments can be made to minimize the personnel requirements, or an East, West, or South Zones option can be considered to increase the size of the area under control while reducing the number of personnel required.

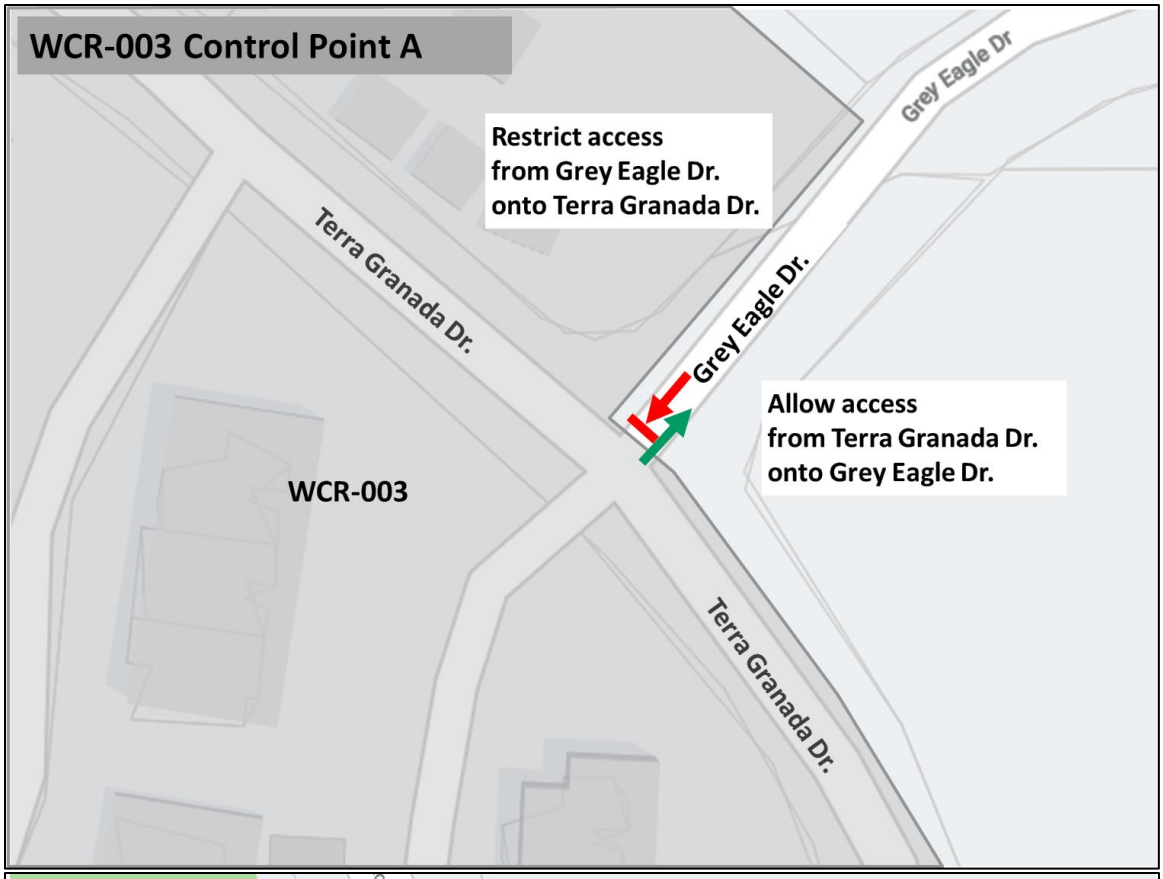
Evacuation zones WCR-001, WCR-007 and WCR-008 do not have any predetermined control points due to their location along the golf course or proximity to the main entrance. A phased evacuation of Rossmoor would begin with evacuation zones around the perimeter of the community while keeping Rossmoor Parkway and Tice Creek Drive open. As the size of the evacuation increases, several evacuation zones may be combined into the following predetermined groups.

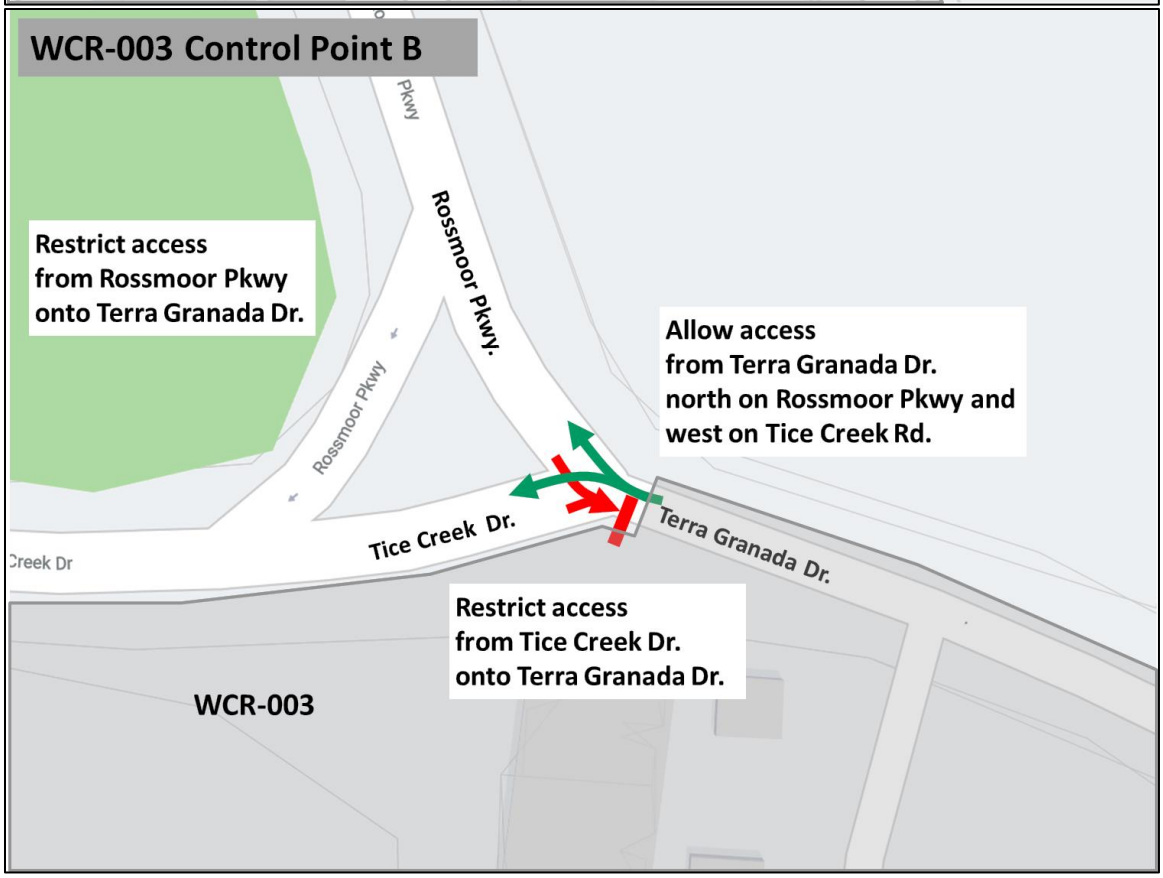
Control Points in Combinations

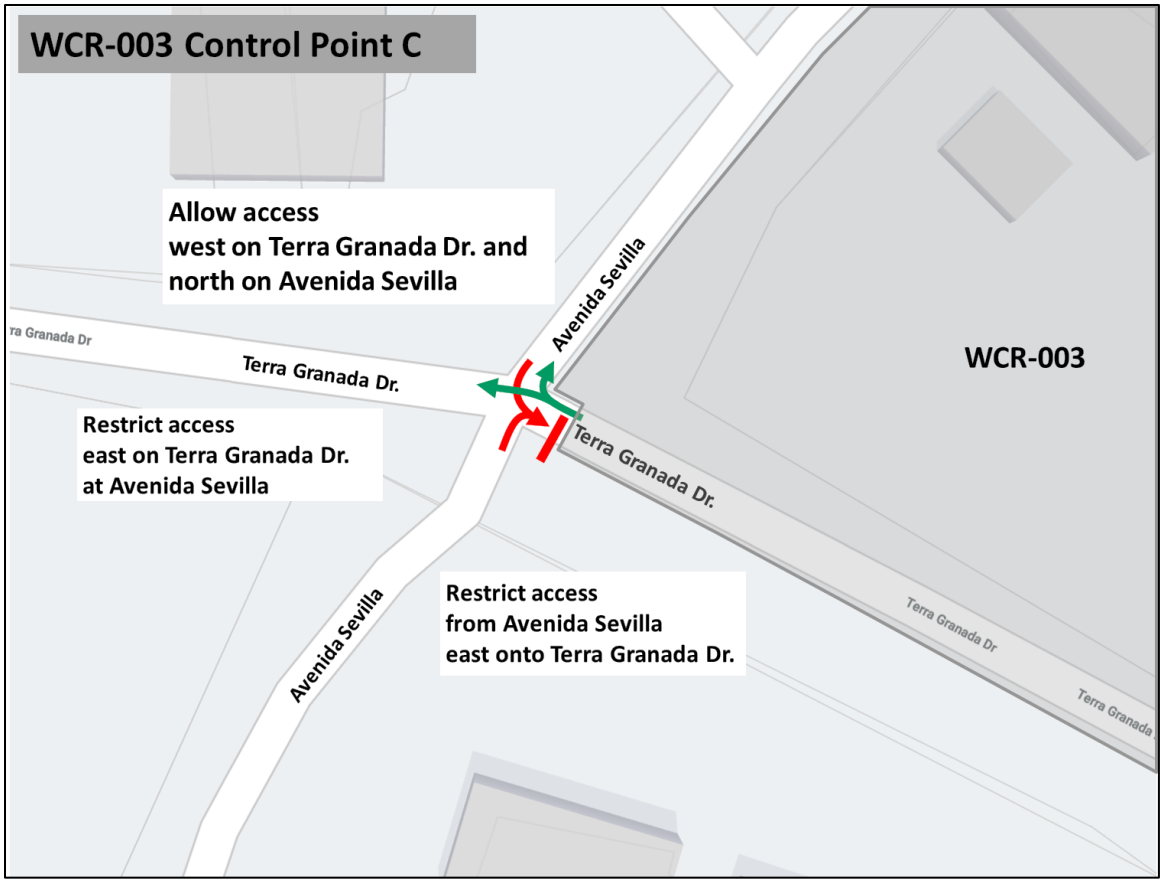
Zones	Identifier	Control Point Location
South Zones		
WCR-001 WCR-002 WCR-003 WCR-004	**South Zones** Control Point **1**	Saklan Indian Dr. east of Terra California
	South Zones Control Point **2**	Rossmoor Pkwy. south of Terra California Dr.
	South Zones Control Point **3**	Tice Creek Dr. / Stanley Dollar Dr.
West Zones		
WCR-003 WCR-004 WCR-005 WCR-006 and west half of WCR-001 WCR-007	**West Zones** Control Point **1**	Terra Granada Dr. / Grey Eagle Dr.
	West Zones Control Point **2**	Terra Granada Dr. at Tice Creek Dr. / Rossmoor Parkway
	West Zones Control Point **3**	Stanley Dollar Dr. between Rossmoor Pkwy./ Tice Creek Dr.
	West Zones Control Point **4**	Tice Creek Dr. /Golden Rain Rd.
	West Zones Control Point **5**	Golden Rain Rd. at the Gateway Complex Parking Lot
East Zones		
WCR-003 WCR-008 WCR-004 and east half of WCR-001	**East Zones** Control Point **1**	Terra Granada Dr. / Avenida Sevilla
	East Zones Control Point **2**	Tice Creek Dr. / Avenida Sevilla
	East Zones Control Point **3**	Stanley Dollar Dr. / Rossmoor Pkwy.
	East Zones Control Point **4**	Rossmoor Pkwy / Golden Rain Rd.

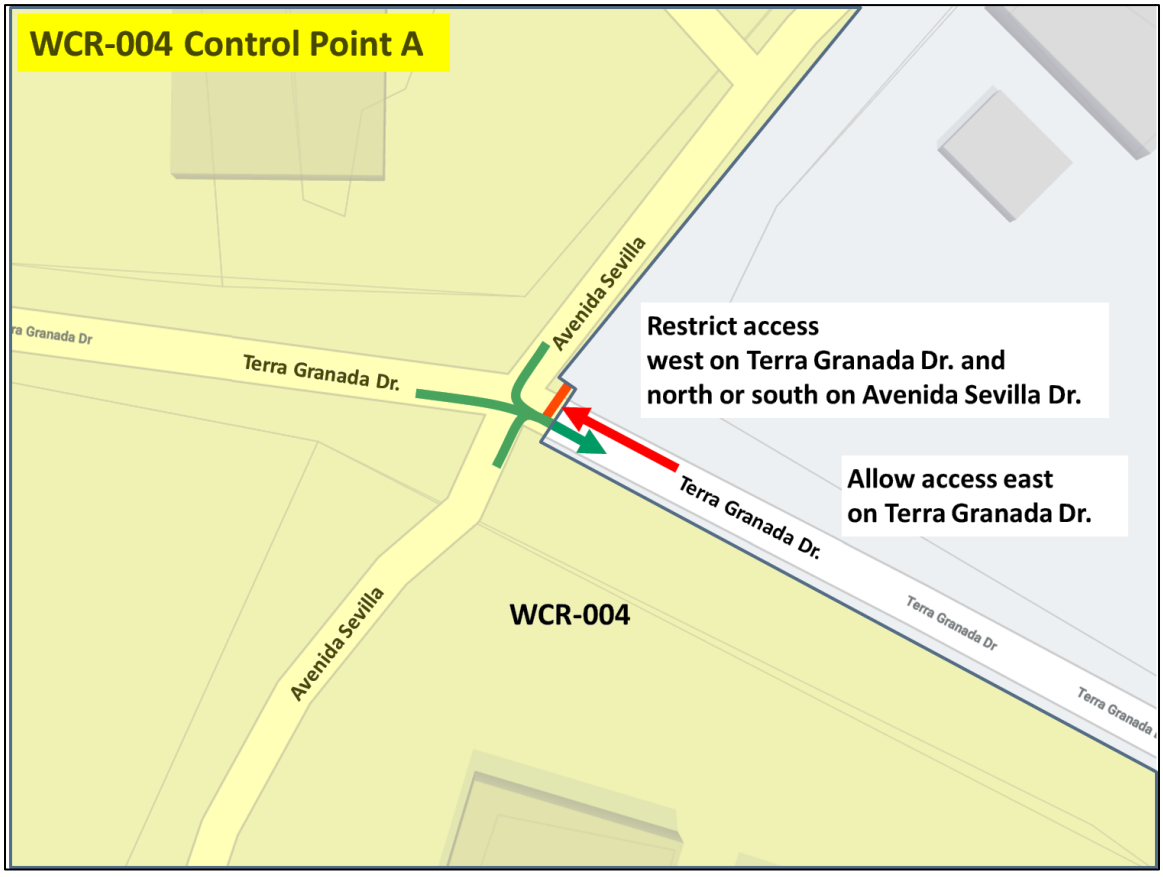

WCR-002 Control Point A
Allow access from Grey Eagle Dr.
onto Terra Granada Dr.
Terra Granada Dr.
Grey Eagle Dr
Grey Eagle Dr.
WCR-002
Restrict access
from Terra Granada Dr.
onto Grey Eagle Dr.
Terra Granada Dr.

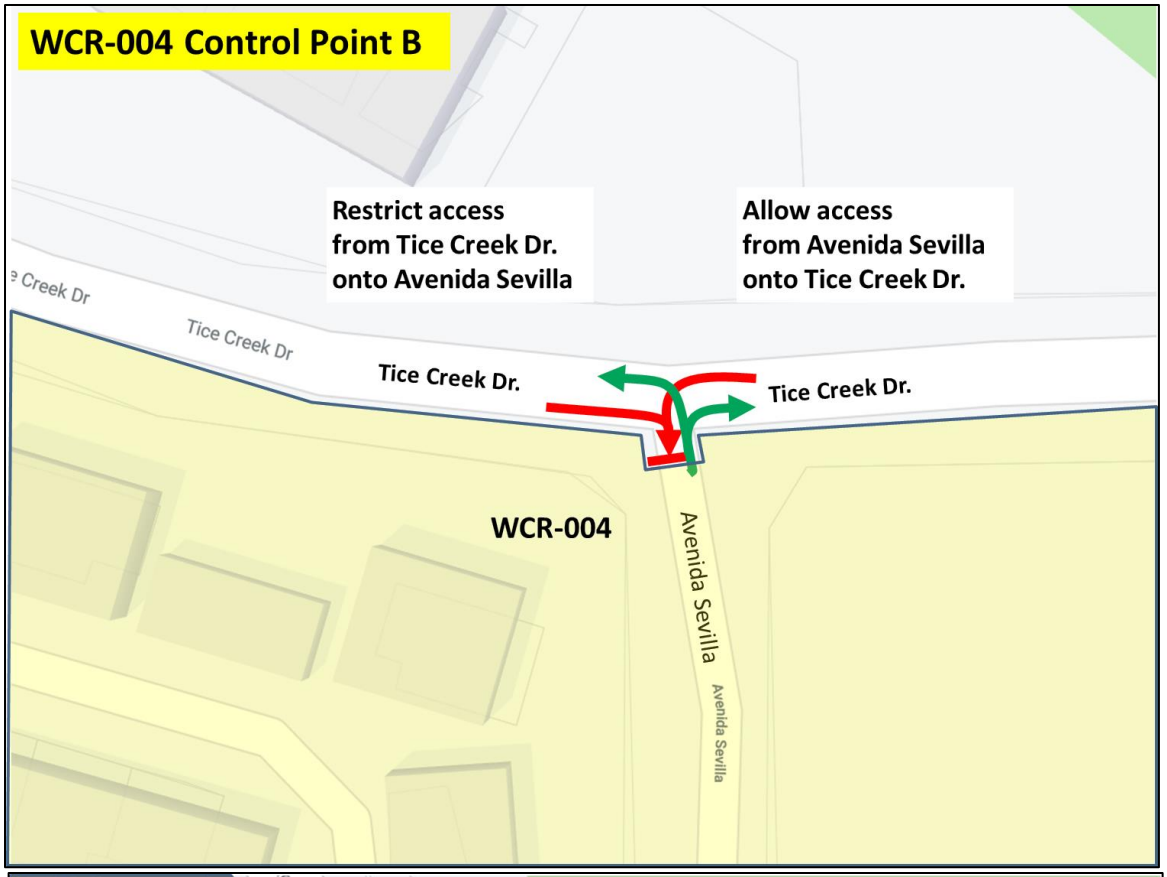

WCR-002 Control Point B
Allow access west
on Saklan Indian Dr.
toward Terra California Dr.
WCR-002
Saklan Indian Dr
Saklan Indian Dr.
Saklan Indian Dr.
Saklan Indian Dr
Restrict access east
on Saklan Indian Dr.

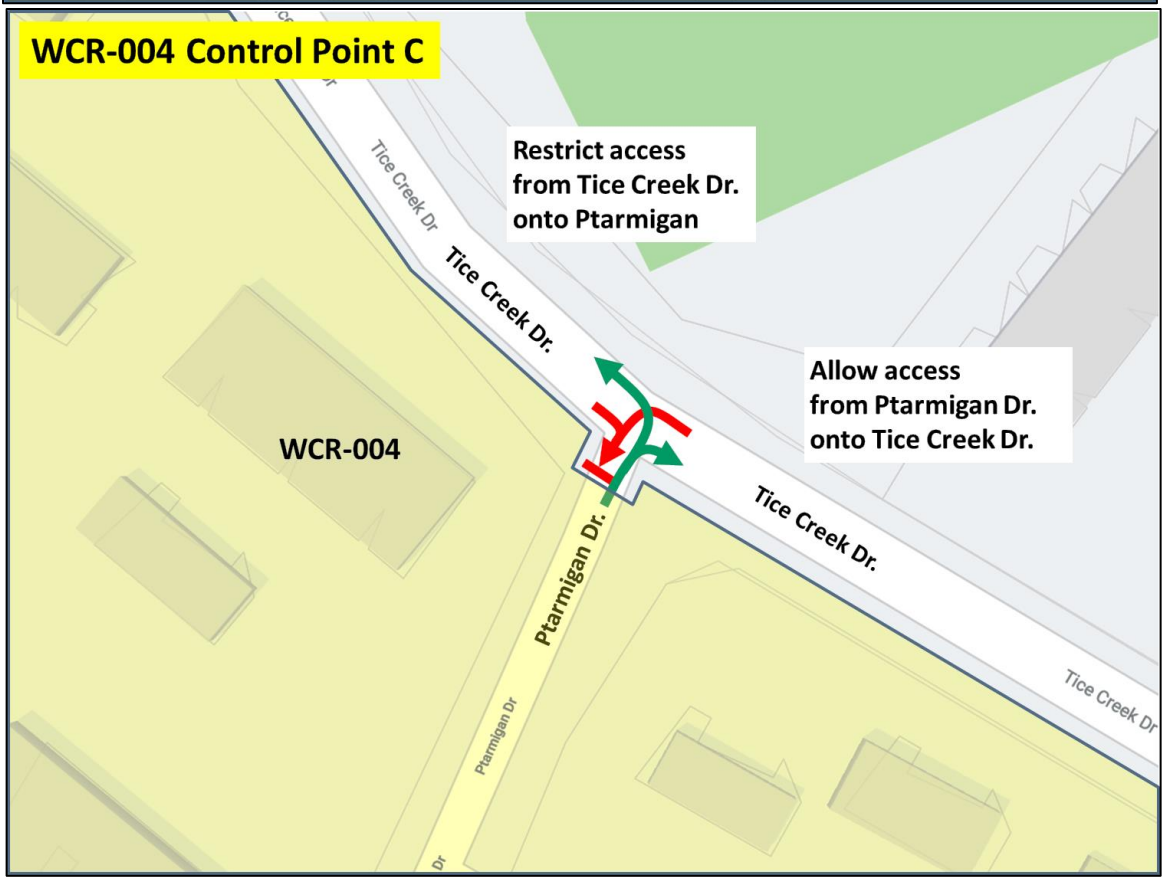

WCR-003 Control Point A
Restrict access
from Grey Eagle Dr.
onto Terra Granada Dr.
Grey Eagle Dr
Terra Granada Dr.
Grey Eagle Dr.
Allow access
from Terra Granada Dr.
onto Grey Eagle Dr.
WCR-003
Terra Granada Dr.

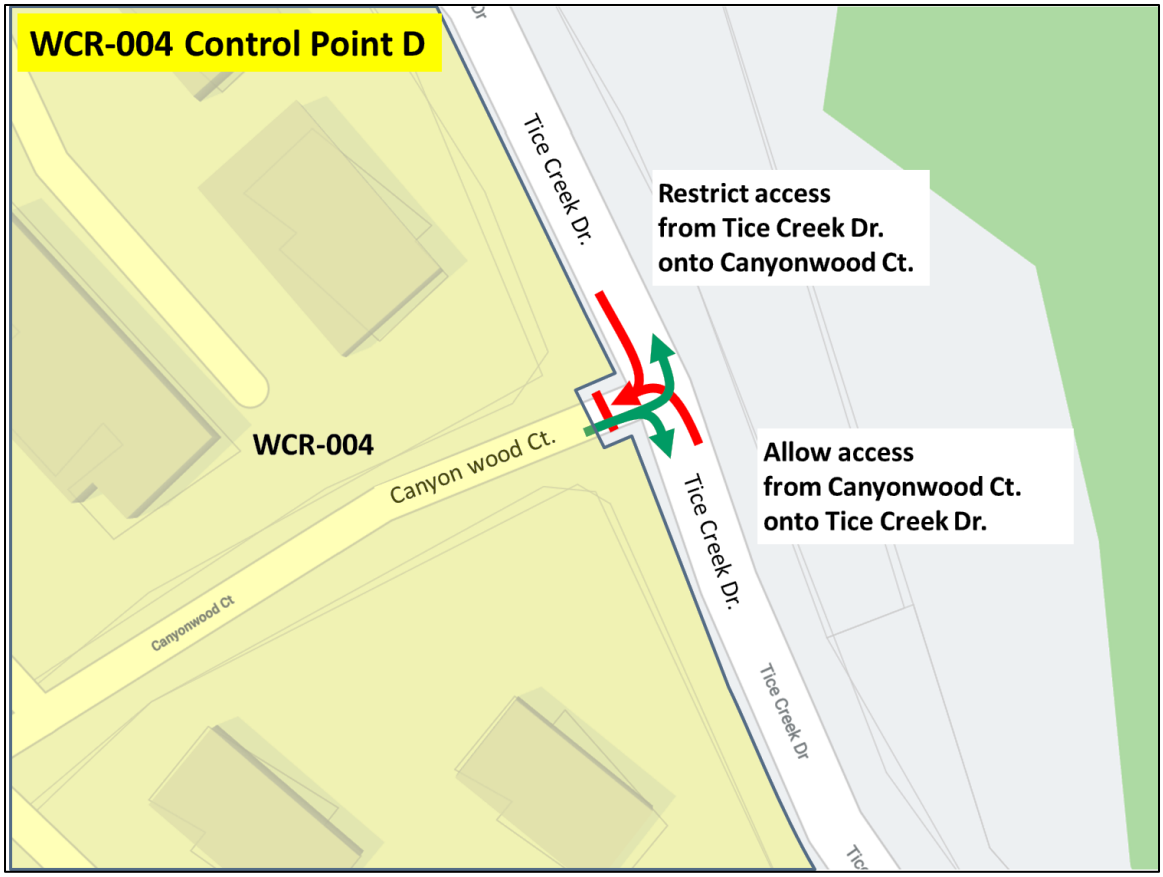

WCR-003 Control Point B
Pkwy
Restrict access
from Rossmoor Pkwy
onto Terra Granada Dr.
Rossmoor Pkwy.
Allow access
from Terra Granada Dr.
north on Rossmoor Pkwy and
west on Tice Creek Rd.
Rossmoor Pkwy
Tice Creek Dr.
Terra Granada Dr.
Creek Dr
Restrict access
from Tice Creek Dr.
onto Terra Granada Dr.
WCR-003

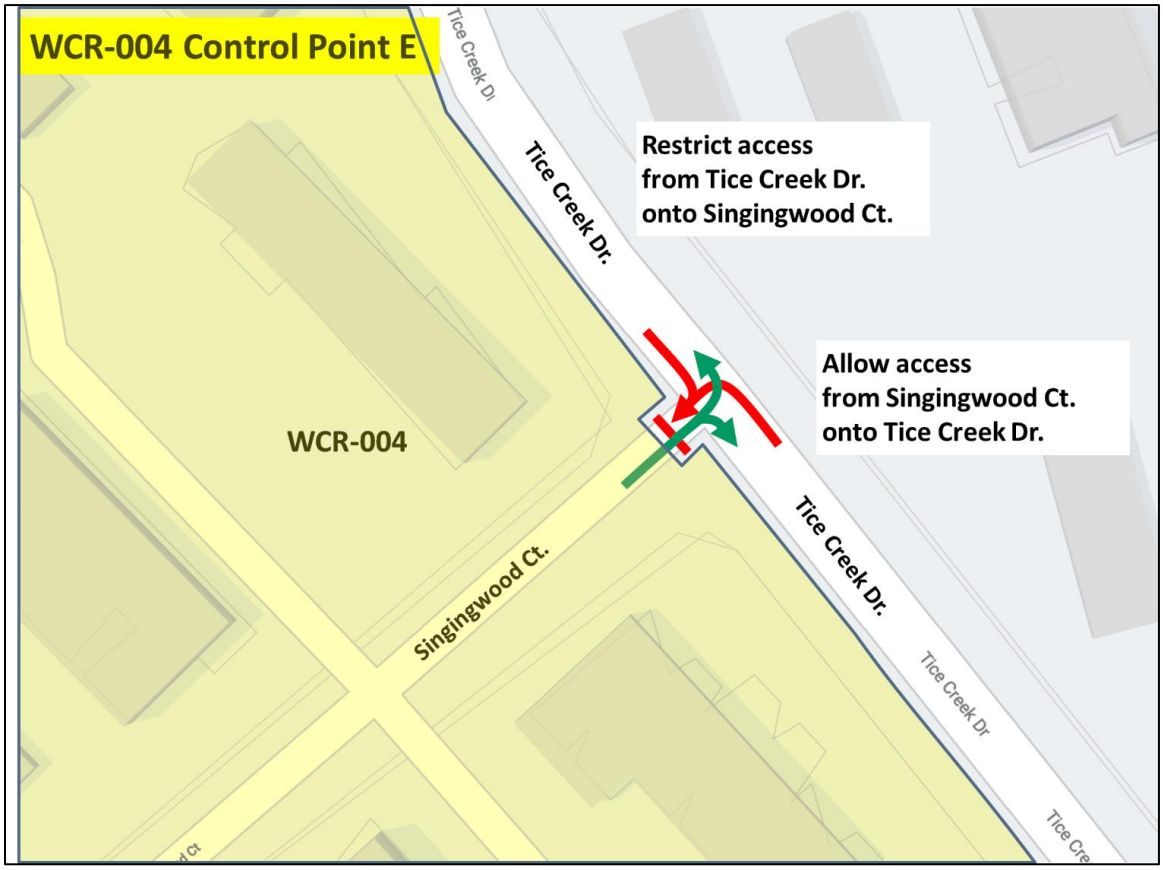

WCR-003 Control Point C
Allow access
west on Terra Granada Dr. and
north on Avenida Sevilla
Avenida Sevilla
Terra Granada Dr.
WCR-003
Restrict access
east on Terra Granada Dr.
at Avenida Sevilla
Terra Granada Dr.
Avenida Sevilla
Restrict access
from Avenida Sevilla
east onto Terra Granada Dr.

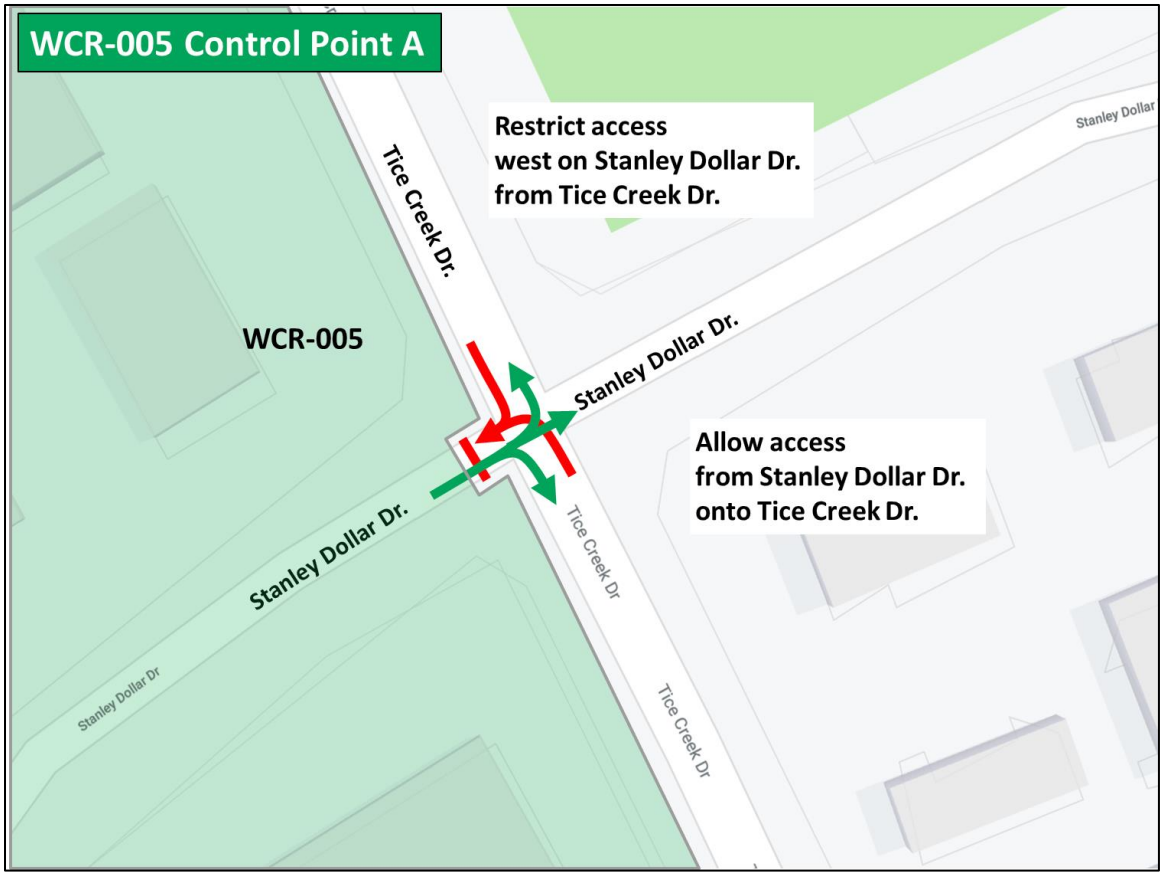

WCR-004 Control Point A
Avenida Sevilla
Terra Granada Dr.
Restrict access
west on Terra Granada Dr. and
north or south on Avenida Sevilla Dr.
Allow access east
on Terra Granada Dr.
Terra Granada Dr.
WCR-004
Avenida Sevilla

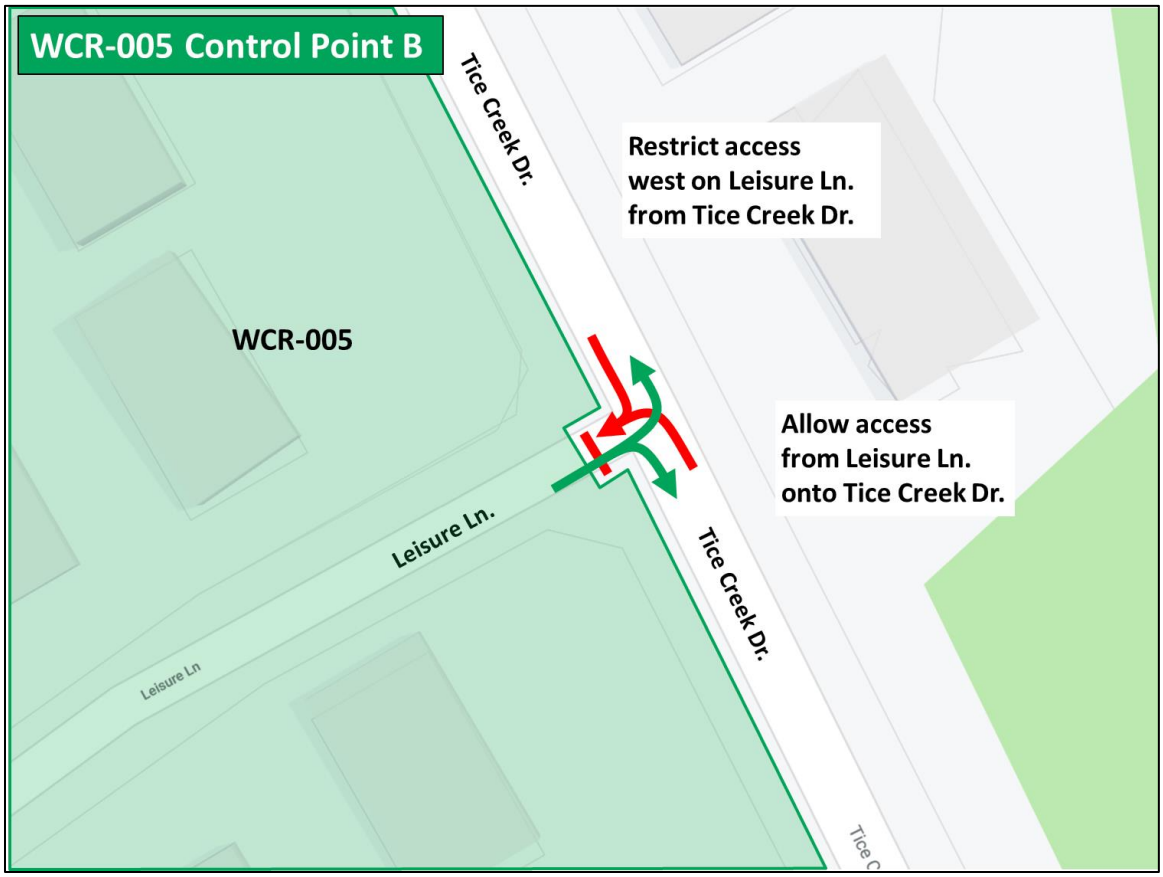

WCR-004 Control Point B
Restrict access
from Tice Creek Dr.
onto Avenida Sevilla
Allow access
from Avenida Sevilla
onto Tice Creek Dr.
Tice Creek Dr
Tice Creek Dr.
Tice Creek Dr.
WCR-004
Avenida Sevilla
Avenida Sevilla

