

Hill Haven Manufactured Home Community Emergency Preparedness and Evacuation Plan



Hill Haven Manufactured Home Community

Primary Business Address
17975 Monterey Road
Morgan Hill, California 95037

Phone: 408.778.3572
Fax: 408.776.7443
E-mail: hillhaven@westernm.com

After Hours Emergency Contact:
Maria and Mardel Franco
408.778.3572

Elevation:

Park Elevation:149 Feet

Types of disasters common to your area:

- Fire
- Flood
- Earthquakes
- Tornados

Local emergency broadcast frequency:

- KLIV AM 1590
- KGO AM 810
- KCBS AM 740
- KQED FM 88.5
- KSOL FM 9809 (Spanish)
- KSJX AM (Vietnamese)
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Emergency contact information :

Emergencies: 911

Fire Dept: 911 or 408.846.0370

Police Dept.: 911 or 408.776.7318 or non-emergency: 311

Electric and Gas Co.: Pacific Gas and Electric Company 1.800.743.5000

Hospital: Saint Louise Regional Hospital, 9400 No Name Uno, Gilroy, CA 95020, 408.848.2000

Local Red Cross: 357 5th Street, Hollister, CA 95023, 831.636.2100

Park Office Location: 17975 Monterey Road Unit #50, Morgan Hill, CA 95037

Responsible person for operation and maintenance: Maria and Mardel Franco

Park phone to reach resident manager: 408.778.3572



Adopted:

September 10, 2010

Evacuation Map

Below you will find a Google Earth Map of Hill Haven Manufactured Home Community. Please locate your specific space/unit within the park and become familiar with the evacuation route so you are prepared to evacuate the park property in the event of an emergency situation. A complete Emergency Preparedness Plan for our guests is available in the office. In the event of an emergency dial 911.



Park Management is not responsible for physically evacuating residents from their homes or providing any materials or services during an emergency.

Checklist of Emergency Procedures


Meet with your family and discuss why you need to prepare for disasters. Residents who may need assistance in the event of an evacuation should make prior arrangements to have that assistance available. Explain the dangers of fire, severe weather and earthquakes to children, elderly individuals, and persons needing special assistance. Plan to share responsibilities and work together as a team. The following may be used in creating your own Emergency Response Plan:

- Draw a floor plan of your residence and mark two escape routes from each room.
- Install safety features in your home, such as smoke detectors and fire extinguishers.
- Discuss what to do in an evacuation.
- Find the safe spots in your home for each type of disaster.
- Post emergency telephone numbers near the telephone.
- Instruct household members to turn on a battery powered radio for emergency information.
- Pick one out-of-state and one local friend or relative for family members to call if separated by disaster (it is often easier to call out-of-state than within the affected area).
- Teach children how and when to call 9-1-1 and a long distance contact person.
- Pick two meeting places: 1) a place near your home in case of fire; 2) a place outside your neighborhood in case you cannot return home after a disaster.
- Keep family records in a water and fire-proof container.
- Locate the main electric fuse box, water service main, and natural gas main shut off valve to your mobilehome. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near gas and water shut-off valves. Turn off the utilities only if you suspect the lines are damaged or if you are instructed to do so. **If you turn the gas off, you will need a professional to turn it back on.**
- Take a basic first aid and CPR class.
- Prepare a disaster supply kit.

If Disaster Strikes

- Remain calm and patient. Put your plan into action.
- Check for injuries; give first aid and get help for seriously injured.
- Listen to your battery powered radio for news and instructions.
- Evacuate if advised to do so. Wear appropriate clothing and sturdy shoes.
- Check for damage to your home - use a flashlight only. **Do not light matches or turn on electrical switches**, if you suspect damage.
- Check for fires, fire hazards and other household hazards.
- If you are remaining in your home, sniff for gas leaks, starting at the hot water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Shut off any other damaged utilities.
- Clean up spilled medicines, bleaches, gasoline and any other flammable liquids immediately.


