



**SANTA LUCIA PRESERVE**  
**EMERGENCY OPERATIONS PLAN**  
**HOMEOWNER'S EMERGENCY GUIDE**

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This Homeowner's Emergency Guide is designed specifically to provide you with information, and recommended actions, before, during, and immediately after a major emergency/disaster event. The bulk of the Guide focuses on your Response during, and immediately following, an event. The Guide includes:

- **The Plan** – a brief description of the Preserve's Emergency Operations Plan (EOP)
- **The Preserve's Emergency Organization** – a brief description of the Preserve's staff responsibilities in an emergency/disaster: who and what responds, and who manages and coordinates emergency functions
- **Emergency Communications** – how you will receive emergency alerts and notifications and how you can seek further information
- **Emergency Actions for Homeowners** – a description of the types of actions homeowners and guests may be asked to take to protect themselves during, and immediately following, an event
- **Emergency Information For Your Pets and Horses** – a description of the types of actions you can take to protect your pets and/or horses during, and immediately following, an event
- **How you can help** – the process for volunteering to provide assistance during, and immediately following, the event
- **Emergency Preparedness** – actions you can take before a disaster for increased safety, survivability and overall resiliency
- **Resources** – websites to access additional and related information before, during, and after a disaster

## THE PLAN

The Santa Lucia Preserve Community Services District (CSD) Emergency Operations Plan (EOP) comprehensively describes the Preserve's emergency program including organization, policies and procedures. The EOP also addresses integration and coordination with the *Whole Community* within the Preserve and with *neighboring contiguous communities* that surround the Preserve, as well as with other partners and government agencies, when required. The EOP addresses the five (5) mission areas of Emergency Planning: *Prevention/Preparedness, Protection, Response, Recovery, and Mitigation*, with an emphasis on the Response component. The EOP identifies resources/capabilities and responsibilities for each role in providing Emergency Functions including, but not limited to, fire, rescue and law enforcement and security, medical and health, communications and utilities, emergency management, care and shelter, engineering, construction, and transportation.

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This EOP provides information on the Preserve's Emergency Organization and protocols for activation of the Preserve's Emergency Operations Center (EOC). A disaster is defined as any event, whether by natural, technical, or human cause, that may result in significant harm or damage to a population or community.

The EOP addresses the entire spectrum of contingencies ranging from relatively minor incidents to large scale disasters. The EOP provides the structure and guidance to accomplish the following strategic goals:

- Save lives
- Protect the public's health, safety, and well-being
- Protect property and minimize damage to infrastructure and assets
- Protect the environmentally sensitive lands in conjunction with the Conservancy
- Maintain essential communications within the Preserve and surrounding community
- Provide for business continuity
- Maintain and restore basic services

The following list represents the Preserve's operational priorities governing resource allocation and response strategies during a disaster event:

1. Life Safety – the preservation of life, as the top priority of the emergency management and first responders, takes precedence over all other considerations.
2. Reduce Suffering – beyond the preservation of life, all possible efforts will be made to reduce suffering by treating injuries and providing for basic human needs, including food, water, shelter, healthcare, sanitation, and security.
3. Protecting Property – all possible efforts will be made to protect property during, and after, a disaster.
4. Protecting the Environment, Conservation Lands, and Wildlife – The Preserve will make all responsible and reasonable efforts to protect the environment, conservation lands, and wildlife from damage before, during, and after a disaster.
5. Restoring Basic Services – power, water, sanitation, communications, transportation routes, security, and other basic services will be restored as quickly as possible to enable the community to resume normal life.
6. Ensuring Timely Community and Economic Resiliency – Emergency management and recovery planners will work with those affected by the disaster to facilitate a speedy recovery. Every effort will be made to ensure that recovery operations are conducted fairly, equitably, and inclusively.

The Preserve's EOP will be submitted in its entirety to the Monterey County Office of Emergency Services, which is the lead agency for the Monterey County Operational Area in emergency planning, resource coordination, and public information. As the lead agency, the County also serves as the liaison to the California State Office of Emergency Services in accordance with the Standardized Emergency Management System (SEMS),

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and to Federal resources in accordance with the National Incident Management System (NIMS).

The Preserve's EOP, in its entirety and in Summary, can be found on the Preserve's website, [www.santaluciapreserve.com/community-services-district](http://www.santaluciapreserve.com/community-services-district). Click the CSD Resources button and then search under the Emergency Operations heading.

## **THE PRESERVE'S EMERGENCY ORGANIZATION (EMO)**

The Preserve's Emergency Management Organization (EMO) was created to utilize the structure and principles described in the Incident Command System (ICS), as recognized by the County, State and Federal governments. The Director of the EMO is the Preserve's Emergency Manager.

