

**THE TOWERS** *at Laguna Woods Village*

Emergency Operations Plan

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## SECTION 1: INTRODUCTORY MATERIAL

### Forward

The Towers at Laguna Woods Village has prepared this Emergency Operations Plan (EOP) to ensure the most effective and expedient response in times of emergency within the resources available to the residents. The Mutual 50 Board of Directors are committed to protecting the well-being and safety of the community as well as its property and facilities. The EOP addresses the duties and responsibilities of designated individuals, departments, agencies, and organizations in the event of a disaster. This is an emergency planning document and is flexible enough to use in all emergencies to facilitate response and short-term recovery.

The Laguna Woods Village EOP, the City of Laguna Woods EOP, the Orange County Operational Area EOP, and the California State Emergency Plan served as references in the development of The Towers' Plan. This EOP is consistent with the California State Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), and follows the California Office of Emergency Services Comprehensive Preparedness Guide (CPG101). While it is not a requirement for The Towers at Laguna Woods Village or Mutual 50 to be compliant with the State Comprehensive Preparedness Guide, this plan has been developed using the CPG101, lessons learned from previous disasters, and emergency management best practices.

As required under Homeland Security Presidential Directive (HSPD)-5, the National Incident Management System (NIMS) enables responders from different communities with a variety of job responsibilities to better work together in a disaster. Everyone has a role to play in the NIMS implementation. Personnel from fire and rescue, law enforcement, hospital and health care system, transportation system, public works, voluntary agencies, private industry, and non-governmental organizations must be able to operate within a common organizational structure.

The Towers' General Manager, and/or his/her designee, is designated as the individual responsible 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 Towers' General Manager, and/or designee, serves as the Director of the Emergency Operations Center (EOC) and is empowered to coordinate with Village Management Services, as well as, local, state, and federal emergency agencies in the event of disasters that may require implementation of this plan.

**EOP Revision Matrix**

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

## Plan Development

The Towers' General Manager will prepare, coordinate, and publish this plan. The plan will be made available to Village Management Services and other individuals, organizations or agencies upon approval by the Mutual 50 Board of Directors.

Maintenance of the plan is the responsibility of The Towers' General Manager. The plan will be reviewed annually in January, and/or as necessary.

## Authorities and References

The Towers EOP was developed based on lesson learned, industry best practice, and the following plans, authorities, and guidelines:

- Laguna Woods Village Emergency Operations Plan
- City of Laguna Woods Emergency Operations Plan
- City of Laguna Woods Hazard Mitigation Plan
- Orange County Operational Area Emergency Operations Plan
- Orange County and Orange County Fire Authority Hazard Mitigation Plan

## Approval

The Towers' General Manager is responsible for the review and approval of The Towers' Emergency Operations Plan (EOP), subject to the final approval of the EOP by the Mutual 50 Board of Directors. This EOP was reviewed by The Towers' management team and those assigned a primary function in the emergency operations organization as defined in the EOP. Each division and department is responsible for ensuring its personnel perform the functions assigned in this plan. Village Management Services and other interested stakeholders have also reviewed the EOP and provided comments.

## Plan Distribution

- The Towers Offices
- Laguna Woods Village (Village Management Services)
- City of Laguna Woods

## Overview

The Emergency Operations Plan (EOP) addresses The Towers' planned response to emergency situations associated with natural disasters and technological incidents. 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 EOP is a confidential document.

During an emergency situation that requires activation of The Towers EOC, the General Manager will coordinate with the Laguna Woods Village EOC, who will coordinate with the City of Laguna Woods, who will coordinate with the Orange County Operational Area (OA).

## Introduction

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Only The Towers' General Manager, or other authorized official in their absence, may activate The Towers' EOC if conditions warrant. When The Towers' EOC is activated, the General Manager, or other authorized official in their absence, will notify and coordinate with Laguna Woods Village Security Division.

## Intended Audience

This plan is specifically designed for personnel responsible for staffing positions within The Towers' EOC. Personnel assigned responsibilities in this plan are expected to have a working knowledge of functions and actions described herein. Personnel and organizations that may have an interest in this plan include the following organizations: Village Management Services (VMS), City of Laguna Woods, Orange County Sheriff's Department, and the Orange County Fire Authority.

## Personal Preparedness

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

[www.ReadyOC.org](http://www.ReadyOC.org)  
[www.fema.gov](http://www.fema.gov)  
[www.redcross.org](http://www.redcross.org)

## Disclosure Exemptions

Although portions of this plan may be available for public review, certain sensitive portions include personal private information and should be kept confidential.

## American with Disabilities Act and Whole Community Strategy

The Towers at Laguna Woods Village serves a community with access and functional needs and is committed to maximizing compliance with the Americans with Disabilities Act and providing the best service to residents, visitors, and employees. As such, The Towers adheres to the guidelines outlined below:

- Disability will not prevent accessibility to services or facilities provided by The Towers
- The Towers will not exclude or deny benefits of any sort based on a disability, access, or functional need
- The Towers will work to accommodate people with disabilities and access and functional needs in the most integrated setting possible
- During all phases of disaster response, The Towers will make reasonable modifications to policies, practices, and procedures, as necessary
- The Towers will shelter residents with disabilities and access and functional needs with their families, friends, and/or neighbors as feasible in the most integrated setting possible



The definition of disabilities and access and functional needs per the Orange County Operational Area Plan is as follows:

*“Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintain independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged”.*

## Training and Exercises

The main objective of The Towers’ emergency management organization is an efficient and timely response during emergencies, accomplished at the lowest required level. Training is essential in preparing personnel so they may respond effectively to emergency incidents. Elements of The Towers’ training program includes on-going SEMS and NIMS training along with other emergency response training and participation in tabletop exercises, and other periodic exercises. Exercises provide the opportunity for personnel to become thoroughly familiar with the procedures, facilities, and systems used in emergency situations.

Training and exercises are carried-out in several forms:

### Orientation Seminars

Orientation seminars are used to introduce or refresh participants on planning and procedures. Seminars may involve lectures, panel discussions, media presentations, or case studies. Such seminars and exercises can involve all levels of The Towers’ personnel, particularly support service groups.

### Tabletop Exercises

Tabletop exercises provide a convenient and low-cost method of introducing personnel to scenario-related 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

Functional exercises are utilized to simulate actual emergencies. They will involve the complete emergency management staff and are designed to exercise procedures and test the readiness of personnel, communications, and equipment. Such exercises will be conducted at the EOC level.

### Full-Scale Exercises

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 EOC through simulated messages. These exercises test the planning process, the deployment of resources, and the operations of field personnel.

## Training Schedule

The Towers EOC procedures should be reviewed and exercised on an annual basis. The scope of these reviews and exercises may vary, but it is The Towers' intent to exercise the full EOC process, including participation by EOC staff on an annual basis. The Towers will strive to conduct emergency exercises on a four-year exercise cycle, including the following:

### Year One

- Orientation Seminar for The Towers' Emergency Operation Centers and incident command post staff
- Table-top exercises to walk participants through the EOC operations with an emphasis on the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS)

### Years 2, 3, and 4

- Seminar, Table-top, Functional, or Full Scale Exercise as needed
- Participate in local and county exercises and the California Great Shakeout

When practical, functional and full-scale exercises should include The Towers' personnel, Village Management Services, partner agencies, and other private response agencies. Results of these exercises may be used in subsequent revisions to the plan.

## SECTION 2: CONCEPT OF OPERATIONS

### EOP Purpose

The Towers' Emergency Operations Plan (EOP) identifies the responsibilities for response to emergencies associated with natural disasters and/or manmade incidents. The plan also addresses integration and coordination with Laguna Woods Village VMS and other governmental agencies when required.

The EOP describes how The Towers 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 hazards.

The plan provides an overview of the operational concepts relating to various emergency situations, 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.

During an emergency, prepared staff will activate The Towers' Emergency Operations Center (EOC) as necessary. The primary EOC will be located in the Hearth Room on the first floor, adjacent to the lounge.

As part of this strategy, this plan will:

- Establish The Towers emergency response organization, which will manage responsibilities
- 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 Laguna Woods Village Security, the City of Laguna Woods, and partner agencies such as OCFA and OCSD
- Outline the process of disseminating emergency information and instructions to the residents
- Describe the resources available and means to acquire additional resources to support emergency response activities in The Towers
- Provide the basis for initial training and subsequent retraining of employees

### Scope

The Towers' EOP applies to management personnel, contract personnel, and residents. The plan encompasses all areas of The Towers at Laguna Woods Village. The principles of the California Standardized Emergency Management System and the National Incident Management System are incorporated into the EOP.

### Situation

All personnel should be prepared to operate under adverse conditions. No matter what type of disaster or conditions of personnel, facilities, and resources, The Towers must be prepared to manage the response to the emergency and protect its personnel, community residents, and infrastructure.

## Assumptions

This plan has been developed on the basis of the following general assumptions:

- The Towers management is responsible for emergency disaster actions and will commit available resources to save lives, minimize injury to persons, minimize damage to property, and preserve the environment
- The Towers management and Laguna Woods Village emergency response personnel will utilize the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and Incident Command System (ICS) as identified in this plan during response and recovery operations
- The Towers will coordinate with Laguna Woods Village VMS and other agency partners to help mitigate the effects of disasters and emergencies in their community
- The Orange County Operational Area, which includes the City of Laguna Woods, has mutual aid agreements and systems to support the emergency response agencies of the County of Orange
- Emergency response agencies include the Orange County Sheriff's Department and the Orange County Fire Authority who have responsibility to respond in an emergency to Laguna Woods Village and to the City during emergency situations

The following systems may be damaged and temporarily out of service:

- Telephone systems, including cell phones
- Electrical power
- Communications systems, including local law and fire and municipal radio systems
- Computers, including computer-aided dispatch for the local sheriff's department
- Transportation systems, including roads, highways, bridges, and traffic signals
- Water systems, sewer, and sanitation systems
- Natural gas

## Hazard Assessment

Based primarily on the Risk Assessment in the City of Laguna Woods Hazard Mitigation Plan 2013-2017 VMS has prioritized the risks to Laguna Woods Village as follows:

### **High Level Hazards:**

Wildland & Urban Fires  
Earthquakes  
Floods & Storms  
Energy Shortages  
Public Health Crises

### **Medium Level Hazards:**

Extreme Temperatures  
Water Shortages  
Landslides  
Radiological Accidents

### **Low Level Hazards:**

Terrorism  
Hazardous Materials Accidents  
Airplane Accidents  
Civil Disturbances  
Natural Gas Pipeline Failures

The Towers management has prioritized the risks as follows:

1. Earthquake
2. Structure Fire and Smoke
3. Electrical Power Outage/Energy Shortage
4. Water Shortage
5. Public Health Emergencies

## How to use the Emergency Operations Plan (EOP)

The EOP provides readers with a clear understanding of the emergency organization and the process of preparing, responding, and recovery operations during an emergency in The Towers. The EOP is meant to allow individuals a point of reference and provide an overview of their responsibilities and step-by-step procedures of actions to be taken during emergencies. It is recommended that personnel review the EOP and participate in EOP and Emergency Operations Center (EOC) training to best prepare for a successful response. By using this EOP appropriately, response and recovery personnel supporting the EOC will:

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

## Principles of Operations

The Towers EOP is designed to effectively and efficiently organize and coordinate The Towers management response to emergencies by:

- Providing effective life safety measures, reducing property loss, and protecting the environment
- Providing for the rapid resumption of impacted community services
- Providing accurate documentation and records required for cost management in the best interest of the organization and community members

## Prioritizing Operations

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

- Saving lives
- Providing for the needs of survivors
- Protecting property
- Restoring essential services
- Providing public information to the community
- Protecting and restoring the environment
- Preserving effective management services

## 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 Towers EOP is considered to be 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

Personnel within The Towers who are assigned emergency preparedness and response responsibilities will participate in the development and maintenance of standardized emergency management operating procedures, checklists for emergency operations, and support of the EOC.

Such operating procedures will provide for coordination and communications throughout The Towers, Laguna Woods Village, emergency response agencies, and other organizations. These response specific operating procedures will address the following elements:

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

### Increased Readiness

The Towers will take reasonable and 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 Towers' ability to respond effectively to a disaster.

The Towers should consider increasing their readiness for an emergency upon the issuance of a credible long-term prediction or advisory that could impact Laguna Woods Village, or a rapidly deteriorating international situation that could lead to a possible attack upon the United States.

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 policy group
- Testing warning and communication systems
- Creating accurate, timely, emergency public information
- Accelerated training of primary and back-up staff
- Recruitment of additional resident volunteers
- Mobilization of resources

## Response

### Pre-Impact

The response phase is activated to coordinate emergency response activities. When The Towers recognizes the likelihood of a pending disaster, actions will be taken to save lives and protect property first. The level of response necessary will be determined to meet the pending emergency.

Actions:

- Disseminating warning and emergency information, and other recommendations for protection to personnel and residents
- Surveying and evaluating the emergency situation
- Marshaling, allocating, and positioning personnel and equipment

## Concept of Operations

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- Providing for the mass care (food, lodging, etc.) needs of the community
- Enforcing public safety in controlling the locations and movement of people, establishing access controls, erecting traffic barricades, etc.
- Implementing health and safety measures
- Protecting, controlling, and allocating vital resources
- Restoring or activating essential facilities and systems
- Activating the EOC using established guidelines
- Evacuating portions of the community, or the entire community if necessary

### Immediate Impact

During this phase, emphasis is placed on saving lives, gaining control, and minimizing the effect of the disaster. Immediate actions will be taken by The Towers personnel. Actions may include assistance from Village Management Services Security.

Actions:

- Monitor incident and notify residents of emergency precautions and/or actions
- Establishing Incident Command Posts and activating the EOC
- Notify the Laguna Woods Village Director of Security
- Issuing emergency instructions to residents

### Immediate Emergency

If an emergency occurs without warning, the EOC will be activated as rapidly as conditions permit. If conditions warrant, the City of Laguna Woods may proclaim a local emergency.

Actions:

- Issuing emergency instructions to the community
- Conducting evacuation and/or rescue operations as required

### Sustained Emergency

As the emergency continues, assistance is provided to victims of the disaster and efforts are made to reduce secondary damage. Regional or statewide mutual aid may be requested to assist with these efforts and response support centers may be established. Resource requirements may continually change to meet the needs of the incident.

Actions:

- Providing for the care and treatment of casualties
- Collecting, identifying, and management of the deceased
- Providing for the mass care needs of displaced persons



## Recovery

The recovery phase restores The Towers to a safe or pre-emergency condition and includes measures such as investigation, cleanup, repair, reconstruction, counseling of victims, and providing health 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 Director of the Emergency Operations Center in close coordination with other EOC sections chiefs and department heads.

## 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.

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## SECTION 3: ORGANIZATION AND RESPONSIBILITIES

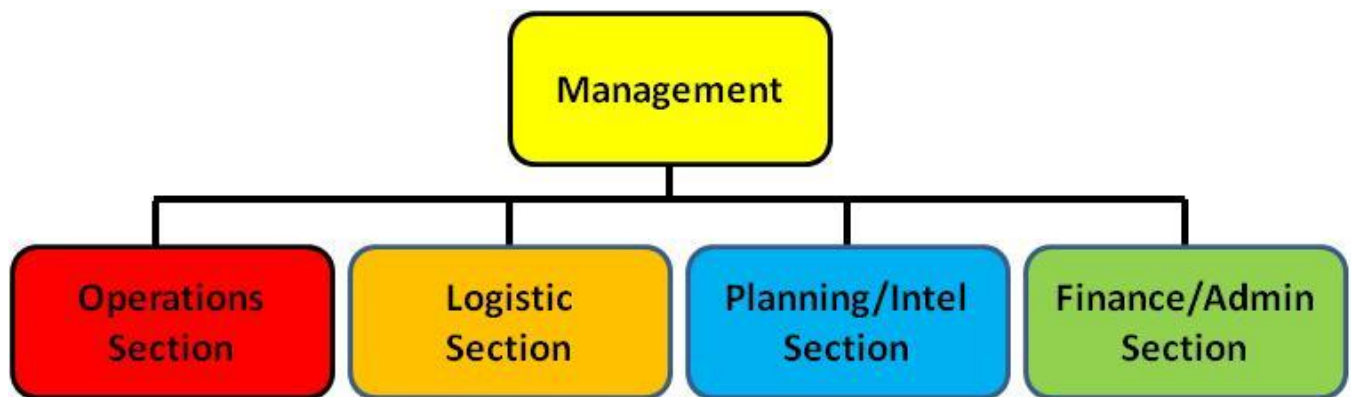
### Emergency Organization Functions

The Standardized Emergency Management System (SEMS) and The National Incident Management Systems (NIMS) are specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by management responsibility boundaries.

The Towers uses SEMS and NIMS for use in its emergency response, including EOC activations and operations. SEMS/NIMS provides effective emergency management, practical span of control, and assigns specific positions into the various sections based upon functions, relationships, and lead responsibilities of The Towers management departments.

SEMS/NIMS are broken down into five sections, including Management, Operations, Planning/Intelligence, Logistics and Finance/Administration, as illustrated below:

Figure 3.1: SEMS/NIMS Sections



#### Management

Management is responsible for the overall emergency policy and coordination through the joint efforts of Mutual 50, VMS, 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, resources, developing the EOC Incident Action Plan, Situation Summary Reports, and After-Action Reports in coordination with other EOC functions.

## 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.

## The Towers EOC Organizational Responsibilities

When The Towers EOC is activated, designated staff members will assume the following responsibilities:

### Management

**The General Manager**, (or an appropriate designee), will serve as the Director of the EOC and provide direction to the management staff.

### Operations Section Chief

**The Building Engineer**, (or an appropriate designee), will serve as Operations Section Chief to coordinate building systems issues, rescue operations, and the resident care process.

### Planning and Intelligence Section Chief

**The Assistant General Manager**, (or an appropriate designee), will serve as Planning/Intel Section Chief to gather information, inventory resources, evaluate the situation, and develop an action plan.

### Logistics Section Chief

**The Facilities Services Supervisor**, (or an appropriate designee), will serve as Logistics Section Chief to obtain and manage equipment and supplies, as well as, coordinate resident volunteers.

### Finance Section Chief

**The Administrative Coordinator**, (or an appropriate designee), will serve as Finance Section Chief to coordinate and document all financial and administrative issues.

If a position is unstaffed, the Director of the EOC must assume responsibility for those duties until the position can be filled.

In a major disaster, The Towers may become part of the larger Laguna Woods Village emergency management organization. In that case, The Towers would become “Towers Branch” under the Operations Section Chief in the Laguna Woods Village EOC organizational, and The Director of The Towers EOC shall send a representative to the Laguna Woods Village EOC to serve as The Towers Branch Director.

Figure 3.2: The Towers EOC Organization Chart

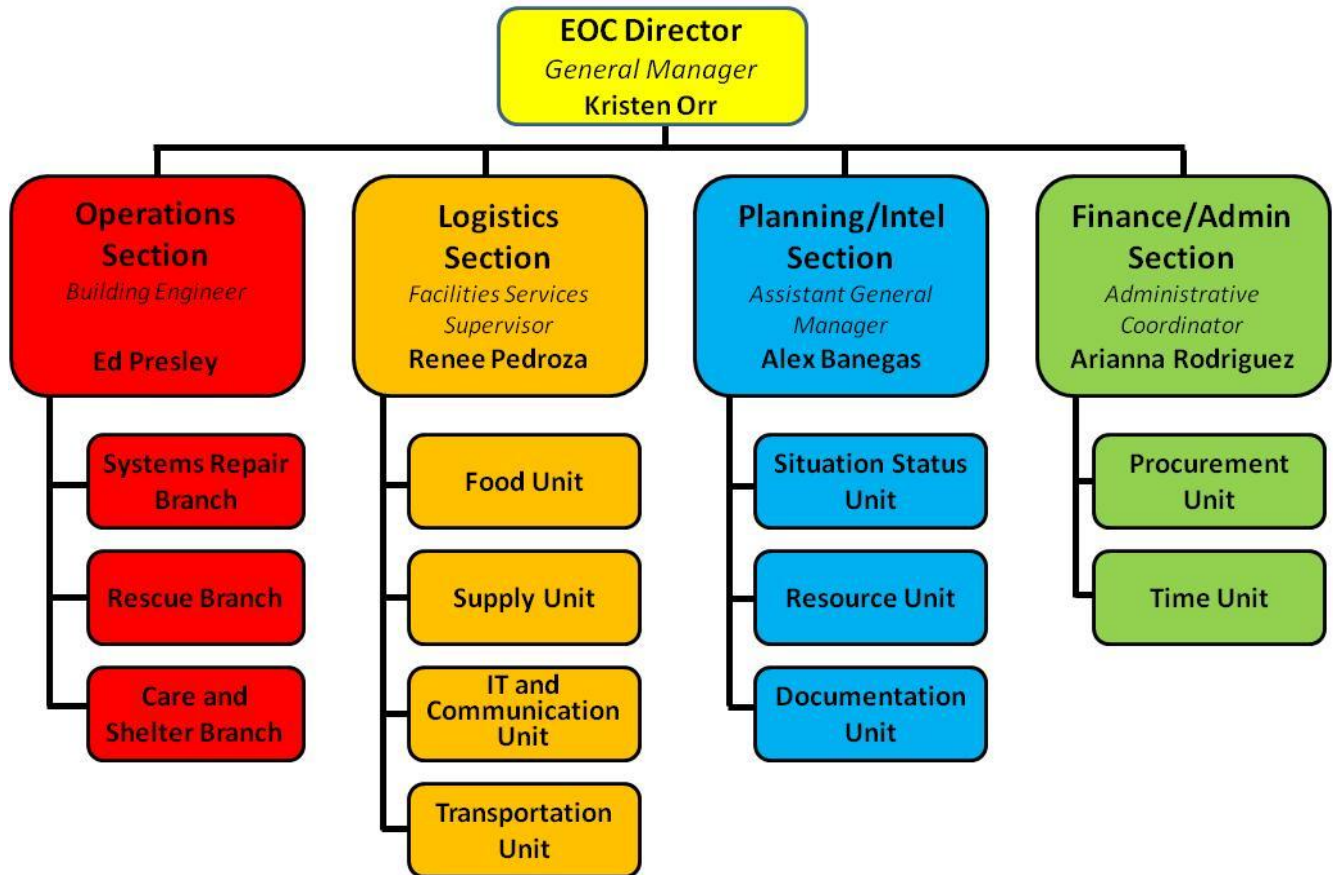
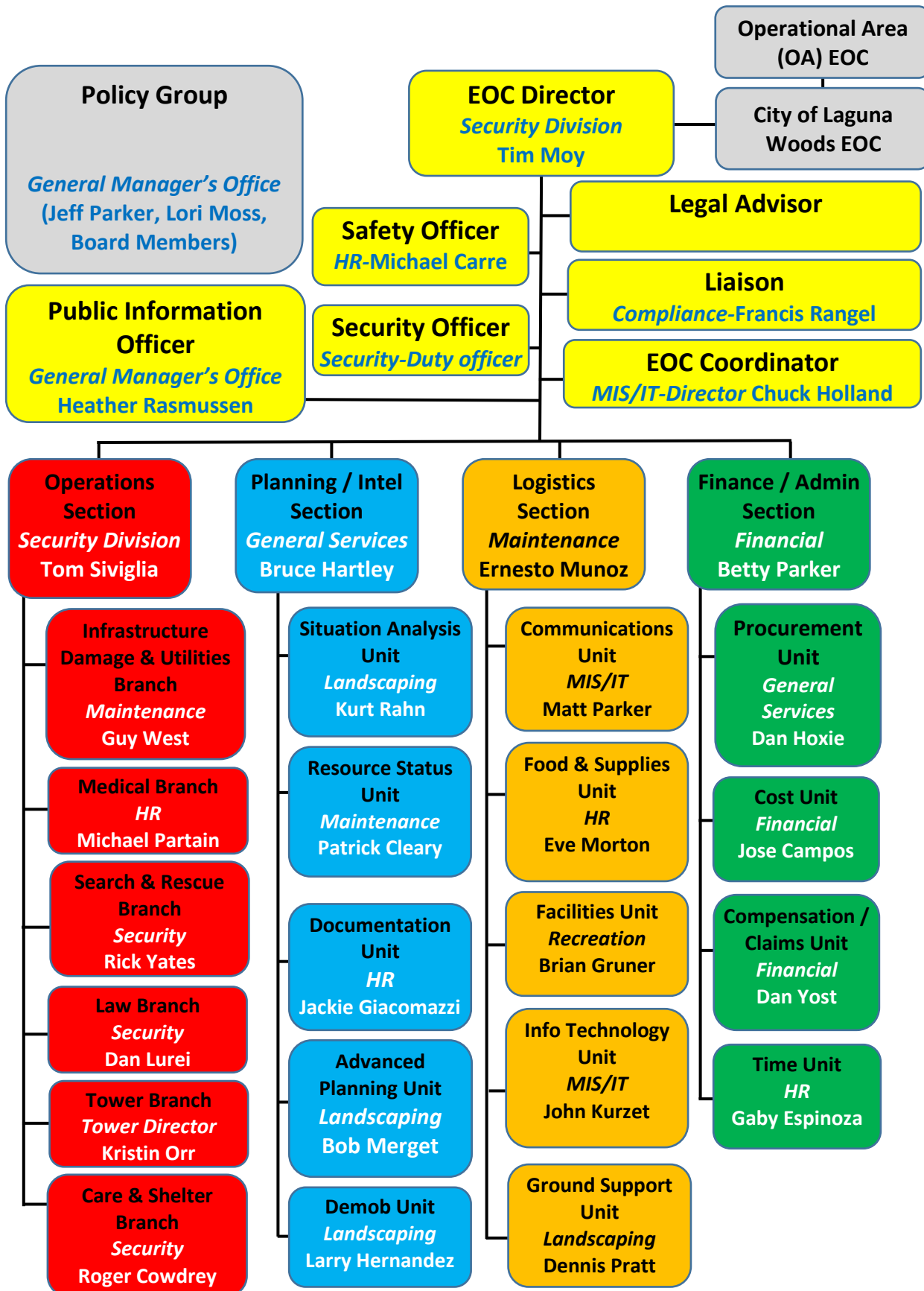


Figure 3.3: Laguna Woods Village EOC Organization Chart



## EOC Position Responsibilities

Several individuals may be assigned to each section in the SEMS/NIMS organization. It is expected that for emergencies estimated to last more than 24 hours that members will alternate on a regular basis with planned overlap of shifts.

The following pages list the breakdown of the SEMS/NIMS sections' responsibilities:

### Management

#### EOC Director:

- *Safety Officer*

#### Responsibilities:

- Establishing and implementing policy and overall coordination of support activities
- Monitors overall emergency response, delegates responsibility, responds to resident questions, and communicates to the VMS EOC Director.
- Monitors rumor control and public inquiries
- Establishes contact with local government agencies and non-governmental organizations
- Coordinate personnel for Emergency Operation Center operations
- Provides for the safety and well being of residents and employees

### Operations

#### Operations Section Chief:

- *Systems Repair Branch*
- *Rescue Branch*
- *Care & Shelter Branch*
- *Other branches as needed*

#### Responsibilities:

- Coordinate general and emergency warnings to residents
- Coordinate evacuations as needed
- Provide security and access control
- Coordinate activities with damage assessment teams
- Assess damage, coordinate response to fires, ensure water service, conduct repairs, etc.
- Assess power-outages and procure back-up power generators (portable) for critical services without power and utility restoration
- Support the Field Incident Command Post(s) if established
- Coordinate cleanup and management of any hazardous spills, follow reporting requirements, etc.
- Contract or facilitate clean-up with debris removal crews and ensure proper disposal
- Coordinate emergency medical care

- Coordinate search and rescue
- Coordinate disease prevention and control
- Coordinate safety assessments
- Coordinate shelter and feeding operations
- Coordinate emergency food and water distribution

## Planning/Intelligence

### Planning/Intelligence Section Chief:

- *Situation Analysis Unit*
- *Resource Status Unit*
- *Documentation Unit*

### Responsibilities:

- Conducts situation analysis and situation status
- Oversees the Resource, Situation, and Documentation Status units
- Prepare, distribute, and update incident maps and information display
- Collect, process, and document information used in incident planning
- Relay information to Operations, Logistics, and Finance/Admin Sections
- Incorporate timely field reconnaissance reports into plans
- Ensure status boards are updated
- Advanced planning
- Action planning
- Technical services
- Make recommendations on priorities and restoration strategies
- Collaborate with Operations, Logistics, and Finance/Admin

## Logistics

### Logistics Section Chief:

- IT and Communications Unit
- Food Unit
- Supply Unit
- Transportation Unit

### Responsibilities:

- Field incident support
- Communications support
- Transportation support
- Manage Human Resources, Com/Network
- Assures sufficient personnel available
- Tracks personnel duties, location, rotation, rest, and meal times
- Tracks specific assignments, estimated completion times
- Arrange support with outside agencies, contractors, and vendors



- Coordinate food, materials, needs with vendors
- Arrange for equipment and special maintenance needs
- Supply and procurement
- Sanitation services
- Deliver materials to The Towers sites or EOC as necessary

## Finance / Administration

### Finance/Administration Section Chief:

- Procurement Unit
- Time Unit

### Responsibilities:

- Manages the Procurement and Time Units
- Responsible for accurate accounting, compensation, cost-control, and claims
- Completes all mandatory forms
- Develop Incident Procurement Plan
- Determine charge code and delegate authority to commit Mutual 50 funds
- Organize and Implement time-lines and time keeping activity

Detailed checklists for every EOC position can be found in [Appendix G: Emergency Operations Center Checklists](#)

## Organization Flexibility and Modular Organization

The five essential SEMS and NIMS functions are established as “sections” within The Towers EOC. All other functions will 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 position in the organization.