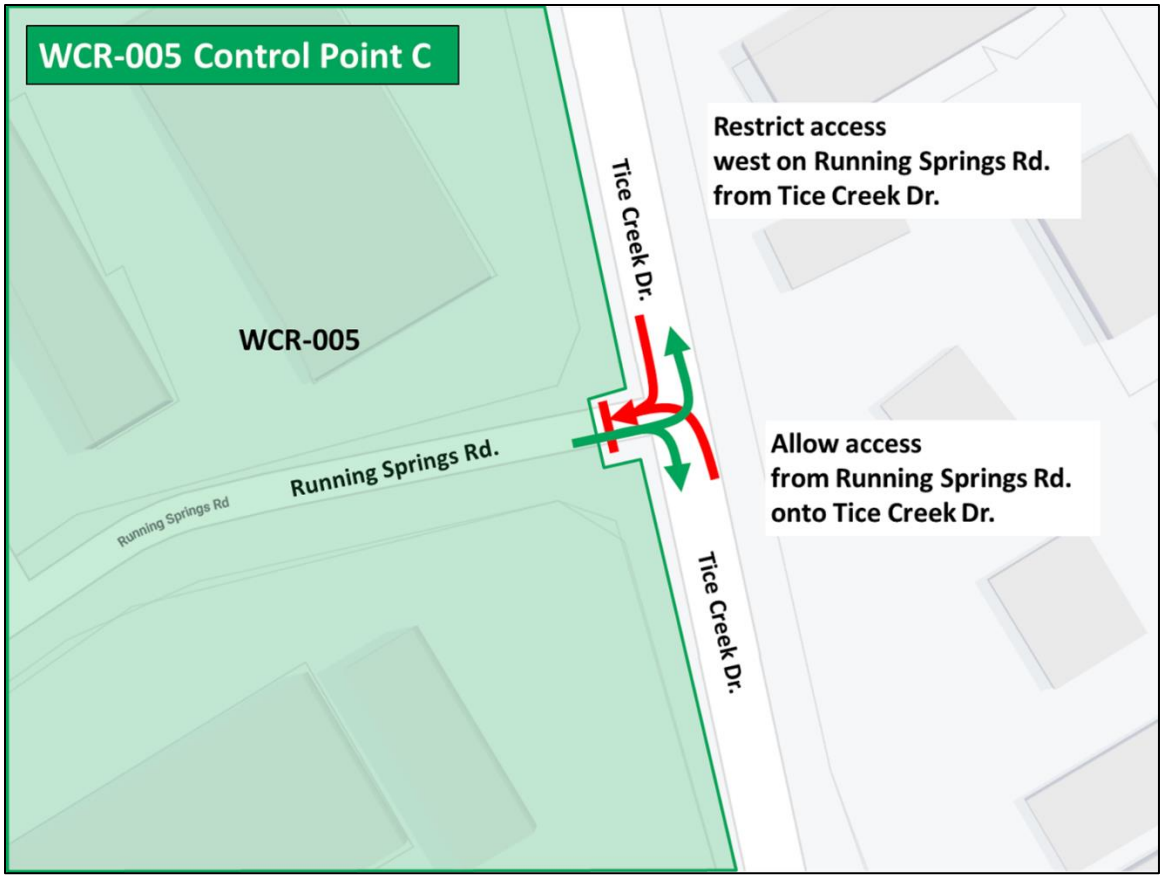

WCR-004 Control Point C
Restrict access
from Tice Creek Dr.
onto Ptarmigan
Tice Creek Dr
Tice Creek Dr.
Allow access
from Ptarmigan Dr.
onto Tice Creek Dr.
WCR-004
Ptarmigan Dr.
Tice Creek Dr.
Ptarmigan Dr
Tice Creek Dr

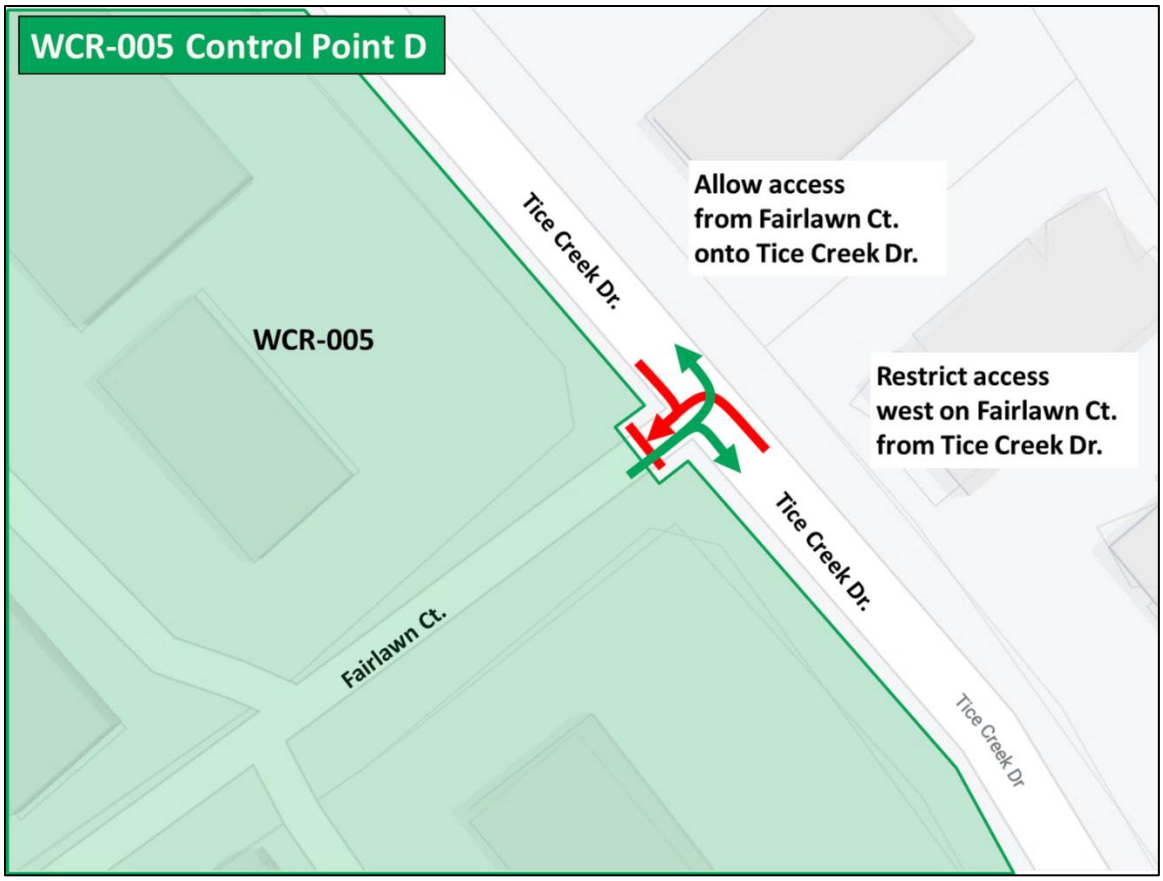

WCR-004 Control Point D
Tice Creek Dr.
Restrict access
from Tice Creek Dr.
onto Canyonwood Ct.
WCR-004
Canyon wood Ct.
Allow access
from Canyonwood Ct.
onto Tice Creek Dr.
Tice Creek Dr.
Canyonwood Ct
Tice Creek Dr

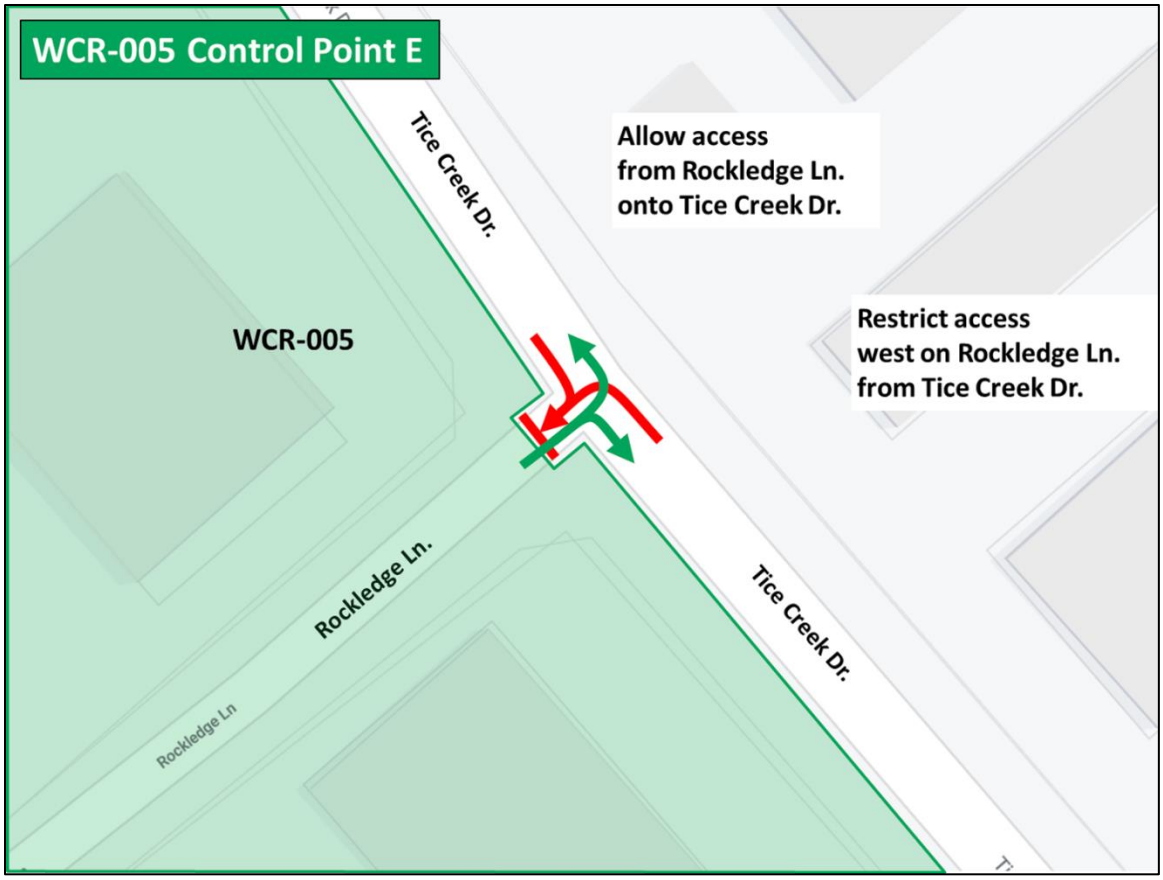

WCR-004 Control Point E
Tice Creek Dr
Tice Creek Dr.
Restrict access
from Tice Creek Dr.
onto Singingwood Ct.
WCR-004
Allow access
from Singingwood Ct.
onto Tice Creek Dr.
Singingwood Ct.
Tice Creek Dr.
Tice Creek Dr

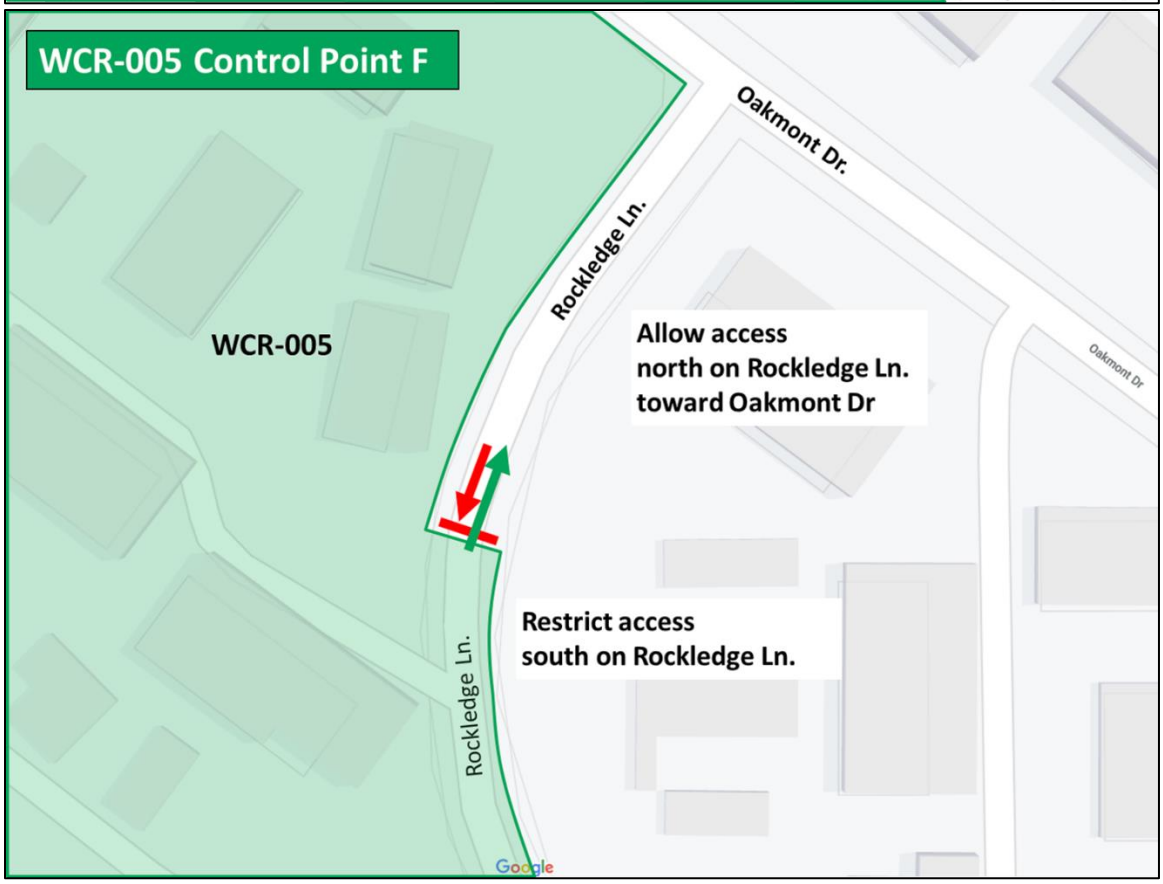

WCR-005 Control Point A
Restrict access
west on Stanley Dollar Dr.
from Tice Creek Dr.
Tice Creek Dr.
WCR-005
Stanley Dollar Dr.
Allow access
from Stanley Dollar Dr.
onto Tice Creek Dr.
Stanley Dollar Dr
Tice Creek Dr
Tice Creek Dr

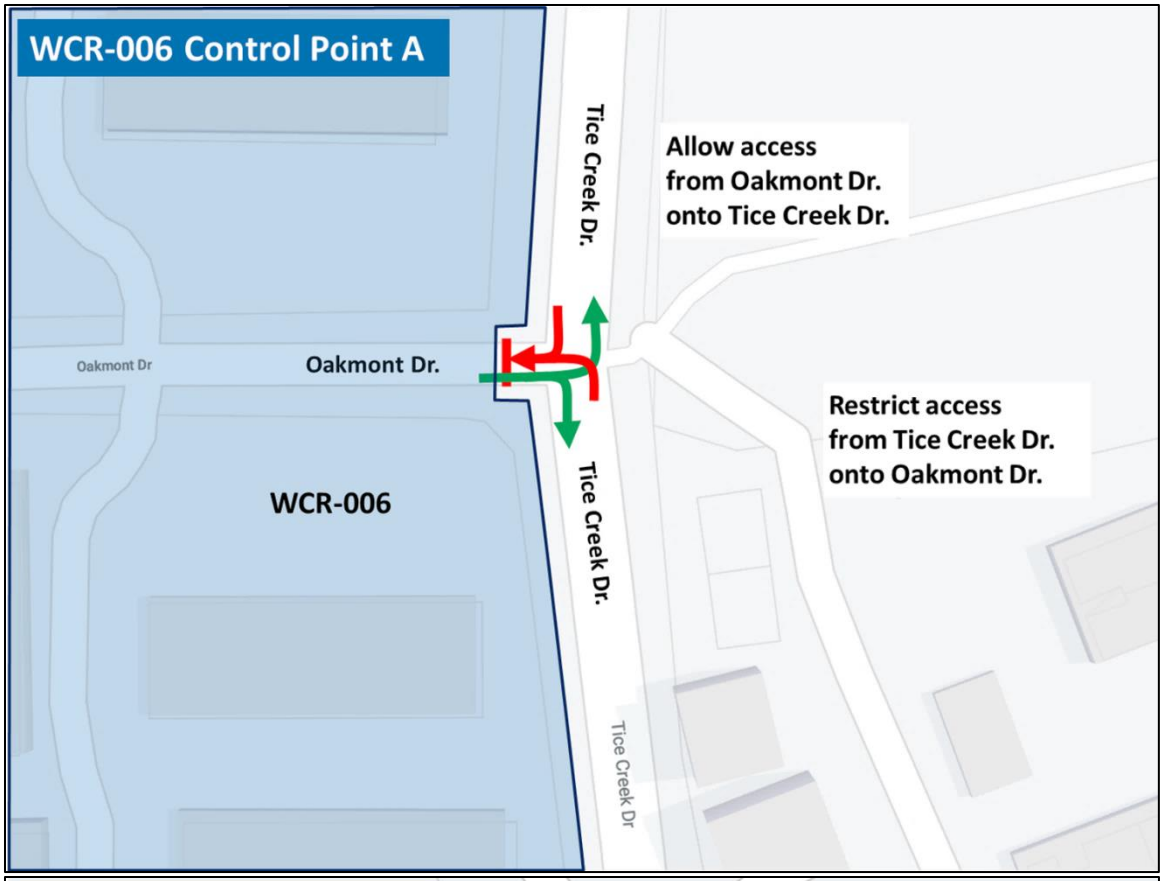

WCR-005 Control Point B
Tice Creek Dr.
Restrict access
west on Leisure Ln.
from Tice Creek Dr.
WCR-005
Allow access
from Leisure Ln.
onto Tice Creek Dr.
Leisure Ln.
Tice Creek Dr.
Leisure Ln


WCR-005 Control Point C
Restrict access
west on Running Springs Rd.
from Tice Creek Dr.
Tice Creek Dr.
WCR-005
Running Springs Rd.
Running Springs Rd
Allow access
from Running Springs Rd.
onto Tice Creek Dr.
Tice Creek Dr.

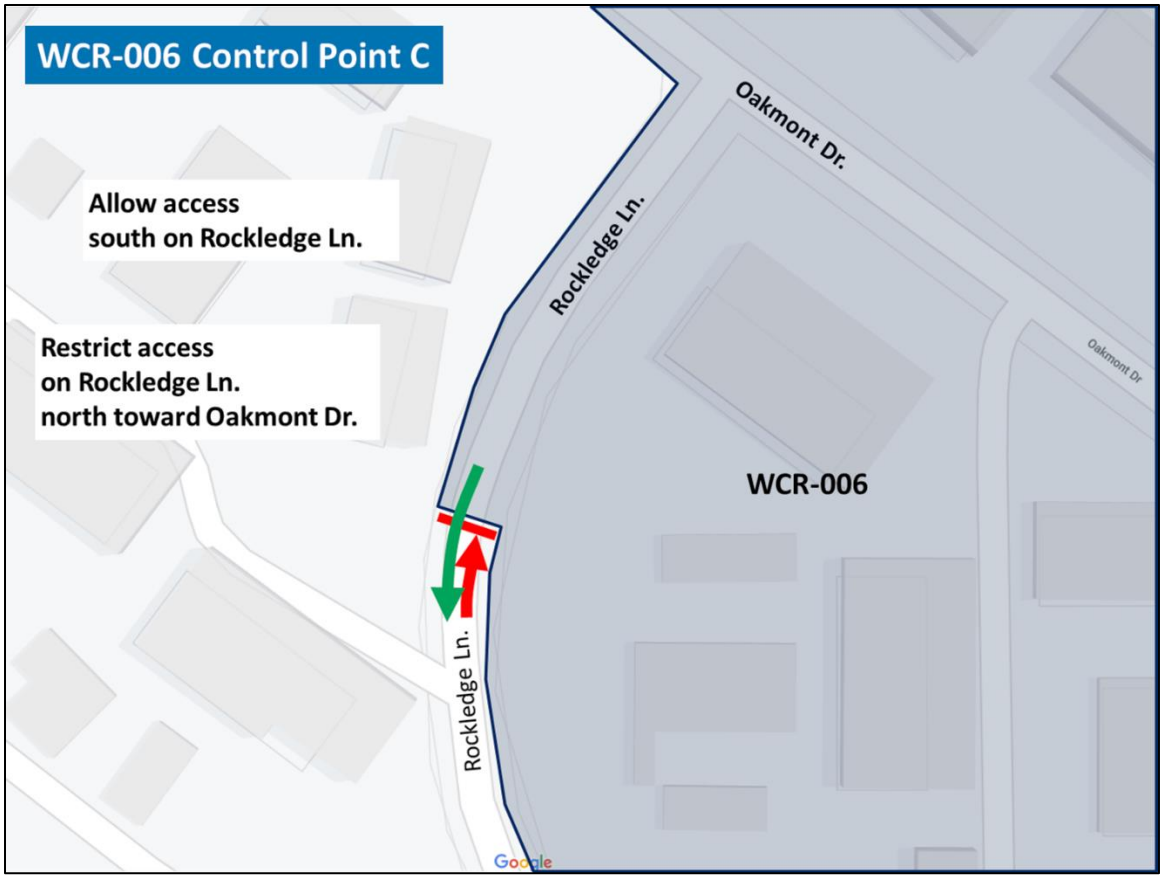

WCR-005 Control Point D
Allow access
from Fairlawn Ct.
onto Tice Creek Dr.
Tice Creek Dr.
WCR-005
Restrict access
west on Fairlawn Ct.
from Tice Creek Dr.
Tice Creek Dr.
Fairlawn Ct.
Tice Creek Dr

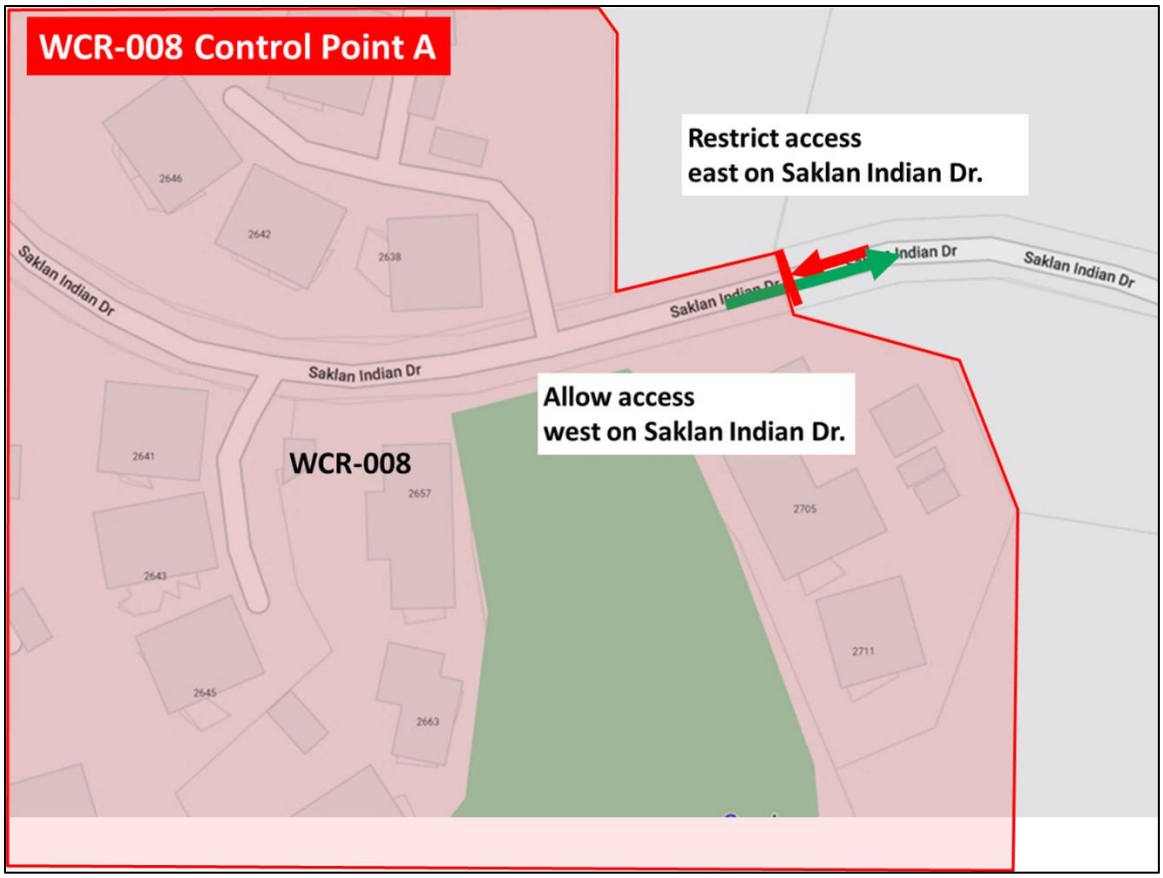

WCR-005 Control Point E
Tice Creek Dr.
Allow access
from Rockledge Ln.
onto Tice Creek Dr.
WCR-005
Restrict access
west on Rockledge Ln.
from Tice Creek Dr.
Rockledge Ln.
Tice Creek Dr.
Rockledge Ln


WCR-005 Control Point F
Oakmont Dr.
Rockledge Ln.
WCR-005
Allow access
north on Rockledge Ln.
toward Oakmont Dr
Oakmont Dr
Restrict access
south on Rockledge Ln.
Rockledge Ln.
Google

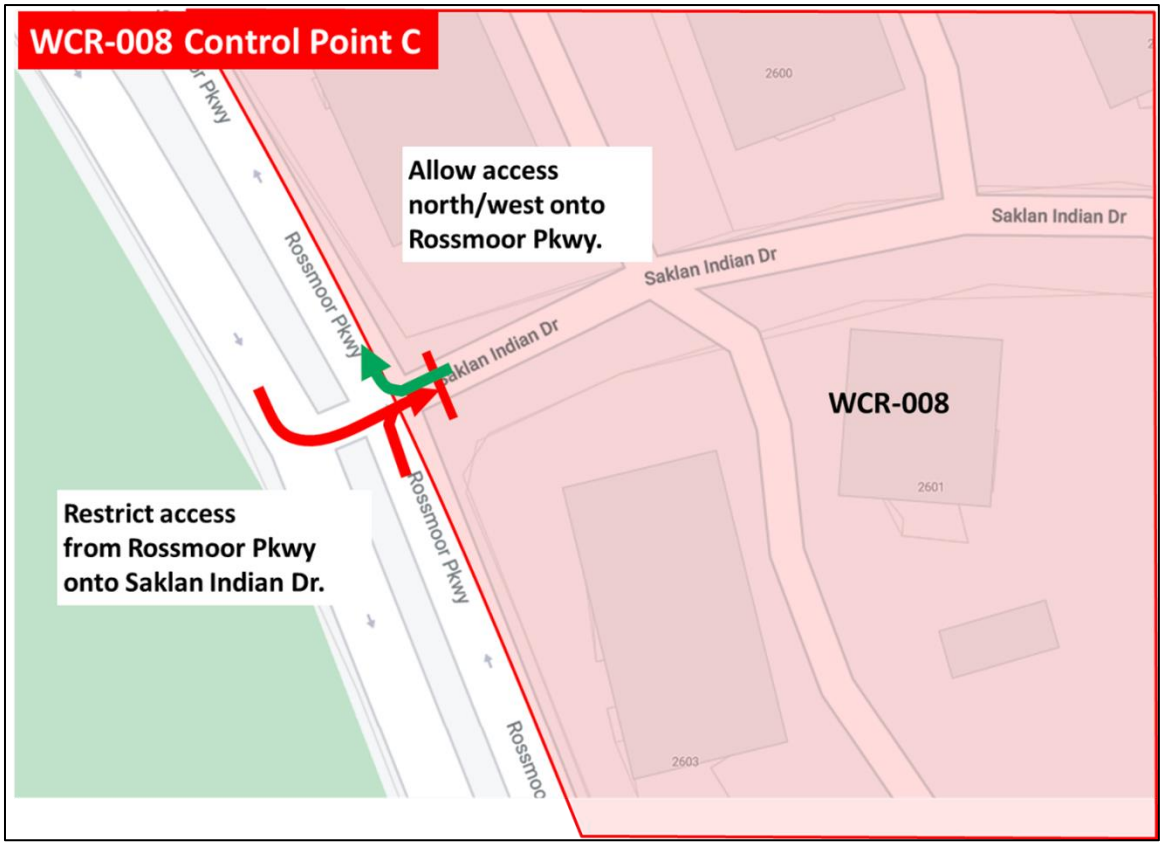

WCR-006 Control Point A
Tice Creek Dr.
Allow access
from Oakmont Dr.
onto Tice Creek Dr.
Oakmont Dr
Oakmont Dr.
Restrict access
from Tice Creek Dr.
onto Oakmont Dr.
WCR-006
Tice Creek Dr.
Tice Creek Dr

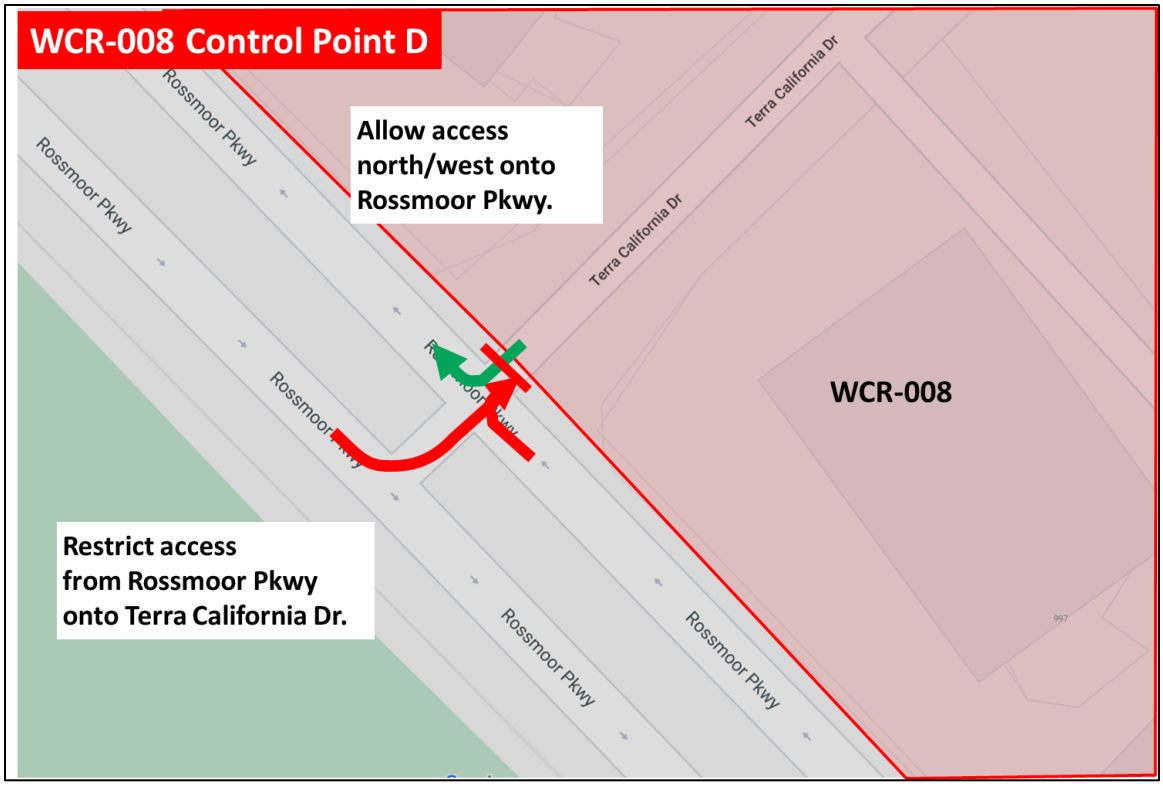
WCR-006 Control Point B
Restrict access
west onto Golden Rain Rd.
from Tice Creek Dr.
Tice Creek Dr.
Golden Rain Rd
Golden Rain Rd.
Golden Rain Rd.
Golden Rain Rd
Golden Rain Rd.
WCR-006
Allow access
from Golden Rain Rd.
onto Tice Creek Dr.
and east on Golden Rain Rd.
Tice Creek Dr.
Rossmoor
Farmers' Market

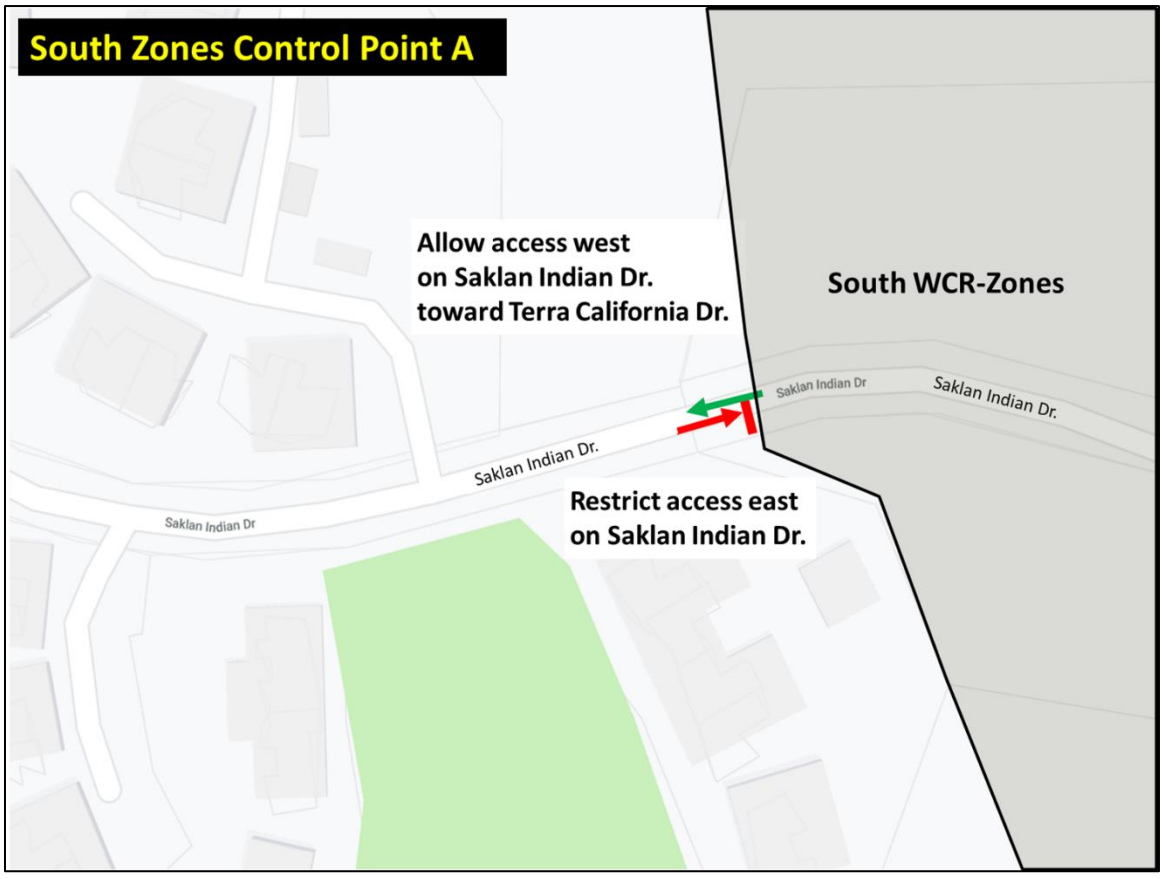

WCR-006 Control Point C
Allow access
south on Rockledge Ln.
Restrict access
on Rockledge Ln.
north toward Oakmont Dr.
Oakmont Dr.
Rockledge Ln.
WCR-006
Rockledge Ln.
Google