The EMO is responsible for three (3) areas of response:

- Increased Readiness
- Initial Response
- Extended Response

The EMO includes two distinct teams:

- Emergency Response Team (ERT), that responds to emergency situations
- Emergency Management Team (EMT), that staffs the Emergency Operations Center

**Emergency Response Team (ERT)** The Preserve's ERT are the first responders to emergency situations, including major incidents and disasters. The ERT provides Incident Command and tactical operations and care, until authorized emergency response agencies arrive and assume command of the emergency. The ERT also makes emergency notifications to the Emergency Manager/General Manager and Director of Security. As necessary, to provide updates and outcomes to the Emergency Manager/General Manager, and to command Preserve specific resources, the Preserve Incident Command will continue to support the authorized responders in a Unified Command role with the authorized response Incident Commander. This support is specifically necessary in incidents that could result in an extended response, or have a critical impact on the Preserve. Members of the ERT are Preserve Staff that serve, day to day, in a variety of jobs throughout the Preserve, including some staff that live on the property and provide a 24/7 response team capability. Members of the ERT perform tasks in all three areas of response listed above.

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**Emergency Management Team (EMT)** The Preserve's EMT is activated whenever an emergency response becomes extended. The EMT will manage and coordinate the Preserve's Emergency Operations Center's (EOC) efforts upon activation, to ensure continuity with the field response, as outside agencies having jurisdiction respond and command the incident. The EOC is staffed, only as appropriate, for the scope of the incident. It is responsible for determining and communicating the nature and scope of the emergency to the Preserve community; residents, members, employees, neighbors and relevant officials. The EMT also establishes management priorities and objectives, and deployment of Preserve controlled assets in support of the ERT and other Preserve response efforts in providing emergency functions.

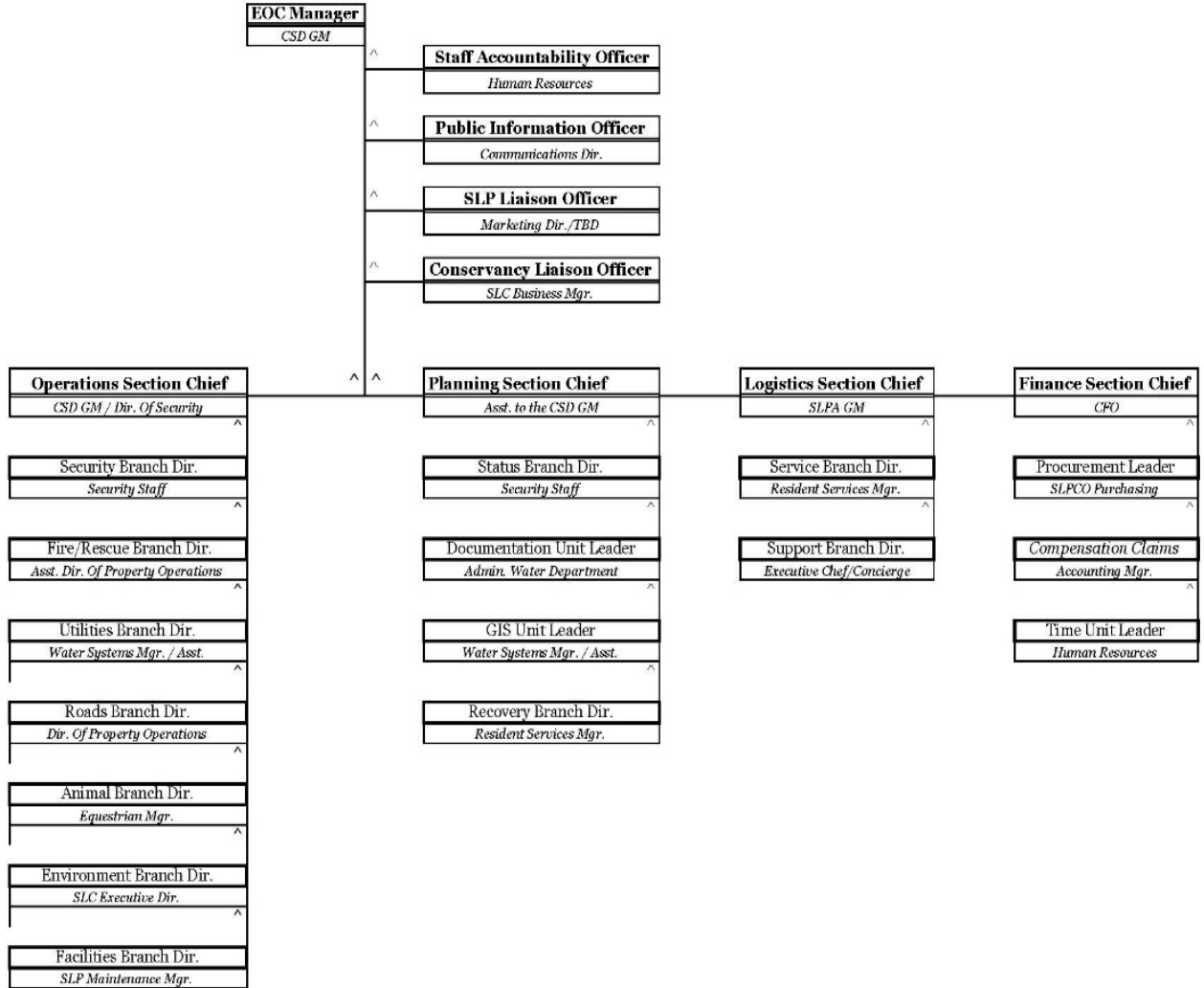
Activation of the EOP is a scenario driven process that allows flexibility and scalable responses to the full spectrum of all-hazards/threats that could affect the Preserve. Disasters can occur with or without warning and during work hours (8:00 a.m. – 5:00 p.m.) or reduced work hours (evenings, weekends and holidays). The EOP IS NOT REQUIRED FOR ALL EMERGENCIES, since day-to-day resources may be able to handle them sufficiently. The decision to activate the EOP is the responsibility of the Emergency Manager or designee. Related actions will be tailored to situational awareness and projected, or actual, impacts.