The EOC Section Chiefs for Operations, Planning and Intelligence, Logistics, and Finance and Administration constitutes the EOC General Staff. The General Staff are responsible for:

- Overseeing the internal functioning of their section
- Interacting with each other, the Director of the Emergency Operations Center (EOC), and other entities within The Towers EOC to ensure the effective functioning of the organization

## Continuity of Operations

A major disaster could occur at a time when key leaders are not onsite. The event could result in the death or injury of key leadership, the partial or complete destruction of offices, and the loss of records essential to the continued operations of The Towers. In the event of catastrophic damage to the first floor lobby area of The Towers, and the primary EOC location is not available, the alternate EOC will be established at the flag pole in front of the main entrance.

**Vital Records**

Vital records are defined as those records essential to protect the rights and interests of individuals, corporations, or other entities (e.g., vita; statistics, land/tax records, personnel records, residential records and financial records). The Finance Director will continue to maintain vital records as necessary.

**Line of Succession**

The following line of succession shall be used in the event that the primary designee or subsequently the alternate designees are unavailable.

- Primary ..... General Manager
- First Alternate ..... Building Engineer
- Second Alternate ..... Assistant General Manager
- Third Alternate ..... Facilities Services Supervisor

## SECTION 4: EOC MANAGEMENT

The need for activation of The Towers' EOC is predicated upon two factors. Some incidents may not require an Incident Command Post because the incident does not involve a field response, such as a pandemic incident. Other incidents involving field operations such as a broken water pipe due to an earthquake may require establishing an Incident Command Post (ICP). The Incident Commander will coordinate and communicate with The Towers EOC, and other agencies like Fire and Law.

Personnel from The Towers may serve as the initial Incident Commander and may establish an initial Incident Command Post as necessary. Field responders will report to the command post for direction and control utilizing ICS; however, policy and decision making and information collection and dissemination occur in The Towers EOC.

### EOC Purpose

The Towers' Emergency Operations Center (EOC) serves as the centralized point to manage overall emergency response operations. The role of the EOC is to collect, validate, and organize emergency information and to provide overall coordination of resources required during response and recovery operations. The Towers' EOC is staffed by employees who are trained to perform the centralized coordination of emergency activities, manage communications, provide public information and warnings and coordinate resources.

The EOC facility has specialized equipment, information systems, and various tools that aid in responding and restoring critical functions. The Towers' EOC provides:

- Policy implementation
- EOC planning, response and financial support
- Coordination with the Laguna Woods Village VMS EOC and external organizations
- Resource allocation
- Communications with field command posts, local governments and agencies
- Recovery activities to restore facilities in a timely manner

### Coordination with External Agencies

Coordination with volunteer groups and private agencies is accomplished through the EOC. If possible, representatives from these organizations should be included in the EOC for coordination. An example of this is the American Red Cross as part of the staffing for the Care and Shelter function in the EOC. Partners includes the CERT and RACES volunteer groups, ARC, Salvation Army, schools, private businesses, and others.

### Emergency Management Structure

The Towers' response operations will be managed and directed by management personnel. In an incident or an emergency, the first responder will initially act as the Incident Commander. The first responder and subsequent line of personnel are fully empowered to act as the Incident Commander and direct all response activities until relieved by a person of higher authority or termination of the emergency.

## EOC Management

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The Towers' EOP is the planned response to all hazards on or affecting The Towers. The EOP details emergency actions and responsibilities for all employees of The Towers. The Towers' overall response to an emergency will be directed by the General Manager or designee, who will serve as The Towers EOC Director. The Towers EOC Director will manage the response from The Towers EOC along with the Operations Section Chief, Planning/Intelligence Section Chief, Logistics Section Chief, and the Finance Section Chief. All Towers' employees will be under the direction of the EOC Director. EOC operations will be scheduled for 12 hour shifts unless determined otherwise. Primary and alternate personnel will be identified for emergency operations. EOC personnel will assist in the decision-making process providing expert assistance to The Towers' EOC Director during the emergency. The team will interface with outside agencies during the response.

Key responsibilities of the EOC Director include:

- Evaluating the risk potential
- Determining source and possible effect
- Delegating responsibility and authority
- Identifying priorities in terms of allocating manpower, materials, and equipment
- Mobilizing and managing proper response effort
- Establishing communications with higher management

The Laguna Woods Village Emergency Operations Center EOC and/or the City of Laguna Woods' EOC may both be activated in an emergency situation.

### The Towers' EOC Policy Group

The Towers' EOC Policy Group is made up of the Mutual 50 Board of Directors who provide support in the decision-making process.

### Primary and Alternate EOCs

The Towers' EOC is the location for the command, control, and coordination of VMS response to significant emergency incidents or disaster situations. The primary EOC location for The Towers is in the Hearth Room on the first floor adjacent to the lounge.

The alternate EOC location will be established at the flag pole area near the main entrance.

The primary Laguna Woods Village EOC is located in the Laguna Woods Village Community Center "Cypress Room", 24351 El Toro Road, Laguna Woods, CA 92653. It is co-located with day-to-day operations to eliminate the costs of duplication, to simplify operations, and streamline redundant communications such as landlines, cell phones, computers, and radios.

The Laguna Woods Village Primary EOC is also identified in the City of Laguna Woods' Emergency Operations Plan as the Alternate EOC for the City of Laguna Woods.

The Laguna Woods Village Alternate EOC is located in the Security Services Building at the Maintenance Yard accessed off of Via Campo Verde.

Figure 4.1: The Towers' Primary EOC Location

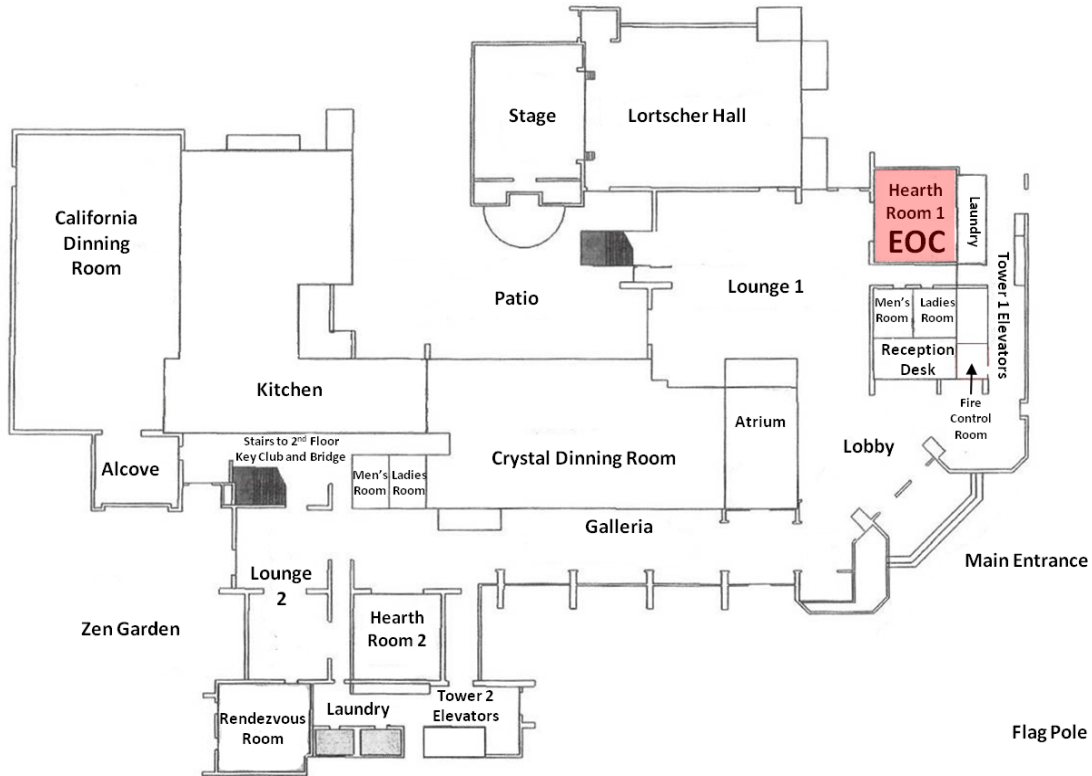


Figure 4.2: The Towers Primary EOC Layout

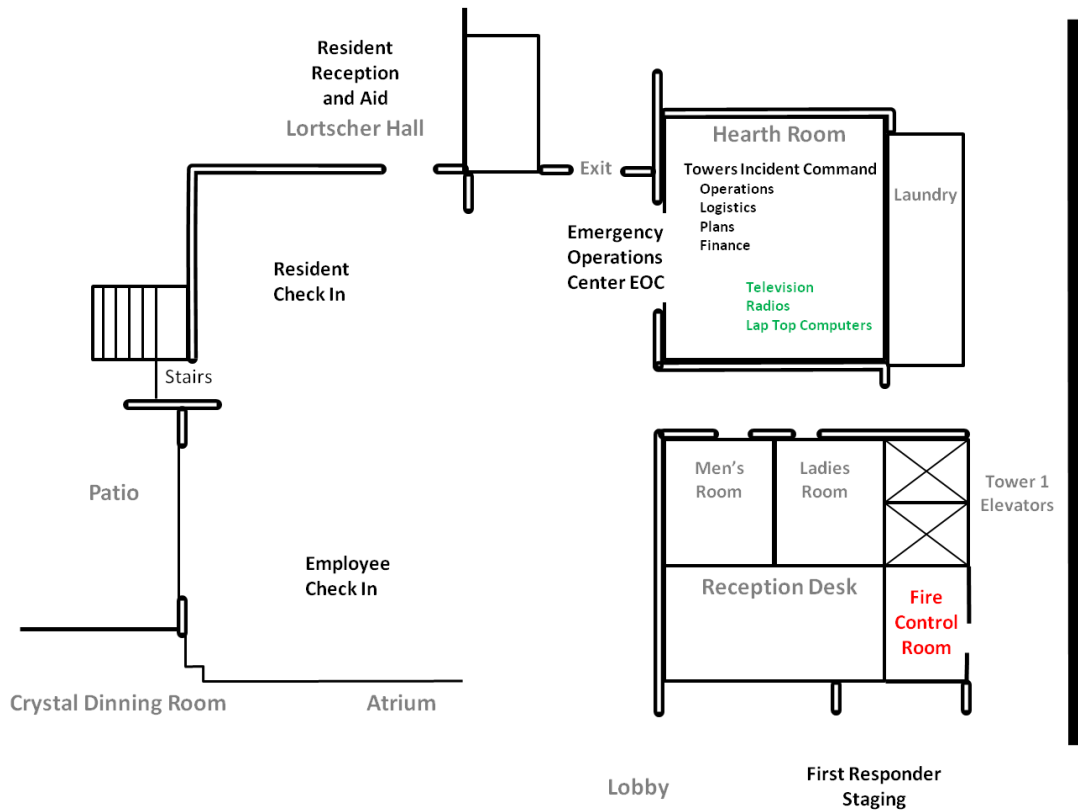
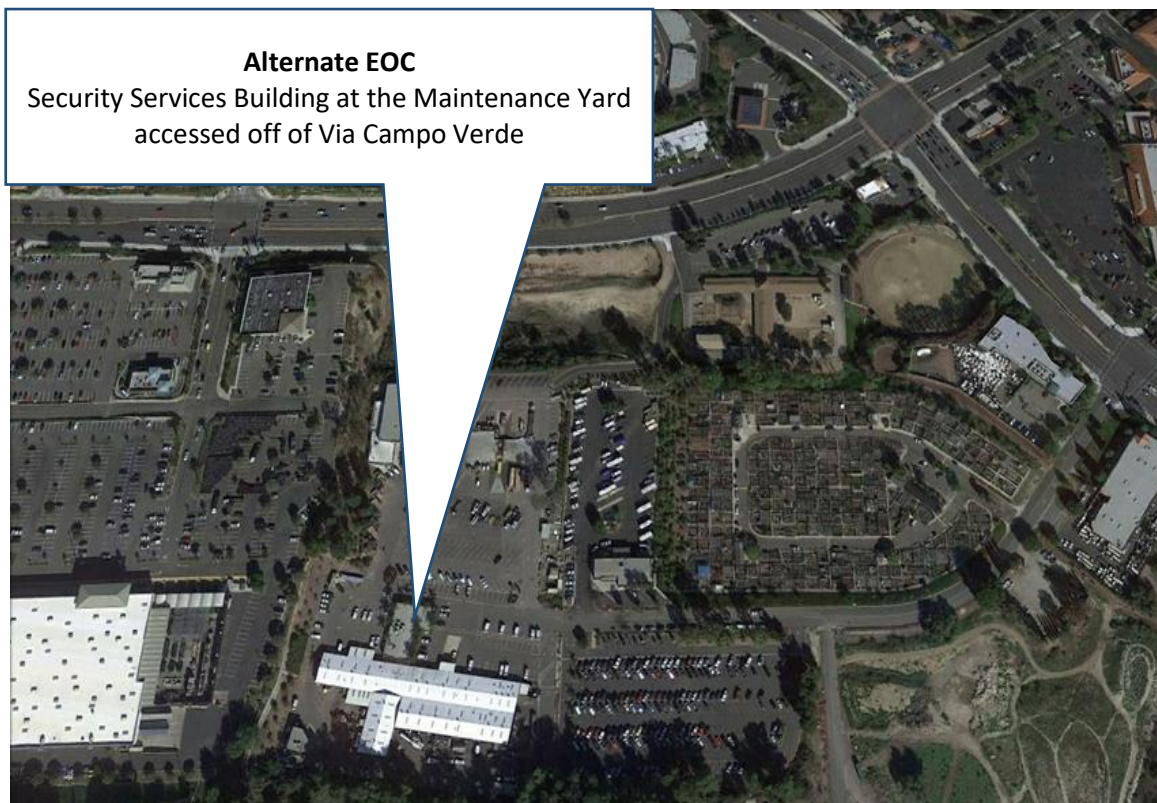




Figure 4.3: Primary Laguna Woods Village EOC Location



Figure 4.4: Alternate Laguna Woods Village EOC Location



## EOC Security

EOC security will be assigned to monitor access to the EOC which will be restricted to members of the assigned EOC staff and specific external agency representatives (City of Laguna Woods, Red Cross, local first responders, etc.).

### Authorized to Activate the EOC

The following management personnel are authorized to activate The Towers' EOC:

- General Manager
- Assistant General Manager
- Building Engineer
- Food Services Supervisor
- Facilities Services Supervisor

### EOC Activation Levels

#### Level 1 – Full EOC Activation

Level 1 is a major local or regional disaster wherein resources in or near the impacted area may be overwhelmed and local, state, and/or federal resources may be required. All predesignated EOC staff and management team members will be notified as per the EOC Director.

The Laguna Woods Village VMS Security Director shall be notified of the Level 1 Activation. Communications and coordination with Laguna Woods Village EOC will be maintained. The overall response and early recovery activities will be managed from the EOC.

#### Level 2 – Partial EOC Activation

Level 2 is a moderate to severe emergency in which resources are not adequate. This will occur when an incident can be managed by the EOC, or by establishing an Incident Command Post in the field. All predesignated EOC staff and management team members will be briefed of any partial activation should the incident requirements exceed the scope of the field ICP.

#### Level 3 – Minimal/Standby EOC Activation

Level 3 is a minor incident that can be managed by first responders and resources from within The Towers. The EOC may be activated with one or a few people to monitor a situation or assist with coordination. Off-duty personnel may be recalled to support the incident. The EOCs' local first responders such as VMS Security Officers, OCSD, and OCFA medical responders will use ICS/SEMS/NIMS procedures and may work in a Unified Command. Emergency notification will be made to pre-designated EOC staff. This might occur if there was activation of an adjoining city's EOC or County Operational Area's EOC in the event of an occurrence not directly involving Laguna Woods Village but having the potential to affect the community.

## EOC Activation Guidelines

The following guidelines should be used when activating The Towers EOC:

- Assess EOC for damage
- Set up EOC by connecting and testing all telephones
- Put out each Section's operational kit for each Section Chief to pick up upon arrival
- Place status boards at their appropriate section
- As other personnel arrive, enlist their help in getting the EOC set up
- Ensure that each area has paper, pencils, pens, a copy of the Towers EOP, and a copy of the Laguna Woods Village EOP
- Turn on VMS Security Radio and monitor communication
- Set up FAX and copy machines for exclusive EOC use
- Set up computers as needed
- Post EOC and FAX telephone numbers or radio frequencies to be used for the EOC if telephone service has been interrupted
- Establish alternate radio communications as back up
- Establish message center with necessary office supplies, copy of EOC message forms, and appropriate personnel to answer phones, log messages, and begin obtaining information
- Ensure that all EOC media (TV and VCR) is operational with their remote controls
- Place EOC vest or name tags in each section: all EOC staff are to wear their vests or name tags at all times; visitors must be wearing identification badges
- Post EOC signage as necessary to guide staff

## Personnel Reporting

In the event The Towers' EOC is activated, the Director of the EOC, or designee, will contact and assemble emergency staff as needed:

**If at home** at the time of the incident, staff is expected to:

- Ensure the safety of their family and home
- Respond to EOC Director's request with estimated time of arrival to the EOC
- If unable to access any tele-communications systems such as hard line or cell phone, text, email, or radio communications remain at home. Locate alternate telephone when practical and contact EOC
- Monitor the local emergency radio stations KWVE-107.9 FM, KNX, KFWB, etc.

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

- Ensure their personal safety and those around them
- Report their status to their supervisor or department head
- Each management level should report their status to the next level
- If time permits, review this EOP and any assigned emergency duties
- Follow instructions of your supervisor



## SECTION 5: COMMUNICATION AND NOTIFICATION

### Emergency Proclamations

#### City of Laguna Woods

In an emergency, if local emergency resources are overwhelmed, and as the conditions warrant, an official of Laguna Woods Village may request the City of Laguna Woods to proclaim a local emergency.

#### Definition of a Local Emergency

A proclamation of Local Emergency is the proclaimed existence of:

- Conditions of disaster or of extreme peril to the safety of persons and property
- Conditions that are or are likely to be beyond the control of local resources and require the combined resources of other political subdivisions

#### Provisions of an Emergency Proclamation

Under the California Emergency Services Act, a Local Emergency is defined as the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county or city, which conditions are likely to be beyond the control or resources of that political subdivision.

This proclamation of emergency sets the stage for assistance from the neighboring or higher levels of government, including the state, federal, and private agencies. It enables the local government to rely on special immunities for its discretionary decisions relating to the disaster. It also allows the promulgation, on an expedited basis, of necessary orders and regulations.

Special provisions of a proclamation include:

- Gives public employees and governing bodies legal immunities for emergency actions
- Enables the Board of Supervisors to act as a Board of Equalization to reassess damaged property and provide property tax relief (if applicable)
- Enables jurisdictions to request assistance under the California Natural Disaster Assistance Act
- Allows jurisdictions to establish curfews, take measures necessary to protect public health and safety, and exercise other authorities established by local ordinance
- Does not necessitate the full activation of the County Operational Area OA EOC. However, there exists a requirement for reliable, current information on the nature and extent of the situation, an initial situation analysis damage assessment, and dollar estimate of resources committed or anticipated to be required to meet the emergency
- Allows adoption of interim building ordinances and restriction of persons from the disaster area
- Provides emergency powers for issuing rules and regulations for the protection of life and property; emergency purchasing and commandeering of public and private resources; recruitment of emergency workers and emergency worker injury coverage; requisition of jurisdiction and department personnel and materials

## County Proclamation of Emergency

The Chair of the County Board of Supervisors (Board) may proclaim an emergency in the County due to disaster conditions in the unincorporated area, or other areas over which the County has responsibility such as the Flood District, or at the request of an OA jurisdiction such as the City of Laguna Woods. In the event of a health emergency, the County Health Officer has the authority to proclaim a Health Emergency. The proclamation of a Health Emergency opens all the mutual aid avenues for medical operations. A local emergency may be proclaimed by a jurisdiction and/or by Orange County. A proclamation of an emergency must be reviewed and ratified every 30 days by local government per Government Code Section 8630.

The Orange County Operational Area EOC will request information from jurisdictions and special districts regarding the status of the emergency in their jurisdiction, including any proclamations of Local Emergency. This proclamation may or may not request a Governor's Proclamation of Emergency. If the proclamation includes a request for the Governor to proclaim a State of Emergency, it will be transmitted to the California Office of Emergency Services (Cal OES) Regional Emergency Operations Center (REOC). The REOC will advise the Cal OES Director and the Governor of the request for a State Proclamation of Emergency.

## State Proclamation of Emergency

A State of Emergency may be proclaimed by the Governor when:

- Conditions of disaster or extreme peril exist, which threaten the safety of persons and property within the State caused by natural or man-made incidents
- The Governor is requested to do so by local authorities
- The Governor finds that local authority is inadequate to cope with the emergency
- Whenever the Governor proclaims a State of Emergency, mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance
- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the State by the Constitution and the laws of the State of California within the designated area
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency
- The Governor may suspend the provisions of orders, rules, or regulations of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of their office

## State of War Emergency

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus:

- All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor, which are made or given within the limits of his authority as provided for in the Emergency Services Act

## Presidential Declaration of Emergency or Major Disaster

### Major Disaster

A major disaster is defined as "any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the U.S., which in the *determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.*"

### Emergency

An emergency is defined as "any occasion or instance for which, in the determination of the President, *federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the U.S.*"

### Process

In order for the President to declare a federal disaster or emergency, the Governor of California must submit the following to the Federal Emergency Management Agency:

- Orange County's Local Emergency Proclamation
- The California State of Emergency Proclamation

The Governor's written request for federal assistance must also include:

- Certification of implementation of the State Emergency Plan
- Description of how the disaster caused needs beyond state or local capabilities
- A description of state or local resources already committed
- Preliminary estimates of supplementary federal assistance needed
- The specific federal assistance programs needed
- Certification of compliance with cost-sharing requirements of the Stafford Act

If the Governor requests and receives a Presidential declaration of an Emergency or Major Disaster under Public Law 93-288 (Federal Disaster Relief Act of 1974), the Governor will appoint a State Coordinating Officer (SCO). A duly appointed Federal Coordinating Officer (FCO) and the SCO will coordinate and control state and federal efforts in support of the OA and OA jurisdiction operations.

### Basis for Request

A request for a Presidential Declaration is made when the situation is of such severity and magnitude that effective response is beyond the capabilities of the State and affected local governments. Federal assistance under the Stafford Act is necessary to supplement the efforts and available resources of the State, affected local governments, disaster relief organizations, and compensation by insurance.

If state and then federal emergencies are declared, the local jurisdictions may be eligible for reimbursement of up to 93.75 percent of the damages and associated response costs. In addition, federal resources such as the Military and other personnel and material may become available.

### Laguna Woods Village Community Notifications and Alerts

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

- CodeRED<sup>®</sup> Emergency Notification System
  - Text Message (120-character limit)
  - Telephone (home, office, cell)
  - Email List
- Village Television channels 6, 6.1, and 406, via programming and scroll
- Emergency information line
- Computer and web announcements
- Flyers and signs in the elevator lobbies
- Door to door canvassing by employees and Floor Captains
- Building “All Call” public address system

### CodeRED<sup>®</sup> Emergency Notification System

VMS uses the CodeRED<sup>®</sup> Emergency Notification System (ENS) that is capable of transmitting notifications and communications through email, voice, and/or text messaging. All Laguna Woods Village residents, including The Towers, are registered in the CodeRED<sup>®</sup> system through at least a landline phone number. Many are registered through email accounts as well as cellular phone numbers. VMS employees are all registered through email, landline, and cellular numbers.

The decision to send out an alert will be based on the need for immediate action. Whenever possible, a pre-alert conference call should be initiated, and the Laguna Woods Village Security Director should be notified before any emergency message is broadcast. In the event of an emergency that is Laguna Woods Village specific, it is the responsibility of VMS to send out its own emergency message.

An initial message may be disseminated by the VMS CEO, Security Director, or a designated representative based on the incident, informing emergency assigned personnel to report to the Field Command Post or Laguna Woods Village EOC or The Towers EOC. Subsequent messages will be disseminated by the Laguna Woods Village Public Information Officer.

## Village Television

Village TV can be used to communicate emergency information via channels 6, 6.1, and 406. 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.

## Building “All Call” Public Address System

The buildings’ fire alarm system provides an “All Call” feature that allows management and first responders to broadcast a verbal message throughout both Towers or to targeted areas with The Towers. (See **Appendix D: Fire Alarm and Protection Systems**)

Employees, who foresee potential escalation of an emergency situation, should notify the most senior person within their department on duty at that time, who should in turn notify the General Manager, Building Engineer, or the designated manager.

The General Manager, Building Engineer, or the designated manager will ensure appropriate notifications are made. The Towers EOC activation should be considered whenever one or more of the following apply to an incident:

- When the needs of the incident exceed the ability of The Towers employees
- There is a possibility the incident will escalate
- There is a possibility that The Towers and VMS resources may be overtaxed and/or exhausted
- The anticipated duration of the incident is greater than 8 hours
- The number of involved agencies, departments, and/or organizations involved may require a centralized coordination location
- Protective and/or response measures being implemented are of significant magnitude

## The Towers Communication Capabilities

### Two-Way Radios

The Towers uses two separate radio systems known locally as the Maintenance Radios and the Housekeeping Radios.

#### Maintenance Radios

The maintenance radios are a two-way radio system that is the primary communication system for several departments working in Laguna Woods Village. The two-way radio system used by VMS personnel and The Towers maintenance personnel operates on a **UHF** (Ultra High Frequency) system. UHF is the designation for radio frequencies in the range between 300 MHz and 3 GHz. UHF radio waves propagate mainly by line of sight; they are blocked by hills and large buildings, although the transmission through building walls is strong enough for indoor reception.

#### Housekeeping Radios

The Housekeeping Supervisor and all on duty staff are equipped with Family Radio Service (FRS) two-way radios for routine communications. This radio service uses channelized frequencies around 462 and 467 MHz in the ultra high frequency (UHF) band. These radios cannot communicate with the maintenance radios.

