Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Emergency Plans for Mobilehome and Special Occupancy Parks

A Guide for Mobilehome and Special Occupancy Park Owners and Operators






California Governor's Office of Emergency Services

October 2026

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Disclaimer: The recommendations and suggestions included in this document are intended to improve emergency preparedness and response. However, the contents do not guarantee the safety of any individual, structure, or facility in a disaster. The State of California does not assume liability for any injury, death, or property damage that occurs in connection with a disaster.

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Record of Changes

The most current copy of this guide, including any changed pages, is available through the Planning and Preparedness Branch of the California Governor's Office of Emergency Services by email at Emergency.Plans@CalOES.ca.gov or online through the Planning and Preparedness Branch web page.

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Introduction

Fire, flood, earthquake, and other forms of disaster can strike at any time with potential for devastating impact. As Californians, it is our "*shared responsibility to be prepared. Individuals, neighborhoods, businesses and communities can all take steps to help mitigate the devastating effects and look out for one another when disaster strikes.*" (Governor Gavin Newsom, National Preparedness Month Proclamation, September 13, 2019)

There are nearly 6,000 mobilehome and special occupancy parks, encompassing more than half a million homes in the State of California. These parks are often hardest hit by disaster, and their unique vulnerabilities must be considered when developing an emergency plan.

In November 2008, when the Sayre Fire tore through the Sylmar community of Los Angeles, the Oakridge Mobilehome Park sustained almost total devastation. The neighborhood was ravaged by 80 mph winds, spreading a firestorm that melted street signs and burned 489 of the park's 600 mobilehomes to the ground.



Figure 1 - Firefighters put water on a fully engulfed home at Oakridge Mobilehome Park.

Brian Vander Brug – Los Angeles Times

Years later, the Oakridge Mobilehome Park has rebuilt, but the scars of that devastating fire remain, and its lessons still resonate.



Figure 2 - Residents look at homes destroyed by fire at Oakridge Mobilehome Park.

Hans Gutknecht – Los Angeles Daily News

Creating a tailored emergency plan is the first step in equipping residents of mobilehome and special occupancy parks with the necessary tools and knowledge to protect themselves and their property during disaster. We may not be able to prevent certain disasters from happening, but through organized community planning, individual awareness, and a commitment to personal preparedness, we can mitigate many of their most damaging effects.

Purpose

The purpose of this guide, "Emergency Plans for Mobilehome and Special Occupancy Parks", is to assist park owners and operators in creating emergency plans specific to their park. This document is an update to The California Governor's Office of Emergency Services' (Cal OES) 1997 "Emergency Plans for Mobilehome Parks" guidance (revised in 2011). This current version has been created in collaboration with the California Department of Housing and Community Development (HCD).

The term "mobilehome" is used throughout this guidance to include both mobilehomes and manufactured homes. Special occupancy parks (SOPs) is the primary term that includes Recreational Vehicle (RV) parks, temporary RV parks, incidental camping areas, and tent camps. For the purposes of this document, "parks" refers to both mobilehome parks and special occupancy parks, and "plan," "emergency plan," and "emergency preparedness plan" all have the same meaning.

An effective emergency plan can significantly reduce loss of life and property, maintain order, and minimize the impact of disasters. The completed plan should provide a comprehensive understanding of the park organization and the process of preparing for and responding to disasters.

This document is not itself an emergency plan; rather, it is provided as a guide for developing a park emergency plan. While not all aspects of this document will pertain to every park, this guidance is provided to achieve two primary goals:

1. Prepare park owners and operators to create an emergency plan that is tailored to the needs of their park and contains all essential elements.
2. Provide resources to encourage personal emergency preparedness for park residents.

Emergency Plan Requirements

Park owners/operators are required by the California Health and Safety Code to create an emergency preparedness plan. A summary of the regulations with the required emergency plan components is detailed below. This is only a summary, and park owners/operators are encouraged to follow the links and read the entirety of each regulation to fully understand its requirements.

1. Adopt an emergency preparedness plan in accordance with Cal OES' "Emergency Plans for Mobilehome Parks" (or any subsequent version), or

comparable procedures and plans. (Division 13, Part 2.1, California Health and Safety Code, section 18603, and Division 13, Part 2.3, California Health and Safety Code, section 18871.8)

2. At a minimum, the following items should be included in a park's emergency preparedness plan to be deemed comparable to the "Emergency Plans for Mobilehome Parks". (Emergency Preparedness Plan Regulations – 25 CCR Chapter 2, section 1013, and 25 CCR Chapter 2.2, section 2013):
    a. Maps showing evacuation routes out of the park, including all exits and alternate routes and exits.
    b. The elevation of the park property if the park is in a floodplain.
    c. Type of disasters common to the area.
    d. How residents may obtain a copy of the plan.
    e. General information regarding types of disasters such as floods, earthquakes, fires, and other emergencies.
    f. Contact information for emergency government agencies including Cal OES, local fire and police departments, and community assistance organizations such as the American Red Cross, or other emergency agencies' contact information.
    g. Local emergency broadcast station frequencies.
    h. Information on how residents may obtain additional materials for establishing an individual household emergency plan, individual household emergency supply kits, and individual home safety recommendations.
3. Post notice of the plan in the park clubhouse or in another publicly accessible area within the park. (Division 13, Part 2.1, California Health and Safety Code, section 18603, and Division 13, Part 2.3, California Health and Safety Code, section 18871.8)
4. Provide notice annually to all existing residents of how to access the plan and information on individual emergency preparedness contained therein and how to obtain the plan in a language other than English. This notice shall also be provided, upon approval of tenancy, to all new residents. This may be accomplished in a manner that includes, but is not limited to, distribution of materials and posting notice of the plan or information on how to access the plan via the internet. (Division 13, Part 2.1, California Health and Safety Code, section 18603, and Division 13, Part 2.3, California Health and Safety Code, section 18871.8)
5. Send plan to the California Department of Housing and Community Development (HCD) and your local enforcement agency, if applicable. An enforcement agency is the agency that issues the park's permits.

a. For information on how to submit your plan, please visit HCD.gov | Manufactured and Mobilehomes, or email EPP@HCD.CA.GOV.
b. After a plan is approved by HCD, it is not necessary to provide HCD future copies unless conditions described in the plan have changed (e.g., roadway or route changes, addition of or changes to lots, floodplain changes, change in owner/operator, changes to supporting agreements, etc.).

Four Phases of Emergency Management

> *"A disaster related to a weather, climate or water hazard occurred every day on average over the past 50 years – killing 115 people and causing US $202 million in losses daily."* (World Meteorological Organization, 2021)

Disaster can strike at any time and comes in many forms (natural, technological, biological, or human-caused). Although we cannot know exactly when, where, or how severe a disaster will be, we are able to recognize which geographical areas are most vulnerable to certain types of threats. This knowledge helps us better prepare for and respond to disasters.

In order to assist with developing comprehensive emergency plans, park owners/operators should understand the four phases of emergency management: ***Mitigation, Preparedness, Response***, and ***Recovery***.

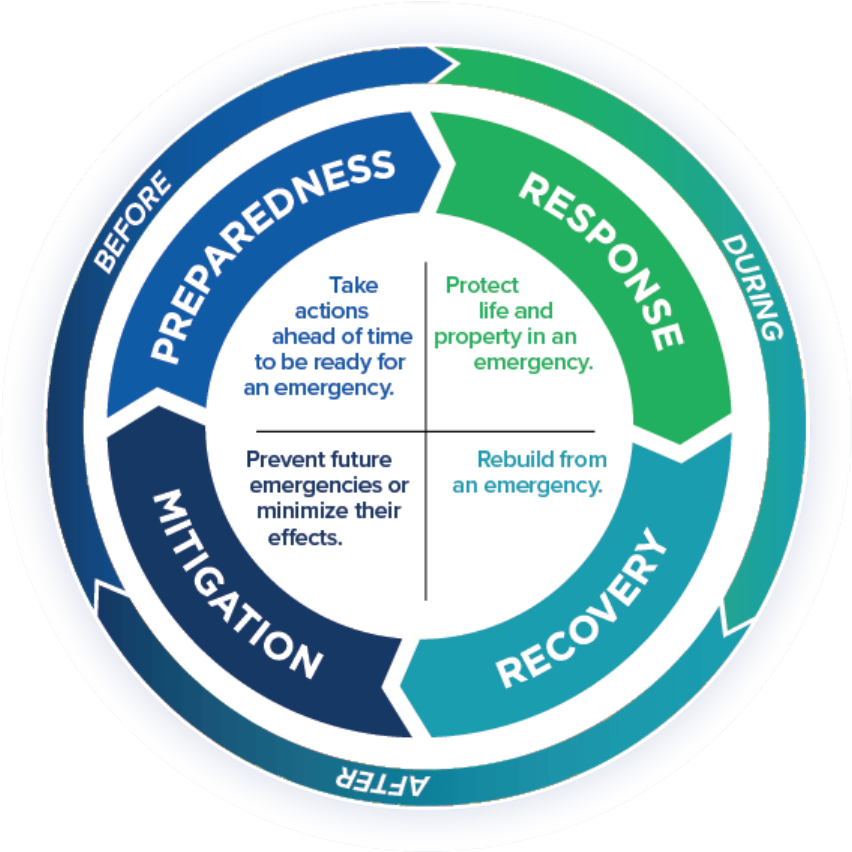
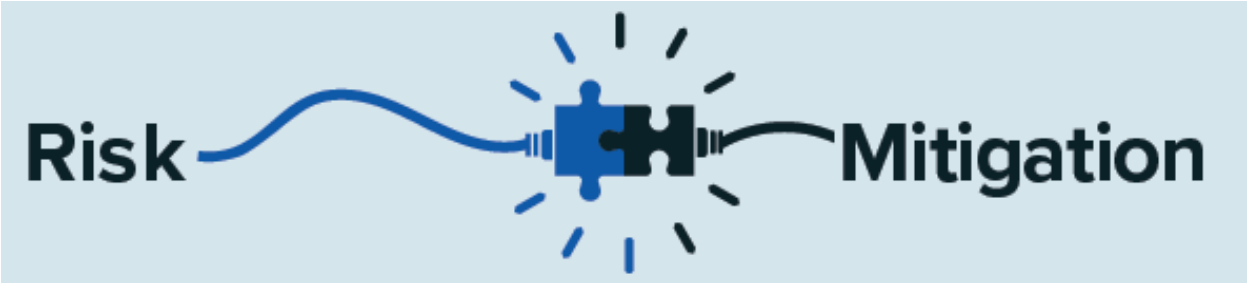


Figure 3 - Four phases of emergency management as a continuous cycle. Mitigate, Prepare, Respond, Recover.