It is the duty of the Preserve's managers and staff to support the Preserve's disaster activities of preparedness, protection, response, mitigation, and recovery efforts. This duty includes training with simulated disaster exercises, as well as orienting all employees of their respective roles and responsibilities. The EMO meets upon request of the Emergency Manager, or designee, to update the EOP and to review responses to actual incidents on the Preserve. Review meetings will provide a forum for information exchange on after-action reporting, identification of areas for improvement in planning, training, equipment, and infrastructure related to overall performance.

The EMT Organizational Chart shows the Key EMT Positions and the Preserve Staff titles assigned to each key position. (See organizational chart on the next page)

Each key position has established procedural checklists for use as guidelines during an EOP/EOC activation. In addition to these key positions, there are further established groups and units supervised by key positions to carry out specific detailed workloads. Groups and units are only activated, as needed, due to overload, or priority, in a specific Branch. These groups and units are also pre-identified and assigned to specific Departments, with specific checklists to provide guidance on duties and responsibilities.

SLP EMERGENCY ORGANIZATION  
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This Emergency Management structure provides for the identification and delivery of the Emergency Functions most needed on the Preserve. Emergency Functions are focused areas of response capabilities to provide disaster-related services needed to help the Preserve meet their emergency management goals. Emergency Functions are designed to bring together discipline specific stakeholders from within the whole community, and partner agencies and organizations, with a focus on providing emergency functions in a time of need. This approach brings an enhanced capacity for carrying out each function through collective knowledge, talent, resources, and assets.

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The Emergency Functions include the following:

1. Transportation
2. Communications
3. Construction and Engineering
4. Fire & Rescue
5. Emergency Management
6. Care & Shelter
7. Resources
8. Public Health & Medical
9. Hazardous Materials
10. Animals & Agriculture
11. Utilities
12. Law Enforcement & Security
13. Recovery
14. Public Information
15. Volunteer and Donations Management
16. Cyber Security

The Emergency Management Structure's priorities and objectives are consistent with the Preserve's values of "*Conservation, Community and Culture.*" Well-being on the Preserve is achieved through implementation of these values combined with a high level of communication, cooperation, and neighborliness among residents, members, Preserve and Conservancy staff, invited visitors, and vendors on the property. A mutual respect for the lands, flora and fauna is shared and protected by all, with every thought and activity. Emergency planning, response, and recovery efforts uphold the foundation for life on the Preserve, and are accomplished through these values while achieving a discrete, safe, and secure community.

## **EMERGENCY COMMUNICATIONS**

The Preserve has developed procedures to disseminate and respond to requests for disaster information, including procedures to provide information to internal and external audiences (homeowners and stakeholder/partner agencies and organizations).

The Preserve manages an Emergency Notification System called "One Call Now," which is populated with emergency contact information including cell/text/email, and sorted into groups by geographic location and/or type of relationship with the Preserve. If you have not done so, or if your contact information has changed, PLEASE PROVIDE THIS INFORMATION TO THE PRESERVE VIA EMAIL to:

[contactinfo@santaluciapreserve.com](mailto:contactinfo@santaluciapreserve.com). A blank contact information form is attached, at the end of this document, for your convenience. Please include emergency contact information for all persons residing on your property, or who you would want to be notified in an emergency.

