



Welcome to the neighborhood.

Important Phone Numbers

EMERGENCY DIAL 911

Non-Emerg: 503-655-8211
Clackamas Sheriff

POWER OUTAGE

503-260-5878

Recorded Information Hotline
Messages can be left for staff

Rose Villa After Hours

M-F. 7pm-7am

Sat. 7pm-8am

Sun. 5pm-7am

To reach Rose Villa
Building Operations & Campus
Security 24/7:

503-855-7300

Medical Alert Device Set-Up

When the monitoring company calls 911 on your behalf,

Ask them to also call Rose Villa at 503-654-3171

To assist in directing the ambulance during Rose Villa after hours,
the monitoring company should call 503-654-3171

PRESS 2

to reach Rose Villa Security who will direct the ambulance to your location



Welcome to the neighborhood.

Rose Villa Resident Emergency Response Guide

This Guide is written for use by residents during an emergency.

It explains:

- **How Rose Villa staff will respond**
- **How staff will assist residents**
- **What actions residents are expected to take**

Keep this Guide in a place where you can find it easily.

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- In a disaster Hang sign in window for FIRST RESPONDERS, indicating you need **“OK”** or you **NEED HELP!**

**RED EMERGENCY BINDER
EMERGENCY CONTACTS**

#	Name	*Type	Phone #	Email	City, State
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

* OA (Out of Area); Family; Friend

**RED EMERGENCY BINDER
EMERGENCY CONTACTS**

#	Name	*Type	Phone #	Email	City, State
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

* OA (Out of Area); Family; Friend



QUICK REFERENCE GUIDE

Getting things done at Rose Villa

In an EMERGENCY take your RED BINDER...

FIRE: Leave your house with your Red Binder and call 911 from the nearest phone or your cell phone.

MEDICAL: If you have a life-threatening emergency, call 911 from your house phone;

- Calling from your house phone identifies your apartment number which will direct the emergency team to your house or where the call was initiated and will also notify RV Security.
- If you call from your cell phone, call Security (503) 855-7300 – OR – Rose Villa Reception during business hours (503) 654-3171. Notify them that “you have called 911”
- **OTHER:** If you need help, dial 0 from your house phone or 503-654-3171 during business hours;

Frequently used extensions

Avencia Home Care	3044
Clinic (The)	3261
Harvest Grill Take-Out & Delivery	4000
Housekeeping	4016
Rose Villa Reception (Front Desk)	0
Salon	3321
Surrey	0
Transportation	3256
Treasure House	4008
Wood Shop	4007

Off-Campus numbers

Clackamas Sheriff (non-emergency)	503-655-8211
Comcast (Xfinity)	800-934-6489
Rose Villa Reception (Front Desk)	503-654-3171
Massage Therapist www.mcbridelmt.com	503-341-3130
Post Office (Oak Grove)	503-654-1643
Oregonian (delivery problems)	503-692-9300
TriMet Information	503-238-7433
Uber or Lyft: Call Uber or Lyft from your Smart phone.	
1. Download the app for Uber or Lyft from an App Store;	
2. Register	
3. Login	

Rose Villa Guidance

- When you call 911 from the landline phone in your home, the apartment number, building ID, and resident name will be automatically and instantly be transmitted to the 911 dispatch operator, as well as to the Rose Villa emergency team mobile phones.
- A Rose Villa staff member will assist emergency personnel to locate your home.
- If you call 911 from your cell phone, be sure to provide your name, apartment number + building designation to the operator. If you are unable to tell the operator your location, they will call Rose Villa and get your location.
- If you are experiencing a health situation that is not life threatening, dial 0 to reach the front desk and be connected to a Health Services staff member.
- After you have an acute incident, injury, or hospitalization, Rose Villa provides two complimentary visits by a Certified Nursing Assistant (CNA) in the 24- hours after you return to check your vital signs and make sure you are well.