Every community is in at least one phase of the emergency management cycle at any given time. Consider each of the four phases and corresponding activities specific to your park when preparing an emergency plan.



Mitigation

Mitigation is any action taken to reduce or eliminate long-term risk to people and property from natural or human-caused hazards and their effects. The most important factors in reducing/eliminating risks are knowing and understanding what hazards affect your area and region, ensuring you have adequate insurance coverage, and taking appropriate measures to strengthen your property against potential disasters.

Mobilehomes and RVs are particularly vulnerable to the impacts of natural disasters due to their lightweight construction and transportability. By implementing mitigation strategies such as strengthening the structure, securing mobilehomes to foundations, and installing hazard-resistant features, damage and destruction can be significantly reduced and the safety of residents enhanced.

Hazard Analysis

A thorough hazard analysis should be conducted to assess threats for each individual park. This may include conducting a site survey, consulting with local authorities, reviewing historical data, and engaging with residents to identify concerns. Resources to assist in conducting a hazard analysis for your area may include:

- Cal OES MyHazards: A tool for the public to enter an address or select a location from a map to discover hazards in the area (e.g., earthquake, flood, fire, and tsunami) and learn steps to reduce risk.
- Cal OES Mobilehome Community Hazard Risk tool: A public tool allowing users to enter the park name or address to learn about hazards associated with the park, if the park is located in a flood hazard area, the park's elevation, and how to access local emergency contact information (e.g., local police, fire, OES, Red Cross).
- FEMA Resilience Analysis and Planning Tool (RAPT): A publicly available GIS tool with data on hazards, population, and infrastructure.
- Local (city/county) hazard mitigation and emergency operation plans.
- Local emergency manager or office of emergency services.

Conducting a hazard analysis for a park involves identifying potential threats that can pose risks to the residents, property, and the surrounding environment. Common hazards to consider are:

- **Fire**: Hazards may include wildfires, electrical malfunctions, heating systems failures, cooking accidents, and improper storage of flammable materials.
- **Flooding**: Mobilehomes and RVs may sustain structural instability or water damage from flooding, potentially due to inadequate drainage systems or compromised foundations, chassis, or support systems.
- **Earthquakes**: Significant damage may occur to mobilehomes during earthquakes. Threats may include significant structural damage, shifting foundations, floor damage, and failing support systems.



- **Severe Weather**: Hurricanes, tornadoes, and strong wind events can present significant danger to mobilehomes in the form of flying debris, roof damage, and structural damage.
- **Utility Failures**: Exposed or improperly installed utility connections could cause power outages, water supply disruptions, or gas leaks.

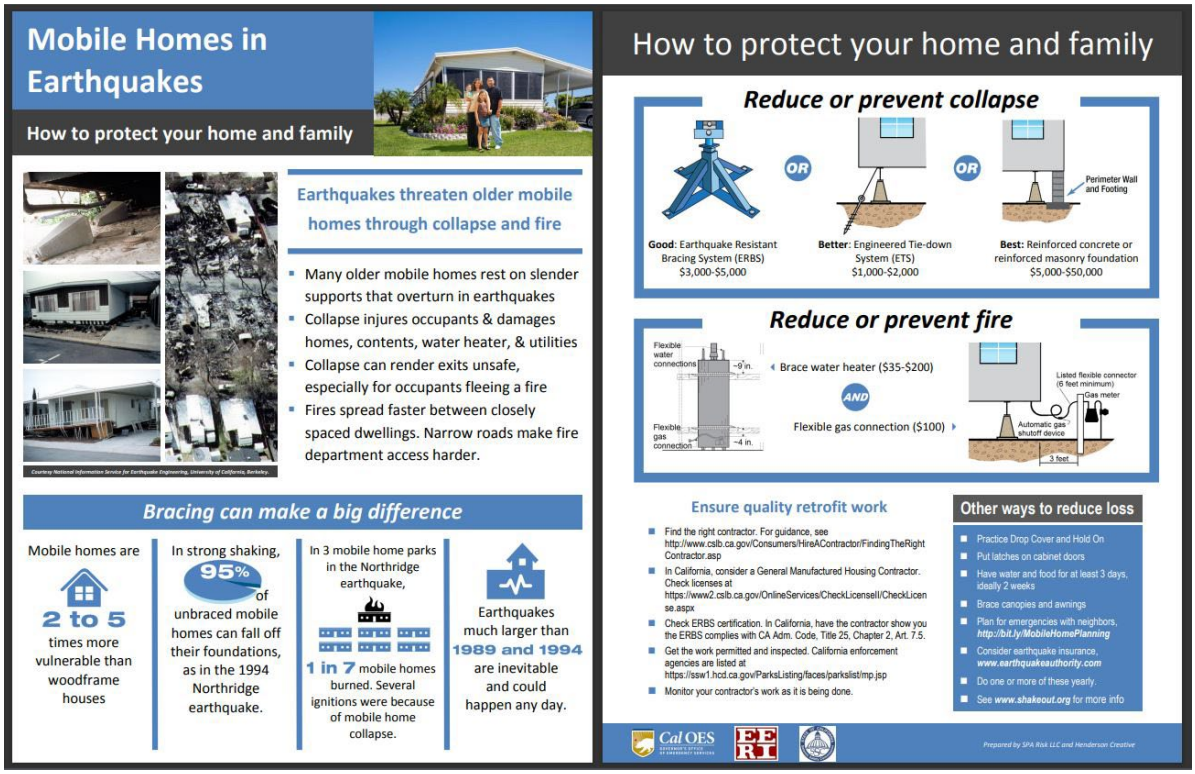
Once hazards are known, mitigation efforts to reduce long-term risk can begin.

Improving Structural Resilience

Assessing and retrofitting mobilehomes to enhance their structural integrity and ability to withstand hazards can be instrumental in reducing risk and saving lives. Suggested mitigation efforts to improve resiliency within parks include:

- Reinforce mobilehome foundations or support systems, examine roofs, install anchors, and implement resilient construction methods (see Mobile Homes in Earthquakes graphic on next page).
- Create defensible space around mobilehomes, RVs, clubhouses, and storage facilities to help reduce damage from fire. An immediate five-foot perimeter, cleared of combustible materials, is recommended to be maintained around each mobilehome or RV. Where possible, consider pruning tree limbs, creating adequate spacing between plants, and clearing away dead grass, weeds, plants, and foliage within a 30-foot radius around the home. For more information visit the CAL FIRE Defensible Space Website.

- Mobilehomes often feature decks that need protection from embers during a fire. Properly examine conditions around or below your decks and ensure there are no combustible materials beneath the deck or near the home.
- Confirm decks and awnings are properly secured to their support systems.
- To prevent spread of fire from fence to home, use a nonflammable section of fencing near the home (e.g., chain-link, hog wire, or iron) and confirm it is adequate to prevent animal escapes.
- Upgrade and fortify critical infrastructure and utilities to withstand disasters. Protect electrical systems, water supplies, sewage systems, and road networks to minimize disruption and facilitate a faster recovery.



Mobile Homes in Earthquakes: How to protect your home and family
https://www.earthquakecountry.org/library/Mobile-Homes-in-Earthquakes.pdf

Mitigation efforts specific to mobilehomes and mobilehome parks should be given careful consideration. Conducting a proper hazard analysis and implementing protective measures has potential to save lives, reduce property damage, and promote long-term cost savings.



Preparedness

Preparedness consists of activities or actions taken in advance of an emergency to develop plans, build capabilities, and provide training and exercises.

Preparation for disasters is essential for park owners/operators to reduce the loss of life and damage to property. Examples of preparedness activities that park owners/operators may take include:

- Adopt an emergency preparedness plan in accordance with Cal OES' "Emergency Plans for Mobilehome Parks" or comparable procedures and plans (required by Division 13, Part 2.1, California Health and Safety Code, section 18603 and Division 13, Part 2.3, California Health and Safety Code, section 18871.8).
- Develop a communications plan and procedures.
- Sign up for alerts and warnings.
- Prepare for an evacuation.
- Know your facilities and where the utility shutoffs are located.
- Train volunteers/teams on emergency response actions for your park.
- Involve the community.

