

HACIENDA CARMEL COMMUNITY ASSOCIATION

EMERGENCY PREPAREDNESS & EVACUATION PLAN

Hacienda Carmel is in an area surrounded by mostly rural land with trees, brush and natural grasses, as well as being located in a natural flood plain adjacent to the Carmel River.

Therefore, it is important that all residents of our community be prepared to take action if a serious event occurs (*such as an approaching wildfire or potential river flooding*) that could result in the need for a community-wide evacuation. Hacienda Carmel is an independent living community and cannot take full responsibility for your personal safety.

This informational document is provided to give advance guidance to residents of Hacienda Carmel for how to be prepared, and what to do should an evacuation become necessary. 0

HACIENDA CARMEL INFORMATION LINE

When any event of significance takes place, from power outages to notices of evacuation warnings or ultimately evacuation orders, the ***Hacienda Carmel Information Line*** is updated with the latest details for residents as well as family members outside the community to stay apprised of current conditions. The Hacienda management team is registered with the County of Monterey to receive both text and phone alerts in order to monitor current advisories from local governmental agencies.

Residents and/or family members are strongly encouraged to call the Hacienda Carmel Information Line rather than calling the Hacienda Front Desk staff who will obviously be very busy under these circumstances.

From Hacienda in-house phone system (land line): Dial 7838

From outside the Hacienda phone system: Dial 831-625-7838

STEPS RESIDENTS CAN TAKE IN ADVANCE TO BE PREPARED

The following recommendations have been sourced from the American Red Cross:

- ✓ **Ready Bag** – Have a duffle bag, small suitcase, or backpack stored in a quick access location that you can “grab & go” if an evacuation is necessary. At a minimum, the bag should contain the following important items:
 - At least one change of clothing.
 - At least a three-day supply of any prescription medications.
 - A spare set of eyeglasses or contact lenses.
 - Basic toiletries.
 - A phone charger and small flashlight.
 - Copies of important documents (or take photos of them with your cell phone).
 - If you have a pet – an interim supply of pet food & bowl, and pet waste bags.

- ✓ **Establish an “Off-site Contact Plan”** – have a plan in place with relatives or friends outside of the community to contact if an evacuation occurs to ensure that you have a safe place to seek shelter, AND – to provide transportation if needed.

EVACUATION WARNINGS & MANDATORY EVACUATION ORDERS

The *Monterey County Office of Emergency Services* (OES) is the lead agency that determines if and when a mandatory evacuation order is issued. Generally, an *evacuation order* is preceded by an *evacuation warning*, giving advance notice to the residents in the affected area that a mandatory evacuation may become necessary. Mandatory evacuation orders issued by the County OES are coordinated by local law enforcement and fire agencies who will arrive on-site to direct the evacuation efforts and ensure, in conjunction with Hacienda Carmel management & staff, that all residents are notified and accounted for in the process.

WHEN AN “EVACUATION WARNING” IS ISSUED

When an *evacuation warning* notice is issued by the County OES, the ***Hacienda Carmel Information Line*** will be updated to help convey the warning to residents. This is the time to do the following:

- ✓ **Action item for Residents** – Make sure your “Ready Bag” is handy and fully stocked with the recommended items as noted above.
- ✓ **Action item for Residents** – Reach out to the individual(s) on your off-site contact list to make sure they are aware of the situation and that you may in fact require their assistance if the evacuation warning is changed to an evacuation order.
- ✓ **Action item for Hacienda Management & Staff** – Existing protocols for potential evacuation are initiated. These protocols include readiness for door-to-door contact of residents with copies of the current resident roster and Hacienda Evacuation Zones Map on clipboards, along with the supply of “*Occupied/Evacuated*” door hangers ready to be distributed if it becomes necessary. The Front Desk conference room becomes the staging area for these items and the central location for coordination between management and staff.

WHEN A MANDATORY “EVACUATION ORDER” IS ISSUED

When notice of a *mandatory evacuation order* is issued by the County OES, the ***Hacienda Carmel Information Line*** will be updated to convey the evacuation order to residents. Residents should follow directions provided by emergency services, Sheriff or Fire Department, etc.

At this time, the following actions are to be implemented:

- ✓ **Evacuation protocols are initiated by Hacienda Management & Staff** – These protocols include the following steps:
 1. Hacienda management coordinates with on-site staff to assign designated zones 1 through 6 as shown on the Hacienda Evacuation Zones Map (*see attached*) for door-to-door contact to alert residents of the mandatory evacuation order and designated route of egress. (*Primary: Via Mallorca Bridge / Secondary: Ranch Road at East end*)
 2. Staff members disperse and begin door-to-door contact with residents in assigned zone(s) and place a door hanger on each door to indicate whether the Unit is still occupied or not. Unoccupied Units are marked as such on the resident roster, and

residents who have not yet evacuated are instructed to turn the door hanger over to display the “EVACUATED” side upon leaving and to notify the Front Desk of their departure.

3. Hacienda Front Desk maintains the “Master List” indicating which Units are known to be evacuated or presently unoccupied. This list is continually updated throughout the evacuation process by way of the door-to-door contact lists and/or residents notifying the Front desk of their departure from the property.
4. Coordination with on-site law enforcement and/or fire personnel to receive direction and provide ongoing status of resident evacuation efforts.
5. If conditions allow, approximately one hour after Hacienda staff members have completed door-to-door contact with every Unit in the designated zone(s), a secondary round of door-to-door contact is initiated
6. This process may need to be repeated a third time in conjunction with, and at the discretion of on-site law enforcement and/or fire personnel.