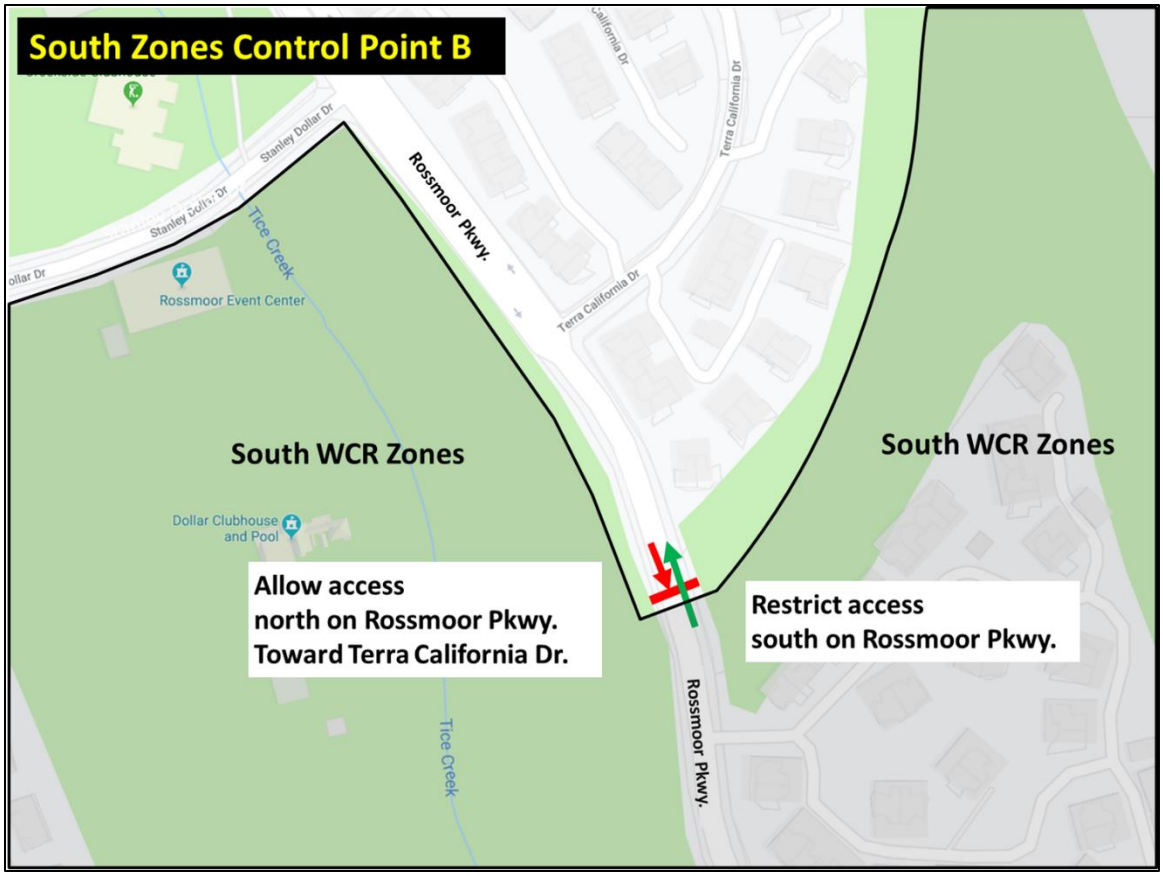

WCR-008 Control Point A
Restrict access
east on Saklan Indian Dr.
Saklan Indian Dr
Saklan Indian Dr
Saklan Indian Dr
Allow access
west on Saklan Indian Dr.
WCR-008
2646
2642
2638
2641
2657
2705
2643
2711
2645
2663

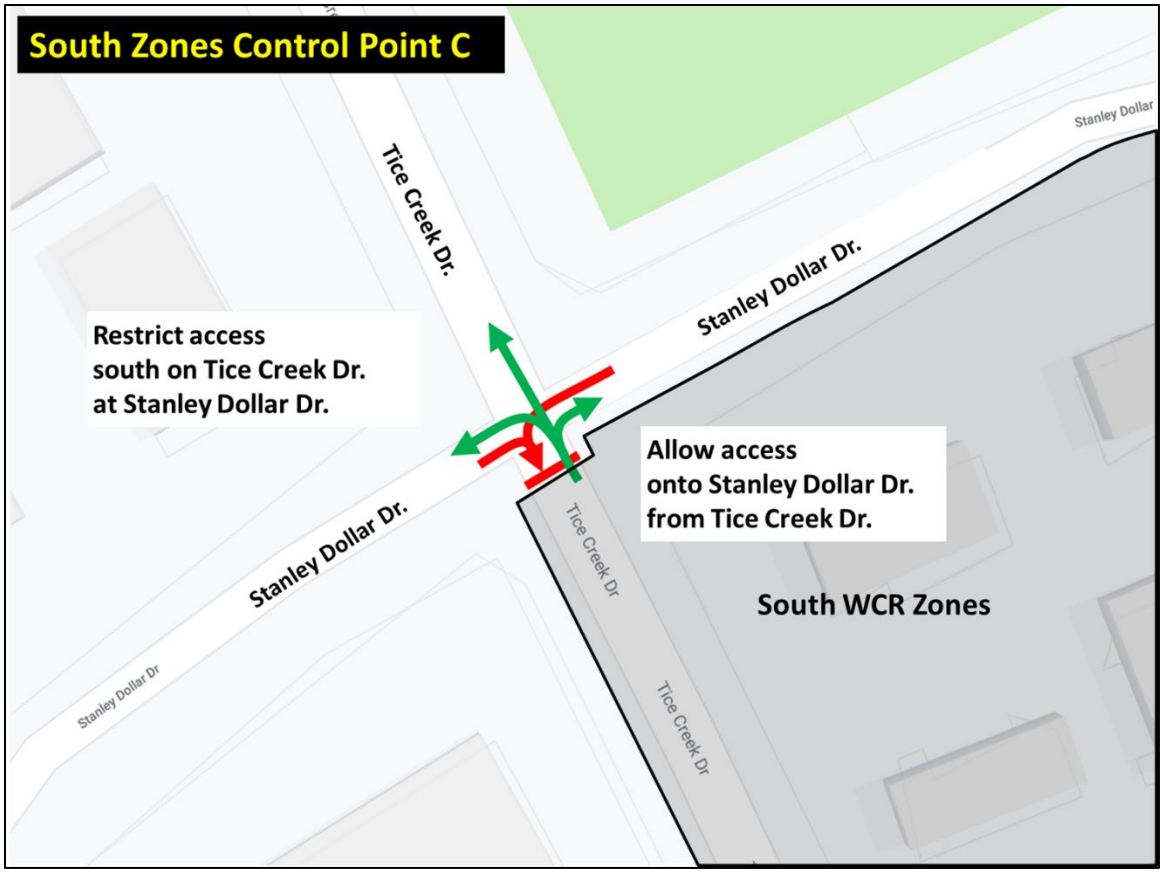
WCR-008 Control Point B
Allow access north/west onto Rossmoor Pkwy.
Restrict access from Rossmoor Pkwy onto Terra California Dr.
WCR-008
Rossmoor Pkwy
Terra California Dr
601
622
600

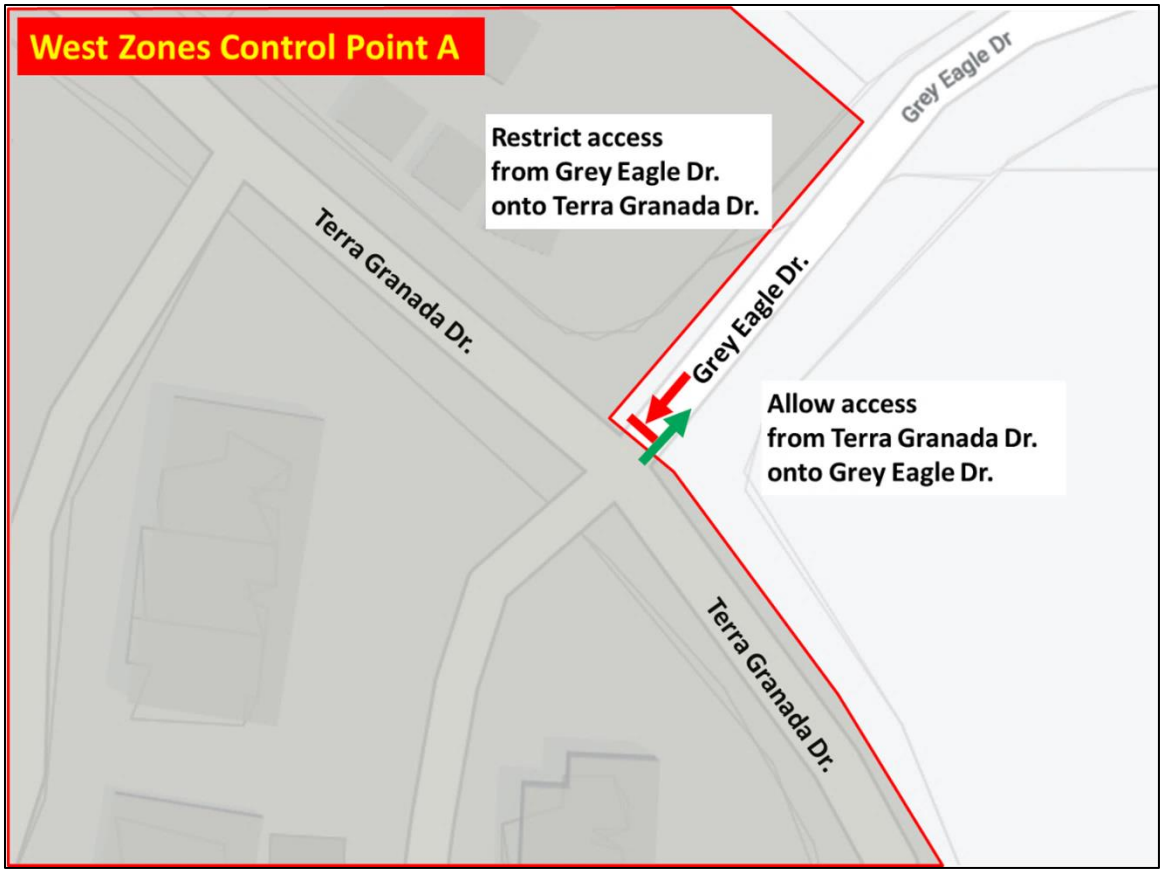

WCR-008 Control Point C
Allow access north/west onto Rossmoor Pkwy.
Restrict access from Rossmoor Pkwy onto Saklan Indian Dr.
WCR-008
Rossmoor Pkwy
Saklan Indian Dr
2600
2601
2603

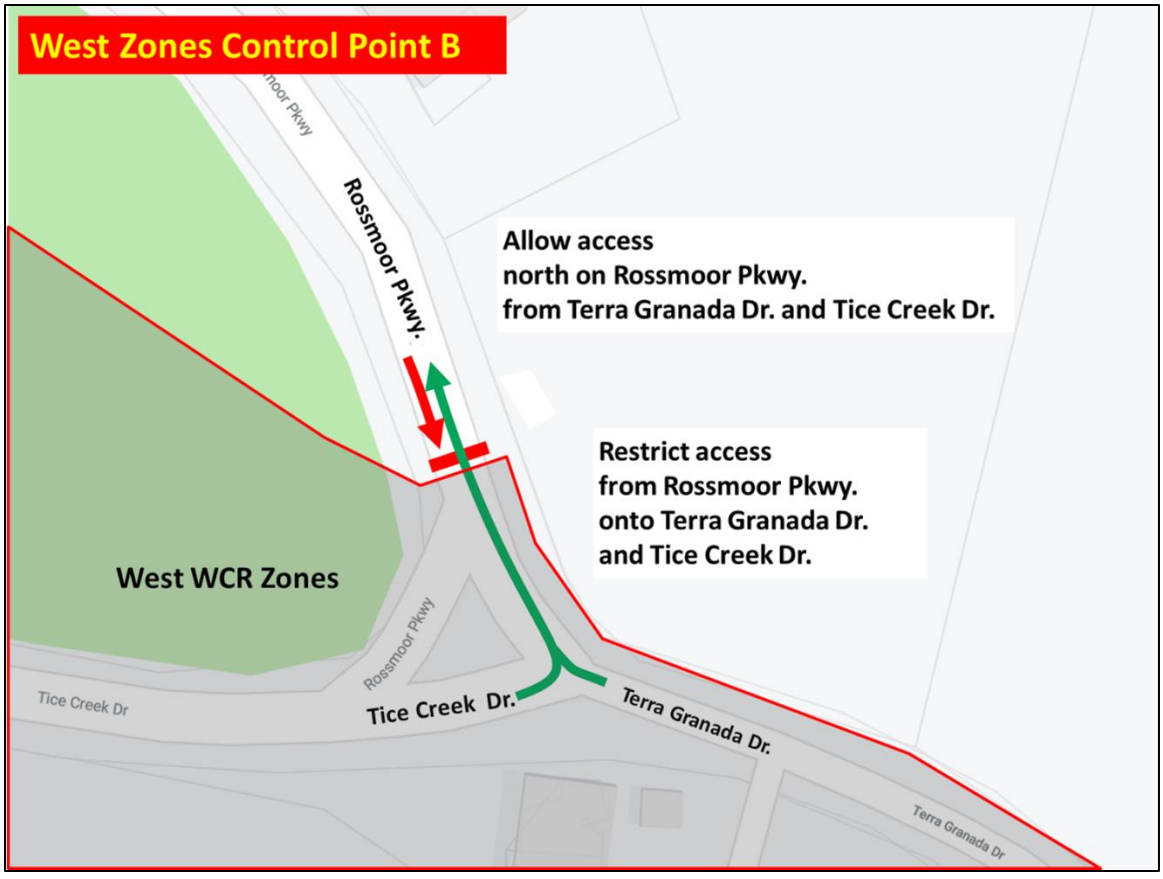

WCR-008 Control Point D
Allow access north/west onto Rossmoor Pkwy.
Restrict access from Rossmoor Pkwy onto Terra California Dr.
WCR-008
Rossmoor Pkwy
Terra California Dr

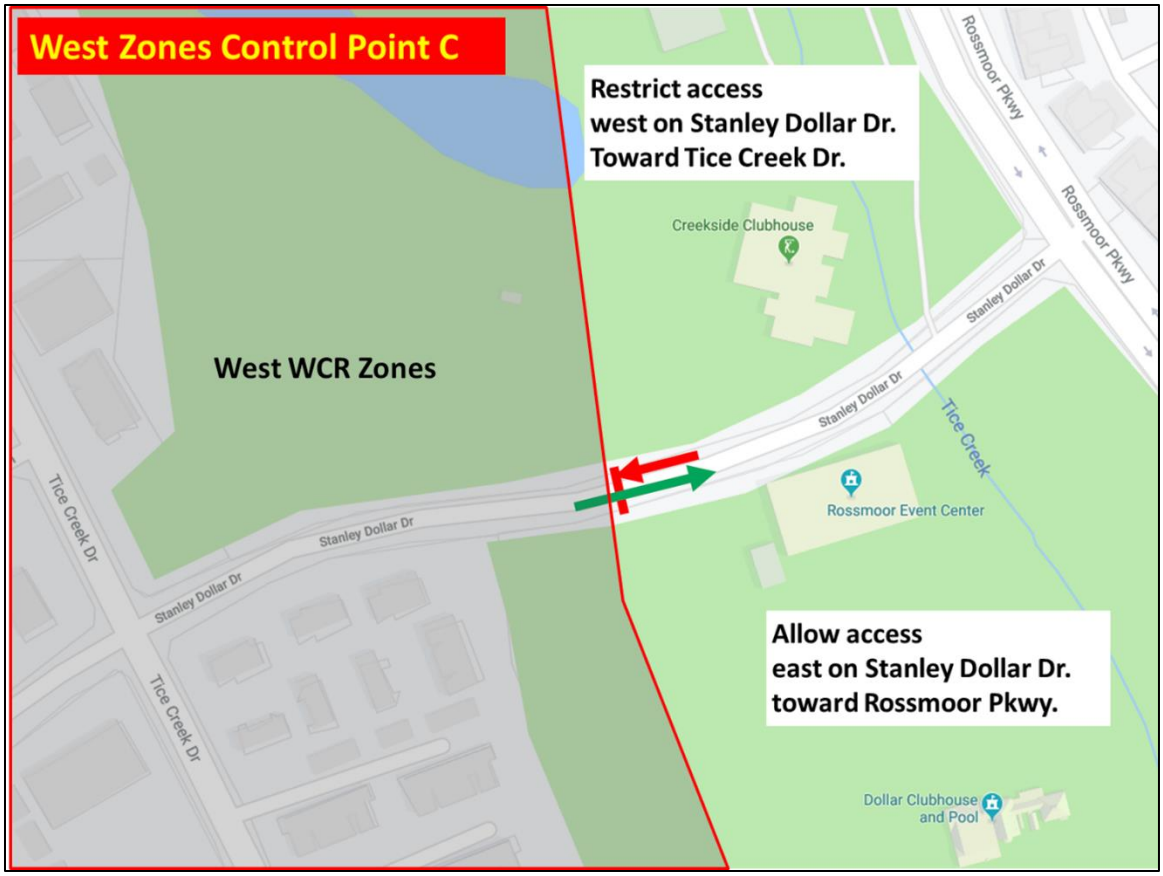

South Zones Control Point A
Allow access west on Saklan Indian Dr. toward Terra California Dr.
Restrict access east on Saklan Indian Dr.
South WCR-Zones
Saklan Indian Dr
Saklan Indian Dr.

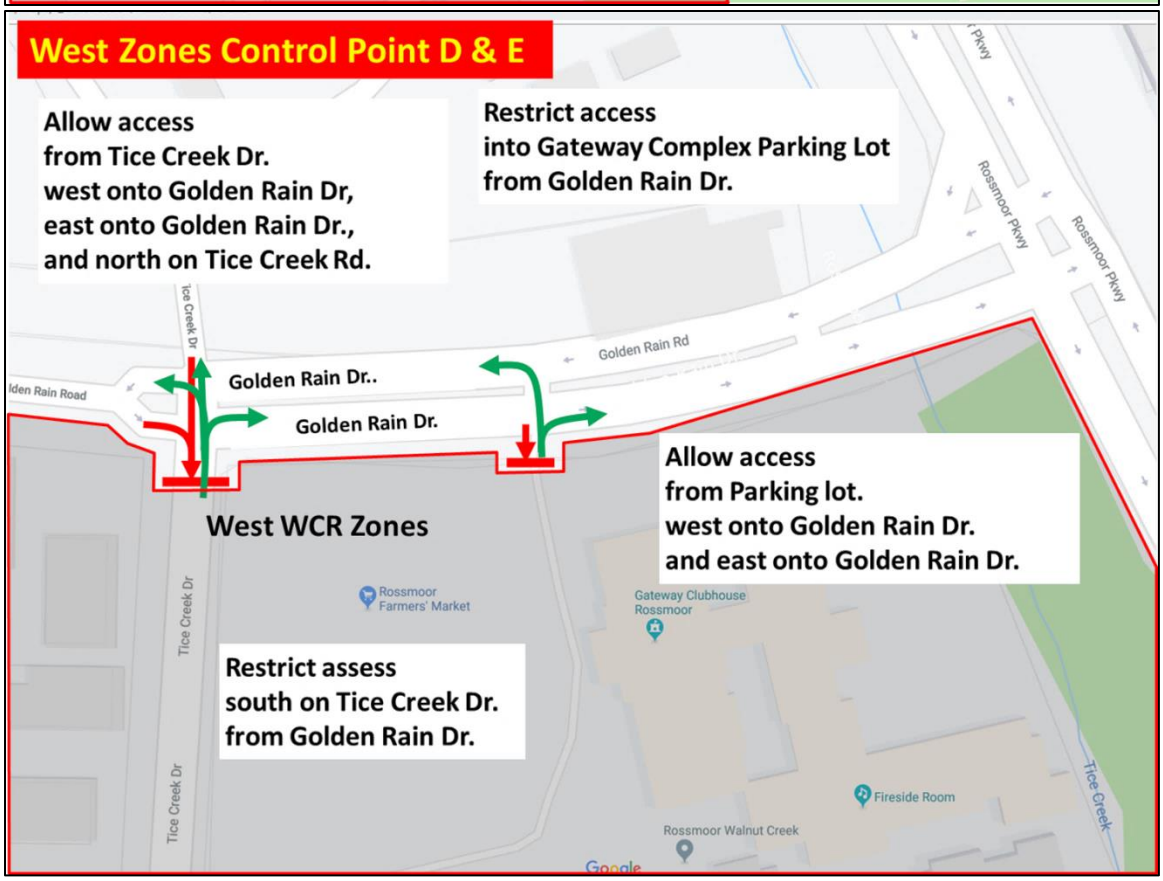

South Zones Control Point B
Rossmoor Pkwy.
Terra California Dr
Stanley Dollar Dr
Tice Creek
Rossmoor Event Center
Dollar Clubhouse and Pool
South WCR Zones
South WCR Zones
Allow access
north on Rossmoor Pkwy.
Toward Terra California Dr.
Restrict access
south on Rossmoor Pkwy.
Rossmoor Pkwy.
Tice Creek

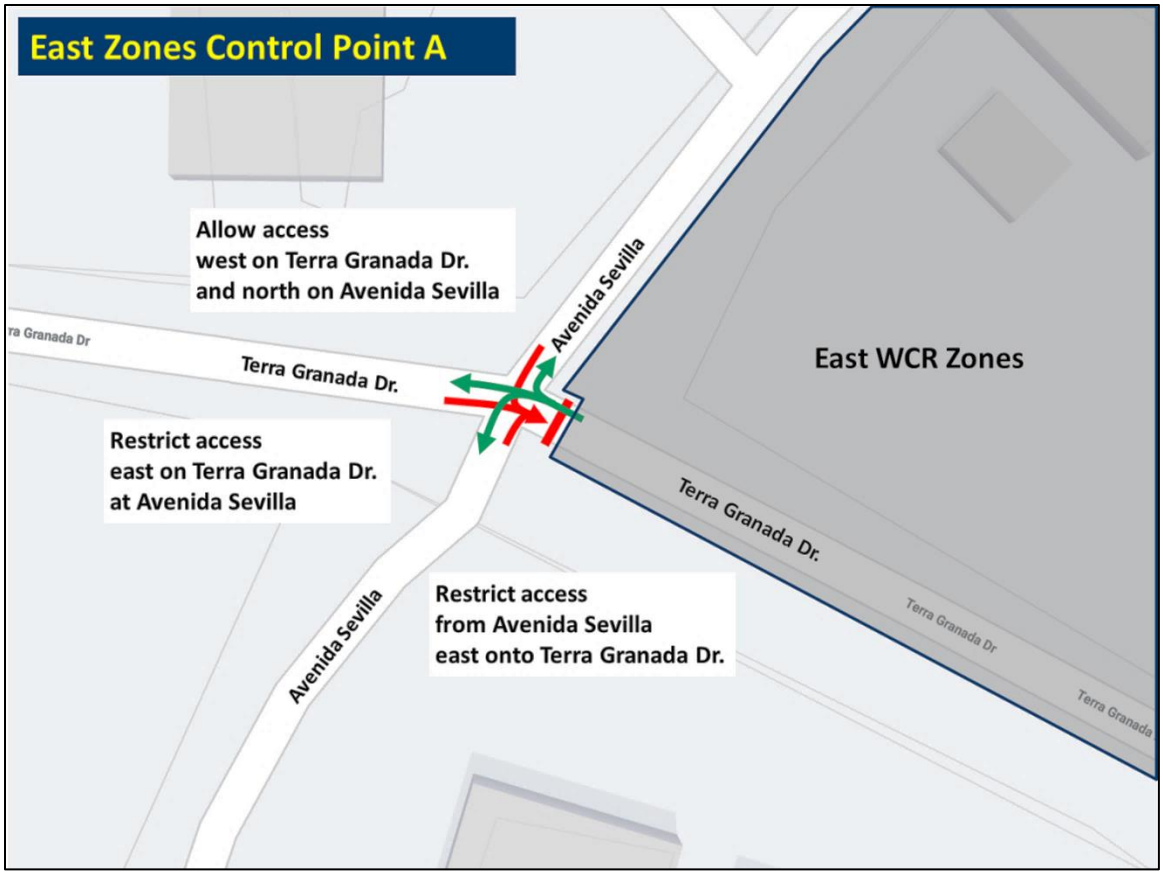

South Zones Control Point C
Tice Creek Dr.
Stanley Dollar Dr.
Stanley Dollar
Restrict access
south on Tice Creek Dr.
at Stanley Dollar Dr.
Allow access
onto Stanley Dollar Dr.
from Tice Creek Dr.
Stanley Dollar Dr.
Tice Creek Dr
South WCR Zones
Stanley Dollar Dr
Tice Creek Dr

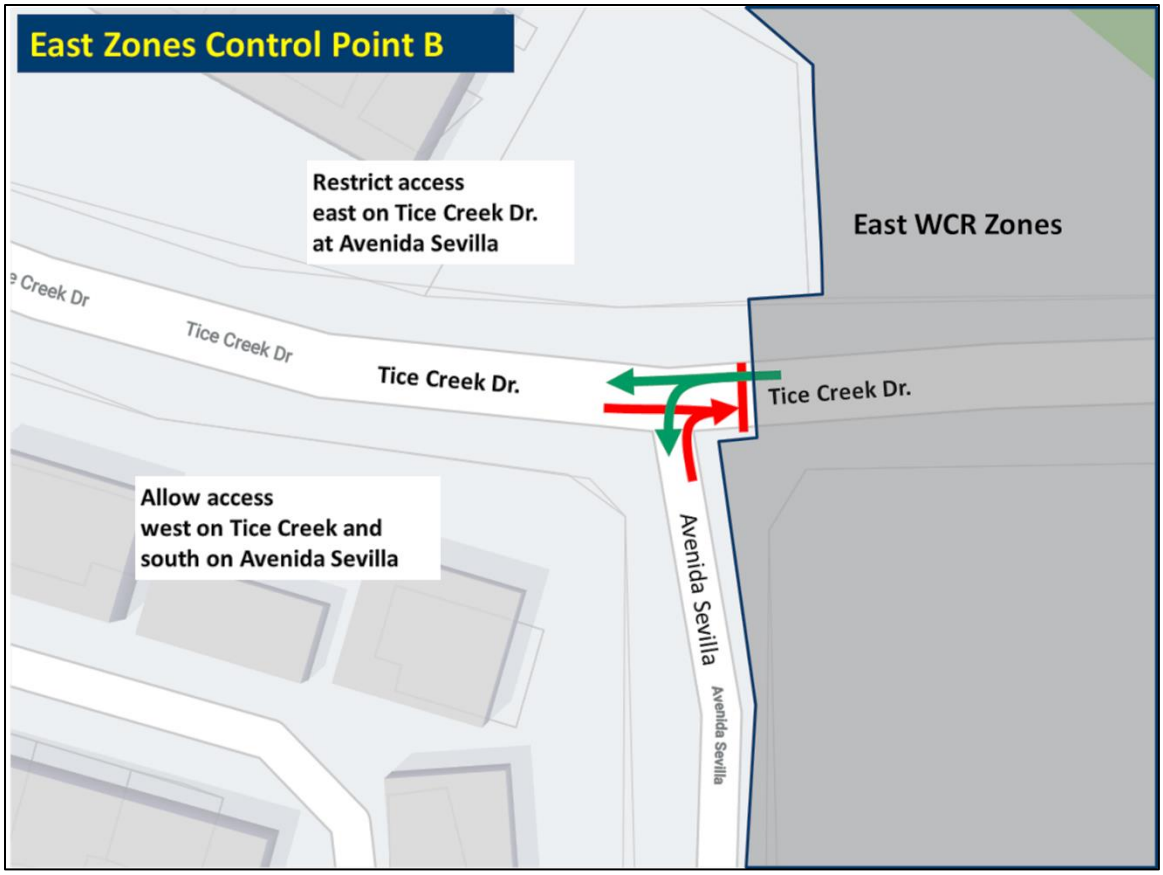

West Zones Control Point A
Restrict access
from Grey Eagle Dr.
onto Terra Granada Dr.
Grey Eagle Dr
Terra Granada Dr.
Grey Eagle Dr.
Allow access
from Terra Granada Dr.
onto Grey Eagle Dr.
Terra Granada Dr.

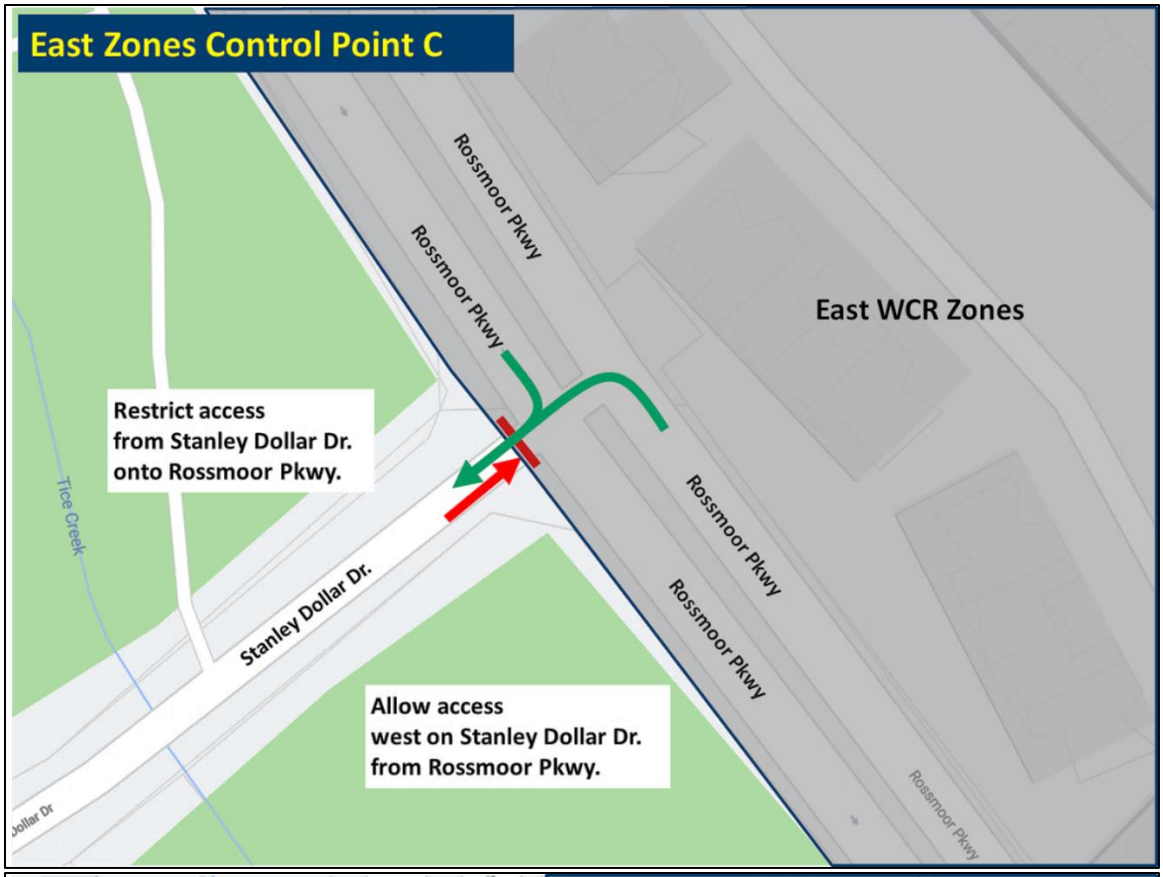

West Zones Control Point B
Rossmoor Pkwy.
Allow access
north on Rossmoor Pkwy.
from Terra Granada Dr. and Tice Creek Dr.
Restrict access
from Rossmoor Pkwy.
onto Terra Granada Dr.
and Tice Creek Dr.
West WCR Zones
Rossmoor Pkwy
Tice Creek Dr
Tice Creek Dr.
Terra Granada Dr.
Terra Granada Dr

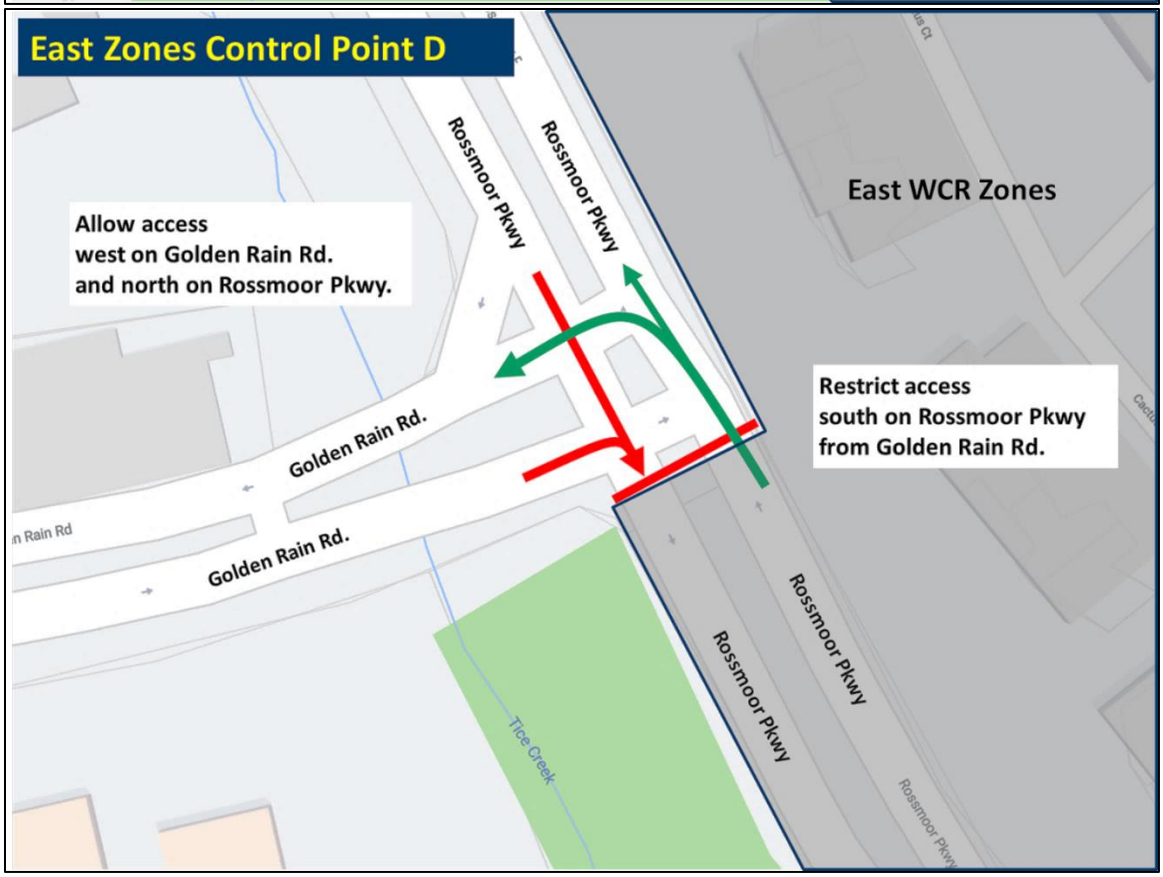

West Zones Control Point C
Restrict access
west on Stanley Dollar Dr.
Toward Tice Creek Dr.
West WCR Zones
Creekside Clubhouse
Rossmoor Pkwy
Stanley Dollar Dr
Tice Creek
Rossmoor Event Center
Tice Creek Dr
Allow access
east on Stanley Dollar Dr.
toward Rossmoor Pkwy.
Dollar Clubhouse
and Pool


West Zones Control Point D & E
Allow access
from Tice Creek Dr.
west onto Golden Rain Dr,
east onto Golden Rain Dr.,
and north on Tice Creek Rd.
Restrict access
into Gateway Complex Parking Lot
from Golden Rain Dr.
Golden Rain Rd
Golden Rain Dr..
Golden Rain Dr.
Allow access
from Parking lot.
west onto Golden Rain Dr.
and east onto Golden Rain Dr.
West WCR Zones
Rossmoor Farmers' Market
Gateway Clubhouse
Rossmoor
Restrict assess
south on Tice Creek Dr.
from Golden Rain Dr.
Tice Creek Dr
Fireside Room
Rossmoor Walnut Creek
Google


East Zones Control Point A
Allow access
west on Terra Granada Dr.
and north on Avenida Sevilla
Terra Granada Dr.
Avenida Sevilla
East WCR Zones
Restrict access
east on Terra Granada Dr.
at Avenida Sevilla
Terra Granada Dr.
Avenida Sevilla
Restrict access
from Avenida Sevilla
east onto Terra Granada Dr.


East Zones Control Point B
Restrict access
east on Tice Creek Dr.
at Avenida Sevilla
East WCR Zones
Tice Creek Dr
Tice Creek Dr.
Tice Creek Dr.
Allow access
west on Tice Creek and
south on Avenida Sevilla
Avenida Sevilla


East Zones Control Point C
Rossmoor Pkwy
Rossmoor Pkwy
East WCR Zones
Restrict access
from Stanley Dollar Dr.
onto Rossmoor Pkwy.
Tice Creek
Stanley Dollar Dr.
Rossmoor Pkwy
Rossmoor Pkwy
Allow access
west on Stanley Dollar Dr.
from Rossmoor Pkwy.
Rossmoor Pkwy


East Zones Control Point D
Rossmoor Pkwy
Rossmoor Pkwy
East WCR Zones
Allow access
west on Golden Rain Rd.
and north on Rossmoor Pkwy.
Restrict access
south on Rossmoor Pkwy
from Golden Rain Rd.
Golden Rain Rd.
Golden Rain Rd.
Rossmoor Pkwy
Rossmoor Pkwy
Tice Creek
Rossmoor Pkwy

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APPENDIX H: ALTERNATE ACCESS POINTS

There are nine alternate emergency access points around Rossmoor. These alternate access points are intended to be used by civil authorities to bring resources into Rossmoor. These access points are **NOT TO BE USED AS EVACUATION ROUTES** without specific direction from civil authorities. The roads will not handle large volumes of traffic and most of them are unimproved roads that may be inaccessible. Additionally, a number of these roads are designated County Fire roads. When used, vehicle traffic will need to be metered and controlled to avoid gridlock and blocking access by emergency vehicles. These alternate access points are blocked by locked gates/chains and are not for use by the general public; however, local Police and Fire personnel have keys for the locked gates at GRF and private property. Use of these roads without express direction from the civil authorities may put users in harm's way and may interfere with civil authority response. ***GRF personnel should not open any alternate access points without direction from Fire Department or Law Enforcement officials.***

Locations

The Alternate Emergency Access Points are located at the following locations:

North Entrances/Exits

(*WCR-007*) **Comstock Drive:** Improved road through Manor Care parking lot to Tice Valley Blvd.
(*WCR-007*) **Dog Park:** Improved road through Del Valle School parking lot to Tice Valley Blvd.
(*WCR-006*) **Golden Rain Rd. Entries 6/7:** Improved road through Del Valle School parking lot to Tice Valley Blvd.