EMERGENCY SERVICES

URGENT CARE CENTERS

Call first to verify addresses and hours
All the sites below accept Medicare

AFC Urgent Care – Oregon City 503-305-6262
397 Warner Milne Rd. – Closes 8pm

Legacy Urgent Care Clinics

Oregon City 503-305-6159

1900 McLoughlin Blvd, Ste. 67 – Closes 8pm

Johnson Creek 971-202-2090

9361 SE 82nd Avenue – Closes 8pm

Columbia Clinic Urgent Care Happy Valley... 503-719-5459

9995 SE 92nd Ave.

M-F 9am – 6pm / Sat 9am – 4pm / Sunday CLOSED

Providence Immediate Care – Happy Valley 503-582-4975

1610 SE Sunnyside Rd. #102

Open 7 days/week 7am – 9pm

Kaiser Urgent Care 503-813-2000

(Can access all member information)

10010 SE Sunnyside Rd. **Mon-Fri 7am – 9pm**

Security

During regular business hours	M – Sat 7am until 7pm	0
	Sun & Holidays 7am until 5pm	
Security	24/7	503-855-7300

This will reach Rose Villa Building Operations and Campus Security.

Call 503-855-7300 if you need **immediate help** – **smoke detector beeping, suspicious person, etc.**

Resident Association Officers

Cindy Brown	Chair	1179	professorcindy@gmail.com
Bill Rector	Past Chair	3147	bill.a.rector@gmail.com
Steve Morris	Vice Chair	1212	stevenRmorris@gmail.com
Joncile Martin	Secretary	3089	joncilem@gmail.com
Paul Wathen	Treasurer	3233	paul@paulwathen.com

01 Administration

Vassar Byrd	CEO (Chief Executive Officer)	3279	503-652-3279	vbyrd@rosevilla.org
Beth Knoll	Operations Support Manager	7009	503-607-7009	eknoll@rosevilla.org

02 Building Operations, Grounds

Jim Willeford	Director of Strategic Operations	4017	503-652-4017	jwilleford@rosevilla.org
Rick Hamell	IT Director	3207	503-652-3207	rhamell@rosevilla.org
Kofi Dah	Facilities Services Manager	4015	503-652-4015	kdah@rosevilla.org
John Scott	Building Operations Tech III	7007	503-607-7007	jscott@rosevilla.org

03 Courtesy Services

John Wade	Courtesy Services Supervisor	7013	503-607-7013	jwade@rosevilla.org
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04 Environmental Services (Housekeeping)

Diana Hernandez	Environmental Services Manager	3342	503-652-3342	dhernandez@rosevilla.org
Hailey MacDonald	Housekeeping Lead	4016	503-652-4016	hmacdonald@rosevilla.org
Jason Veile	EVS Lead	n/a		jveile@rosevilla.org

05 Events / Activities

Grey Davis	Community Relations Coordinator	7001	503-607-7001	gdavis@rosevilla.org
The Events Team		0		events@rosevilla.org

06 Finance Department

Angela Hansen	CFO	3285	503-652-3285	ahansen@rosevilla.org
Kristina DeLisle	Accounting Manager	3281	503-652-3281	kdelisle@rosevilla.org
Traci O'Connor	Accounting Assistant	3206	503-652-3206	toconnor@rosevilla.org
Annie Newberg	Payroll Specialist	3296	503-652-3296	anewberg@rosevilla.org

Call Kristina with questions about your RV Monthly Statement

07 Food & Beverage

Harvest Grill	Restaurant	4000	503-652-4000	
Norine Mulry	Director of Food & Beverage	3193	503-652-3193	nmulry@rosevilla.org
Marty Bracken	Chef	3199	503-652-3199	mbracken@rosevilla.org
Elodi Attwilde	Restaurant Manager	3324	503-652-3324	eattwilde@rosevilla.org

08 Rose Villa Foundation

Cheryl Franceschi	Foundation Director	3075	503-652-3075	cfranceschi@rosevilla.org
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09 Health Services