**Table 5.1: Radio Frequency and Call Signs**

Channel Name	Call Sign	Transmit	Receive
Landscape	WPGY975	469.3500	464.3500
Maintenance	KGS942	469.9750	464.9750
Security 1	WPYE490	458.9350	453.9350
Security 2	KLR632	469.8250	464.8250
Towers	WNXY833	468.3875	463.3875
Transportation	WNKS249	469.3750	464.3750

Detailed information on VMS two-way radios can be found in [the Laguna Woods Village Emergency Operations Plan, Appendix: I VMS Radio Communications.](#)

**Table 5.2: Radio Distribution**

Location	Maintenance Radio	Housekeeping Radio
General Manager	1	1
Assistant General Manager	1	1
Building Engineer	1	1
Facilities Services Supervisor	1	1
Housekeeping Supervisor	1	1
Chef and/or Lead Cook	1	1
Maintenance Staff	10	0
Housekeeping Staff	0	10

## Amateur Radio Club

The Laguna Woods Village Amateur Radio Club consists of licensed volunteer amateur radio (ham radio) operators who are committed to assisting with emergency communications in times of disaster. Laguna Woods Village maintains a cadre of volunteers and radio base stations to ensure communications between the EOC and various locations can be maintained. Emergency information can be communicated through amateur radio operators to any location where an operator may be dispatched to an EOC, Incident Command Posts, or Report Centers that may be set up at the Clubhouse Emergency Shelter locations. Emergency information of any sort may be communicated through a ham radio operator.

The Laguna Woods Amateur Radio Club members are also Radio Amateur Civil Emergency Service (RACES) members with the City of Laguna Woods. This dual membership could affect their availability and capacity if their services are required during a major disaster by both Laguna Woods Village and the City of Laguna Woods. The Laguna Woods Village Amateur Radio Club maintains a radio repeater and radio equipment at The Towers to assist with communications in a disaster.

## E-mail

E-mail communication can be used as a form of communication within The Towers, with Laguna Woods Village, with the City of Laguna Woods, and with other agencies. Like cellular telephones, if other primary means of data or voice communications fail, then e-mail should be considered. Before using e-mail, however, 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.

## Fax Machines

Facsimile is utilized to share information with the Laguna Woods Village, the City of Laguna Woods, and other agencies. Their EOC may use facsimile transmissions as a redundant communications method with e-mail being its primary communication method.

## County of Orange Notifications and Alerts

The Orange County local warning point is the Orange County Sheriff's Department, Control One, co-located with the County's EOC. The 24-hour personnel at Control One are responsible for notifying the appropriate county department, city warning points, and the emergency management staff for the County. The OA 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

## AlertOC

AlertOC is Orange County's regional public mass notification system designed to keep those who live or work in Orange County informed of important information during emergency events. AlertOC is available 24/7 and has been pre-loaded with Orange County landline phone numbers (including unlisted) and countywide geographic maps. Additionally, citizens have the option to provide additional contact information via self-registration portal [www.alertoc.com](http://www.alertoc.com). Upon local authority to activate, the System will be used to send a message, describing the situation and recommended action the public should take, to affected businesses and households via:

- Phone Calls
- Text Telephone (TTY) and Communications Device for the Deaf (TDD) enable hearing impaired and speech impaired individuals to communicate over the telephone
- E-mail and Text message

Use of the Mass Notification System for emergency activity contains two components:

- The need to disseminate critical, safety-related information to individuals regarding emergency events currently occurring; 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, 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). Information may also include the location of local assistance center.

Emergency Public Notifications are limited to:

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

Emergency Responder Notifications are limited to:

- Contacting first responders to advise of an emergency
- Contacting first responders to report for duty due to an emergency
- Contacting key staff regarding an emergency or crisis situation
- Contacting agency employees to report at a different time or location (or provide an update) due to an emergency

Additional information can be found in the Orange County Operational Area Countywide Public Mass Notification System Standard Operating Procedures.



## 2-1-1 Orange County

2-1-1 Orange County (2-1-1) is a telephone-based service set aside by the Federal Communications Commission for the public's use in accessing community services 24 hours a day, 7 days a week. This need becomes even greater during and following a disaster. 2-1-1 works closely with the OA to provide essential information to county residents in the event of an emergency and maintains close working relationships with the County, Orange County Red Cross, Orange County Social Services Agency, and Orange County Health Care Agency. 2-1-1 is kept informed with the most up-to-date information from County authorities to ensure it can relay and support accurate information to any calls received. 2-1-1 also forwards any calls to the OA if there are specific requests beyond the scope of services, such as people with disabilities and access and functional needs requests or volunteer and donation offers.

### Website Pages

The Orange County Sheriff's Department, Emergency Management Division, EOC website (<http://www.ocgov.com/eoc>) is an informational site for the public and county employees. During an activation of the EOC, this site serves as a place for press releases and information to be publicly posted online. 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 Stations (LP-1) and (LP-2).

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 material accidents. The context of any emergency broadcast transmitted on EAS should be of concern to a significant segment of the population of Orange County. The message must be a voice message, it may be prerecorded, and it must not be longer than two (2) minutes in length.

EAS activation can be authorized by any one of the following parties for the County:

- Orange County Sheriff-Coroner Department, Department Commander
- Orange County Fire Authority Chief, Division Chief, Battalion Chief
- Orange County Health Care Agency
- Orange County Public Works
- Orange County Director of Emergency Services

Orange County relies on KWVE-107.9 FM as its LP-1 EAS station. The LP-2 back-up is located at the Control One Communications Center at the Loma Ridge facility. Additional information can be found in the Orange County Emergency Alert System (EAS) Communications Operations Plan.

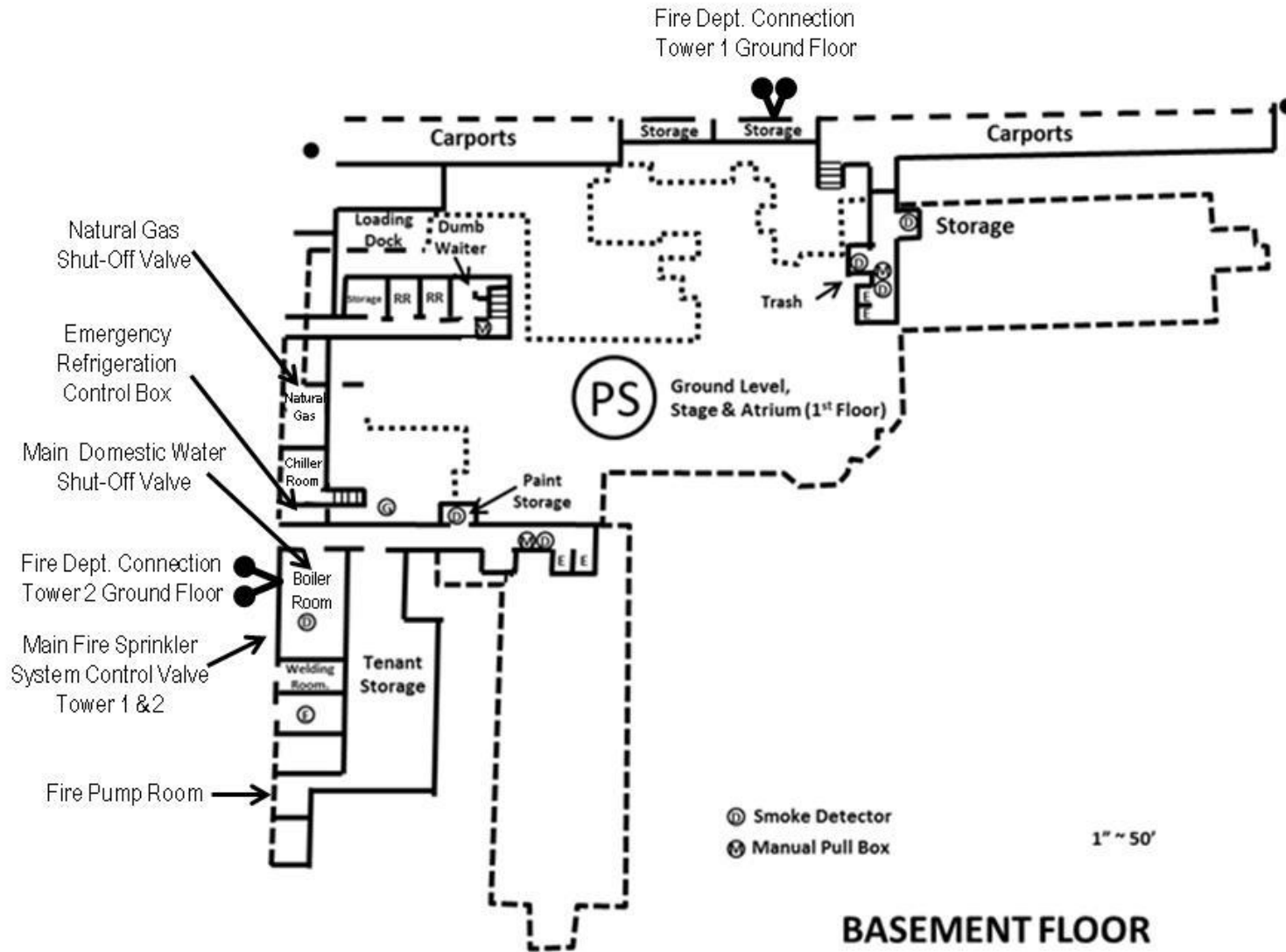
### Wireless Emergency Alerts (WEA)

WEA are free informational test 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.

**APPENDIX A: FLOOR PLANS**

<b>Address</b> 24055 Paseo Del Lago		<b>District</b> 4744	<b>PREPLAN</b>	
<b>Name</b> The Towers at Laguna Woods Village		<b>Lock Box</b> None	<b>Date:</b> 3/22/17 <b>By:</b> D. Lopez	
<b>Lock Box</b> None	<b>Type of Business</b> Retirement Residence		<b>Special Conditions and Hazards</b>  <ol style="list-style-type: none"> <li>1<sup>st</sup> floor street level with access to both towers.</li> <li>Access between towers on 1<sup>st</sup> and 3<sup>rd</sup> floors only.</li> <li>FDC to the rear of tower 2 is for tower 2 basement only; all others are combination type to whole system.</li> <li>There is a 44,000 gallon water supply from the chiller, in the chiller room, located to the rear of tower 2. Additional water can be obtained by turning on the chiller control valve. (This turns on a supply from the water main to the chiller)</li> <li>Numerous vertical openings in the structure. Elevator shafts, vent shafts, and trash chutes. Trash chutes are 2 hour with sprinklers on even numbered floors.</li> <li>Exhaust vents shafts serve from 1 to 3 manors per floor. Fans are located on the roof in the machinery rooms.</li> <li>Individual manors have heat exchanger units that serve that manor only. Common areas are served by conventional units located throughout.</li> <li>Auxiliary power is automatic and serves one elevator in each tower. It also serves lights in halls, stairs and exhaust fans. Power is also supplied to all equipment in the Fire Control Room.</li> <li>Sprinkler selection valves are located at each standpipe connection in the stairwells.</li> </ol>	
	<b>Fire Control System</b> Automatic Sprinklers (All Common Areas & 1 in Each Manor)			
	<b>CONSTRUCTION INFORMATION</b>			
	<b>Ht.</b> 154'	<b>Flr.</b> 14		<b>Lth.</b> 410'
<b>Occupant Load</b> 311 Manors		<b>HYDRANTS</b>		
<b>District</b> 4744	<b>Roof</b> Protected Steel Column, Sheet Metal and Concrete			<b>1</b> 100' FDC Tower 1 3150 GPM
				<b>2</b> 50' FDC Tower 2 3150 GPM
	<b>Exterior Walls</b> Concrete Block			<b>3</b> 50' FDC Tower 1 3150 GPM
<b>Address</b> 24055 Paseo Del Lago	<b>Floor</b> Steel Frame, Sheet Metal & Concrete			<b>4</b> 50' FDC Tower 2 3150 GPM
	<p>The diagram shows a site plan with two towers, Tower 1 and Tower 2, connected by a central structure. Tower 1 is labeled 'PCR Tower 1' and Tower 2 is labeled 'Tower 2'. An 'ACC' (Automatic Chiller Control) is located between them. A north arrow is present. The site is bounded by 'PASEO DEL LAGO' at the bottom. A '10'' setback line is shown around the perimeter. An 'Area and Water Supply' is indicated at the top left. The diagram also shows various symbols for hydrants and other features.</p>			
		<b>Emergency Phone</b>	<b>Contact</b>	
		<b>Business Phone</b> (949) 597-4278		