East Entrances/Exits

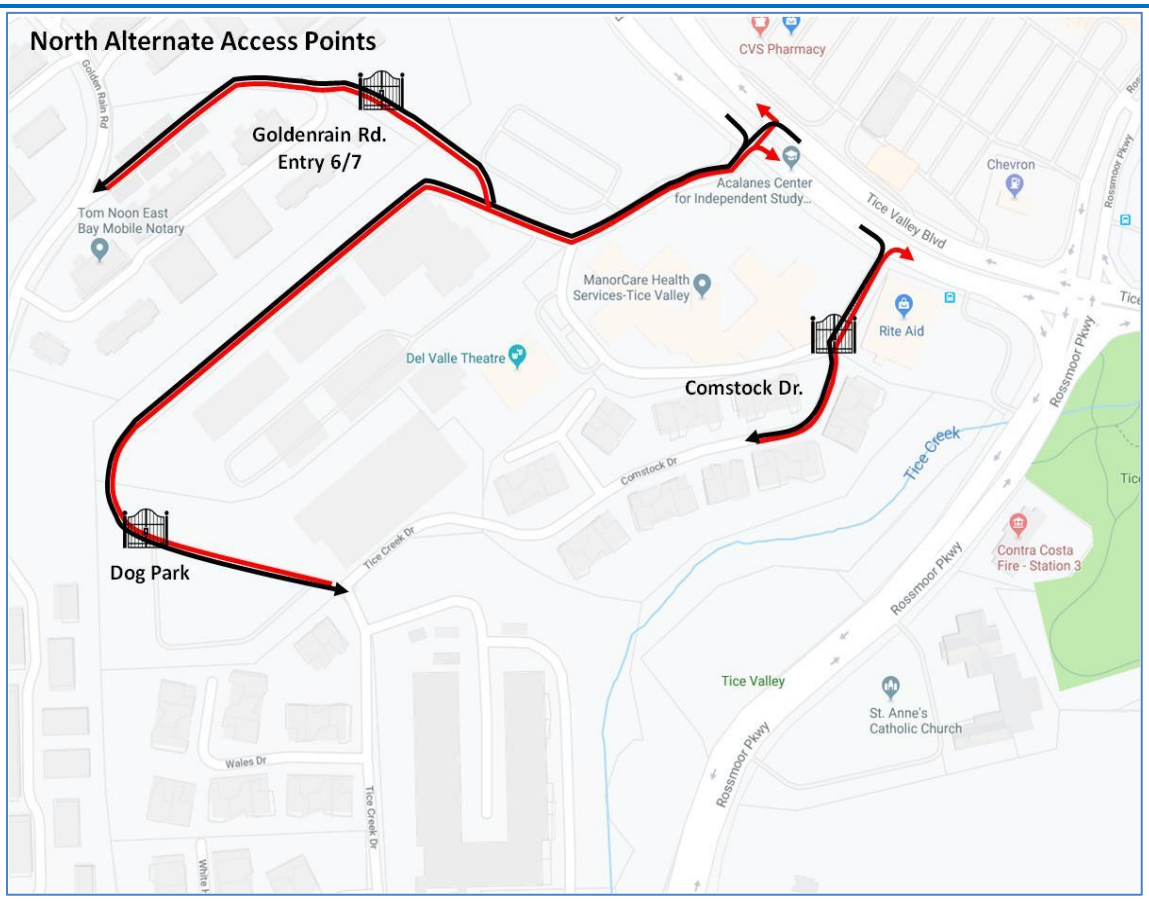
(*WCR-008*) **Cactus Court Entry 1/2:** Dirt road that leads to Rossmoor Parkway.
(*WCR-008*) **MOD:** Dirt fire road that connects to the Cactus Court exit. This road has a cattle crossing gate, which would limit vehicle ingress/egress.

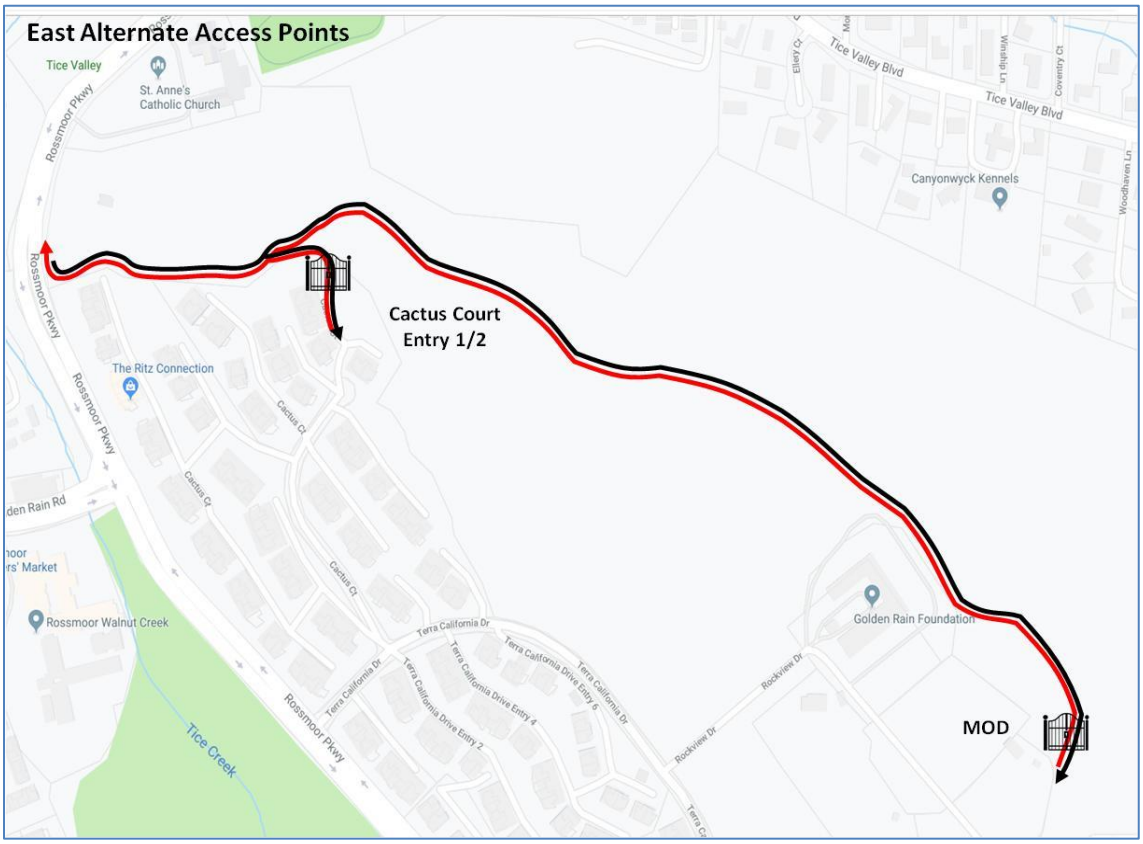
South Entrances/Exits

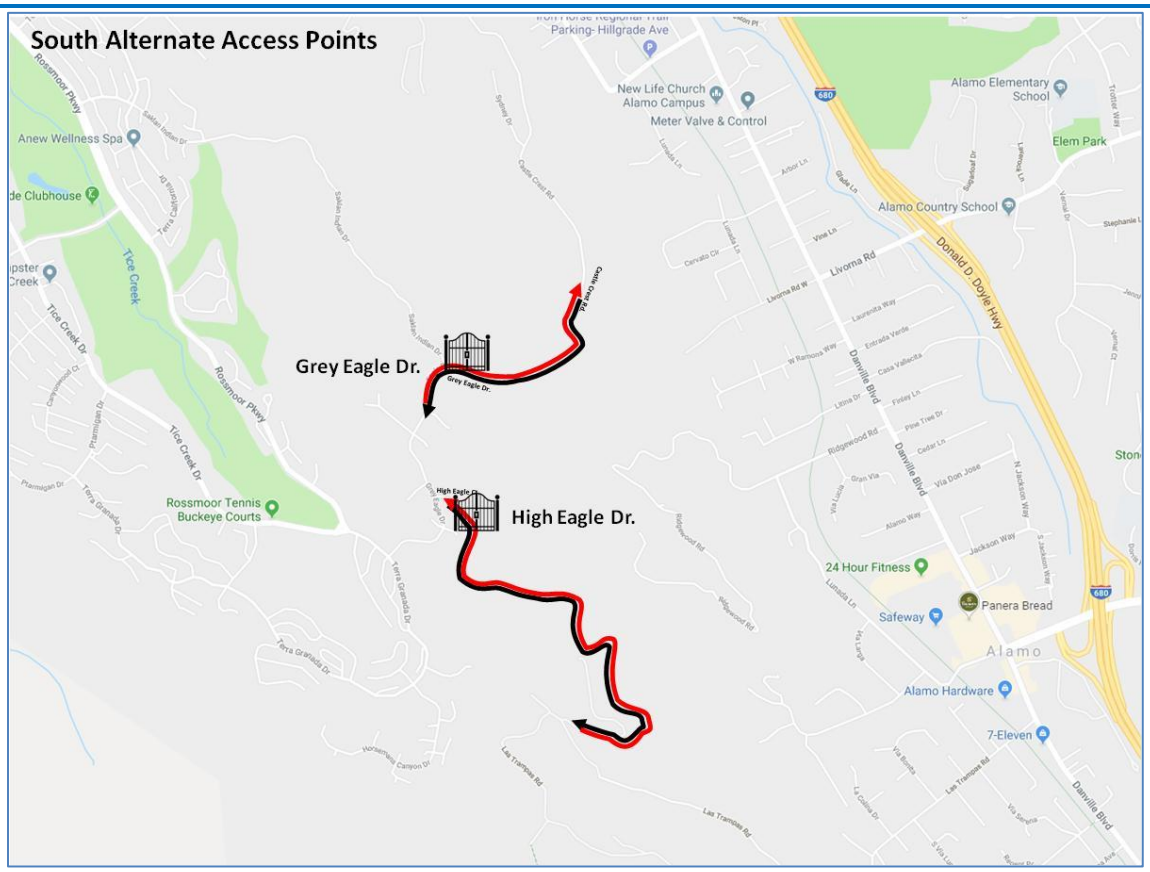
(*WCR-002*) **Grey Eagle Drive:** Dirt fire access road to Castle Crest Road. This road traverses private property and has locked gates, for which the GRF does not have keys.
(*WCR-008*) **High Eagle:** Dirt fire road to Las Trampas Drive in Alamo. This road traverses private property and has locked gates, for which the GRF does not have keys.

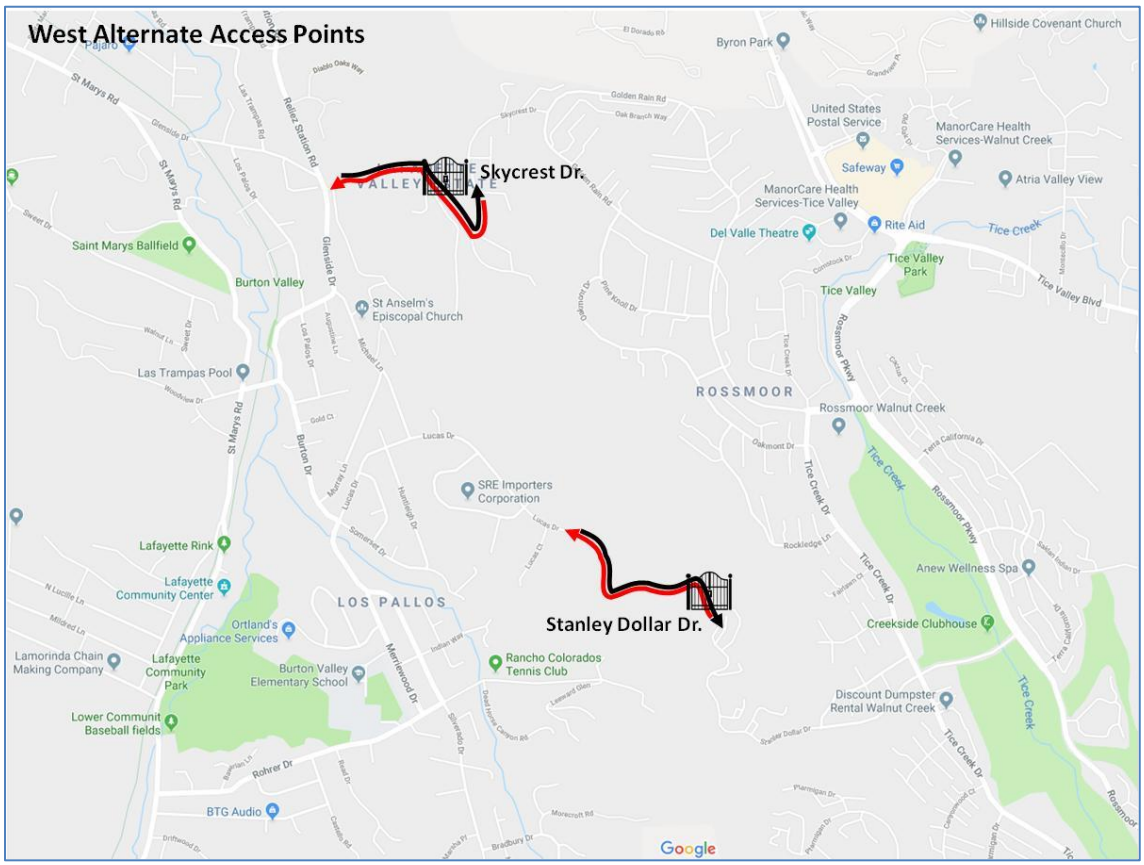
West Entrances/Exits

(*WCR-006*) **Skycrest Drive:** Unimproved, steep grade firebreak/trail clearing that would be difficult to navigate by vehicle. Road leads to Glennside Road in the City of Lafayette. Road traverses private property and has locked gates, for which the GRF does not have keys.
(*WCR-005*) **End Stanley Dollar Drive, Entry 9:** Leads to Lucas Drive in Lafayette. This route is in transition and will eventually traverse through a residential neighborhood on a paved road. According to the Fire District, the road will remain a fire road for access to Rossmoor.


North Alternate Access Points
Goldenrain Rd.
Entry 6/7
Comstock Dr.
Dog Park
CVS Pharmacy
Tom Noon East
Bay Mobile Notary
Acalanes Center
for Independent Study...
Chevron
Tice Valley Blvd
ManorCare Health
Services-Tice Valley
Rite Aid
Del Valle Theatre
Rossmoor Pkwy
Tice Creek
Comstock Dr
Tice Creek Dr
Contra Costa
Fire - Station 3
Tice Valley
St. Anne's
Catholic Church
Wales Dr


East Alternate Access Points
Cactus Court
Entry 1/2
MOD
Tice Valley
St. Anne's
Catholic Church
Rossmoor Pkwy
Tice Valley Blvd
Canyonwyck Kennels
The Ritz Connection
Rossmoor Walnut Creek
Golden Rain Foundation
Tice Creek
Terra California Dr
Rockview Dr


South Alternate Access Points
Grey Eagle Dr.
High Eagle Dr.
Parking- Hillgrade Ave
New Life Church Alamo Campus
Meter Valve & Control
Alamo Elementary School
Elem Park
Alamo Country School
Anew Wellness Spa
Tice Creek
Rossmoor Tennis Buckeye Courts
Livorna Rd
Donald D. Doyle Hwy
Danville Blvd
24 Hour Fitness
Panera Bread
Safeway
Alamo
Alamo Hardware
7-Eleven
Las Trampas Rd


West Alternate Access Points
Skycrest Dr.
Stanley Dollar Dr.
Hillside Covenant Church
Byron Park
United States Postal Service
ManorCare Health Services-Walnut Creek
Safeway
Atria Valley View
ManorCare Health Services-Tice Valley
Del Valle Theatre
Rite Aid
Tice Creek
Tice Valley Park
Tice Valley
Tice Valley Blvd
Saint Marys Ballfield
Burton Valley
St Anselm's Episcopal Church
Las Trampas Pool
ROSSMOOR
Rossmoor Walnut Creek
SRE Importers Corporation
Lafayette Rink
Lafayette Community Center
LOS PALLOS
Ortland's Appliance Services
Lamorinda Chain Making Company
Lafayette Community Park
Burton Valley Elementary School
Rancho Colorados Tennis Club
Lower Communit Baseball fields
Anew Wellness Spa
Creekside Clubhouse
Discount Dumpster Rental Walnut Creek
BTG Audio
Google

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APPENDIX I: DISASTER WINDSHIELD SURVEY

Damage Evaluation

Regardless of the cause, the initial response following a large-scale incident is to determine the size and scope of the impact on the Rossmoor community. The windshield survey, or initial damage assessment, allows Public Safety or GRF personnel and the GRF EOC to develop a general understanding of how much damage has occurred.

Personnel are not to enter buildings that have not been deemed habitable. The windshield survey is done from outside the building and is intended to provide an overview if the exterior does not have any obvious damage or has obvious damage.

Assessment of structures in the damaged area is focused on the safety of the building, the ability of the infrastructure to support sanitation for occupants, and the security of the structure from further damage. Generally speaking, structures may be free from impact; impacted; or have minor, moderate, or major damage.

Additionally, if there are people in distress or information is obtained about people trapped that information should be recorded. Only collect information and report what is learned. Do not render aid.

Impacted: Impacted buildings are those buildings that have not been damaged, but the disaster makes the ability to access or use the structure difficult or impossible. For example, a home in a flood plain that is lifted off the ground but that has water under and surrounding the building is impacted. The structural stability is unaffected, but access is diminished.

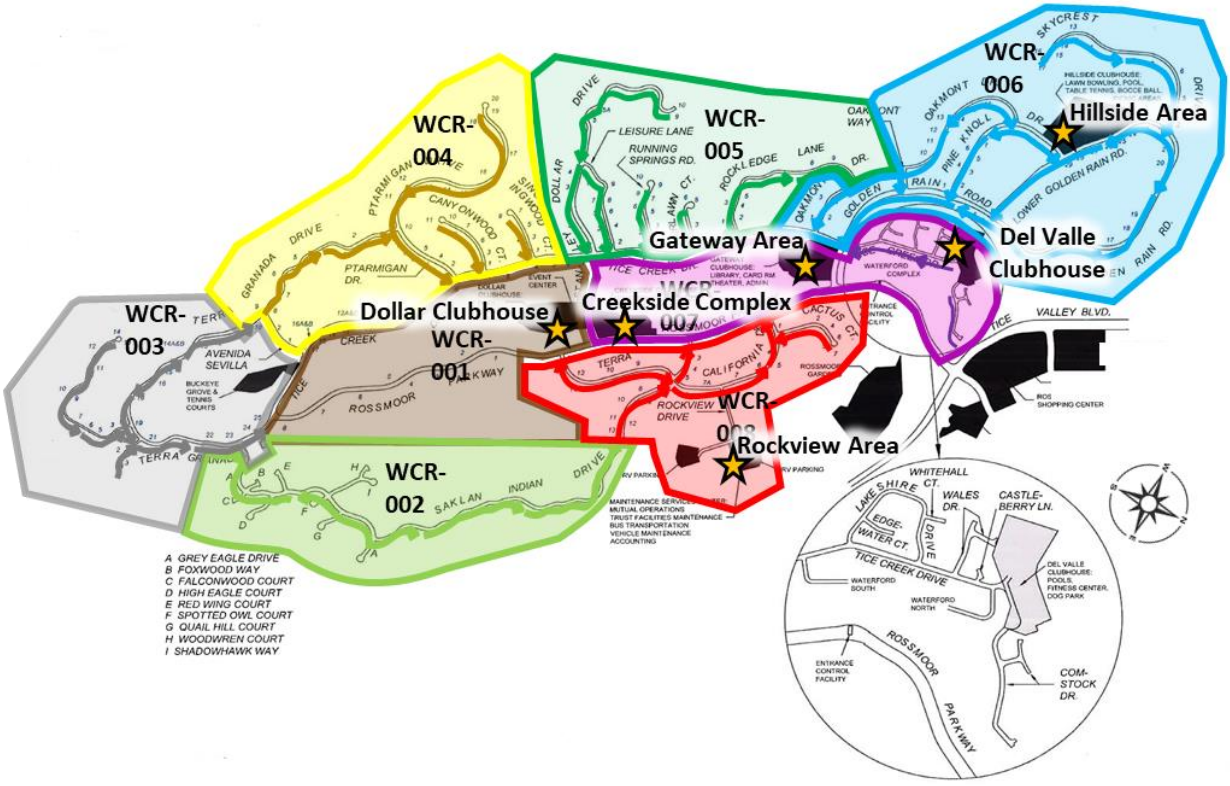
Minor damage: A building that has received minor damage has received damage to noncritical components-for example, minor drywall damage with no damage to sewer, sanitation, and water systems and no signs of collapsed structures. These buildings may be used for habitation with minor repairs. For example, a building that has received damage to windows or roof coverings with the roof deck still intact is classified as minor damage.

Moderate damage: Buildings that have received damage to structurally significant members or systems but can be repaired are considered to be moderately damaged. An example of a moderately damaged building would be one where there is significant damage to a non-load-bearing wall.

Major damage: Finally, buildings in which the structural members have been significantly damaged or destroyed. These buildings will have collapsed walls, roofs, or other structural components. ..

Windshield Survey Procedures

Following a significant natural disaster event such as an earthquake, Public Safety personnel should initiate a Windshield Survey to determine the size and scope of the impact on Rossmoor. The Public Safety Site Manager/Supervisor is responsible for determining the need for a windshield survey based on the size and severity of the event. Upon determination by the Public Safety Site Manager/Supervisor that a Windshield Survey is necessary, Dispatch will broadcast a message to all available security units to begin the Windshield Survey and assign zones of responsibility. The Public Safety Dispatcher will ensure that personnel are assigned to each of the eight Rossmoor Emergency Evacuation Zones as personnel become available. Multiple units within a single zone will coordinate to avoid duplication of effort and to ensure a complete and thorough survey.



CERT will also be completing windshield surveys and the GRF ECO will coordinate these activities and the results of the surveys with CERT.

Information should be recorded on the Disaster Windshield Survey Form.

The following situations should be communicated to dispatch immediately upon identification:

- Collapsed Structures
- Active Fire
- Major Flooding
- Trapped Victims

Upon completion of the survey, the Disaster Windshield Survey Form should be delivered to GRF EOC if activated.

Rossmoor
Disaster Windshield Survey Form

Name:	Zone:	Time Started:
Call Sign:	Date:	Time Completed:

Building Damage

	Damage				Damage Currently Occurring		Casualties Estimated # of		
Location	***Collapse***	***Major***	***Moderate***	***Minor***	***Fire***	***Flooding***	***Deaths***	***Injuries***	***Trapped***
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									

Road Damage

Street Name	Closest Entry #	Damage Description

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APPENDIX J: RADIO CHANNELS/FREQUENCIES

GRF/Securitas Motorola Business Radio Channels

Channel 1: Transportation
Channel 2: Trust Operations
Channel 3: Mutual Operations
Channel 4: Public Safety
Channel 16: Conventional - line of sight, no repeater
Channel 17: All Call

FRS - FAMILY RADIO SERVICE CERT COMMUNICATIONS within Rossmoor

8-0 no Sub-Channel, City-Wide Alerting Network, Rossmoor Entry Coordinator's Network
9-0 North SAR Teams & North SAR Supervisor
10-0 Logistics Chief to Transport North & South, Medical to Logistics Chief
11-0 South SAR Teams & South SAR Supervisor
12-0 North FRS Network, no Sub-Channel, entry incident reports into Gateway Comms
13-0 South FRS Network, no Sub-Channel, entry incident reports into South Relay
14-0 Ops Chief to North and South SAR Supervisors, Medical to Ops Chief

HAM RADIO CHANNELS

146.460 (Memory 1) Incident Commander to Walnut Creek EOC via North Comms
444.875 (Memory 23) Sydney CERT Repeater, + Shift, PL 141.3
146.430 (Memory 14) Rossmoor HAM Relay between CERT personnel and locations

CB - CITIZEN BAND RADIO

Channel 40: Entry CB Operators and Base Station, paper reports into North Comms only

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APPENDIX K: FACILITIES ADDRESSES AND PHONE NUMBERS

Facilities Addresses

Facility Name	Address
Golden Rain Foundation (Gateway Complex)	1001 Golden Rain Road, Walnut Creek, 94595
Administration - General Manager	
Member Records	
Counseling Services	
GRF and Mutual Board Offices	
Recreation	
Golden Rain Foundation	800 Rockview Drive, Walnut Creek, 94595
Accounting Services	
Bus Transportation	
Facilities & Grounds Maintenance	
Human Resource Services	
Information Systems	
Mutual Operations	
Public Safety Manager	
Purchasing	
Vehicle Maintenance	
Creekside Clubhouse	1006 Stanley Dollar Drive, Walnut Creek, 94595
Tice Creek Fitness Center	1751 Tice Creek Drive, Walnut Creek, 94595
Dollar Clubhouse	1015 Stanley Dollar Drive, Walnut Creek, 94595
Hillside Clubhouse	3400 Golden Rain Road, Walnut Creek, 94595
Gateway Clubhouse	1001 Golden Rain Road, Walnut Creek, 94595
Golf Course	1002 Stanley Dollar Drive, Walnut Creek, 94595
Golf Pro Shop	101O Stanley Dollar Drive, Walnut Creek, 94595
Golf Maintenance	1000 Stanley Dollar Drive, Walnut Creek, 94595
Public Safety Office	1000 Stanley Dollar Drive, Walnut Creek, 94595
News/Communications	1006 Stanley Dollar Drive, Walnut Creek, 94595
Waterford	1860 Tice Creek Drive, Walnut Creek, 94595

Facilities Phone Numbers

Rossmoor General Information	988-7100
Rossmoor Information Telephone Service (RITS)	988-7878
Chief Executive Officer's Office	988-7712
Security Gate (non-emergency)	988-7899
Security Gate (immediate assistance)	939-0693
Security Gate (guest clearance)	988-7843
Public Safety Office	988-7840
Mutual Operations	988-7600
Mutual Operations Order Desk	988-7650
Waterford	977-7700
Rossmoor News	988-7800
Channel28	988-7820
Golf Pro Shop	988-7861
Audio Visual/Custodial	988-7709
Recreation/Education	
Recreation Supervisor	988-7780
Excursions/Trips	988-7731
Special Events	988-7732
Reservations/Scheduling	988-7780 or 988-7781
Volunteer Coordination	988-7703
Fitness Center	988-7850
Aquatics Office	988-7854
Clubhouses, open daily	
Dollar	988-7881
Hillside	988-7885
Del Valle	988-7850
Gateway	988-7735
Pools	
Dollar	930-8176
Hillside	988-7885
Tice Creek Fitness Center	988-7854
Bus Transportation	
Information	988-7670
Paratransit & Dial-a-Bus appointments	988-7676
Counseling Services	988-7750

APPENDIX L: EMPLOYEE RESPONSE IN A MAJOR DISASTER

In the event of a major disaster (earthquake, flood, fire, hazardous material spill, etc.) all Golden Rain Foundation (GRF) employees are asked to do the following:

If at home at the time of the disaster, GRF employees asked to do the following:

- Ensure the safety of your family and home
- If able to access tele-communications systems such as hard line or cell phone, text, email or radio communications:
  - Contact your direct supervisor for direction
  - Call the Rossmoor Information Telephone Service at (925) 988-7878 for a recorded message advising whether or not GRF needs you to respond
  - Call the front gate at (925) 988-7899 or (925) 939-0693 and ask if any GRF departments are calling employees to report to work.
- If unable to access any tele-communications systems such as hard line or cell phone, text, email or radio communications:
  - Remain at home
  - Monitor the local emergency radio stations
  - If the disaster is so large that, more likely than not, you are needed, report to the GRF EOC Employee Staging at the Board Room in the Gateway Complex or your regular place of work as soon as it is safe to proceed

If at work at the time of the incident, GRF staff is expected to:

- Ensure your personal safety and the safety of those around you
- Determine the need to turn off utilities
- Evacuate the facility, if necessary
- Contact your family if possible
  - If you feel you must leave work to check on the safety of your family, you may do so after notifying your supervisor or checking out at the Employee Staging Area at the Gateway Complex.
  - If you must leave, report back to your supervisor or to the Employee Staging Area as soon as possible.
- Return to your central work location if possible
  - If unable to return to a central work location, report to the GRF Employee Staging Area at the Gateway Complex or notify your superviso ..
- Report your status to your supervisor or department head
- Each management level should report their status to next level
- If time permits, review the GRFEOP
- Follow instructions of your supervisor or department head

Discuss this and other disaster implications with your family and keep a copy of this notice handy near your phone at your home.

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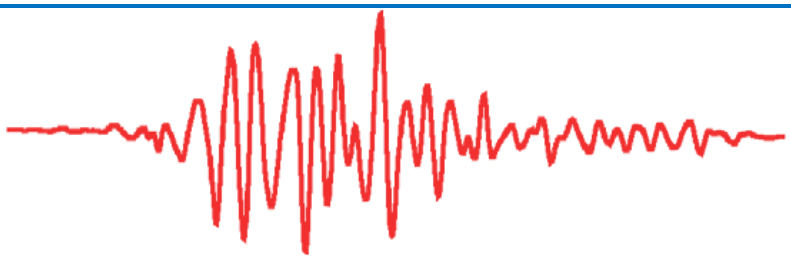
APPENDIX M: PERSONNAL PREPAREDNESS

Earthquake Safety Checklist

FEMA B-526 / November 2017



Important Numbers and Addresses

911

Your family may not be together when earthquake strikes, so use the spaces below to record information that will help you communicate with one another. Remember, during the first 24 hours following a major earthquake; use your telephone only in case of an emergency (see page 9). You may be able to text message before being able to make phone calls.

Name and telephone/cell phone _____
Work address _____

Name and telephone/cell phone _____
Work address _____

Name and school telephone/cell phone _____
School address _____
School policy: ☐ Hold student ☐ Release student

Name and school telephone/cell phone _____
School address _____
School policy: ☐ Hold student ☐ Release student

Name and school telephone/cell phone _____
School address _____
School policy: ☐ Hold student ☐ Release student

Name and telephone/cell phone number of an out-of-town relative or friend who can act as a point-of-contact for separated family members:_____

_____

_____

Location of Disaster Supplies Kit: _____

_____

ARE YOU PREPARED FOR THE NEXT EARTHQUAKE?

This booklet is designed to help you and your family plan for and survive a major earthquake. By taking action to be prepared, you can lessen the impact of an earthquake on your family. Set aside some emergency supplies and make a plan for what to do at home before, during and after a disaster. You could be without help for at least 72 hours, or as long as two weeks. Self-sufficiency during this time is key.

Movement of the ground is seldom the actual cause of death or injury. Most casualties result from partial building collapse and falling objects and debris, such as toppling chimneys, falling bricks, ceiling plaster, and light fixtures. Many of these conditions are easily preventable.

Because earthquakes occur without warning, it's important to take steps now to prepare, especially if you live in Very High and High earthquake risk areas.

Knowing what you can do and how to respond with constructive and protective actions, can make yourself, your family, and your home safer. Consult your local Building Department if you are unsure of the earthquake hazard in your area.

HAVE ON HAND FOR ANY EMERGENCY IDEAS FOR HOME, WORKPLACE, AND CAR

Because you don't know where you will be when an earthquake occurs, prepare a Disaster Supplies Kit for your home, workplace, and car.

❑ **Food.** It's always a practical idea to keep a supply of non-perishable food on hand that can be rotated into your diet and replenished on a regular basis. Have a sufficient supply of canned or dehydrated food, powdered milk, and canned juices for at least 72 hours, preferably two weeks. Dried cereals and fruits and non-salted nuts are good sources of nutrition. Keep the following points in mind:

- Avoid foods that will make you thirsty. Choose salt-free crackers, whole grain cereals, and canned goods with high liquid content.
- Stock foods that do not require refrigeration, cooking, water, or special preparation. You may already have many of these on hand.
- Remember to include foods for infants and those with special dietary needs.
- You should also have kitchen accessories and cooking utensils; especially a manual can opener.

❑ **Flashlights and spare batteries.** Keep a flashlight beside your bed, at your place of work, and in your car. Do not use matches or candles after an earthquake until you are certain that no gas leaks exist. Use a wind- up powered generator to have unlimited emergency power.

❑ **Water.** Store at least 1 gallon of water per person per day and be prepared for at least a 72-hour period. A normally active person needs at least a ½ gallon of water daily just for drinking. In determining adequate quantities, take the following into account:

- Individual needs vary depending on age, physical condition, activity, diet, and climate.
- Children, nursing mothers, and ill people need more water.
- Very hot temperatures can double the amount of water needed.
- A medical emergency might require more water.

BOTTLED WATER

Have commercially bottled water on hand for emergencies. Keep bottled water in its original container and do not open it until needed. Pay close attention to the expiration or "use by" date. Store water in plastic containers.

If you choose to prepare your own containers of water, buy air-tight, food-grade water storage containers from surplus or camping supply stores. Clean them with dish soap and water, and rinse them completely before filling. Keep all water in a cool dark place. Water stored in your own containers should be replaced about every 6 months.

PURIFYING WATER

If bottled water is unavailable or you have questions about the quality of water, purify before drinking. Below are three ways to purify water:

Boiling. Boiling is the best and safest method of purifying water. First, if water is cloudy, let it settle and then filter it through a clean cloth or coffee filter. Then, heat the water to a rolling boil for one full minute. At altitudes above 5,000 feet, boil water for three minutes.

Bleach. If you are not able to boil water, you can use regular household bleach to purify it. Do not use scented, color safe bleach or bleach with added cleansers, as the added chemicals might be harmful. The amount of bleach depends on the strength of the bleach and how clear the water is, as shown below.

Volume of Water	Amount of bleach to add if water is:	
	Clear	Cloudy/Very Cold
1 quart/liter	2 drops	4 drops
1 gallon	6 drops	12 drops
2 gallons	12 drops	1/4 tsp.

**Assumes bleach contains 8.25% sodium hypochlorite. (Source: https://www.epa. gov/ground-water-and-drinking-water/emergency-disinfection-drinking-water).*

If the water is cloudy, let it settle and filter through a clean cloth or coffee filter. Add bleach according to the table above, stir, and let stand for 30 minutes. Water should have a slight bleach odor. If it doesn't, repeat the dosage and let it stand for another 15 minutes. If it still does not smell of chlorine, discard it and find another source of water.

Water disinfection tablets. You can disinfect water with tablets that contain chlorine, iodine, chlorine dioxide, or other disinfecting agents. These are available online or at pharmacies and sporting goods stores. Follow the instructions on the product label as each product may have a different strength.

❑ **Portable, battery-powered radio or television and spare batteries.** Most telephones will be out of order or used for emergency purposes, so portable radios or digital televisions will be your best source of information. You may also want to have a battery-powered citizens band (CB) radio,other two-way radio, or wind-up powered radio.

❑ **First aid kit and manual.** Keep a first aid kit and emergency reference material such as a first aid book or free information available via FEMA Ready (http://www.ready.gov/ publications) at home and in your car. Have members of your household take basic first aid and CPR courses.

❑ **Fire extinguishers.** Keep a fire extinguisher at home and in your car. Some extinguishers are good only for certain types of fires - electrical, grease, or gas. Class ABC extinguishers are designed for safe use on any type of fire. Your fire department can show you how to properly use an extinguisher.

❑ **Special needs.** Keep a supply of special needs items, such as medications, extra eyeglasses, contact lens solutions, hearing aid batteries, items for infants (formula, diapers, bottles, and pacifiers), sanitation and hygiene items (moist towelettes and toilet paper), and any other items unique to your family's needs.

❑ **Prepare customized emergency plans for people with disabilities in advance.** Whether small or widespread, emergencies can pose special challenges for individuals with disabilities. Make more than one exit from your home wheelchair-accessible in case the primary exit is blocked in a disaster.