✓ **Action item for Residents** – Contact the individual(s) on your off-site contact list to update them on the situation and employ their assistance if needed for transportation to a safe location or other needs outside of Hacienda Carmel.

✓ **Action item for Residents** – Upon leaving your Unit, be sure to notify the Hacienda Front Desk of your departure and be sure to turn the door hanger placard to the “EVACUATED” side as you are leaving the Unit. Unless notified otherwise, the prescribed evacuation route is the Via Mallorca bridge to Carmel Valley Road.

✓ **Action item for Residents** – Once you have departed Hacienda Carmel to seek temporary shelter elsewhere, please call the **Hacienda Carmel Information Line at 831-625-7838** for updates on the status of the evacuation order. The recorded message will be updated to let residents know when the order has been lifted and it is safe to return to Hacienda Carmel.

<p style="text-align: center;"><u>HACIENDA CARMEL EVACUATION ROUTES</u></p> <p style="text-align: center;">PRIMARY: VIA MALLORCA BRIDGE</p> <p style="text-align: center;">SECONDARY: RANCH ROAD** AT EAST END</p>
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** To be changed to CAL FIRE designation once it is assigned.

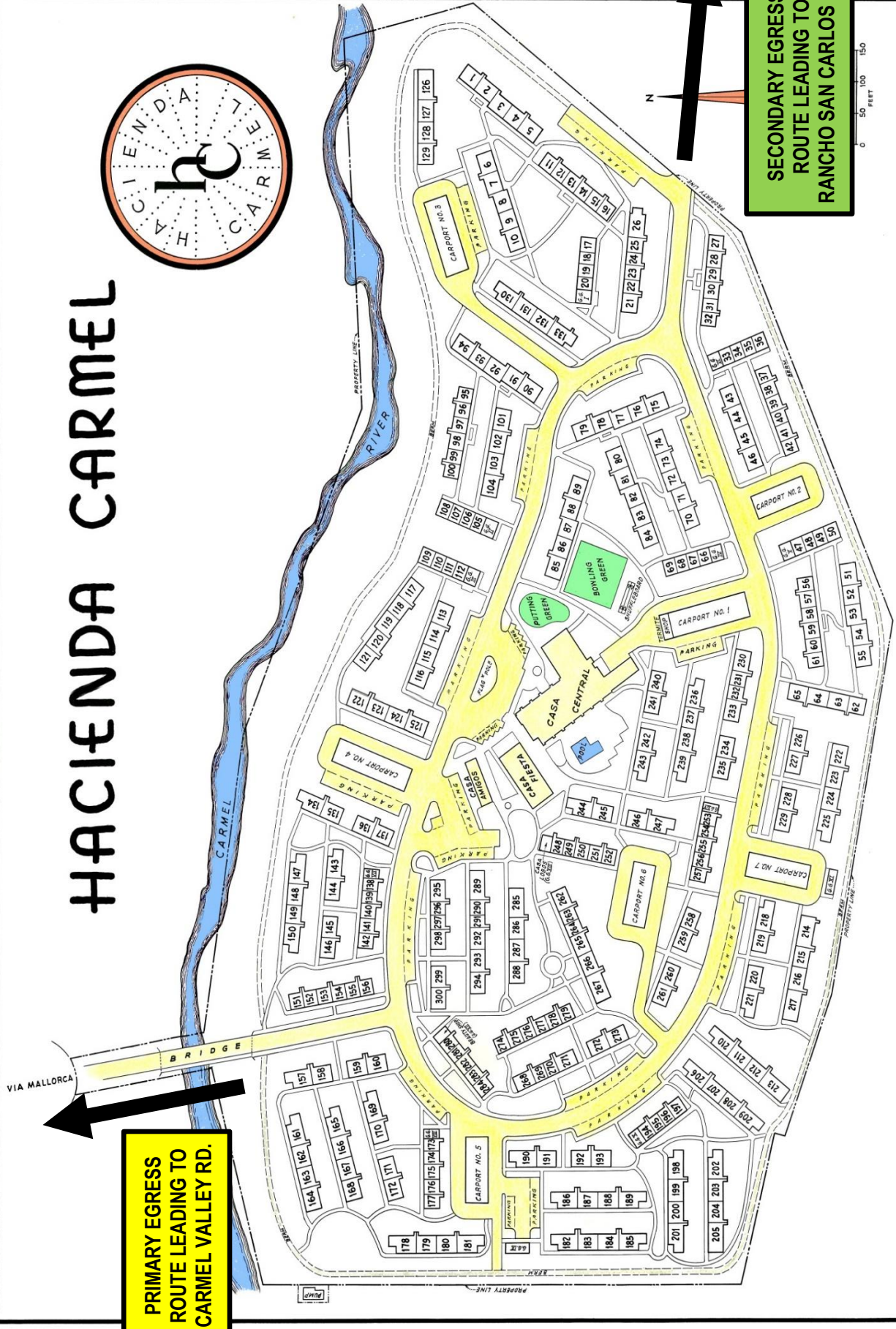
Approved by the Board of Directors 12/16/24.

HACIENDA CARMEL



VIA MALLORCA

**PRIMARY EGRESS
ROUTE LEADING TO
CARMEL VALLEY RD.**



**SECONDARY EGRESS
ROUTE LEADING TO
RANCHO SAN CARLOS RD.**