### GROUND FLOOR



**Fire Dept. Connection  
Tower 1 Ground Floor**



**Natural Gas Shut-Off**



**Fire Dept. Connection  
Tower 2 Ground Floor**

**Main Fire Sprinkler System  
Control Valve  
Tower 1 & 2**



**Fire Pump Room**

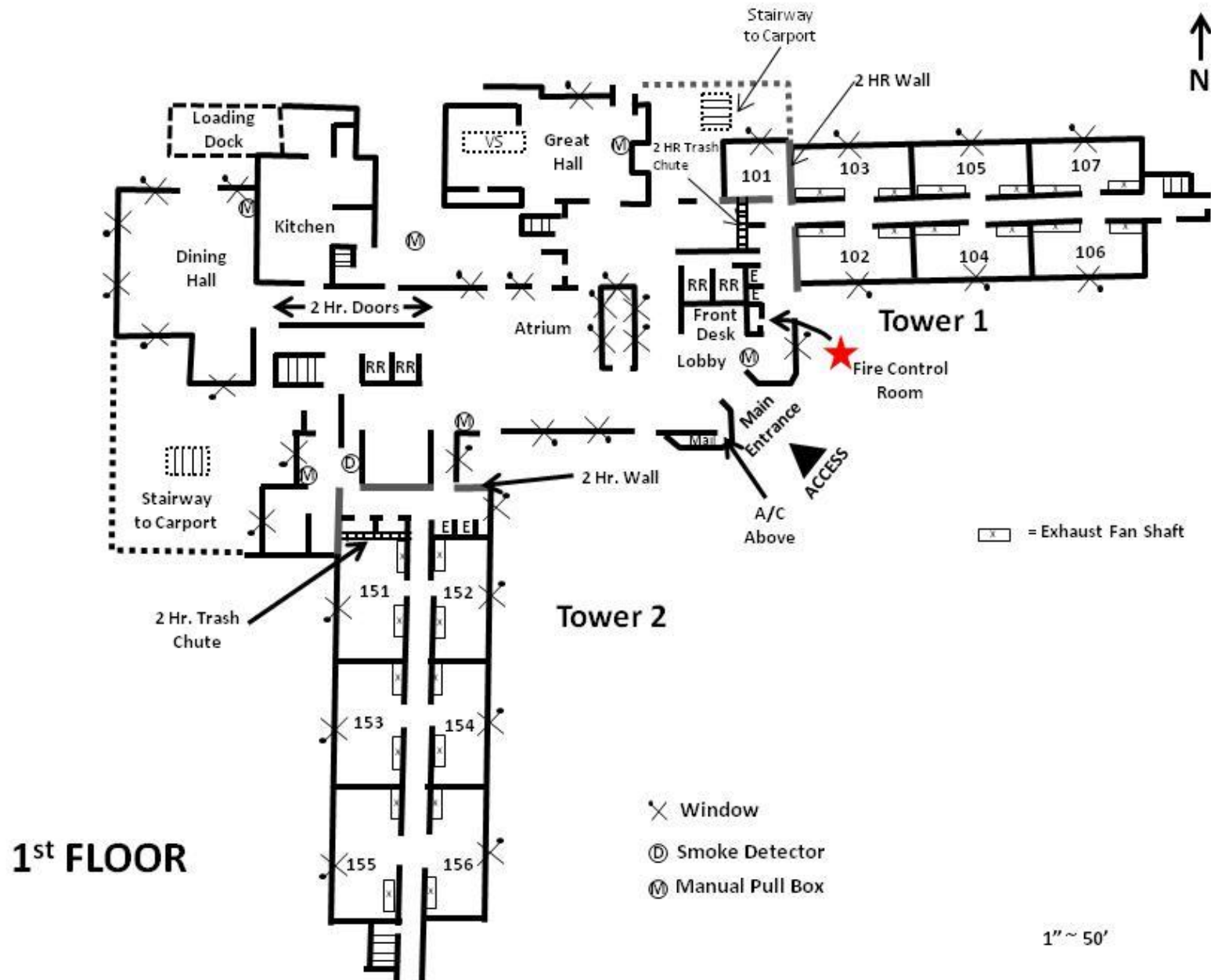


**Chiller Room**

**Refrigerant Emergency Control Box**

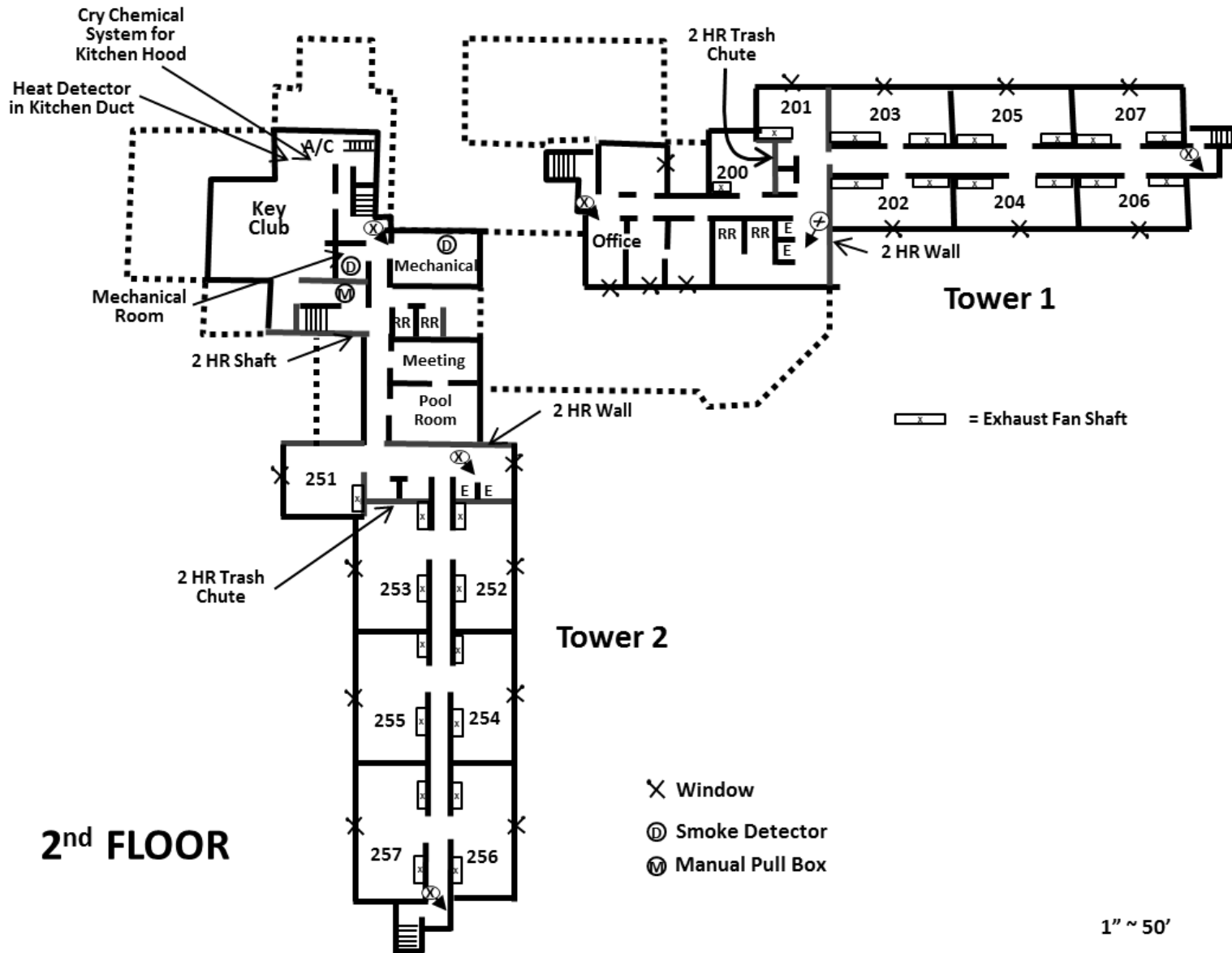




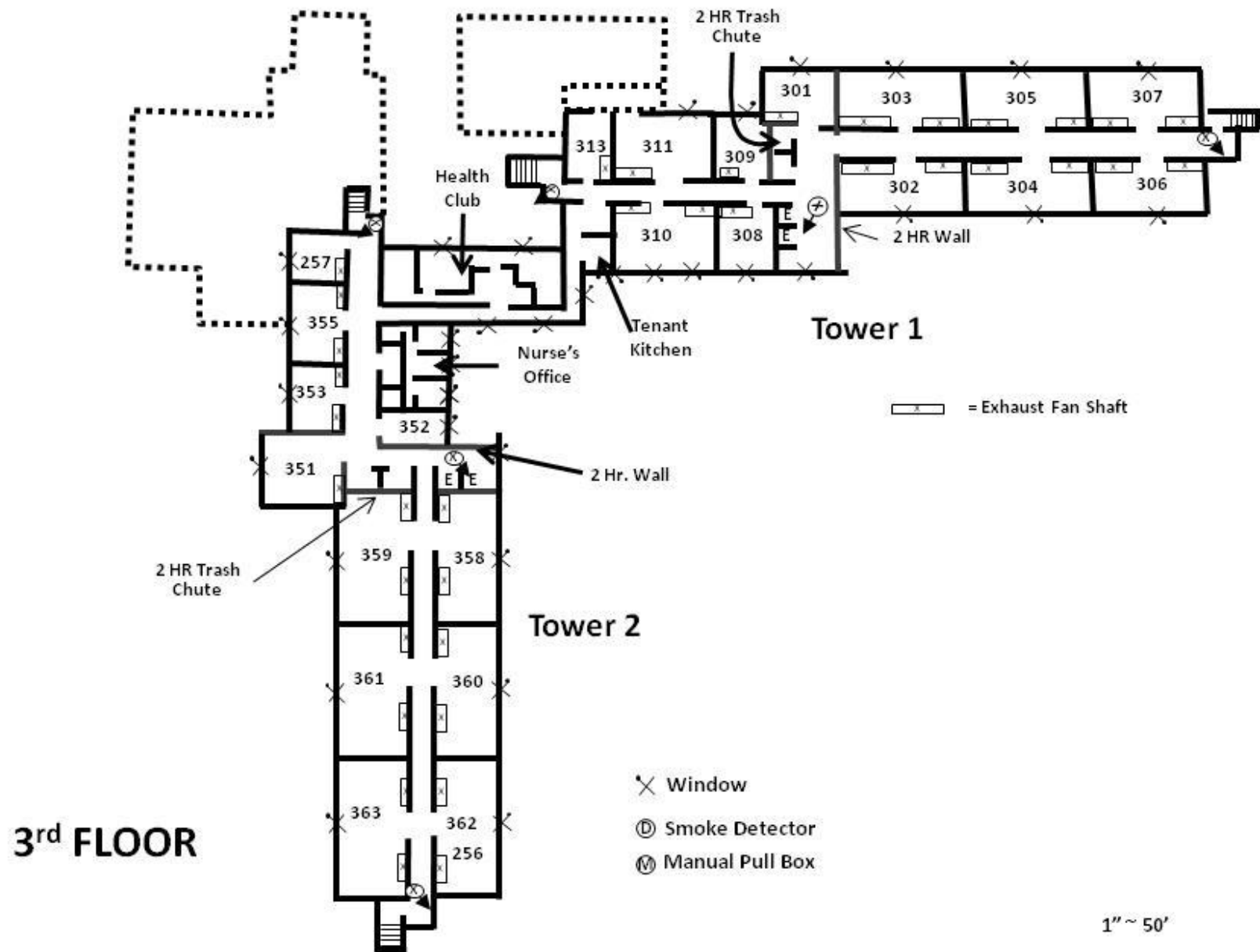


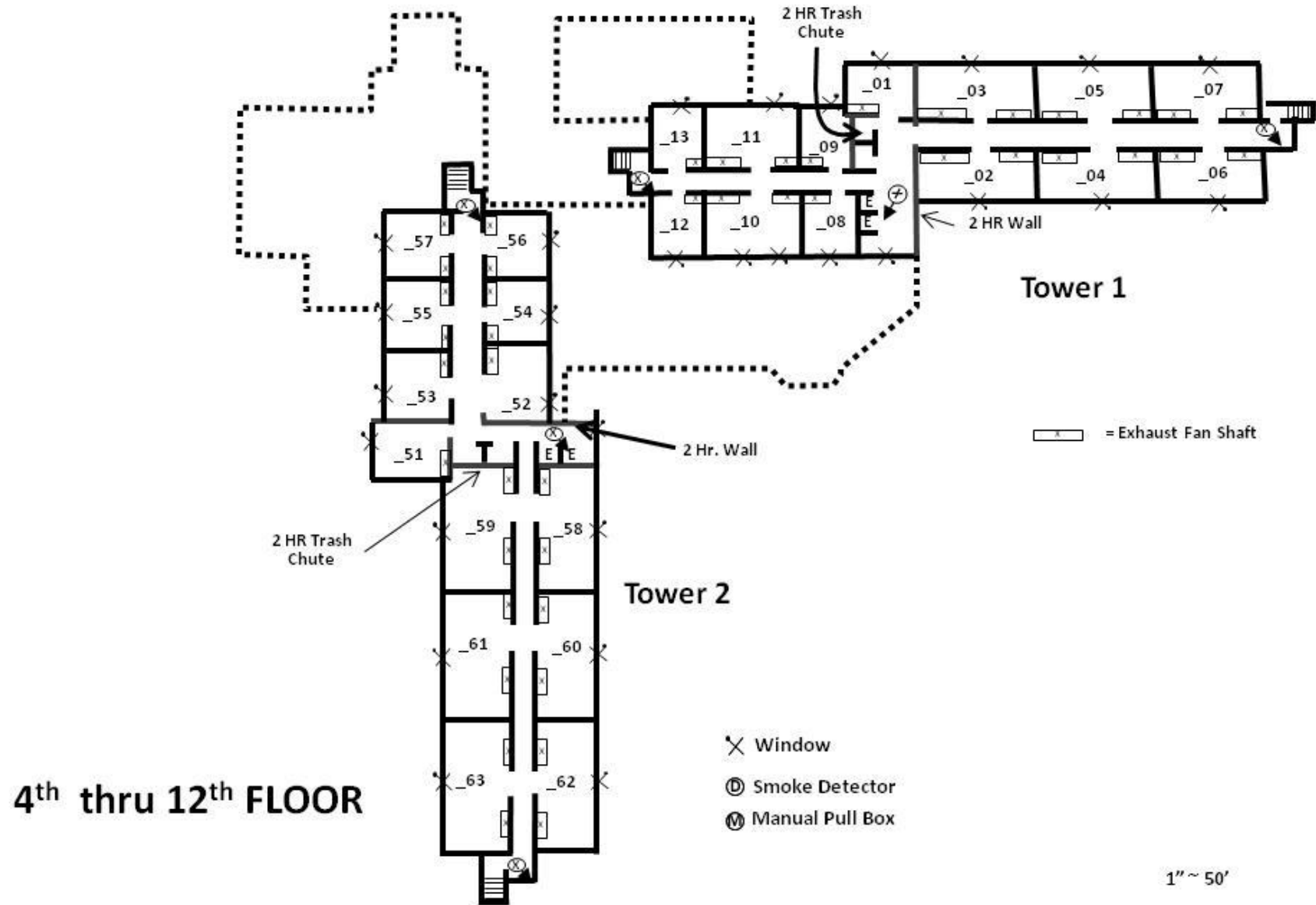
# Towers First Floor Common Area

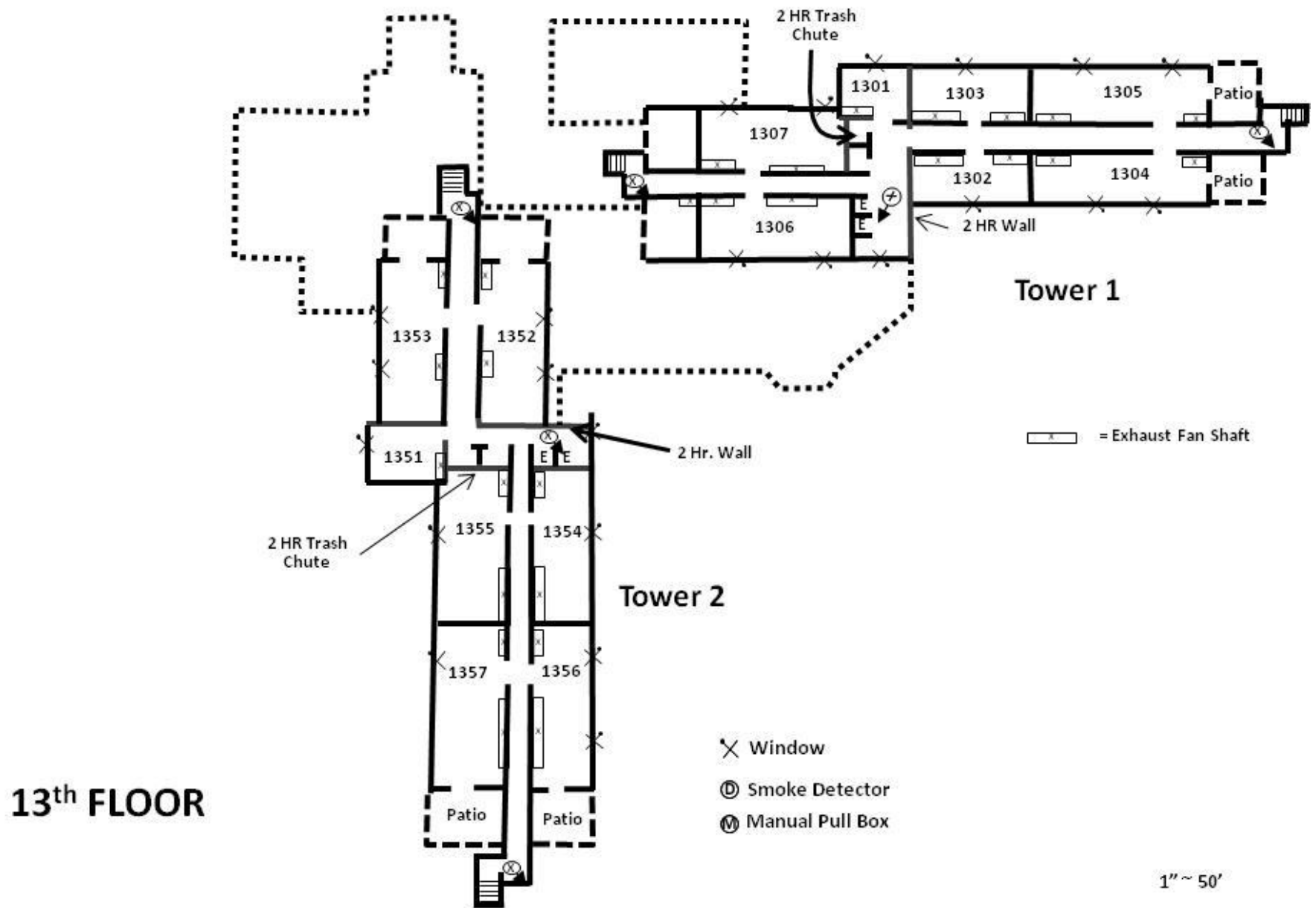


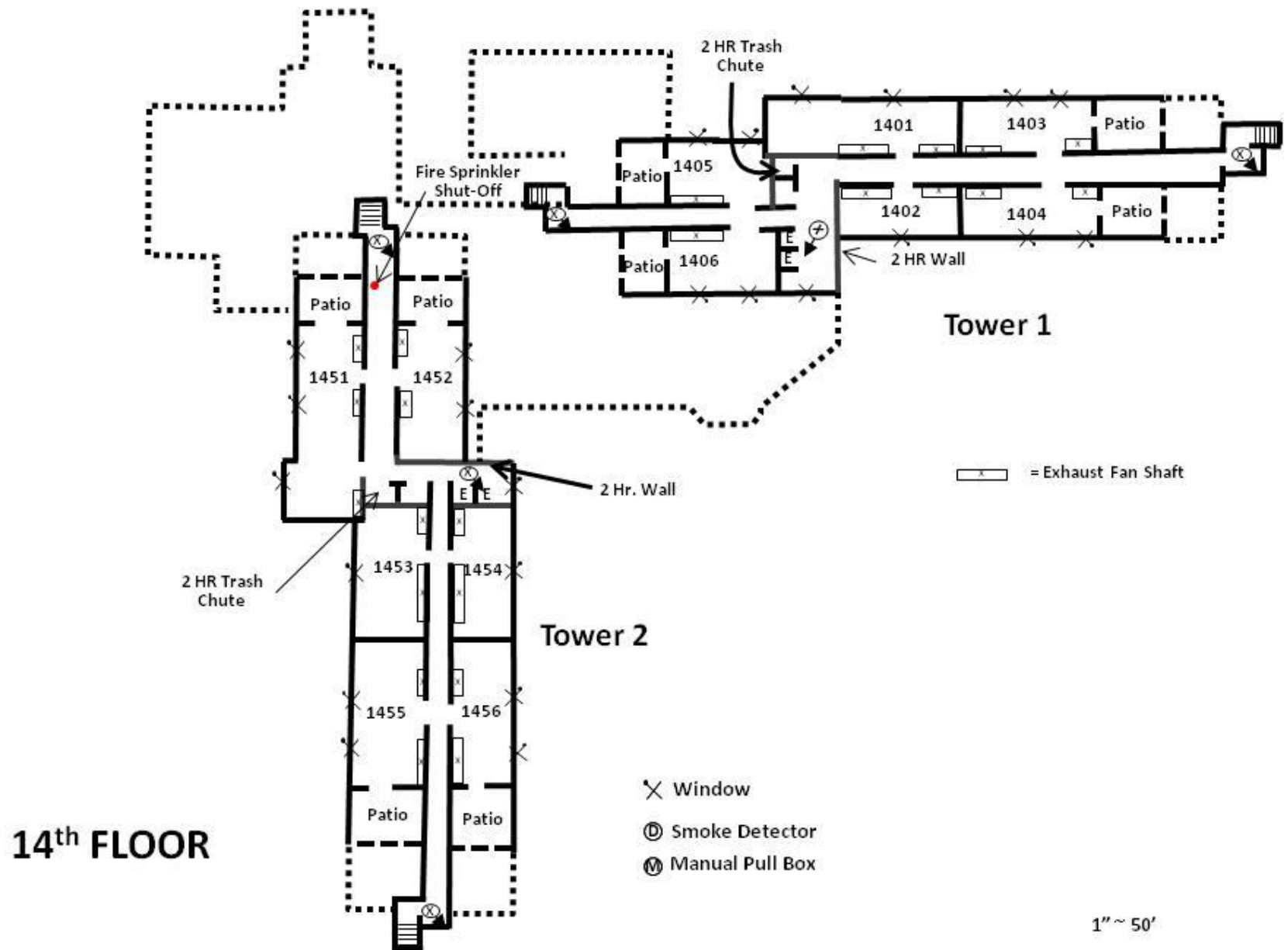


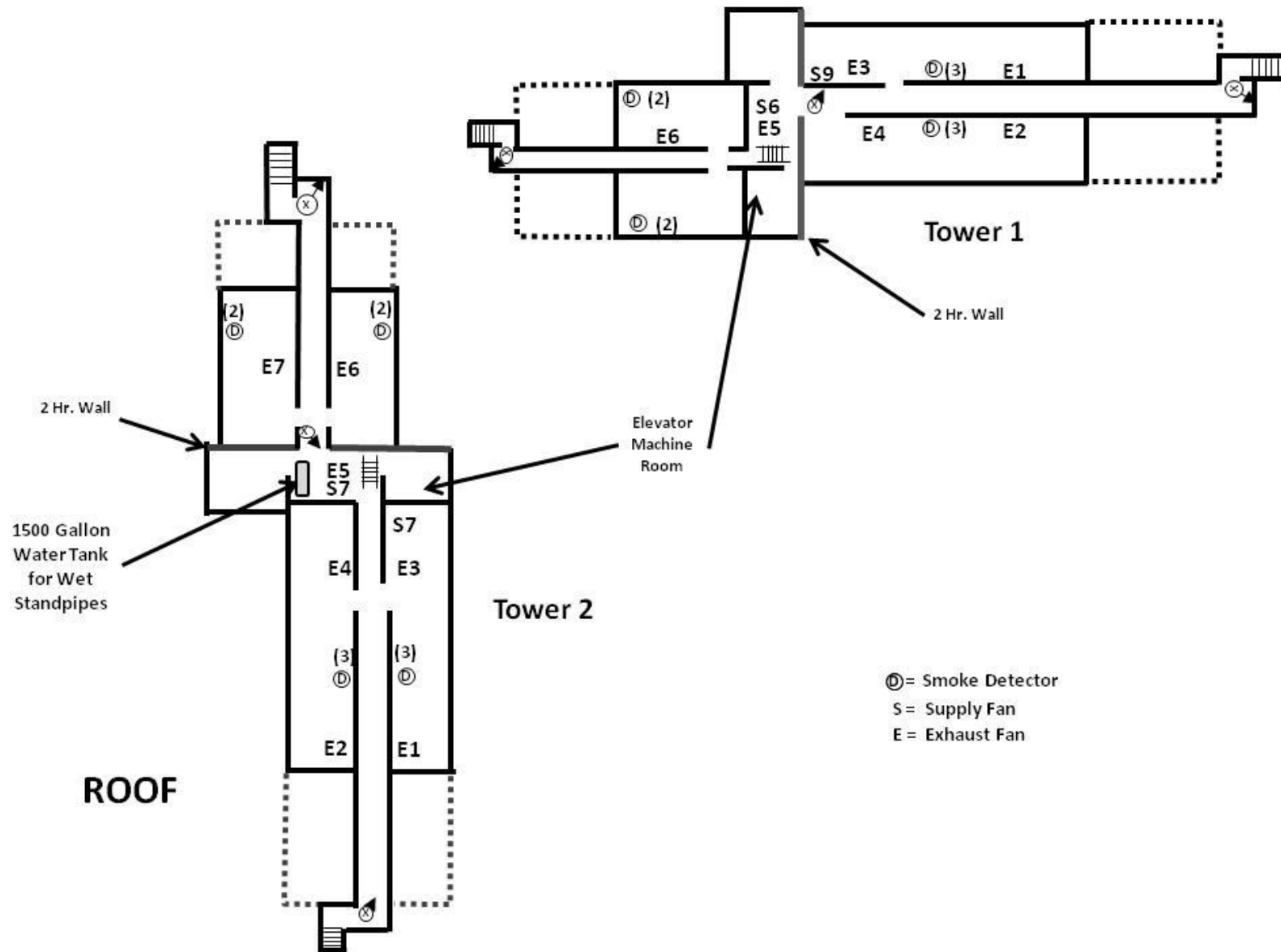












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## APPENDIX B: BUILDING EVACUATION

### Need for Evacuation

There are only a few emergency situations that could cause a single Tower or both Towers to be evacuated. In most cases, residents who are in or near their manors should shelter in place until first responders or The Towers' staff resolves the situation.

### Evacuation vs. Shelter in Place

#### Evacuation

Due to varying age and physical limitations of the residents, a building evacuation is heavily dependent on use of the elevators.

**If all elevators are functional**, all residents may be evacuated under their own power or with assistance from a caregiver or staff.

**If elevators are not functional**, an evacuation becomes complex, time consuming, and requires a large number of personnel capable of assisting to carry people down several flights of stairs.

The functionality and availability of the elevators during and after an emergency event can be affected by the fire alarm system, earthquake shake detection safety sensors, and electrical power requirements.

#### Shelter in Place

Sheltering in place is the act of taking refuge in a safe location rather than evacuating a building in event of an emergency situation.

The Towers are of noncombustible construction and are equipped with systems to detect and suppress fires. Fire resistive compartmentalization of the manors, and air exhaust systems, help prevent the spread of fire and smoke from the manor of origin. Therefore, residents are generally asked to shelter in place during a fire emergency. The Towers' staff and first responders will provide instructions and advise residents when it is safe.

Sheltering in place may be required in the event of other non-fire related incidents, such as earthquakes or electrical power failures, and situations where the elevators are not functional for an extended period of time.

## Evacuation Levels

Based on the situation, evacuations may be conducted at the following levels:

- Fire Evacuation
- Partial Tower Evacuation
- Entire Tower Evacuation

### Fire Evacuation

Activation of the building's fire alarm system requires evacuation of the common areas on the ground and 1<sup>st</sup> floors. Residents on floors 2-14 should shelter in place within their manors with the doors closed. Employees shall follow the Fire Evacuation Procedures on pages 5-6.

### Partial Tower Evacuation

Some circumstances may require the partial evacuation of a building. Certain floors may need to be evacuated while the residents of the surrounding floors remain safe to shelter in place.

A partial evacuation can be accomplished in less time and with fewer personnel than a full Tower evacuation; however, time and personnel requirements are still dependent on the functionality and availability of the elevators.

### Full Tower Evacuation

The full evacuation of one, or both, of The Towers' buildings is a complex undertaking that requires the following:

- Large Number of Personnel
- Specialized Equipment
- Receiving Location
- Time

The time required to complete a Full Tower Evacuation is primarily dependent on the availability of the elevators.

- When all elevators are available, a Full Tower Evacuation could be completed in approximately 90 minutes.
- When elevators are not available, the time required to complete a Full Tower Evacuation is dependent on the number of personnel and amount of specialized equipment available.
- When no elevators are available, and first responders are not available, a Full Tower Evacuation could require one or more days to complete.



## Evacuation Procedures

### Fire Evacuation Procedures

#### Residents and Guests

**Residents and guests who are in their manors should shelter in place by remaining inside with the door closed while waiting for instruction or the “All Clear” signal.**

Residents and guests in common areas such as dining rooms, recreation rooms, and lounges should immediately do the following when the building’s fire alarm system is activated and the audible alarm is sounded:

- Exit the building
- Assist people with disabilities
- Keep roadways and walkways clear for first responders and emergency vehicles
- DO NOT return to the building for any reason unless you are notified by authorities that it is safe to do so
- Follow the directions of The Towers’ Staff, VMS Security, and First Responder personnel

#### Reception Desk

- Direct and assist residents to evacuate via the closest safe exit route and move to the assembly point at the flag pole in front of the main entrance

#### Housekeeping (Custodians, Mon.– Fri. 8:00 am to 5:00 pm)

- Direct residents to remain in their manors and to keep doors closed or to evacuate via the closest safe exit route
- If you are in the hallway and encounter fire or smoke, move to the closest stairwell (do not use the elevators) and proceed downward as far as possible
  - At least 2 floors
  - Until you reach a floor that is free of smoke
  - Until you reach the 1<sup>st</sup> floor and move to the assembly point at the flag pole in front of the main entrance
- If you are in a hallway or a manor and are unable to move to a stairwell due to smoke or fire, remain in the manor or enter the closest manor and close the door
  - The building is designed to provide protection from fire and smoke within an unaffected manor
- If you are in a common area on the 1<sup>st</sup> or ground floor, evacuate through the closest safe exit and move to the assembly point at the flag pole in front of the main entrance

- Report, via radio on the Housekeeping Radio, the following information to the Facilities Services Supervisor:
  - Your location
  - Any of the following:
    - Fire
    - Smell of smoke
    - Water on the floor or coming from the ceiling
- Wait and listen for instructions
  - The Towers' staff will coordinate with the fire department to provide information and instructions via the voice All Call feature of the fire alarm system
    - The Towers' staff will announce an "All Clear" when the situation has been resolved and it is safe to leave your manor

### Maintenance (Custodians, Saturdays and Sundays)

- Direct residents to remain in their manors and to keep doors closed or to evacuate via the closest safe exit route
- If you are in the hall way and encounter fire or smoke, move to the closest stairwell (do not use the elevators) and proceed downward as far as possible
  - At least 2 floors
  - Until you reach a floor that is free of smoke
  - Until you reach the 1<sup>st</sup> floor and move to the assembly point at the flag pole in front of the main entrance
- If you are in a hallway or a manor and are unable to move to a stairwell due to smoke or fire, remain in the manor or enter the closest manor and close the door
  - The building is designed to provide protection from fire and smoke within an unaffected manor
- If you are in a common area on the 1<sup>st</sup> or ground floor, evacuate through the closest safe exit and move to the assembly point at the flag pole in front of the main entrance
- Report, via radio on the Maintenance Radio, the following information to the Building Engineer
  - Your location
  - Any of the following:
    - Fire
    - Smell of smoke
    - Water on the floor or coming from the ceiling
- Wait and listen for instructions
  - The Towers' staff will coordinate with the fire department to provide information and instructions, via the voice All Call feature of the fire alarm system
    - The Towers' staff will announce an "All Clear" when the situation has been resolved and it is safe to leave your manor

### Food Services

- Direct and assist residents and guests out of the building through the closest exit
- After all residents have been evacuated, food services staff shall report to the following assembly point:

#### **California Room Staff**

Assembly Point: Zen Garden behind Tower 2

Person Responsible for Accountability: Manager and/or Hostess

#### **Crystal Room Staff**

Assembly Point: Behind Lortscher Hall

Person Responsible for Accountability: Manager and/or Hostess

#### **Kitchen Staff**

Assembly Point: Carport area behind Tower 2

Person Responsible for Accountability: Chef and/or Lead Cook

#### **Room Service Staff**

Assembly Point: Tower 1 Behind Lortscher Hall, Tower 2 at Zen Garden

Person Responsible for Accountability: Manager and/or Hostess

- The person responsible for accountability at each assembly point will report their status to the Facilities Services Supervisor via the Housekeeping Radio

### Administrative Office and Landscape

- Direct and assist residents to evacuate via the closest safe exit route and move to the assembly point at the flag pole in front of the main entrance

### Facilities Services Supervisor

- Direct residents to remain in their manors and to keep doors closed or to evacuate via the closest safe exit route as appropriate
- Move to the assembly point at the flag pole in front of the main entrance
- Receive reports, via radio on the Housekeeping Radio, from housekeeping and maintenance staff:
  - Account for, and confirm the safety of, all on-duty staff
  - Record location of all employees remaining in the building
  - Forward any information about smoke, fire, or water, on the Maintenance Radio, to the Building Engineer or designee
- Coordinate with Administrative Office staff to create a master accountability list for all on-duty employees gathered at the 4 assembly points: behind Lortscher Hall, at the Zen Garden, at the Carport area behind Tower 2, and at the flag pole in front of the main entrance
- Provide employee accountability information to first responders as needed

### Building Engineer (or designee)

- Move to the fire control room
- Receive radio reports from Facilities Services Supervisor
- Examine the Fire Alarm Control Panel (FACP).
- Direct available maintenance technicians to investigate activated devices and report
- Meet the first arriving fire department personnel and advise them of the following:
  - Type of device activated
  - Location of activated device
  - Reports from maintenance and housekeeping staff
- Coordinate with and provide assistance to fire department personnel as requested
- Announce an “All Clear” when the situation has been resolved, the fire alarm system has been reset, and it is safe to resume normal operations. (See Fire Alarm Response Procedures)

## Partial Tower Evacuation Procedures

### Evaluate the Situation

- Conditions that influence a partial Tower evacuation are:
  - Type of emergency event
  - Status of the fire alarm system
  - Functionality of the elevators
  - Availability of the lower floor common areas for use as receiving/assembly areas
- Determine the Scope of the Evacuation
  - Number of floors
  - Estimated total number of residents
  - Estimated number required to be carried down stairs
  - Estimated number able to walk down stairs to the 1<sup>st</sup> floor

### Evaluate Available Resources

- In situations where the Fire Department resources are available, on scene, and in command, all evacuation operations will be conducted by first responders, and The Towers’ staff may serve in a supporting role as needed
- In situations where first responders are not available, The Towers’ staff shall coordinate with Village Management Services Security for additional resources

### Determine Risk to Benefit

- Determine the need for a partial Tower evacuation by evaluating the risks to benefits. If the benefits outweigh the risks, and there are no other acceptable alternatives, an evacuation of residents from certain floors may be prudent.

### Assemble Personnel

- Assemble able bodied volunteers from The Towers' staff and any additional personnel provided by Village Management Services:
  - Volunteers must be confident that they can climb stairs and help to assist residents down
  - Less confident volunteers may be used to direct and assist evacuated residents from the stairwells to the reception/assembly location or record the names and manor numbers of the evacuees

### Assemble Equipment

- Locate and gather equipment to assist in the evacuation:
  - Stairwell evacuation chairs
  - Stretchers
  - Flashlights
  - Water bottles

### Identify a Reception/Assembly Location

- If lower floors are safe and the building is not in fire alarm status, common areas may be used as a reception/assembly location if capacity allows
- If lower floors are not available, consider Clubhouse 6 as the next closest reception/assembly area:
  - Coordinate with Village Management Services Security
  - Arrange for transportation

### Start Evacuation Process

- Start at lowest floor and move up
- Document name and manor number as residents exit the stairwells
- Move slowly, lift carefully, avoid injuries

## Full Tower Evacuation Procedures

A Full Tower Evacuation of one or both Towers is an extreme undertaking. The procedures are the same as for a Partial Tower evacuation, with the following exceptions:

- Lower floor common areas will most likely not be available
- As many as 300 residents may need some level of assistance to move down the stairs
- A significant number of those residents evacuated may require some level of first aid or medical care
- Short-term shelter arrangements may need to be made in addition to the reception/assembly location

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## APPENDIX C: FIRE EMERGENCY RESPONSE PROCEDURES

### Response to Building Fire Alarm System Activation

#### Resident Response Procedures (Building Fire Alarm System Activation)

If you hear the building fire alarm system activate on your residential floor, stay calm and do the following:

##### Take Shelter

- If you are in your manor, remain in your manor with the door closed
  - The building is designed to provide protection from fire and smoke within an unaffected manor
- If you are unable to remain in your manor due to fire or smoke conditions, quickly move to the closest stairwell (do not use the elevators) and proceed downward as far as possible
  - At least 2 floors
  - Or until you reach a floor that is free of smoke
  - Stairwells offer more protection from smoke and fire than hallways
- If you are in a hallway, immediately return to your manor and close the door
  - The building is designed to provide protection from fire and smoke within an unaffected manor
- If you are in the hall way and unable to return to your manor due to fire or smoke conditions, move to the closest stairwell (do not use the elevators) and proceed downward as far as possible
  - At least 2 floors
  - Or until you reach a floor that is free of smoke
  - Stairwells offer more protection from smoke and fire than hallways
- If you are in a common area on the 1<sup>st</sup> or ground floor, move to the closest exit and wait in a safe location

##### Wait and Listen for Instructions

- The Towers' staff will coordinate with the fire department to provide information and instructions via the voice All Call feature of the fire alarm system.
  - The Towers' staff will announce an "All Clear" when the situation has been resolved and it is safe to leave your manor

## Employee Response Procedures (Building Fire Alarm System Activation)

### Reception Desk

- Direct and assist residents to evacuate via the closest safe exit route and move to the assembly point at the flag pole in front of the main entrance

### Housekeeping (Custodians, Mon.-Fri. 8:00 am to 5:00 pm)

- Direct residents to remain in their manors with the doors closed or to evacuate via the closest safe exit route
- If you are in the hallway and encounter fire or smoke, move to the closest stairwell (do not use the elevators) and proceed downward as far as possible
  - At least 2 floors
  - Until you reach a floor that is free of smoke
  - Until you reach the 1<sup>st</sup> floor and move to the assembly point at the flag pole in front of the main entrance
- If you are in a hallway or a manor and are unable to move to a stairwell due to smoke or fire, remain in the manor or enter the closest manor and close the door
  - The building is designed to provide protection from fire and smoke within an unaffected manor
- If you are in a common area on the 1<sup>st</sup> or ground floor, evacuate through the closest safe exit and move to the assembly point at the flag pole in front of the main entrance
- Report, via radio Housekeeping Radio, the following information to the Facilities Services Supervisor:
  - Your location
  - Any of the following:
    - Fire
    - Smell of smoke
    - Water on the floor or coming from the ceiling
- Wait and listen for instructions.
  - The Towers' staff will coordinate with the fire department to provide information and instructions
  - The Towers staff will announce an "All Clear" when the situation has been resolved and it is safe to leave your manor

### Maintenance

- Direct residents to remain in their manors with the doors closed, or to evacuate via the closest safe exit route
- If you are in the hallway and encounter fire or smoke, move to the closest stairwell (do not use the elevators) and proceed downward as far as possible
  - At least 2 floors
  - Until you reach a floor that is free of smoke
  - Until you reach the 1<sup>st</sup> floor and move to the assembly point at the flag pole in front of the main entrance



- If you are in a hallway or a manor and are unable to move to a stairwell due to smoke or fire, remain in the manor or enter the closest manor and close the door
  - The building is designed to provide protection from fire and smoke within an unaffected manor
- If you encounter smoke or fire in a common area on the 1<sup>st</sup> or ground floor, evacuate through the closest safe exit and move to the assembly point at the flag pole in front of the main entrance
- Report, via radio Maintenance Radio, the following information to the Building Engineer of designee:
  - Your location
  - Any of the following:
    - Fire
    - Smell of smoke
    - Water on the floor or coming from the ceiling
- Wait and listen for instructions

### Food Services (Custodians, Saturdays and Sundays)

- Direct and assist residents and guests out of the building through the closest exit
- After all residents have been evacuated, report to the following assembly points:

#### **California Room Staff**

Assembly Point: Zen Garden behind Tower 2

Person Responsible for Accountability: Manager and/or Hostess

#### **Crystal Room Staff**

Assembly Point: Behind Lortscher Hall

Person Responsible for Accountability: Manager and/or Hostess

#### **Kitchen Staff**

Assembly Point: Carpport area behind Tower 2

Person Responsible for Accountability: Chef and/or Lead Cook

#### **Room Service Staff**

Assembly Point: Tower 1 Behind Lortscher Hall, Tower 2 at Zen Garden

Person Responsible for Accountability: Manager and/or Hostess

- The person responsible for accountability at each assembly point will report their status to the Facilities Services Supervisor via the Housekeeping Radio

### Administrative Office and Landscape

- Direct and assist residents to evacuate via the closest safe exit route
- Move to the assembly point at the flag pole in front of the main entrance

### Facilities Services Supervisor

- Direct residents to remain in their manors and to keep doors closed or to evacuate via the closest safe exit route as appropriate

- Move to the assembly point at the flag pole in front of the main entrance
- Receive reports via radio the Housekeeping Radio from housekeeping staff
  - Account for, and confirm the safety of, all on-duty staff
  - Record location of all employees remaining in the building
  - Forward any information about smoke, fire, or water via radio Maintenance Radio to the Building Engineer or designee
- Coordinate with Administrative Office staff to create a master accountability list for all on-duty employees gathered at the 4 assembly points: behind Lortscher Hall, at the Zen Garden, at the car port area behind Tower 2, and at the flag pole in front of the main entrance
- Provide employee accountability information to first responders as needed

### Building Engineer (or designee)

- If in the maintenance shop or maintenance office, examine the Fire Alarm Display Screen and determine the following:
  - Type of alarm
    1. Device activation
    2. Error
  - Type of device activated
  - Location of activated device
    1. Use the Point Listing Manual to determine the location based on the code indicated on the Fire Alarm Display Screen
- Direct available maintenance technicians to investigate areas of concern and report back via radio on the Maintenance Radio
- Move to the fire control room
- Examine the Fire Alarm Control Panel (FACP) and determine the following:
  - Type of alarm
    1. Device activation
    2. Error
  - Type of device activated
  - Location of activated device
    1. Use the Point Listing Manual to determine the location based on the code indicated on the Fire Alarm Display Screen
- Direct available maintenance technicians to investigate areas of concern and report back via radio on the Maintenance Radio
- Confirm accountability for all on-duty maintenance staff and report accountability to the Facilities Services Supervisor on the Housekeeping Radio
- Receive radio reports from the Facilities Services Supervisor
- Meet the first arriving fire department personnel and advise them of the following:
  - Type of device activated
  - Location of activated device
  - Reports from maintenance and housekeeping staff
- Coordinate with and provide assistance to fire department personnel as requested

- Announce an “All Clear” when the situation has been resolved, the fire alarm system has been reset, and it is safe to resume normal operations

***The “All Clear” announcement shall not be broadcast until the Fire Department Incident Commander has officially advised the Building Engineer that it is safe to resume normal operations.***

- Using the EVAC system (See **Appendix D: Fire Alarm and Protection Systems**), broadcast the following suggested message:
  - “May I have your attention please” (Wait 3 seconds)
  - “May I have your attention please” (Wait 3 seconds)
  - “The Orange County Fire Authority has determined there is no danger at this time” (Wait 3 seconds)
  - “All Clear” (Wait 3 seconds)
  - “All Clear” (Wait 3 seconds)
  - “All Clear” (Wait 3 seconds)

***All other announcements shall be made in coordination with the Fire Department Incident Commander.***

## Response to Smoke Alarm Activation in a Manor

### Resident Response Procedures (Smoke Alarm Activation in a Manor)

#### Smoke Alarm Activated in Your Manor

- If you smell or see smoke or fire, exit the manor immediately and **call 911**
  - Assist anyone needing help to exit the manor
  - Close the door completely to prevent the spread of smoke and fire
  - If unable to call 911, activate the nearest Fire Alarm Pull Station
  - If able, contact the reception desk and report the fire
  - Move to the elevator lobby and wait for fire department or building maintenance personnel
  - DO NOT re-enter the manor until directed to do so by the fire department or building maintenance personnel
- If you do not smell smoke or see smoke or fire in the Manor, call the reception desk to report the alarm

#### Smoke Alarm Sounding in a Neighbor’s Manor

- If you smell smoke or see smoke or fire, immediately **call 911**
  - If unable to call 911, activate the nearest Fire Alarm Pull Station
  - If able, contact the reception desk and report the alarm
  - Knock loudly on the manor door
  - Assist anyone needing help to exit the manor
  - Close the door completely to prevent the spread of smoke and fire

- If you do not smell smoke or see smoke or fire, contact the reception desk and report the alarm
  - Knock loudly on the manor door
  - Assist anyone needing help to exit the manor if necessary
  - Immediately call 911 if you smell smoke or see smoke or fire
  - If unable to call 911, activate the nearest Fire Alarm Pull Station if necessary

## Employee Response Procedures (Smoke Alarm Activation in a Manor)

### Reception Desk

- Receives a phone call or a verbal report of a smoke alarm activation:
  - Immediately **call 911**
  - Contact the on-duty Building Engineer (or designee)

### Housekeeping

- If you smell smoke or see smoke or fire, immediately **call 911**
  - If unable to call 911, activate the nearest Fire Alarm Pull Station
  - If able, contact the reception desk and report the alarm
  - Knock loudly on the manor door
  - Assist anyone needing help to exit the manor
  - Close the door completely to prevent the spread of smoke and fire
- If you do not smell smoke or see smoke or fire, contact the reception desk and report the alarm
  - Knock loudly on the manor door
  - Assist anyone needing help to exit the manor if necessary
  - Immediately call 911 if you smell smoke or see smoke or fire
  - If unable to call 911, activate the nearest Fire Alarm Pull Station if necessary

### Building Maintenance Supervisor

- Confirm if there is or is not smoke and/or fire in the manor
  - Assign the closest building maintenance technician(s) to immediately respond to the affected manor
  - If no other technicians are available, the maintenance supervisor should respond to the affected manor
- If building maintenance personnel confirm smoke and/or fire in the manor:
  - Immediately confirm that the fire department has been called
  - If unable to positively confirm that the fire department has been notified, immediately call 911
  - If unable to call 911, activate the nearest Fire Alarm Pull Station if necessary
  - Check the door for heat with the back of your hand from bottom to top
    - If the door is cool to the touch
      - Enter the manor
      - Assist anyone needing help to exit the manor if possible

- Close the door completely upon exiting
- If the door is warm or hot to the touch, do not enter the manor
  - Move away from the manor entrance and advise other residents to remain in their manors until notified by the fire department or building maintenance personnel
- Coordinate with the fire department.
  - Meet fire department personnel near the affected manor
  - If available, assign a maintenance technician to wait near the manor and relocate to the fire control room to meet and coordinate with the fire department

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## APPENDIX D: FIRE ALARM AND PROTECTION SYSTEMS

### General Information

#### Terminology

##### Fire Alarm Control Panel (FACP)

The FACP is the controlling component of the fire alarm system. The panel receives information from devices designed to detect and report fires, such as fire alarm pull stations, smoke detectors, and water flow detectors. The panel also supplies electrical energy to operate associated initiating devices, notification appliances, controls, transmitters, and relays.