Mobilehome and Special Occupancy Park Emergency Plan

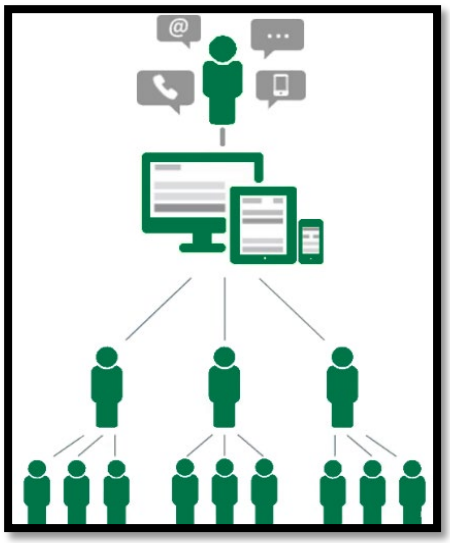
The value of having an emergency plan for your park cannot be overstated. Emergency planning prioritizes resident safety, mitigates risk, facilitates a swift and coordinated response, and promotes effective communication. Once an emergency plan is adopted and approved, it should be readily available, posted in a public location, and reviewed regularly. In Appendix B of this guide, we provide a template to assist park owners/operators throughout California with preparing emergency plans.

Communications Plan

A pivotal component to an emergency plan is the communications strategy. In times of crisis, the value of information can be as important as food and water. Accurate and timely information can determine the outcome between life and death.

When preparing and responding to an emergency, a comprehensive communications plan can provide many benefits. A communications plan may:

- Establish pre-designated modes of communication to request assistance, report damage, and direct or receive guidance during a crisis.
- Direct the flow of timely and accurate information that can help management and residents make informed decisions and take appropriate actions.
- Provide information on available resources, such as emergency shelters, medical services, transportation options, and relief organizations.
- Connect park management, residents, friends, and neighbors to account for and provide support to one another.
- Instill a sense of security by assuring residents that emergency response efforts are actively in progress.



Communications plans should ensure the prompt, consistent delivery of effective emergency-related information. When designing a communications plan, consider languages other than English, technological barriers, and considerations for individuals with Access and Functional Needs (AFN). The California Government Code section 8593.3 defines the AFN population to include individuals who have developmental, intellectual, or physical disabilities, chronic conditions, injuries, limited English proficiency or non-English speaking; or individuals who are: older adults, children, or pregnant; living in institutional settings; or low-income, homeless, and/or transportation disadvantaged.

Recognizing the importance of emergency-related messaging and information can be lifesaving. The following accessibility considerations can be built into messaging to help ensure emergency-related information is understood and utilized by the whole community:

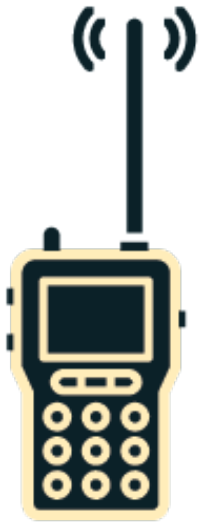
- Signage and pictograms
- Large print
- Multiple languages
- Plain, clear, and concise language
- American Sign Language (ASL)
- Section 508 compliance, e.g., alternative text, color contrast, reading order, and headings

While strategies will be specific to each park, some common communication tools and methods include:

- Establish social media groups (e.g., Facebook), and/or mobile messaging threads (e.g., WhatsApp) with accessibility features for residents.
- Generate, maintain, and test an emergency phone tree.
- Update management and residents about preparedness activities through a regular newsletter.
- Create a volunteer emergency response team to disseminate messages throughout the community.
- Pre-position radios throughout the park, with preset emergency channels.

The role of the park owner/operator is essential for the effective implementation of any communications plan. In addition to the required elements identified in the Introduction section of this document, consider the following ways that a park owner/operator can facilitate the safety of its residents:

- Provide accessible central meeting locations (e.g., clubhouse) for community members to meet, prepare, and disseminate messages.
- Acquire public warning signals to be used in the community (e.g., safety cones, A-frame message boards, caution tape, barricades, etc.).
- Make disaster preparedness information a featured part of a community newsletter.
- Offer residents essential resources, such as radios, vests to identify volunteer emergency response team members, or the use of office equipment for response team activities.



As this section illustrates, selecting and providing appropriate communications tools and tactics are a critical component of preparing for and responding to any emergency.

Alert and Warning

In a disaster, timely alerts and warnings can save lives. Across the state, government officials provide alerts and warnings in many ways to inform the community. Park owners/operators and residents are encouraged to sign up for alerts and warnings. To better understand the difference, refer to the definitions from the State of California Alert and Warning Guidelines:

- A **public alert** is a communication intended to attract attention and warn of a danger or threat, typically with the intention of helping the public avoid or deal with the danger or threat.
- A **public warning** is a communication intended to persuade members of the public to take one or more protective actions to reduce loss or harm.

Alerts and warnings may be communicated through various means, including the Integrated Public Alert & Warning System (IPAWS), which distributes alerts through pathways like Wireless Emergency Alerts (WEA), the Emergency Alert System (EAS), and NOAA Weather Radio. Alerts may be delivered through a range of mediums, including cell phone, radio, television, road signs, and social media platforms. Therefore, one of the best ways you can stay informed is to subscribe to your local city/county alert and warning systems and sign up for disaster-specific notifications.

- A quick and easy way to sign up for WEAs is to visit CalAlerts.org, find your county, and subscribe. WEA alerts cover critical emergency situations and are sent by state and local public safety officials, the National Weather Service, the National Center for Missing and Exploited Children, and the President of the United States. This service is offered for free and will not count towards texting limits on your wireless plan.
- Register with disaster specific alert and warning systems, including:
    - **Earthquakes** – The MyShake™ Early Warning App. The system uses ground sensors from across the state to detect earthquakes before humans can feel them and will notify Californians so they can "drop, cover, and hold on" in advance of an earthquake.
    - **Tsunamis** - The National Tsunami Warning Center (NTWC) issues alert bulletins and provides national-level communications during tsunami response operations. To sign up for alerts and additional information, refer to U.S. Tsunami Warning System.
    - **Volcanoes** - The USGS Volcano Notification Service is a free service that sends you notification emails about volcanic activity happening at U.S. monitored volcanoes.

Certain disasters may require you to shelter-in-place or evacuate. Subscribing to your county's emergency alert and warning system can help you stay informed about specific emergencies in your area and inform you of actions you may need to take.



Shelter-in-Place

Shelter-in-place can be safer than evacuating during certain disasters. Shelter-in-place is simply utilizing a structure (such as a home or clubhouse) to temporarily separate oneself from impending danger. A shelter-in-place order may be given by local authorities for various types of emergencies, such as chemicals or pollutants in the air, flooding, earthquakes, and active shooter threats. It is important to be prepared to

shelter-in-place and remember that residents with access and functional considerations may have additional resource needs. More information on how to shelter-in-place after disaster strikes is outlined in the Response section of this guidance.

Evacuation Preparedness

Disasters are increasing in intensity, occurrence, and volatility. The unpredictable nature of disaster means that proper planning and training for evacuations have become critical steps in preparing for emergencies.

Evacuation orders are given by local authorities when the situation becomes too treacherous to stay where you are. Evacuations move individuals from high-risk areas to safer locations, reducing the immediate threat to their safety. Identifying evacuation routes out of the park is a fundamental, and required, element of every park emergency plan.



When preparing your emergency plan, carefully assess evacuation routes based on the specific circumstances and hazards of your area. Review and update evacuation routes based on changes in infrastructure, population density, or risk assessments. Consider the following questions in order to frame the core elements of your evacuation plan, including evacuation sites, evacuation maps, and understanding evacuation sections within the park:

Evacuation Questions

- How many entrances and exits are there in the park?
- Is two-way traffic accessible throughout the park?
- Have you identified alternate evacuation routes to exit the park in case primary routes become inaccessible?
- How much advance notice is needed to prepare for an evacuation?
- If the park contains numerous recreational vehicles, are they maintained regularly to allow for quick evacuation?
- Are there fixed obstacles in the park that would hinder evacuation routes?
- Is it most efficient to evacuate sections of the park in a specific order?
- How should park residents prepare for an air rescue?
- Do plans identify how residents will request assistance?
- Are individuals with access and functional needs involved in the development of the evacuation plan?

- Do plans identify how residents with access and functional needs will evacuate?
- Are considerations addressed for residents with disabilities and other access or functional needs who require additional time to evacuate?
- Is there a phone number residents with access and functional needs can call to secure 24/7 on-demand accessible transportation services?

Evacuation Sites

Local authorities will designate evacuation sites during emergencies if needed. Knowing and being familiar with commonly used evacuation sites in advance can assist with the safe and efficient evacuation of residents during emergencies. Possible sites for evacuations in case of a disaster include:

- Local high school gymnasium
- Local community center
- Local fair grounds
- Red Cross designated safe place
- Another city or county government agency designated safe place

Park management may designate on-site areas (park clubhouse, community room, etc.) if the entire park does not need to be evacuated.

The park should direct residents to official sources (local emergency management, 2-1-1, or public alerts) for shelter information during an actual event, as specific locations change depending on the incident.