❑ **Tools.** In addition to a pipe wrench and crescent/adjustable wrench (for turning off gas and water valves), you should have a lighter, a supply of matches in a waterproof container, and a whistle for signaling rescue workers.

Pipe Wrench

Crescent/Adjustable

❑ **Important papers and cash.** Be sure to have a supply of cash for use if ATMs, banks, and credit card systems are not operating. Also, keep copies of credit and identification cards and important documents, such as insurance policies and financial records.

❑ **Clothes.** If you live in a cold climate, you must think about warmth because you might not have heat after an earthquake. Think about your clothing and bedding supplies. Be sure to have one complete change of clothing and shoes per person, including the following:

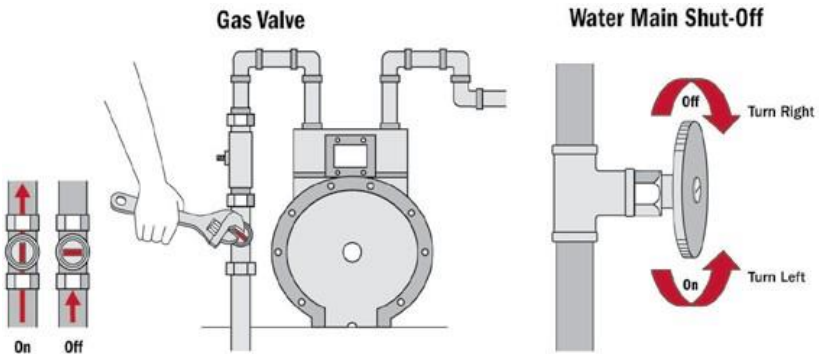
- Jacket or Coat
- Long Pants
- Long Sleeve Shirt
- Sturdy Shoes
- Hat, Gloves, Scarf
- Sleeping Bag/Warm Blanket (one per person)

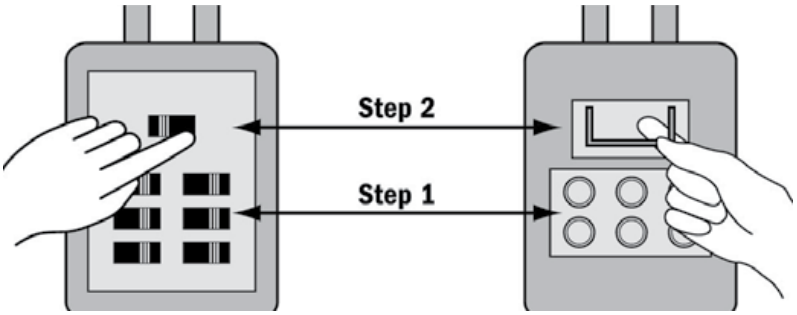
❑ **Pet needs.** Identify a shelter area for your pet, gather the necessary supplies, ensure that your pet has proper ID and up-to-date veterinarian records, and make sure you have a pet carrier and a leash.

HOME PREPAREDNESS

In the event of an earthquake, you may be instructed to shut off the utility services at your home. Teach responsible members of your family how to turn off the gas, electricity, and water at valves and main switches. Consult your local utilities if you need more information.

You can shut off all water to your property by finding the water meter box (usually at the street or sidewalk). Inside the water meter box, you will see a valve that is similar to the valve on your gas meter. Turn it the same direction as you would your gas valve. Based on your geographic location, the water main shut- off valve may be located inside your home.





Circuit Box with Shut-Off
Step 1: Shut off individual breaker.
Step 2: Shut off main breaker

Pull out Electrical Cartridge Fuses
Step 1: Pull out individual fuses.
Step 2: Pull out main fuses

.Caution: Do not shut off gas unless an emergency exists. If gas is ever turned off, a professional must restore service.

EARTHQUAKE HAZARD HUNT

You can identify potential dangers in your home by conducting an earthquake hazard hunt. Knowledge of the issues below and actions taken to mitigate them can decrease your risk of damage and/or injury from an earthquake.

Some possible hazards are:

- Tall, heavy furniture that could topple, such as bookcases, china cabinets, or modular wall units.
- Water heaters that could be pulled away from pipes and rupture.
- Appliances that could move enough to rupture gas or electrical lines.
- Hanging plants in heavy pots that could swing free of hooks.
- Heavy picture frames or mirrors over a bed.
- Latches on kitchen cabinets or other cabinets that will not hold the door closed during shaking.
- Breakables or heavy objects that are kept on high or open shelves.
- A masonry chimney that could crumble and fall through an unsupported roof.
- Flammable liquids, such as painting or cleaning products, which would be safer in a garage or outside shed.

Take steps to correct these hazards — secure or relocate heavy items, as appropriate. To learn more about home hazards, view the Earthquake Home Hazard Hunt, FEMA 528 at: http://www.fema.gov/media-library/assets/documents/3261

FAMILY EARTHQUAKE DRILL

It's important to know what to do for protection when your home starts to shake. By planning and practicing what to do before an earthquake occurs, you can condition yourself and your family to react correctly and spontaneously when the first jolt or shaking is felt. An earthquake drill can teach your family what to do in an earthquake.

- Each family member should know to **Drop, Cover, and Hold On** when they feel an earthquake. If they can cover in a safe spot, they should do so, but they should not attempt to move during an earthquake, as the risk of injury is much higher.
- **Safe spots:** The best places to be are under heavy pieces of furniture, such as a desk or sturdy table and against inside walls
- **Danger spots:** Be aware of the dangers associated with breaking window glass, falling objects, falling mirrors, falling chimneys, and toppling of tall, unsecured pieces of furniture
- **Reinforce** this knowledge by physically placing yourself in the safe locations. This is especially important for children.
- **Be prepared** to evacuate in a tsunami emergency.
- **In the days or weeks** after this exercise, hold surprise drills.
- **Be prepared** to deal with what you may experience after an earthquake — both physically and emotionally.

How to Ride Out the Earthquake

Limit your movements during an earthquake to a few steps to a nearby safe place. Stay indoors until the shaking has stopped and you are sure it is safe to leave.

If you are indoors:

- Drop, Cover, and Hold On — Take cover under a sturdy desk, table, or bench, or against an inside wall, and hold on. If there is no desk or table near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Do not use elevators.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures and furniture.

- If you are in bed when the earthquake strikes, stay there. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Stay inside until the shaking stops and it is safe to go outside. Most injuries during earthquakes occur when people are hit by falling objects while entering or leaving buildings.
- Be aware that electricity may go out or that sprinkler systems or fire alarms may turn on.

If you are outdoors:

- Stay there.
- Move away from buildings, trees, streetlights, and utility wires.

If you are in a car:

- Stop as quickly as safety permits, pull to the side of the road, and stay in the car.
- Use a GPS tracking device or satellite messenger to send an emergency assistance request if there is a severe medical emergency. A satellite messenger device is an advanced GPS, which is able to send your exact GPS coordinates and selected messages over commercial satellites to tell others of your location and status.
- Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Do not attempt to drive across bridges or overpasses that have been damaged.
- Proceed cautiously after the earthquake has stopped, watching for road and bridge damage.

If you are in a public transportation vehicle:

- Listen to or become familiar with public transportation emergency plans.

If you are trapped under debris:

- Do not light a match.
- Cover your mouth with a handkerchief or clothing. Do not move about or kick up dust.
- Tap on a pipe or wall so that rescuers can find you.
- Use a whistle if one is available.
- Shout only as a last resort — shouting can cause you to inhale dangerous amounts of dust.

When the Ground Stops Shaking

Check for Injuries. If anyone has stopped breathing, follow the American Heart Association's guidelines on CPR. Stop any bleeding injury by applying direct pressure to the wound. Do not move seriously injured people unless they are in immediate danger of further injury. Cover injured persons with blankets to keep them warm.

Keep a battery-powered radio with you so you can listen for emergency updates and news reports.

Be aware of possible tsunamis if you live in a coastal area. Tsunamis are also known as seismic sea waves. When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Move inland to higher ground as quickly as possible. Or move to a Vertical Evacuation Refuge

Do not use the telephone as telephone lines may be down and service limited.

Use mobile phones or text messaging to report an emergency. Be aware of wireless network traffic during emergencies, which can cause congestion and blocked calls or text messages.

Wear shoes in areas near fallen debris or broken glass.

Check for Hazards

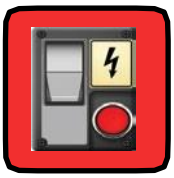
If possible, put out small fires. If this is not possible, leave your home immediately, notify the fire department if possible, and alert your neighbors.

Use a battery-powered flashlight to inspect your home. Turn the flashlight on outside, before entering, because the battery may produce a spark that could ignite leaking gas.

Be prepared for aftershocks. These secondary earthquakes are usually less violent than the main quake, but they can be strong enough to cause additional damage and weaken buildings. Stay away from damage areas unless your assistance has been specifically requested by police, fire, or relief organizations.

Check water and food supplies. If the water is cut off, use emergency water supplies — in water heaters and melted ice cubes. Throw out all food that may be spoiled or contaminated.

Do not use your car, unless there is an emergency. Do not go sightseeing through damaged areas. You will only interfere with the relief effort. Keep streets clear for the passage of emergency vehicles.



Switch off electrical power if there is damage to your home's electrical wiring. If the situation is unsafe, leave your home and seek help.

Check the building for cracks and damage, particularly around chimneys and masonry walls. Leave immediately if it looks like the building might collapse. Use fireplaces only
if the chimney does not have damage and cracks.

Check to see that water and sewage lines are intact before using the toilet. Plug bathtub and sink drains to prevent sewage backup.

Do not touch downed lines or broken appliances.

Check closets and cupboards. Open doors cautiously. Beware of objects tumbling off shelves.

Clean up spilled medicines, bleaches, gasoline, and other flammable liquids.

Use charcoal or gas grills for emergency cooking, only outdoors.

Check gas, electrical, and water lines, and check appliances for damage. If you smell gas or see a broken line, shut off the main valve from the outside. Do not switch on the electricity again until the power company has first checked your home. Remember, if gas is turned off, a professional must restore service. Do not search for gas leaks with a lighted match.

Caution: Do not use electrical switches or appliances if gas leaks are suspected; sparks can ignite gas from broken lines.

PLAN TO REUNITE

Post a message in clear view that states where you can be found. Take your Disaster Supplies Kit. List reunion points in case of separation. Such points may be the homes of neighbors, friends, or relatives; schools; or community centers. Use the blanks below to list reunion points, or add an emergency phone registration in the Next of Kin Registry (NOKR) by calling 1-800- 915-5413; or by making an entry via an Emergency Information Link (https://pleaseno.ipower.com/nok/restricted/reg.php)

1. _____

_____

2. _____

_____

Information about earthquake hazards and measures for reducing risks is available from the following:

FEMA/U.S. Department of Homeland Security
FEMA helpline: 1-800-621-3362
FEMA website: http://www.fema.gov
FEMA Earthquake page: http://www.fema.gov/earthquake.
The National Earthquake Hazards Reduction Program https://www.fema.gov/national-earthquake-hazards-reduction- program
http://www.nehrp.gov/

FEMA PUBLICATIONS

You can order printed copies of the following publications by calling the FEMA Distribution Facility at 1-800-480-2520. As noted, some are available for download from the FEMA website.

Before Disaster Strikes, FEMA A-291. Available in English and Spanish. No downloads available.

After Disaster Strikes: How to Recover Financially from a Natural Disaster, FEMA 292. Available in English. No downloads available.

Are You Ready? An In-depth Guide to Citizen Preparedness, IS-22. Full publication and individual sections available online in both English and Spanish at:
http:// www.ready.gov/are-you-ready-guide

Earthquake Home Hazard Hunt, FEMA 528. Available in English at:
http://www.fema.gov/media-library/assets/documents/3261

Food and Water in an Emergency, FEMA 477. Available online in English and Spanish.
English: http://www.fema.gov/pdf/library/f&web.pdf
Spanish: http://www.fema.gov/pdf/library/spa_f&web477.pdf

Helping Children Cope with Disaster, FEMA 478. Available online in English and Spanish.
English: http://www.fema.gov/pdf/library/children.pdf
Spanish: http://www.fema.gov/pdf/library/spa_children478.pdf

Preparing for Disaster for People with Disabilities and other Special Needs, FEMA 476. Available online in English and Spanish.
English: http://www.fema.gov/pdf/library/pfd_all.pdf
Spanish: https://www.fema.gov/pdf/library/spa_pfd_all476.pdf

Preparing for Disaster, FEMA 475. Available online in English and Spanish.
English: http://www.fema.gov/pdf/library/pfd.pdf
Spanish: http://www.fema.gov/pdf/library/spa_pfd475.pdf

U.S. Geological Survey

For earthquake information, consult the USGS Earthquake Hazards Program at: http://earthquake.usgs.gov/

American Red Cross

Information about the American Red Cross can be found at: http://www.redcross.org

EMERGENCY CONTACT INFORMATION WALLET CARD

1. Call a friend or relative who lives outside the state and ask them to be your family's "out- of-state contact".

2. Explain to them that after a disaster they will be your means of communicating with other family members, both in and out of state. Make sure they understand it will be their responsibility to be available to take calls immediately following a disaster in your area.

3. Call your emergency out-of-area contact and:
   - Tell them how you are, where you are and/or plan to be.
   - Ask if other family members have checked in and left messages.
   - Let them know when you plan to call back and check in again.

4. Notify all your friends and family members that this one person will be the person to contact if they need to get a message to you. Tell them not to call direct.

Cut Line

EMERGENCY CONTACT INFORMATION

Card holder:_____ Phone:_____

Address:_____ State:_____

Zip:_____ email: _____

WORK

Business Name: _____

Address:_____ City:_____ State:_____

Zip:_____ Office Phone: _____

EMERGENCY OUT-OF-STATE CONTACT

Main Contact:_____ Phone:_____

Alternate Contact:_____ Phone: _____

Fold Fold

CHILDREN

Name:_____ DOB:_____ Sex:_____

Identifying Characteristics: _____

School/Daycare:_____ School Phone: _____

Address:_____ State:_____ Zip:_____

Name:_____ DOB:_____ Sex:_____

Identifying Characteristics: _____

School/Daycare:_____ School Phone: _____

Address:_____ State:_____ Zip: _____

Name:_____ DOB:_____ Sex: _____

Identifying Characteristics: _____

School/Daycare:_____ School Phone: _____

Address:_____ State:_____ Zip: _____

Fold Fold

PERSONAL INFORMATION

Medication:_____ Prescription #: _____

Allergies:_____

Doctor's Name:_____ Phone:_____

Pharmacy Phone:_____ Blood Type: _____

Notes: _____

_____

_____

_____

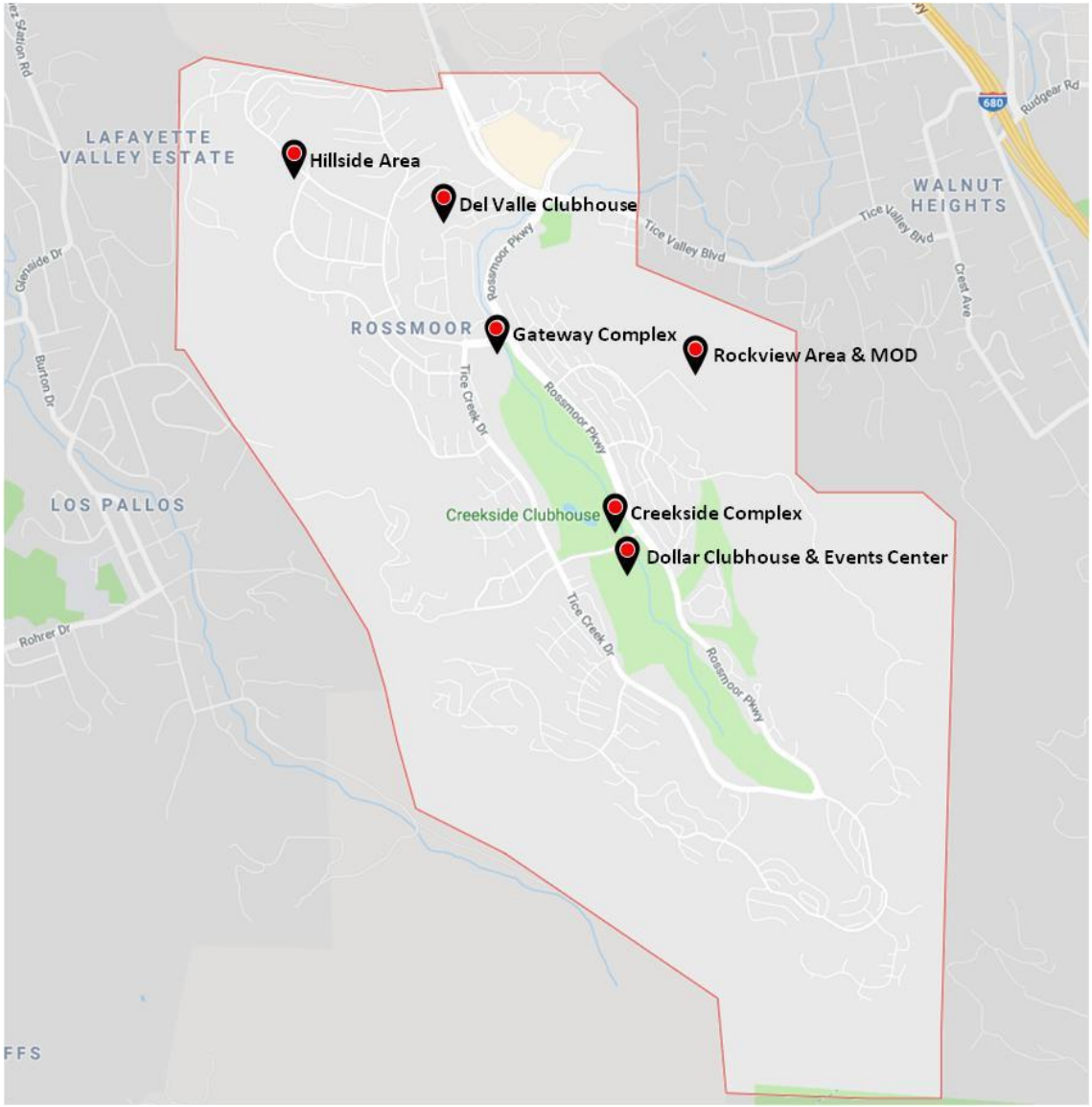
_____

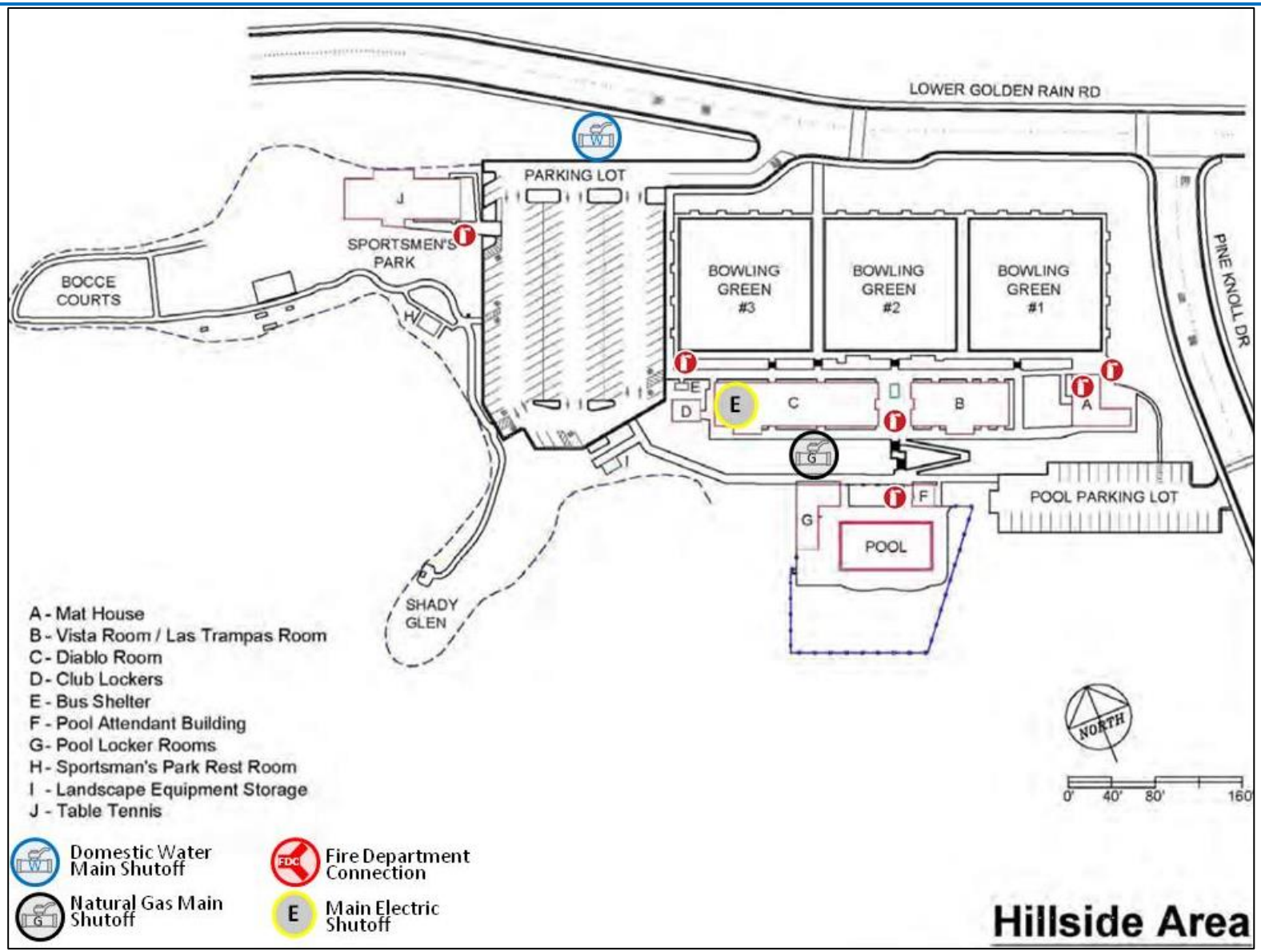
_____

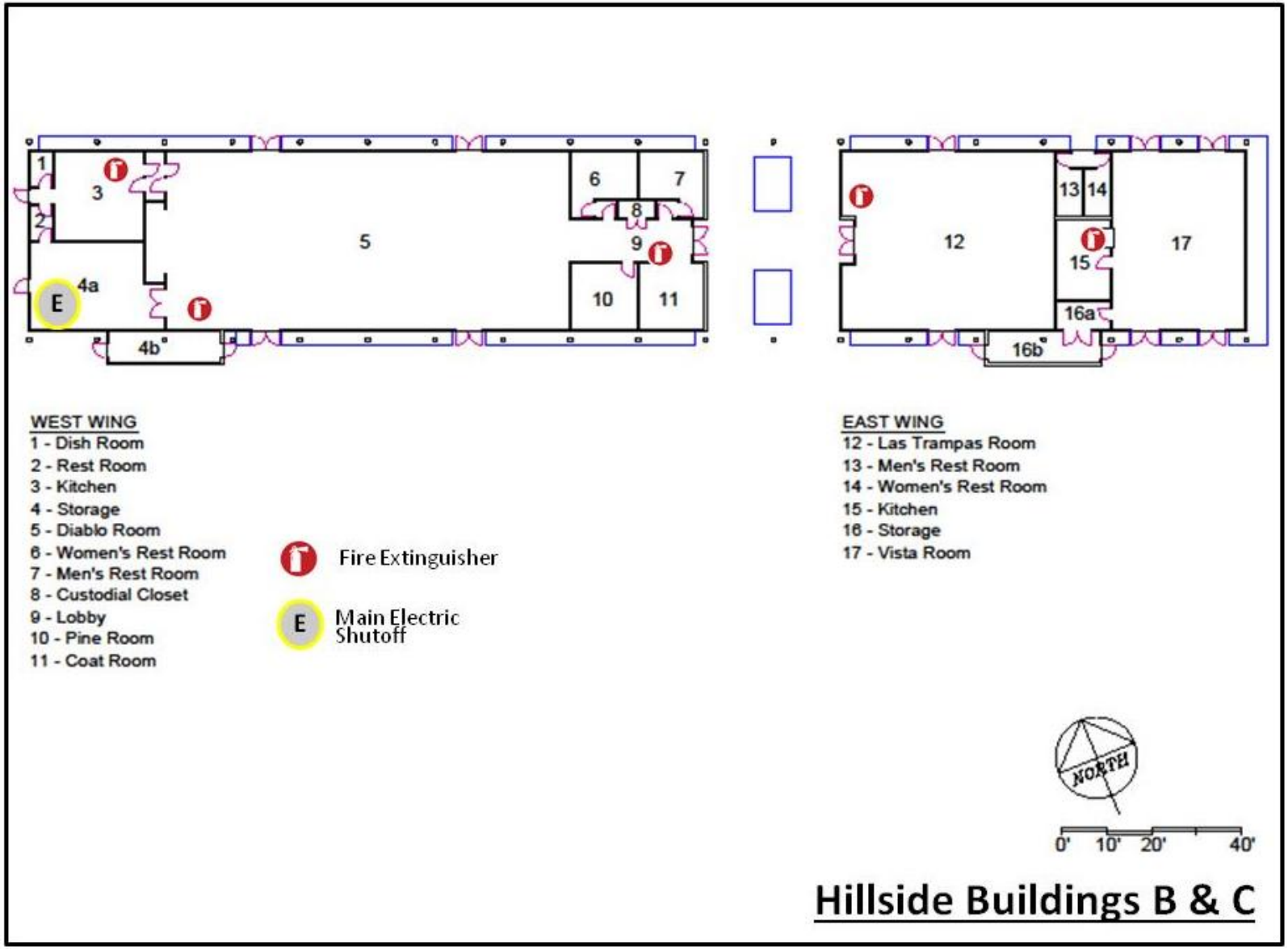
_____

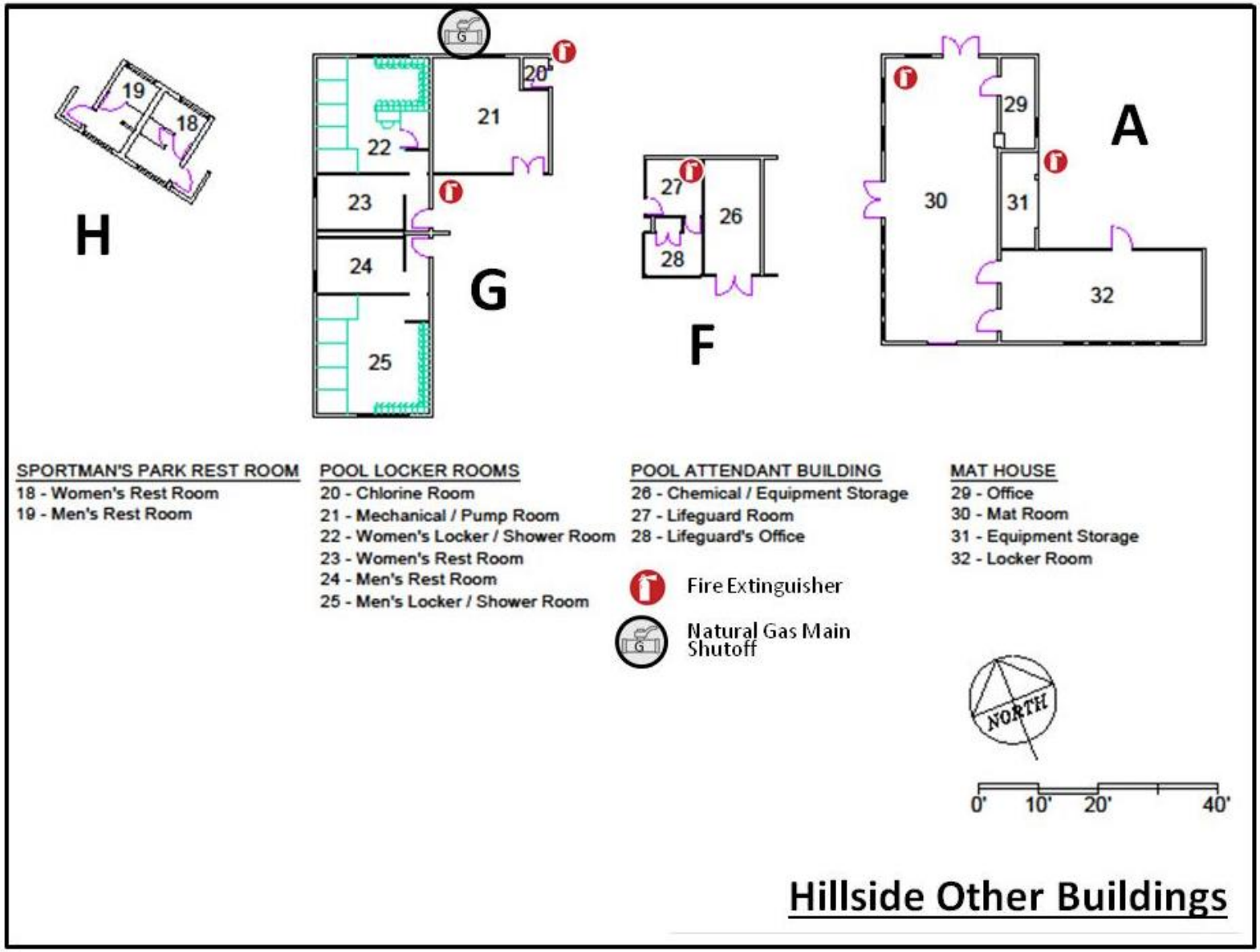
Cut Line

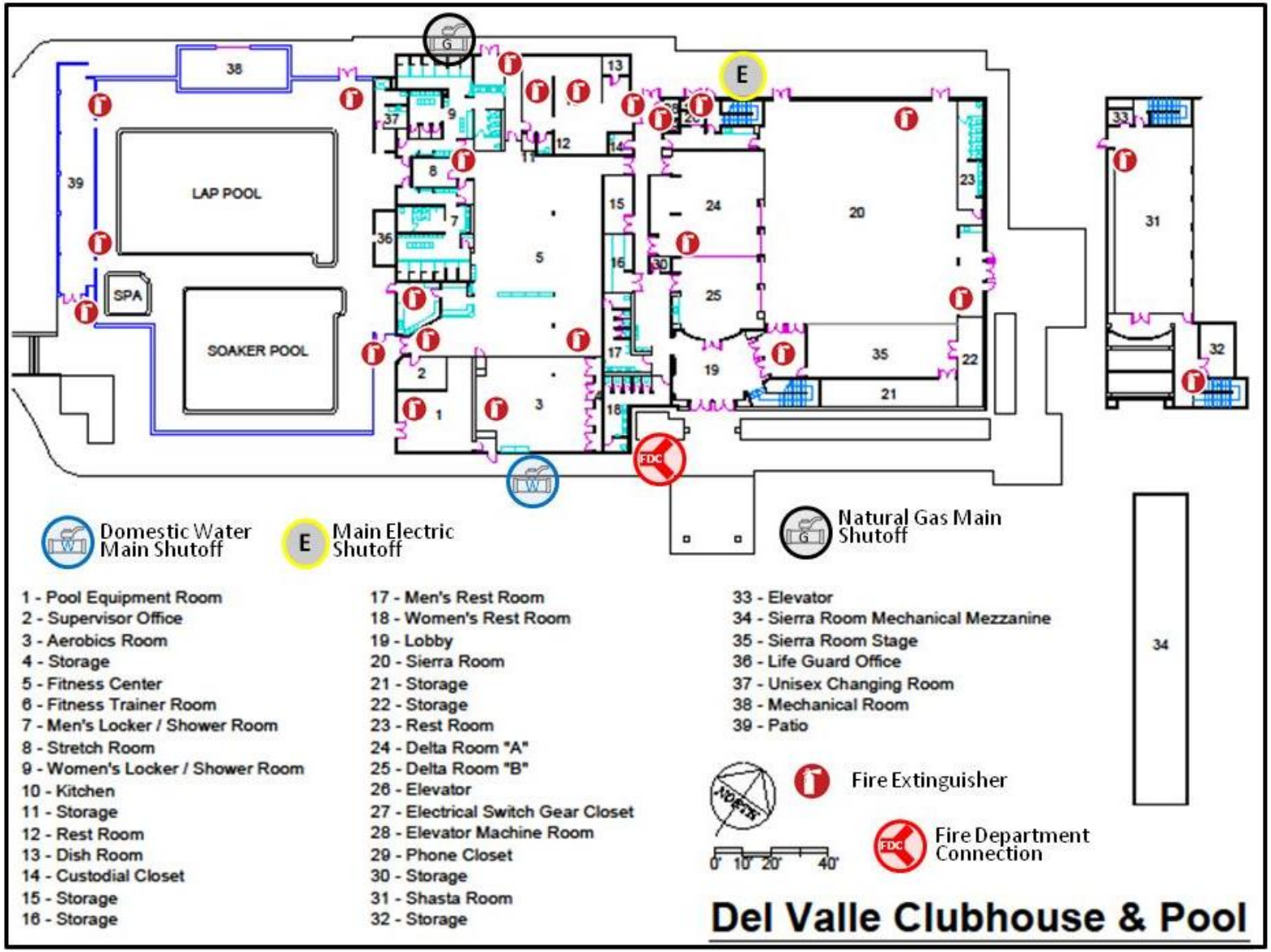
APPENDIX N: FACILITIES FLOOR PLANS

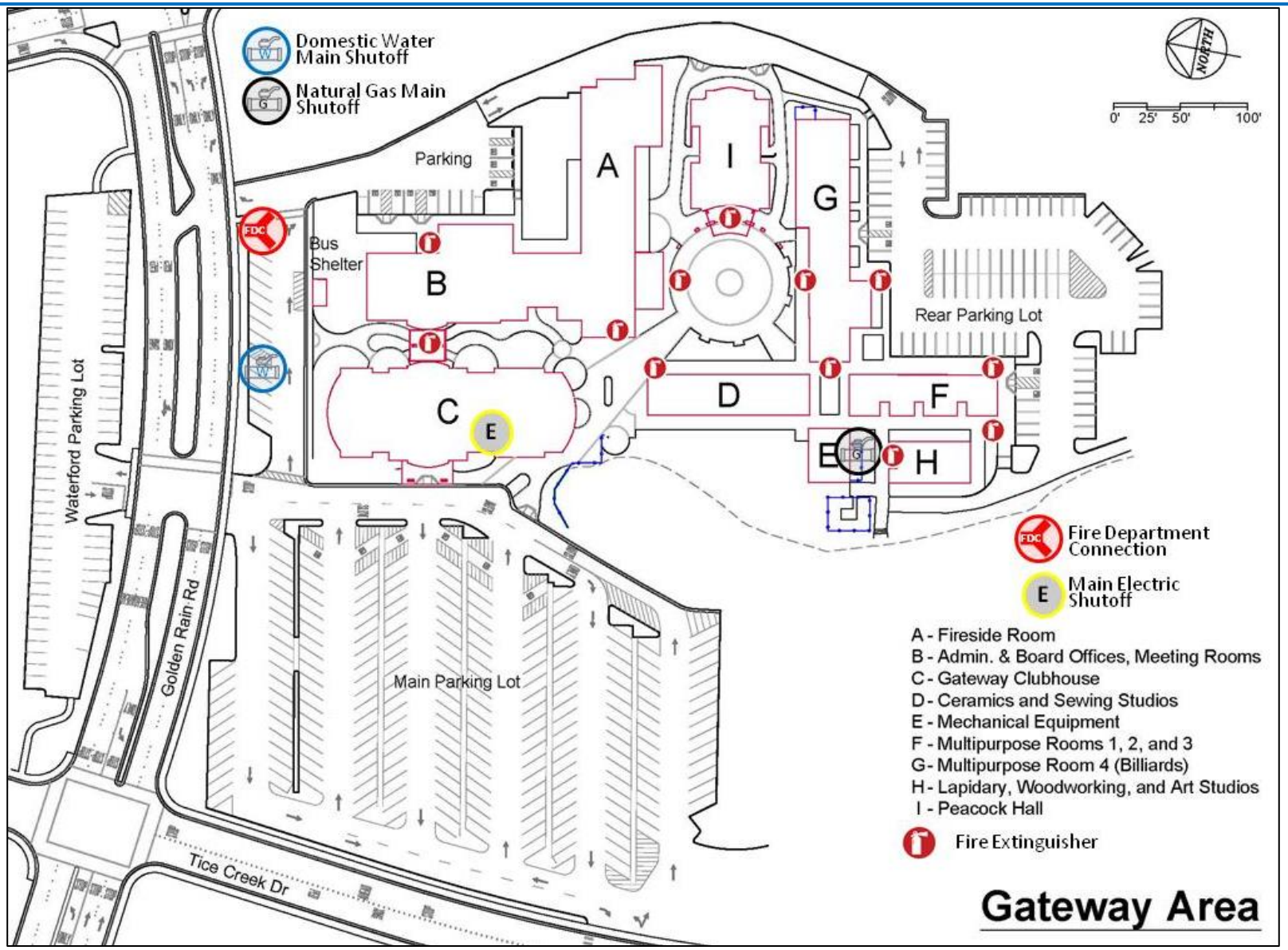



LOWER GOLDEN RAIN RD
PARKING LOT
SPORTSMEN'S PARK
BOCCE COURTS
BOWLING GREEN #3
BOWLING GREEN #2
BOWLING GREEN #1
PINE KNOLL DR
POOL PARKING LOT
POOL
SHADY GLEN
A - Mat House
B - Vista Room / Las Trampas Room
C - Diablo Room
D - Club Lockers
E - Bus Shelter
F - Pool Attendant Building
G - Pool Locker Rooms
H - Sportsman's Park Rest Room
I - Landscape Equipment Storage
J - Table Tennis
Domestic Water Main Shutoff
Fire Department Connection
Natural Gas Main Shutoff
Main Electric Shutoff
NORTH
0' 40' 80' 160'
Hillside Area