Erin Cornell	Director of Health Services	3282	503-652-3282	ecornell@rosevilla.org
MaryHelen Clausing	LCSW, Director of Social Services	3044	503-652-3044	mclausing@rosevilla.org
Jacob Fuller	Director of Nursing	3035	503-652-3035	jfuller@rosevilla.org
Jill Szymkiewicz	Staffing Coordinator	3298	503-652-3298	jszymkiewicz@rosevilla.org
Gaby Angulo	Staffing Coordinator	3165	503-652-3165	ganjulo@rosevilla.org
Marianna Iverson	Activities & Restorative Coord.	3276	503-652-3276	mjones@rosevilla.org
Becky Jewel	Resident Care Manager	3278	503-652-3278	bjewel@rosevilla.org
Julie Dah	Clinic Nurse	3261	503-652-3261	jdah@rosevilla.org
Kyle Baker	MG RCM Assistant	3202	503-652-3202	kbaker@rosevilla.org
Horizon Mayer	Avenia Care/Staffing Coord.	3297	503-652-3297	hmayer@rosevilla.org
Erica Schafer	Health Svc Support Spec/ Avenia Care Staffing Coord.	3134	503-652-3134	eschafer@rosevilla.org
Dr Stephanie Kaplan	Naturopathic Physician	2617	503-975-2617	dr.stephkaplan@gmail.com
The Clinic		3261	503-652-3261	

10) Human Resources

Michelle LaCroix	Director of Human Resources	7017	503-607-7017	mmacroix@rosevilla.org
Carrie Currin	Recruitment & On-Boarding Specialist	7012	503-607-7012	ccurin@rosevilla.org
Annie Newberg	HR & Payroll Specialist	7012	503-652-3296	anewberg@rosevilla.org

11) Massage Services

Stephanie McBride	Massage Therapist	3130	503-341-3130	www.mcbridelmt.com
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12) Rosebud Preschool

Jennifer Loring	Dir Intergenerational Programs	3284	503-652-3284	jloring@rosevilla.org
Amanda Duncan	Rosebud Preschool Director	3201	503-652-3201	aduncan@rosevilla.org

13) Sales & Marketing

Jennifer Werdel	Dir Marketing / Communications	3076	503-652-3076	jwerdel@rosevilla.org
Molly Watts	Sales Counselor	7014	503-607-7014	mwatts@rosevilla.org
Kenzie Williams	Sales & Marketing Project Manager	4001	503-652-4001	kwilliams@rosevilla.org

14 Technology Services

Rick Hamell	IT Director	3207	503-652-3207	rhamell@rosevilla.org
Melvin Osby	Systems Project Coordinator	3293	503-652-3293	mosby@rosevilla.org
Mary Miley	IT Tech		503-652-2190	technology@rosevilla.org

15 Transportation

Diane Stinson	Transportation Coordinator	3256	503-652-3256	dstinson@rosevilla.org
Call or email to schedule transportation@rosevilla.org				

16 Wellness

Rene' Swar	Wellness Director	3284	503-652-3284	<u>rswar@rosevilla.org</u>
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Resident Services / Courtesy Services for Independent Living

Reception Desk		0	503-654-3171
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Dial 0 if you need help or information and don't know who to call

Resident Svc Counter		0	503-654-3171
Activities Line	Call for today's activities	6000	503-652-6000
Mail Line	Call to see if the mail has arrived	3120	503-652-3120
Sign-up Hotline	Call to reserve your spot for activities and trips	3289	503-652-3289
Transportation	Call to schedule an RV car or van for a personal trip	3256	503-652-3256

Introduction

This guide provides access to plans and instructions to follow during an emergency to keep yourself safe and informed.

This guide does not replace any action you wish to take on your own for your own personal health and safety.

The plans contained in this guide are not inclusive of every emergency that could occur. Some plans may overlap, some plans may be useful for more than one emergency situation, and plans may be added to this guide over time. You may receive updates.

You are Not Alone

Please know that YOU ARE NOT ALONE.

Rose Villa staff members will contact residents during an emergency, assess the level of preparedness and needs in the moment, and will assist residents according to individual needs.

Prepare your Emergency Supplies!

We strongly recommend you put together the following supplies:

- A “Go Bag” in the event of an evacuation
 - For your Go Bag, pack a collection of important documents, a list of prescription and doctor information, and a list of important contacts
- Shelter at home supplies
- A first aid kit for your home
- If you have a vehicle: an emergency kit in the vehicle

See the Resident Preparation Checklist and Personal Information sections of this Guide for more details.