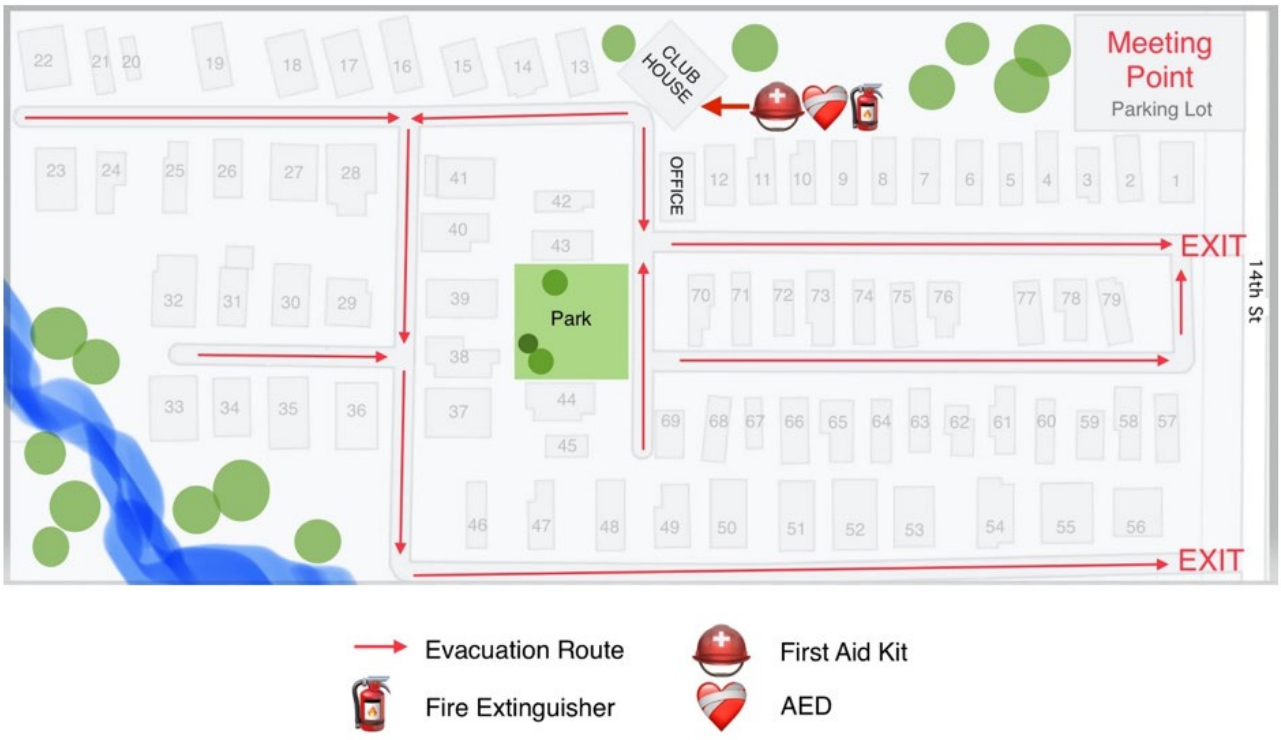
One of the most useful tools to aid in identifying and envisioning evacuation routes and sites is by providing clear and detailed evacuation maps.

Evacuation Maps

Park emergency plans must include maps showing evacuation routes out of the park, including all exits and alternate routes (Mobilehome Park Regulations – 25 CCR Chapter 2, section 1013, and Special Occupancy Park Regulations 25 CCR Chapter 2.2, section 2013).

To provide residents with a plain, clear, and concise visual guidance, consider including additional elements such as directional arrows, major roadways and landmarks, possible evacuation sites, and medical facilities.

Sample Park Evacuation Map



Sample Area Evacuation Map



Evacuation Sections

Designating sections for phased evacuations may provide an efficient method for evacuating larger parks. Evacuation sections within each park may be defined by block, neighborhood groupings, or other easily defined characteristics.

Marking sections can be done in a variety of ways, including posting a map or providing residents with stickers (e.g., "Section 1") to be placed in visible locations. Communication via public messaging campaigns will ensure community members know their designated section and the associated evacuation procedures. This should contribute to a more organized and efficient evacuation.

Sample Evacuation Section Map



The implementation of evacuation plans is discussed further in the Response section of this guidance.

Considerations for the Whole Community

Park owners/operators are encouraged to work with city/county emergency managers, organizations, and residents with access and functional needs to develop integrated, accessible evacuation plans. Proper planning with considerations for the whole community is essential to a successful evacuation. This includes accessible transportation options, medical needs, and keeping individuals connected with their families, service animals, essential equipment and technologies, and personal care providers.

Residents with access and functional needs should be encouraged to coordinate their specific evacuation-related considerations with appropriate support networks.

Please refer to the Integrated Evacuation Planning for Jurisdictions and Individuals with Access and Functional Needs document for best practices and information resources to strengthen evacuations of individuals with access and functional needs in disasters (also available in multiple languages, including: Spanish, Simplified Chinese, Traditional Chinese, Hmong, Korean, Russian, Tagalog, and Vietnamese).

Know Your Facilities

During an emergency, it is essential to know your facilities. A clear understanding of your property layout, location of accessible exits and emergency escape routes will allow for a quick and safe evacuation when the time comes. In addition to the physical layout, know the location of (and how to use) safety equipment like fire extinguishers, first aid kits, evacuation chairs, and AEDs. Keep an inventory of emergency supplies such as first aid kits, masks, water, flashlights, and batteries.

Make sure electrical panels and utility shutoff valves are clearly marked and fully accessible. Familiarize yourself, and train your staff, on how and when to shut off electricity, gas, and water. Consider adding this information to your emergency plan and encourage park residents to be familiar with their own utility shutoffs.

Developing a firm understanding of your facilities, including through drills and trainings, enables you to take prompt action to enhance safety and prevent further damage. It also increases your confidence in a time of crisis. When you know where to go and what to do, you may reduce panic and improve your ability to respond effectively.

Trainings

Trainings ensure you understand potential hazards before disaster strikes, know how to assess risks, and are familiar with appropriate response procedures.

Trainings can take many forms, such as short briefings, workshops, or exercises. This may include simulating various disaster scenarios in your park to identify areas for improvement and enhance coordination among team members, practicing door-to-door patrols, and testing communications tools.



Additionally, trainings can provide critical knowledge and reminders concerning fundamentals such as how to access emergency services, basic CPR and first-aid, location of evacuation routes, where and how to use emergency

equipment, familiarity of your facilities, an improved understanding of the access and functional needs of residents, the location of utility shutoffs, and awareness of gathering sites for evacuation and relocation.

The scale and type of trainings will be determined by the resources and likely hazards within each park. Training participants may include park managers, homeowner associations, residents, and local authorities, responders, and stakeholders.

Community Involvement

Park volunteers can gain formal emergency management training, free of charge, by becoming part of their local Community Emergency Response Team (CERT). The CERT program educates volunteers about disaster preparedness for the hazards that may occur in their area. CERT provides training in basic skill areas such as light search and rescue, team organization, disaster medical operations, and fire safety. Those interested can learn more about the CERT program at California CERT Program and FEMA CERT Information. With CERT training, volunteers can have a meaningful impact on preparing parks for disasters.

A best practice for some parks has been to create a volunteer emergency response team to assist with various roles and responsibilities. While the structure of a volunteer emergency response team will vary for each park, the following are examples of key positions and roles to consider:

- **Team Lead** (may be Park Manager): Facilitates disaster response activities for the park. Assists local jurisdiction with evacuations and person count. Ensures roles are filled and determines the need for and requests outside assistance. Collects data on park damage.
- **Safety Coordinator** (may be maintenance staff): Clears obstructions to evacuation. Turns off utilities and/or contacts local utility companies. Blocks off and/or posts signs in areas that are unsafe. Keeps people out of buildings if necessary. Cleans up debris and other hazards. Assesses damage and facilitates repairs.
- **Outreach Coordinator** (could be a volunteer): Performs wellness checks. Monitors outside communication channels for information. Identifies and coordinates assistive technology and interpretation requirements for residents with access and functional needs (e.g., are deaf or hard of hearing, are blind or have low vision, whose primary language is not English, etc.). Facilitates connections between residents who require accessible transportation and/or evacuation assistance with volunteers or services that can help.

The exact roles and responsibilities of each team member will be determined by the specific needs of each park. However, potential activities a volunteer emergency response team could undertake include:



- Conduct drills and exercises.
- Execute light search and rescue activities.
- Train and certify in CPR and First-Aid.
- Create and update emergency phone contact lists for next of kin notifications.
- Assess needs of residents who may require assistance during an evacuation, including older adults, individuals with disabilities, or anyone with an access or functional need.
    - Residents may voluntarily provide information on specific accommodations required or the need for assistance during an evacuation.
- Inform/train residents on procedures for securing their homes and provide support to persons with access and functional considerations as needed.
- Acquire resources to support park disaster response efforts, which may include communication equipment, personal protective gear, first aid kits, emergency supplies, or transportation vehicles. Seek funding through grants, donations, or sponsorship opportunities.
- Establish reliable communication channels to facilitate coordination and information sharing among team members, park management, residents, local authorities, and partner organizations.
- Continuously evaluate the effectiveness of the volunteer emergency response team's trainings/operations. Collect feedback to identify strengths, weaknesses, and areas for improvement.
- Develop partnerships with relevant organizations such as local emergency management agencies, nonprofits, community groups, independent living centers, and park associations. Cultivating partnerships can result in enhanced resources, coordinated responses, and cohesive support networks.

Having knowledge of what to do through developing your plans and training on your procedures will allow for the rapid coordination of resources, effective communication, mobilization of personnel, and implementation of established protocols when responding to disaster.



Response

Response activities are comprised of the immediate actions taken to save lives, protect property and the environment, and meet basic human needs. During this phase, government emergency management and first responder agencies are engaged; responding to an active disaster or incident involving public safety. Disasters are dynamic incidents where planning is implemented, and organization is key to success. Response activities for parks may include:

- Implementation of park emergency plan.
- Activation of sheltering and/or evacuation procedures.
- Coordination with first responders and emergency management agencies for life saving resources.

As noted previously, depending on the disaster, you may need to shelter-in-place or evacuate. It is important to subscribe to your county's alert and warning system as they can provide critical announcements including shelter-in-place and evacuation instructions.

Shelter-in-Place

To effectively shelter-in-place, you must first consider the hazard and then choose a place in your park (e.g., clubhouse) or home that is safe for that hazard. If instructed by emergency officials to shelter-in-place, residents and others onsite should:

- Go inside immediately; bring pets if applicable.
- Tune in to emergency broadcast stations to stay informed.
- If necessary, lock doors and windows.
- If sealing is required, use duct tape and plastic to seal off doorways, air vents, outlets, windows, and fireplace dampers. Turn off air conditioning, forced-air heating systems, exhaust fans, ceiling fans, and clothes dryers. Cover the space under the door with a wet towel.

FEMA has given guidance on how to shelter-in-place for various types of emergencies, and specifically for mobilehomes. Follow this link to access the FEMA Shelter-in-Place Pictograms.

Evacuations

Evacuation orders occur when the current environment becomes so dangerous that sheltering-in-place is not safe. Evacuations relocate people from high-risk areas to safer sites, safeguarding lives and minimizing potential harm during or in the aftermath of a disaster.

Evacuation notifications generally occur in one of two ways; first, via an evacuation warning (advisory), or second, via an evacuation order (lawful order). Local law enforcement agencies will issue a warning or order if the situation requires it. If you believe your safety may be compromised, evacuate early. There is no need to wait for an evacuation warning or order to leave. Evacuation warnings or orders may vary in your jurisdiction so check with your local law enforcement office for more information.

- **Evacuation Warning:** This is the time to prepare you, your family, and your pets to leave. It is generally an advisory order given when emergency officials believe the disaster, or its effects, may expand into your area. Evacuation warnings should be taken seriously as many factors can affect the spread of an incident. Consideration to access and functional needs (such as medical or mobility issues) should be given as soon as an evacuation warning is issued, so that residents are ready in the event of an evacuation order.
- **Evacuation Order:** This is the official order to leave because the disaster is spreading to your area. These orders should be taken seriously, as failure to follow an evacuation order unnecessarily endangers the lives of you, your family, your community, and emergency responders. Only when the evacuation order has been lifted can you return to your residence.

Evacuation warnings and orders can happen at any time. Pay attention to evacuation signs and emergency personnel, such as law enforcement or fire officials, as they may direct traffic out of an evacuation area.

The *Checklist of Emergency Response Actions* in Appendix B, *Part III: Personal Preparedness Resources*, provides general information for residents regarding what to do during different types of emergencies.



Recovery

The recovery phase of an emergency is often defined as restoring a community to its pre-disaster condition and re-establishing a state of normalcy. Recovery begins at the time of response and may take days, weeks, months, or even years to complete, depending on the severity of the disaster.

Examples of recovery activities include repairing and rebuilding, restoring infrastructure and services, providing support for emotional healing and mental well-being, and facilitating economic recovery.

Insurance

Insurance can provide a critical financial safety net for homeowners/renters recovering from disaster. Common types of insurance include Homeowners, Earthquake, Flood, Fire, Property Coverage, Replacement Cost Coverage, and Additional Living Expenses Coverage.

Before disaster strikes, park owners/operators should carefully review their insurance policies to understand coverage limits, deductibles, exclusions, and confirm the policy adequately protects against potential threats known to the area. It is important to know that standard homeowners policies do not cover all disasters. For example, flood damage is excluded and requires a separate policy that can be purchased from the National Flood Insurance Program (NFIP) and a few private insurers. Earthquake coverage is available from most insurance companies as a separate policy or an endorsement to the homeowners policy. All homeowners should ask questions of their insurance provider and shop around for the policy that best meets their needs.

Damage Assessment

Damage assessments are an important piece in the recovery process as they assist in determining the costs associated with damaged or destroyed buildings and aid in the safe reoccupation of buildings and structures. They should be coordinated with local government and insurance providers. Documenting damage through photographs or videos can help support insurance claims. Please remember, it can be extremely helpful to have pictures and documentation of your park and property before a disaster strikes.

Park owners/operators may also check with their insurance providers for environmental clean-up services, which may include water and smoke damage removal and replacement, soot and silt cleaning, mold/mildew removal, and other services to ensure the safe return of residents.

Debris Management

Clearing debris is vital for enabling the efficient deployment of emergency response teams during a disaster. In the aftermath, debris management plays a crucial role for parks in allowing for the safe return of residents and accelerating the recovery of essential services. Moreover, debris removal aids in the psychological recovery of residents by signaling progress and renewal, fostering a sense of hope and resilience in the face of adversity.

Local ordinances and regulations often require park owners/operators to remove debris promptly after a disaster. Compliance with these regulations is mandatory to avoid potential fines or legal issues. Additionally, parks should properly document and record the debris removal process, as insurance companies often require extensive documentation before processing claims.

Park owners/operators should collaborate with local authorities, contractors, and cleanup crews to ensure safe and efficient removal of debris. By employing an effective debris management strategy, park owners/operators contribute to the overall recovery and resilience of their communities.

Collaboration and Partnerships

Collaboration and partnerships are crucial in the aftermath of disasters. Recovery activities such as debris removal, housing reconstruction, infrastructure restoration, and social support services can be coordinated through effective collaboration among local government agencies, non-profit organizations, community groups, and the affected residents themselves.

In the event of large-scale disasters that overwhelm local capacity, Local Assistance Centers (LACs) and/or Disaster Recovery Centers (DRCs) may be activated by the county, region, or state. These centers provide a "one-stop shop" to access a wide array of resources, often including services provided by FEMA individual recovery assistance, the California Department of Insurance, the Department of Motor Vehicles, Public Health, Health and Human Services, and small business associations. By pooling resources and expertise, these assistance centers can enhance resilience, promote equitable recovery, and empower affected communities to rebuild and thrive.

Contact your local emergency management office to learn about recovery assistance that may be available in your area.

Grants

In the aftermath of a disaster, park owners/operators and residents may consider recovery grants and assistance programs to help rebuild and recover from a disaster.

California has the following programs to assist in the search for grants:

- Manufactured Housing Opportunity & Revitalization Program (MORE) | California Department of Housing and Community Development
- Grants Management | California Governor's Office of Emergency Services

You are also encouraged to explore local assistance programs, non-profit organizations such as the American Red Cross, Habitat for Humanity, and FEMA Assistance.

Programs and eligibility may vary, so check directly with the granting agencies for current details.

In Closing

California is facing an increasing number of threats, making emergency plans for the state all the more crucial. The frequency and intensity of wildfires have been on the rise, fueled by factors such as climate change, drought conditions, and vegetation overgrowth. Earthquakes remain a persistent concern as population density increases and infrastructure ages. The potential for catastrophic seismic events and their subsequent impacts on parks is extremely serious. Atmospheric rivers and extreme weather events heighten the risk of flooding across the state. California has other dangerous threats to contend with, including landslides, heatwaves, power outages, cyber-attacks, hazardous materials incidents, and more.

Comprehensive and accessible emergency plans are growing more important for California due to increased threats and their disproportionate impact on older adults, people with disabilities, and anyone with access or functional considerations. Such plans allow park owners/operators and residents to be well-informed and prepared for potential emergencies. They provide information on hazard analysis, communication protocols, training methodologies, and evacuation procedures. Emergency plans facilitate coordination and collaboration among volunteer teams, local authorities, emergency services, and neighboring communities; maximizing the resources available for response and recovery efforts.

By embracing the significance of emergency plans, parks can help protect the lives and property of their residents. These plans serve as proactive measures to mitigate risks, foster a culture of preparedness, improve response capabilities, and advance recovery efforts in the face of the escalating threats confronting California.



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Appendix A:
Additional Reading and References

Authorities and Regulations

1. Mobilehome Parks Act
    a. Division 13, Part 2.1, California Health and Safety Code, commencing with section 18200, section 18603
2. Special Occupancy Parks Act
    a. Division 13, Part 2.3, California Health and Safety Code, commencing with section 18860, section 18871.8
3. Mobilehome Park and Special Occupancy Park Regulations
    a. Mobilehome Park Regulations – 25 CCR Chapter 2, section 1013
    b. Special Occupancy (RV) Park Regulations – 25 CCR Chapter 2.2, section 2013
4. California Code of Regulations Title 23, section 114
    a. Evacuation procedures for parks in a designated floodway
5. California Emergency Services Act
    a. Division 1, Chapter 7, Article 6.5. Accessibility to Emergency Information and Services, section 8593.3

Agencies and Resources

Federal

- FEMA.gov
    - Communicating in an Emergency
    - Developing and Maintaining Emergency Operations Plans
    - Integrated Public Alert & Warning System
    - Planning Considerations - Evacuation and Shelter-in-Place
    - Public Assistance Program and Policy Guide
- National Flood Insurance Program
- National Oceanic and Atmospheric Administration (NOAA) | Tsunami
- National Weather Service
- Ready.gov | Plan Ahead for Disasters
- United States Geological Survey (USGS) | Natural Hazard Programs
    - California Volcano Observatory
    - Earthquake Hazards Program

State

- California Governor's Office of Emergency Services (Cal OES)
  - Family Readiness Guide
  - MyHazards
  - Mobilehome Community Hazard Risk Assessment Tool
  - Office of Access & Functional Needs
  - Standardized Emergency Management System (SEMS) - Emergency Planning Guide
- MyShake™ Earthquake Early Warning App
- CalAlerts
- California Department of Forestry and Fire Protection | CAL FIRE
  - CAL FIRE's Ready for Wildfire
  - Office of the State Fire Marshal
- California Department of Housing and Community Development | HCD - Manufactured & Mobilehomes
- California Department of Insurance | Consumer Resources
- California Department of Public Health (CDPH) | Emergency Preparedness Office
- California Department of Water Resources | Emergency Management
- California Health and Human Services Agency (CHHS) | Public Safety Power Shutoffs – Resource Guide
  - CHHS Emergency Resource Guide (also available in Spanish)
- Listos California

Other

- American Red Cross Locations | Find Your Local Red Cross
- Earthquake Country Alliance
- HeatReady CA
- National Fire Protection Association (NFPA)
- Pacific ADA Center
- Public Safety Power Shutoff
- The Tsunami Zone

Appendix B:
Mobilehome Park Emergency Plan Template

"It is the Mobilehome Park Owner's responsibility to adopt an emergency preparedness plan in accordance with Cal OES 'Emergency Plans for Mobilehome Parks' or comparable procedures and plans." (Division 13, Part 2.1, California Health and Safety Code, section 18603).

The purpose of this template is to assist mobilehome and special occupancy park owners/operators throughout California with preparing emergency plans that include all required elements.

This document was created by the California Governor's Office of Emergency Services (Cal OES) and is based upon California Health and Safety Code sections 18603 and 18871.8, and the California Code of Regulations, sections 1013 and 2013.

This template serves as a guide only. You are encouraged to tailor this template to address the unique and specific needs of your park.

This page and **all items highlighted in YELLOW** are instructional prompts and should be deleted or replaced with information specific to your park.

Red text denotes required elements.
Red text and red text boxes should be deleted
once required elements are in place.

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Park Name

Type of Park (Mobilehome Park or Special Occupancy Park)

Emergency Preparedness Plan

Photo, sketch, or logo of the park

Park Address

Park ID Number (issued by HCD) 00-0000-MP

This emergency plan has been prepared for Park Name.

It is critical that residents and employees of Park Name read and understand the contents of this document before a disaster occurs.

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Part I: Overview

Write a short letter to park residents describing the purpose of this emergency plan, how it affects them, and how they may obtain a copy.

The letter below is only a sample. It can be replaced with your own words or modified to address the specific needs of your park.

This box is an instructional prompt and should be deleted from your final plan.

This emergency plan is provided as a general guide for emergency response at Name of park. It contains information useful in preparing for and responding to an emergency or natural disaster.

The goal of this emergency plan is to maintain order, reduce the risk to life, health, and safety of Name of park residents and responding emergency services personnel in the event of an emergency. It contains local emergency contact information, identifies essential evacuation routes, provides instructions for what to do in an emergency situation, and contains resources to encourage the personal preparedness of our residents.

This plan is posted at location(s) where emergency plan is publicly posted, and a copy is provided to all residents at the time of their entry into the park. Additional copies are available upon request by contacting the park office at:

Address/location

Email

Phone number

It is a required element to identify how residents may obtain a copy of this plan.

We are committed to the safety of our residents. Although we are not qualified to provide emergency services or shelter, we will do all we can to facilitate the safety and preparedness of our community.

Please give your full attention to warnings and evacuation orders. Follow the instructions of emergency service personnel, evacuate when asked, and always be mindful of your safety and the safety of our residents and visitors.

In case of emergency, please call 911 and then notify the park office.

Thank you for your participation in keeping our community safe!

Key Park Information

Park Information		
Park Name:		
Owner:	Phone:	Email:
Operator/Manager:	Phone:	Email:
Year Constructed:	Number of Homes:	
County:	Number of Residents:	
Location		
Physical Address:		
Directions to Park: Write directions to your park, including major roads and distances relative to closest landmarks.		
Nearest Highway:		
Nearest City:		
Hazard Summary		
Types of Disasters Common to the Area (fire, flood, power outage, snow load, earthquake, landslides, etc.): This is a required element. Go to your local city or county hazard plans or https://myhazards.caloes.ca.gov/ to identify and understand threats known to your area.		
Floodplain (Yes or No): required	Elevation of Park(ft): required	
Incident History		

Emergency Services and Resource Contacts

If you need **emergency** help, please **call 911**

Local Emergency Services (required)

Resource	Phone	Address
Fire Department Name		
Police Department Name		
Hospital Name		
Local Office of Emergency Services		
Alternate Hospital Name, or other local resource		

Utilities

Resource	Phone	Address
Electric / Power Utility		
Gas Utility		
Water Utility		

Radio - Local Emergency Broadcast Frequencies (required)

Station / Frequency	Station / Frequency
example: KQED 89.3 FM	

California Governor's Office of Emergency Services (Cal OES)

Cal OES Main: 916-845-8510
www.caloes.ca.gov

Federal Emergency Management Agency (FEMA)

FEMA Helpline: 800-621-3362
www.fema.gov

American Red Cross

Red Cross Main: 800-733-2767 (1-800-RED-CROSS)
www.redcross.org/get-help

It is a required element to identify contact information for emergency agencies including Cal OES, local fire and police, and community assistance organizations such as the American Red Cross.

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Part II: Emergency Response Plan

"It is the intent of the Legislature that an owner or operator of a mobilehome park or manufactured home community communicate to residents essential evacuation routes and basic emergency preparedness information in a manner appropriate to the community.

It is not the intent of the Legislature that an owner or operator be responsible for physically evacuating residents from their homes during an emergency.

It is further the intent that residents take personal responsibility for themselves during an emergency." (SB 23, Section 1, Statutes of 2009, Chapter 551).

Evacuation Plan

Describe in detail the evacuation procedures for your park. Your evacuation planning should include:

- Park Map with evacuation routes and all exits (required)
- Area Map with evacuation routes, alternate routes, and meeting points
- Order of evacuation, if established
- Communications protocol for status updates and re-entry into the park

Park Map with Evacuation Routes

Insert Image of **Park Map**
with Evacuation Routes and Exits.
This is a required element.

Area Map with Evacuation Routes

Insert Image of **Area Map**
with Evacuation Routes and Meeting Points

Shelter-in-Place

Depending on the disaster, you may need to shelter-in-place. It is important to be informed of emergencies in your area by subscribing to your county's emergency alert and warning system. The alert and warning system(s) can aid you in your decision to shelter-in-place or evacuate. If instructed by emergency officials to shelter-in-place you should:

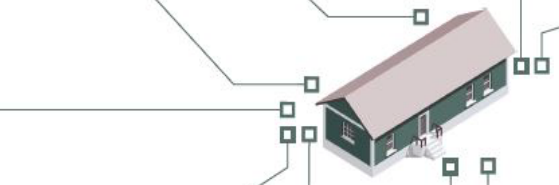
- Bring your family and pets inside immediately.
- Tune in to emergency broadcast stations to stay informed.
- If necessary, lock doors and windows.
- If sealing is required, use duct tape and plastic to seal off doorways, air vents, outlets, windows, and fireplace dampers. Turn off air conditioning, forced-air heating systems, exhaust fans, ceiling fans, and clothes dryers. Cover the space under the door with a wet towel.
- If your children are at school, do not pick them up unless requested to do so, as they may be required to shelter-in-place until emergency officials release them.

FEMA has considered manufactured and mobilehomes specifically with their Shelter-in-Place Pictogram Guidance. The document includes full-sized images and additional precautions for specific events. It can be downloaded for free at:

FEMA's Shelter-in-Place Pictogram Guidance

(https://www.fema.gov/emergency-managers/national-preparedness/plan/evacuation-shelter-in-place)

Shelter-in-Place for **Manufactured or Mobile Home**



Active Shooter

Run. Hide. Fight.

What to do: Run away from shooter. Call 911 if safe to do so. Hide if you cannot get away safely. Silence electronic devices. Lock and block doors, close blinds, turn off lights. Fight as a last resort.

How long to stay: If you are not able to run to safety, stay in place until law enforcement gives you notice that the danger is over.

Hurricane (High Wind, Flooding, Storm Surge)

Evacuate Immediately.

Do not stay inside. Go to a storm shelter or sturdy building. Manufactured structures such as mobile homes are unsafe during a hurricane.

Thunderstorm

Shelter-In-Place: Stay inside.

What to do: Pay attention to weather reports. Be ready to change plans if necessary. Unplug appliances, avoid using running water or landline phones.

How long to stay: For the length of the storm.

Winter Storm

Shelter-In-Place: Stay inside. Limit time outside.

What to do: Avoid carbon monoxide poisoning by using generators and grills ONLY outdoors, 20 feet from the house and away from windows. Never heat a building with a gas stove top or oven.

How long to stay: For the length of the storm.

Flooding | Flash Flooding

Shelter-In-Place: If the floodwaters rise to a dangerous level, get on the roof if possible and call 911.

What to do: Listen for current emergency information and instructions. Use a generator or other gasoline-powered machinery ONLY outdoors and 20 feet from the house and away from windows.

How long to stay: Stay inside until authorities indicate it is safe to leave.

Pandemic

Shelter-In-Place: Stay Home. Minimize access to your home from anyone not isolating with you.

What to do: Reduce trips outside to only essential requirements. Clean surfaces often with disinfectant. Wash hands for 20 seconds frequently with soap. Avoid touching your eyes, nose, or mouth. Gather supplies in case you need to stay home for several days or weeks.

How long to stay: As advised by local public health officials.

Chemical Hazard

Shelter-In-Place: Stay inside and seal the room. Use duct tape and plastic sheeting to seal around the windows and doors.

What to do: Lock all doors and windows. Drink stored water, not water from the tap. Turn off the air conditioner, furnace, and fans. Close the fireplace damper and seal off any other place where air may come in from outside.

How long to stay: Should not last longer than a few hours. Listen to authorities to know when it is safe to leave.

Earthquake

Shelter-In-Place: Stay where you are and Drop, Cover, and Hold On. Get under and hold on to sturdy furniture. Protect the head and neck with arms or pillows.

What to do: Drop, Cover and Hold On. If in a bed, turn onto stomach and cover your head and neck with a pillow.

How long to stay: Until the shaking stops.

Nuclear Detonation

Shelter-In-Place: Get inside nearest building, brick or concrete buildings are best. Go to a basement or middle of the building.

What to do: Remove contaminated clothing, wipe off or wash unprotected skin if you were outside after the fallout arrived.

How long to stay: Stay inside for 24 hours unless local authorities provide other instructions. Leave if the building is on fire or may collapse.

Tornado

Evacuate Immediately.

Do not stay inside. Evacuate to a safe room, storm shelter, or sturdy building. Manufactured structures such as mobile homes are unsafe during a tornado.

FEMA
Nov. 2021

Visit https://community.fema.gov/ProtectiveActions/s/ for more information.

Communications Plan

Insert Communications Plan, describing in detail the manner in which your park will communicate with residents in the event of an emergency. Topics should include:

- Emergency communication and notifications, including alerts, event updates and missing persons or pets, and reentry notification.
- Call lists, text groups, social media/neighborhood groups, etc.

Emergency Supply Inventory

List any emergency supplies and their location in your park.

Consider all resources that might be useful in an emergency, including first aid kits and AEDs, emergency food and water supplies, communications devices, go bags, generators, emergency fuel, vehicles (boats, ATVs, tractors, snowmobiles, etc.).

The table below is provided for your convenience and may be used or deleted.

Equipment	Quantity	Location

Part III: Personal Preparedness Resources

Recent history has shown that disaster can strike anytime, anywhere. The things we think won't happen to us, in reality sometimes do. A personal or family emergency plan can save crucial, life-saving minutes when it comes time to evacuate or shelter, and ensures the most important details are not forgotten. These resources will help to keep you informed of developing emergencies, provide useful information to assist you in creating your own preparedness plan, and educate you on ways to prepare your home and community.

It is required to provide "Information on how residents may obtain additional materials for establishing an individual household emergency plan, individual household emergency supply kits, and individual home safety recommendations."

Stay Informed



calalerts.org

Wireless Emergency Alerts (WEAs) are used to send concise, text-like messages to WEA-capable mobile devices during emergency situations. WEAs are sent by your state and local public safety officials, the National Weather Service, the National Center for Missing and Exploited Children, and the President of the United States.

MyShake App: A free smartphone app providing earthquake alerts in partnership with USGS ShakeAlert™ and Cal OES.

MyShake™

Download on the App Store

GET IT ON Google Play

Below is an emergency information resource page example for Sacramento County. County-specific pages can be found at your local Office of Emergency Services and Listos California (www.listoscalifornia.org/resources/county-emergency-information-resource-sheets-english/)



Prepare Your Family

Listos California

Getting ready is much easier than you think. Doing some small things today can help make sure you, your family, and pets are safe and cared for when disaster strikes. Listos California has free materials in several languages that you can use and share to promote disaster preparedness in your home and community.



www.listoscalifornia.org

Ready.gov

Ready is a national public service campaign designed to promote preparedness through public involvement. Ready, and its Spanish language version Listo, ask individuals to do four key things:

- Stay informed about the different types of emergencies that could occur and their appropriate responses.
- Make a family emergency plan.
- Build an emergency supply kit.
- Get involved in your community by taking actions to prepare for emergencies.



www.ready.gov

American Red Cross

The Red Cross can help you prepare your family, your pets, and your home for common emergencies and natural disasters. Browse the Red Cross Emergency Resource Library to learn what to do before, during, and after specific events like hurricanes, wildfires, earthquakes, and more.



www.redcross.org

Prepare for Your Pets

Pets become cherished members of our families, and just like our families, keeping your pets safe during an emergency starts with planning in advance for their care. Get tips on keeping your furry friends safe by visiting these links:

- Pet Disaster Preparedness & Recovery | www.redcross.org
- Prepare Your Pets for Disasters | www.ready.gov

Household Emergency Contact Plan

Create a personalized emergency contact plan for your family by recording critical information here. Keep it up to date, store a copy in your emergency kit, and keep photos of these pages in the phones of each family member.

Household Information		
Name:		
Address:		
Home Phone:	Email:	
Cell Phone:	Number of People:	Number of Pets:
Local Emergency Contact		
Name:	Relationship:	
Address:		
Email:	Home Phone:	Cell Phone:
Out-of-State Emergency Contact		
Name:	Relationship:	
Address:		
Email:	Home Phone:	Cell Phone:
Emergency Meeting Location		
Local Address:		
Instructions:		
Out-of-Town Address:		
Instructions:		

Household Members	
Name:	Age:
Email:	Phone:
Disabilities:	
Medical Conditions:	
Allergies/Medications:	
Name:	Age:
Email:	Phone:
Disabilities:	
Medical Conditions:	
Allergies/Medications:	
Name:	Age:
Email:	Phone:
Disabilities:	
Medical Conditions:	
Allergies/Medications:	
Name:	Age:
Email:	Phone:
Disabilities:	
Medical Conditions:	
Allergies/Medications:	
Name:	Age:
Email:	Phone:
Disabilities:	
Medical Conditions:	
Allergies/Medications:	

Pets		
Name:	Breed:	Age:
Allergies/Medications:		
Name:	Breed:	Age:
Allergies/Medications:		
Veterinarian:		Phone:

Medical Providers	
Doctor:	Phone:
Address:	Email:
Hospital/Clinic:	Phone:
Address:	Email:
Pharmacy:	Phone:
Address:	Email:
Dentist:	Phone:
Address:	Email:

Insurance	
Medical Insurance Provider:	
Phone:	Policy #:
Medical Insurance Provider:	
Phone:	Policy #:
Fire/Homeowner Insurance Provider:	
Phone:	Policy #:
Disaster Specific Insurance Coverages: o Flood Insurance Policy #: _____ o Earthquake Insurance Policy #: _____ o Fire Insurance Policy #: _____	
Automobile Insurance:	
Phone:	Policy #:

Checklist of Emergency Response Actions

It is a required element to provide "General information regarding types of disasters such as floods, earthquakes, fires, and other emergencies."

Below you will find general information about what to do during different types of emergencies. Learn how to protect yourself by planning ahead. Knowing what to do in an emergency is your best protection and your responsibility.

If Disaster Strikes

- Check for injuries; give first aid and get help for those seriously injured.
- Tune in to local radio for news and instructions.
- Evacuate if advised to do so.
- Wear appropriate clothing and sturdy shoes.
- Check for fires, fire hazards, and other household hazards.
- If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Stay away from downed power lines and shut off any other damaged utilities.
- Secure your pets.
- Call your family contact.
- Check on your neighbors, especially older adults, individuals with disabilities, and children.

In Case of Earthquake



Indoors:

- If you are able, Drop, Cover, and Hold On. Do not attempt to go outside during shaking.
- 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 flashlights 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 battery-operated radio for emergency instructions.
- Confine and secure all pets so they will not hamper emergency service responders in the performance of their duties.
- Aftershocks may occur, so be prepared.

For additional information on earthquake preparedness, visit:
Earthquake Country Alliance (earthquakecountry.org)

In Case of Fire



- Immediately assess the problem and exit away from the fire source.
- Get everyone out of the house immediately.
- Without risk to any person, get pets out of the home.
- Smoke rises, so 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.
- Never go back into a burning home.
- Call 9-1-1 or the Fire Department and:
    - Give your name, park address, and location of the fire.
    - Describe the type/nature of the fire (gas, wood, electrical).
    - State that the fire is in a mobilehome and report any injuries.
- Turn off the gas and electricity at the home(s) affected.
- If safe to do so, residents near the fire source should stand ready with water hoses to wet down their homes or adjacent buildings in case of traveling sparks.
- Should your clothing catch fire, cover your face and mouth. Stop, drop, and roll. Never run. If a rug or blanket is handy, roll yourself up in it until the fire is out.

For additional information on fire preparedness, visit:
Home Fires | Ready.gov (www.ready.gov/home-fires)
Wildfires | Ready.gov (www.ready.gov/wildfires)

In Case of Flood

Flood Watch: *Be Prepared*

A Flood Watch is issued when conditions are favorable for flooding. It does not mean flooding will occur, but it is possible.

Flood Warning: *Take Action!*

A Flood Warning is issued when flooding is imminent or occurring.

When it Floods:



- Disconnect all electrical appliances.
- When rising water threatens, move everything possible to higher ground.
- Take flood warnings seriously. Do not wait! Flood waters often rise faster than expected, so get to higher ground immediately.
- If time permits, take important documents, medicines, and eyeglasses.
- If escape routes are impassable, retreat to higher ground.
- Do not walk, swim, or drive through flood water.
- Do not bypass or go around barricades. **Turn Around. Don't Drown!**
- Wear life preservers if possible.
- Avoid contact with flood water, which may be contaminated.
- Take your Family Emergency Supply Kit with you.
- Lock your home before leaving.
- When you reach a safe place, call your pre-determined family emergency contact person.

After a 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 until you have had the electrical system checked by a professional.

For additional information on flood preparedness, visit:
Floods | Ready.gov (www.ready.gov/floods#prepare)

In Case of Extreme Heat



- *Stay Cool* - Avoid being outside in the direct heat for a long time. Try to stay in air-conditioned spaces. If staying home, keep blinds closed and wear loose, light-colored, lightweight clothing.
- *Stay Hydrated* - Sip water all day and consider supplementing with sports drinks. Avoid caffeine and alcohol.
- *Look After Each Other* - Check in on friends and family and have them do the same for you.

For additional information on preparing for extreme heat, visit: HeatReady CA

In Case of Extreme Cold



- Stay off roads if possible.
- Limit time outside. If you need to go outside, wear layers of warm clothing and watch for signs of frostbite and hypothermia.
- Reduce the risk of a heart attack by avoiding overexertion when shoveling snow and walking in the snow.

For additional information on preparing for extreme cold, visit: #WinterReady | Ready.gov

In Case of Power Disruption



- Meet with your family and neighbors to discuss power disruptions and how to prepare and respond.
- Contact the local electrical utility company in advance about specific needs regarding life-sustaining devices that depend on electricity.
- Plan for medically fragile friends and relatives. If they use life support equipment, know if the equipment has a battery backup and test it.
- When an electrical disruption occurs, turn off appliances, computers, and lights; except for one that will indicate when power has been restored.
- During a power disruption, do not open the refrigerator or freezer. Perishable food should not be held above 40°F for more than two hours. If the refrigerator was out for more than four hours, perishables should be discarded.

Prepare Your Home

Considerations for Mobilehomes

Earthquake, fire, flood, and wind are all hazards of living in California. Each of these threats has the potential for significant impact on mobilehomes; but there are steps you can take to mitigate the damage. Outlined below are vulnerabilities specific to mobilehomes for you to consider, and informational resources to help you prepare.

Earthquake

- Foundations or Support Systems – Mobilehomes may fall off support systems and floors may be damaged or punctured. Consider stabilizing components.
- Utilities – Seismic movement may cause utilities to fail or disconnect. Install complying flexible connections to reduce potential line breakage.



Figure 4 - A mobilehome dislodged from its foundation. July 25, 2019

Irfan Khan - Los Angeles Times

Read: Minimizing Damage and Repair Costs to Manufactured Homes During an Earthquake (www.huduser.gov/publications/pdf/pdrbrch.pdf)

Fire

- Aluminum Wiring – Mobilehomes built prior to June 15, 1976 may contain aluminum wiring, which poses a higher risk of electrical fires compared to copper wiring.
- Heat Tape – Heat tape used to warm frozen pipes can be a fire hazard.
- Exposed Wiring – Utilities running between ground and house frame may be exposed to animals that may chew on wiring.
- Compact Floorplan – Smaller than average rooms can speed fire growth and impede escape routes.
- High Density – Homes placed close together can aid in spread of fire.
- Emergency Access – Limited access for emergency vehicles due to narrow roads and lack of parking in parks.

Read: Mobile Home Wildfire Safety (firesafemarin.org/harden-your-home/mobile-home-wildfire-safety/#gsc.tab=0)

Flood

- Foundations – The portable nature of mobilehomes make them susceptible to buoyancy, shifting, pier collapse, and erosion.
- Utilities – Utility connections, fuel tanks, and HVAC systems may be exposed to damage from moving floodwaters and floating debris.

Read: Protecting Manufactured Homes from Floods and Other Hazards (www.fema.gov/sites/default/files/2020-08/fema_p85.pdf)

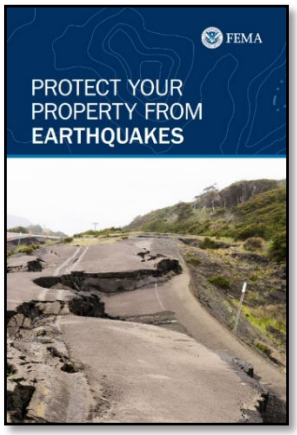
Wind

- Displacement – Wind events can displace improperly attached carports, decks, porches, and awnings which may damage nearby homes.

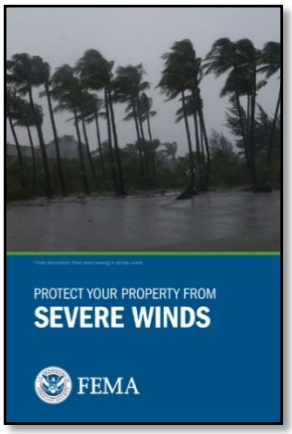
FEMA: Protect Your Property Brochures

The FEMA: Protect Your Property Brochures (www.fema.gov/flood-maps/know-your-risk/homeowners/protect-property-brochures) are intended to help homeowners prepare for and reduce damage from natural hazard events. They provide potential mitigation actions inside and outside the home.









Wildfire | Earthquake | Flood | Wind

Know Your Utility Shutoffs

Make sure your electrical panels and utility shutoff valves are clearly marked and fully accessible. Familiarize yourself and train responsible family members on how and when to shut off electricity, gas, and water.

Being familiar with your home's utilities enables you to take prompt action when responding to an emergency, enhances your safety, and may prevent further damage to your home.

Insurance

Insurance can provide a critical financial safety net for homeowners. Common types of insurance include Homeowners, Earthquake, Flood, Property Coverage, Replacement Cost Coverage, and Additional Living Expenses Coverage.

Before disaster strikes, mobilehome owners or renters should carefully review their insurance policies to understand coverage limits, deductibles, and exclusions; and confirm the policy adequately protects against threats known to the area.

It is important to know that standard homeowners policies do not cover all disasters. For example, flood damage is excluded and requires a separate policy that can be purchased from the National Flood Insurance Program (www.floodsmart.gov/flood-insurance-provider) and a few private insurers.

Earthquake coverage is available from most insurance companies as a separate policy or an endorsement to the homeowners policy. All homeowners or renters should ask questions of their insurance provider and shop around for the policy that best meets their needs.

The California Department of Insurance Consumer Resources page is designed to provide you with useful information on insurance related issues and includes information to assist you in making informed decisions when dealing with insurance. You can file a complaint or simply ask a question. If you do not find the information you need, you are invited to call the Consumer Hotline for assistance, where dedicated insurance experts are available to assist you. **Consumer Hotline: 1-800-927-4357**

California Department of Insurance | Consumer Resources (www.insurance.ca.gov)

Assist Your Community

Office of Access and Functional Needs



No two disasters are ever the same; yet virtually all incidents disproportionately affect individuals with access and functional needs (AFN) (i.e., people with disabilities, older adults, children, limited English proficiency, and transportation disadvantaged). Understanding this harsh reality, the Governor of California established the Office of Access and Functional Needs (OAFN) within Cal OES. OAFN is tasked with a two-fold mission – Identifying the needs of all Californians before, during, and after disasters and integrating those needs throughout every facet of the State's emergency management systems.

To meet its mission, OAFN adopts a multi-pronged approach to inclusion and integration, which includes providing technical assistance, guidance, facilitation, partnership outreach, training, and other support services to emergency managers, disability partners, and service providers responsible for planning, preparing, responding to, and recovering from all hazards.

Office of Access and Functional Needs | California Governor's Office of Emergency Services

CERT – Community Emergency Response Team

The CERT program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.

CERT programs are typically organized at the community level and are often sponsored by local emergency management agencies such as fire departments.

Community Emergency Response Teams in California

Volunteer Emergency Response Teams

If your park created a Volunteer Emergency Response Team, detail that information here. If you do not have a Volunteer Emergency Response Team, delete this section from your plan.

Window Signs

The attached color-coded signs can be provided to and used by residents to assist disaster response teams, volunteers, and/or first responders in the event of an emergency:

- The **Green** sign indicates that "**ALL IS WELL"** (little or no damage).
- The **Red** sign informs authorities that "**HELP IS NEEDED**".
- The Pet sign should be used when assistance is required, stating the number of each type of pet owned, as well as contact information.

The signs should be stored in an easily accessible location and, during emergencies, placed in a clearly visible area such as the front door or window. This easy method can help to quickly get assistance where it is needed most.

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ALL IS WELL
(Little or no damage)
MINOR DAMAGE
Space #

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HELP
NEEDED
Space #

This page intentionally left blank.

PETS INSIDE



In case of fire or emergency, please save our family pets.

Dogs	Cats	Other	**Space No.**
Name			
Address			
Phone			