Golden Rain Foundation

Emergency Operations Plan

ROSSMOOR
WALNUT CREEK

Administrative DRAFT
September 2019

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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 disaster response/recovery needs within Rossmoor.   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 and facilitate response/short-term recovery. This plan **ONLY** applies to GRF and 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 CEO, and/or his/her 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 CEO, Public Safety Manager, and/or a designee shall serve as the Golden Rain Foundation Rossmoor Operations Center (ROC) Director and is empowered to coordinate with local emergency agencies in the event of disasters that may require implementation of this plan.

GRF EOP Revision Matrix

Revision Description	Section	Date
Substantive Revisions of Entire Emergency Operations Plan	All	

Community Profile

Rossmoor is a nationally recognized senior adult community located on 1,800 acres in the scenic 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, 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. Additionally, the Walnut Creek Police Department responds to calls for service with Rossmoor.
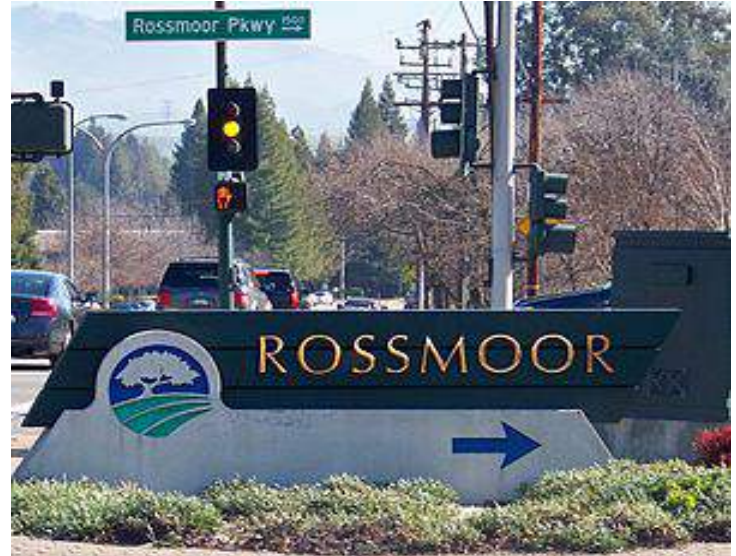
Plan Overview

The GRF 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 Golden Rain Foundation Rossmoor Operations Center (ROC), personnel assigned to the ROC 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 EOP plan. The plan will be made available to GRF personnel, other agencies, and the community upon approval by the GRF CEO. 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 EOP was developed using the plans listed below as reference:

Local

- Contra Costa County Hazard Mitigation Plan 2018
- Contra Costa County Emergency Operations Plan 2015
- City of Walnut Creek Emergency Management Plan 2017
- City of Lafayette Emergency Operations Plan Wildland Fire Evacuation Plan 2019
- Golden Rain Foundation Emergency Operations Plan 2013

Approval

The Public Safety Manager is responsible for managing the review and approval process of the GRF 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 Website

Intended Audience

The GRF EOP is specifically designed for personnel responsible for staffing positions within the Golden Rain Foundation Rossmoor Operations Centers (ROC). Personnel and organizations involved in disaster response may include the following organizations: Community Emergency Response Team (CERT), Walnut Creek Police, 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 GRF and personnel assigned responsibilities in this plan and they 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 limited 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 L: *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 ROC 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 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 ROC 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 ROC 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 the GRF's intent to exercise the full ROC process, including participation by ROC staff, on an as needed basis.

Year One:

- Orientation Seminars for ROC staff
- Table-top exercises to walk participants through the operation of the ROC

Subsequent Years:

- Orientation Seminar, Table-top, Functional, or Full-Scale Exercise as needed

When practical, functional and full-scale exercises should include other 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 EOP is to establish a system for coordinating an effective response to natural and/or manmade disasters. The GRF EOP also addresses coordination with governmental and non-governmental agencies when required.

The Purpose of the GRF EOP is to:

> - Preserve property and resources in Rossmoor by making use of all available resources in the event of a natural or man-made 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 ROC
> - 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 Red Cross shelter site(s) within Rossmoor pursuant to the Statement 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 response exercises to ensure consistency with local emergency operations.

Description

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

As part of this strategy, the plan will:

> - Establish the GRF emergency response organization, which will manage the incident as representatives of the GRF
> - Identify authorities and assign responsibilities for response and recovery activities
> - Establish the policy 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 Rossmoor 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 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 EOP recognizes its limited role and place in supporting the City's emergency management organization. It is designed to contribute to effective emergency and disaster response efforts with all levels of government, non-governmental agencies, and volunteer groups. It is not intended to replace or assume overall responsibility for governmental disaster response.

Resident volunteer groups should use the GRF's plan as a guide when developing their individual response protocols. Doing so will ensure that their response protocols are consistent with those of the GRF and the City of Walnut Creek. Volunteer groups are encouraged to work with and to have the GRF's Public Safety Manager review their response protocols.

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.
➢ CERT has activated, is operational, and has established its Command Center
➢ The Citizen Band, Family Radio Service, and CERT radio operators will activate and operate their respective communications operations
➢ Other resident disaster preparedness and response groups, such as Entry Coordinators, have activated
➢ The ROC and the CERT Command Center 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 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

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 2.2.

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 2.3 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 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 ROC 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 ROC environment are as follows:

➢ Protecting lives
➢ 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
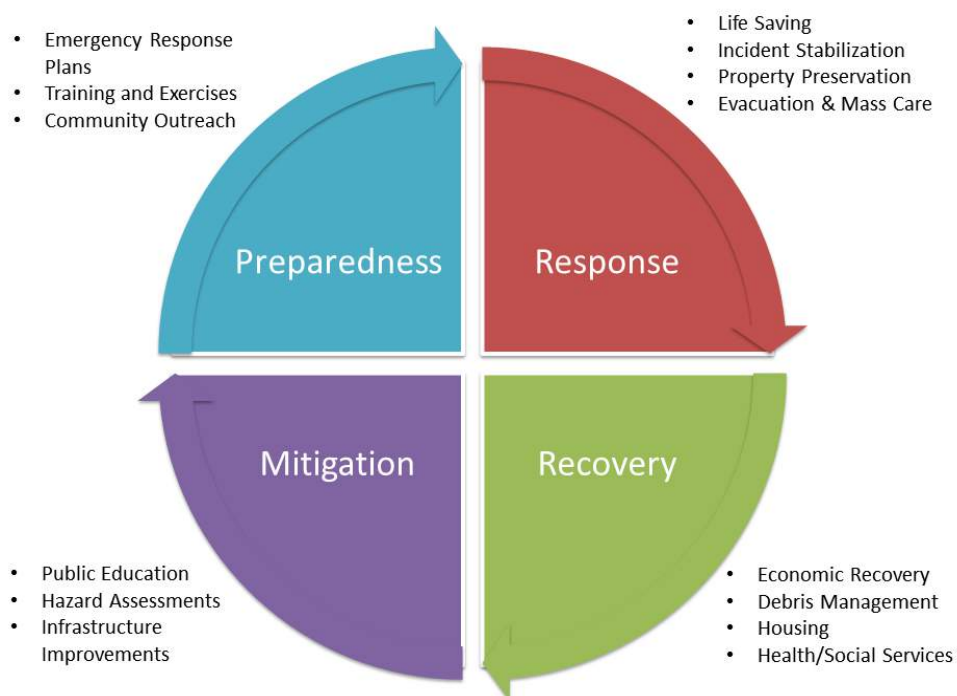
Preparedness

The preparedness phase involves activities undertaken in advance of an emergency. The GRF EOP is in effect at all times to provide authorization to accomplish essential emergency preparedness activities. These activities will improve 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 ROC. 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 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 ROC 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 policy group
➢ 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 warning and emergency 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 ROC using established guidelines
➢ Coordinating GRF activities with CERT
➢ At the direction of law enforcement officials, assist in e 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 ICS, SEMS, and NIMS, and may include response from local public safety agencies.

Actions:

➢ Monitor the incident
➢ Establish Command Posts if necessary, and/or activate the ROC
➢ Notify CERT that the ROC is operational
➢ Notify the City of Walnut Creek when the ROC is operational
➢ Notify residents of emergency precautions and/or actions and issue approved emergency instructions to the community as necessary and as directed by the City.

Immediate Emergency

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

Actions:

➢ Issue Rossmoor specific emergency information to the community.
➢ As directed by the City, issue emergency instructions to the community.
➢ If necessary, assist local authorities as directed..

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 ROC Director in close coordination with other ROC 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 ROC and may serve as the ROC 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 ROC activation, it is likely that contract public safety personnel will report to the Operations Section Chief in the ROC. 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 opening the CERT Command Center (CC) and the ROC.

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CHAPTER 3 - ORGANIZATION AND RESPONSIBILITIES

Emergency Organizational Structure

The basic ROC organizational structure consists of five functional sections including:

Chart 3.1 ROC Organization Chart

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                                          ┌──────────────────┐
                                          │ Operational Area │
                                          │    (OA) EOC      │
                                          └──────────────────┘
                                                  ┊
                              ┌──────────────────┐      ┌────────┐
                              │ City of Walnut   │──────│  CERT  │
                              │  Creek EOC       │      └────────┘
                              └──────────────────┘
                                                  ┊
┌──────────────────┐   ┌──────────────┐   ┌──────────────────┐
│  Policy Group    │   │ Liaison/Legal│   │  ROC Director    │┄┄┄┄┄┄┄
│ Golden Rain      │───│   Officer    │───│ Public Safety    │
│ Foundation       │   │ Foundation   │   │   Manager        │
│ Board of         │   │   CEO        │   └──────────────────┘
│ Directors        │   └──────────────┘
└──────────────────┘
                       ┌──────────────────────┐
                       │ Public Information    │
                       │     Officer           │
                       │ Director of           │
                       │ Communications        │
                       └──────────────────────┘
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Operations Section	Planning / Intel Section	Logistics Section	Finance / Admin Section
Director of Mutual Operations	Director of Resident Services	Fleet & Compliance Supervisor	Chief Financial Officer

ROC 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 ROC Incident Action Plan, Situation Summary Reports, and After-Action Reports in coordination with other ROC 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.

ROC Organizational Responsibilities

All GRF employees have a role in the EOP. When the ROC 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 ROC Director
> - **GRF Board of Directors** serve as the GRF Policy Group
> - **GRF CEO** serves as GRF Liaison Officer and Policy/Legal Advisor to the GFR 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 ROC Director shall assume responsibility for those duties until the position can be filled. (See Appendix C: *ROC Position Descriptions*)

ROC 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 ROC.

Organization Flexibility and Modular Organization

The five essential SEMS and NIMS functions are established as "sections" within the ROC. 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, ROC Security Officer, Public Information Officer, and the Liaison/Legal Officer constitute the ROC 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 - ROC MANAGEMENT

Some incidents may not require a Field Incident Command Post because the incident does not involve a field response. Examples include a pandemic event or a wide-spread 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 ROC, 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 ROC.

ROC Purpose

The ROC serves as the centralized point to manage overall emergency response operations. The role of the ROC is to collect, validate, and organize emergency information and to provide overall coordination of resources required during response and recovery operations. The ROC 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 ROC facility has specialized equipment, information systems, and various tools that aid in responding and restoring critical functions.

The ROC 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, CERT, and other local governments agencies
➢ Recovery activities to restore facilities in a timely manner

Primary and Alternate ROCs

The primary ROC is located at the Gateway Complex in the Administrative Board Room.

The alternate ROC is located at the Event Center in the Donner Room.