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**On Property Notifications** Notifications to internal customers (employees) and external customers (homeowners, residents, members, contractors) that are on property and in the “One Call Now” notification system, will be provided in two (2) situations:

1. Worst Case “Immediate Need” – notifications of rapidly evolving incident occurring on, or immediately threatening, the property will be sent immediately after 9-1-1 has been called.
2. Periodic and Scheduled Updates of emergency incident information

The Emergency Contact Information that you provide should include methods to reach intended customers in all three (3) categories on the form. Those categories are: Primary phone, Cell Phone, and Email address. The Preserve has reached out to its internal and external customers for this information, and will periodically prompt customers for updates.

**Off Property Notifications - Whole Community Stakeholders**

Notifications to whole community stakeholders and vendors will be made by the Preserve in two (2) categories:

1. Worst Case - Immediate Need notification of a rapidly evolving incident occurring on the Preserve property with potential to affect neighboring stakeholders, including the Monterey County Office of Emergency Services.
2. Periodic and Scheduled Updates of emergency incident information.

**Emergency Hotline for Homeowners** The Preserve has established an Emergency Hotline for use by Homeowners who wish to seek additional information beyond the Emergency Alerts and Notifications received through the “One Call Now” system. When the Emergency Manager activates the EOP and staffs the Emergency Operations Center, the Emergency Hotline will be staffed by a member of the Emergency Management Organization when accurate information becomes available. Staff will have access to the latest, updated incident information throughout the emergency.

**The Emergency Hotline number is 1-831-620-6791.**

This Emergency Hotline number will be included in emergency notifications made by the “One Call Now” system.

**Emergency Information Bulletin Board** In the unlikely event of a total failure of communication systems, including the use of the “One Call Now” system, the Preserve will place Emergency Information Billboards at several locations, which will be staffed, maintained, and updated with current incident information. The locations by priority include:

1. Event Barn
2. Golf Clubhouse
3. Hacienda
4. Gatehouse



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Every effort will be made by Preserve staff to provide accurate, up-to-date, emergency information during, and immediately following, a major incident or disaster. Your assistance in communicating vital information to the Emergency Management Organization is greatly appreciated. If you see something, say something. Do not assume that we already know about what you are seeing or experiencing.

## **EMERGENCY ACTIONS FOR HOMEOWNERS**

During a major emergency or disaster, homeowners may be asked by the Emergency Organization to take actions to protect themselves from harm. These steps may include, but are not limited to:

- Check in with Resident Services and update your status
- Listen to emergency notifications through the “One Call Now” system
- Shelter-in-place
- Evacuate

**Check in with Resident Services** The Preserve will make every attempt to account for our homeowners that are on the property at the time of the incident. Our Emergency Management Organization will dispatch Security and other trained staff to each zone within the Preserve for the purpose of accounting for occupants and determining the well-being, or assistance needed, at each property. While accounting for persons and pets, the structural integrity and status of utilities will also be gathered and reported to the Emergency Management Organization.

YOU are encouraged to check-in with Resident Services by calling **(831)-620-6760** or the Concierge **(831) 620-6821** to report your status and location:

- ✓ Everyone is all right – NO MEDICAL/RESCUE ASSISTANCE NEEDED.
- ✓ Assistance needed - STATE THE TYPE OF ASSISTANCE NEEDED and WHERE (call 9-1-1 first to report injury needing immediate attention, fire or other major structural related emergency requiring immediate attention).
- ✓ Report on conditions – Provide a situation report on the status of your property and any actions you have taken (shut off utilities, put out small fire, etc.).
- ✓ Report if you are leaving your property, and where you are planning to go.

## **Listen to Emergency Notifications through the “One Call Now” System**

Check to see if you can receive electronic (cell, text, or email) communications. If any of these systems are working, stand-by to receive an emergency notification with current situational reports and recommended actions you should take. If no electronic communications are working, you can proceed carefully to the location of an emergency billboard and wait for staff to arrive with accurate and current information. This update may take time, and remaining at home may be the safest thing to do.

**Shelter-In-Place** Most often the safest place for you is in your home (or other building on the Preserve) during, and immediately following, an incident. Depending

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on the nature of the incident, you may be given further instructions, such as close all windows and doors to the outside, turn off all lights and appliances, do not use candles or other ignition devices, close fireplace dampers, etc.

Sheltering-in-place may be the recommended action for several days. Keep in mind the items you should keep on hand to be safe and comfortable during this timeframe – see Emergency Preparedness Section.

If you cannot shelter-in-place, please notify Resident Services or the Concierge of the chosen location. If you wish to stay on Preserve property, proceed to the Event Barn for care and shelter, unless other instructions have been provided. Bring your personal need items with you, such as eyeglasses, medications, and hygiene items. Bring bottled water and food snacks with you, if they are readily available.