1
2
3
4a
E
4b
5
6
7
8
9
10
11
12
13
14
15
16a
16b
17
WEST WING
1 - Dish Room
2 - Rest Room
3 - Kitchen
4 - Storage
5 - Diablo Room
6 - Women's Rest Room
7 - Men's Rest Room
8 - Custodial Closet
9 - Lobby
10 - Pine Room
11 - Coat Room
Fire Extinguisher
Main Electric Shutoff
EAST WING
12 - Las Trampas Room
13 - Men's Rest Room
14 - Women's Rest Room
15 - Kitchen
16 - Storage
17 - Vista Room
NORTH
0'
10'
20'
40'
Hillside Buildings B & C


19
18
H
20
21
22
23
24
25
G
27
26
28
F
29
A
30
31
32
SPORTMAN'S PARK REST ROOM
18 - Women's Rest Room
19 - Men's Rest Room
POOL LOCKER ROOMS
20 - Chlorine Room
21 - Mechanical / Pump Room
22 - Women's Locker / Shower Room
23 - Women's Rest Room
24 - Men's Rest Room
25 - Men's Locker / Shower Room
POOL ATTENDANT BUILDING
26 - Chemical / Equipment Storage
27 - Lifeguard Room
28 - Lifeguard's Office
Fire Extinguisher
Natural Gas Main Shutoff
MAT HOUSE
29 - Office
30 - Mat Room
31 - Equipment Storage
32 - Locker Room
NORTH
0'
10'
20'
40'
Hillside Other Buildings

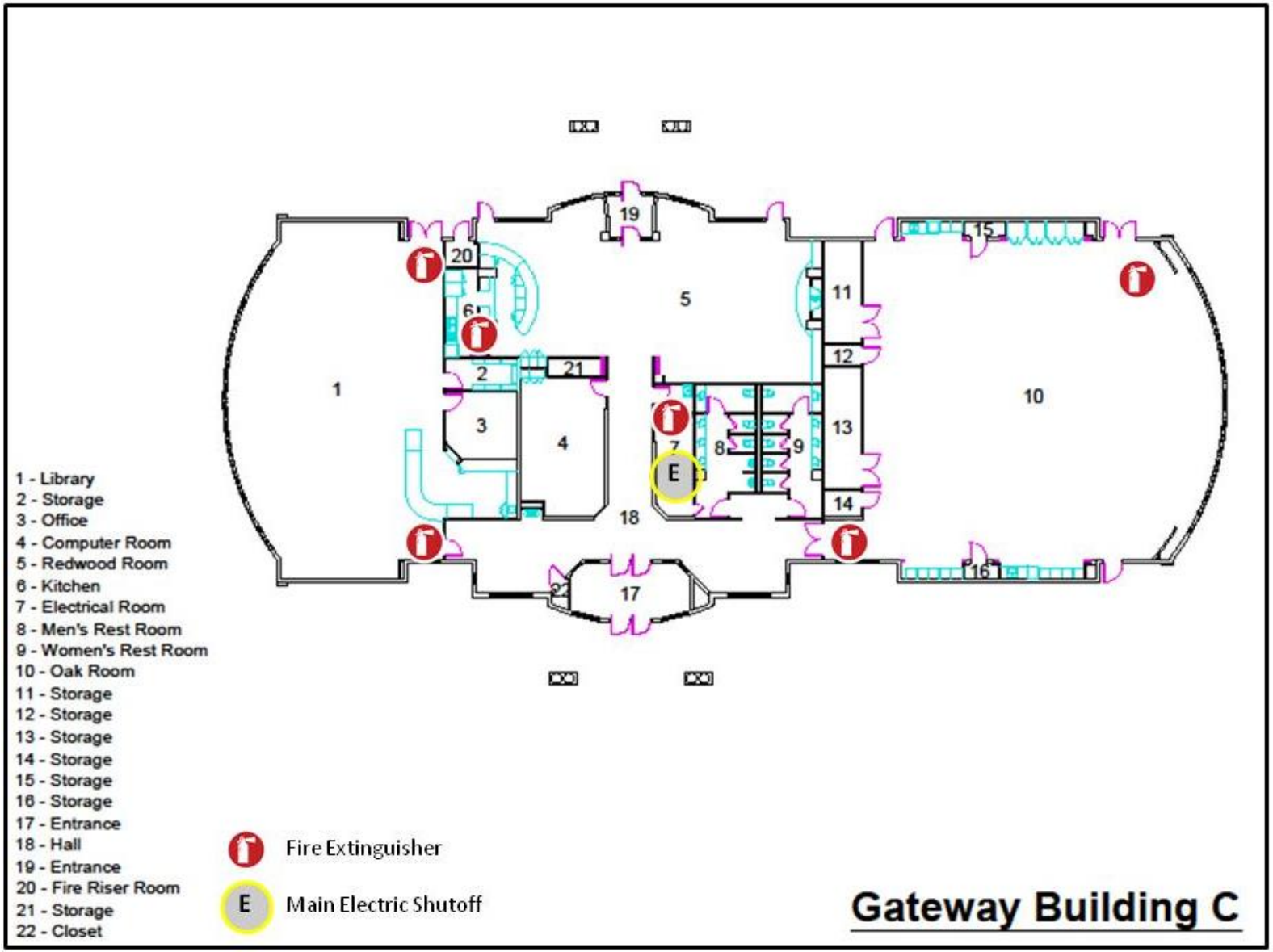

LAP POOL
SPA
SOAKER POOL
Domestic Water Main Shutoff
E
Main Electric Shutoff
Natural Gas Main Shutoff
1 - Pool Equipment Room
2 - Supervisor Office
3 - Aerobics Room
4 - Storage
5 - Fitness Center
6 - Fitness Trainer Room
7 - Men's Locker / Shower Room
8 - Stretch Room
9 - Women's Locker / Shower Room
10 - Kitchen
11 - Storage
12 - Rest Room
13 - Dish Room
14 - Custodial Closet
15 - Storage
16 - Storage
17 - Men's Rest Room
18 - Women's Rest Room
19 - Lobby
20 - Sierra Room
21 - Storage
22 - Storage
23 - Rest Room
24 - Delta Room "A"
25 - Delta Room "B"
26 - Elevator
27 - Electrical Switch Gear Closet
28 - Elevator Machine Room
29 - Phone Closet
30 - Storage
31 - Shasta Room
32 - Storage
33 - Elevator
34 - Sierra Room Mechanical Mezzanine
35 - Sierra Room Stage
36 - Life Guard Office
37 - Unisex Changing Room
38 - Mechanical Room
39 - Patio
NORTH
0' 10' 20' 40'
Fire Extinguisher
Fire Department Connection
Del Valle Clubhouse & Pool


Domestic Water Main Shutoff
Natural Gas Main Shutoff
NORTH
0' 25' 50' 100'
Parking
A
I
G
Bus Shelter
B
Rear Parking Lot
C
E
D
F
E
H
Waterford Parking Lot
Golden Rain Rd
Main Parking Lot
Tice Creek Dr
Fire Department Connection
Main Electric Shutoff
A - Fireside Room
B - Admin. & Board Offices, Meeting Rooms
C - Gateway Clubhouse
D - Ceramics and Sewing Studios
E - Mechanical Equipment
F - Multipurpose Rooms 1, 2, and 3
G - Multipurpose Room 4 (Billiards)
H - Lapidary, Woodworking, and Art Studios
I - Peacock Hall
Fire Extinguisher
Gateway Area

1 - Trust Conference Room
2 - Trust Secretary Office
3 - Board Office
4 - Mutual Conference Room
5 - Mutual Secretary Room
6 - Lobby
7 - Entrance
8 - Conference Room
9 - Manor Records
10 - File Room
11 - Storage
12 - File / Copy Room
13 - Recreation
14 - Break Room
15 - Phone Closet
16 - CEO's Office
17 - Office
18 - Counseling Services
19 - Counseling Services
20 - Video Club
21 - Men's Rest Room
22 - Women's Rest Room
23 - Storage
24 - Coat Room
25 - Entrance
26 - Coat Room
27 - Fireside Lobby
28 - Fireside Room
29 - Sound Hub
30 - Storage
31 - Kitchen
32 - Storage
33 - Storage
34 - Storage
35 - Storage
36 - Storage
37 - Mechanical Room
38 - Mechanical Room / Storage

Fire Extinguisher

Gateway Buildings A & B


1 - Library
2 - Storage
3 - Office
4 - Computer Room
5 - Redwood Room
6 - Kitchen
7 - Electrical Room
8 - Men's Rest Room
9 - Women's Rest Room
10 - Oak Room
11 - Storage
12 - Storage
13 - Storage
14 - Storage
15 - Storage
16 - Storage
17 - Entrance
18 - Hall
19 - Entrance
20 - Fire Riser Room
21 - Storage
22 - Closet
Fire Extinguisher
E
Main Electric Shutoff
Gateway Building C

D - Ceramics and Sewing Studios
79 - Ceramics Classroom
80 - Kitchen / Utility Room
81 - Ceramics Studio
82 - Kiln Room
83 - Sewing Studio
84 - Dressing Room
85 - Storage

E - Mechanical Equipment
87 - Ceramics Storage
88 - Janitorial Storage
89 - Boiler Room
90 - Air Conditioning Equipment Room

F - Multi-purpose Rooms 1, 2, and 3
91 - Multi-purpose Room 1
92 - Mechanical Room
93 - Kitchen
94 - Multi-purpose Room 2
95 - Kitchen
96 - Mechanical Room
97 - Storage
98 - Storage
99 - Women's Rest Room
100 - Men's Rest Room
101 - Multi-purpose Room 3
102 - Kitchen
103 - Storage
104 - Mechanical Room

H - Multi-purpose Room 4
125 - Storage
126 - Mechanical Room
127 - Billiard Room

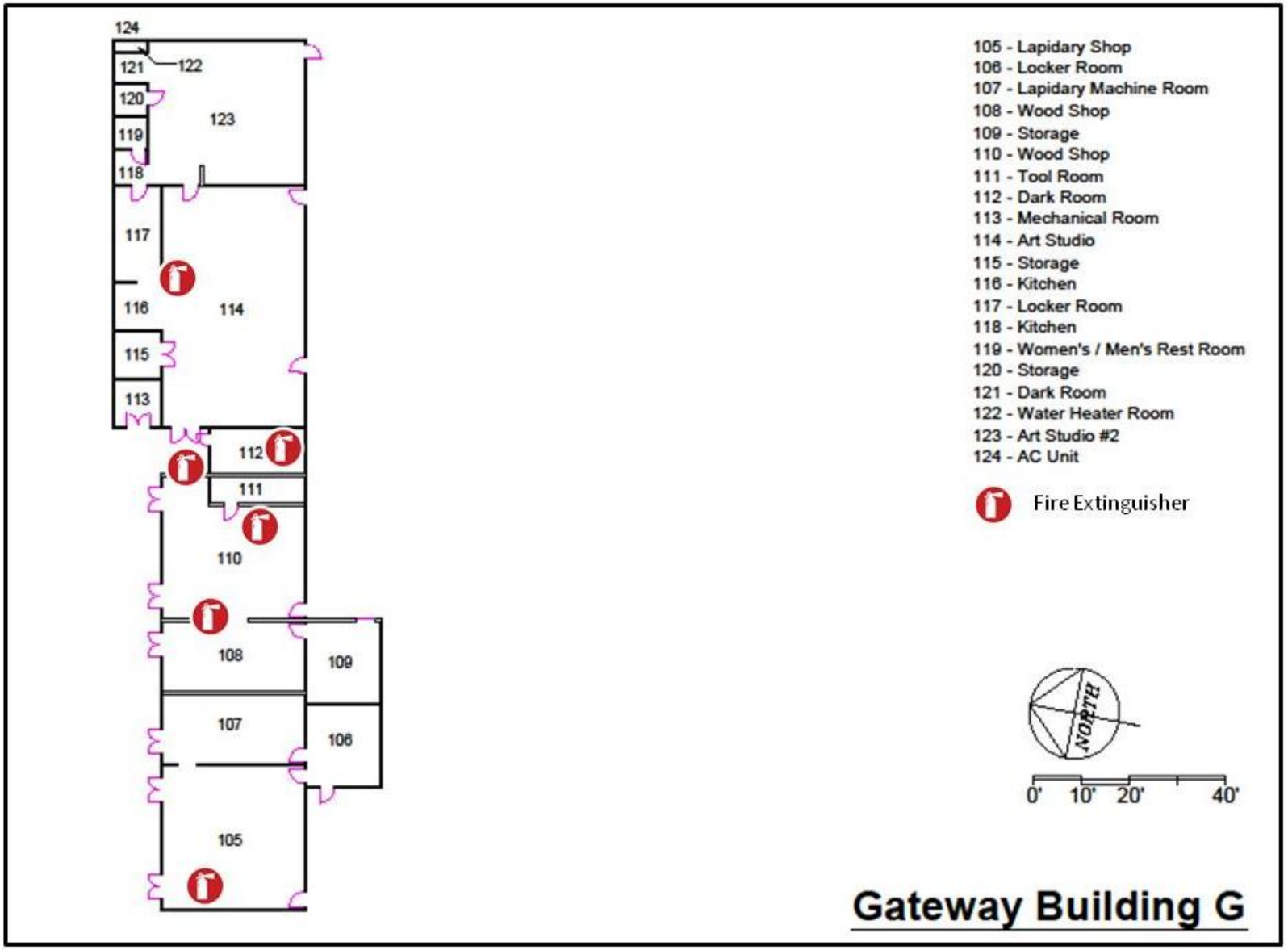
Fire Extinguisher

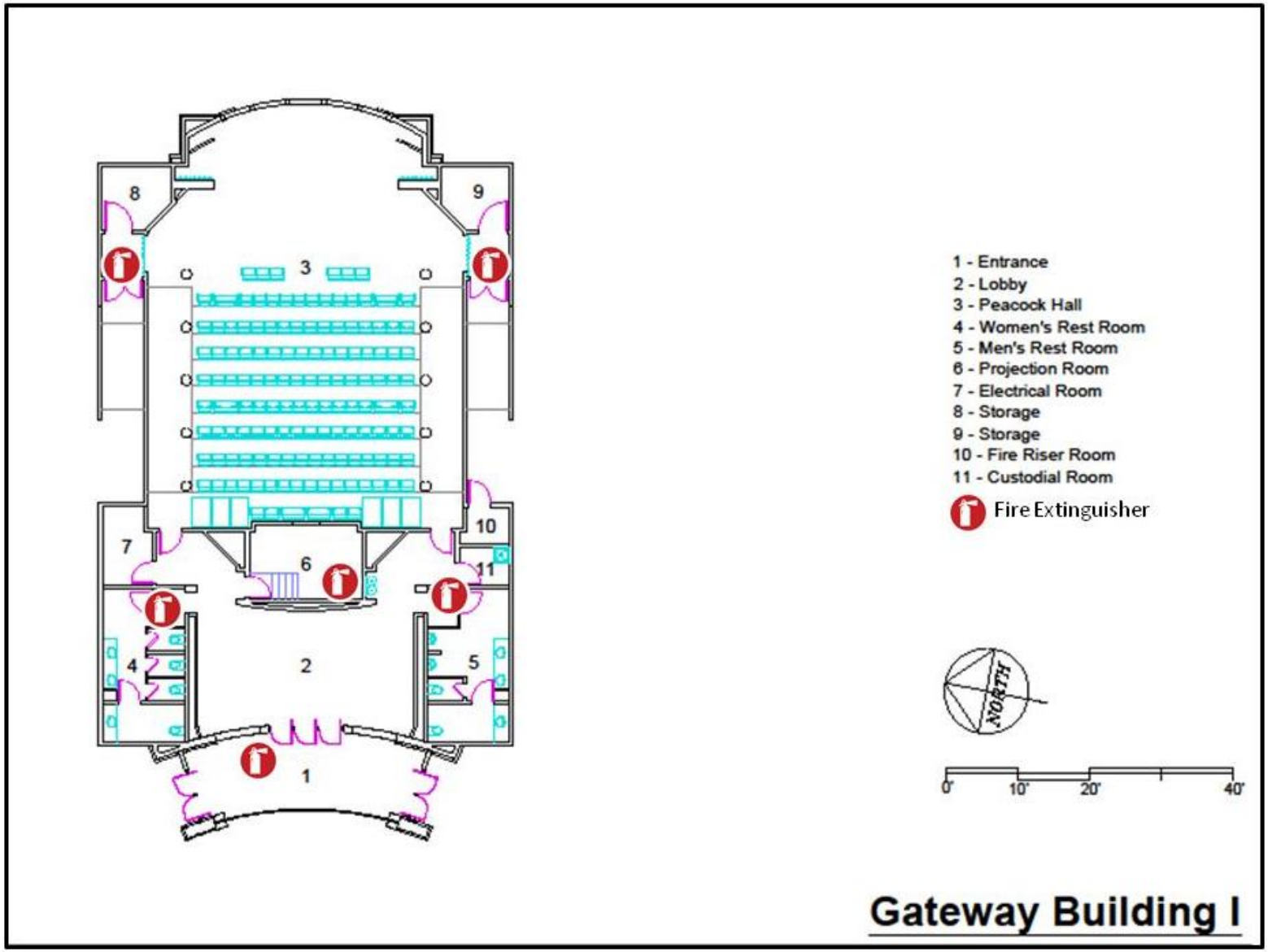
Natural Gas Main Shutoff

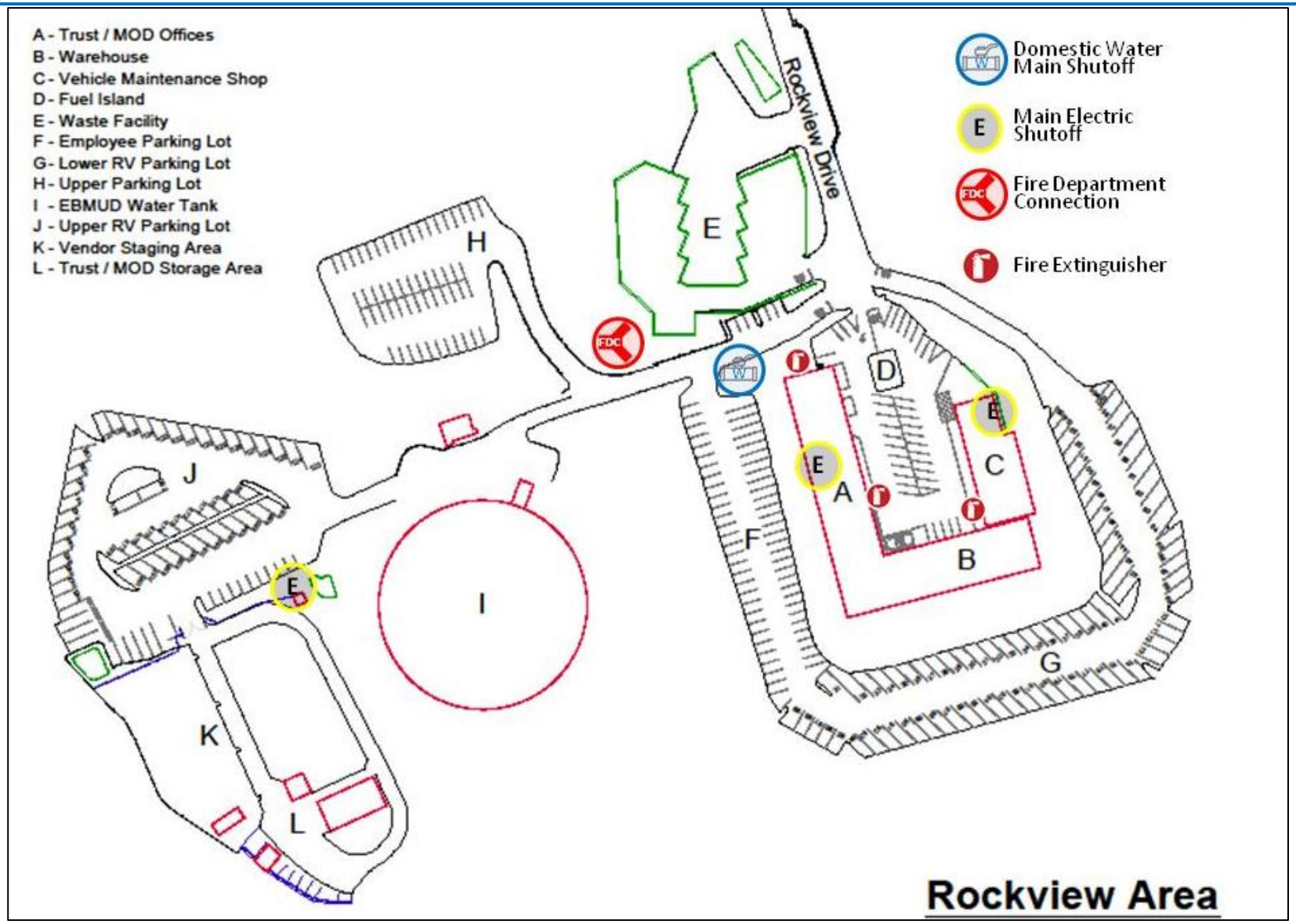
HIXSON

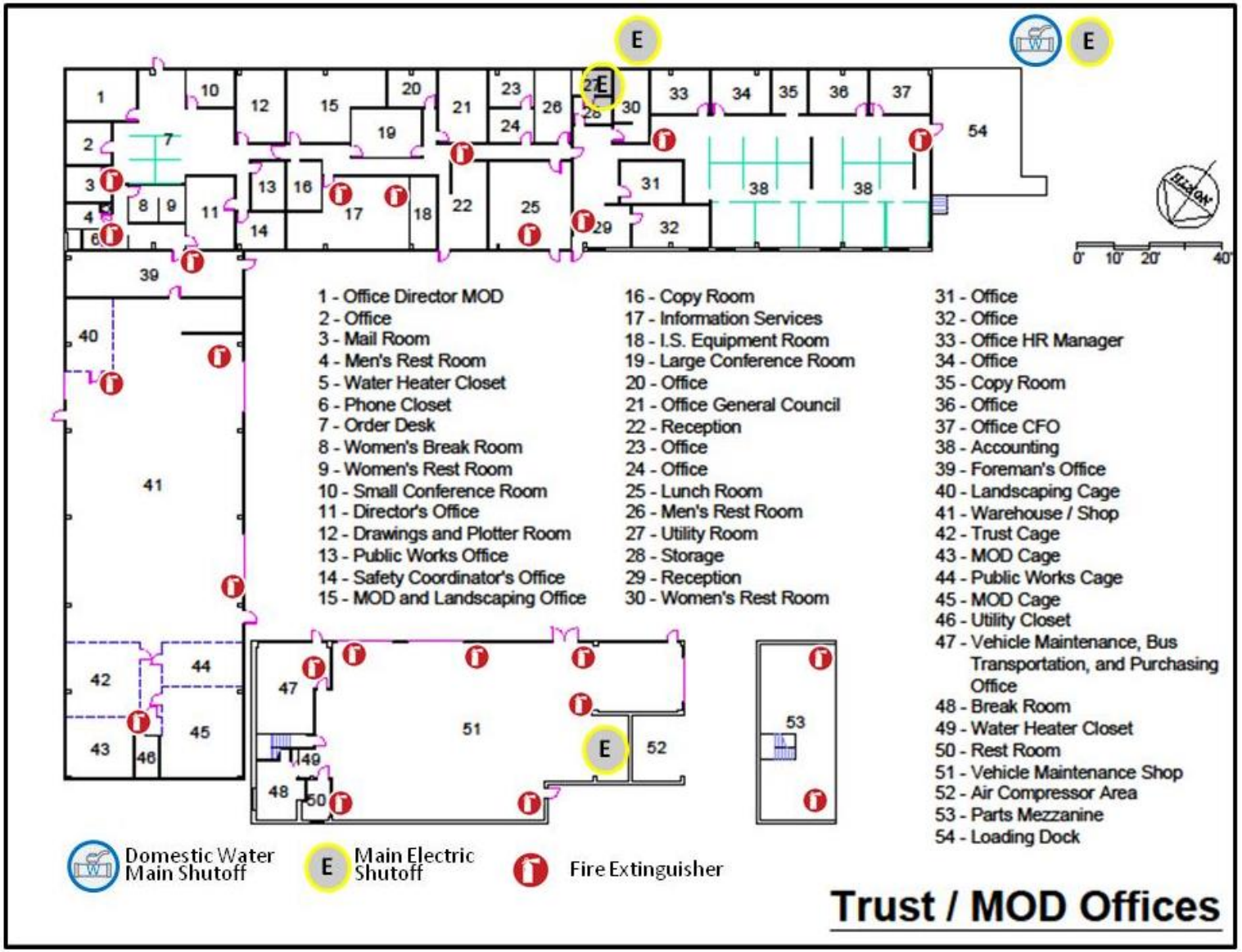
0' 10' 20' 40'

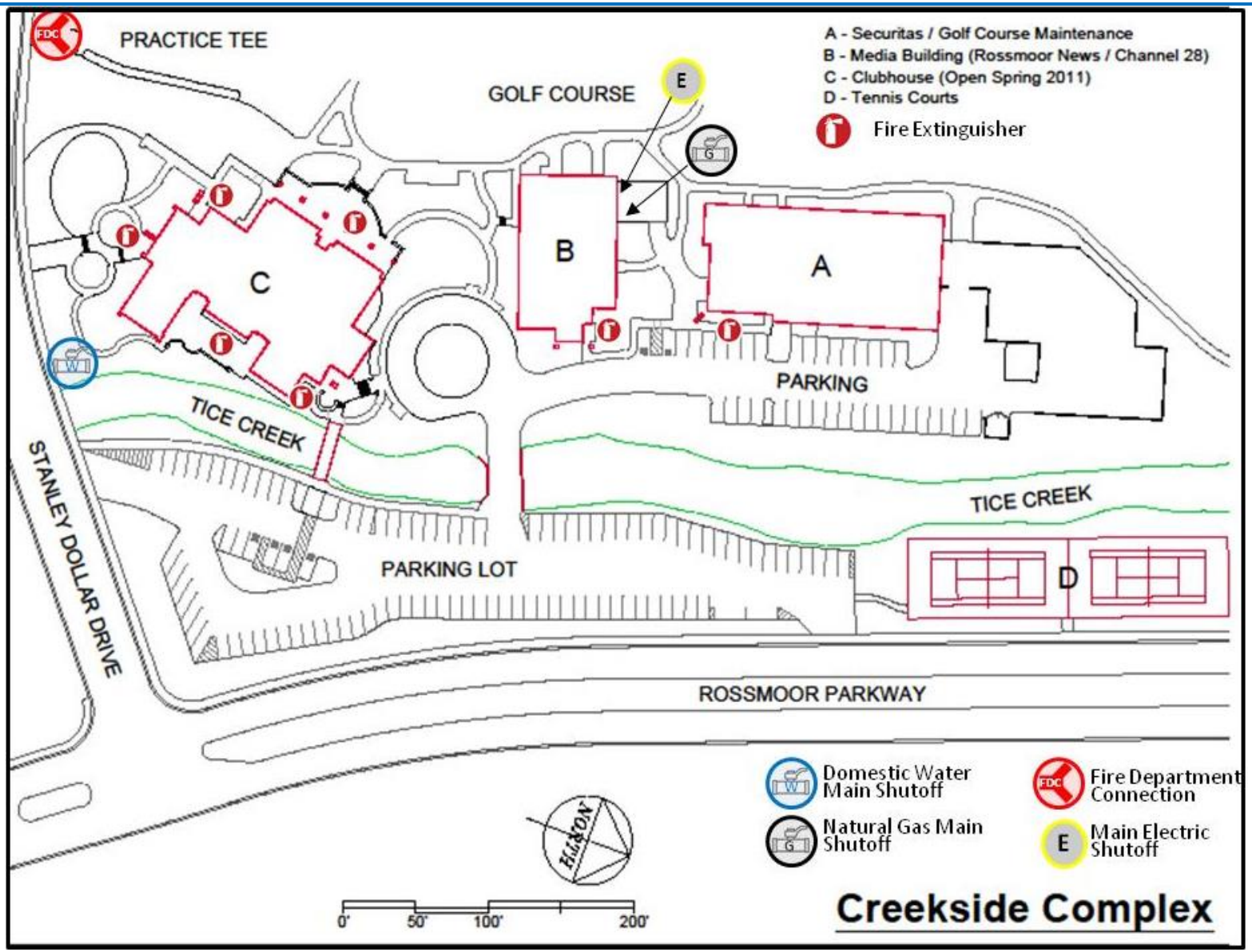
Gateway Clubhouse Buildings D-E-F-H

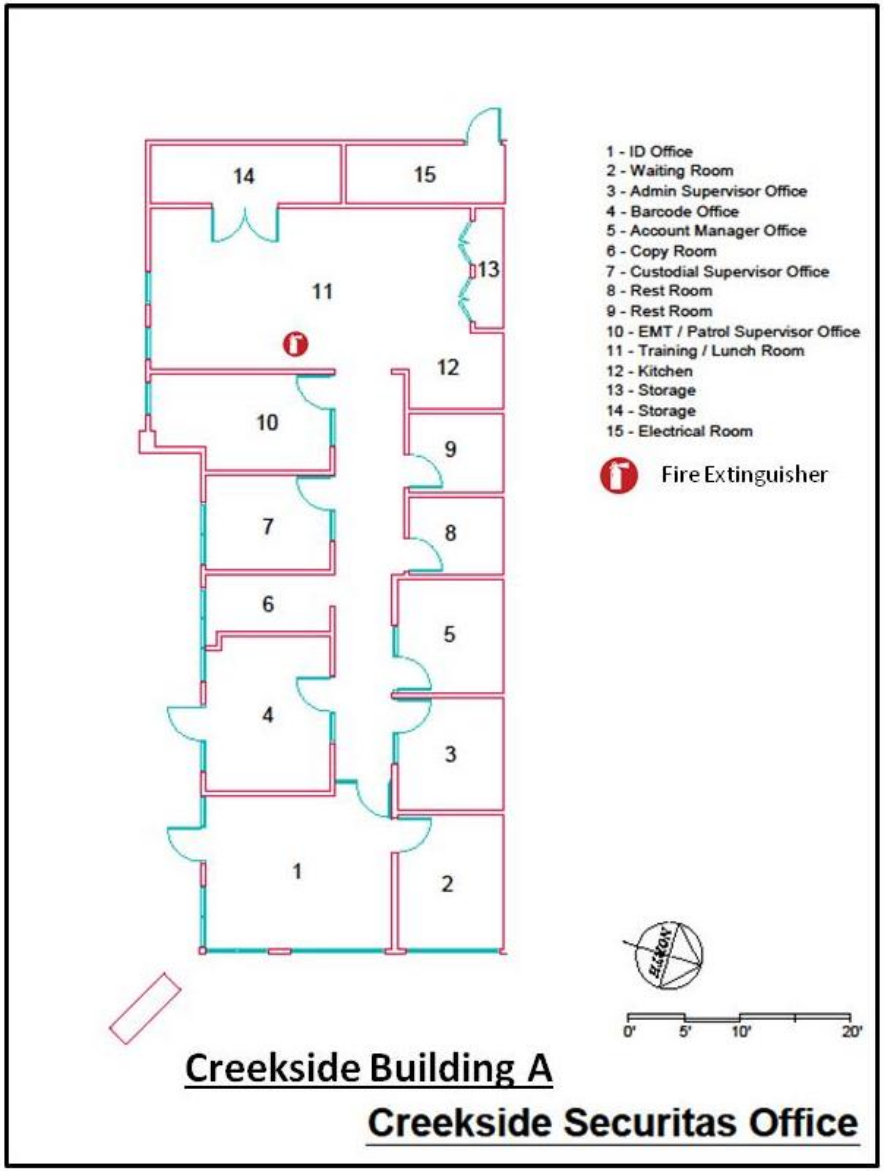

124
121
122
120
123
119
118
117
116
114
115
113
112
111
110
108
109
107
106
105
105 - Lapidary Shop
106 - Locker Room
107 - Lapidary Machine Room
108 - Wood Shop
109 - Storage
110 - Wood Shop
111 - Tool Room
112 - Dark Room
113 - Mechanical Room
114 - Art Studio
115 - Storage
116 - Kitchen
117 - Locker Room
118 - Kitchen
119 - Women's / Men's Rest Room
120 - Storage
121 - Dark Room
122 - Water Heater Room
123 - Art Studio #2
124 - AC Unit
Fire Extinguisher
NORTH
0'
10'
20'
40'
Gateway Building G

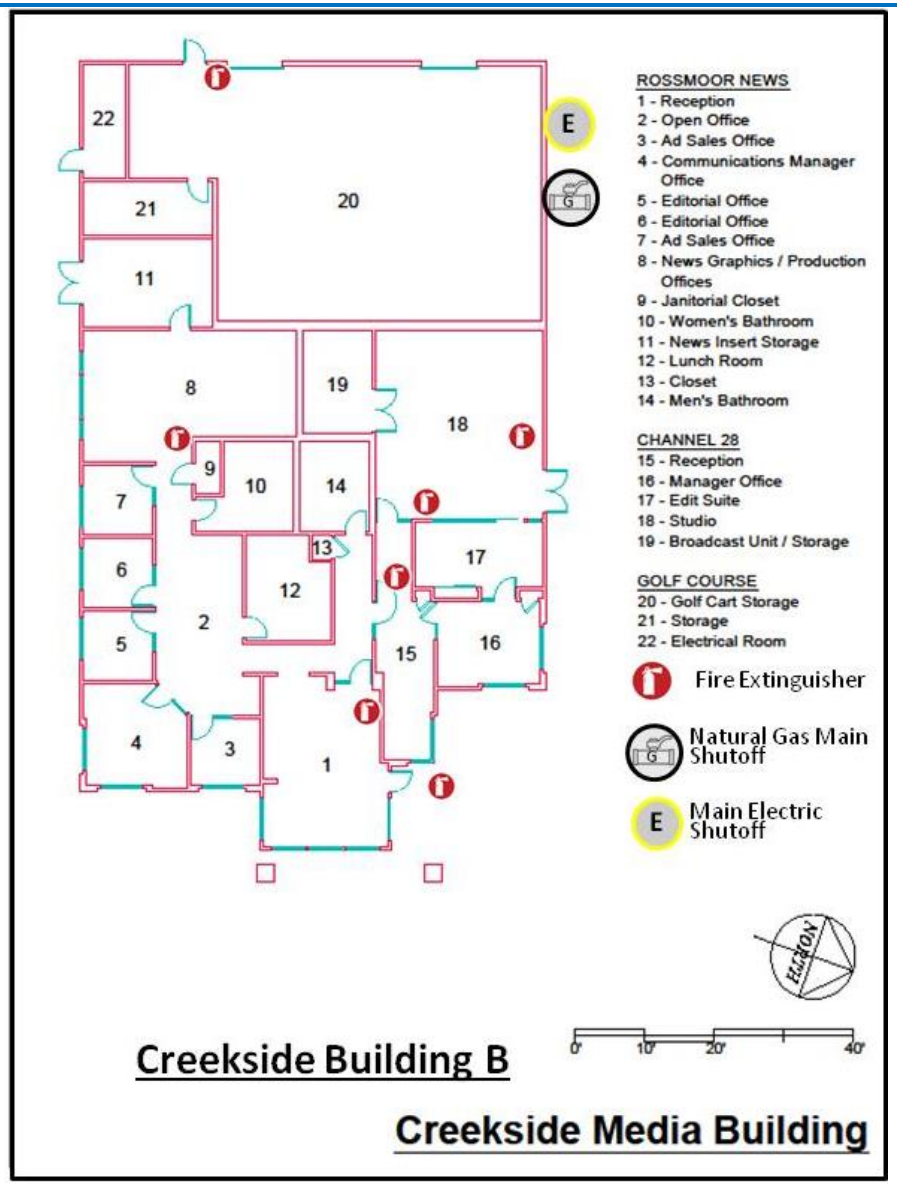

1 - Entrance
2 - Lobby
3 - Peacock Hall
4 - Women's Rest Room
5 - Men's Rest Room
6 - Projection Room
7 - Electrical Room
8 - Storage
9 - Storage
10 - Fire Riser Room
11 - Custodial Room
Fire Extinguisher
NORTH
0'
10'
20'
40'
Gateway Building I