##### Fire Control Room

The fire control room is the principal location where the status of a fire-detection system, an alarm system, and a communications-and-control system are displayed, and from which all systems can be manually controlled.

##### Fire Pump

The fire pump is an electric powered pump and is part of the fire sprinkler system's water supply. The pump provides water flow at a higher pressure to the sprinkler system risers and hose standpipes. The fire pump starts when the pressure in the fire sprinkler system drops below a threshold. The sprinkler system pressure drops significantly when one or more fire sprinklers are exposed to heat above their design temperature and opens, releasing water.

##### Emergency Voice Alarm Communication (EVAC)

The EVAC system is a set of 5 control panels that work in concert with the Fire Alarm Control Panel to broadcast prerecorded verbal warnings when the system goes into alarm status. The "All Call" feature allows the EVAC system to be used as a public address system to broadcast messages to all or parts of The Towers using a microphone wired into the panel. (See EVAC Operating Procedures)

##### Firemen's Phone System

The firemen's phone system (aka: Fire Department Communications System) is a two-way telephone system typically required in high-rise buildings. The fire control room contains the control unit with the main handset for use by the fire department.

##### Smoke Detector

A smoke detector is a device that senses smoke, typically as an indicator of fire. Commercial security devices issue a signal to the fire alarm control panel (FACP) as part of a fire alarm system while household smoke detectors, also known as smoke alarms, generally issue a local audible or visual alarm from the detector itself.

There is a smoke alarm in each manor that only issues a local audible alarm and does not issue a signal to a FACP. Smoke detectors in the elevator lobbies and common areas issue a signal to the FACP and, when activated, send the system into alarm condition.

### Elevator Lobby

An elevator lobby is an enclosure that separates the elevator doors from each floor by smoke partitions. Smoke partition is accomplished in The Towers through the use of an automatic door closing system.

### Automatic Door Closing System

The automatic door closing system is designed to interface with the fire detection systems. The system helps to stop the spread of fire by closing fire and smoke rated doors when power is interrupted by a fire alarm condition. There are automatic closing doors at the elevator lobbies on each floor of both towers.

## Fire Alarm Systems Service and Maintenance Company

DC Electronics, Inc.  
1772 Container Circle  
Riverside, CA. 92509  
951-682-5962

## Fire Alarm System Description

The Towers are equipped with the Honey Well IntelliKnight® Model 5820XL Addressable Fire Alarm Control System. It is an addressable FACP that incorporates an emergency voice/alarm communications system. The system is comprised of dedicated manual and automatic devices for locating the origination of the fire, activating appropriate automatic door closers, recalling elevators, and transmitting information or instructions pertaining to a fire alarm emergency to the building occupants. The system is monitored 24 hours a day, and information is relayed to building maintenance personnel or the fire department as appropriate. The FACP is located on the west wall of the Fire Control Room.

- \* ***Smoke alarms inside of each manor are not connected to the buildings' fire alarm system; therefore, an activation of a smoke alarm in a manor will only send out a local audible alarm and will not activate the buildings' alarm system.***

## Activation

The following conditions will activate the buildings' alarm systems and send the system into an Alarm Condition:

- Smoke Detector Activation in an Elevator Lobby
- Fire Sprinkler/Standpipe Water Flow Detector Activation
- Manual Activation of a Fire Alarm Pull Station



## Alarm System Monitoring

An alarm monitoring company monitors the fire alarm system of The Towers 24 hours a day. The alarm company notifies the fire department and/or building maintenance personnel as appropriate, when a device is activated (not including smoke alarm in a manor) or when the system detects any other type of alarm or error.

National Monitoring Company  
25341 Commerce Center Drive  
Lake Forest, CA 92630  
Main: 1-800-662-1711

## Audible Alarm

The system is designed to activate audible speakers upon any alarm condition in the following locations:

- The floor in Alarm (Floor where the devices were activated)
- The floor above the floor in Alarm
- The floor below the floor in Alarm
- Elevators
- Stairwells
- Elevator equipment rooms on the roof

When activated, the system sounds a temporal alert tone (3 sets of 3 tones) and is then followed by an audible prerecorded voice announcement. (Audible announcements are not programmable).

## Fire Alarm Control Panel

The fire alarm control panel displays the following information:

- a. Type of alarm
  - Device activation
  - Error
- b. Type of device activated
- c. Location of activated device (See page 12, Alarm Panel Operating Instructions)
  - The Point Listing Manual lists the device type and location based on the code indicated on the Fire Alarm Display Screen

## Automatic Closing Fire Doors at Elevator Lobbies

When the fire alarm system is activated and goes into an Alarm Condition, the fire doors at the elevator lobbies will release and close at the following locations:

- The floor in Alarm (Floor where the devices were activated)
- The floor above the floor in Alarm
- The floor below the floor in Alarm

There is a 15 second delay between the activation of the smoke detector and the door closing, as well as an audible warning tone.

The fire door hold-open power supplies and interconnect relay modules are located inside Tower-1, 1st floor telephone closet, above entry door. The power supplies have their own back-up batteries in the event of power failure and are not powered from the fire alarm control panel.

## Automatic Exterior Door Locks

Exterior exit doors on the 1<sup>st</sup> floor of each Tower are equipped with magnetic-locks that are released upon alarm condition and remain unlocked until fire alarm condition has been reset. The magnetic-locks will not reset when the fire alarm system is “silenced”. Power to the magnetic-locks will only be restored after the alarm condition has been reset.

## Exhaust Fans

The exhaust fans may be useful to firefighters and building maintenance personnel to manage smoke in the event of a fire; however, the exhaust fan system is not connected to, or activated by, the buildings’ fire alarm system. An exhaust fan status display panel is located in the fire control room, and smoke detectors are installed in the intake ducts to help prevent the introduction of smoke into the building.

## Elevator Interface with Fire Alarm System

When a smoke detector is activated in an elevator lobby (ground floor and floors 2-14), both elevators in the affected Tower are sent into Fire Service Mode, automatically recalled to the 1<sup>st</sup> floor (Lobby Floor), and parked with the doors open until the alarm condition has been reset.

When an elevator lobby smoke detector is activated on the 1<sup>st</sup> floor, both elevators in the affected Tower are sent into Fire Service Mode, automatically recalled to the ground floor, and parked with the doors open until the alarm condition has been reset.

After the alarm condition has been reset at the FACP, the elevator must be reset using the elevator key in the key-switch located in the elevator lobby on the wall above the elevator call button.

## Fire Sprinkler and Standpipe System

### General Information

#### Terminology

##### Wet Pipe Sprinkler System

A wet pipe sprinkler system is a sprinkler system employing automatic sprinkler heads attached to a piping system containing water and connected to a water supply so that water discharges immediately from sprinklers opened by heat from a fire.

##### Standpipe System

A standpipe system is a series of pipes which connect a water supply to hose connections, basically an extension of the fire hydrant system. They are designed to provide a pre-piped water system to strategic locations throughout the building for use by the fire department.

##### Fire Department Connection

The fire department connection allows firefighters to supplement the water supply to the standpipe system or sprinkler system being used. In the case of standpipe systems, this water supply allows firefighters to operate hoselines on upper floors of the building, and in the case of sprinkler systems, it allows the system to operate in an attempt to control the fire and, at a minimum, prevent fire spread as firefighters work to reach the fire.

##### Water Flow Alarm

A water flow alarm is issued when a water flow detector is activated. The water flow detector is an electro-mechanical device designed to send an alarm to a fire alarm panel, and/or fire department, when continuous flow of water occurs through the fire sprinkler system's piping from an activated sprinkler head or leak in the system.

##### Fire Sprinkler System Isolation Valve

A fire sprinkler system isolation valve allows part of the sprinkler/standpipe system to be shut off to allow for servicing and maintenance without affecting fire protection in other areas of the building.

### Service and Maintenance Company

Allstar Plumbing & Fire Sprinkler, Inc  
22672 Lambert St., Suite 619  
Lake Forest, Ca 92630  
(949) 470 - 0072

## System Description

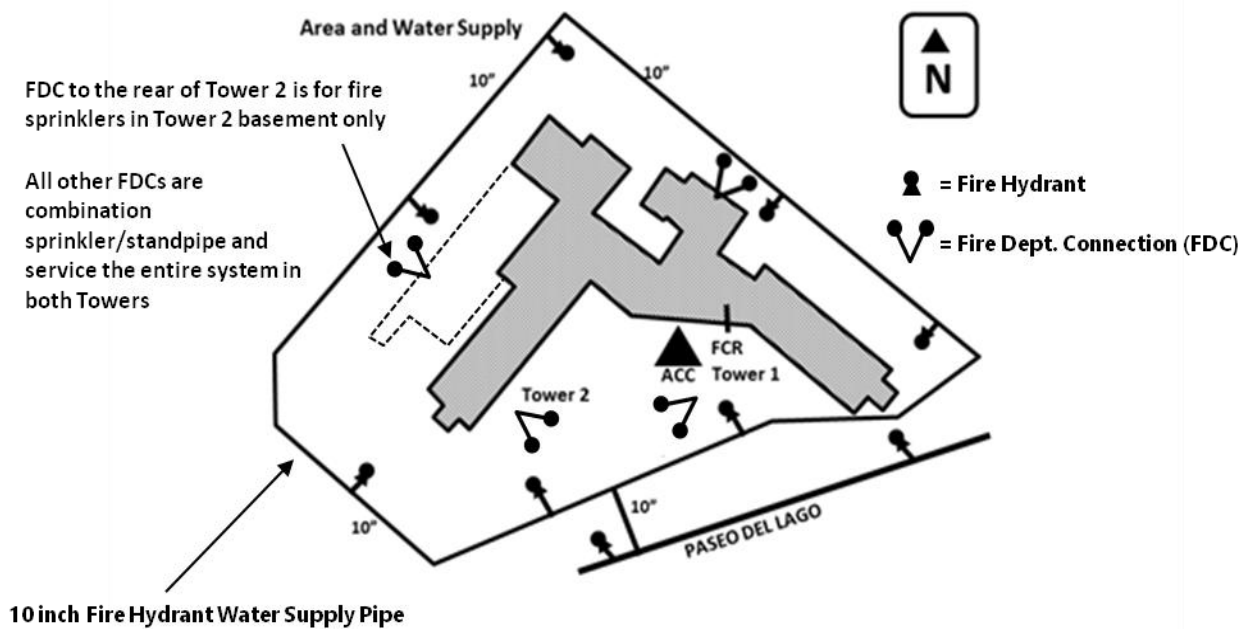
The Towers are equipped with a **wet fire sprinkler system** providing sprinkler heads in each of the manors as well as all common areas.

A **standpipe system** provides fire hose connections on each floor.

Both systems are equipped with water flow alarms that are connected to the Fire Alarm panel and will send the building into alarm status when activated.

There are 4 fire department connections that allow firefighters to supplement the volume and pressure of the systems.

### Fire Suppression System Water Supply



## Fire Sprinkler Isolation Valves

Fire sprinkler isolation valves are located in the stairwells at the end of each short hallway (North Stairwells). These valves allow the fire sprinkler systems to be shut off to only that floor and Tower while all other portions of the system in both Towers remains functional. These are monitored valves and, if closed, will send a signal to the Fire Alarm System and activate a trouble alarm. (See **Appendix F: Water Systems**)

## Fire Control Room

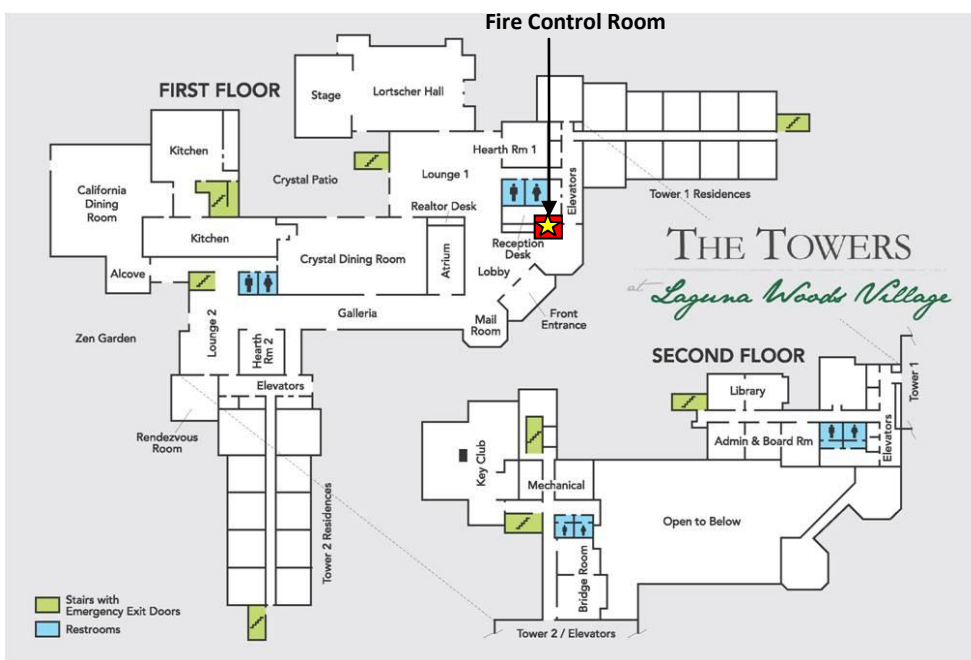
Located in the Fire Control Room are the following system displays and controls for the building's fire detection and safety systems:

- Fire Alarm
- Fire Pump
- Air Handling
- Emergency Generator
- Communication
- Elevators

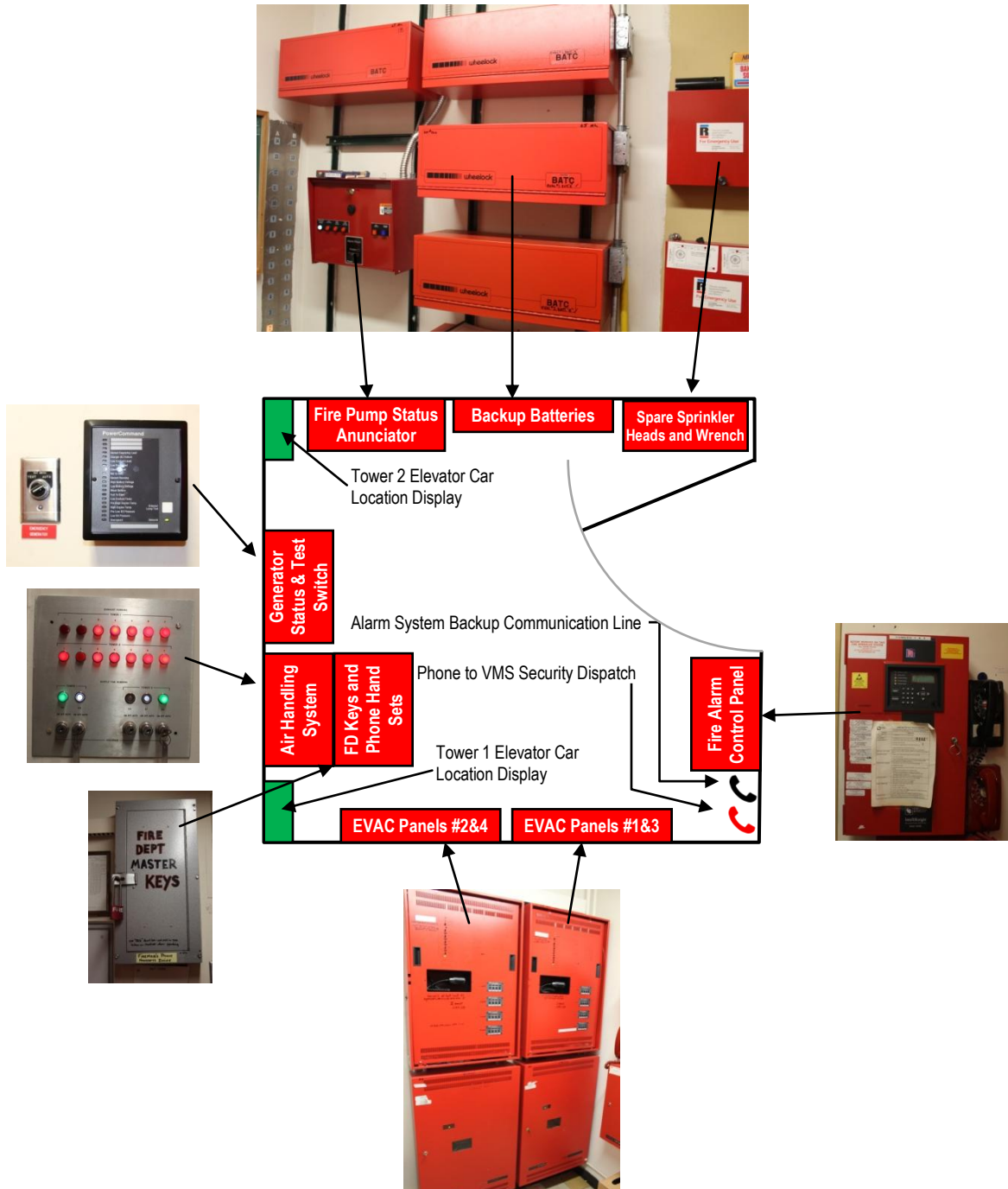
The Fire Control Room also contains the following:

- 6 Master Key Ring Sets (including access control cards and elevator recall keys)
- Firemen's Phone Handsets
- Spare Sprinkler Heads and Sprinkler Wrench
- Backup Batteries

## Fire Control Room Location



**Fire Control Room Layout**























System Controls

Fire Alarm Control Panel (FACP)





### Alarm Panel Operating Instructions

Operation	Keystrokes
<b>View Alarms and Troubles</b>	When the system is in alarm or trouble, press  to view location and type of alarm or trouble.
<b>Silence Alarms and Troubles</b>	Press SILENCE then rotate the key or enter a code.
<b>Reset Alarms</b>	Press RESET then rotate the key or enter a code. <b>2222</b>
<b>Conduct a Fire Drill</b>	<ol style="list-style-type: none"> <li>1. Rotate the key or enter a code then press  to access the menu.</li> <li>2. Press .</li> <li>3. Press  to select Fire Drill.</li> <li>4. Press any key to begin the drill. To end the drill, press any key. To conduct a fire drill from a remote fire drill switch: Activate the switch to begin the drill; de-activate the switch to end the drill.</li> </ol>
<b>View Status of Point</b>	<ol style="list-style-type: none"> <li>1. Rotate the key or enter a code then press  to access the menu.</li> <li>2. Press .</li> <li>3. Press  for Point Status.</li> <li>4. From the list that displays, select the 5815XL module where the point you want to view is located. The screen that displays tells the status of the point including whether detector sensitivity is in compliance (see below).</li> </ol>
<b>Check Detector Sensitivity</b>	<ol style="list-style-type: none"> <li>1. Rotate the key or enter a code then press  to access the menu.</li> <li>2. Press .</li> <li>3. Press  for Point Status.</li> <li>4. From the list that displays, select the 5815XL module where the point you want to view is located.</li> <li>5. The fourth line of the display shows the sensitivity status. "NORMAL" means the detector is in compliance with NFPA 72. "CAL MAINT" means the detector is in compliance with NFPA 72 but maintenance should be performed soon. "CAL TRBLE" means the detector is not in compliance with NFPA 72.</li> </ol>
<b>Set Time and Date</b>	<ol style="list-style-type: none"> <li>1. Rotate the key or enter a code then press  to access the menu.</li> <li>2. Press .</li> <li>3. Make changes in the fields on the screen as necessary.</li> <li>4. When the time and date are correct, press .</li> </ol>
<b>Enable / Disable Point</b>	<ol style="list-style-type: none"> <li>1. Rotate the key or enter a code to access Main Menu.</li> <li>2. Press  to select Point Functions.</li> <li>3. Press  for Disable / Enable Pt.</li> <li>4. Press  for Disable / Enable Pt.</li> <li>5. Use the  or  to move through the list. Then press  to select the module where the point you want to disable/enable is located.</li> <li>6. Enter the point or circuit number that you want to disable/enable.</li> <li>7. Press  key to toggle between NORMAL (enable) and DISABLE.</li> </ol>



## Emergency Voice Alarm Communication (EVAC)

The EVAC system equipment is located on the left wall as you enter the fire control room. There is a control panel for each tower and a microphone in each panel.



### EVAC Zone list: Towers 1 and 2

Zone 1 = Ground, 1st, 2nd, 3rd Floors.

Zone 2 = 4th, 5th, 6th, 7th Floors.

Zone 3 = 8th, 9th, 10th, 11th Floors

Zone 4 = 12th, 13th, 14th, Penthouse, Stairwells, Elevator Cars.

(The only speaker device on penthouse floor is inside elevator equipment rooms).

## EVAC All Call Feature Instructions

The fire alarm system must be “silenced” in order to use the All Call feature. (See page 12)

### To broadcast your voice throughout the entire Tower(s):

1. Select a Tower
  - Tower 1, use EVAC #1 (Top Left)
  - Tower 2, use EVAC #2 (Top Right)
2. Press the **TROUBLE ACKNOWLEDGEMENT** button to silence the alarm
3. Move the **ALL-CALL** switch to the **ON** position
4. Use the microphone (push to talk)
5. To activate a tone output, move the **MAIN** switch to the **MANUAL** position

### To broadcast your voice to individual floors:

1. Select a Tower
  - Tower 1, use EVAC #1 (Top Left)
  - Tower 2, use EVAC #2 (Top Right)
2. Press the **TROUBLE ACKNOWLEDGEMENT** button to silence the alarm
3. Move the **ALL-CALL** switch to the **OFF** position
4. Move the **ZONE** selector switch for the desired zone to the **ON** position
5. Move the **FLOOR** selector switch to the **ON** position for the desired floor(s)
6. Use the microphone (push to talk)
7. To activate a tone output, move the **MAIN** switch to the **MANUAL** position

**Example:** to page the 5<sup>th</sup> and 6<sup>th</sup> floors in Tower 1:

1. Use Tower 1 Panel (Top Left)
2. Press the **TROUBLE ACKNOWLEDGEMENT** button to silence the alarm
3. Move the **ALL-CALL** switch to the **OFF** position
4. Move the **ZONE** selector switch for **Zone 2** to the **ON** position.
5. Move the **FLOOR** selector switch for floors 5 and 6 to the **ON** position
6. Use the microphone (push to talk)



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## APPENDIX E: ELEVATOR EMERGENCIES

Regular maintenance of all elevators in The Towers is conducted to minimize the chance of failure. However, if you are in an elevator and it should fail for any reason, the elevator car will not fall, you will not run out of oxygen, and emergency lights in each car will activate for your safety. Elevators have mechanical safety brakes that operate in all situations, even during power failures. In the event of a power outage, the elevator will return to a pre-designated floor and the doors will open automatically.

### General Information

As with all high-rise buildings, The Towers is equipped with electric traction elevators. The elevator cars are raised and lowered by six to eight motor driven wire ropes that are attached to the top of the elevator car at one end, travel around a pair of sheaves, and again attaches to a counterweight at the other end, **Figure 6**.