**Emergency Evacuation** Sometimes conditions warrant an evacuation from your home. An evacuation request could be as a result of structural damage and/or other unsafe conditions involving utilities, or due to an external condition, such as an unsafe environment (air or other environmental quality), or approaching an uncontrolled wildfire.

Three (3) categories of evacuation notices exist, including:

1. **Evacuation Warning** – typically given a minimum of 48 hours in advance. This warning allows you time to make preparations for the care and security of valuables and your property in general. If you have special needs that require advanced preparation, this is the time to prepare to leave the property. Resident Services will be prepared to assist with your needs and can be reached at **(831) 620-6760**.
2. **Voluntary Evacuation** – typically given a minimum of 24 hours in advance and drives your decision to leave your property. This notice usually follows an Evacuation Warning, and encourages you to take actions now, based on your personal decision. This may involve evacuation of certain family members or pets, horses, or valuables only. This notification is intended to help you think through and plan for your safety and best interests.
3. **Mandatory Evacuation** – given immediately upon knowledge of a dangerous situation that could result in being in imminent harm's way. This notification will likely come via a "door-to-door" visit by an authorized First Responder, including a member of the Preserve's ERT, or Monterey County Sheriff or Fire Department member. Due to the imminent nature of this type of warning, this could be your first notification of an emergency threatening you and your property, leaving you with NO TIME to prepare to leave. In this case, just get the family and pets out, and follow evacuation route instructions. You may or may not be given a proposed destination in this case. In some instances, the Mandatory Evacuation Orders can be received after evacuation warnings and/or voluntary evacuation warnings, where you had some time to prepare to leave.

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In all cases, when preparing to leave your property, listen for specific evacuation routes of travel and recommended destinations. There may be an option to stay on the Preserve property, where some care and shelter services will be made available. Alternatively, you may receive instructions to evacuate the Preserve altogether. In this case, a pre-arranged destination may be available with food and lodging, and transportation, if needed.

Please remember, the decision to evacuate is yours, and the job of the Preserve Emergency Management Organization is to account for your well-being and provide you with services that you need to be safe and secure.

If you choose to evacuate/leave your property, we ask you to take the following actions:

1. **Emergency Evacuation Tag** - place the tag (located in your homeowner's binder) on the closest door to your driveway. This is a quick and efficient way for Security to account for your well-being. Please put your planned destination on the tag – On or Off Preserve Property.
2. **Homeowner Accountability** - if you choose to leave the Preserve property, you will be asked, at your exiting gate, for your name, property address, and destination, if you have one selected. This information is for Resident Accountability purposes, and for care and shelter planning for those that stay on the Preserve. Please take this Homeowner's Emergency Guide with you, so that you have the contact information for the Emergency Hotline and Resident Services. You should be able to receive on-going Emergency Notifications through the "One Call Now" system. We thank you for your cooperation, and your personal information and status will remain confidential with the Preserve Emergency Management organization.

## **EMERGENCY INFORMATION FOR YOUR PETS AND HORSES**

We all recognize that our pets and horses are considered family. The Preserve's emergency planning, response, and recovery efforts are all inclusive of these family members. To this end, the Preserve EOP provides for staff assistance with rescue, shelter-in-place, care and shelter, and evacuation on/off property for these family members. Here is what you need to know:

**Pets on your property** We can better prepare to serve your pets in the event of a disaster if we know you have them on property and what they are likely to need. Please consider letting us know about your pets and their needs, in the steps listed below. If you have pets that need rescue and/or care and shelter on the Preserve property, we will be better prepared to do so if we know the number and type of animals we may need to rescue and/or care for.

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Please be prepared to take the following actions before, and during, a disaster:

1. Register your household pets (number, type and kind) on the contact information form and mail to: [contactinfo@santaluciapreserve.com](mailto:contactinfo@santaluciapreserve.com)
2. Advise us of the need to rescue a pet in an imminent situation – this step is covered above, in Status Reporting/Accountability Notification to Resident Services **(831) 620-6760**. (9-1-1 will likely be unable to assist with pets in times of disaster)
3. If you plan to shelter-in-place pets on the Preserve property – bring pet identification, medical records, food, medications, bedding, crate, collar/leash, and special toys.

At the Preserve shelter location, you will be photographed with your pet for identification purposes (this step can be done in advance with Resident Services for Preserve records). The Preserve will attempt to shelter pets adjacent to your shelter.

**Horses on Your Property** For horses you house on your property, we can better prepare to serve your horse's needs in the event of a shelter-in place, or an evacuation from your property, if we know horses are on your property, and what they are likely to need. If you have horses on your property that need rescue and/or care and shelter on the Preserve property, we will be better prepared to do so if we know the number and type of animals we may need to rescue and/or care for.