Remember to:

- Confine or secure your pets.
 - Call your family contact - **do not use the telephone again unless it is a life threatening emergency.**
 - Check on your neighbors, especially elderly or disabled persons.
 - Make sure you have an adequate water supply in case service is shut off.
 - Stay away from downed power lines.
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Earthquake


Prior to any earthquake, each resident should preplan and practice steps they will take in the event of an earthquake. Manufactured home owners/residents need to know the physical location of piers/supports under their homes. During a severe earthquake, manufactured homes have been known to drop off their supports and these supports may come through the floor causing physical damage above. In order to avoid injury, residents must know the location of the supports and where safe areas are located within their manufactured homes.

Be sure your manufactured home is installed in accordance with the manufacturer's instructions and all applicable state regulations and requirements.

- Indoors: take cover under any sturdy piece of furniture or doorway or get up on a bed or couch that is against a wall.
 - Stay away from windows or ceiling objects such as lighting fixtures.
 - **Do not light matches** or candles.
 - **Do not turn on electrical** equipment of any kind.
 - Use only **battery operated** flash lights and radios.
 - Outdoors: find an open area and remain there until the earthquake stops.
 - Stay away from power poles and electrical lines, tall buildings, bridges, brick or block walls, underpasses and trees.
 - Listen to a self contained (battery operated) radio for emergency instructions.
 - Confine and secure all pets so they will not hamper emergency service employees in the performance of their duties.
 - Earthquake after shocks may occur, so be prepared.
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Fire Safety

Fire spreads quickly and the entire structure may rapidly become engulfed in flames. There are steps you can take to minimize the dangers associated with fires and improve your families chances of survival should a fire erupt in your manufactured home.

- Be sure you have properly operating smoke detectors and fire extinguishers. If one or more of your smoke detectors are battery operated, replace the batteries annually or more often if necessary. An easy to remember schedule is to change your batteries to coincide with daylight savings time.
 - Plan, with the whole family, at least two escape routes from your manufactured home.
 - Practice fire drills regularly, using a smoke detector as a signal to start the drill. Follow your escape plan.
 - Be sure your heating and electrical systems are properly maintained and in good working order. Change the heating filters as recommended by the heater manufacturer.
 - Carefully follow the instructions on all appliances and heating units, taking special care not to overload your electrical system.
 - Be especially careful when displaying your holiday decorations.
 - Keep matches, lighters, and candles away from small children. Children tend to be curious about fire and tend to hide when frightened. Fire drills are most important for children between the ages of 2 and 12 years old.
 - Insure your personal property. Shop around for a company that best meets your needs for renter's or home owner's insurance.
 - Store important documents, such as birth certificates, marriage licenses, social security cards, and insurance papers, in a fire-proof box or in the refrigerator, or rent a safety deposit box at your local bank.
 - Make an itemized list of your personal property, including furniture, clothing, appliances, and other valuables. If available, make a video tape of your home and your possessions. Keep the list and/or tape up-to-date and store them along with the other important documents.
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In Case of Fire


- Immediately assess the problem (where, extent involved, to assist you in exiting away from the fire source)
- Know how to use a fire extinguisher
- Get everyone out of the house **immediately**
- **Without risk to any person**, get pets out of the house
- Call 9-1-1 or the Fire Department then call the park office (from a neighbors phone) and:
 1. Give your name, telephone number you are calling from, park address, space number where the fire is, any helpful locational directions.
 2. Describe the type/nature of the fire (gas, wood, chemical, electrical).
 3. State that the fire is in a manufactured home and report any known injuries.
 4. Turn off the gas and electricity at the home(s) affected.
 5. Tell all residents near the fire source to stand ready with water hoses to wet down their homes or adjacent building(s) in case of traveling sparks.
 6. Make sure all occupants have left the affected home and **immediately** let the fire department personnel know if any disabled person(s) or anyone not accounted for and may still be in the residence.
 7. **Never go back into a burning home.**
 8. If smoky conditions are present, remember that smoke rises and stay as close to the floor as possible. Before exiting through a door, feel the bottom of the door with the palm of your hand. If it is hot, find another way out. **Never open a door that is hot to the touch.**
 9. Should your clothing catch fire: **first *cover your face and mouth*, drop...then roll. Never run.** If a rug or blanket is handy, roll yourself up in it until the fire is out.
 10. If trapped on an upper floor, hang something out of a window to signal rescuers.

Floods

Flood *Watch* means that there is the possibility of flooding.

Flood *Warning* means that flooding has begun or is imminent.