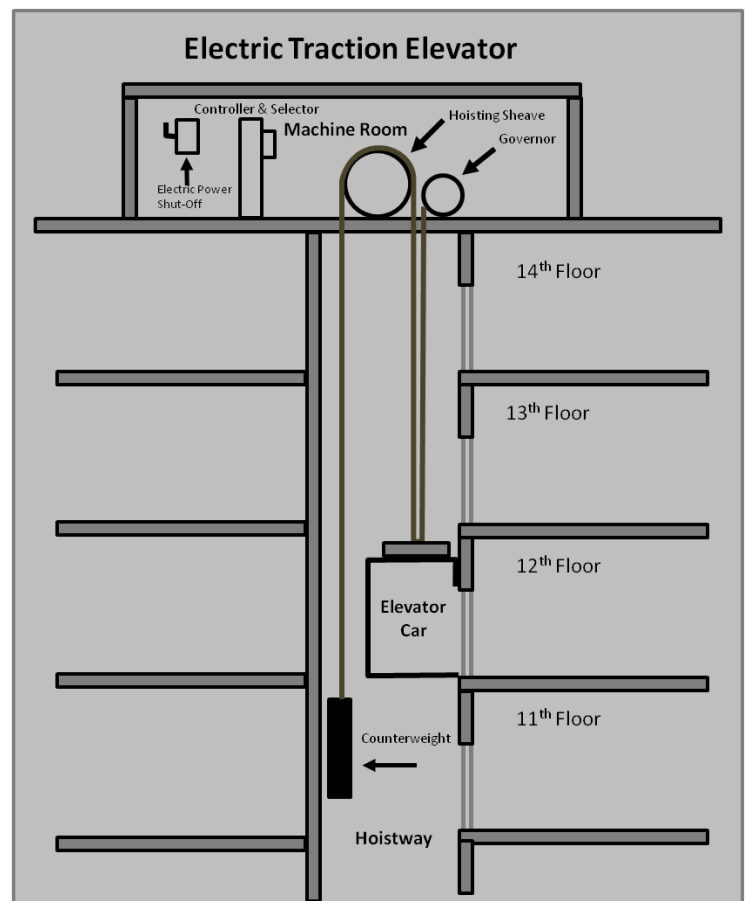
There are three main components to any elevator:

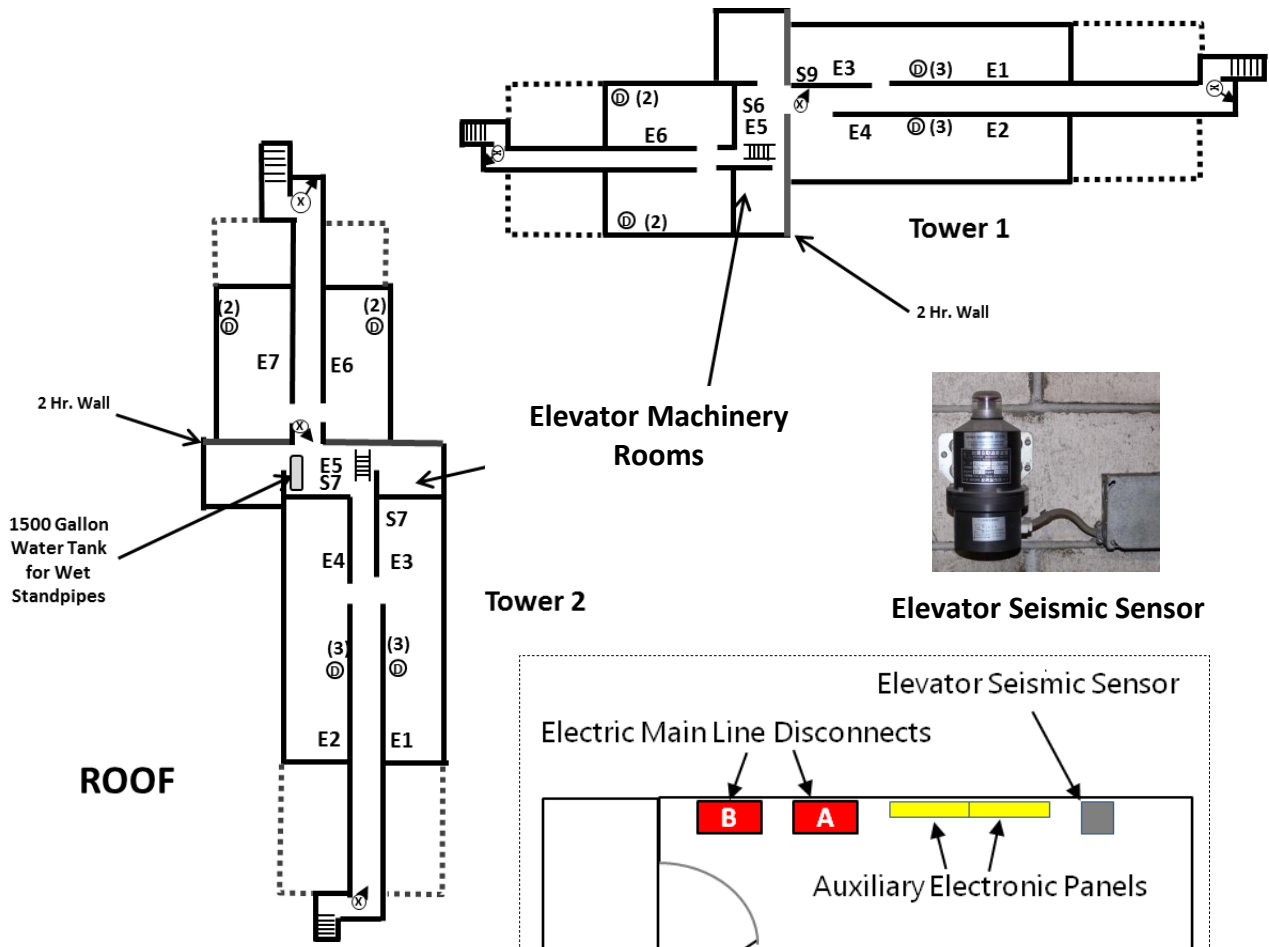
- Machine Room
- Hoistway
- Elevator Car

### Elevator Machine Rooms

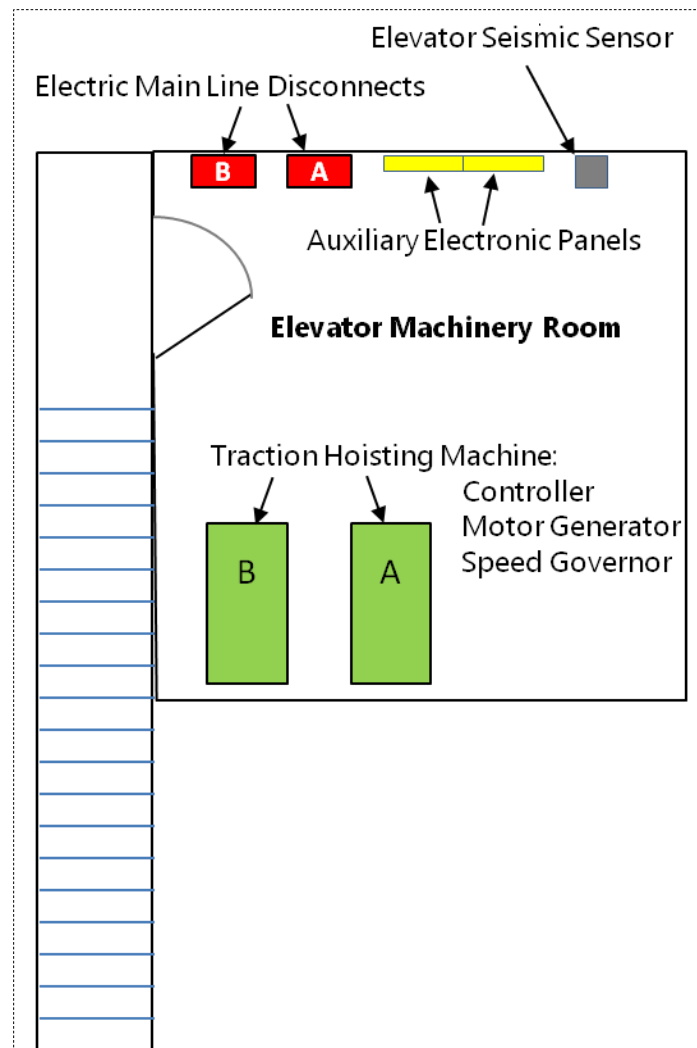
The machine room is the space in which the driving machine for an elevator or group of elevators is located. The equipment used in elevator service to move the car is located in the machine room. This room is located on the roof at the top of the elevator shafts.

The mechanisms found in the machine room for electric traction elevators include the electric main line disconnect, the auxiliary electric panel, a traction hoisting machine, a controller, a motor generator, and a speed governor.





**Elevator Seismic Sensor**



**Elevator Electric Main Line Disconnect**

## Hoistways

Elevator hoistways are constructed of non-combustible material and provide a two-hour fire rating. The material may be concrete block, reinforced concrete, brick, gypsum, or a combination of these. Hoistway doors have a 1½-hour fire resistance rating. Guide rails that channel the elevator and counterweights in the hoistway are attached to the walls and vertical supports. Hoistways are vented to provide removal of smoke or hot gases. The base or pit of the hoistway will have buffers. The buffer is designed to stop a descending car or counterweight moving beyond its normal limit of travel by means of storing or absorbing and dissipating the kinetic energy of the car or counterweight.

## Elevator Car

The elevator car moves in a vertical shaft to carry passengers or freight between the levels of The Towers.

### Elevator Doors

#### Center Opening

- Two panels in the same plane moving away from each other
- Heavy construction with fire rating

#### Interlocks

- Prevent doors from opening to an open shaft



#### Electric Contacts

- Car doors must be shut before elevators operate
- Moving elevator will stop if car doors are opened

#### Door Motor

- Located on the top of the elevator
- The motor powers the car door, which connects with the hoistway door to open together

#### Driving Vane-Roller Contact

- Required to align to allow doors to open



**Elevator Car Features and Controls**

Each elevator car contains the following:

Floor and Travel Indicator Display

Elevator Identifier

Firemen Service instructions

Emergency Stop Button

Fan Key Switch

Light Key Switch

Emergency Call Button

Maintenance Key Switches

Emergency Power Indicator Light

Panel Light

Floor Selection Buttons

Firemen Service Key Switch

Door Open Button

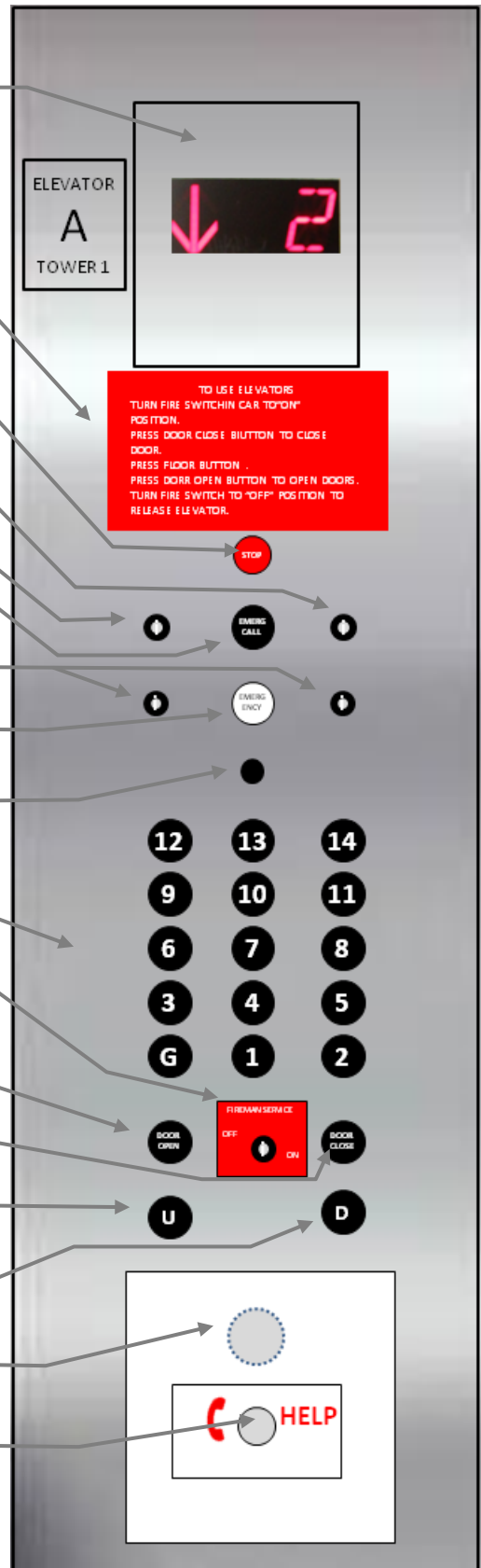
Door Close Button

Up Button

Down Button

Emergency Help Speaker/Microphone

Emergency Help Call Button



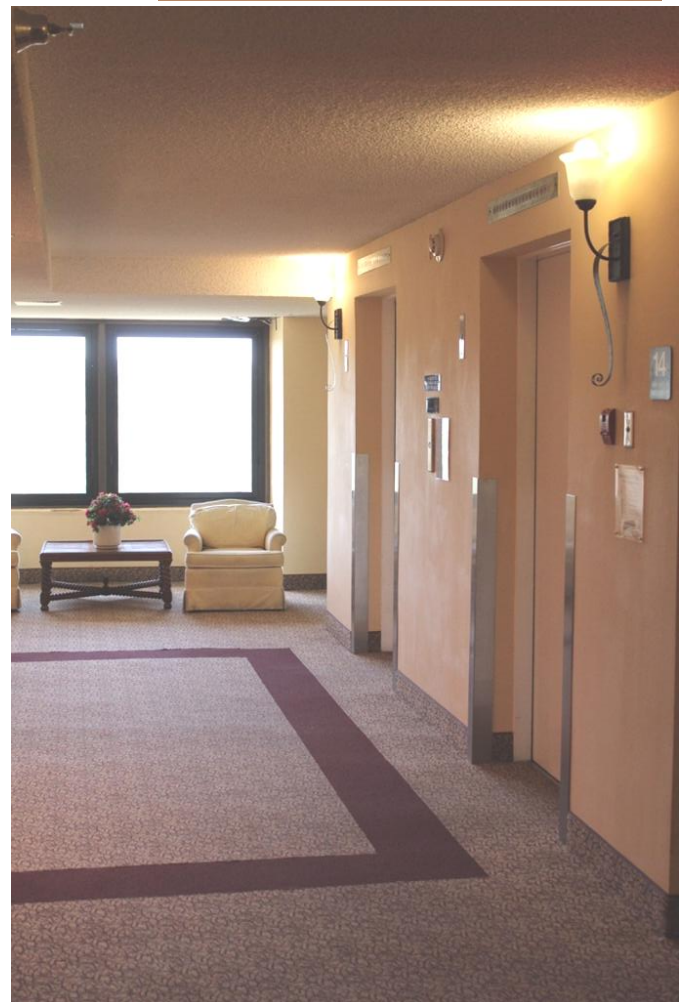


### Elevator Lobby

The elevator lobby is the space in front of the elevator doors. It is protected from fire and smoke by automatic closing doors connected to the fire alarm systems.

(See **Appendix D: Fire Alarm and Protection Systems**)

Elevator Call Buttons, a Firemen’s Phone Jack, a Fire Alarm Pull Station, and an Emergency Exit Plan sign are located at each elevator lobby.



## Elevator Safeguards

### Fire

- When a smoke detector, or fire alarm pull station, is activated in an elevator lobby on any floor, the fire alarm system will send the elevators into Fire service mode. Fire service mode will send the elevators to the 1<sup>st</sup> floor (Lobby Floor) and park them with the doors in the open position.
- When a smoke detector or fire alarm pull station is activated on the 1<sup>st</sup> floor (Lobby Floor), Fire service mode will send the elevators to the Ground Level with doors in the open position.
- In the event of a fire alarm triggered by heat detectors in the elevator machine room or hoist way, the fire alarm system must immediately stop the elevator, even if it is between floors.

### Earthquake

- Elevators in The Towers are equipped with seismic sensors that will disable the elevators in the event of a significant earthquake. Elevators must be inspected and reset by elevator service professionals. The Towers maintenance personnel cannot reset elevators
- Do not use the elevators after any size earthquake, even if they are still functional, until they have been inspected and approved for further use by an elevator service professional
- Earthquake emergency operation, actuated by a seismic switch and/or counterweight displacement switch, is required on all traction elevators operating at a rated speed of 0.76 M/s (150 ft./min.)
- Resetting the elevator system after an earthquake is performed via a button located in the machine room. This feature is used in conjunction with a Major Component Displacement Detector, which produces a signal if the counterweight breaks free of the counterweight rails. Upon receipt of the signal, a car in motion will make a controlled emergency stop and then move at slow speed in a direction away from the counterweight. When the car reaches the next door zone, the car will open its doors and remove itself from service. The car will remain out of service until manually inspected and reset. In the event of a power failure, earthquake operation will remain active, even after power is restored.

## Elevator Emergency Service (Firemen Service)

When the fire alarm system is activated, the elevators are recalled to either the ground floor or first floor and park with the doors open. The elevator cannot be operated without the Firemen Service Elevator Key. The key allows an authorized individual to take control of the elevator while the system is in alarm status. Only firefighters or trained maintenance personnel should operate elevators in Emergency Service mode.

### Elevator Firemen Service Procedures

- Phase I
  - Obtain elevator keys
  - Insert key into “Emergency Service” switch
  - Turn to “On” position
  - All cars will travel to designated location
  - Account for all elevators
- Phase II
  - Enter car
  - Insert key, turn to “On” position
  - Is Fire Helmet blinking?
  - Hold constant pressure on “Door Close” button
  - Select floor
  - Hold constant pressure on “Door Open” button
  - Turn the Emergency Service key switch to “Hold” to keep car at floor
  - To return the car to the recall floor, turn the Emergency Service switch key to the “Off” position
  - Consider using an elevator operator equipped with a radio, forcible entry/exit tools, and an extinguisher

## Elevator Incidents and Emergencies

### Malfunctioning Elevator(s)

Contact Specialized Elevator Corporation

Post signs at elevator lobbies advising residents of the outage and anticipated repair time

Advise the Reception Desk so they can address resident inquiries

Coordinate with Foods Services Supervisor to work around disruptions in meal service

### Elevator Entrapment

Elevator malfunctions are, for the most part, due to electrical difficulties. An elevator contains many electric safety devices that are in place to protect the passenger. These same electrical devices fail and cause the elevator to stall. In both emergency and non-emergency situations, a sequence of actions must be followed to ensure a safe removal of occupants:

1. Locate the stalled elevator car
2. Communicate with the occupants of the stalled car
3. Attempt a self or assisted rescue with the power on (if failure continues)
4. Shut down power to stalled elevator
5. Gain access to the hoistway
6. Gain access to the stalled car
7. Assist occupants out of the stalled car
8. Secure the scene

In most cases, the fire department and elevator company technicians are responsible for steps 5 through 8 of the above sequence of actions.

## Passenger's Procedures for an Elevator Entrapment

In the event the elevator stops operating while you are inside:

- Do not try to force the doors open or attempt to get out of the elevator on your own
- Use the emergency phone call button in the elevator to report the situation and give the dispatcher (Kings 3 Elevator Monitoring Company) the following information:
  - Name of the building
  - Building location
  - Location within the building of malfunctioning elevator
  - Where the car is stopped, if known
  - Whether a medical emergency exists for anyone inside the elevator

**Note: Wait until the dispatcher advises you to disconnect**

- Assist other passengers in remaining calm
- After the incident, notify the building manager or facilities contact

## Elevator Entrapment Notification and Reporting

- Each of the elevators in The Towers is equipped with an emergency phone. These phones automatically call Kings 3 Elevator Monitoring Company when an individual pushes the emergency button in the elevator car.
- Due to the average age of the residents, and the likelihood of preexisting medical conditions, any elevator entrapment involving a resident should be considered an emergency situation and 911 should be called.
- After calling 911 and reporting the situation, Kings 3 Elevator Monitoring Company should contact The Towers Building Engineer and the contracted elevator company to request an immediate response
- Kings 3 Elevator Monitoring Company can relay communications between the elevator occupant and the Building Engineer or fire department rescuers

## Troubleshooting of Stalled Elevator

Elevators have microcircuit components, and like a computer, the solution may be relatively simple.

While waiting for the elevator company technician and the fire department, The Towers Building Engineer or designee should attempt the following procedures to restore power to the stopped elevator:

- Press the lobby call button
- Instruct the occupants to engage and disengage the emergency call button several times
- Instruct the occupants to engage the door open button and floor button. At the same time have a fire department member at the closest floor landing to the stalled car press and hold the hallway call button. If the driving vane on the car is in the landing zone, it will engage the roller and the car door and the hoistway door may open
- If the car is in the landing zone, interrupting the photoelectric eye may release the doors. Slide a stiff piece of paper or cardboard between the hoistway doors until the beam is broken; this may open the doors
- Have the occupants ensure that the car doors are completely closed by pushing the door to the fully closed position. Have the occupants shake the interior doors; this may loosen any dust blocking electric contacts
- Have maintenance personnel or fire department members shake the hoistway door where the occupants entered the elevator
- Have maintenance personnel or fire department members physically close all hoistway doors of the effected shaft. Air currents may have opened a hoistway door and tripped the interlock cutting the power to the car. If this is not successful, shake all hoistway doors in the shaft that service the stalled elevator
- Activate the fire-fighter service (Phase I) on the lobby floor. This may return the car to the main lobby
- The above procedures (except the last bulleted point) will only work if the emergency stop button is not activated. If activated, the occupants must be instructed to deactivate the alarm
- As a safety precaution, before any of the above procedures are attempted, a maintenance person or fire department member should be stationed at the main line disconnect. If for any reason the car moves in an unsafe manner, the power should be shut off and locked out

## Rescue Procedures

The preferred safe practice in evacuating passengers is to move the elevator to a landing under normal operation

- Turn off the main electrical power and restore power after a minimum of 30 seconds.
  - This may “reboot” the elevator
- Attempt to recall the car with the Phase 1 Firemen Service key activation
  - Phase I
    - Obtain elevator keys
    - Insert key into “Emergency Service” switch
    - Turn to “On” position
    - All cars will travel to designated location
    - Account for all elevators
    - Remove key
- If the car is at or near a landing:
  - Shut down the main power
    - The main line disconnect, which delivers power to the driving motor, is a large fused-knife switch or large circuit breaker usually found inside the machine room near the entrance door. When thrown, it stops the car and removes all operating power from the elevator
    - Lock and tag the switch
      - Once power has been removed, the breaker must remain off until a certified elevator mechanic restores the elevator to proper working order.
  - Open the hoistway door (see “Opening Hoistway Door”)
  - Activate emergency stop switch, if available
  - Assist the occupants in leaving the car, one at a time
- If the car is within 3 feet of the landing:
  - Shut down the main power
    - The main line disconnect, which delivers power to the driving motor, is a large fused-knife switch or large circuit breaker usually found inside the machine room near the entrance door. When thrown, it stops the car and removes all operating power from the elevator
    - Lock and tag the switch
  - Once power has been removed, the breaker must remain off until a certified elevator mechanic restores the elevator to proper working order
    - Open the hoistway door (see “Opening Hoistway Door”)
    - Assign FD member to enter the car
    - Protect fall hazards
    - Place ladders if needed
    - Assist the occupants in leaving the car, one at a time

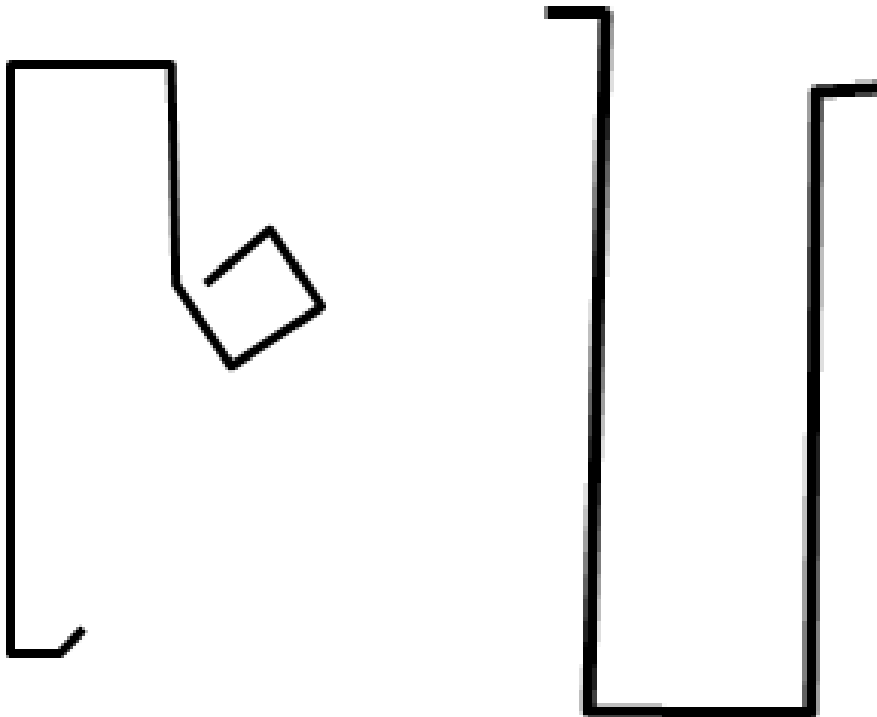
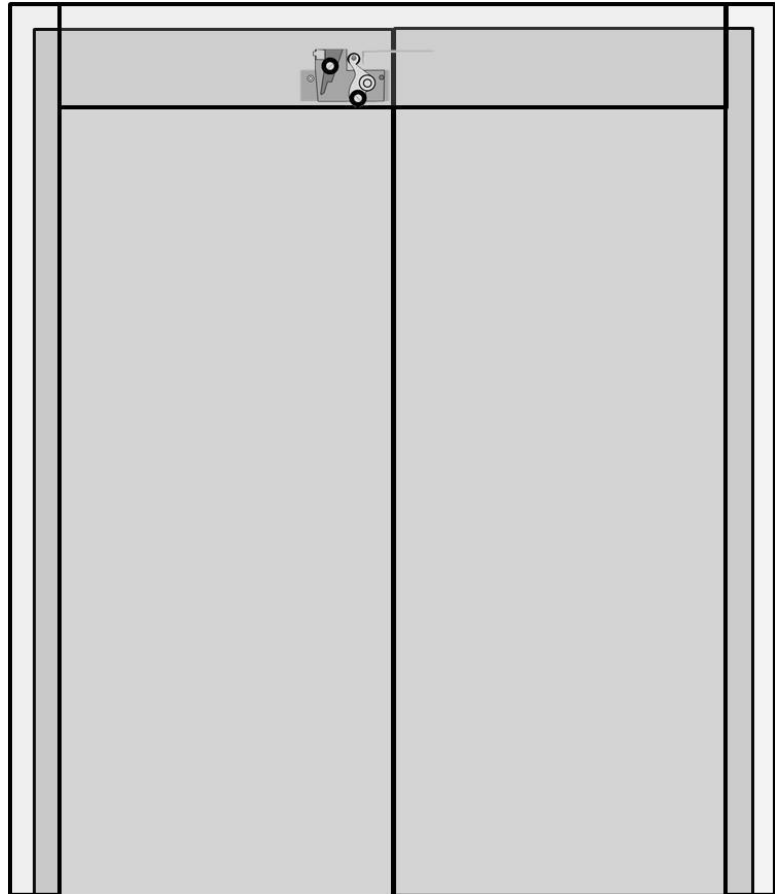
### Opening Hoistway Door

In a life threatening emergency, the elevator hoistway door may be opened using a special elevator a pick tool.

With the hoistway door open, the elevator door will open with a minimum amount of pressure. The door may be opened by physically exerting pressure towards the door opening, overcoming the friction from the mechanical door motor located on top of the car.

### Elevator Pick Tool

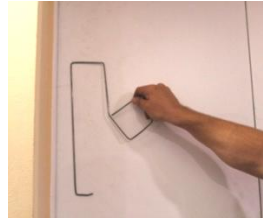
The elevator pick tool is a hand tool used to open sliding type elevator hoistway doors to gain access to the elevator shaft or to an inoperative car.