Please be prepared to take the following actions before and during, a disaster;

1. Register the horses on your property (number, type and kind) on the contact information form and mail to: [contactinfo@santaluciapreserve.com](mailto:contactinfo@santaluciapreserve.com) Advise us of the need to rescue a horse(s) in an imminent situation – this step is covered above, in Status Reporting/Accountability Notification to Resident Services **(831) 620-6760**.
2. If you plan to shelter-in-place horses on your property – Communicate care and shelter needs to the Equestrian Center – **(831) 620-6856**.
3. If you need to evacuate your horse(s) to the Equestrian Center, make the request through the Center at **(831) 620-6856**.
  - a. Bring horse(s), or prepare horses for pick up, with identification/papers, medical records, medications, tack, and special items. Leave your trailer at the Equestrian Center for use, in the event that horses require evacuation from the Preserve.
  - b. At the Preserve shelter location, you will be photographed with your horse(s) for identification purposes (this step can be done in advance with Resident Services for Preserve records). The Preserve intends to shelter your horse(s) on the Preserve or at a pre-identified appropriate location within the livestock care and shelter system in Monterey County.

**Horses Boarded at the Equestrian Center** If you own or control a horse(s) boarded at the Preserve's Equestrian Center, we have them in our Emergency Response

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System, which should include all the identification, contact information and photo identification that we will need to manage a response to emergency care and shelter, and/or evacuation from the Preserve.

The following actions or responses are needed from you in the event of a disaster that involves your horse(s) boarded at the Preserve Equestrian Center:

1. Register your emergency contact information in the “One Call Now” system to receive emergency notifications from the Preserve.
2. Keep horse identification information up to date.
3. Assist equestrian staff with evacuation of your horse(s) and resources for evacuation, including trailer(s). Drivers and haul vehicles may be needed.
4. Provide resource information you have available related to care, shelter, and evacuation of your horse(s), and/or others, before or at the time of a disaster.
5. Stay abreast of emergency information regarding the status of your horse(s), during and after the emergency.

**HOW YOU CAN HELP** Each of you are considered an asset to the emergency response and recovery efforts of the Preserve and its Emergency Management Organization. All hands on deck! The Preserve has established a process to identify needs and opportunities for assistance in providing the Emergency Functions they intend to fulfill and that includes tasks that can be filled by assistance from Preserve homeowners.

If you are able to volunteer assistance during a disaster, please consider the following;

1. The Preserve Emergency Management Team will assess the resource needs of the Preserve to accomplish priorities and objectives and fulfill the Emergency Functions.
2. The Preserve will establish a Volunteer/Donations Management Unit to manage needs and fulfillment by volunteers.
3. The Preserve will announce opportunities and processes to volunteer to fill identified needs via the “One Call Now” system, the Emergency Hotline, and Emergency Information Bulletin Boards, as established for each incident.
4. If you can assist, please follow instructions to volunteer. **YOUR ASSISTANCE IS GREATLY APPRECIATED AND VALUED!**
5. Your volunteer efforts will be tracked and tied to our emergency management objectives and resource efforts.

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## EMERGENCY PREPAREDNESS

Each household is responsible for maintaining an effective level of preparedness for the household. This includes all family members, extended family, and friends/guests that enjoy the property throughout the year.

Preparedness means that you are self-sustainable for a period of time (e.g., three (3) days to one (1) week), including items that you cannot do without for that period of time.

Please consider the following preparedness actions that you can take:

1. Provide your emergency contact information for all property members to the “One Call Now” emergency notification system at [contactinfo@santaluciapreserve.com](mailto:contactinfo@santaluciapreserve.com), including landline phone number, cell/text number, and email address(es).
2. Provide pet and horse information for those residing on your property or at the Equestrian Center to [contactinfo@santaluciapreserve.com](mailto:contactinfo@santaluciapreserve.com).
3. Provide photo identification of owner(s)/pet(s)/horse(s) with Resident Services or Equestrian Center.
4. Prepare and maintain emergency supplies for three (3) days to one (1) week for your entire family (including pets) and expected guests for food, water and personal items: [www.ready.gov](http://www.ready.gov)
  - a. Water – one gallon per person/pet per day (drinking and sanitation).
  - b. Food – non-perishable food, use items from refrigerator and freezer immediately.
  - c. Radio – battery powered or hand cranked NOAA weather radio with tone alert and extra batteries as needed.
  - d. Flashlights and extra batteries.
  - e. First aid kit – injuries and common illnesses, pain control, etc.
  - f. Whistle to signal for help when all systems are down (internal within household)
  - g. Dust masks and protective gloves for all family members.
  - h. Moist towelettes, garbage bags, and plastic ties for personal sanitation.
  - i. Wrench or pliers to shut off utilities.
  - j. Manual can and bottle openers for food/drinks.
  - k. Emergency generator and/or chargers for technical/communication devices – consider solar powered chargers
  - l. Emergency Communications Plan for family members. Consider out of state contact for reunification of family members.
  - m. Food and sustainable supplies for pets and horses – have all records and supplies readily accessible in the case of evacuation.
  - n. List of valuables and inventory of assets that may need protection/evacuation during a disaster (description of item, location on property and security concerns).