Neighborhood Preparation

In a major disaster (such as a major earthquake) Rose Villa staff and emergency response personnel will likely not be immediately available. Getting to know your neighbors and being ready to help each other is a key aspect of emergency preparedness! In a major disaster, it may be residents who are the first responders for each other.

Ready Force will be organizing neighborhood meetings that will:

- Review neighborhood-focused emergency response plans
- Help neighbors share information about emergency preparedness
- Educate about useful supplies, skills and equipment in an emergency

Medical Emergency

CALL 911 WITHOUT DELAY

When a person is in immediate danger

heart attack, stroke, choking, unconscious, uncontrolled bleeding, broken limbs, allergic reaction, seizure, severe pain, too ill to speak, coughing or vomiting blood, possible head injury, large or severe burn, etc.

What happens when you call 911 from your Rose Villa phone line?

- Your name and apartment number are automatically sent to the 911 dispatch operator
- Your name and apartment number are automatically sent to Rose Villa's emergency team mobile phones
- Rose Villa staff is sent to guide emergency personnel to your apartment

During a power outage, you will need to call 911 from your cell phone.

What happens when you call 911 from your cell phone or a device like Alexa?

- Rose Villa doesn't know the call has been made.
- After you speak to the 911 dispatch operator, call either
 - Call Security (503-855-7300) or call Rose Villa Reception during regular business hours (503) 654-3171. Notify them that you have called 911
- Then staff can be sent to guide emergency personnel to your apartment.

Calling 911 Ambulance, Fire, Police

Call 911 if a person or property is in immediate danger

What happens when you call 911 from your Rose Villa phone line?

- Your name and apartment number are automatically sent to the 911 dispatch operator
- Your name and apartment number are automatically sent to Rose Villa's emergency team mobile phones
- Rose Villa staff is sent to guide emergency personnel to your apartment

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- Then staff can be sent to guide emergency personnel to your apartment.

Security & Emergency Phone Numbers

During Business Hours

911	A person or property is in immediate danger
911	Medical emergency
0 or 503-654-3171	Suspicious person, stray animal, smoke detector beeping,
0 or 503-654-3171	When you need help and don't know who to call

After Business Hours

911	A person or property is in immediate danger
911	Medical emergency
503-855-7300	Suspicious person, stray animal, smoke detector beeping,

Rose Villa Emergency Phone/Text Alert System

One Call Now is Rose Villa's automated system that sends recorded phone and/or text messages to all residents.

- If you want to receive **One Call Now** notifications, please contact Beth Knoll, Operations Support Manager, or John Wade, Courtesy Services Supervisor, and ask to be added to the system.
- If your phone requires electricity, then One Call Now will not reach you during a power outage.
- A fully charged cell phone will work during power outages. Residents may choose to list their cell number "only for One Call Now"
- To have a One Call Now message repeated, call 503-260-5878

AED Locations

There are 9 AEDs on campus:



- South Building** between Harvest Grill and the Club Room
- North Building** PAC near the exit to Tranquility Garden
- North Building** between the pool and the exercise machines
- The Oaks** at the carport
- Garden Grove** at the carport
- Northwest** neighborhood at the carport near Apt 238
- Northeast** neighborhood on the outside wall of Apt 220
- Rose Villa Clinic** located across River Road near Treasure House
- Madrona Grove** Nurses Office

An AED may be needed when a person....

- Suddenly becomes unresponsive
- Stops breathing
- Does not respond when you tap on the shoulders firmly
- Does not respond when you ask, "Are you OK?"
- Does not take a breath when you tilt the head up

Rose Villa AED Locations

Automated External Defibrillator for Sudden Cardiac Arrest



Garden Grove car port near #6105

The Oaks Carport

Schroeder RV Clinic

Schroeder Entrance

Madrona Grove Nurses' Station, Fernwood

South Main between Club Room & Harvest Grill

North Main near Pool

North Main outside PAC

Apt. 220

Carport 29 Next to Garage 00

See "How to use an AED" under Health & Safety/Ready Force at rvillagers.org and download the PulsePoint AED app to see AED locations on your phone

AED locations-v2pdf 05/03/2023

Rose Villa AED Locations

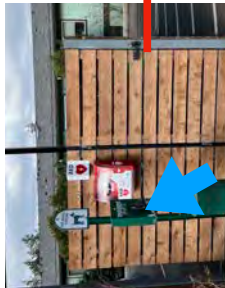
Automated External Defibrillator for Sudden Cardiac Arrest



Garden Grove car port near #6105



Carport 29 Next to Garage 90



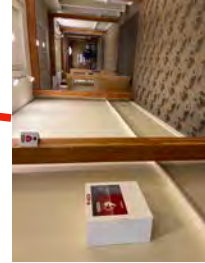
The Oaks Carport



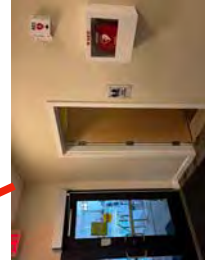
Schroeder RV Clinic

Schroeder Entrance

See "How to use an AED" under Health & Safety/Ready Force at rvillagers.org and download the PulsePoint AED app to see AED locations on your phone



South Main between Club Room & Harvest Grill



North Main near Pool



North Main outside PAC



Apt. 220

Fire

In case of a fire in your apartment

- Do not attempt to extinguish the fire
- Leave your home immediately and close your door
- If your home is filled with smoke, get as close to the floor as possible and go directly to an exit
- Call 911 from a neighbor's apartment or from your cell phone
- Then call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 and tell them you have called 911 about a fire

If the smoke detector in your apartment is set off by accident and there is no fire

- Call the Rose Villa Reception desk 503-654-3171 or after business hours call Security at 503-855-7300 and tell them your smoke detector was set off by accident.

If your smoke detector beeps with long intermittent pauses, the battery needs to be replaced

- Call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 for assistance

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Fire in Classic Cottages

Fire occurs in a One-Story Apartment Building (Classic Cottage)

- There is NO building fire alarm system
- If you become aware of a fire in your building
 - Leave your apartment and close your apartment door
 - Call 911 so the Fire Department can be dispatched
 - Blow a whistle or scream “FIRE” to alert your neighbors
 - Then call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 and tell them you have called 911 about a fire

If You Receive a Phone or Text Message about a Fire in Your Building

- Leave your apartment and close your apartment door
- Make your way to safety in either the North or South Building Lobby
 - Call 503-654-3171 and tell Rose Villa your apartment has been evacuated
- Do not re-enter your building until Clackamas County Fire or Rose Villa Building Operations determines it is safe to do so.

If the fire occurs in your apartment

- Do not attempt to extinguish the fire
- Leave your apartment immediately and close your door
- Call 911 from a neighbor’s apartment or from your cell phone
- Blow a whistle or scream “FIRE” to alert your neighbors
- Then call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 and tell them you have called 911 about a fire
 - Call 503-654-3171 and tell Rose Villa your apartment has been evacuated.

Fire in One-Story Buildings: Classic Cottages

Evacuating with a pet

- Your pet carrier should be in an easily-accessible location in your apartment and ready for use. In case of a fire, you won't have time to put the crate together or go to the storage area to get it.
- Your pet should be familiar with spending time in the crate.
- Preferably, the crate should be soft-sided and light-weight.
 - If you are unable to carry the crate and your pet to a safer location, consider a crate with wheels, a hand cart, a wagon, or even a grocery cart to use in moving your pet to a safer location.
 - First responders or an able-bodied neighbor may be able to help.
- Make your way to safety in either the North or South Building Lobby, if possible. Otherwise, move away from the danger area and wait for help from first responders or Rose Villa staff.
 - Call 503-654-3171 and tell Rose Villa your apartment has been evacuated

If the smoke detector in your apartment is set off by accident and there is no fire

- Call the Rose Villa Reception desk 503-654-3171 or after business hours call Security at 503-855-7300 and tell them your smoke detector was set off by accident.

If your smoke detector beeps with long intermittent pauses, the battery needs to be replaced

- Call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 for assistance.

Fire in Multi-Story Buildings

5-Plexes, CAB, Garden Grove, North Pocket, Oaks

Fire occurs in 5-Plexes, CAB, Garden Grove, North Pocket, Oaks

- The fire will automatically be detected by our central fire alarm system
- The building fire alarm will sound
- The sprinkler in the area of the fire will go off
- The Fire Department will be dispatched to Rose Villa

If the building fire alarm sounds and you are on the ground floor

- Immediately evacuate the building using either the front or patio door
- Make your way to safety in either the North or South Main Lobby
 - Call 503-654-3171 and tell Rose Villa your apartment has been evacuated

If the building fire alarm sounds and you are on an upper floor and....

- **there is no smoke in the hallway outside your apartment door**
 - Immediately evacuate the building using the stairs (not the elevator)
 - Make your way to safety in either the North or South Building Lobby
 - If you can't walk down the stairs or have a pet, see Section 2
- **there is smoke in the hallway outside your apartment door**
 - Immediately evacuate to your apartment balcony and wait for rescue by Fire Department personnel

Do not re-enter the building until Clackamas County Fire or Rose Villa Building Operations determines it is safe to do so.

If the fire occurs in your apartment

- Do not attempt to extinguish the fire
- Leave your apartment immediately and close your door
- Call 911 from a neighbor's apartment or from your cell phone
- Then call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 and tell them you have called 911 about a fire

Fire in Multi-Story Buildings 5-Plexes, CAB, Garden Grove, North Pocket, Oaks

Section 2

If you can't use stairs to evacuate and....

- there is no smoke in the hallway outside your apartment door
 - Wait for rescue outside your apartment door
- there is smoke in the hallway outside your apartment door
 - Wait for rescue on your apartment balcony

Evacuating with a pet

Your pet carrier should be in an easily-accessible location in your apartment and ready for use. In case of a fire, you won't have time to put the crate together or go to the storage area to get it.

Preferably, the crate should be soft-sided and light-weight.

Your pet should be familiar with spending time in the crate.

- If there is no smoke in the hallway outside your apartment door
 - Wait for rescue with your pet (in carrier) outside your apartment door
- There is smoke in the hallway outside your apartment door
 - Wait for rescue with your pet (in carrier) on your apartment balcony

If the smoke detector in your apartment is set off by accident and there is no fire

- Call the Rose Villa Reception desk 503-654-3171 or after business hours call Security at 503-855-7300 and tell them your smoke detector was set off by accident.

If your smoke detector beeps with long intermittent pauses, the battery needs to be replaced

- Call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 for assistance

Fire in Multi-Story Buildings North Main, South Main , Schroeder Lofts, Trillium Townhouses

Fire occurs in North Main, South Main, Schroeder Lofts or Trillium

- The fire will automatically be detected by our central fire alarm system
- The building fire alarm will sound
- The sprinkler in the area of the fire will go off
- The Fire Department will be dispatched to Rose Villa

If the fire alarm sounds and....

- there is **no smoke in the hallway outside your location....**
 - Immediately evacuate the building using the stairs (not the elevator)
 - Make your way to safety in either the North Main or South Main Lobby, or Schroeder Lofts Rec Room, whichever is safer.
 - If you can't walk down the stairs or have a pet, see Section 2
- there is **smoke in the hallway outside your location....**
 - Immediately evacuate to your apartment balcony and wait for rescue by Fire Department personnel.

Do not re-enter the building until Clackamas County Fire or Rose Villa Building Operations determines it is safe to do so.

If the fire occurs in your apartment

- Do not attempt to extinguish the fire
- Leave your apartment immediately and close your door
- Immediately evacuate the building using the stairs (not the elevator)
- Make your way to safety in either the North Main or South Main Lobby
- If you can't walk down the stairs or have a pet, see Section 2

Fire in: North Main, South Main, Schroeder, Trillium

Section 2

If you can't use stairs to evacuate and....

- there is no smoke in the hallway outside your apartment door
 - Wait for rescue outside your apartment door
- there is smoke in the hallway outside your apartment door
 - Wait for rescue on your apartment balcony

Evacuating with a pet

Your pet carrier should be in an easily-accessible location in your apartment and ready for use. In case of a fire, you won't have time to put the crate together or go to the storage area to get it.

Preferably, the crate should be soft-sided and light-weight.

Your pet should be familiar with spending time in the crate.

- If there is no smoke in the hallway outside your apartment door
 - Wait for rescue with your pet (in carrier) outside your apartment door
- There is smoke in the hallway outside your apartment door
 - Wait for rescue with your pet (in carrier) on your apartment balcony

If the smoke detector in your apartment is set off by accident and there is no fire

- Call the Rose Villa Reception desk 503-654-3171 or after business hours call Security at 503-855-7300 and tell them your smoke detector was set off by accident.

If your smoke detector beeps with long intermittent pauses, the battery needs to be replaced

- Call Rose Villa Reception at 503-654-3171 or, after business hours, call Security at 503-855-7300 for assistance

Flooding Inside Your Apartment

**Report any leak to Rose Villa Reception 503-654-3171
or After-Hours Security 503-855-7300**

Describe the leak as gushing, dripping, or damp

Do not put yourself at risk! If you can turn off a valve or put a bucket under a drip, that's great. But your safety is more important than some water damage.

Plumbing Leak in the bathroom or kitchen

Toilets, faucets, and the laundry all have their own shut-off valves. If you can access the valve, shut it off (turn clockwise).

- The valve for the toilet is on the wall to one side of the toilet, near the floor.
- The valves for a sink are on the wall under the sink inside the vanity or kitchen cabinet. There are 2 valves: one for hot water and one for cold. Turn them both off.
- The valves for the laundry are usually in a recessed area in the wall beside the washer/dryer. There are 2 valves: one for hot water and one for cold. Turn them both off—if you can reach them.

Ceiling Leak

You may notice a wet spot on the ceiling or water may be dripping. If you can put a trash can or a pan under the leak, that is helpful.

Sewage backing up into the shower or sink

Call Rose Villa Reception (dial 0 or dial 503-654-3171) or call After-Hours Security (503-855-7300) and ask for immediate help.

Appliance such as dishwasher, laundry, or refrigerator is leaking

If it's more than just dampness, call Rose Villa Reception or After-Hours Security and ask for immediate help. If the area is just "damp" please issue a work order.

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Hospitals

Providence Milwaukie - 503-513-8300 10150 SE 32 nd Ave, Milwaukie OR 97222 www.providence-milwaukie.org	2.0 miles
Kaiser Sunnyside - 503-571-2880 10180 SE Sunnyside Rd, Clackamas OR 97015 www.kaiserpermanente-sunnyside.org	4.2 miles
Portland VA Medical Center 503-220-8262 3710 Southwest US Veterans Hospital Road, Portland OR 97239 www.portland-VA-medical-center.org	5.3 miles
Providence Willamette Falls - 503-656-1631 500 Division St, Oregon City OR 97045 www.providence-willamette-falls.org	5.5 miles
OHSU - 503-494-8311 3181 SW Sam Jackson Park Rd, Portland OR 97239 www.OHSU.edu	5.5 miles
Legacy Meridian Park - 503-692-1212 19300 SW 65 th Ave, Tualatin OR 97062 www.legacy-meridian-park.org	5.6 miles
Providence Portland - 503-215-1111 4805 NE Glisan St, Portland OR 97213 www.providence-portland.org	7.3 miles
Adventist Health Portland - 503-257-2500 10123 SE Market St, Portland OR 97216 www.adventist-health-portland.org	7.5 miles

Hospitals

Legacy Good Samaritan - 503-935-8000
1015 N.W. 22nd Ave., Portland, OR 97210
www.legacy-emanuel-medical-center.org

7.8 miles

Legacy Emanuel - 503-413-2200
1015 N.W. 22nd Ave., Portland, OR 97210
www.legacy-emanuel-medical-center.org

8.3 miles

Providence Portland - 503-215-1111
4805 NE Glisan St, Portland OR 97213
www.providence-portland.org