### Elevator Pick Tool Instructions

#### View from Evaluator Lobby



1. Hold Pick Tool flat on the door



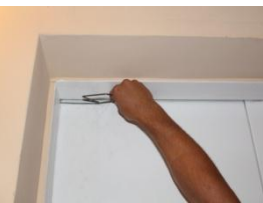
2. Slide Pick Tool left between hoistway door and the wall



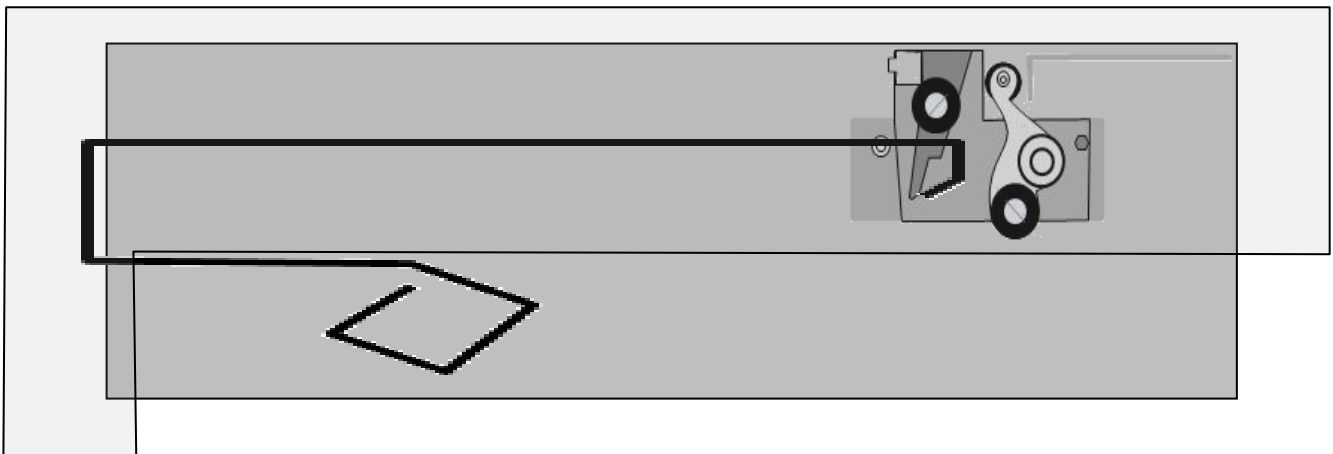
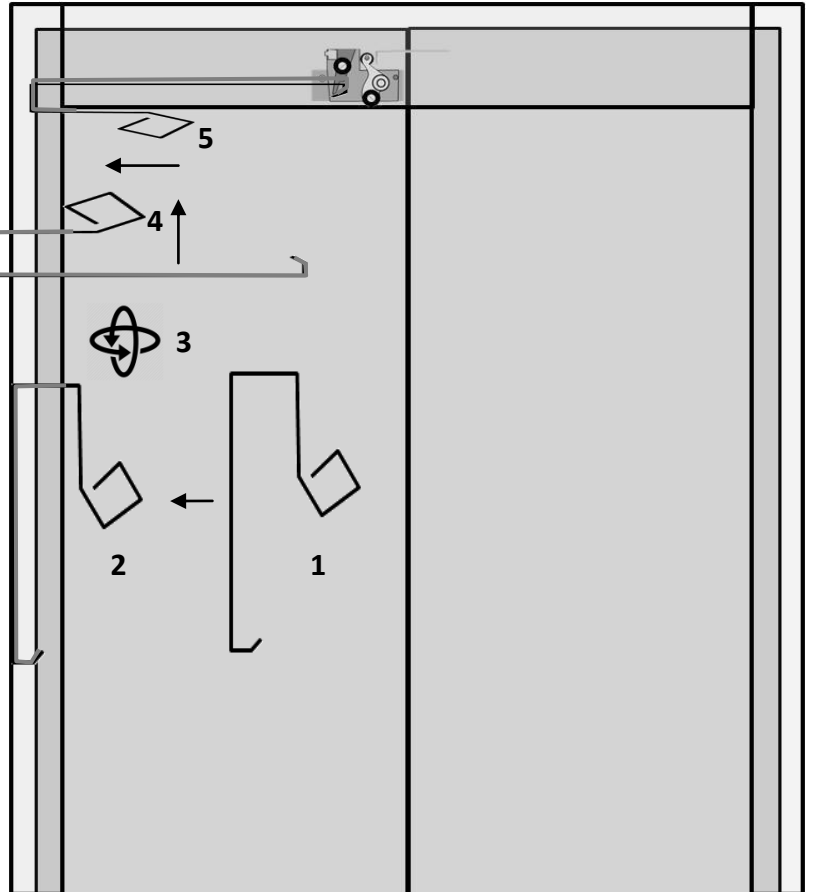
3. Turn and rotate the Pick Tool around the hoistway door



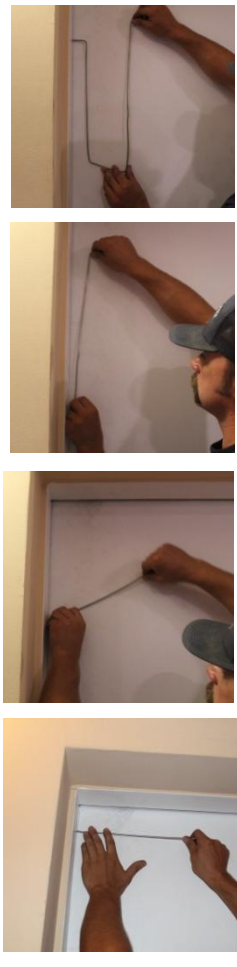
4. Slide the Pick Tool up to the top of the door frame




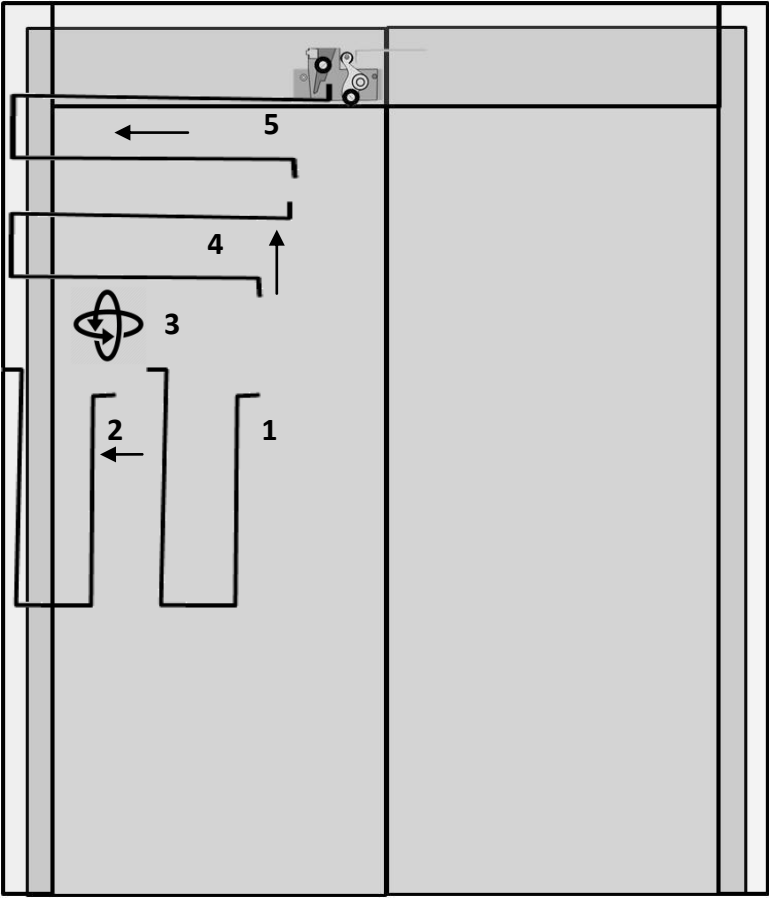
5. Slowly slide the Pick Tool to the left. There are several items which may be encountered as the tool is moved along the top of the door. Feel for an item that moves slightly with light pressure. Apply slight pressure with the Pick Tool while pushing open the door. Trial and error will result in locating the locking arm.



### View from Evaluator Lobby



1. Hold Pick Tool flat on the door
2. Slide Pick Tool left between hoistway door and jam
3. Turn and rotate the Pick Tool around the hoistway door
4. Slide the Pick Tool up to the top of the door frame



5. Slowly slide the Pick Tool to the left. There are several items which may be encountered as the tool is moved along the top of the door. Feel for an item that moves slightly with light pressure. Apply slight pressure with the Pick Tool while pushing open the door. Trial and error will result in locating the locking arm.



### View From inside the hoistway (Reversed View)



#### Manufacturer

Otis Elevators

#### Elevator Maintenance Company

Specialized Elevator Corporation  
14320 Iseli Road  
Santa Fe Springs, CA 90670

#### Elevator Monitoring Company

Kings 3  
[www.kingsiii.com/services/emergency-monitoring](http://www.kingsiii.com/services/emergency-monitoring)

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## APPENDIX F: WATER SYSTEMS

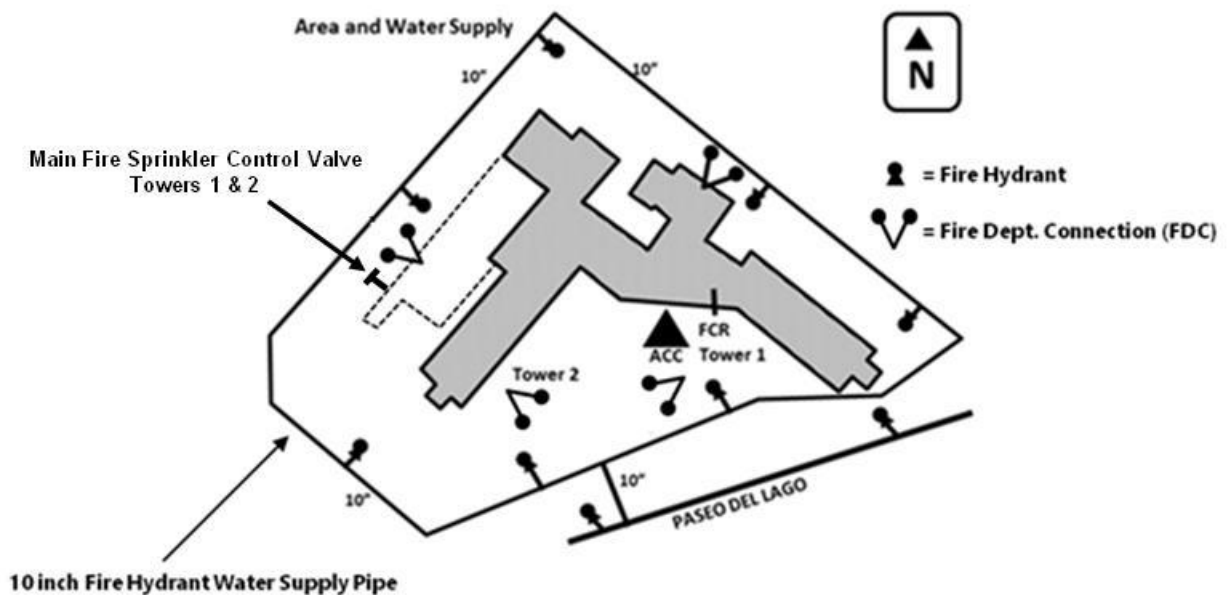
The Towers are serviced by three separate water systems.

- Fire Suppression Water
- Heat, Ventilation, and Cooling (HVAC) Water
- Domestic Potable Water

### Fire Suppression Water

The fire suppression water system connects to the municipal water system via dedicated pipes through check-valves, water flow devices, shut-off valves and isolation valves. The system can be supplemented through four Fire Department Connections (FDC) that allow fire apparatus to increase the volume and water pressure. (See [Appendix D: Fire Alarm and Protection Systems](#))

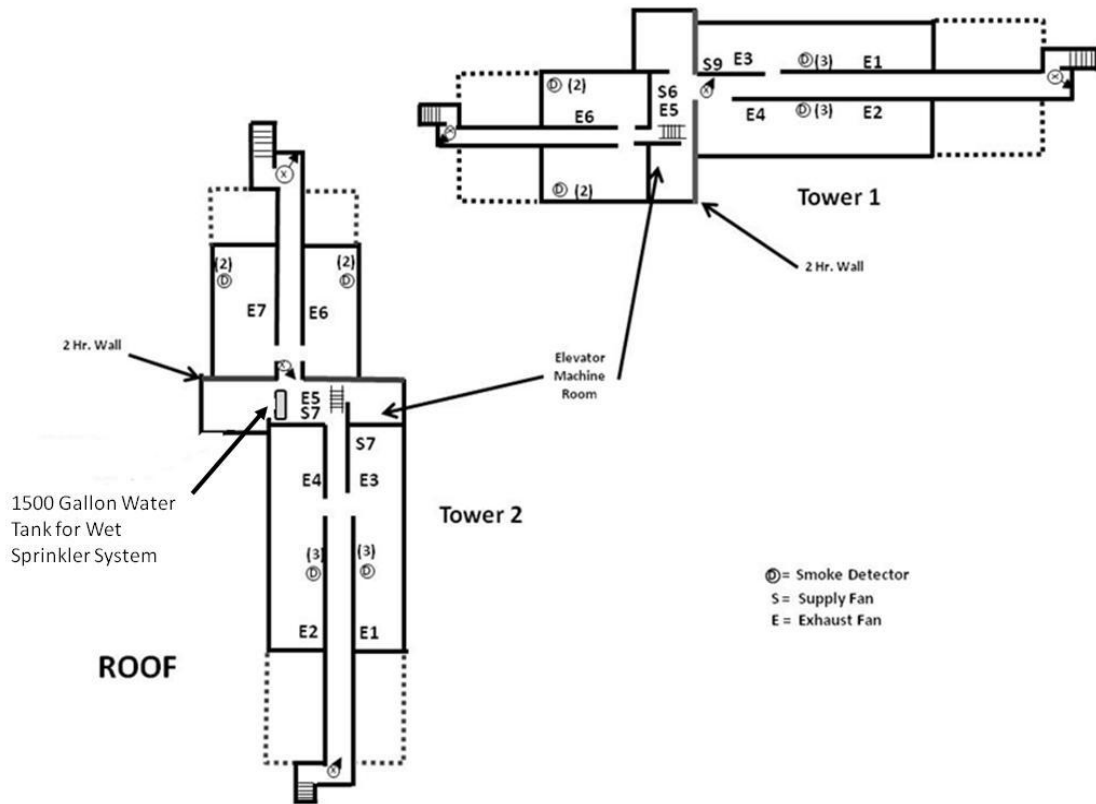
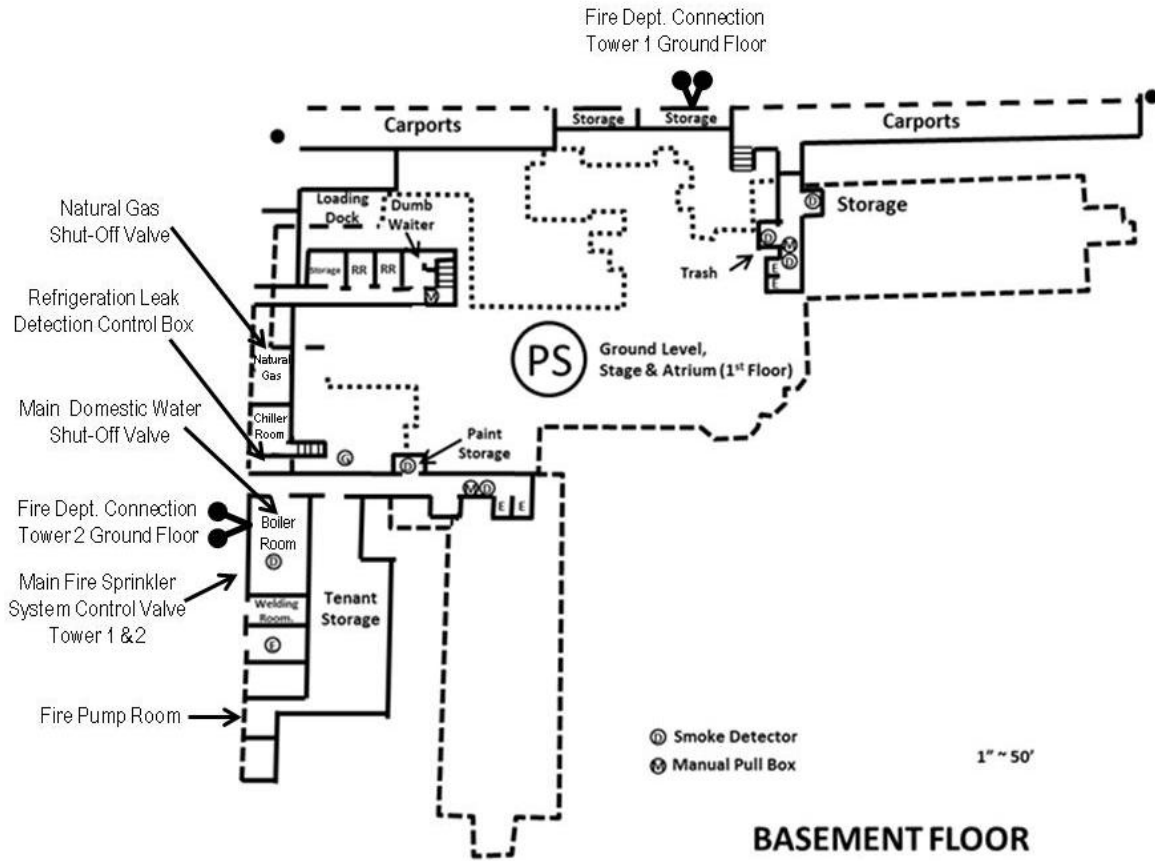
### Fire Hydrant Water Supply



The Fire Department Connections (FDC) to the rear of Towers 1 & 2 are for fire sprinklers in the basement level only. All other FDCs are combination sprinkler/standpipe and service the entire system in both Towers.

The Main Fire Sprinkler Control Valve for Towers 1 & 2 is located on the basement level of Tower 2.

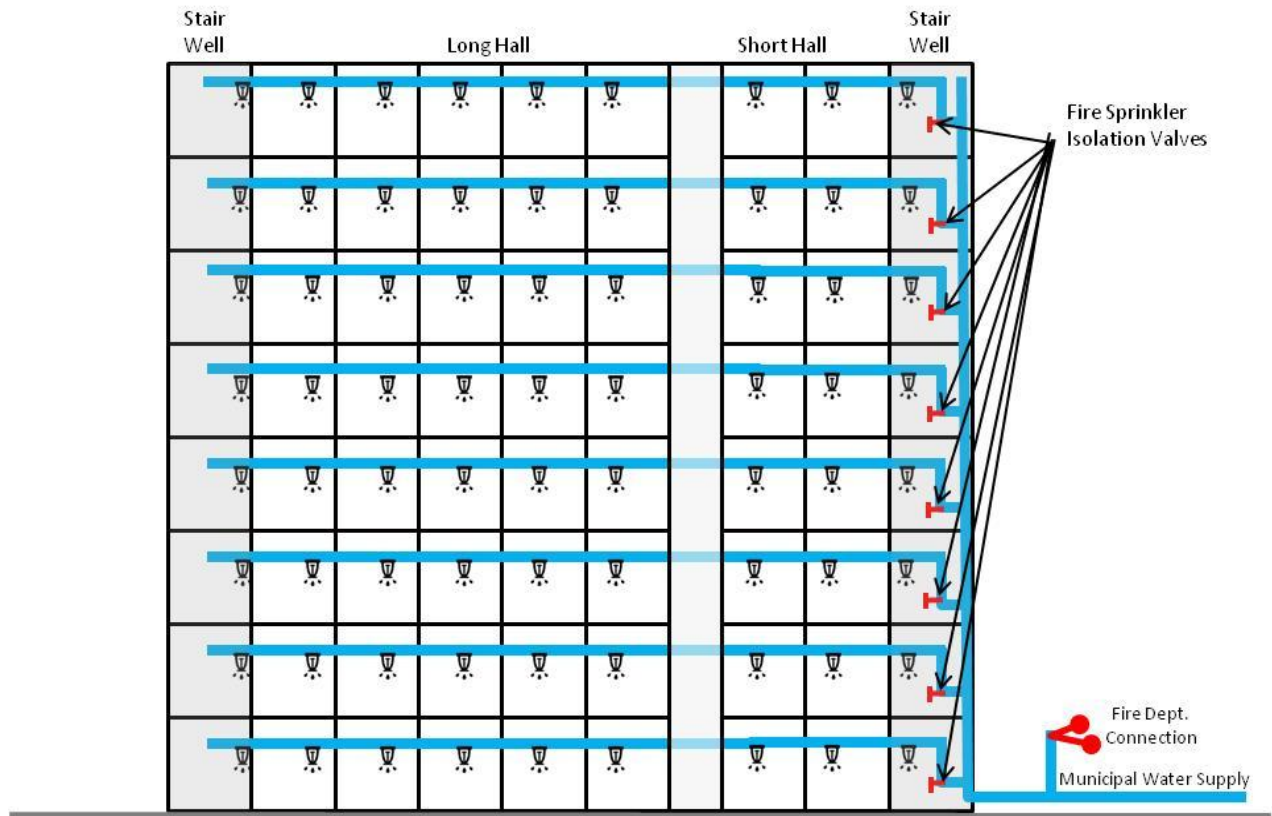
The fire sprinklers are supported by a 1500 gallon water tank located on the roof of Tower 2.





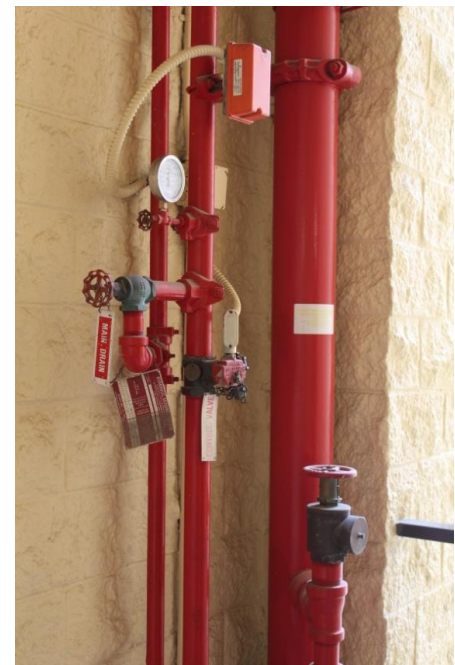
## Fire Sprinkler Isolation Valves

Isolation valves located in the stair well landings can be used to shut off sprinklers on a single floor in either the short or long halls. The isolation valves are equipped with tamper detectors that will activate the building's fire alarm system if disturbed.



Fire sprinkler isolation valves are located in the stairwells at the end of each short hallway (North Stairwells). These valves allow the fire sprinkler systems to be shut off to only that floor and Tower while all other portions of the system in both Towers remains functional.

These are monitored valves and, if closed, will send a signal to the Fire Alarm System and activate a trouble alarm.



## Heating, Ventilation, and Cooling (HVAC)

The Heating, Ventilation, and Cooling (HVAC) system uses hot and cold water pumped throughout the building to heat and cool the interior spaces. Hot and cold water is pumped from Boilers and Chillers on the basement floor to heat exchangers and fans that control the room temperature. Water is circulated through supply and return pipes for both hot and cold water. Pipes run vertically up the building in the same spaces as the domestic potable water pipes.

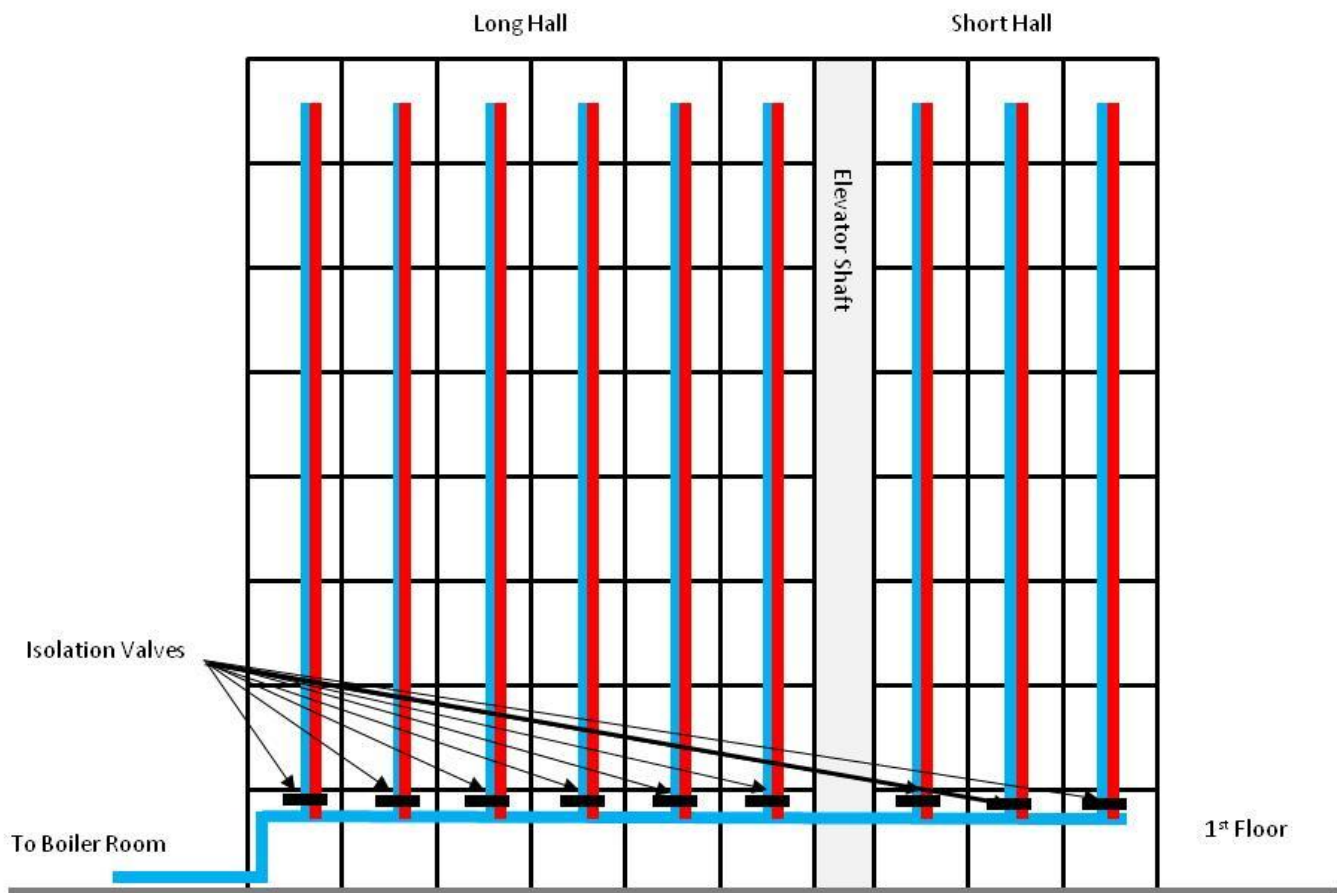
HVAC Isolation Valves are located in the ceiling space above the hall ways. When closed, these isolation valves will shut off water to each of the manors located above the valve.

## Domestic Potable Water

The domestic potable water comes from the municipal main supply pipe and into the basement where it is heated and distributed throughout the building via hot and cold pipes.