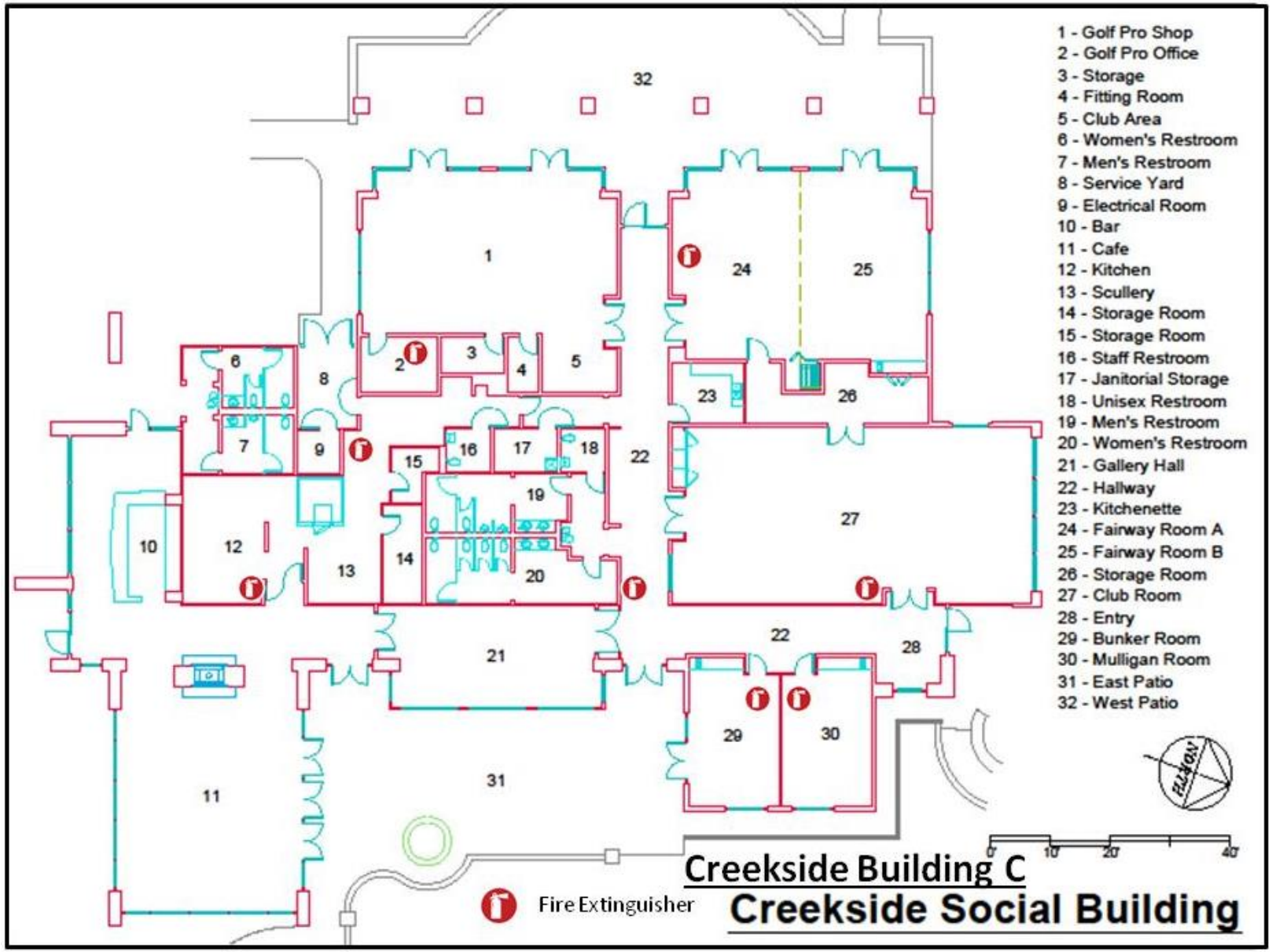

A - Trust / MOD Offices
B - Warehouse
C - Vehicle Maintenance Shop
D - Fuel Island
E - Waste Facility
F - Employee Parking Lot
G - Lower RV Parking Lot
H - Upper Parking Lot
I - EBMUD Water Tank
J - Upper RV Parking Lot
K - Vendor Staging Area
L - Trust / MOD Storage Area
Domestic Water Main Shutoff
Main Electric Shutoff
Fire Department Connection
Fire Extinguisher
Rockview Drive
Rockview Area

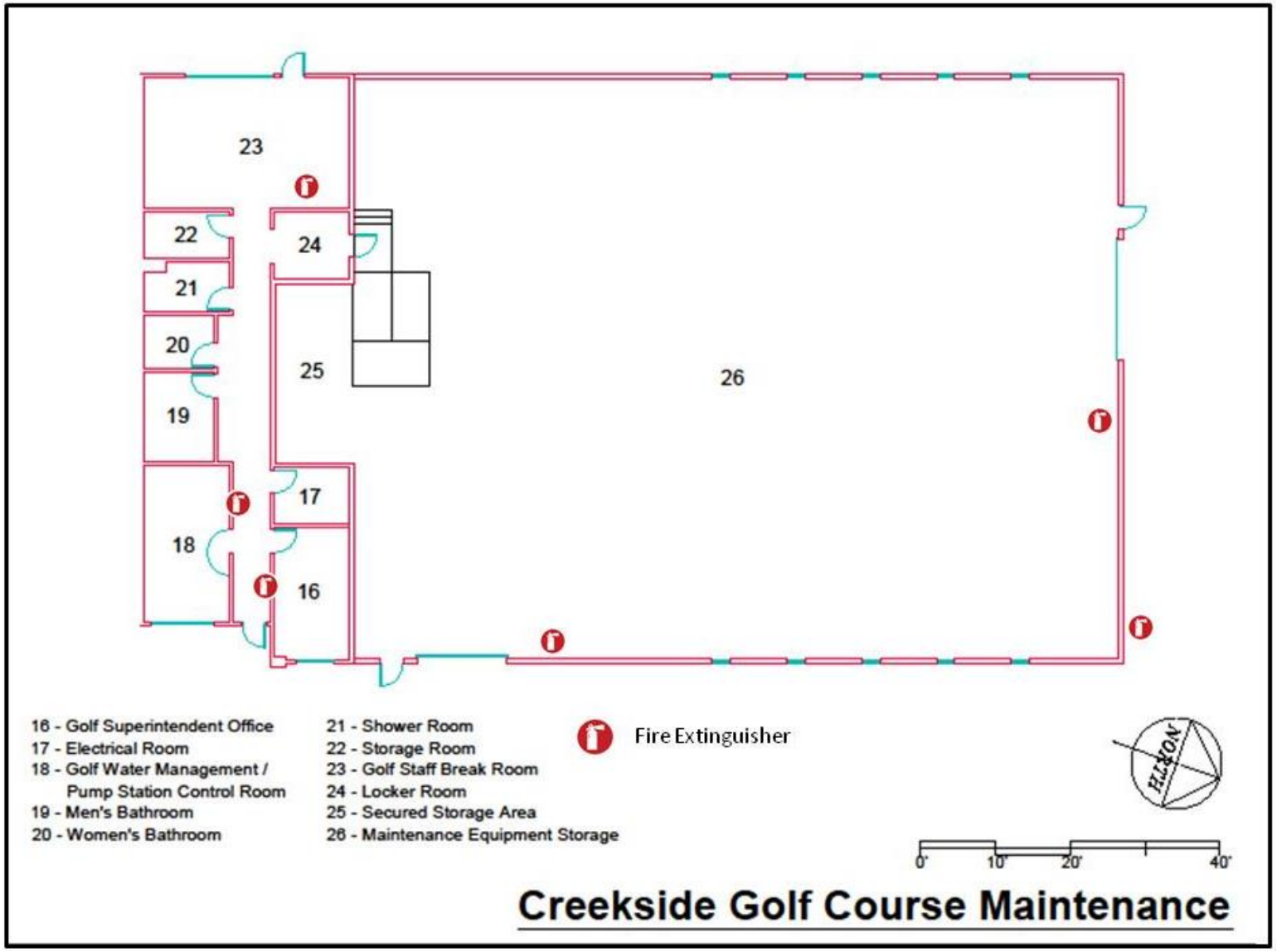

1 - Office Director MOD
2 - Office
3 - Mail Room
4 - Men's Rest Room
5 - Water Heater Closet
6 - Phone Closet
7 - Order Desk
8 - Women's Break Room
9 - Women's Rest Room
10 - Small Conference Room
11 - Director's Office
12 - Drawings and Plotter Room
13 - Public Works Office
14 - Safety Coordinator's Office
15 - MOD and Landscaping Office
16 - Copy Room
17 - Information Services
18 - I.S. Equipment Room
19 - Large Conference Room
20 - Office
21 - Office General Council
22 - Reception
23 - Office
24 - Office
25 - Lunch Room
26 - Men's Rest Room
27 - Utility Room
28 - Storage
29 - Reception
30 - Women's Rest Room
31 - Office
32 - Office
33 - Office HR Manager
34 - Office
35 - Copy Room
36 - Office
37 - Office CFO
38 - Accounting
39 - Foreman's Office
40 - Landscaping Cage
41 - Warehouse / Shop
42 - Trust Cage
43 - MOD Cage
44 - Public Works Cage
45 - MOD Cage
46 - Utility Closet
47 - Vehicle Maintenance, Bus Transportation, and Purchasing Office
48 - Break Room
49 - Water Heater Closet
50 - Rest Room
51 - Vehicle Maintenance Shop
52 - Air Compressor Area
53 - Parts Mezzanine
54 - Loading Dock
Domestic Water Main Shutoff
Main Electric Shutoff
Fire Extinguisher
Trust / MOD Offices

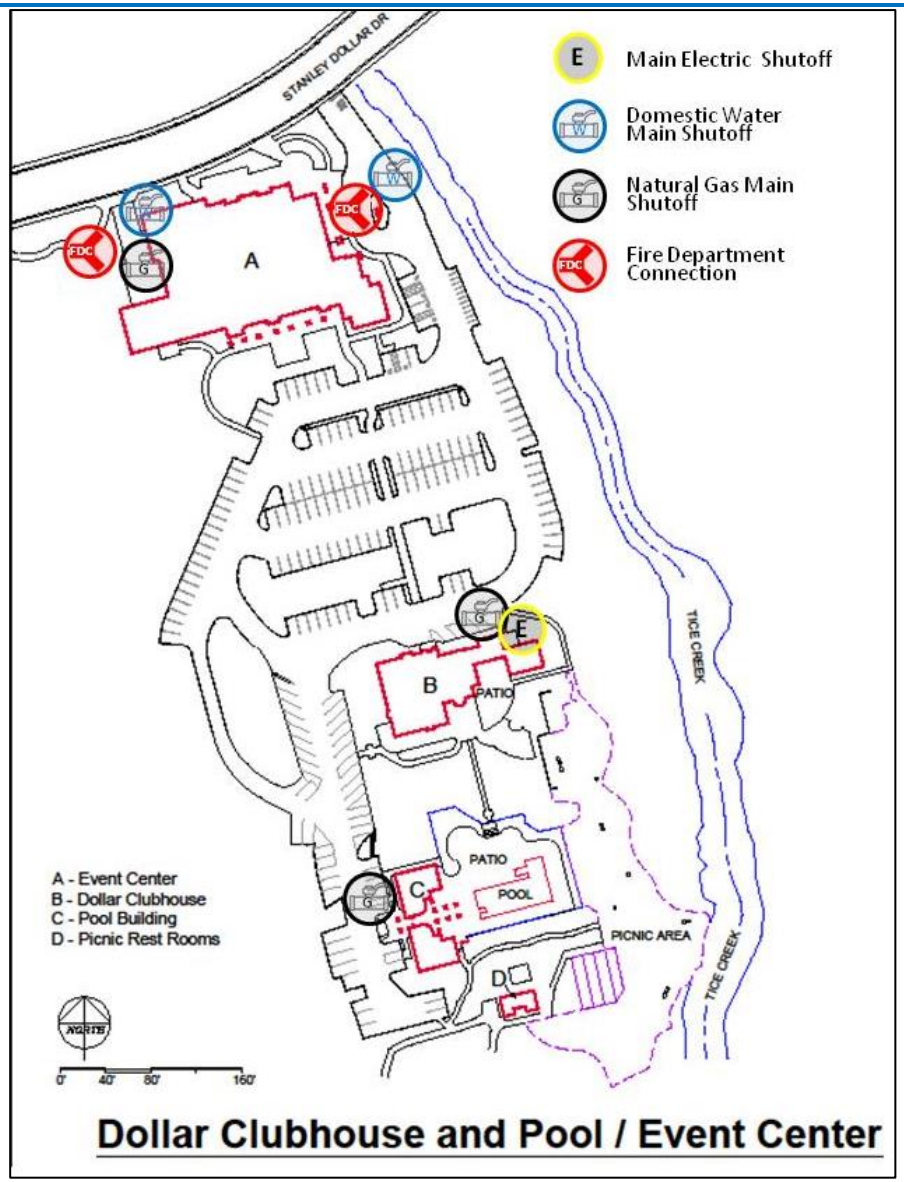

PRACTICE TEE
GOLF COURSE
A - Securitas / Golf Course Maintenance
B - Media Building (Rossmoor News / Channel 28)
C - Clubhouse (Open Spring 2011)
D - Tennis Courts
Fire Extinguisher
C
B
A
PARKING
TICE CREEK
TICE CREEK
STANLEY DOLLAR DRIVE
PARKING LOT
D
ROSSMOOR PARKWAY
Domestic Water Main Shutoff
Fire Department Connection
Natural Gas Main Shutoff
Main Electric Shutoff
HUDSON
0'
50'
100'
200'
Creekside Complex

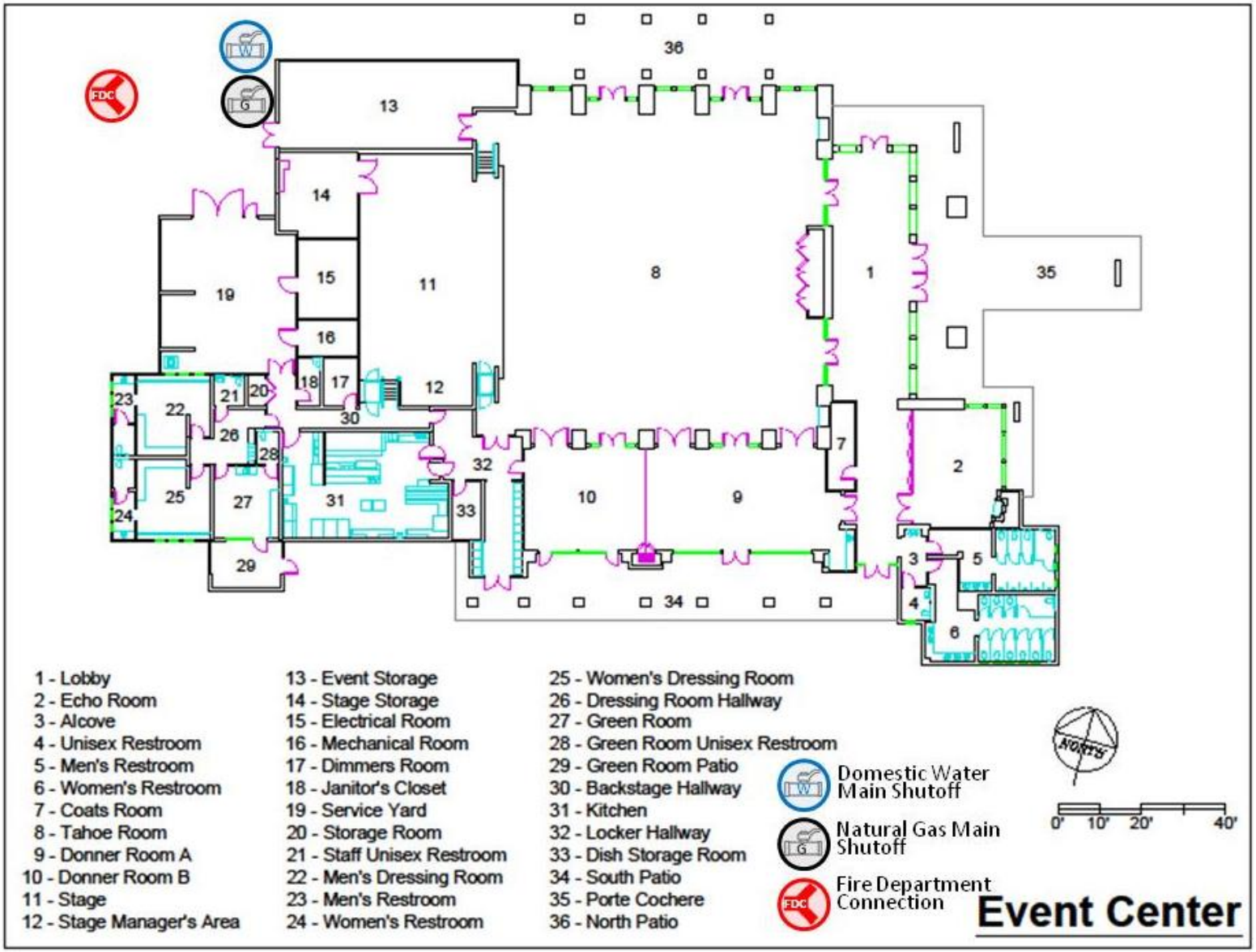

14
15
13
11
12
10
9
7
8
6
5
4
3
1
2
1 - ID Office
2 - Waiting Room
3 - Admin Supervisor Office
4 - Barcode Office
5 - Account Manager Office
6 - Copy Room
7 - Custodial Supervisor Office
8 - Rest Room
9 - Rest Room
10 - EMT / Patrol Supervisor Office
11 - Training / Lunch Room
12 - Kitchen
13 - Storage
14 - Storage
15 - Electrical Room
Fire Extinguisher
0'
5'
10'
20'
Creekside Building A
Creekside Securitas Office

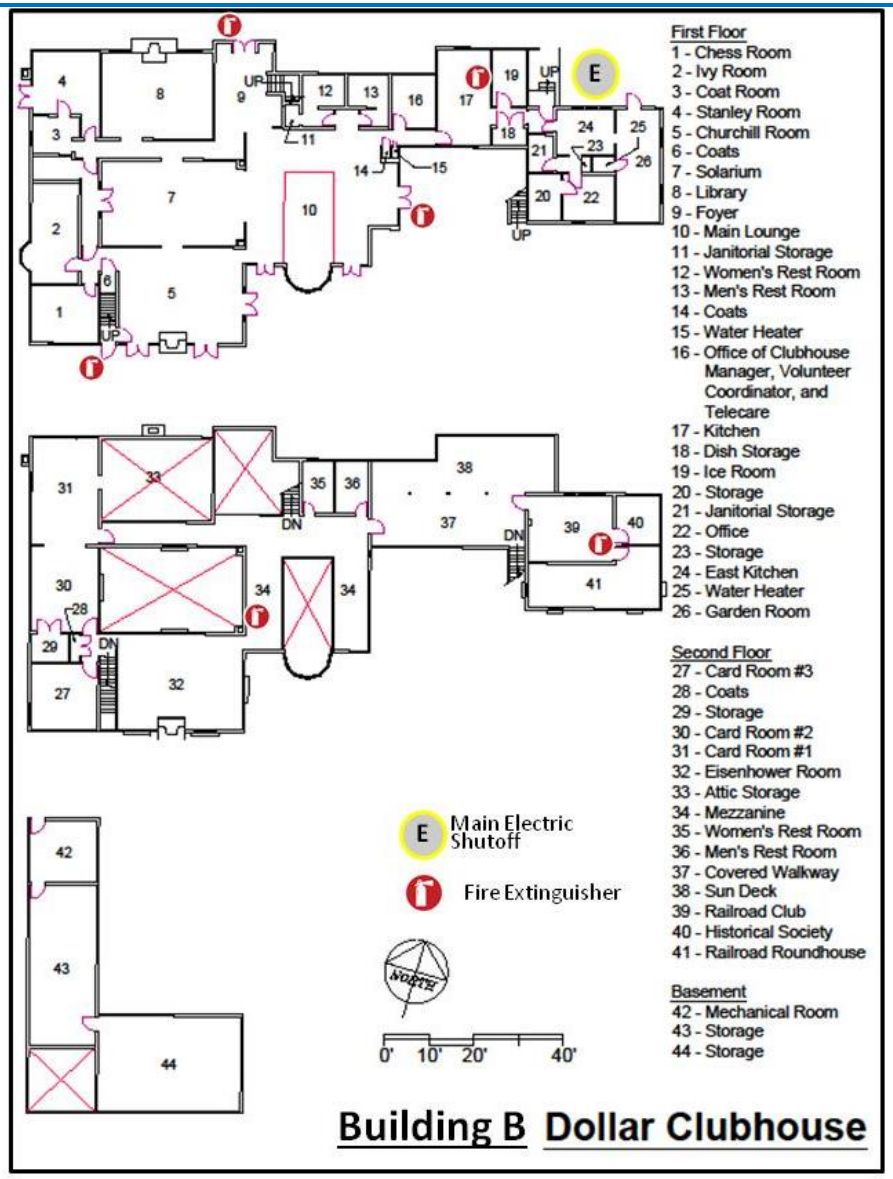

ROSSMOOR NEWS
1 - Reception
2 - Open Office
3 - Ad Sales Office
4 - Communications Manager Office
5 - Editorial Office
6 - Editorial Office
7 - Ad Sales Office
8 - News Graphics / Production Offices
9 - Janitorial Closet
10 - Women's Bathroom
11 - News Insert Storage
12 - Lunch Room
13 - Closet
14 - Men's Bathroom
CHANNEL 28
15 - Reception
16 - Manager Office
17 - Edit Suite
18 - Studio
19 - Broadcast Unit / Storage
GOLF COURSE
20 - Golf Cart Storage
21 - Storage
22 - Electrical Room
Fire Extinguisher
Natural Gas Main Shutoff
Main Electric Shutoff
E
G
0'
10'
20'
40'
Creekside Building B
Creekside Media Building

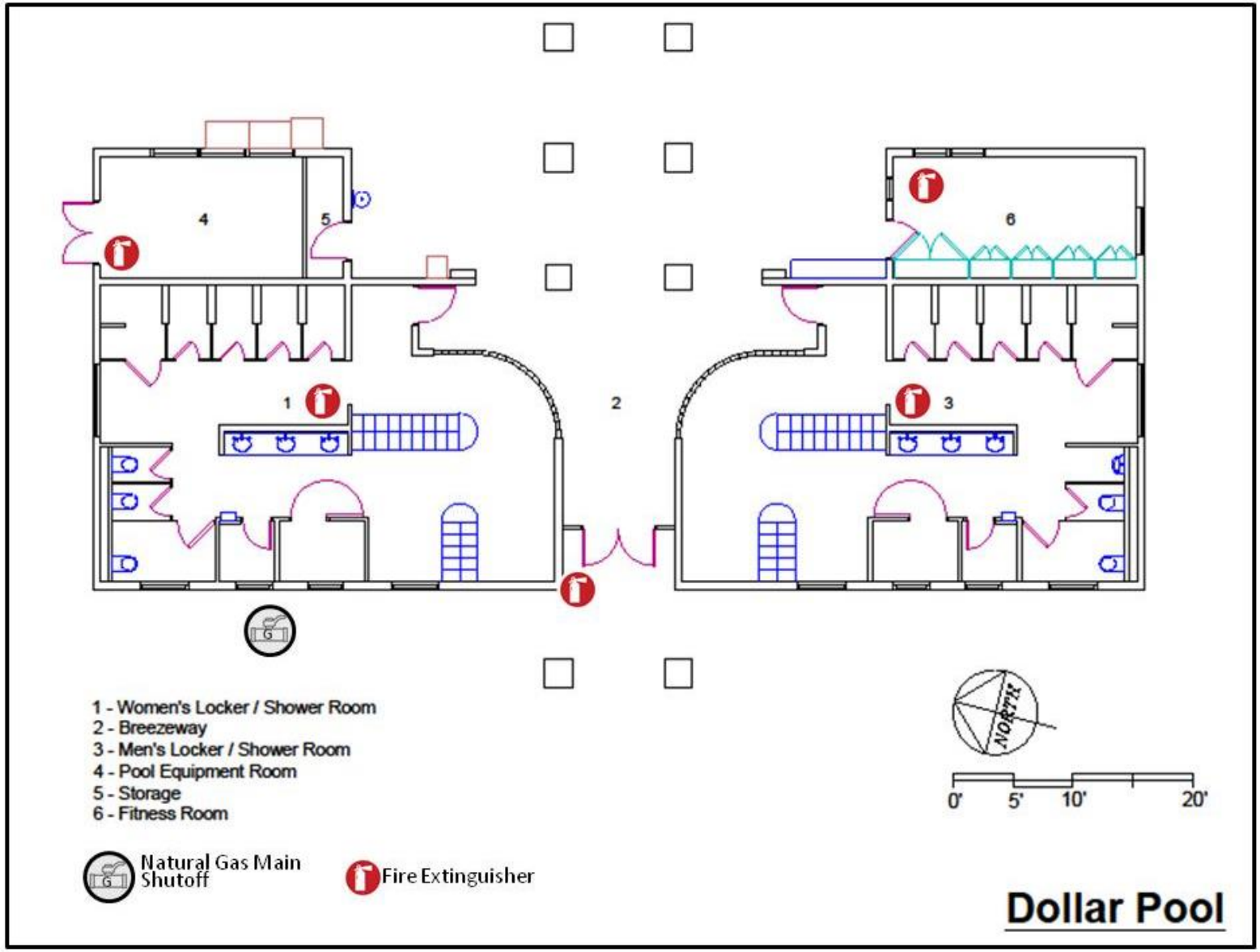

1 - Golf Pro Shop
2 - Golf Pro Office
3 - Storage
4 - Fitting Room
5 - Club Area
6 - Women's Restroom
7 - Men's Restroom
8 - Service Yard
9 - Electrical Room
10 - Bar
11 - Cafe
12 - Kitchen
13 - Scullery
14 - Storage Room
15 - Storage Room
16 - Staff Restroom
17 - Janitorial Storage
18 - Unisex Restroom
19 - Men's Restroom
20 - Women's Restroom
21 - Gallery Hall
22 - Hallway
23 - Kitchenette
24 - Fairway Room A
25 - Fairway Room B
26 - Storage Room
27 - Club Room
28 - Entry
29 - Bunker Room
30 - Mulligan Room
31 - East Patio
32 - West Patio
NORTH
0 10 20 40
Fire Extinguisher
Creekside Building C
Creekside Social Building


23
22
24
21
20
25
26
19
17
18
16
16 - Golf Superintendent Office
17 - Electrical Room
18 - Golf Water Management / Pump Station Control Room
19 - Men's Bathroom
20 - Women's Bathroom
21 - Shower Room
22 - Storage Room
23 - Golf Staff Break Room
24 - Locker Room
25 - Secured Storage Area
26 - Maintenance Equipment Storage
Fire Extinguisher
NORTH
0'
10'
20'
40'
Creekside Golf Course Maintenance


STANLEY DOLLAR DR
E Main Electric Shutoff
Domestic Water Main Shutoff
Natural Gas Main Shutoff
Fire Department Connection
A
B
C
D
E
PATIO
PATIO
POOL
PICNIC AREA
TICE CREEK
TICE CREEK
A - Event Center
B - Dollar Clubhouse
C - Pool Building
D - Picnic Rest Rooms
NORTH
0'
40'
80'
160'
Dollar Clubhouse and Pool / Event Center


1 - Lobby
2 - Echo Room
3 - Alcove
4 - Unisex Restroom
5 - Men's Restroom
6 - Women's Restroom
7 - Coats Room
8 - Tahoe Room
9 - Donner Room A
10 - Donner Room B
11 - Stage
12 - Stage Manager's Area
13 - Event Storage
14 - Stage Storage
15 - Electrical Room
16 - Mechanical Room
17 - Dimmers Room
18 - Janitor's Closet
19 - Service Yard
20 - Storage Room
21 - Staff Unisex Restroom
22 - Men's Dressing Room
23 - Men's Restroom
24 - Women's Restroom
25 - Women's Dressing Room
26 - Dressing Room Hallway
27 - Green Room
28 - Green Room Unisex Restroom
29 - Green Room Patio
30 - Backstage Hallway
31 - Kitchen
32 - Locker Hallway
33 - Dish Storage Room
34 - South Patio
35 - Porte Cochere
36 - North Patio
Domestic Water Main Shutoff
Natural Gas Main Shutoff
Fire Department Connection
NORTH
0' 10' 20' 40'
Event Center


First Floor
1 - Chess Room
2 - Ivy Room
3 - Coat Room
4 - Stanley Room
5 - Churchill Room
6 - Coats
7 - Solarium
8 - Library
9 - Foyer
10 - Main Lounge
11 - Janitorial Storage
12 - Women's Rest Room
13 - Men's Rest Room
14 - Coats
15 - Water Heater
16 - Office of Clubhouse Manager, Volunteer Coordinator, and Telecare
17 - Kitchen
18 - Dish Storage
19 - Ice Room
20 - Storage
21 - Janitorial Storage
22 - Office
23 - Storage
24 - East Kitchen
25 - Water Heater
26 - Garden Room
Second Floor
27 - Card Room #3
28 - Coats
29 - Storage
30 - Card Room #2
31 - Card Room #1
32 - Eisenhower Room
33 - Attic Storage
34 - Mezzanine
35 - Women's Rest Room
36 - Men's Rest Room
37 - Covered Walkway
38 - Sun Deck
39 - Railroad Club
40 - Historical Society
41 - Railroad Roundhouse
Basement
42 - Mechanical Room
43 - Storage
44 - Storage
E Main Electric Shutoff
Fire Extinguisher
NORTH
0' 10' 20' 40'
Building B Dollar Clubhouse


4
5
6
1
2
3
1 - Women's Locker / Shower Room
2 - Breezeway
3 - Men's Locker / Shower Room
4 - Pool Equipment Room
5 - Storage
6 - Fitness Room
NORTH
0'
5'
10'
20'
Natural Gas Main Shutoff
Fire Extinguisher
Dollar Pool

APPENDIX O: BUS SYSTEM RESOURCES

The Golden Rain Foundation operates a bus system for the residents of Rossmoor that may be useful in the event of an emergency situation or disaster event.

Rossmoor Transportation operates a fleet of 12 buses. In an emergency, all buses can support paratransit.

- (1) bus with a capacity of 18 passengers
- (4) buses with a capacity of 12 passengers each
- (7) buses with a capacity of 16 passengers each

Rossmoor Transportation has a total of 11 bus drivers

- 7 work various hours Monday to Friday from 5:30 AM to 9PM
- 4 work various hours Saturday and Sunday 7:30 AM to 8PM

The use of Rossmoor buses for any purpose outside of normal operations must be approved by the Golden Rain Foundation General Manager or when the Foundation's EOC is activated, the Foundation EOC Director.

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APPENDIX P: RESIDENT OUTREACH MATERIAL

Be Prepared for Fire Season

Know Your Zone
Have a Fire Evacuation Plan

Fire Evacuation Zones and Routes on the Back

ROSSMOOR WALNUT CREEK
https://www.rossmoorepo.org/

Get Ready (Pack Valuables Including Important Documents)

- Get to know your neighbors and make plans to help each other in case of a wildfire evacuation.
- Maintain defensible space around your home against flying embers.
- Prepare your family and home ahead of time for the possibility of having to evacuate.
- Choose an out-of-area friend or relative as a check-in contact; Write their phone number on the phone list inside.
- Have an escape plan; Know where to meet your family, what to take, and where to go.
- Ask friends or relatives outside your area if you would be able to stay with them, should the need arise. Check with hotels, motels, and campgrounds to learn if they are open.

Get Set (Monitor News Reports and Follow Directions from Public Safety Officials)

- Review your Evacuation Checklist.
- Alert family and neighbors.
- Dress in appropriate clothing (Cotton clothing is best- long pants, long sleeved shirt, hat, face cover.)
- Ensure that you have a Grab n' Go Bag that includes all necessary items, such as battery powered radio, spare batteries, emergency contact numbers, and ample drinking water.
- Tune in to any local radio or TV station for updates and information.
- Remain close to your house and keep an eye on your family and pets until you are ready to leave.

Scan this QR Code for information on How to Assemble a Grab n' Go Bag

Go (Evacuate Now. Look for Information on Resources and Support)

The terms "Voluntary" and "Mandatory" are used to describe evacuation orders. However, local jurisdictions may use other terminology such as "Precautionary" and "Immediate Threat." These terms are used to alert you to the significance of the danger. All evacuation instructions provided by officials should be followed immediately for your safety.

- In an intense wildfire, they may not have time to knock on every door.
- Leave any time that you do not feel safe.
- If you are advised to evacuate your area, don't hesitate, leave immediately!
- Cover up to protect against heat and flying embers. Wear long pants, long sleeve shirt, heavy shoes/boots, cap, N95 mask or face cover, goggles or glasses. 100% cotton is preferable.
- Locate your pets and take them with you.
- Follow direction from public safety officials.
- Evacuating early also helps firefighters keep roads clear of congestion and lets them move more freely to do their job.
- You may be directed to temporary assembly areas to await transfer to a safe location.

Scan this QR Code for More Information on Ready, Set, Go

What to do if You Become Trapped

While in your home:

- Stay calm and keep your family together.
- Call 911 and inform authorities of your location.
- Fill sinks and tubs with cold water.
- Keep doors and windows closed but unlocked.
- Stay inside your house.
- Stay away from outside walls and windows.

While in your vehicle:

- Stay calm.
- Park your vehicle in an area clear of vegetation.
- Close all vehicle windows and vents.
- Cover yourself with a wool or cotton blanket or jacket.
- Lie on vehicle floor.
- Use your cell phone to advise officials—Call 911.

While on foot:

- Stay calm.
- Go to an area clear of vegetation, a ditch or depression on level ground if possible. (Golf Course)
- Lie face down and cover up your body.
- Use your cell phone to Call 911.