Before a flood:

- Know the elevation of your property in relation to nearby streams, rivers, and lakes.
 - Have several escape routes planned.
 - The National Weather Service continuously broadcasts updated weather conditions, warnings and forecasts on National Oceanic Atmospheric Administration (NOAA) weather radios. A NOAA radio may be purchased at radio or electronic stores. Local broadcast stations transmit Emergency Alert System messages which may be heard on standard radios.
 - When rising water threatens, move everything possible to higher ground.
 - If flooding is imminent and time permits, turn off main electrical switch.
 - Disconnect all electrical appliances. Cover outlets with tape.
 - Prepare and maintain your Family Disaster Supplies Kit.
 - Most standard residential insurance policies do not cover flood loss.
 - In flood-prone areas, the National Flood Insurance Program makes flood insurance available for manufactured homes on foundations. See your insurance broker for details.
 - Secure your Liquefied Petroleum Gas Containers. One option is to secure the tanks with stainless steel straps that connect to auger anchors in the ground.
 - Strap and secure your hot water heater.
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During a flood:

- Take all flood warnings seriously. **Do not wait.** Get to higher ground **immediately** as flood waters often rise faster than expected.
- If time permits, take all important papers, photographs, medicines, and eye-glasses.
- If one escape route is not passable do not waste any time - try another route or back track to higher ground.
- Use travel routes specified by local officials. **Never** drive through flooded roadways. **Do not** bypass or go around barricades.
- Wear life preservers if possible. Wear appropriate clothing and **sturdy shoes.**
- Avoid any contact with flood water. Flood water may be contaminated and pose health problems. If cuts or wounds come in contact with flood waters, clean the wound as thoroughly as possible.
- Take your Family Disaster Supplies Kit with you.
- Lock your home before leaving.
- When you reach a safe place, call your pre-determined family contact person.

After Flood:


- Return home **only** after authorities say the danger of more flooding is over.
 - Do not drink tap water unless it is declared safe. Boil water if unsure.
 - If fresh food has come in contact with flood waters, **throw it out.**
 - Do not turn on main electrical switch. First have the electrical system checked by a professional.
 - A flood can cause emotional and physical stress. You need to look after yourself and your family as you focus on cleanup and repair.
 - Rest often and eat well. Keep a realistic and manageable schedule.
 - Make a list and do jobs one at a time.
 - Contact the American Red Cross and get a copy of the book *Repairing Your Flooded Home*. The book will tell you how to safely return to your home and begin the recovery process.
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Tornado

Although tornados are not a common occurrence in California, they have been reported.

- Pay close attention to weather reports. Know the difference between a watch (when conditions are ripe for a severe weather event) and a warning (when a severe weather event is occurring or is imminent).
- Plan where to go during severe weather - for instance, the community club house, or a relative's basement.
- When a tornado warning has been issued, **leave your manufactured home immediately**. Go to your pre-determined safe place or lie down in a low area with your hands covering the back of your head and neck.
- Be sure to keep a transistor radio - with working and extra batteries handy.
- Keep your Family Disaster Supplies Kit near an exit door.


First Aid

- Information on first aid can be found in your local phone book or by contacting the American Red Cross.
 - Utilize known persons who are medically trained (such as doctors, nurses, or people medically trained in CPR and first aid) to assist in administering first aid to those injured.
 - If the injured individual(s) are in imminent danger they should carefully be moved to a safe location to administer first aid.
 - In the case where injuries are severe and movement could cause further injuries, **do not move** the injured. Make the injured person(s) as comfortable as possible and wait for emergency personnel.
 - Before emergencies, prepare a first aid kit. Have the kit in an easy to locate place. Make sure all family members know the location of the kit.
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Sample First Aid Kit:

- Sterile adhesive bandages in assorted sizes
- 2 and 4-inch sterile gauze pads (4-6 each)
- Hypoallergenic adhesive tape
- Triangle bandages (3)
- 2 and 3-inch sterile roller bandages (3 rolls each)
- Scissors
- Tweezers
- Needle
- Moistened towelettes
- Antiseptic
- Thermometer
- Tongue blades (2)
- Tube of petroleum jelly or other lubricant
- Assorted sizes of safety pins
- Cleansing agent/soap
- Latex gloves (2 pairs)
- Sunscreen
- Aspirin
- Syrup of Ipecac
- Activated charcoal (use only if advised by the Poison Control Center)

Government and Relief Agencies estimate that after a major disaster, it could take up to three days for relief workers to reach some areas. In such cases, a 72 hour disaster supply kit could mean the difference between life and death. In other emergencies, a 72 hour disaster supply kit means the difference between having a miserable experience or one that's like a pleasant family camp out. In the event of an evacuation, you will need to have items in an easy-to-carry container like a backpack or duffle bag.