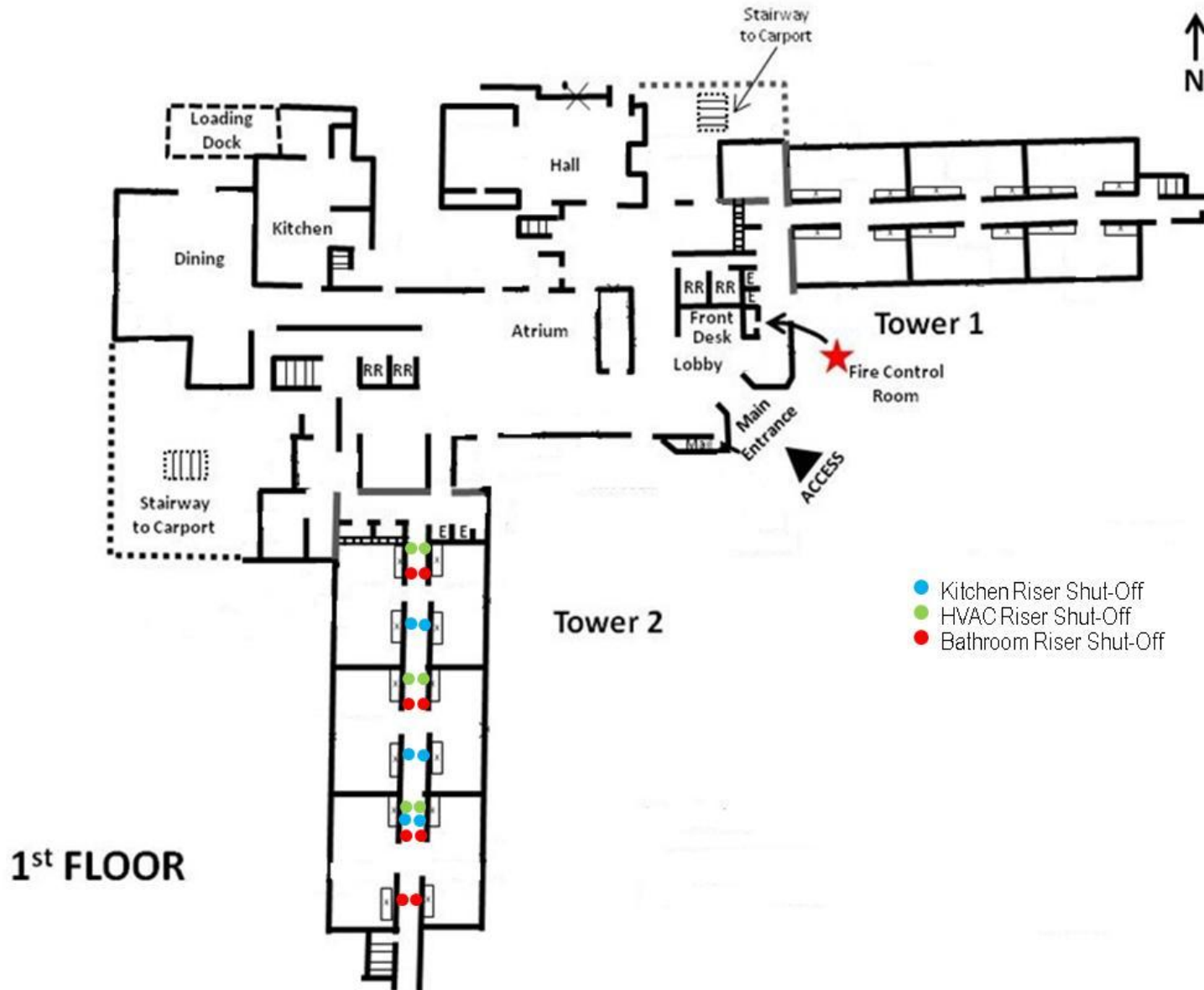
Both the Potable Water and HVAC Water are piped from the basement boiler room, horizontally in the ceiling of the first floor to vertical pipes that reach the top floor.

Domestic Potable Water Isolation Valves are located in the ceiling space above the hall ways. When closed, these isolation valves will shut off water to each of the manors located above the valve.

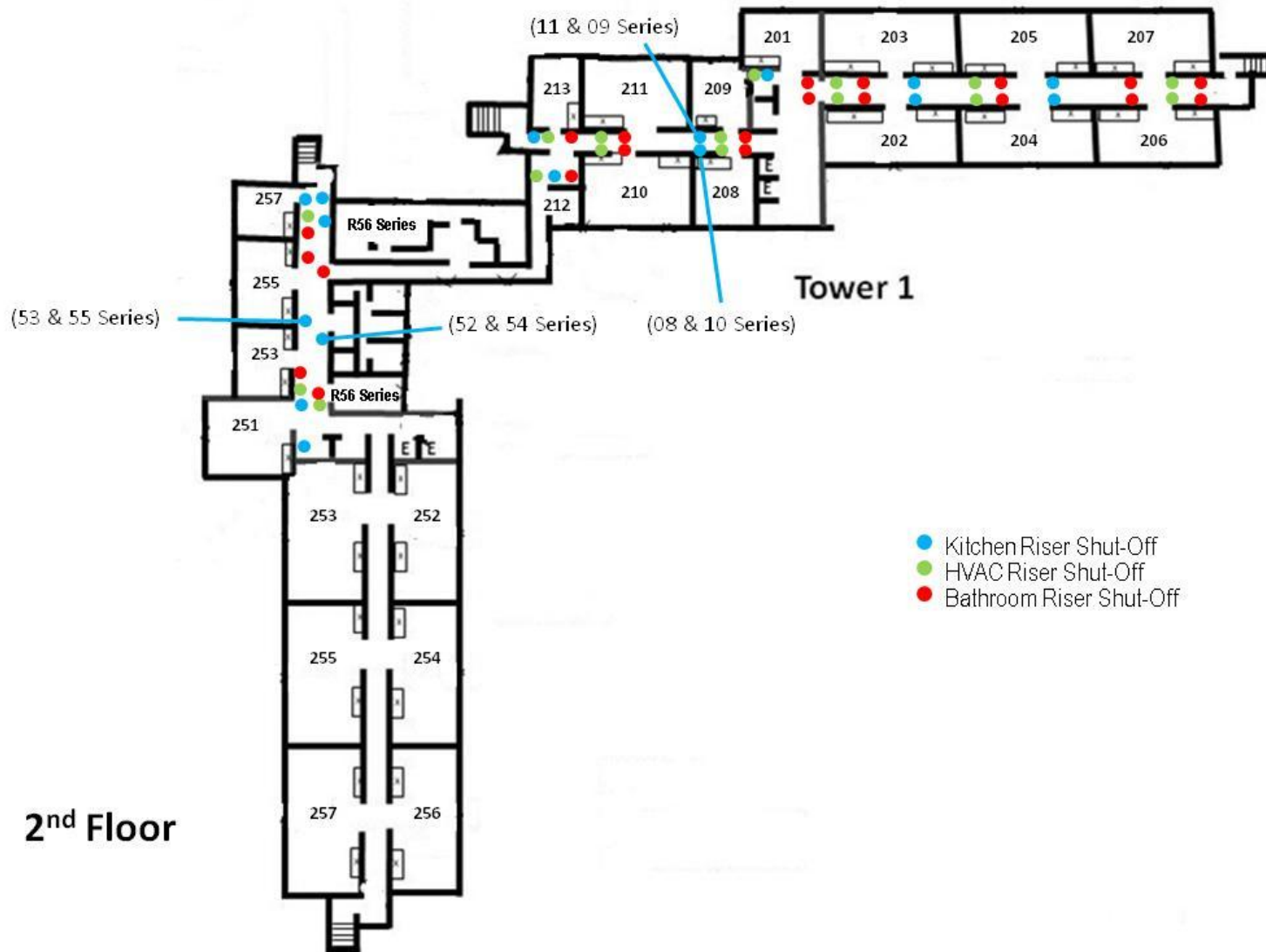




HVAC and Domestic Potable Water Isolation Valve Locations



### HVAC and Domestic Potable Water Isolation Valve Locations (continued)





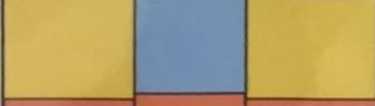




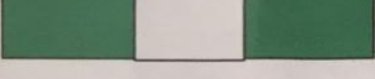
Piping Identification Chart

### Piping Identification Chart

Heating & Air Conditioning System  
 The Towers at Laguna Woods Village

**ASME Adopted Color Code Classifications**

<u>Class</u>	<u>Base Color</u>
Safe Materials	Green
Protective Materials	Blue
Estra Valuable Materials	Purple
Dangerous Materials	
Primary	Yellow
Secondary	Orange
Fire Protection	Red

Identification Band	Color Base ___ Stripe	Description
	Yellow ___ Maroon	Refrigerant Suction
	Yellow ___ Red	Refrigerant Liquid
	Yellow ___ Blue	Refrigerant Hot Gas
	Orange ___ Solid	Compressed Air
	Green ___ Red	Condensing Water To Tower
	Green ___ Yellow	Condensing Water From Tower
	Green ___ Orange	Chilled Water Supply
	Green ___ White	Chilled Water Return

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## **APPENDIX G: EMERGENCY GENERATOR**

The Towers is equipped with an automatic starting Emergency Electrical Generator that provides backup power to the following:

- All Elevators in Both Towers
- Commercial Kitchen Area
- Emergency Lighting throughout Both Towers
- Fire Alarm System

Make: **Cummins**

Model #: **DFEK-1525983**

Tank Capacity: **400 Gallons**

Fuel Type: **NA1993, Diesel**

Combustible Liquid, PG III

Max 15PPM Sulfur Dyed

ULS carb Diesel Fuel

Fuel Supplier Contact Info: **Dion and Sons, Inc.**

1543 W. 16<sup>th</sup> Street

Long Beach, CA 90813

Phone: (562) 432-7969

Generator Service Contact info: **Cummins Sales and Service**

Laura Mejia, *Service Supervisor*

11725 Willake Street

Santa Fe Springs, CA 90670

P (562) 551-5213

F (562) 551-5233

[Laura.mejia@cummins.com](mailto:Laura.mejia@cummins.com)

24 hour Emergency Service (800) 304-8787

Emergency Electrical Generator Display and Control Panel



## APPENDIX: H EMERGENCY OPERATION CENTER CHECKLISTS

### EOC Policy Group

#### GENERAL DUTIES

- Establishes basic operational, response, and recovery policies which govern the ways and means in which The Towers will respond to and recover from a disaster
- Provides support to the Emergency Operations Center (EOC) Director
- Acts as advisor and provides critical data to view the incident from different perspectives
- Assists in making executive decisions based on Mutual 50 policies

#### CHECKLIST ACTIONS

##### Activation

- As appropriate, report to the Laguna Woods Village EOC
- Verify that appropriate staff and personnel are being mobilized for initial activation of the EOC
- Obtain briefings from whatever sources are available
- Gain overall situational awareness and determine any immediate policy issues
- Attend briefings as requested

##### Start-Up Actions

- Upon arrival, identify yourself as a member of the Policy Group
- Review your position responsibilities (General Duties)
- Identify yourself by putting on a vest or name tag
- Determine if key Department personnel or alternates have been notified or are en-route to the EOC as necessary
- Obtain a briefing or preliminary survey from your staff of the emergency/disaster and determine impact on the residents
- Receive incident briefing from the EOC Director
- Advise and assist the EOC Director in the release of information to the public and the media and plans for recovery
- Maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster event  
Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments

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## **EOC Director**

### **GENERAL DUTIES**

- Exercises overall management responsibility for the coordination of the response efforts within The Towers.
- In conjunction with the EOC General Staff, sets priorities for response efforts and ensures that all actions are accomplished within the priorities established
- Makes executive decisions based on policies of The Towers and Mutual 50
- Keeps the Laguna Woods Village EOC apprised of response operations
- Develops and issues rules, regulations, and orders
- Establishes the appropriate level of EOC organization and staffing necessary to support operations and continuously monitors the effectiveness of that organization
- Obtains support for the EOC as required
- With assistance provided by EOC personnel:
  - Operates communications and warning systems
  - Provides information and guidance to the residents and staff
  - Maintains information on the status of resources, services, and operations
  - Identifies and analyzes potential hazards and recommend appropriate countermeasures
  - Collects, evaluates, and disseminates damage assessment and information
  - Provides reports to the Laguna Woods Village EOC as necessary

### **CHECKLIST ACTIONS**

#### **Activation**

- Conduct a briefing with key staff members to discuss the following:
  - Determine the operational status and appropriate level of EOC activation based on the known situation
  - As appropriate, respond to the Laguna Woods Village EOC
  - Determine any immediate community alert/warning needs and activate appropriate warning systems
  - Verify that appropriate personnel for initial activation of the EOC are en-route
  - Direct activation of EOC as required
  - Obtain briefings from whatever sources are available

#### **Start-Up Actions**

- Review your position responsibilities as identified in the Emergency Operations Plan (EOP)
- Identify yourself as the EOC Director by putting on the vest with your title or name tag
- Direct the implementation of The Towers Emergency Operations Plan
- Confirm the level of EOC activation and ensure that EOC positions are staffed as needed

- Notify the Laguna Woods Village EOC that The Towers' EOC is activated
- Assign staff to initiate EOC check-in procedures
- Ensure the EOC Operations Chief is designated and that the EOC is properly set up and operational
- Confer with EOC personnel to determine what representation is needed at the EOC from other agencies
- Schedule the first policy meeting
- Ensure that the Management Section is staffed as soon as possible at the level needed:
  - Public Information Officer
  - Safety Officer
  - Security Officer
- Appoint and ensure that EOC Section Chiefs (General Staff) are in place as soon as possible and are staffing their respective sections, branches, groups, and units as appropriate:
  - EOC Operations Section Chief
  - EOC Planning/Intelligence Section Chief
  - EOC Logistics Section Chief
  - EOC Finance/Administration Section Chief
- Request additional personnel to maintain a 24-hour operation as required
- Attend briefings conducted by the EOC Section personnel prior to them assuming their duties. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate
  - Procedural instructions for obtaining additional supplies, services, and personnel
  - Identification of operational period work shifts
- Identify immediate unmet needs and/or outstanding resource requests
- In coordination with the Planning Section Chief, establish the frequency of briefing sessions
- Ensure that all EOC Management Team meetings, General Staff meetings, and policy decisions are documented by a scribe
- Ensure that telephone, radio, and data communications with other facilities are established and tested
- Ensure that all departments account for personnel and work assignments
- Confirm the delegation of authority. Obtain any guidance or direction as necessary
- Determine the appropriate delegation of purchasing authority to the Purchasing Unit of the Finance/Administration Section
- Ensure that the field agency representatives have been assigned to other facilities as necessary
- Determine the need for and establish, if necessary, a deputy EOC director position

- Based on the situation as known or forecast, determine likely future EOC Management Section needs
- Think ahead and anticipate situations and problems before they occur

### **Operational Duties:**

- Make a list of key issues to be accomplished within the next operational period
- Ensure that all Activity Logs and files are maintained
- Resolve problems that arise in fulfilling EOC responsibilities
- Anticipate potential situation changes, such as severe aftershocks
- Chair periodic briefings of the Policy Group
- Use face-to-face communication in the EOC whenever possible and document decisions and policy
- Brief your relief at the shift change
- Ensure that in-progress activities are identified and follow-up requirements are known
- Ensure that all personnel time and costs are tracked for documentation

### **Specific Operational Duties:**

- Develop overall strategy with the EOC Section Chiefs
- Ensure that EOC Sections are carrying out their principle duties:
  - Implementing operational objectives per the EOC Action Plan
  - Preparing action plans and status reports
  - Providing adequate facility and operational support
  - Providing administrative and fiscal record keeping and support
- Develop and issue appropriate rules, regulations, and orders
- Monitor periodic briefing sessions with the entire EOC Team to update the overall situation
- Conduct periodic situational updates with the Laguna Woods Village EOC
- Set priorities for restoration of services
- Participate in Action Planning (AP) meetings of section and branch coordinators, agency representatives (as required) and key staff. The activities to be covered in an Action Planning meeting are:
  - Review briefings on current and forecasted situation
  - Obtain any additional information from other sources on the current situation assessment
  - Review availability and status of ordered, en-route, or staged resource
  - Establish with staff the next Operational Period for which the EOC Action Plan should be developed
  - Define priority actions to be accomplished or undertaken within the next Operational Period in light of the known and forecasted situation and status of available resources
  - Establish assignments for available and incoming resources based on current and forecast situation and established priorities
  - Determine needs for additional resources

- Discuss and resolve any internal coordination issues
- Ensure that staff is clear on the EOC Action Plan
- Confirm the time for the next action planning meeting
- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the EOC Planning/Intelligence Section and EOC Management Team
- Monitor performance of EOC personnel for signs of stress or under-performance
- Establish and maintain a safe and healthy working environment
- Ensure that proper security of the EOC is maintained at all times

## **Operations Section Chief**

### **GENERAL DUTIES**

Under the direction of the EOC Director, the Operations Section Chief is responsible for the management of all operations directly applicable to the primary mission:

- Executes the EOC Action Plan
- Manages activities in direct support of operations for the entire disaster organization
- Implements executive decisions with respect to priorities and response plans
- Participates in development of the EOC Action Plan for the next 12 hours
- Supervises Operations Section
- Supports EOC in identifying incident priorities, assessing resources, and maintaining situational awareness
- Determines the need for resources
- Monitors incident activities and provides recommendations as necessary

### **CHECKLIST ACTIONS**

#### **Start-Up Activities**

- Obtain briefing from the EOC Director
- Gain overall situational awareness and assess the incident situation
- Assume command of the Operations Section
- Maintain an activity log of significant events, phone/radio calls, and decisions made

#### **Operational Activities**

- Ensure emergency warnings disseminated as necessary including the special needs population
- Ensure personnel are conducting evacuations as necessary
- Ensure evacuation of pets is included in the evacuation process
- Ensure traffic and direction and control is being provided
- Coordinate debris removal as required
- Maintain access and control to the EOC and other sites as necessary
- Ensure that all Operations Section positions are filled, as needed
- Brief Operations Section personnel as needed
- Determine the amount and type of resources available
- Determine any immediate unmet needs and/or resource requests
- Coordinate search and rescue operations
- Ensure personnel are aware of any issues regarding disease and prevention control
- Utility restoration

- Flood operations
- Coordinate shelter and feeding as needed
- Manage operations activities
- Continually monitor operations activities and make changes, as necessary
- Brief the EOC Director and/or Policy Group as needed
- Hold section meetings as necessary to ensure communications and coordination among branches and units
- Ensure all personnel time and costs are tracked for documentation
- Conduct safety assessment and ensure general welfare and safety of section personnel

## **Planning / Intelligence Section Chief**

### **GENERAL DUTIES**

- Establishes the appropriate level of organization within the Section, and continuously monitors the effectiveness of that organization
- Develops situation status reports
- Briefs the EOC and response agencies on the situation and status of resources
- Considers communications, medical, and traffic plan requirement
- Maintains situation and resource status reports
- Plots activities on status boards and maps
- Documents all response activities and maintains a master log
- Collects and reports damage assessment information
- Advises Section personnel of a transition to an alternate EOC, if necessary

### **CHECKLIST ACTIONS**

#### **Start-Up Actions**

- Check in upon arrival at the EOC
- Report to the EOC Director
- Obtain a briefing on the situation
- Identify yourself as the EOC Planning/Intelligence Section Chief by wearing the vest with your title and/or name tag
- Review position responsibilities and this checklist
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards
- Clarify any issues you may have regarding your authority and responsibilities
- Confirm that all key EOC Planning/Intelligence Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Request additional personnel for the section as necessary to maintain a 24-hour operation as required
- Identify the need for any Technical Specialists and make related requests
- Determine operational periods for planning purposes
- Begin the initial EOC Action Plan for the next 12 hours
- Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area

- Identification of eating and sleeping arrangements as appropriate
- Procedural instructions for obtaining additional supplies, services and personnel
- Identification of operational period work shifts
- Inform the EOC Director and General Staff when your section is fully operational
- Initiate an activity log, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster Document:
  - Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments
- Review responsibilities of units in your section. Develop a plan for carrying out all responsibilities
- Make a list of key issues to be addressed by the Planning/Intelligence Section. In consultation with section staff, identify objectives to be accomplished during the Operational Period
- Meet with other activated Section Chiefs
- Based on the situation as known or forecast, determine likely future Planning/Intelligence Section need
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur
- Request additional resources through the appropriate Logistics Section Unit, as needed
- Keep the Director/EOC informed of significant events

### Operational Activities:

- Carry out responsibilities of the Planning/Intelligence Section units that are not currently staffed
- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained
- Ensure that the information is provided to the Laguna Woods Village EOC as necessary
  - Status Report
  - Situation Report
  - Resource Request
  - Initial Damage Estimates
- Make a list of key issues currently facing your section to be accomplished within the next operational period
- Ensure that the EOC Action Plan is completed for the next operational period
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible
- Brief the EOC Director on major problem areas that may require solutions
- Monitor section activities and adjust section organization as appropriate
- Review intelligence, confirm reports, and predict their influence on the situations



- Receive information from all departments
  - Request confirmation of reports
  - Specify method and location of display of this information
  - Ensure all reports and data are displayed
- Sort and categorize information for briefing
  - Assess the impact of the disaster on the residents and staff
  - Periodically brief the Command Staff members
  - Participate in Policy Group meetings as requested
  - Using the Policy Group's recommended priorities and strategy, prepare and distribute an Incident Action Plan for each planning period
  - Determine what information is needed
  - Decide on reporting schedules
  - Anticipate potential situation changes, such as severe aftershocks, in all section planning
  - Conduct periodic briefings for section staff and work to reach consensus among staff on section objectives for forthcoming operational periods. Ensure that all organizational elements are aware of priorities
  - Use face-to-face communication in the EOC whenever possible and document decisions
  - Facilitate Planning meetings approximately two hours before the end of each operational period
  - Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting
  - Ensure that pertinent disaster/emergency information is disseminated through appropriate channels to The Towers EOC section staff and the Laguna Woods Village EOC
  - Review and approve reconnaissance, community status, and safety/damage assessment reports for transmission by Planning Section to the Laguna Woods Village EOC
  - Assemble information on alternative strategies
  - Identify the need for use of special resources
  - Ensure coordination of collection and dissemination of disaster information and intelligence with other sections

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## Logistics Section Chief

### GENERAL DUTIES

- Provides oversight relative to support operations
- Provides support to the supply and procurement process and oversees acquisition of needed supplies and resource tracking
- Provides personnel, facilities, services, and materials in support of the incident
- Participates in development of the EOC Action Plan for the next operational period
- Identifies, tracks, and provides personnel to support emergency operations
- Manages transportation, fuel, and materials for all operations
- Manages and schedules the transportation needs for emergency workers, supplies, evacuees and other essential resources
- Assigns work locations and assignments to section personnel
- Identifies facilities to serve emergency needs as necessary
- Identifies service and support requirements for planned and unexpected operations
- Coordinates and processes requests for additional resources
- Ensures computer support is available as needed
- Reviews the EOC Action Plan and estimates section needs for the next operational period
- Ensures that an Incident Communications Plan is prepared and that communications are efficiently and effectively established
- Ensures general welfare and safety of section personnel
- Arranges for relocation of EOC staff members to the alternate EOC if necessary
- Advises Section personnel of a transition to an alternate EOC if necessary

### CHECKLIST ACTIONS

#### Start-Up Actions

- Check in upon arrival at the EOC
- Determine any immediate unmet needs/resource requests
- Review your position responsibilities by reading this entire checklist
- Identify yourself as Logistics by putting on the Logistics vest and/or name tag
- Print your name on the EOC organization chart next to your assignment
- Notify key Logistics Section personnel or alternates. Recall the required staff members necessary for the emergency
- Call back additional personnel for the section to maintain a 24-hour operation, if required
- Brief incoming section personnel prior to them assuming their duties. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of coworkers within the job function and/or geographical assignment
  - Availability of communications

- Procedural instructions for obtaining additional supplies, services, and personnel
- Identification of operational period work shifts
- Inform the EOC Director when your section is fully operational
- Open and maintain section logs:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled
  - Logistics personnel, time on duty and assignments
- Prepare work objectives for Section Staff and make staff assignments
- Based on the situation as known or forecast, determine likely future Logistics Section needs

**Operational Activates:**

- Carry out responsibilities of the Logistics Section Branches/Groups/Units that are not currently staffed
- Make a list of key issues currently facing your section to be accomplished within the next operational period
- Keep up to date on situation and resources associated with your section; maintain current status and displays at all times
- Brief the Director/EOC on major problem areas that need or will require solutions
- Ensure that your section logs and files are maintained
- Monitor your section activities and adjust Section Organization, as appropriate
- Participate in Policy Group meetings as requested
- Update status information with other sections as appropriate
- Anticipate potential situation changes such as severe aftershocks in all section planning; develop a backup plan for all plans and procedures requiring off-site communications
- Conduct periodic briefings for your section; ensure that all organizational elements are aware of priorities
- Use face-to-face communication in the EOC whenever possible; document decisions and policy
- Ensure that all personnel time and costs are tracked for documentation
- Ensure that all of your section personnel and equipment time records and a record of expendable materials used are provided to the Finance Section at the end of each operational period
- Brief your relief at the shift change; ensure that in-progress activities are identified and follow-up requirements are known

**Specific Operational Duties:**

- Meet with the Finance Section and review Financial and Administration Support needs and Procedures
- Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC

- Provide input on resource availability, support needs, identified shortages, and response time-lines for key resources
- Identify future operational needs (both current and contingency) in order to anticipate logistical requirements
- Ensure that the logistics function is carried out effectively, including the coordination of resource acquisition, management, and distribution
- Hold Section meetings, as necessary, to ensure communication and coordination among Logistics Branches and Units
- Ensure general welfare and safety of Section personnel
- Exercise overall responsibility for the coordination of activities within the section
- Ensure that Logistics Section personnel coordinate with all Sections in requests for and allocation of resources



## **Finance / Administration Section Chief**

### **GENERAL DUTIES:**

- Oversees the Finance/Administration Section and reports to the Director of Emergency Operations Center
- Responsible for all fiscal management and cost analysis of the incident
- Provides accounting of costs as required
- Quantifies damage to community property
- Provides financial liaison between The Towers and Laguna Woods Village EOC
- Manages the financial claims process
- Recommends financial policies to Policy Group and carries out agreed upon policies
- Implements a Disaster Accounting System
- Tracks and records all staff time
- Processes purchase orders and contracts
- Processes workers' compensation claims
- Handles travel and expense claims
- Advises section personnel of a transition to an alternate EOC if necessary.
- Responsible for cost recovery, travel request, forms and claims.

### **CHECKLIST ACTIONS**

#### **Start-Up Actions**

- Check in upon arrival at the EOC
- Report to the EOC Director
- Obtain a briefing on the situation
- Use your EOC Section materials and on-site supplies
- Review your position responsibilities
- Identify yourself as the Finance & Administration Section Chief by putting on the vest with your title and/or name tag
- Determine if other Section staffs are needed. Recall the required staff members necessary for the emergency
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements
- Request additional personnel for the Section to maintain a 24-hour operation, as required
- Ensure that all personnel time and costs are tracked for reimbursement
- Brief incoming Section personnel. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications

- Location of work area
  - Identification of eating and sleeping arrangements, as appropriate
  - Procedural instructions for obtaining additional supplies, services, and personnel
  - Identification of operational period work shifts
- Inform the EOC Director and General Staff when your Section is fully operational
- Open and maintain Section logs
- Messages received
  - Action taken
  - Decision justification and documentation
  - Requests filled
  - EOC personnel, time on duty and assignments
- Review responsibilities of Units in your Section. Develop a plan for carrying out all responsibilities
- Prepare work objectives for Section staff and make staff assignments
- Meet with other activated Section Chiefs
- Determine likely future Finance & Administration Section needs based on the situation, as known or forecasted
- Think ahead and anticipate situations and problems before they occur
- Request additional resources through the appropriate Logistics Section Unit, as needed

### **Operational Activities:**

- Carry out responsibilities of the Finance & Administration Section Units that are not currently staffed
- Make a list of key issues currently facing your Section
- Keep up to date on situation and resources associated with your Section; maintain current status and displays at all times
- Brief the Director/EOC on major problem areas that need or will require solutions
- Provide situation and resources information to the Planning Section on a periodic basis or as the situation requires
- Establish operating procedures with Logistics Section/Communications Unit for use of telephone, data and radio systems. Make any priorities or special requests known
- Monitor your Section activities and adjust Section organization as appropriate
- Update status information with other sections, as appropriate
- Resolve problems that arise in conducting your Section responsibilities
- Anticipate potential situation changes, such as severe aftershocks, in all Section planning; develop a backup plan for all plans and procedures requiring off-site communications
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities
- Use face-to-face communications in the EOC whenever possible and document decisions and policy



- Participate in the action planning meetings
- Brief your relief at shift change; ensure that in-progress activities are identified and follow-up requirements are known

**Specific Operational Duties:**

- Authorize use of the Disaster Accounting System
- Ensure that purchasing/accounting function codes for the disaster response/recovery have been determined and disseminated
- Ensure that the payroll process and the revenue collection process continue
- Collect your Section personnel and equipment time records and record of expendable materials used and provide copies to the Time Unit and Cost Analysis Units at the end of each operational period
- Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections at the end of each operational period
- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups
- Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff
- Meet with assisting and cooperating agency representatives as required
- Maintain separate logs for overtime hours
- Establish and maintain a file for employee time records within the first operational period for each person
- Ensure that all obligation documents initiated during the emergency are properly prepared and completed
- Keep the General Staff apprised of overall financial situation

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