Life Threatening Emergencies: Call 911

Non-Emergency Phone Numbers

Walnut Creek PD.....(925) 943-5844
Contra Costa Fire Protection District.....(925) 941-3300

Rossmoor Public Safety & Security

Front Gate Emergency .....(925) 939-0693
Non-Emergency Request for Assistance.....(925) 988-7899
Stair-Trac Wheelchair Assistance.....(925) 988-7899
Security/Public Safety Office.....(925) 988-7841

Zone WCR-001 Brown

Rossmoor Parkway	Entries 1 through 8
Tice Creek Drive	Entries 1-9, 11, 13-15, 17
Dollar Golf Course	Holes 1,2,7,8,9,14 through 18
Dollar Complex 1001 Stanley Dollar Drive	All

Zone WCR-002 Lime

Saklan Indian Drive	Addresses 2804 through 2998
Grey Eagle Drive	All
Foxwood Way	All
Falconwood Court	All
High Eagle Court	All
Red Wing Court	All
Spotted Owl Court	All
Quail Hill Court	All
Woodwern Court	All
Shadowhawk Way	All
Dollar Golf Course	Holes 3 through 6

Zone WCR-003 Grey

Terra Granada Drive	Entries 10 through 25
Autumnwood Drive	All
Horseman's Canyon Drive	All
Dollar Golf Course	Holes 10 through 12

Zone WCR-004 Yellow

Avenida Sevilla	All
Terra Granada	Entries 1 through 9
Ptarmigan Drive	All
Canyonwood Court	All
Singingwood Court	All
Tice Creek Drive	Entries 10, 12 A/B, 16 A/B
Buckeye Tennis Courts 3425 Tice Creek Drive	All

Zone WCR-005 Green

Stanley Dollar Drive	Entries 1 through 10
Leisure Lane	All
Running Springs Road	All
Fairlawn Court	All
Rockledge Lane	Entries 1 through 9

Zone WCR-006 Blue

Golden Rain Road	All
Oakmont Drive	All
Oakmont Way	All
Pine Knoll Drive	All
Skycrest Drive	All
Rockledge Lane	Entry 10
Hillside Complex (Pool, Bocci Ball, Table Tennis, and Picnic Area) 3400 Golden Rain Road	All

Zone WCR-007 Purple

Tice Creek Drive	All
1860 and 1861 Tice Creek Drive (Waterford)	All
Lakeshire Drive	All
Edgewater Court	All
Whitehall Court	All
Wales Drive	All
Castleberry Lane	All
Comstock Drive	All
Creekside Complex 1010 Stanley Dollar Drive	All
Gateway Complex 1001 Golden Rain Road	All
Fitness Center 1751 Tice Creek Drive	All
Dog Park End of Tice Creek Drive	All

Zone WCR-008 Red

Terra California Drive	All
Saklan Indian Drive	Entries 1 through 13
Cactus Court	All
Mutual Operations 800 Rockview Drive	All

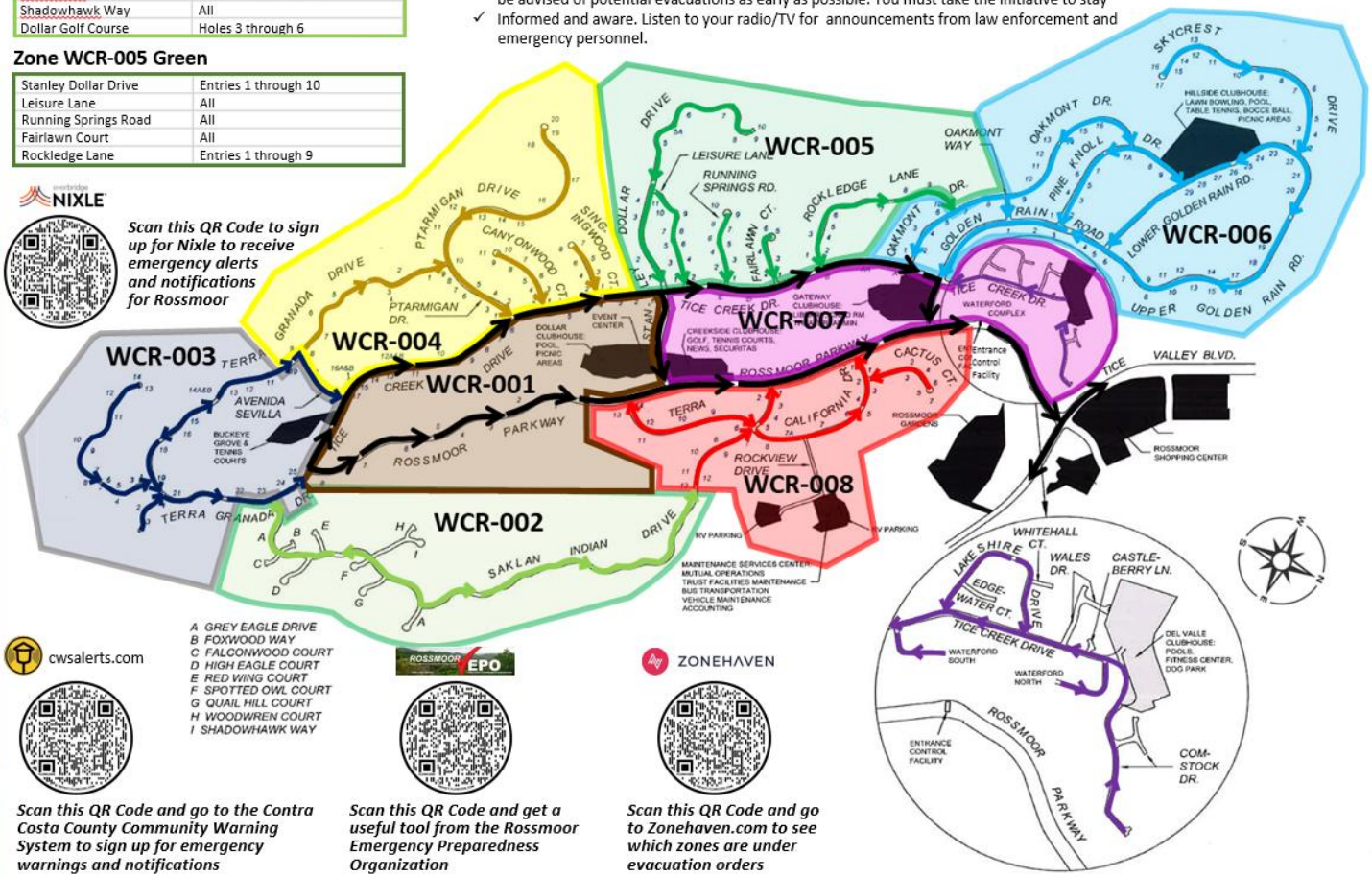
ROSSMOOR
WALNUT CREEK

FIRE EVACUATION
KNOW YOUR ZONE

When to Evacuate

Leave as soon as evacuation is recommended by fire officials or when ever you feel threatened by fire or smoke.

- ✓ Officials will determine the areas to be evacuated and escape routes to use depending upon the fire's location, behavior, winds, terrain, etc.
- ✓ Law enforcement agencies are typically responsible for enforcing an evacuation order. Follow their directions promptly. You will be advised of potential evacuations as early as possible. You must take the initiative to stay
- ✓ Informed and aware. Listen to your radio/TV for announcements from law enforcement and emergency personnel.



NIXLE

Scan this QR Code to sign up for Nixle to receive emergency alerts and notifications for Rossmoor

cwsalerts.com

Scan this QR Code and go to the Contra Costa County Community Warning System to sign up for emergency warnings and notifications

A GREY EAGLE DRIVE
B FOXWOOD WAY
C FALCONWOOD COURT
D HIGH EAGLE COURT
E RED WING COURT
F SPOTTED OWL COURT
G QUAIL HILL COURT
H WOODWREN COURT
I SHADOWHAWK WAY

ROSSMOOR EPO

Scan this QR Code and get a useful tool from the Rossmoor Emergency Preparedness Organization

ZONEHAVEN

Scan this QR Code and go to Zonehaven.com to see which zones are under evacuation orders

ROSSMOOR
WALNUT CREEK

RESIDENT'S GUIDE
to
WILDFIRE
PREPAREDNESS & EVACUATION

How to Get Ready and Stay Informed

CITY OF WALNUT CREEK
WALNUT CREEK POLICE
CONTRA COSTA
ROSSMOOR EPO
CERT COMMUNITY EMERGENCY RESPONSE TEAM

Tear the cover off of this booklet and place this page in a window near your front door, visible from the street, if you cannot evacuate and **NEED HELP**.

NEED

Do not depend on First Responders being able to assist you during the early stages of a disaster. Meet **NOW** with your neighbors and have plans to help each other evacuate.

HELP

CONTENTS

ROSSMOOR
WALNUT CREEK

CITY OF WALNUT CREEK

-ABOUT THIS DOCUMENT-

The information included here is intended to provide Rossmoor residents with an overview of the steps they can take to prepare themselves, their families, and neighbors should an evacuation become necessary. Please heed the recommendations here: register your cellphones with at least one or more of the Community Warning Systems, prepare yourself by making a plan, and be ready to evacuate when wildfire threatens.

P2	Messages
P3	Get Alerted, Stay Informed
P4	Warnings and Notifications
P5	Evacuation Zones
P6	Preparing for Power Outages During the Fire Season
P7	Shelter-in-Place
P8	Evacuation Tips
P12	Evacuation Documentation Worksheet
P13	Evacuation Medical Worksheet
P14	Returning Home

For more information visit

- Ready.gov
- CalOES.ca.gov
- Cchealth.org
- Fireca.gov
- RedCross.org

Thanks to Walnut Creek Community Emergency Response Team, Walnut Creek Police Department, Rossmoor Emergency Preparedness Organization, Lafayette Police Department, and the Contra Costa County Fire Protection District for their guidance in producing this document.

P1

MESSAGES

Message from the Chiefs

Walnut Creek Police Department and Con Fire are pleased to support this resident's guide specifically created for the Rossmoor community. It is important to plan and prepare yourself, family, friends, and neighbors for evacuation should one become necessary in a wildfire or other emergency situation. This guide addresses all the important information, and we encourage Rossmoor residents to read and follow its excellent recommendations.

Go to https://cccfpd.org or scan the QR code to find out more about the Contra Costa County Fire Protection District.

Jamie Knox, Walnut Creek Police Department and Lewis Broschard, Contra Costa County Fire Protection District

Message from Rossmoor CERT

Thank you for reading this booklet and getting prepared for an evacuation. Whether it is a wildfire, earthquake, or other disaster, you need to be ready to evacuate on short notice or, in some cases, to Shelter-in-Place. You can find out more and acquire critical skills by taking a series of CERT Basic Preparedness classes.

Go to https://www.walnut-creek.org/departments/public-safety/emergency-preparedness/cert-community-emergency-response-teams or scan the QR code to find out more about the CERT training.

Marcia McLean, Rossmoor Coordinator CERT (Community Emergency Response Team)

Message from Rossmoor EPO

Wildfires are a hazard all Rossmoor residents should prepare for, and this guidebook will help ready your household for an evacuation caused by a wildfire incident or event in or near Rossmoor — being prepared means being in the "know." Use this guidebook to get you and your loved ones prepared — what you do today will pay off tomorrow in enhanced wildfire safety and resilience.

Go to https://www.rossmoorepo.org or scan the QR code to find out more about the Emergency Preparedness Organization.

Fran Gibson, President, EPO (Emergency Preparedness Organization)

For your health and safety

GRF Rule 117: Open flame grilling outside is prohibited on GRF property during Red Flag Warning days.
GRF Rule 118: Smoking on GRF property is prohibited except at the Lavender Garden at Gateway, Golf Course, and in your vehicle on a street or parked in a GRF parking lot.

Program your cell with your Walnut Creek Police Department dispatch number **(925) 935-6400** and fire dispatch number **(925) 933-1313**. Don't rely on 911 from a cell phone. If you enter the Contact Name as "911 – Law" and "911 – Fire," they will be easy to find.

P2

Get Alerted, Stay Informed

How will you get information about an evacuation?

Register for

Contra Costa County Community Warning System

In an emergency, timely information can save your life! The Contra Costa County Community Warning System (CWS), maintained by the Office of the Sheriff, is an all-hazards system designed to ALERT the community of an EMERGENCY through multiple communication tools. To receive CWS alerts, you must register your cell phone number or home phone number, home address, and email address. Your information will be kept confidential and will not be used for any other purpose other than for emergency alerts. **To register for CWS, visit** cwsalerts.com, **scan the QR code, or call 925-655-0111 today!**

Important Tip

Alerts from CWS come from caller ID (925) 655-0195 and *may be displayed on your cell phone as a spam risk*. To avoid this, add (925) 655-0195 as a contact in your phone. This is a one-way caller ID number only, not a number for residents seeking information regarding CWS. For information on CWS call 1 (925) 655-0111 directly.

GET INFORMED

City of Walnut Creek Emergency Alert System

Get alerted about emergencies and other important community news in Walnut Creek by signing up for WCAlert. This system enables the City of Walnut Creek to provide you with critical information quickly in situations such as severe weather, unexpected road closures, missing persons, and evacuations. **Scan the QR code, visit the** WCAlert website **to sign up, or text WCALERT to 888777**.

Two Ways to Receive **Nixle** Emergency Alerts

CITY OF WALNUT CREEK **Nixle**

To ensure you are notified in the event of an emergency in Walnut Creek, sign up for Nixle alerts through the City and City Police Department.

You can text your zip code to 888777 to opt-in for alerts, scan the QR code, or visit https://local.nixle.com/zipcode/94595/ to sign up.

ROSSMOOR WALNUT CREEK **Nixle**

Rossmoor's Public Safety & Security personnel also utilize Nixle for alerts specific to Rossmoor. Residents who are signed up with Rossmoor Nixle will receive alerts and notifications pertaining specifically to Rossmoor residents. Rossmoor Nixle alerts may not be sent city-wide on the Walnut Creek Police Department Nixle. Therefore, it is advantageous to sign up with both WCPD Nixle to receive city-wide alerts and Rossmoor Nixle to receive localized alerts. **Residents can sign up for Rossmoor Nixle by texting "Rossmoor" to 333111, scan the QR code, or visit** https://local.nixle.com/signup/widget/g/2818.

P3

WARNINGS

Warning and Notifications

A fast-moving wildland fire that occurs late in the fire season and is pushed by high winds presents a unique threat to the community of Rossmoor. The information included here is intended to provide Rossmoor residents with an overview of the steps that should be taken to prepare for an evacuation if one becomes necessary. The best plans are always practiced and reviewed. Residents should use this information to create their individual and family evacuation plans. When you have completed your plan, **practice it!**

Law enforcement agencies managing an evacuation may issue either a "*pre-evacuation warning*" or an "*evacuation order.*" A **PRE-EVACUATION WARNING** means that the need to evacuate is *highly likely*. Residents should prepare to evacuate with little or no notice. *Individuals who may need additional time to leave when an evacuation order is initiated should consider evacuating when the pre-evacuation warning is issued.* An **EVACUATION ORDER** is a *mandatory order* by law enforcement to leave the area and provides for restricting access under California Penal Code, section 409.5. Law enforcement coordinates all wildfire-related evacuation actions with the fire service. The police will maintain the security of the evacuated area and will facilitate the re-entry and re-population of residents as soon as it is deemed safe for people to return.

Situational Awareness – By remaining aware of the weather and potential wildfire conditions, residents are able to make better informed decisions.

A **FIRE WEATHER WATCH** is issued by the National Weather Service when fire weather conditions could exist in the next 12 to 72 hours. A Fire Weather Watch is one level below a Red Flag Warning, but fire danger is still high. The type of weather patterns that can cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above.

A **RED FLAG WARNING** is the highest alert and is issued for weather events that may result in extreme fire behavior, which will occur within 24 hours. During these times, all residents must use extreme caution because a simple spark could cause a major wildfire.

HOW DO I KNOW IF A RED FLAG WARNING HAS BEEN ISSUED?

- ***A Red Flag will be flown at the Gate of Rossmoor whenever we are under a Red Flag Warning***. This will be a helpful reminder to our community to be extra alert and extra safe in order to make Rossmoor even safer.
- Many fire stations fly a red flag in front of the station on Red Flag Warning days.
- In other areas, roadside signs with Fire Danger Today conditions will show Extreme and have a Red Flag flying.
- Tune to KCBS 740 AM and/or 106.9 FM on your radio.
- Check social media, Nixle, NextDoor, Rossmoor TV, and Rossmoor.com. Many agencies issue notifications.

ROSSMOOR NEWS

To see the daily fire weather forecasts and any Fire Weather Watches or Red Flag Warnings, go to:
https://www.weather.gov/mtr/, or download the updated FMA App on iOS or Android.

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Evacuation Zones

Rossmoor is divided into Evacuation Zones to aid first responders. Residents can find their zone numbers on their entry signs or on their streets. The zones are a communications tool for fire, police, and the Community Warning System (CWS). In an emergency, CWS will attempt to contact all landlines and devices in the impacted area.

You can, and should, find out your Evacuation Zone by going to https://community.zonehaven.com. Enter your address and the program will show your zone and any current information. This is how you can monitor your evacuation status and know when you can return to your home after an evacuation. Your evacuation zone number will be something like: WCR-E003.

community.zonehaven.com

You can also go to https://rossmoor.com/wp-content/uploads/Rossmoor-Fire-Flyer-2023-V5-Nov-20.pdf to download and print the Be Prepared Safety Card for a detailed map of the evacuation zones in Rossmoor with a listing of the entries within each zone.

https://rossmoor.com/wp-content/uploads/Rossmoor-Fire-Flyer-2023-V5-Nov-20.pdf

Write your Evacuation Zone here: _____

When a disaster is imminent or has happened, police and fire officials will determine which zones, or parts of zones, need to be evacuated.

Evacuation Message. When delivering an evacuation order to residents, the following information may be included in the evacuation message:

- Location of the hazard
- Location of Temporary Evacuation Point
- Time that is available to evacuate
- What to do with pets / livestock
- Procedures to check on the safety of neighbors

The Community Warning System (CWS) can, if necessary due to the scope of the disaster, utilize the Federal Integrated Public Alert & Warning System (IPAWS) to broadcast through every cell tower in the county. It is important to have your cell phone near you and turned on at all times to get these notifications.

Evacuation Routes: Because the specific circumstances of an incident are unknown in advance and are difficult to determine in the early stages of a fast-moving fire, residents should know and practice several evacuation routes that bring them to major freeways. During any incident, road closures and route suggestions may be given via CWS or Nixle.

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EVACUATION ZONES

Preparing for a Power Outage during Fire Season

What should you be doing?

POWER OUTAGE

May disrupt communications, water, transportation

Can cause food spoilage, water contamination

Can prevent use of medical devices

May close retail businesses, grocery stores, gas stations, ATMs, banks, and other services

BEFORE

- Register for alerts from cococws.us
- Update your contact information with PG&E pge.com/wildfiresafety
- Take an inventory of the items you use that rely on electricity
- Plan for your family and pet medical needs
- Keep mobile phones charged
- Identify backup charging methods for phones and electronics
- Store water and non-perishable food
- Install home carbon monoxide detectors with battery backups
- Know how to use the manual release on your garage door or plan for assistance
- Keep gas tanks full and/or battery fully charged
- Talk to your family and neighbors and share your plan

DURING

- Keep freezers and refrigerators closed
- Monitor freezer and refrigerator temperatures with a thermometer
- Use perishable food supplies first
- Use stoves and grills outdoors away from windows
- Disconnect appliances and electronics to avoid damage
- Check on neighbors, animals, and family

AFTER

- When in doubt, throw it out! Throw away food exposed to temperatures above 41 degrees for more than four hours
- Check with your pharmacist about refrigerated medications

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Home Shelter-in-Place Kit

Consider keeping these items at your home in case of a power outage

- Neighborhood map with local resources
- Battery-powered or hand crank NOAA Weather Radio
- Carbon monoxide detector, smoke detector, and fire extinguisher
- Method for cooking food without electricity
- Fire extinguishers: one in the kitchen away from all sources of heat and one near the master bedroom
- Surge protectors for appliances and devices
- Consider keeping cash on hand in case ATM and credit cards cannot be used
- Flashlight, extra batteries
- First aid kit
- Whistle to signal for help
- Moist towelettes, garbage bags, hand sanitizer
- Cell phone with backup powerpack
- Medicine, medical equipment
- Important documents
- Water: one gallon per person per day
- Non-perishable food for two weeks
- Pet supplies
- Blankets
- Whatever YOU think you will need for yourself, your household, and your animals

SHELTER IN PLACE

Know How To Use A Fire Extinguisher

Extinguish small fires if safely possible
(if in doubt move to a safe location)

Remember to:

Pull the pin
Aim at the base if the fire
Squeeze the handle
Sweep from side to side

P7

EVACUATION TIPS

Evacuation Tips

You live in an area where an evacuation may be necessary due to wildfire, earthquake, or other threat. Here are some tips to make your evacuation go more smoothly:

DO NOW: Go-Bag

1. Have a Go-Bag for each member of the household stored near your vehicle with at least:
   a. Sturdy, closed toe shoes
   b. Socks and underwear (2 pairs each)
   c. Long pants
   d. Long sleeve shirt
   e. Jacket & hat
   f. N95 respirator masks (4-8)
   g. Flashlight
   h. Medications for a week
   i. Spare eyeglasses and sunglasses
2. Keep your electronics (cell phone, tablet, laptop with chargers) plugged in but all together and ready to grab and go.

Go to https://www.rossmoorepo.org or scan the QR code for more information about what to include in your evacuation Go- Bag.

DO NOW: Documents

1. Store in the cloud and/or have a memory stick or CD in your Go-Bag with .jpg or .pdf files of the following:
   a. House documents including title, mortgage papers, insurance policies
   b. Personal ID including driver's license, passport, social security, DD 214
   c. Health documents including insurance policy, medical record, Medicare card, name and phone number of primary care physician, name and phone number of pharmacy, list of current medications with dosages, list of allergies and existing conditions
   d. Keepsake photos
   e. Photo or video record of each room in the house showing all valuable items
   f. List of all valuable items including purchase date, cost, model, and serial numbers
2. See the Document Worksheet for documents that are needed to rebuild your life if your house is gone.

DO NOW: Preparedness Actions

1. Register your cell or VoIP phone(s) with the Contra Costa County's Community Warning System (CWS) and the City of Walnut Creek Emergency Alert System.
2. Register your cell with Walnut Creek Nixle and Rossmoor Nixle.
3. Set Nixle, CWS, and City of Walnut Creek Emergency Alert System as Do Not Disturb available contacts on your cell phone. See https://www.lamorindacert.org/resource/cell-phone-do-not-disturb/
4. Have a battery-operated radio, flashlight, pocketknife, shoes, socks, underwear, long pants, and long sleeve shirt in a bag tied to the head of your bed. (In an earthquake, you'll be able to find it.) This is in addition to your Go-Bag.
5. Learn how to open your garage door when the power is out. If you are unable to pull the cord and open it now, you will not be able to do it in an emergency.
6. Install an Uninterruptable Power Supply (UPS) for your cable modem and your portable phone base station to keep your home network and phones available when the power is out. See https://lamorindacert.org/evacuate/documents/UPS_info.pdf for more information.

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Evacuation Tips

DO NOW: Disabled - Access and Functional Needs (D/AFN) individuals

1. D/AFN persons include anyone with mobility, developmental, cognitive, hearing or language challenges. Frequently older but may be of any age.
2. Take special precautions so that D/AFN persons will know about evacuation orders at any time of day or night, even if power fails.
3. Pre-determine who will help any D/AFN person evacuate and have a backup. Family, friends, and neighbors who live *very close by*!
4. Prepare to take durable medical goods, oxygen, and any other special needs with you.
5. If you are the D/AFN individual, be proactive and find redundant, responsible people to help evacuate you. Do not rely on first responders to evacuate you. In an emergency, they may be dealing with other parts of the incident.

DO NOW: Communications

1. Predesignate an **Out-of-State Contact** (OoSC) and program the contact's cell number into each family member's cell phone.
2. The Out-of-State-Contact (OoSC) will be the clearinghouse for your family's text messages. This prevents too many texts or calls into and out of the local area.

3. **My Out of State Contact is:**

Name: _____

Cell Phone #: (_____) _____

DO NOW: Neighborhood

1. **Get to Know your neighbors.**
2. Learn who in your neighborhood will need help to evacuate.
3. Meet your Coordinator or Block Captain.
4. Learn more about Rossmoor Emergency Preparedness Organization Coordinators and Block Captains by scanning the QR code or visiting their website at rossmoorepo.org

DO NOW: Animals

1. Have pet food in a Pet Go-Bag with leashes, poop-bags, water dish, medications, etc.
2. Crate-train your pets with treats regularly so they are more easily crate-contained for quick evacuations
3. Keep your dogs and other animals confined indoors if there is smoke outside.
4. Have kennels for your dogs in case they have to go to a shelter.
5. Keep a collar on cats and keep them confined to a single room so you can get them easily. Keep a kennel for cats in the same room.
6. Make sure all of your animals are microchipped.
7. Have photos on your cellphone with you and your animals together to prove ownership.
8. Try to take your pets with you but don't become a fatality while trying to find missing animals.

EVACUATION TIPS

P9

Evacuation Tips

DO AT RED FLAG WARNING: Vehicle

1. ***Take only a single vehicle to help reduce traffic jams!***

2. Make sure that you have at least **¾ full tank** of fuel or **¾ electric charge** .
3. Park your vehicle:
   a. In a driveway facing the street, *not in a garage*. If you have a driveway gate, leave it open. *OR*
   b. On the street in the direction of departure.
4. Keep vehicle keys in your pocket.
5. Keep plenty of drinking water in your vehicle.
6. Load time-sensitive medications into vehicle. Unopened insulin can be stored at room temperature for up to 28 days.
7. Keep an emergency kit and a first aid kit in your vehicle.
8. Pre-load your vehicle with Go-Bags, keepsake items, and small toys for your children.
9. Plan to evacuate at the first sign of danger, before a mandatory order is issued.

DO WHEN FIRE IS NEAR: Actions

1. If you feel you are in danger, evacuate early. Don't wait until an Evacuation Order is given. Traffic will be lighter, and you can get out safely.
2. Evacuating early also helps first responders keep roads clear and lets them move more freely to do their job. In an intense wildfire they will not have time to knock on every door.

If there is any possibility that the fire might reach you, consider sleeping in shifts so that one responsible person is awake at all times to monitor fire status.

3. If smoke is heavy, wear a **N95 respirator mask** and use the air conditioner if you can set it to recirculate fan only. Do not open windows.
4. Turn off any propane tanks and move any stored fuel (lawnmower gas, etc.), propane tanks, and other flammable items away from your house, including furniture, etc.
5. Place ladder to the roof near driveway to aid firefighters.
6. Fully open or remove thin, flammable drapes.
7. Close heavy drapes.
8. Cover up your body by putting on long pants, a long-sleeved shirt, sturdy shoes, and a baseball cap or bandana to cover your face. Do not wear polyester or nylon, they will melt in high temperatures. Try to wear 100% cotton Denim or wool.
9. Do not pre-wet any clothing to avoid steam burns.

DO AT TIME OF EVACUATION: Communicate

Text. Don't Call.

1. Use **TEXT** messages with no photos and no voice phone calls.
2. Send a text message to your Out-of- State-Contact (QoSC) when evacuating, indicating destination.
3. Send another text message to your QoSC when arriving at destination.
4. Report any missing family members to the Walnut Creek Police Department office. (925) 935-6400.
5. Report to the Walnut Creek Police Department any found persons who were previously reported as missing.
6. Keep your QoSC up to date on the status of all family members.
7. Place an 'EVACUATED' sign from the inside back cover of this booklet in a front window, visible from the street.

EVACUATION TIPS

P10

Evacuation Tips

EVACUATION TIPS

DO AT TIME OF EVACUATION: Actions

1. Leave outside lights on for first responders.
2. Close and lock all doors, windows, and vents. This will prevent drafts and could help save your house.
3. Leave any driveway gates open.
4. Drive safely and cautiously out of the area.
5. Drive with headlights on even during daytime.
6. Be alert for downed power lines and emergency personnel.
7. Never approach or touch a downed wire. Consider all down lines as live high-voltage lines.
8. If you can go directly out of the area to a safe shelter area, do so.
9. Take this booklet with you.

COMMUNITY HEATH TIP

Bring a mask if you are evacuating to help prevent the spread of illness.

IF YOU GET TRAPPED AND ARE UNABLE TO EVACUATE:

1. Shelter-In-Place. See https://emergency.cdc.gov/shelterinplace.asp for more information.
2. Keep your family together.
3. Stay inside your home and keep all doors and windows closed and unlocked.
4. Leave inside and outside lights on.
5. Fill sinks and tubs with water.
6. Keep calm. Remember that if it gets hot inside, it is four to five times hotter outside.
7. Put a large "NEED HELP" sign in a front window, visible from the street.
   See inside front cover of this booklet.

NEED HELP

Do not depend on First Responders being able to assist you during the early stages of a disaster.

Meet **NOW** with your neighbors and have plans to help each other evacuate early.

PLEASE

Please - Leave - Early - And – Safely – Evacuate

If you become trapped or unable to escape through the main gate, use the golf course as a refuge area by driving and/or walking onto a clear area as far away from structures and vegetation as possible and wait for the danger to pass.

P11

RETURNING HOME

Returning Home

Pay close attention to any directions given by your local authorities. When they say it's safe to return to your home, keep these tips in mind to make the transition as smooth as possible.

Wildfires leave behind a lot of ash that can irritate your eyes, nose, or skin and cause coughing and other health effects. *People with asthma, Chronic Obstructive Pulmonary Disease (COPD), or heart disease need to be especially careful about breathing in dust from ash.*

Expect and prepare for disruptions to daily activities and remember that returning home before debris is cleared can be dangerous.

Drive safely

- Be alert for broken traffic lights and missing street signs
- Watch out for trash and debris on the road
- Avoid downed power or utility lines; they may be live with deadly voltage

Be careful around damaged buildings or structures

- Gather some basic supplies to make your return a safe one. Most of these items can be picked up at your nearest hardware or grocery store if you don't have them on hand:
  - **Gloves**
  - **Goggles**
  - **Closed-toe shoes**
  - **Cell phone**
  - **Flashlight**
  - **Bottled water**
  - **Garbage bags**
  - **First aid kit**

- Wait to return to buildings during daylight hours, when it is easier to avoid hazards, especially if the electricity is off and you have no lights
- Walk the perimeter before you go inside. Take note of any out-of-place electrical wiring, gas smells, or loose debris that may fall

Clean up safely

- Wear proper safety equipment, avoid carbon monoxide poisoning, and avoid electrical hazards

When in doubt, throw it out

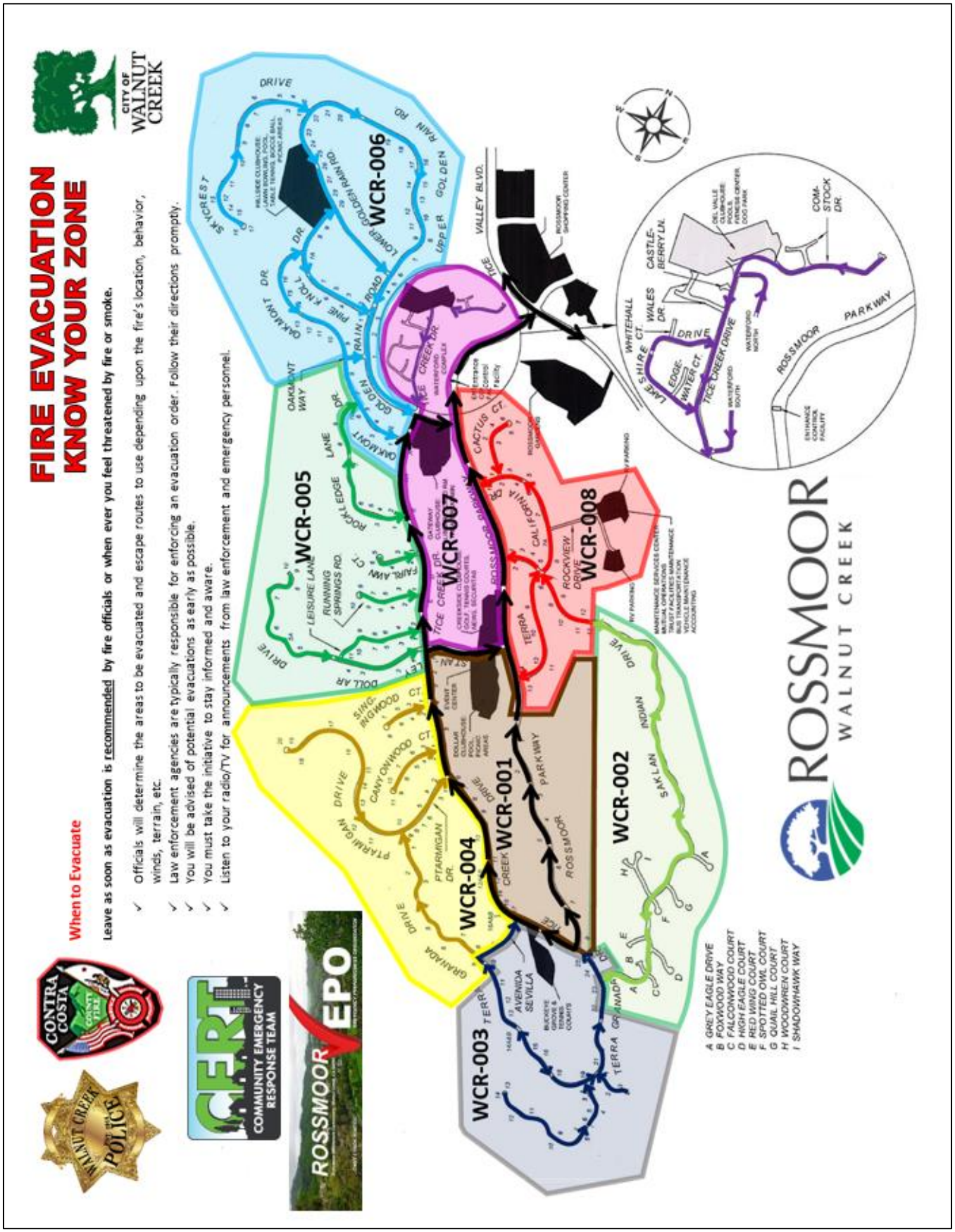
- Food and drinks inside your fridge or freezer may need to be tossed when you return home — especially if your house lost power or was exposed to heat, ash, smoke, or any of the chemicals used to put out fires

Protect your emotional well-being

- After a wildfire, you may feel sad, mad, guilty, or numb. These are all normal reactions to stress. Talk to a psychologist, social worker, or professional counselor if you need help coping.

P12

CONTRA COSTA
COUNTY FIRE
ROSSMOOR
WALNUT CREEK
www.rossmoorepo.org
WALNUT CREEK
EST. 1914
POLICE
VACANT
OR
ALREADY
EVACUATED
WE HAVE GONE TO: _____
PHONE: ( ) _____
WE (PEOPLE & PETS) INCLUDE: _____
ROSSMOOR
Rossmoor Retirement Community, Walnut Creek, CA 94595
....toward a Readier Rossmoor
EPO
EMERGENCY PREPAREDNESS ORGANIZATION
Check out Rossmoor Emergency Preparedness Organization's website for information on readying your household for a Rossmoor wildfire evacuation. www.rossmoorepo.org. Email: rossmoorepo@gmail.com.


FIRE EVACUATION
KNOW YOUR ZONE
CITY OF WALNUT CREEK
When to Evacuate
Leave as soon as evacuation is recommended by fire officials or when ever you feel threatened by fire or smoke.
✓ Officials will determine the areas to be evacuated and escape routes to use depending upon the fire's location, behavior, winds, terrain, etc.
✓ Law enforcement agencies are typically responsible for enforcing an evacuation order. Follow their directions promptly.
✓ You will be advised of potential evacuations as early as possible.
✓ You must take the initiative to stay informed and aware.
✓ Listen to your radio/TV for announcements from law enforcement and emergency personnel.
CONTRA COSTA COUNTY FIRE
WALNUT CREEK POLICE
CERT COMMUNITY EMERGENCY RESPONSE TEAM
ROSSMOOR EPO
WCR-001
WCR-002
WCR-003
WCR-004
WCR-005
WCR-006
WCR-007
WCR-008
ROSSMOOR
WALNUT CREEK
A GREY EAGLE DRIVE
B FOXWOOD WAY
C FALCONWOOD COURT
D HIGH EAGLE COURT
E RED WING COURT
F SPOTTED OWL COURT
G QUAIL HILL COURT
H WOODWREN COURT
I SHADOWHAWK WAY

APPENDIX Q: GLOSSARY OF ACRONYMS

ARC	American Red Cross
Cal OES	California Office of Emergency Services
CB	Citizen Band Radio
CCCOA	Contra Costa County Operational Area
CLERS	California Law Enforcement Radio System
CERT	Community Emergency Response Team
CONOPS	Concept of Operation
CPG	Comprehensive Preparedness Guidelines
CSWC	California State Warning System
CWS	Community Warning System
EAP	EOC Action Plan
EAS	Emergency Alert System
EMZ	Emergency Management Zone
ENS	Emergency Notification System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPI	Emergency Public Information
EPO	Emergency Preparedness Organization
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FEOC	Foundation Emergency Operations Center
FRS	Family Radio Service
GRF	Golden Rain Foundation
HAM	Amateur Radio
IAP	Incident Action Plan
ICC	Incident Command Center
ICP	Incident Command Post
ICS	Incident Command System
IC	Incident Commander
LRA	Local Responsibility Area
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NGO	Non-Governmental Organization
NOAA	National Oceanic and Atmospheric Administration
NWS	National Warning System
PG&E	Pacific Gas & Electric
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
RITS	Rossmoor Information Telephone Service
SAR	Search and Rescue
SEMS	Standardized Emergency Management System
SOP	Standard Operating Procedures
SRA	State Responsibility Area
TDD	Telecommunications Device for the Deaf/Tele Typewriter

TENS	Telephone Emergency Notification System
TTY	Text Telephone
UC	Unified Command
UHF	Ultra High Frequency
USGS	United States Geological Survey
VHF	Very High Frequency
WEA	Wireless Emergency Alert

APPENDIX R: FORMS

Rossmoor
Disaster Windshield Survey Form

Name:	Zone:	Time Started:
Call Sign:	Date:	Time Completed:

Building Damage

	Damage				Damage Currently Occurring		Casualties Estimated # of		
Location	***Collapse***	***Major***	***Moderate***	***Minor***	***Fire***	***Flooding***	***Deaths***	***Injuries***	***Trapped***
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									
Street/ Address #/Entry #									
Comments:									

Road Damage

Street Name	Closest Entry #	Damage Description

EOC ACTIVITY LOG

Page of .

Name	EOC Position
Operational Period	Start Time End Time
Disaster Name	Date
Disaster Number	Supervisor Staff Y N

AM / PM		Decisions, action taken/justification, resource requests, messages, numbers, notes

GENERAL MESSAGE (ICS 213)

1. Incident Name (Optional)**:**		
2. To (Name and Position)**:**		
3. From (Name and Position)**:**		
4. Subject:	**5. Date:**	**6. Time**
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

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