Family Disaster Supplies Kit

- 3-5 gallons of water (one gallon of water per person per day)
- Method of water purification
- Food: ready-to-eat canned meats, fruits, and vegetables; canned juices, milk, soup; high energy foods - peanut butter, jelly, crackers, granola bars, trail mix; specialty foods for infants, elderly persons or persons on special diets; comfort/stress foods -cookies, hard candy, sweetened cereals, lollipops, instant coffee, tea bags; vitamins
- Matches in a waterproof container
- Second method of starting a fire
- Tent/shelter
- Wool-blend blankets or sleeping bags (1 per person)
- Emergency reflective blanket
- Lightweight stove and fuel
- Hand and body warm packs
- Rain poncho
- Flashlights with extra batteries, light sticks, lantern with fuel and wicks
- Tools (pliers, hammer, screw drivers, bolt cutters, pocket/utility knife)
- Shovel and hatchet or axe
- Sewing kit
- 50-foot nylon rope
- First aid kit and supplies, including burn gel and dressings
- Bottle of potassium iodide tablets
- Radio, batteries, and extra batteries
- Whistle with neck cord
- Personal sanitation equipment
- Personal comfort kit (include soap, toothbrush, toothpaste, comb, tissue, razor, deodorant), and any other needed items
- Extra Clothing (include at least one complete change of clothing and footwear per person per day) extra socks, underwear, hat, gloves, and sturdy shoes
- Mess kits, paper cups, plates and plastic utensils
- Cash (at least \$20) or traveler's checks, change for phone calls
- Non-electric can opener
- Fire extinguisher: small canister, ABC type
- Important family papers (copies of birth certificates, marriage licenses, wills, insurance forms, phone numbers, credit card information)
- Sun block/sun glasses, hat
- Portable toilet
- Insect repellent

- Tape
- Compass
- Aluminum foil
- Signal flare
- Household chlorine bleach
- Special or prescription medication
- Baby items - formula, diapers, bottles, powdered milk, medications, and favorite security items
- Games, books, toys
- Contact lenses and supplies; a spare set of contacts or glasses if available
- You should inspect your kit at least twice a year. Rotate food and water every six months. Check children's clothing for proper fit. Adjust clothing for winter or summer needs. Check expiration dates on batteries, light sticks, warm packs, food and water.
- Keep a light source stored in the top of your kit for easy access in the dark. Your kit should be in a portable container located near an exit of your house. A large plastic garbage can with a lid makes an excellent storage container. Make sure you have not overloaded your kit as you may have to carry it long distances to reach safety or shelter. You may want to have a backpack or duffle bag for each family member and divide up the rations in the event that family members are separated during evacuation or the disaster.

Pet Owners

If you evacuate your home, **DO NOT LEAVE YOUR PETS BEHIND!** Pets most likely cannot survive on their own; and if by some remote chance they do, you may not be able to find them when you return.

For additional information, please contact [The Humane Society of the United States](#).


Plan for Pet Disaster Needs

- Identifying shelter. For public health reasons, many emergency shelters cannot accept pets. Find out which motels and hotels in the area you plan to evacuate to allow pets – well in advance of needing them. There are also a number of guides that list hotels/motels that permit pets and could serve as a starting point. Include your local animal shelter's number in your list of emergency numbers – they might be able to provide information concerning pets during a disaster.
 - Take pet food, bottled water, medications, veterinary records, cat litter/pan, can opener, food dishes, first aid kit and other supplies with you in case they're not available later. While the sun is still shining, consider packing a "pet survival" kit which could be easily deployed if disaster hits.
 - Make sure identification tags are up to date and securely fastened to your pet's collar. If possible, attach the address and/or phone number of your evacuation site. If your pet gets lost, his tag is his ticket home. Make sure you have a current photo of your pet for identification purposes.
 - Make sure you have a secure pet carrier, leash or harness for your pet so that if he panics, he can't escape.
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Prepare to Shelter Your Pet