Map 4.1: Primary ROC Location

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

Gateway Area
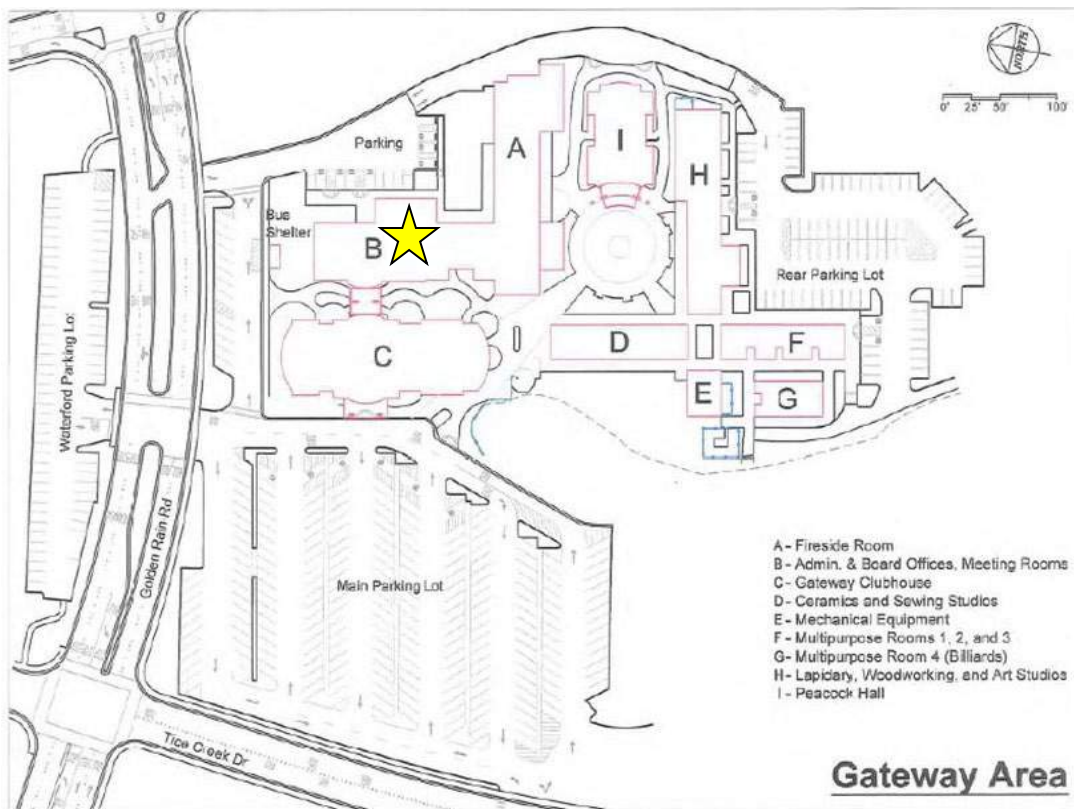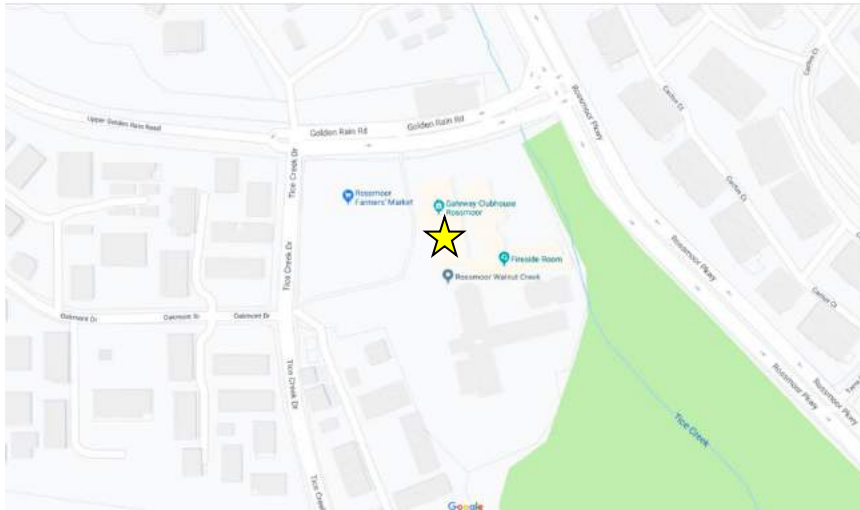
Figure 4.1: Suggested ROC Layout
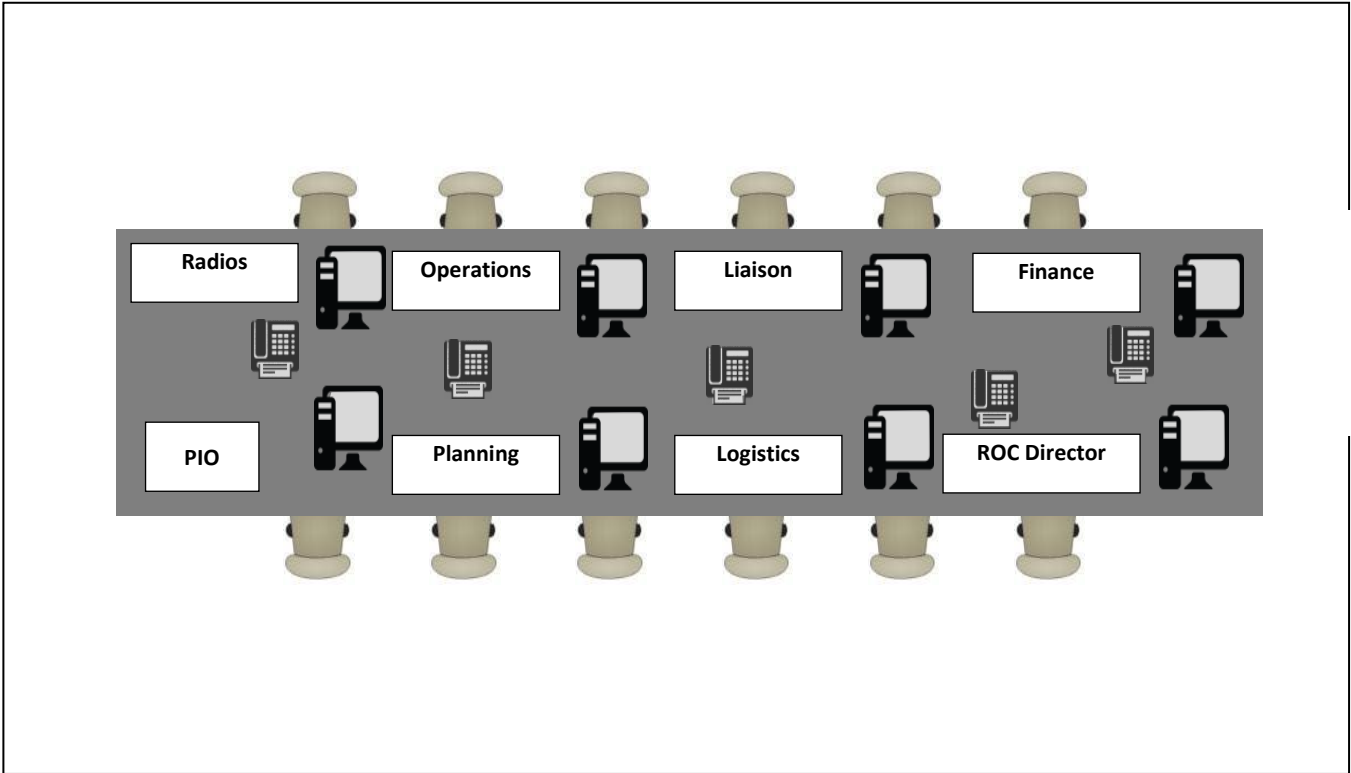
Map 4.1:   Alternate ROC Location

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

Event Center

ROC Security

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

ROC Activation

Authorization to Activate the ROC

The following personnel are authorized to activate the ROC:

➢ GRF CEO
➢ 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 ROC and will assume the role of ROC 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 ROC. The Public Safety Site Manager/Supervisor will remain as Interim ROC Director until relieved by GRF personnel.

Activation Criteria

Criterion for activation of the ROC 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

ROC Activation Levels

Level 1 – Full ROC 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 ROC personnel should report directly to the primary ROC location unless redirected to the alternate location.

Level 2 – Partial ROC 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 ROC are needed. All predesignated ROC 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 ROC Activation

Level 3 is a minor incident that can be managed by first responders and GRF resources from within Rossmoor. The ROC 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 ROC 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.

ROC Activation Guidelines

The following guidelines should be used when activating the ROC:

- ➢ Assess ROC for damage
- ➢ Set up ROC by connecting and testing all telephones
- ➢ As other personnel arrive, enlist their help in getting the ROC 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 communication
- ➢ Set up computers as needed and as available
- ➢ Post ROC and FAX telephone numbers or radio channels to be used for the ROC if telephone service has been interrupted
- ➢ Place ROC vest or name tags in each section: ROC staff must wear their vests or name tags at all times; visitors must be wearing identification badges.
- ➢ Post ROC signage as necessary to guide staff

(See Appendix D: *Foundation ROC Position Checklists*)

ROC Action Plan (EAP)

When the ROC is activated a written ROC 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 time-frame 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 ROC Action Planning process.

Action Plan Elements

> - **Statement of Objectives***:* Appropriate to the overall incident
> - **Organization***:* Describes what parts of the 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 ROC Director, or designee, will use all available resources to contact and assemble the ROC 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 ROC.

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CHAPTER 5 - COMMUNICATION, NOTIFICATION, ALERTS, AND WARNINGS

The ROC 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 ROC 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 P: *Forms*). Situational status display boards should be used 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.

UHF Radio System

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

A pool of Motorola XPR 6500 UHF 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 ROC is activated, the ROC Director and 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.

GRF Fax Machines

Facsimile machines may be used to share information between GRF Divisions, Departments, the City of Walnut Creek, and other agencies. The ROC may use facsimile transmissions as a redundant communications method with e-mail being its primary communication method.

CERT Radio System

CERT Radios Operators

The City of Walnut Creek's CERT has radio operators who have access to HAM radio equipment and are committed to assisting with emergency communications in times of disaster. HAM communication will be conducted according to the City's CERT protocols. If available, CERT may be of assistance to the ROC by helping to provide a communication link between the ROC and other locations, such as the City's EOC, a Field ICP, or a Report Center.   Additionally, CERT primarily uses Family Radio Service Comminutions within the designated CERT areas.

Rossmoor Community Groups Radio System

CB - CITIZEN BAND RADIO

The CB Radio Club is a resident volunteer organization which can provide additional situational information to CERT or 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 (Channel 28)
- ➢ Rossmoor Website
- ➢ Rossmoor News
- ➢ Emails
- ➢ 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 CEO should be notified before any emergency message is broadcast. An initial message may be disseminated at the direction of the GRF CEO, 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, Channel 28, 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 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 CEO, 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
- ➢ In coordination with the City, identify 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:

- ➢ 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
➢ When provided information from local governments, release 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.

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 Sherriff'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. This system can only be activated by local authorities not by GRF.

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
➢ TTY and 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 may contain information related 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

. 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 (KCBS 740 AM)
➢ Telephone Emergency Notification System (TENS)
➢ Cell Phone Alerts
➢ NOAA Weather Radios
➢ Twitter and Facebook at CoCoCWS

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 FEMA and 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 and 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 - 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 of for deploying their resources The GRF will consult with these groups to ensure each group's plan is consistent with the GRF's plan. GRF does not have the authority to activate these groups and while these groups may coordinate activities with the GRF, these groups do not function at GRF's direction or supervision.

Emergency Preparedness Organization

The Emergency Preparedness Organization's (EPO) mission is to provide information to residents about disaster preparedness and to organize residents to be self-sufficient until GRF resources or professional first responders are available. The EPO provides a venue for individual residents, CB Operators, Entry Coordinators, and 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.

Entry Coordinators

Entry Coordinators 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 residents.

Family Radio Service

The Family Radio Service (FRS) is used by residents to relay information and status reports throughout Rossmoor to an FRS central location. The information can then be provided to CERT or the ROC. Public Safety may monitor the FRS channels, but will not take incident reports. Additionally, FRS is the primary communication method within CERT areas.