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- o. Identification of on-property protection systems that can be activated by emergency responders (water systems, suppression systems, security systems, etc.).
  - p. Evacuation tag(s) for each property that can be filled out at the time of evacuation (in Owner binder)
  - q. Family planning, training sessions and information for guests to maintain up to date readiness.

**RESOURCES:** Many resources exist and are available before, during, and after a disaster to add to the information that you may seek in preparing your response to a specific or general disaster. Good practice requires you to be aware of your situational considerations, including the weather, environment, disruptions in transportation routes, communications, and utilities in the surrounding area. We offer the following website resources for your assistance:

[www.santaluciapreserve.com](http://www.santaluciapreserve.com) – Preserve specific emergency planning, response, and recovery efforts

[www.wrh.noaa.gov/mtr](http://www.wrh.noaa.gov/mtr) - Monterey Bay/San Francisco weather forecasts and alerts

[www.ready.gov](http://www.ready.gov) – Family, pet and general preparedness resources

[www.mbuapcd.org](http://www.mbuapcd.org) – Monterey Bay Unified Air Pollution Control District – Air Quality alerts

[www.co.monterey.ca.us](http://www.co.monterey.ca.us) – Monterey County emergency alerts, disaster status, and recovery efforts

[www.spcamc.org](http://www.spcamc.org) – Emergency planning, response and care, and shelter for pets and livestock in Monterey County

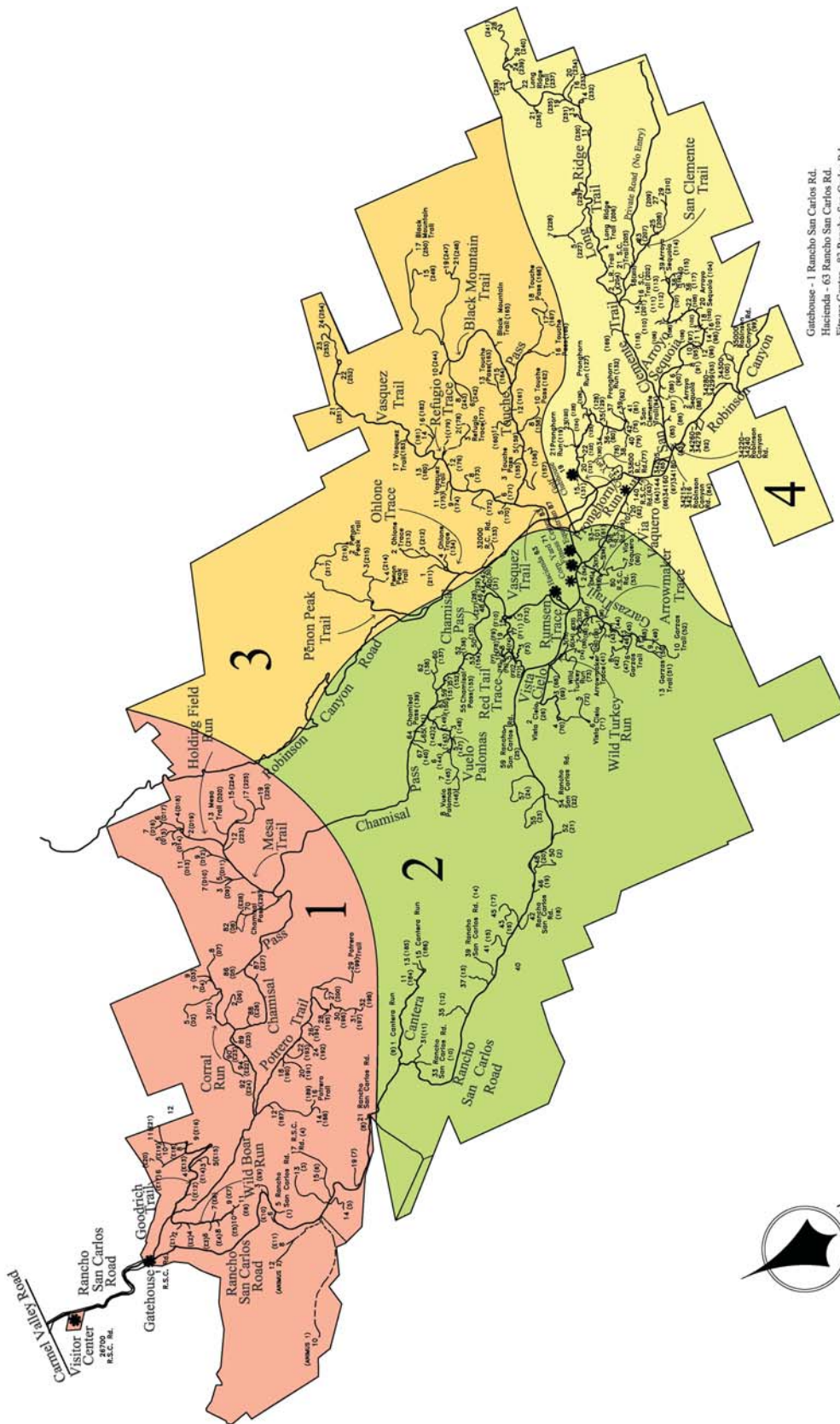
[www.mtyhd.org](http://www.mtyhd.org) and [www.co.monterey.ca.us](http://www.co.monterey.ca.us) – health and medical alerts