- Call your local emergency management office, animal shelter, or animal control office to get advice and information.
- If you are unable to return to your home right away, you may need to board your pet. Find out where pet boarding facilities are located. Be sure to research some outside your local area in case local facilities close.
- Most boarding kennels, veterinarians and animal shelters will need your pet's medical records to make sure all vaccinations are current. Include copies in your "pet survival" kit along with a photo of your pet.
- **NOTE:** Some animal shelters will provide temporary foster care for owned pets in times of disaster, but this should be considered only as a last resort.
- If you have no alternative but to leave your pet at home, there are some precautions you must take, but remember that leaving your pet at home alone can place your animal in great danger! Confine your pet to a safe area inside – NEVER leave your pet chained outside! Leave them loose inside your home with food and plenty of water. Remove the toilet tank lid, raise the seat and brace the bathroom door open so they can drink. Place a notice outside in a visible area, advising what pets are in the house and where they are located. Provide a phone number where you or a contact can be reached as well as the name and number of your vet.

During a Disaster

- Bring your pets inside immediately.
 - Have newspapers on hand for sanitary purposes. Feed the animals moist or canned food so they will need less water to drink.
 - Animals have instincts about severe weather changes and will often isolate themselves if they are afraid. Bringing them inside early can stop them from running away. Never leave a pet outside or tied up during a storm.
 - Separate dogs and cats. Even if your dogs and cats normally get along, the anxiety of an emergency situation can cause pets to act irrationally. Keep small pets away from cats and dogs.
 - In an emergency, you may have to take your birds with you. Talk with your veterinarian or local pet store about special food dispensers that regulate the amount of food a bird is given. Make sure that the bird is caged and the cage is covered by a thin cloth or sheet to provide security and filtered light.
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After a Disaster

- If after a disaster you have to leave town, take your pets with you. Pets are unlikely to survive on their own.
- In the first few days after the disaster, leash your pets when they go outside. Always maintain close contact. Familiar scents and landmarks may be altered and your pet may become confused and lost. Also, snakes and other dangerous animals may be brought into the area with flood areas. Downed power lines are a hazard.
- The behavior of your pets may change after an emergency. Normally quiet and friendly pets may become aggressive or defensive. Watch animals closely. Leash dogs and place them in a fenced yard with access to shelter and water.

Agencies and Resources

State-Federal Flood Operations Center

1.800.952.5530

Office of the State Fire Marshall

916.262.1870

Department of Water Resources—Flood Forecasting

916.574.2612

County Office of Emergency Services - Santa Clara County Emergency

www.sccgov.org

408.808.7800

Department of Housing & Community Development (HCD)

Division of Codes and Standards, Manufactured Housing Section

916.445.9471

HCD Northern Area Office

916.255.2501

HCD Southern Area Office

909.782.4420

California Emergency Management Agency (Cal EMA)

916.845.8510

American Red Cross Disaster Assistance Division

916.368.3130


Federal Emergency Management Agency Disaster Assistance

Apply by Phone: 800.621.FEMA (3362)

The Humane Society of the United States

www.humanesociety.org

202.452.1100



RESIDENT'S CONTACT LIST

A copy of this information can be copied and given to all occupants of the household

PERSONAL INFORMATION

Name: _____
Address: _____
Phone: _____
Cell Phone: _____

OUT OF STATE CONTACT

Name: _____
Relationship: _____
Address: _____
Phone: _____
Cell Phone: _____

PETS CARED FOR BY

Name: _____
Address: _____
Phone: _____
Cell Phone: _____

EMERGENCY TELEPHONE NUMBERS

In a life threatening emergency, dial 911 or the local emergency medical services system number.

LOCAL CONTACT

Name: _____
Relationship: _____
Address: _____
Phone: _____
Cell Phone: _____

NEAREST RELATIVE

Name: _____
Relationship: _____
Address: _____
Phone: _____
Cell Phone: _____

MEETING PLACES

Outside your home:

Outside your neighborhood:

Police Department:

Fire Department:

Hospital:

Family Physicians

Name & Telephone:

Name & Telephone:

Name & Telephone:
