

VILLA MARIN HOA EMERGENCY OPERATIONS PLAN - 2023

This Emergency Operations Plan (E.O.P.) provides for an organized response to meet the demand of emergency/disaster incidents in a rapid and efficient manner. The E.O.P. is a practical method for utilizing labor and establish responsibilities when responding to these events. The following is a version of an E.O.P. adapted to meet the needs of Villa Marin.

The system is flexible and allows for the use of any number and type of people present at the time of the incident. Functions are broken into the following roles in response to an emergency.

EMERGENCY RESPONSE TEAM

INCIDENT COMMANDER (I.C.) OR EMERGENCY CHIEF

In the event an emergency occurs during non-operating hours of Villa Marin, the designated resident Emergency Chief will assume the role of the Incident Commander until the designated staff I.C. can arrive.

The Incident Commander has overall responsibility for managing the incident by establishing objectives, planning strategies, and implementing tactics. The Incident Commander is the only position that is always staffed in Incident Command System (I.C.S.) applications. On small incidents and events, one person, the Incident Commander, may accomplish all management functions.

The Incident Commander is responsible for all ICS management functions until he or she delegates those functions. The ICS organization is modular and has the capability to expand or contract to meet the needs of the incident. On a larger incident, the Incident Commander may create Sections and delegate the Operations, Planning, Logistics, and Finance/Administration functions.

The Incident Commander is specifically responsible for:

- Ensuring incident safety.
- Providing information to internal and external stakeholders.
- Establishing and maintaining liaison with other agencies participating in the incident.

These are critical functions and, until delegated, are the responsibility of the Incident Commander. The Incident Commander may appoint one or more Deputies. Deputy Incident Commanders must be as qualified as the Incident Commander.

PLANNING CHIEF

The Planning Chief is responsible for the collection, evaluation, dissemination and use of information about the development of the critical incident and status of resources. Information is needed to:

- Understand the current situation;
- Predict the probable course of incident events; and,
- Prepare alternative strategies and control the operations for the incident.

The Planning Chief will:

- Obtain a briefing from the I.C.
- Activate units appropriate to the needs of the incident;

VILLA MARIN HOA EMERGENCY OPERATIONS PLAN - 2023

- Establish information requirements and reporting schedules for use in preparing the Incident Action Plan;
- Notify the Logistics Chief of resources, names and location of assigned personnel;
- Supervise the preparation of the Incident Action Plan;
- Assemble information on alternative strategies;
- Identify the need for use of specialized resources;
- Compile and display incident status summary information;
- Advise the command post staff of any significant changes in the status of the incident.

If the Incident Commander is unable to report and assume his/her responsibilities the Planning Chief will assume the position of Incident Commander

OPERATIONS CHIEF

The Operations Chief is responsible for managing all tactical operations during an incident. The Incident Action Plan (IAP) provides the necessary guidance. The need to expand the Operations Section is generally dictated by the number of tactical resources involved and is influenced by span of control considerations.

Major responsibilities of the Operations Chief are to:

- Assure safety of tactical operations.
- Manage tactical operations.
- Develop the operations portion of the IAP.
- Supervise execution of operations portions of the IAP.
- Request additional resources to support tactical operations.
- Approve release of resources from active operational assignments.
- Make or approve expedient changes to the IAP.
- Maintain close contact with IC, subordinate Operations personnel, and other agencies involved in the incident.

LOGISTICS CHIEF

The Logistics Chief provides all incident support needs. The Logistics Section is responsible for providing:

- Facilities.
- Transportation.
- Communications.
- Supplies.
- Equipment maintenance and fueling.
- Food services (for responders).
- Medical services (for responders).
- Manage all incident logistics.
- Provide logistical input to the IAP.
- Brief Logistics Staff as needed.
- Identify anticipated and known incident service and support requirements.

VILLA MARIN HOA EMERGENCY OPERATIONS PLAN - 2023

- Request additional resources as needed.
- Ensure and oversee the development of the Communications, Medical, and Traffic Plans as required.
- Oversee demobilization of the Logistics Section and associated resources.

FINANCE/ADMINISTRATION CHIEF

The Finance/Administration Chief is responsible for managing all financial aspects of an incident. Major responsibilities of the Finance/Administration Chief are to:

- Manage all financial aspects of an incident.
- Provide financial and cost analysis information as requested.
- Ensure compensation and claims functions are being addressed relative to the incident.
- Gather pertinent information from incident status briefings.
- Develop an operating plan for the Finance/Administration Section and fill Section supply and support needs.
- Meet with assisting and cooperating departments as needed.
- Maintain daily contact with IC on finance matters.
- Ensure that personnel time records are completed accurately and transmitted to payroll department.
- Ensure that all obligation documents initiated at the incident are properly prepared and completed.
- Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up.
- Provide input to the IAP.

PUBLIC INFORMATION OFFICER

The Public Information Officer (PIO) is responsible for communicating with the public, media, and families of residents, as necessary, with incident related information.

The PIO is responsible for developing and releasing information about the incident to the news media, incident personnel, and other appropriate parties. Depending on the size or complexity of the incident, a lead PIO should be assigned for each incident and may have assistants, as necessary, including supporting PIOs representing other responding agencies or jurisdictions.

During an incident or planned event, coordinated and timely communication is critical to effectively help the community. Effective and accurate communication can save lives and property, and helps ensure credibility and public trust.

LIAISON OFFICER

The primary responsibilities of the Liaison Officer are to effectively coordinate with participating organizations and residents in support of the incident. This includes, but is not limited to:

- Serve as primary incident point of contact for Agency Representatives.

VILLA MARIN HOA EMERGENCY OPERATIONS PLAN - 2023

- Maintain a list of assisting and cooperating agencies and Agency Representatives including name and contact information.
- Monitor check-in sheets daily to ensure that all Agency Representatives are identified.
- Establish and coordinate with interagency contacts.
- Keep assisting and cooperating agencies and other stakeholders supporting the incident aware of incident status.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Coordinate response resource needs for incident activities with the OSC.
- Effectively channel assisting agency resources and cooperating agency support into the operational planning process in order to have positive effects on the response effort.
- Serve as key contributor to the positive public perception of the response effort.
- Serve as primary point of contact for all residents who are not represented on the incident management team and ensure their concerns, input, objectives, and issues are effectively addressed by the response effort.
- Manage the Liaison Staff Organization, including the assignment of assistants and forming teams where necessary.
- Effectively use Assistant Liaison Officers to manage work activities in the Incident Command Post and assign other locations where direct linkage to the ICP is necessary, such as Emergency Operations Centers (EOCs), Command Centers and/or the Joint Field Office (JFO).
- Participate in the Command and General Staff Planning meetings providing limitations and capability of assisting agency resources.
- Brief Incident Commander on liaison issues and concerns.
- Review the Incident Action Plan (IAP) to ensure liaison-oriented objectives, messages, issues and information are included as appropriate.
- Review support and/or contingency plans for integration of resident input and involvement.
- Develop, review and approve liaison related documents.
- Ensure all Liaison activities are documented.
- Complete all required forms and documentation prior to demobilization.

INCIDENT COMMAND CENTER

The Incident Command Center should be somewhat removed from all of the confusion and be furnished with tables and chairs for each department of the Emergency Response Team. An alternate space should be established in the event that the primary location becomes either unavailable or inaccessible. The space should be provided with the following:

- Erase boards or flip charts with marking pens;
- Wall space to post updated information for planning;
- Flashlights with extra batteries
- Portable AM/FM radio for local news and updates
- Eight (8) handheld radios and charging stations
- Message pads, pens, pencils
- Resource list
- Drinking water for ICS team

TIME SCHEDULE

Shifts for the Incident Command Team should be scheduled for periods of six to eight hours with reasonable break periods. The team must be aware that they will be addressing current needs while planning for future needs. Each shift should plan for at least six hours ahead to allow for a smooth transition when the shift changes.

FLOOR CAPTAIN RESPONSIBILITIES

The position of Floor Captain is that of a volunteer, providing aid and information to other building occupants or visitors in the event of an emergency. Floor captains are responsible for knowing all exit locations from occupied areas of the building; particularly those on their floor. Floor captains are **NOT**, however, expected to risk their personal safety by attempting to perform rescue or firefighting activities for which they are neither properly trained, nor equipped. Floor captains are to assist in safe, orderly evacuations if and when necessary and provide the best possible aid to others. Floor Captains are to implement these steps whenever an emergency alarm begins to sound:

1. At the sound of the emergency alarm, quickly assess the condition of your own Condo and secure your unit.
2. Proceed to assess your floor (fire, smoke, etc.) and alert your floor wardens to begin their sweep of their designated zone.
3. Examine the emergency exit routes on your floor to confirm that they are safe to use, if it were to become necessary. If any exit routes from your floor are compromised or not safe to use, notify the floor warden in that zone immediately.
4. Proceed to the designated Incident Command Center location, retrieve your emergency bag and radio and report on your floor and receive instructions from the Incident Commander.
5. Return to your floor to confirm all residents are safe and accounted for. Relay instructions as received from the Incident Commander. Report any issues or needs to the Incident Commander via radio.
6. Monitor the situation on your floor and radio any needs to the Incident Command Center.
7. After the ALL CLEAR is given, collect all reports and return to the Incident Command Center for de-briefing.

FLOOR WARDEN RESPONSIBILITIES

Floor Wardens are assigned to each floor within the building. There are three Floor Wardens: North, South and Central wings, per floor, as well as three alternates. The Floor Warden is to:

1. At the sound of the emergency alarm, quickly assess the condition of your own Condo and secure your unit.
2. Report to your floor's Command Center (Central Zone) and await checklists and instructions from your floor Captain.
3. Account for every resident in their zone. If the resident has not placed the "OK" sign on the door, they are to enter the unit to confirm the condition of the occupants.

VILLA MARIN HOA EMERGENCY OPERATIONS PLAN - 2023

4. Floor Warden is to inspect any vacant unit to ensure windows are closed and to report any damage.
5. Ensure that all residents within their zone are aware that an emergency situation exists, advising the residents concerning any action they should take to protect themselves during the emergency.
6. Report any needs or injuries to the Floor Captain at the earliest convenience.
7. Report any damages or safety hazards found to the Floor Captain at the earliest convenience.

Each Floor Warden will complete the Incident Evaluation Report given to them and return the same to the Floor Captain after the ALL CLEAR has been issued. In the event evacuation becomes necessary the Floor Warden will assist in the orderly process, enlisting help if needed.

EMERGENCY STAFFING

It is the policy of Villa Marin HOA to ensure that we have adequate staffing during emergencies. Our employees are expected to report to their work site and provide services related to emergency response and recovery operations in addition to their normally assigned duties if requested to do so. Supervisors, co-workers, and residents share an expectation that services will proceed uninterrupted and that any needs generated by the incident impact will be addressed.

STAFF RECALL

Villa Marin HOA's staff will be called in, and/or availability may be requested by a predesignated staff person. Individuals contacted may be asked to report for duty immediately or be scheduled for future shifts during the emergency as determined by the Incident Commander.

All staff in regular, temporary or contracted positions (appropriate with their role) should contact their immediate supervisor or manager if they are unable to report to duty as scheduled due to an emergency. All approved Paid Time Off (PTO) days during an event may be cancelled. Employees should be available to report for duty if it is safe and feasible to do so. Employees may be assigned to a Labor Pool to lend assistance where needed.

ACTIVATION OF THE EOP

Whenever an emergency has the potential to impact the safety and well-being of residents, staff or visitors: after normal operating hours; the EOP will be activated by the resident Emergency Chief who will act as the Incident Commander (IC). The IC has the authority to make staff assignments and initiate specific procedures as warranted by the threat or onset of an emergency. The Emergency Chief can step into this role, but it will default to one of the Villa Marin staff positions listed above if they are present at the time of the activation.