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## EMERGENCY RESPONSE SUMMARY

1. **Resident Accountability** - report your situation and status to Resident Services **(831) 620-6760** or Concierge **(831) 620-6821**. Security or trained staff will be going door-to door, this will take time to cover the entire property.
2. Receive Notifications from the “One Call Now” emergency notification System (cell, text, email). If communication systems are not working, you can find emergency information from an Emergency Information Billboard – Be patient, these billboards take time to establish and maintain with accurate disaster information. If phones are working, an Emergency Hotline will be staffed as soon as accurate information becomes available – call **(831) 620-6791**.
3. Take recommended actions for your family, pets and/or horses; shelter-in-place, evacuate to the Event Barn or other location as instructed (horses to the Equestrian Center), or evacuate the Preserve as instructed.
4. If you stay on the Preserve, please let us know your location and any special needs.
5. If you leave the Preserve, please let us know where you intend to go.
6. Continue to receive emergency notifications from the “One Call Now” system.
7. If you want to help, requests for volunteer assistance will be made through the “One Call Now” system.





**LEGEND**

- Zone 1
- Zone 2
- Zone 3
- Zone 4

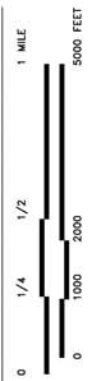
Numbers in ( ) indicate parcel numbers.

Gatehouse - 1 Rancho San Carlos Rd.  
 Hacienda - 63 Rancho San Carlos Rd.  
 Equestrian Center - 83 Rancho San Carlos Rd.  
 Golf Clubhouse - 19 Froughorn Run



# THE SANTA LUCIA PRESERVE

*Carmel, California*  
 Hart | Howerton  
 Architects and Planners  
 October 2005





SANTA LUCIA PRESERVE

## Emergency Contact Information for The Preserve

Please complete the form in all applicable areas. All information provided will be used in emergency situations only. If you wish to NOT receive notification during a Preserve emergency, please check the OPT OUT box at the bottom of the page and sign.

Please return all forms to [contactinfo@santaluciapreserve.com](mailto:contactinfo@santaluciapreserve.com)

### Your Contact Information:

Full Name \_\_\_\_\_ Member No. \_\_\_\_\_ Lot No. \_\_\_\_\_

Ranch Club Member       Golf Club Member       Lot Owner

Preserve Address \_\_\_\_\_

Any pets on The Preserve? Y/N      Would you want our assistance with them in an emergency? Y/N

If yes, what is/are your pets name(s)/Descriptions? \_\_\_\_\_

Mobile Number \_\_\_\_\_ Residence Number \_\_\_\_\_

Which number is best to reach you quickly? \_\_\_\_\_

Email Address \_\_\_\_\_

### Secondary Contact Person:

Contact's Full Name \_\_\_\_\_

Associated with you? (spouse, child, caretaker) \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email Address \_\_\_\_\_

### Additional Contact Person:

Contact's Full Name \_\_\_\_\_

Associated with you? (property manager, contractor) \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email Address \_\_\_\_\_

### More Information About You:

Any horses at Equestrian? Y/N \_\_\_\_\_

If Yes, how many and their names/Breed? \_\_\_\_\_

Do we have a fuel management plan on file for your residence? Y/N \_\_\_\_\_

Do you have a fire protection company such as Chubb or AIG as part of your insurance? Y/N \_\_\_\_\_

If so, may we please have their name? \_\_\_\_\_

**I wish to OPT OUT and not receive emergency communications from the Preserve  
(Please make sure your name is printed at the top)**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Zone \_\_\_\_\_