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 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 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; 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 4.2: City of Walnut Creek CERT Areas
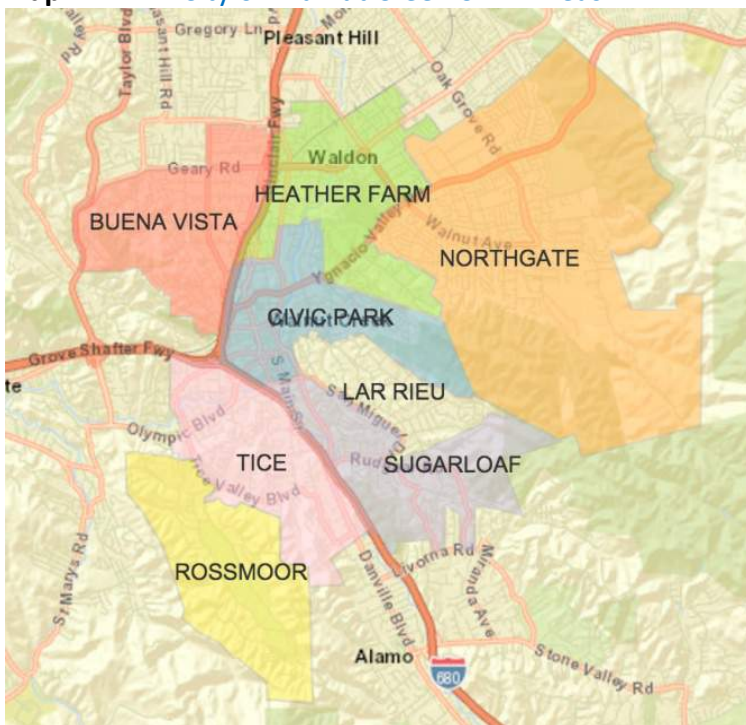
CERT volunteers are trained residents who have come together to form a skilled group of Disaster Service Workers. CERT members realize that in the event of a disaster they will have to rely on their neighbors and themselves to handle emergencies until other help arrives. The CERT organization uses the same SEMS/ICS working structure that the GRF and governmental organizations use, enabling the

accurate flow of information while minimizing duplication. The GRF has also provided support and guidance to CERT to ensure that CERT and GRF response protocols are compatible.

CERT will function as its own command center for CERT activities and will use the NIMS/SEMS model to manage and control CERT operations. During an emergency event, CERT and the GRF will develop parallel emergency management structures and will coordinate activities to provide disaster assistance to the community. As directed by the City, 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 may eventually be communicated to the ROC.

Within Rossmoor, CERT will primarily use the Family Radio Service (FRS) for communications. FRS is an unlicensed system utilizing low-powered radios for very short-range communications. The FRS radios have been tested and are known to function within their designated areas. CERT has developed its own communications protocols.

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.

Gateway Area
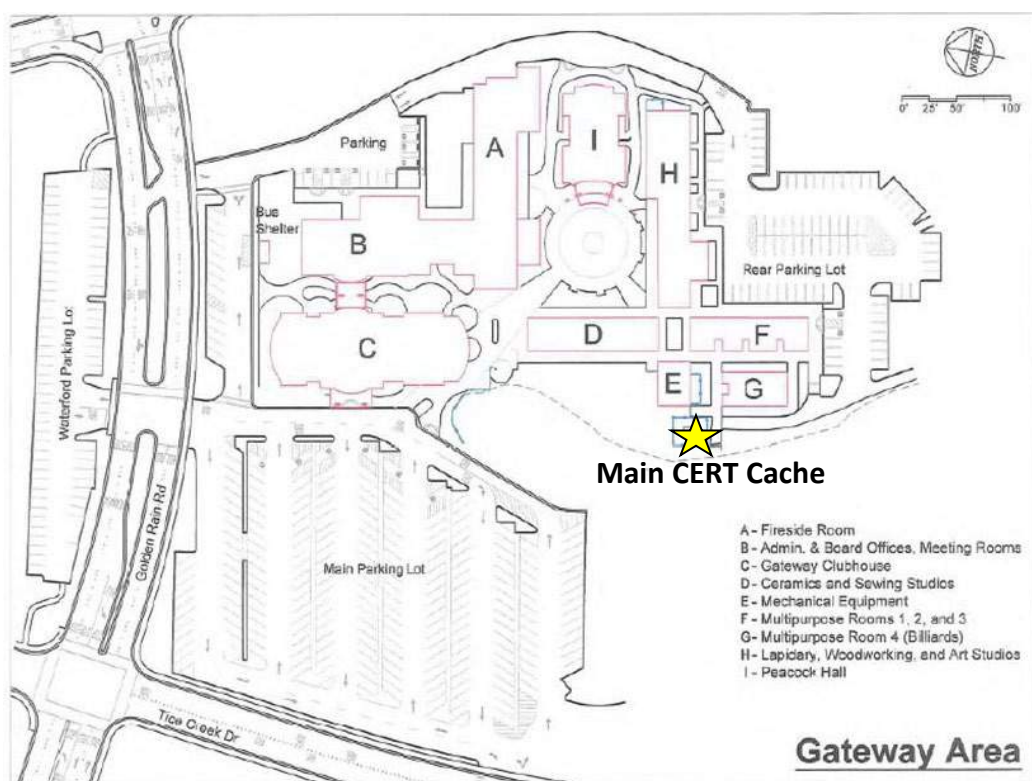
CERT does not have the authority to deploy GRF resources.

Map Your Neighborhood

Map Your Neighborhood (MYN) is a program designed to help neighborhoods, entries, and/or buildings prepare for disasters. The program is designed to improve individual and neighborhood readiness.

MYN provides a step-by-step process that groups of neighbors can work through together to prepare themselves and their neighborhoods for disasters. MYN prepares people for the period of time immediately following a disaster until responders arrive. MYN is not a response group.

MYN helps residents to:

➢ Learn the **"9 Steps to Take immediately Following a Disaster"** to secure their homes and to protect their neighborhoods. It is hard to think clearly following a disaster, and these steps will help residents to quickly and safely take actions that can minimize damage and protect lives.

➢ Identify the **Skills and Equipment** each neighbor has that would be useful in an effective disaster response. Knowing which neighbors have skills and supplies facilitates timely disaster response and allows everyone to contribute to the response in a meaningful way.

➢ Create a **Neighborhood Map** identifying the locations of natural gas shut off valves.

➢ Create a **Contact List** that helps identify those with specific/special needs.

➢ Work together as a **Team to Evaluate** their neighborhood during the first hour following a disaster.

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

MOU – Red Cross Bay Area Chapter and The Golden Rain Foundation
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American Red Cross Bay Area Chapter and the Golden Rain Foundation

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:
      o training, drills, exercises or planning activities
      o community preparedness activities
      o 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.
      o A local GRF affiliate and Red Cross can work together to provide items that meet the specific, urgent needs of the disaster-affected community.
      o 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

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

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   b.   Disaster Response Training:

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American Red Cross Bay Area Chapter and the Golden Rain Foundation

Signatures

American Red Cross Bay Area Chapter	Golden Rain Foundation

By: _____   By: _____
Signature   Signature

Name: JASON WALLACE   Name: Tim O'Keefe
Print Name   Print Name

Title: DISASTER PROGRAM MANAGER   Title: CEO
Print Title   Print Title

Date: 3/16/2017   Date: 3/1/17

MOU – Red Cross Bay Area Chapter and The Golden Rain Foundation
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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

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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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Attachment A – Organization Contact Information
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APPENDIX B: HAZARD/RISK ASSESSMENT MAPS

Landslide Susceptibility Map

Rossmoor Area Overview

Map of: Rossmoor Area
Created by: ELA Inc.
1:50,000
Date Saved: 5/31/2019

Liquefaction Zones Map

Map of: Rossmoor Area
Created by: ELA Inc.

Rossmoor Area Overview

1:100,000

Date Saved: 5/31/2019
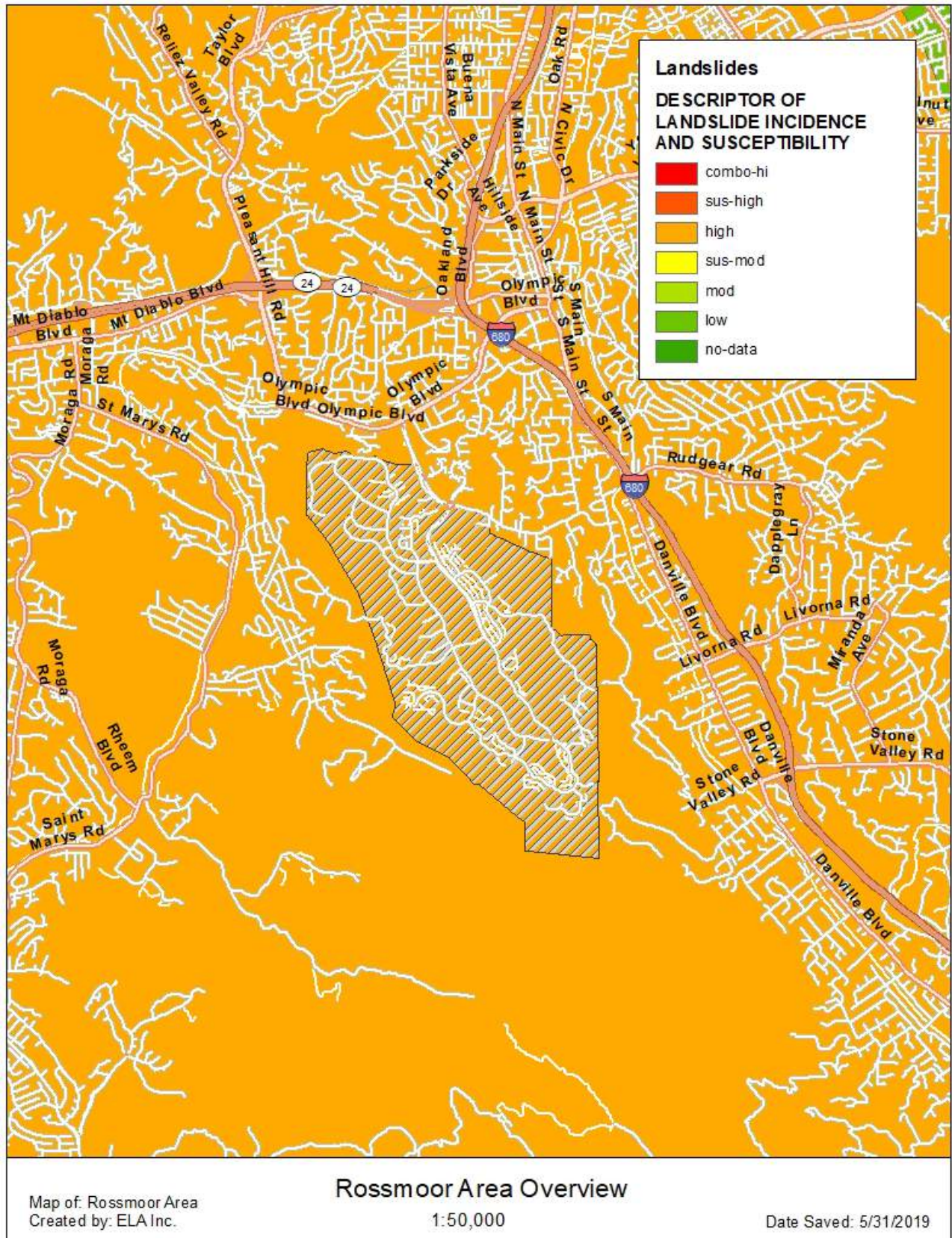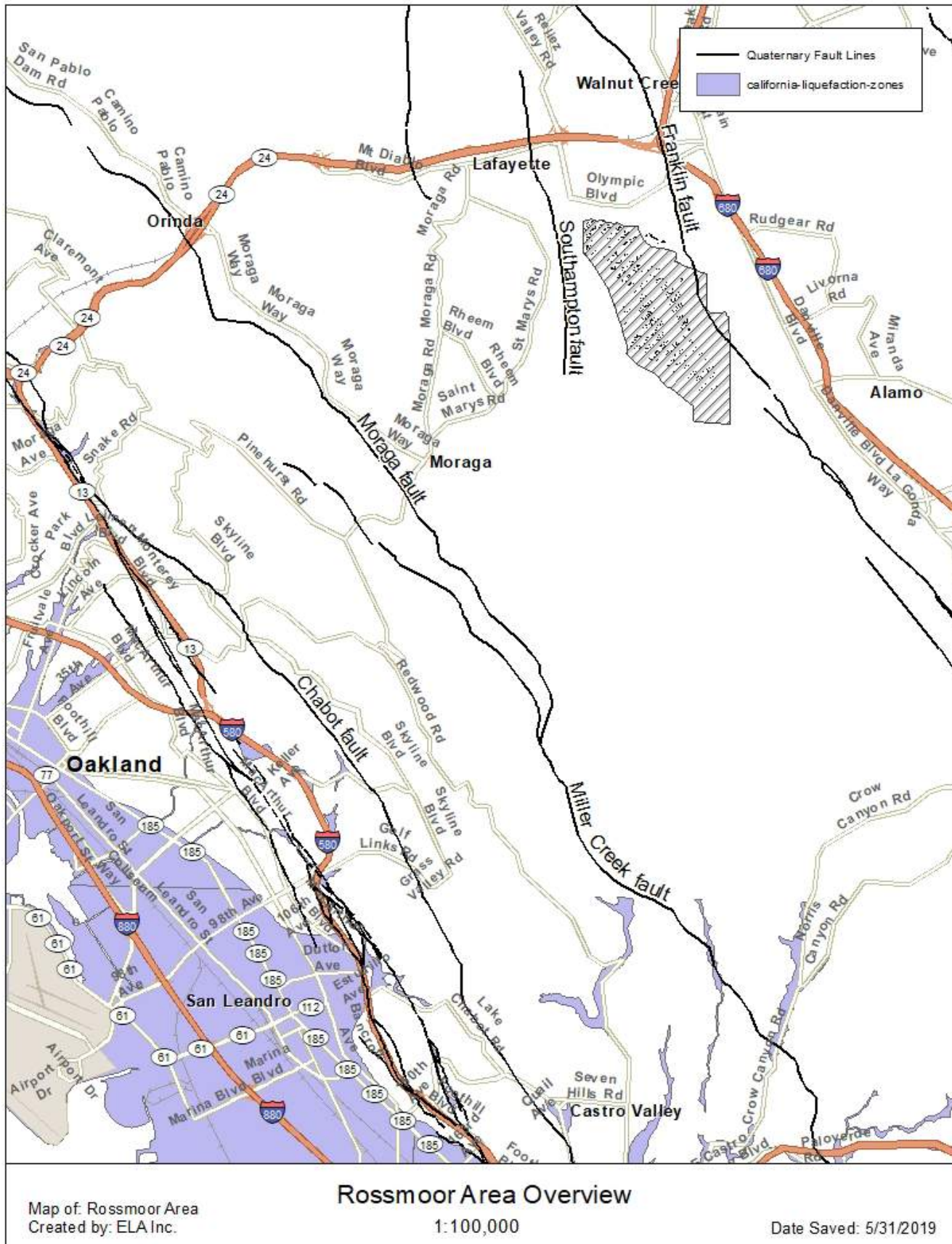
Cal Fire Wildland Fire Severity Zones Map

CALFIRE Fire hazard Severity Zones in State Responsibility Areas in SRA and LRA

HAZ_CODE
- Moderate
- High
- Very High

Map of: Rossmoor Area
Created by: ELA Inc.

Rossmoor Area Overview
1:50,000

Date Saved: 5/31/2019
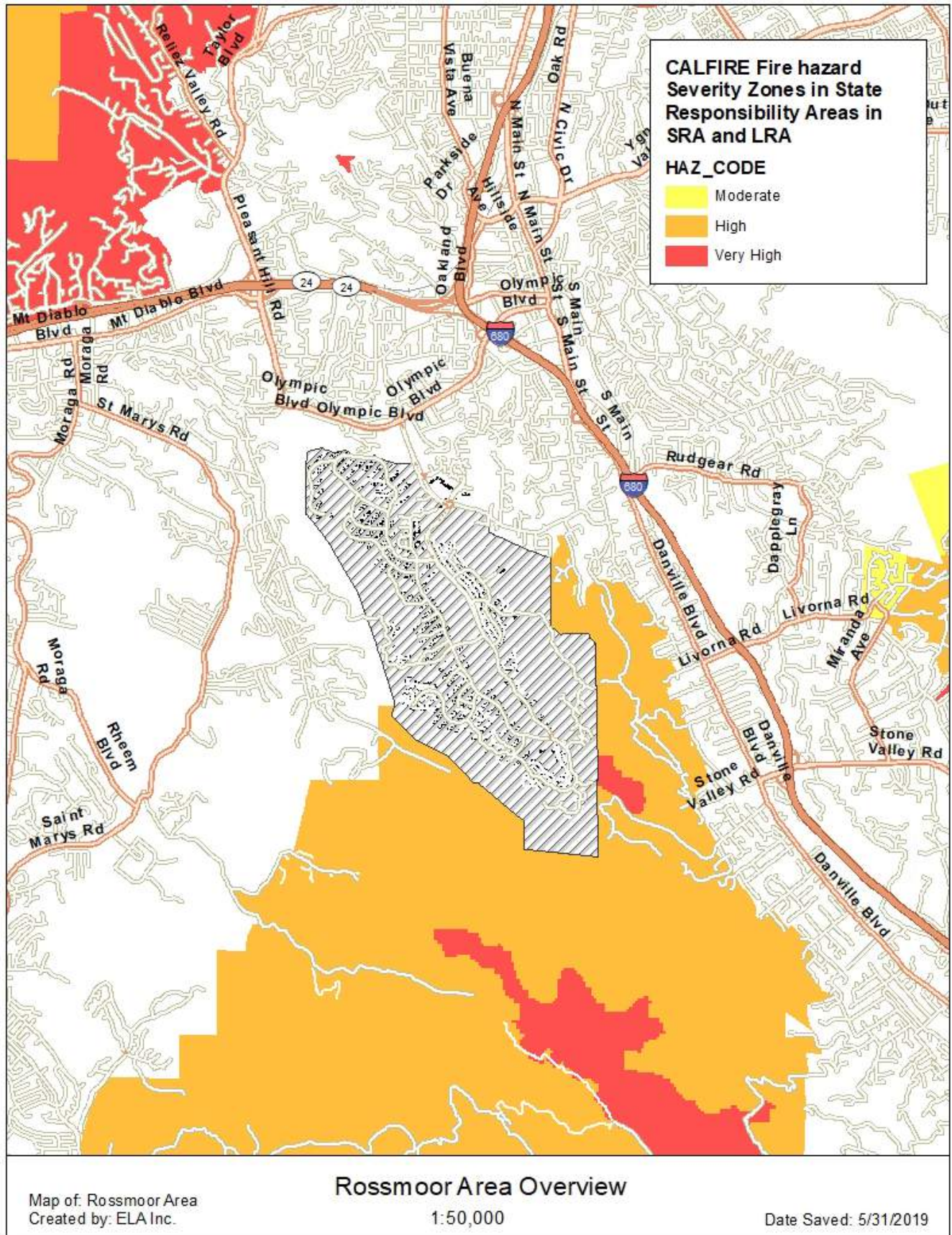
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APPENDIX C: ROSSMOOR OPERATIONS CENTER (ROC) POSITION DESCRIPTSIONS

ROC Director

The ROC Director has the overall responsibility of managing all activities identified in the GRF's Disaster Response Plan. The ROC Director determines objectives and establishes priorities based on the nature of the incident, available resources, and GRF policy. The ROC Director role will be filled by the first GRF Senior Staff to arrive at the ROC 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 ROC Director.

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

Specific Functions

➢ Identify yourself as the ROC Director

➢ Overall event management and responsibility

➢ Establish the ROC and necessary SEMS/NIMS sections

➢ Assign ROC 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 ROC, 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 ROC 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 ROC Director

➢ Interpret policies

➢ Develop emergency policies

➢ Review liability issues

➢ Review and approve information prior to releasing it to the public

GRF Public Information Officer

The GRF Public Information Officer (PIO) is responsible for the formulation and release of GRF specific information regarding the incident or disaster to and the Rossmoor community. The GRF PIO provides situation updates to GRF personnel and Residents. The ROC Director and/or GRF CEO must approve all information prior to public release. Community-wide disaster information may be released by the GRF PIO at the direction of the City.

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 ROC 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

- ➢ Coordinate with CERT

- ➢ 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 ROC.

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, ROC 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 ROC

➢ 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 and make appropriate allocations

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APPENDIX D: ROSSMOOR OPERATIONS CENTER (ROC) POSITION CHECKLISTS

The following checklist should be considered as the minimum requirements for ROC 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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ROC 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 ROC.

❑ Obtain initial briefing from current ROC Director (if taking over).

❑ Assess incident situation:
   a) Review the current situation status and initial incident objectives.
   b) Ensure that the City is notified as appropriate.

❑ Meet and establish communications with CERT as a means to develop situational awareness

❑ Develop overall event status.

❑ Activate appropriate ROC positions:
   a) Confirm dispatch and arrival times of activated resources.
   b) Provide summary of current organization.

❑ Brief staff:
   a) Identify incident objectives and any GRF policy directives for the management of the incident.
   b) Provide a summary of current GRF organization.
   c) Provide a review of current incident activities.
   d) Determine the time and location of the first ROC 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:

ROC Director Checklist (Continued)

Check the Box   **Tasks**

❑   Establish level of planning to be accomplished:

  a) Written ROC Action Plan.
  b) Contingency planning.
  c) Formal planning meeting.

❑   Ensure planning meetings are conducted as indicated.

❑   Approve and authorize implementation of the ROC Action Plan
  a) Review ROC 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 P: *Forms*)

Liaison/Legal Officer

Check the Box   **Tasks**

❑ Obtain briefing from ROC Director:
   a) Determine current status of the event.
   b) Participation 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.

❑ As necessary, assist the Board with emergency GRF policy development.

❑ Maintain an Activity Log to document all significant actions.
   (See Appendix P: *Forms*)

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GRF Public Information Officer

Check the Box   **Tasks**

❑ Obtain briefing from the ROC Director.
   a) Determine constraints on information process.

❑ Participate in ROC 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/ROC 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 ROC Director.

❑ Post information in the ROC and other appropriate locations.

❑ Maintain an Activity Log to document all significant actions.
   (See Appendix P: *Forms*)

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Operations Section Chief

Check the Box   **Tasks**

☐ Obtain briefing from ROC 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 ROC 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) Identify 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 ROC 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 ROC Director apprised of status of operational efforts.

☐ Attend briefings.

☐ Attend Planning Meetings.

☐ Maintain an Activity Log to document all significant actions.
   (See Appendix P: *Forms*)

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Logistics Section Chief

Check the Box   **Tasks**

❑ Obtain briefing from ROC 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 ROC 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 ROC 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 P: *Forms*)

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Planning and Intelligence Section Chief

Check the Box   **Tasks**

☐   Obtain briefing from the ROC Director
    a)   Determine current resource status.
    b)   Determine current situation status/intelligence.
    c)   Determine current incident objectives and strategy.
    d)   Determine if the ROC Director requires a written ROC 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 ROC Director.

☐   Advise ROC staff of any significant changes in the incidental 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 ROC 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 P: *Forms*)

Finance and Administrative Section Chief

Check the Box   **Tasks**

☐ Obtain briefing from ROC 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 CEO:
   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/CEO.

☐ 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 ROC management personnel when emergency timekeeping process is in effect, and where timekeeping is taking place.
   b) Distribute time-keeping forms to 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 and Activity Log to document all significant actions.
   (See Appendix P: *Forms*)

APPENDIX E: EVACUATION

The Golden Rain Foundation <u>has no authority to order an evacuation</u>.. Only government public safety officials can issue and enforce evacuation orders. The Golden Rain Foundation is working closely with the City of Walnut Creek to ensure the GRF EOP supports evacuation plans developed by the City of Walnut Creek.

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APPENDIX F: EMERGENCY MANAGEMENT ZONES (EMZ)

Rossmoor has been divided into eight geographic areas known as Emergency Management Zones (EMZ).

These predetermined EMZs provide GRF the following advantages:

➢ Creates a standardized basis for tactical organization and span of control for GRF's response
➢ Creates geographical areas for use in isolated incidents.
➢ Allows the ROC to focus response efforts and resources in the most affected areas
➢ Establishes common terminology for geographic areas
  (See Appendix E: *Evacuation*)

Each EMZ is assigned a letter designator A through H. *Example:* EMZ-A

Zone A		
Street/Location Name	**Entry Numbers/Street Addresses**	
Rossmoor Parkway	Entries 1 through 8	
Tice Creek Drive	Entries 1 through 17	
Event Center	N/A	
Dollar Complex	1001 Stanley Dollar Drive	
Dollar Golf Course	Holes 1,2,7,8,9,14 through 18	
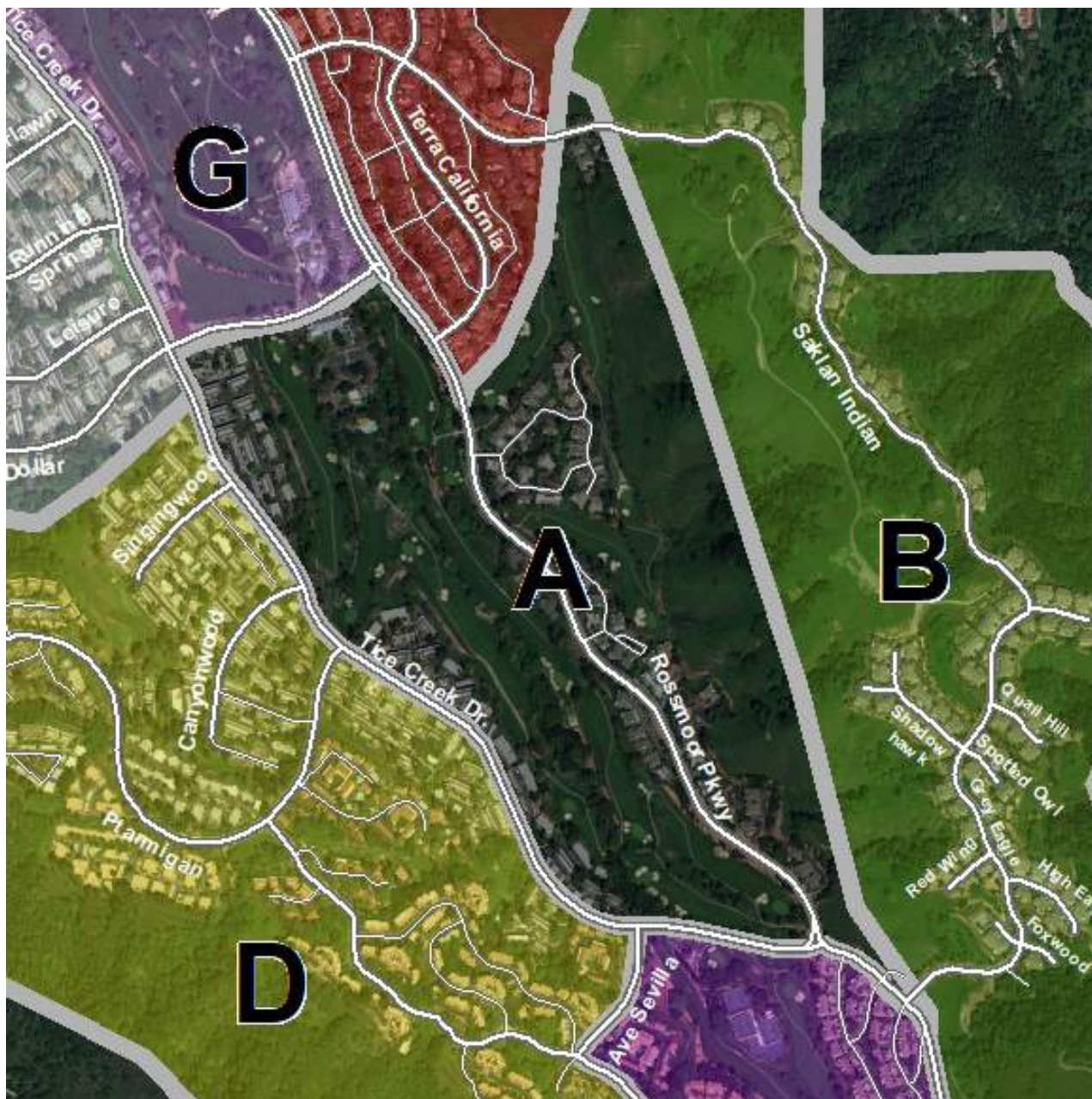
Zone B

Street/Location Name	Entry Numbers/Street Addresses	
Saklan Indian Drive	2804 through 2998	
Grey Eagle Drive	All Addresses	
Foxwood Way	All Addresses	
Falconwood Court	All Addresses	
High Eagle Court	All Addresses	
Red Wing Court	All Addresses	
Spotted Owl Court	All Addresses	
Quail Hill Court	All Addresses	
Woodwern Court	All Addresses	
Shadow Hawk Way	All Addresses	

Zone C

Street/Location Name	Entry Numbers/Street Addresses	
Terra Granada Drive	Entries 10 through 25	
Autumnwood Drive	All Addresses	
Horseman's Canyon Drive	All Addresses	
Dollar Golf Course	Holes 10 through 12	
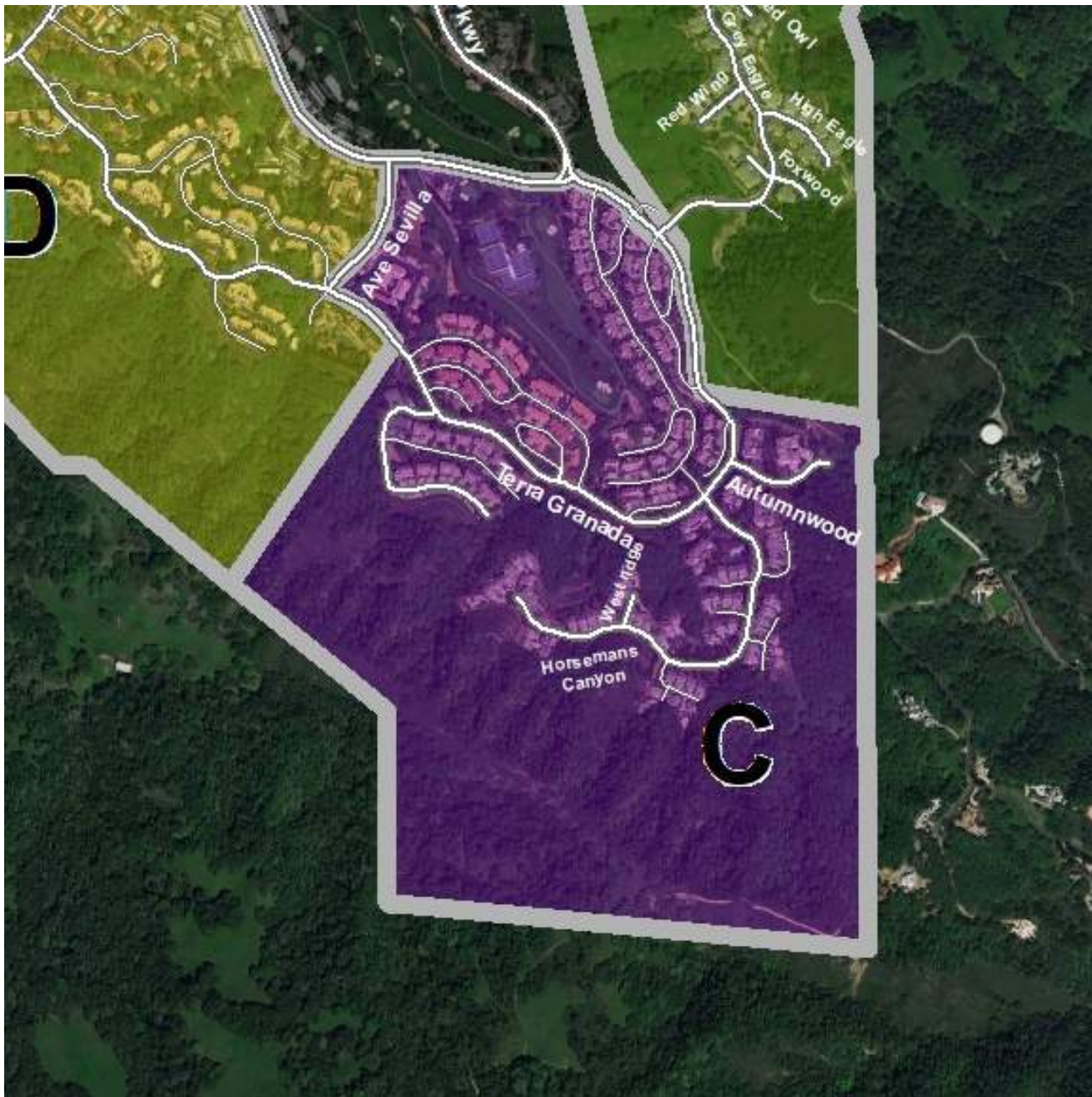
Zone D

Street/Location Name	Entry Numbers/Street Addresses	
Avenida Sevilla	All Addresses	
Terra Granada Drive	Entries 1 through 8	
Ptarmigan Drive	All Addresses	
Canyonwood Court	All Addresses	
Singingwood Court	All Addresses	
Buckeye Tennis Courts	3425 Tice Creek Drive	
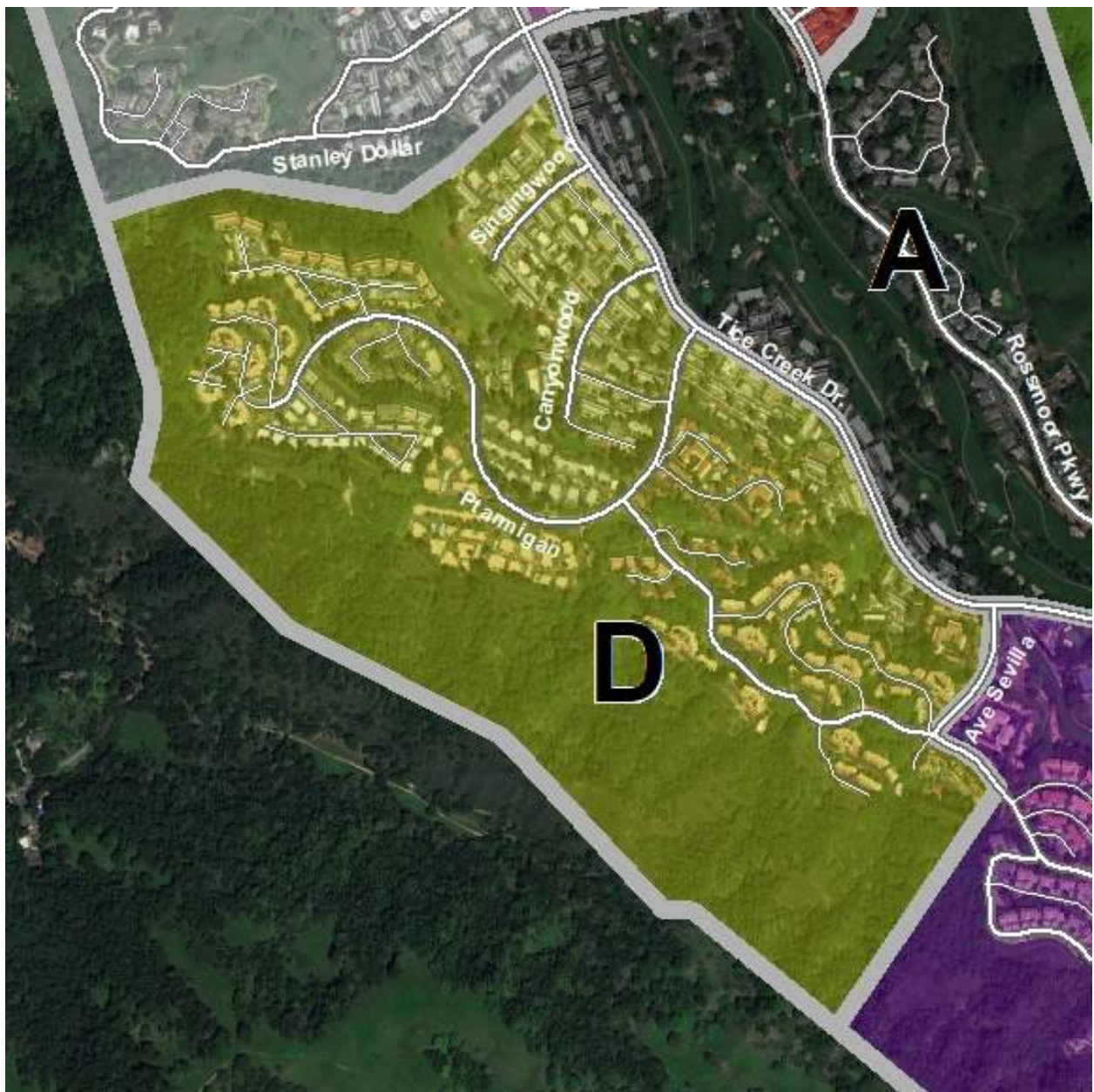
Zone E

Street/Location Name	Entry Numbers/Street Addresses	
Stanley Dollar Drive	Entries 1 through 10	
Leisure Lane	All Addresses	
Running Springs Road	All Addresses	
Fairlawn Court	All Addresses	
Rockledge Lane	All Addresses	

Zone F		
Street/Location Name	**Entry Numbers/Street Addresses**	
Golden Rain Road	All	
Oakmont Drive	All	
Oakmont Way	All	
Pine Knoll Drive	All	
Skycrest Drive	All	
Hillside Complex	3400 Golden Rain Road	

Zone G		
Street/Location Name	**Entry Numbers/Street Addresses**	
Tice Creek Drive	Entries A through E and AA	
Waterford	1860 and 1861 Tice Creek Drive	
Lakeshire Drive	All Addresses	
Edgewater Court	All Addresses	
Whitehall Court	All Addresses	
Wales Drive	All Addresses	
Castleberry Lane	All Addresses	
Comstock Drive	All Addresses	
Creekside Complex	1010 Stanley Dollar Drive	
Gateway Complex	1001 Golden Rain Road	
Fitness Center	1751 Tice Creek Drive	
Dog Park	End of Tice Creek Drive	
Creekside Golf Course	Holes 1 through 9	
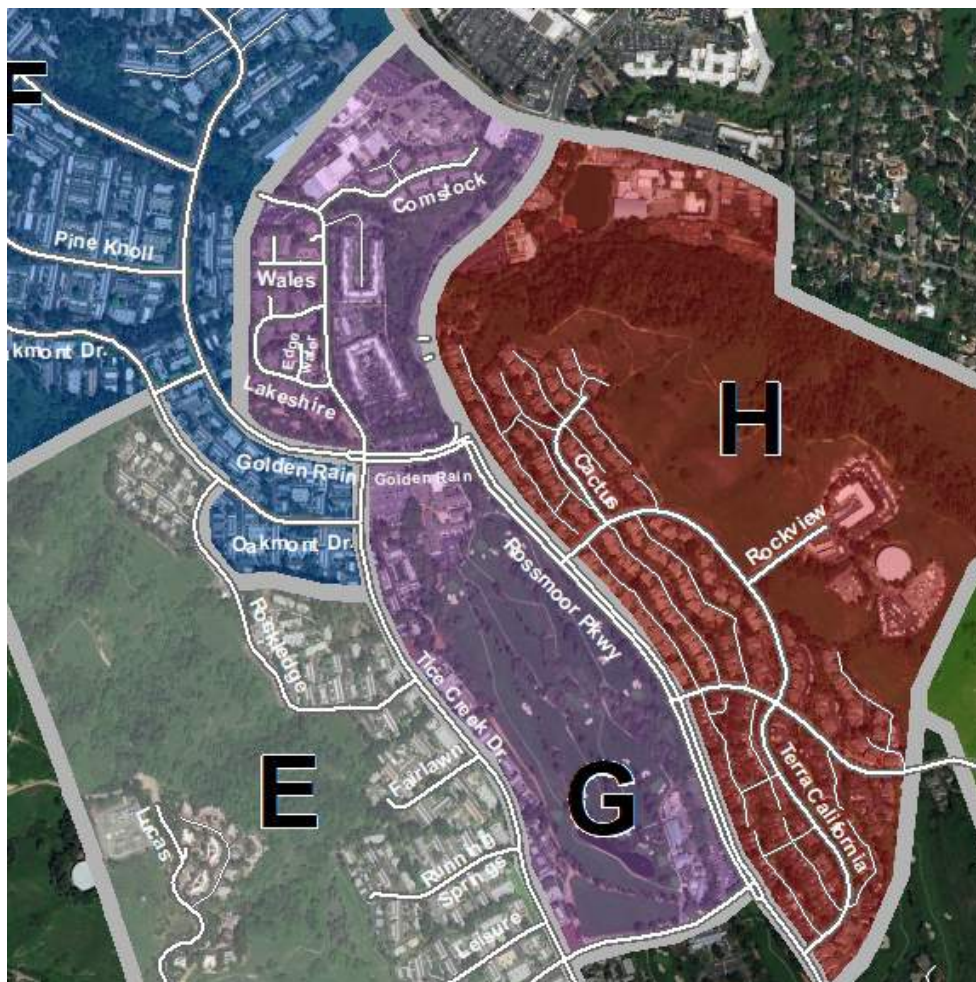
Zone H

Street/Location Name	Entry Numbers/Street Addresses	
Terra California	All Addresses	
Saklan Indian	Entries 1 through 13	
Cactus Court	All Addresses	
Mutual Operations	800 Rockview Drive	
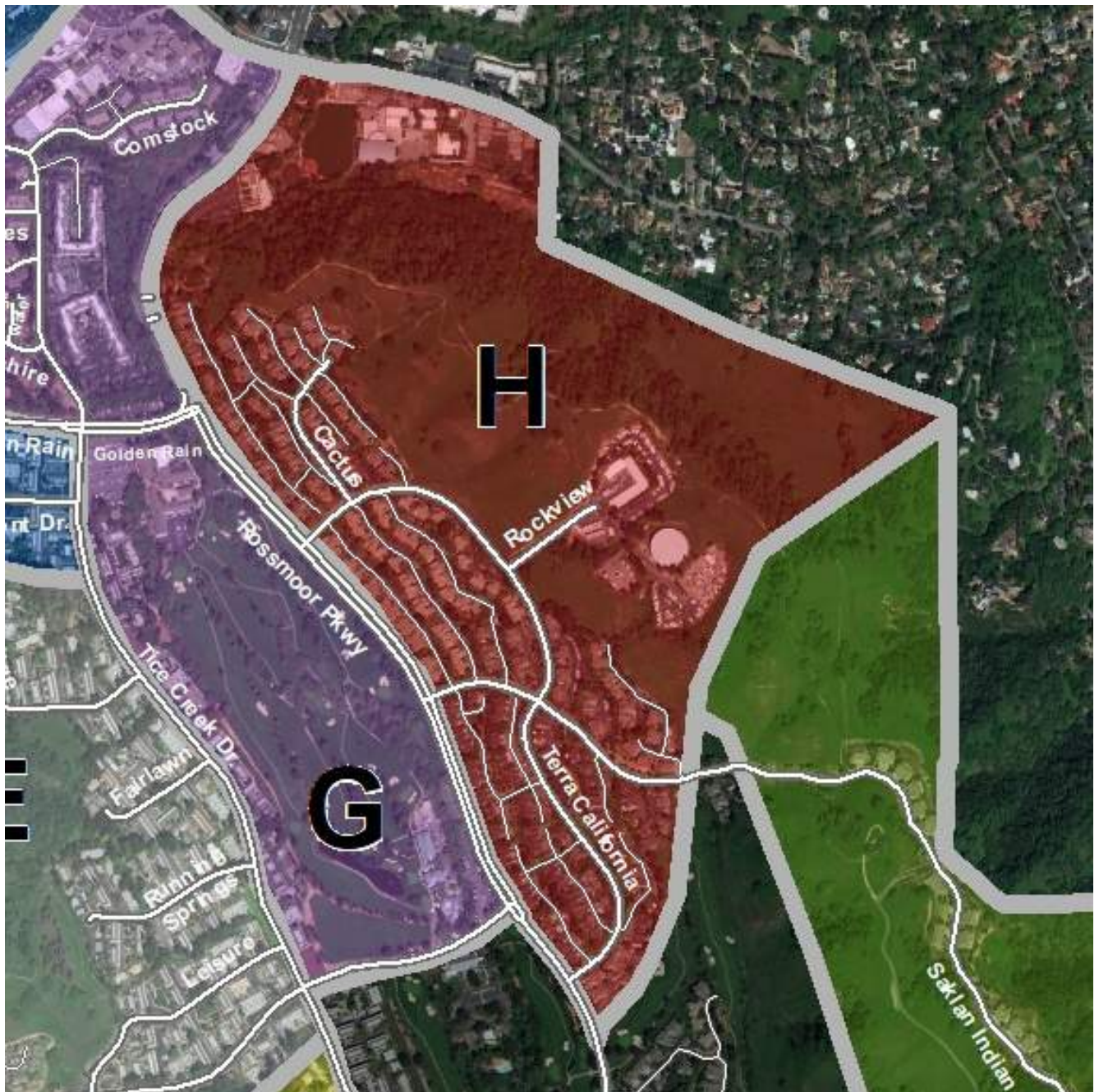
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APPENDIX G: ALTERNATE ACCESS POINTS

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

East Entrances/Exits
   (*EMZ-H*) **Cactus Court Entry 1/2:** Dirt road that leads to Rossmoor Parkway.
   (*EMZ-H*) **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
   (*EMZ-B*) **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.
   (*EMZ-H*) **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
   (*EMZ-F*) **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.
   (*EMZ-E*) **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

East Alternate Access Points

Cactus Court Entry 1/2

MOD

South Alternate Access Points

Grey Eagle Dr.

High Eagle Dr.
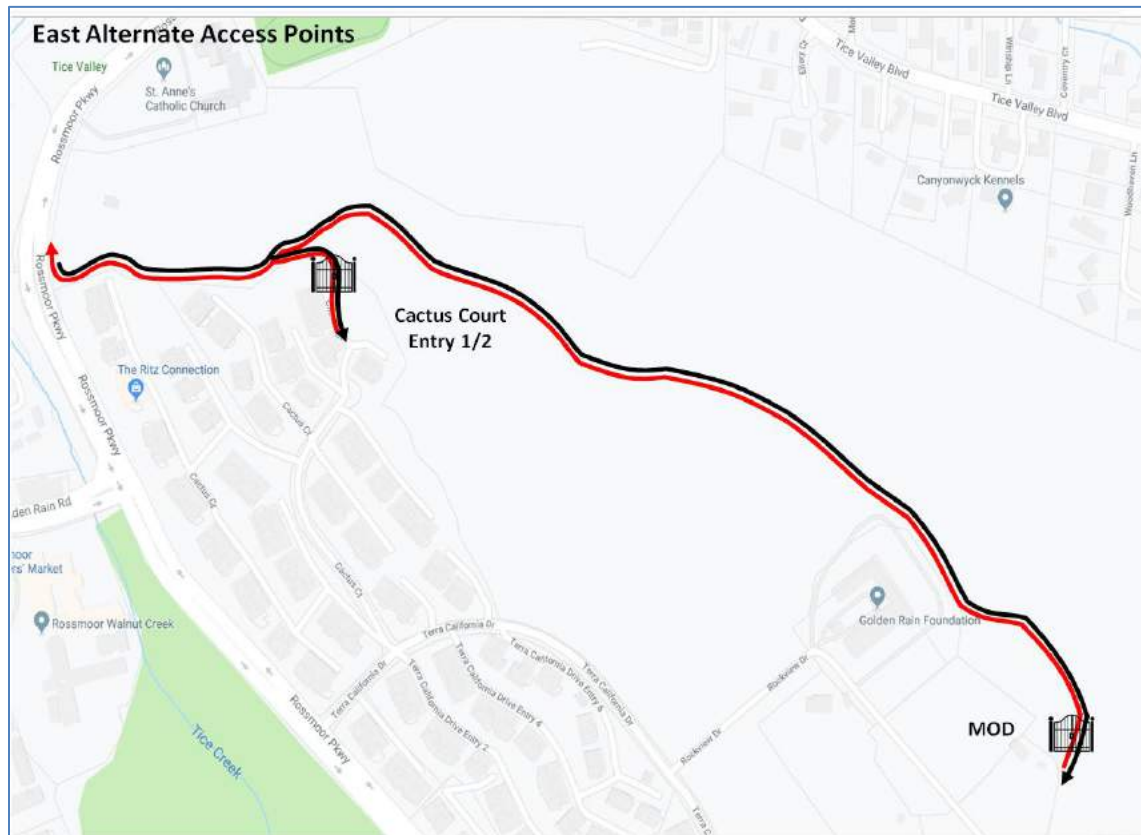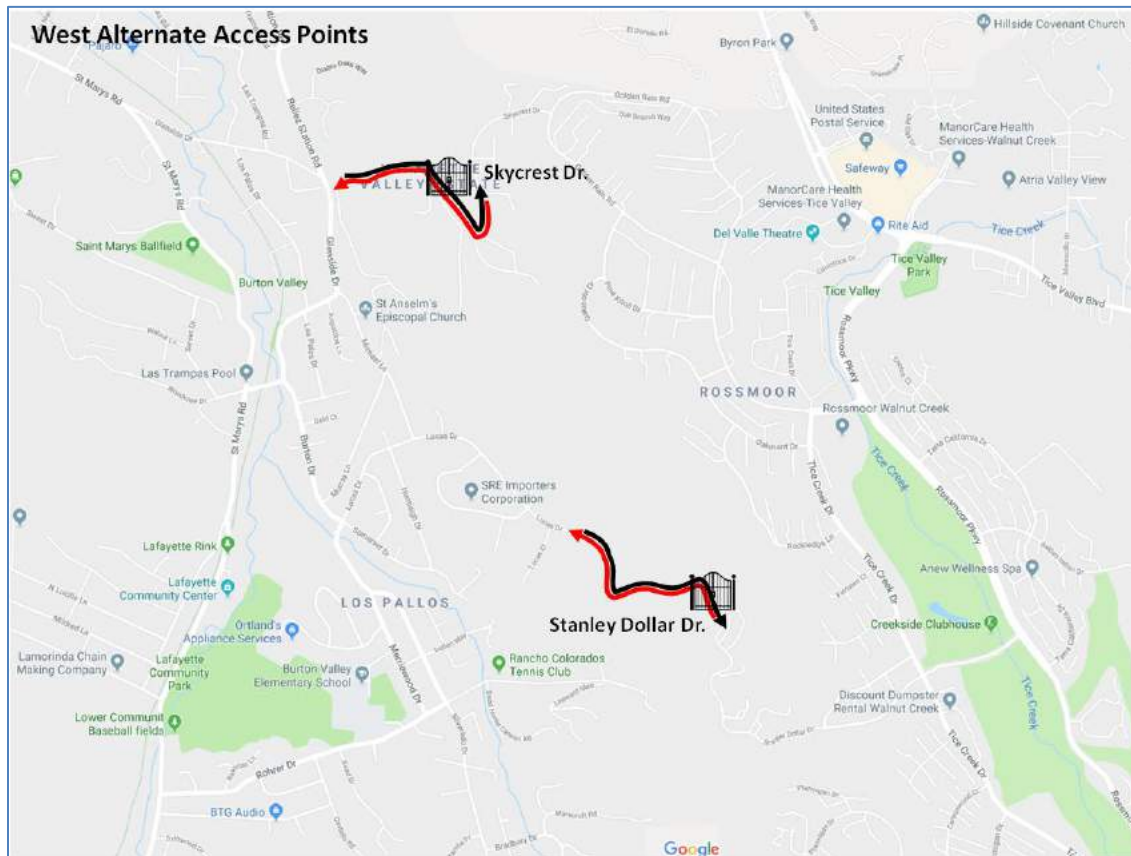
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APPENDIX H: DISASTER WINDSHIELD SURVEY

Damage Evaluation

Regardless of the cause, the initial response following a large-scale incident is determining 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 ROC 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 structure. These buildings may be used for habitation with minor repair. 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 nonload-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 assure that personnel are assigned to each of the eight Rossmoor Emergency Management Zones (EMZ) as personnel become available. Multiple units within a single REMZ will coordinate to avoid duplication of effort and to ensure a complete and thorough survey. Information should be recorded on the Disaster Windshield Survey Form.

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

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 ROC 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 I: 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) CERT Command 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 J: FACILITIES ADDRESSES AND PHONE NUMBERS

Facilities Addresses

Facility Name	Address
Golden Rain Foundation (Gateway Complex)	1001 Golden Rain Road, Walnut Creek, 94595
Administration - CEO	
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 K: 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 <u>un</u>able 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 ROC 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 <u>un</u>able to return to a central work location, report to the GRF Employee Staging Area at the Gateway Complex or notify your supervisor.
➢ 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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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 disinfect- ing 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.
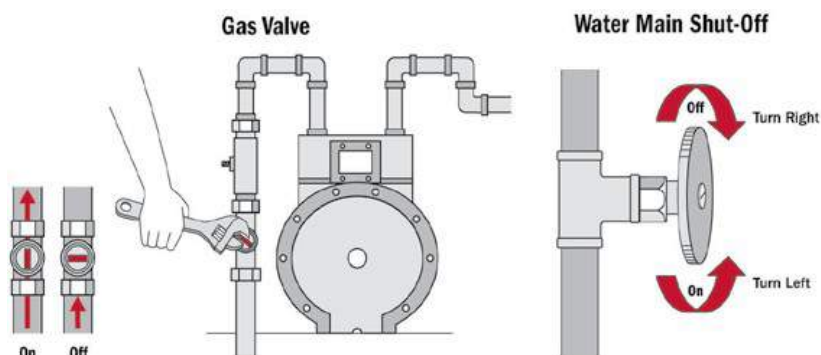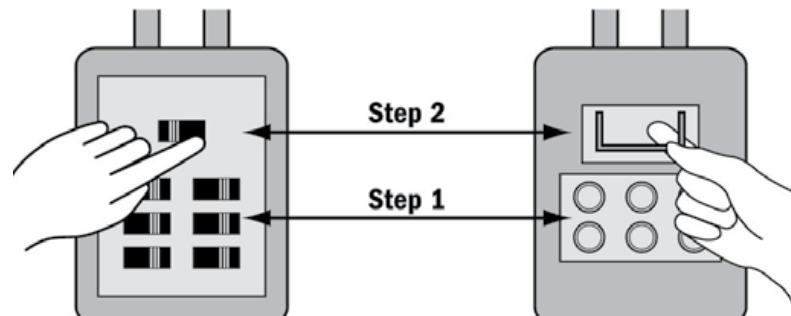
Circuit Box with Shut-Off
Step 1: Shut off individual breaker.
Step 2: Shut off main breaker

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 disrupted.

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.

ot touch downed lines or broken appliances.
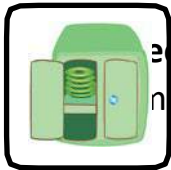
eck closets and cupboards. Open doors cautiously. Beware of objects nbling off shelves.

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

charcoal or gas grills for emergency cooking, only outdoors.

Check gas, electrical, and water lines, and check appliances for damage. If smell gas or see a broken line, shut off the main valve from the outside. ot switch on the electricity again until the power company has first ked 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

 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 M: FACILITIES FLOOR PLANS

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

Natural Gas Main Shutoff

Fire Department Connection

Main Electric Shutoff

Hillside Area

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

EAST WING
12 - Las Trampas Room
13 - Men's Rest Room
14 - Women's Rest Room
15 - Kitchen
16 - Storage
17 - Vista Room

🔴 Fire Extinguisher

Ⓔ Main Electric Shutoff

NORTH

0'   10' 20'   40'

Hillside Buildings B & C

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

MAT HOUSE
29 - Office
30 - Mat Room
31 - Equipment Storage
32 - Locker Room

Fire Extinguisher

Natural Gas Main Shutoff

NORTH

0'   10'   20'   40'

Hillside Other Buildings

Del Valle Clubhouse & 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

Fire Extinguisher

FDC Fire Department Connection

Domestic Water Main Shutoff

Natural Gas Main Shutoff

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

Ⓔ 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

Gateway Clubhouse Buildings D-E-F-H

124
121 — 122
120
119
118
123
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

PARKING LOT

D

STANLEY DOLLAR DRIVE

ROSSMOOR PARKWAY

Domestic Water Main Shutoff

Natural Gas Main Shutoff

Fire Department Connection

Main Electric Shutoff

NORTH

0'   50'   100'   200'

Creekside Complex

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

Creekside Building A

Creekside Securitas Office

Creekside Building B

Creekside Media Building

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

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

Fire Extinguisher

Creekside Building C
Creekside Social Building

23

22

21

20

19

24

25

26

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

Creekside Golf Course Maintenance

E — Main Electric Shutoff

Domestic Water Main Shutoff

Natural Gas Main Shutoff

Fire Department Connection

STANLEY DOLLAR DR

A

B
PATIO

PATIO
POOL

C

D

PICNIC AREA

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

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

1 - Women's Locker / Shower Room
2 - Breezeway
3 - Men's Locker / Shower Room
4 - Pool Equipment Room
5 - Storage
6 - Fitness Room

Natural Gas Main Shutoff

Fire Extinguisher

Dollar Pool

APPENDIX N: BUS SYSTEM RESOURCES

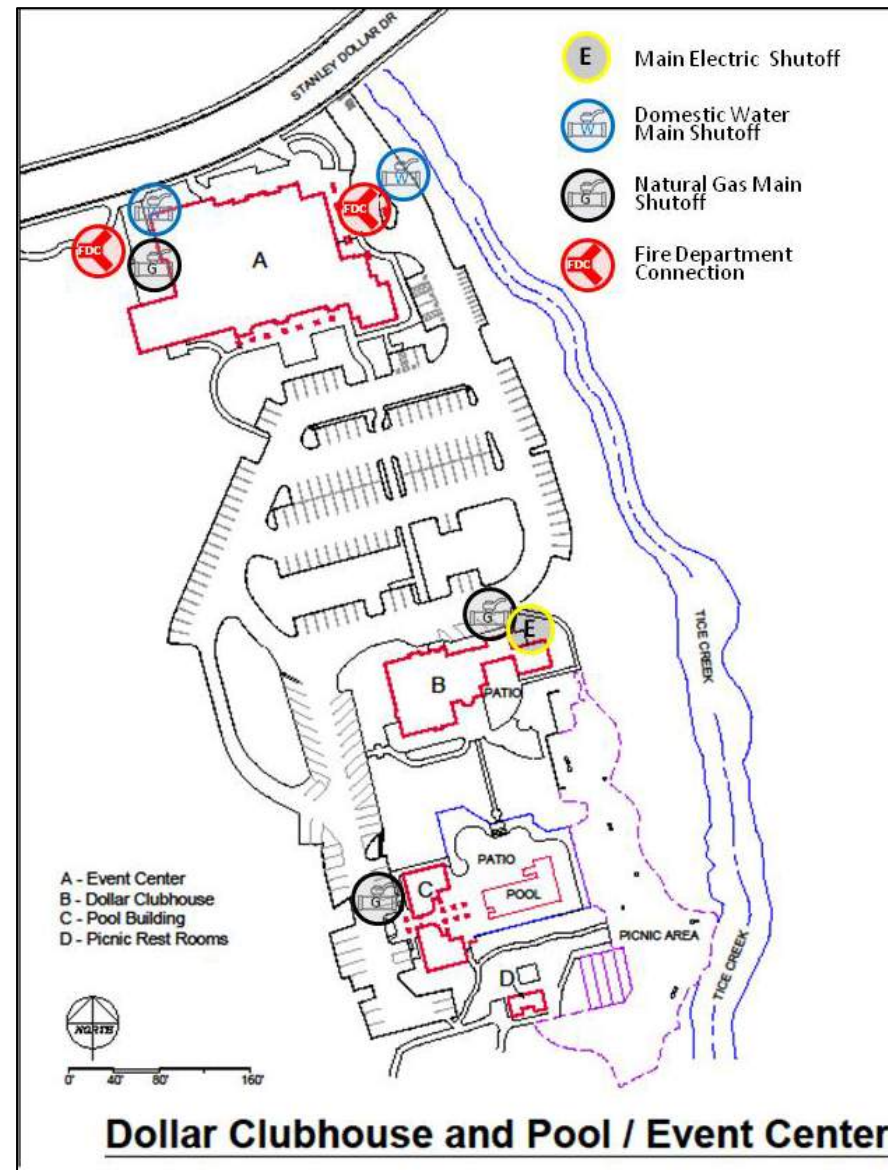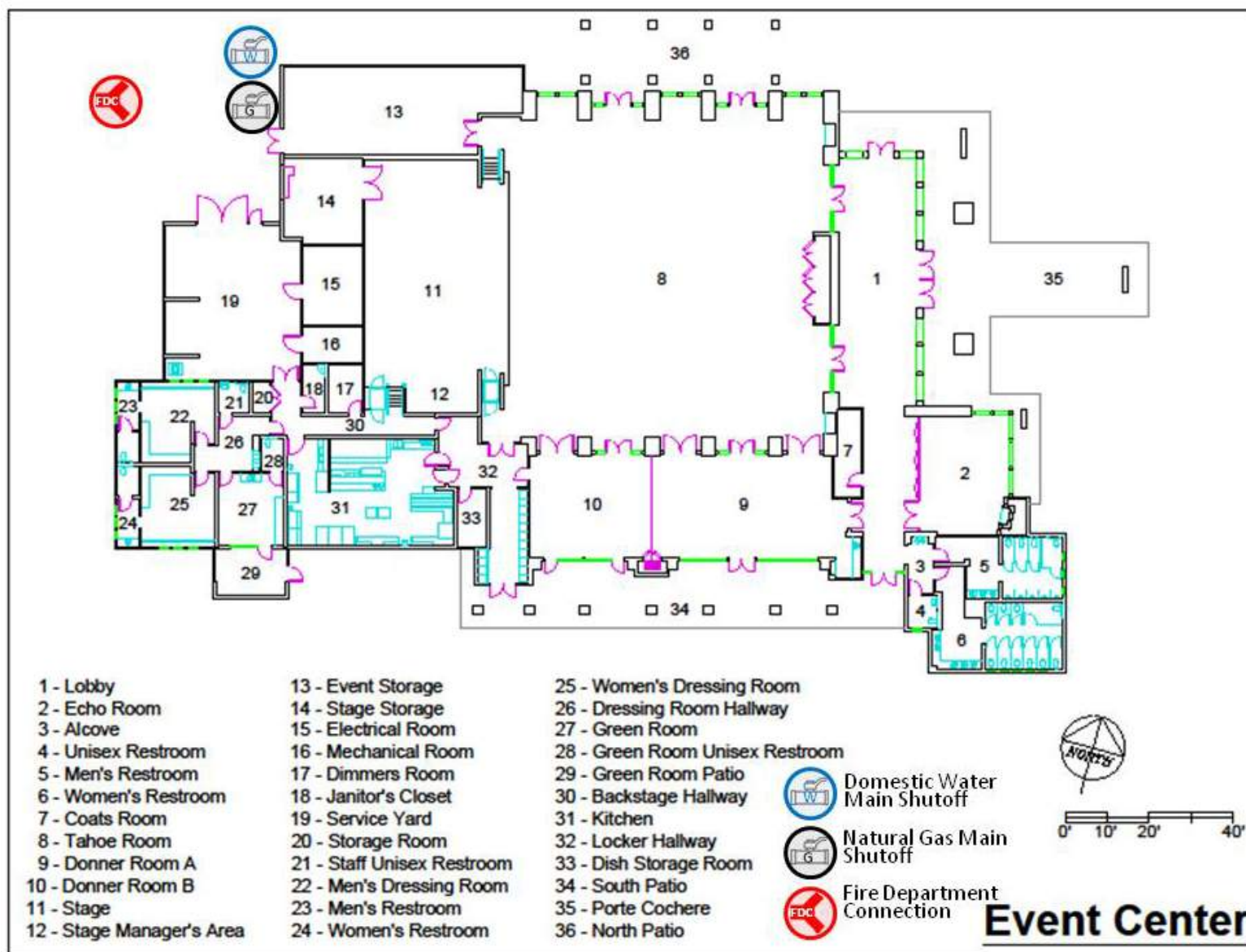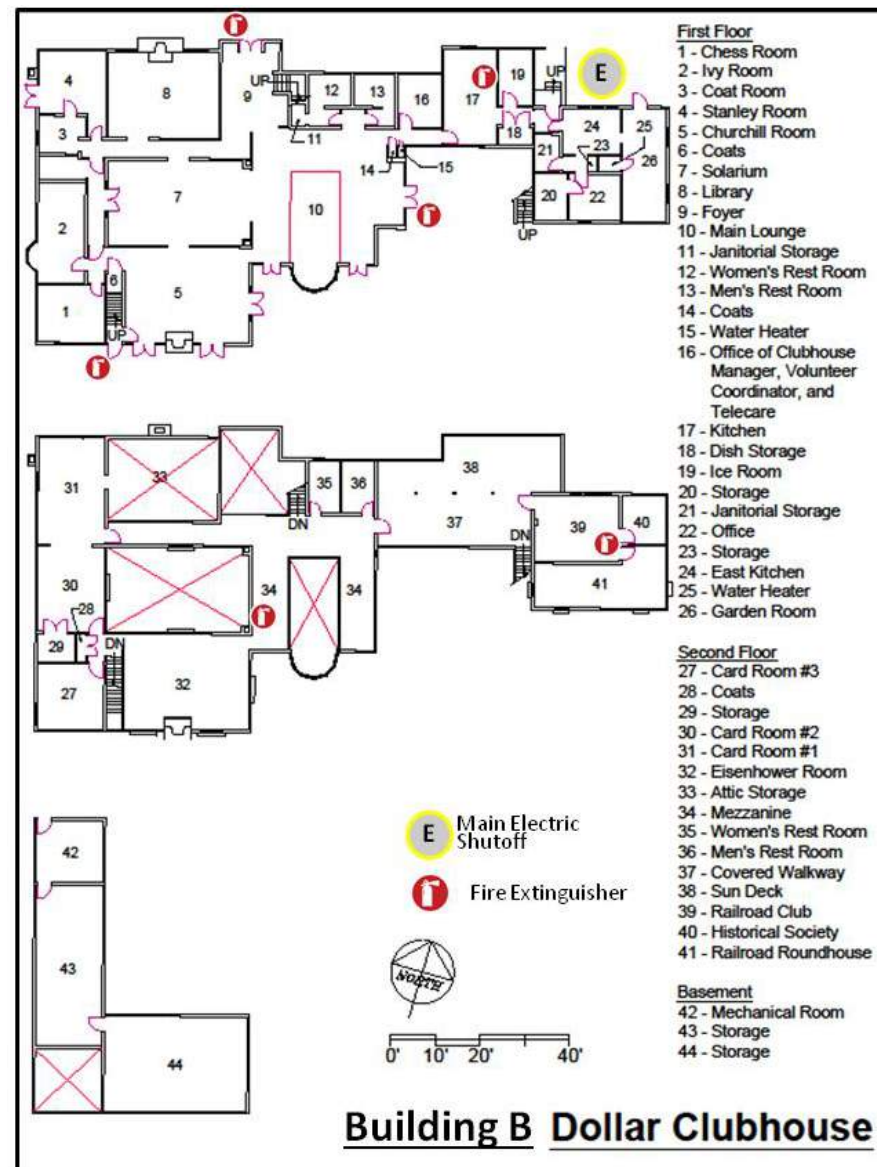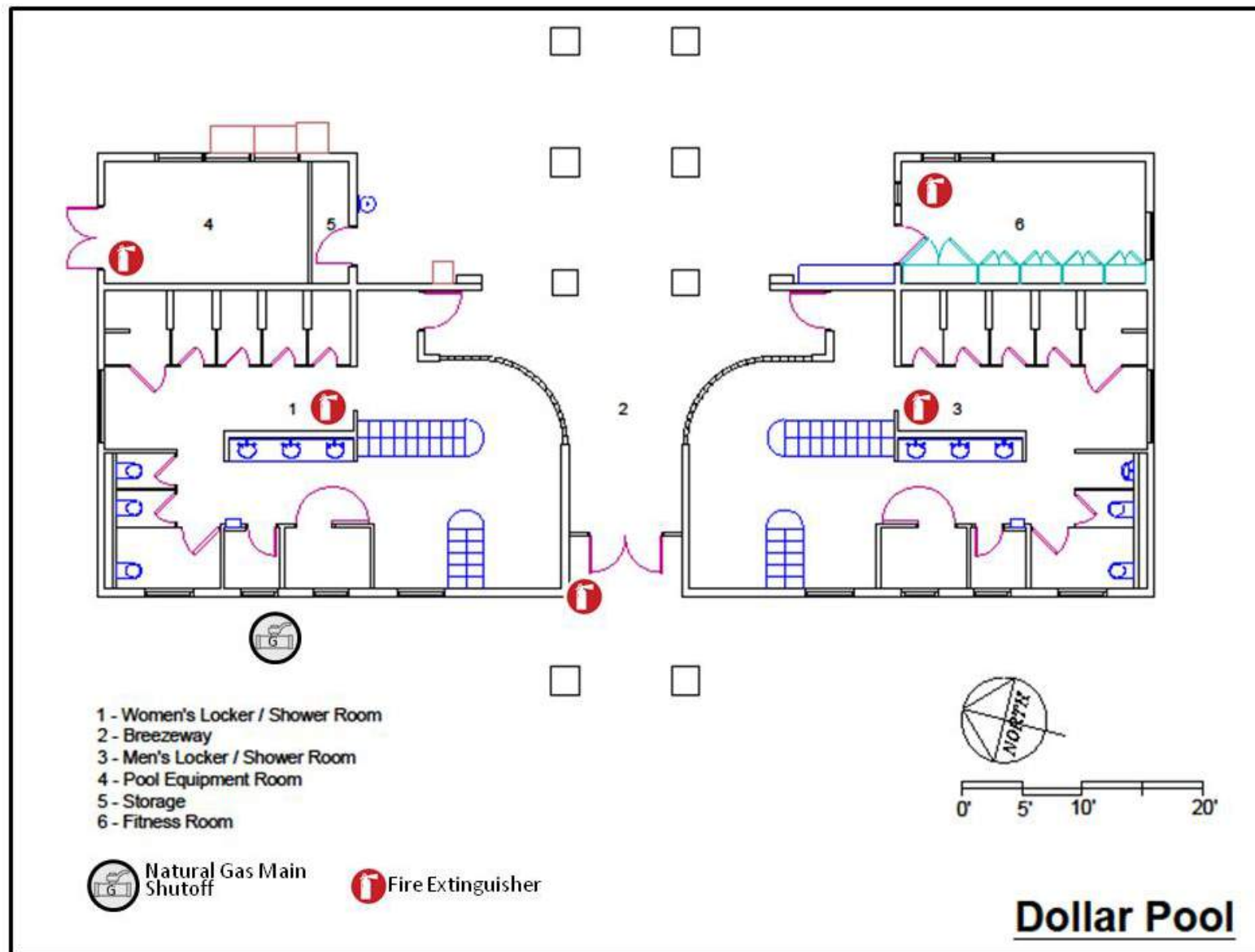The Golden Rain Foundation operates a bus system for the residents of Rossmoor that may be useful in the event of an emergency situation or disaster event.

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 CEO or when the ROC is activated, the Foundation ROC Director.

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APPENDIX O: GLOSSARY OF ACRONYMS

ARC	American Red Cross
Cal OES	California Office of Emergency Services
CB	Citizen Band Radio
CCCOA	Contra Costa County Operational Area
CEO	Chief Executive Officer
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	ROC Action Plan
EAS	Emergency Alert System
EMZ	Emergency Management Zone
ENS	Emergency Notification System
ROC	Rossmoor Operations Center
EOP	Emergency Operations Plan
EPI	Emergency Public Information
EPO	Emergency Preparedness Organization
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
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
MYN	Map Your Neighborhood
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
ROC	Golden Rain Foundation Rossmoor Operations Center
SAR	Search and Rescue
SEMS	Standardized Emergency Management System

SOP   Standard Operating Procedures
SRA   State Responsibility Area
TDD   Telecommunications Device for the Deaf/Tele Type Writer
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 P: FORMS

Rossmoor
Disaster Windshield Survey Form

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

Building Damage									
Location	Damage				Damage Currently Occurring		Casualties Estimated # of		
	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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