8.3 miles

Providence St. Vincent's – 503-216-1234
9205 SW Barnes Rd., Portland, OR 97225
www.providence-St.Vincent.orgal-center.org

8.5 miles

Urgent Care Centers

Call first to verify address and hours

AFC Urgent Care **Oregon City** 503-305-6262

397 Warner Milne Rd

Closes 8pm

www.afc-urgent-care-oregon-city.com

Legacy Go Health **Happy Valley** 971-202-2090

9361 SE 82nd Avenue

Closes 8pm

www.gohealth-johnson-creek.com

Columbia Clinic Urgent Care **Happy Valley**

503-719-5459 9995 SE 82nd Avenue

Closes 5pm

www.columbia-clinic-happy-valley.com

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Ready Force

The Ready Force Team is comprised of resident volunteers and a Rose Villa staff liaison. The primary mission of Ready Force is to help independent living residents prepare for and respond to emergencies. Specific activities include:

1. Assist Rose Villa in developing and updating emergency preparation plans, providing the conduit for resident input to those plans.
2. Work with Rose Villa to encourage resident preparedness by jointly developing and implementing training programs and drills.
3. Advise individual residents who may need assistance in preparing for emergencies.
4. Conduct neighborhood meetings to encourage neighborhood-level preparation.

During an actual emergency, Ready Force will self-organize and become an asset that is available to the Rose Villa Incident Command team. As with any emergency asset, the actual use of Ready Force will depend on each emergency situation and the number and capability of Ready Force members who are available at the time of the incident.

See the Emergency/Ready Force icon on Touchtown for information on Rose Villa Ready Force neighborhoods and the names of Ready Force members in those neighborhoods.

- Print and insert the Ready Force neighborhood information here and keep it up to date for when you cannot access Touchtown.

Ready Force Radios

Ready Force team members are issued 2-way radios for communication during emergencies. Radio checkins occur each month to the team has practice using the radios.

The Ready Force radios are programmable, 16 channel radios. Channels 1 and 2 are programmed to Rose Villa special emergency channels, and are

compatible with the 2-way radios used by staff for emergency communications. Channels 3-16 are programmed to the corresponding Family Radio Service (FRS) channels, and will interoperate with standard FRS 2-way radios.

Incident Command and Structure Plan

Scope

This plan focuses on incident command and the structure by which Rose Villa staff will activate and manage an emergency.

Goals

- Ensure residents and staff are informed and activated for response during an incident and emergency
- Manage through an emergency to safeguard life and property

Rose Villa Management Incident Response Structure

Key Roles and Responsibilities

Incident Commander – responsible for overall management of the emergency.

Operations Lead – organizes search and rescue activities, repair activities, and other activities as required by the Incident Commander to respond to the emergency.

Communications Lead - organizes all communications activities.

Incident Command Team Creation

In a major disaster, such as an earthquake, where communications are down and only limited staff may be on site, the initial Incident Commander would be the most senior person on site. The incident command role can then be transferred to a more senior manager as more people become available.

In a less severe or slower-to-develop emergency, Rose Villa management will assign the Incident Command roles as appropriate for the situation.



Emergency Communication Plan

Scope

This plan focuses on communication between Rose Villa Leadership and residents who reside in independent living neighborhood homes. This plan does not apply to residents who reside in the Madrona Grove Supportive Living neighborhood. The Madrona Grove plan is specific to that neighborhood and level of care needed to safeguard residents who live there.

A member of Rose Villa Leadership will serve as the Incident Commander who will coordinate all components of emergency response. See the Incident Command plan for details

Communications will be managed by the Communications Lead and published from the entire Incident Response Team, not just one individual person.

Goals

- Ensure all residents have timely information from the Incident Command Team, including those with vision, hearing, and cognitive impairments
- Provide at least daily updates to residents with the opportunity for Q&A to educate, clarify issues, and prevent misunderstandings
- Ensure that Incident Command receives timely situational information from residents
- Help residents support each other

What Rose Villa will do:

- Maintain a list of all residents with contact information provided by residents.
- The Avencia In-Home Care team maintains a list of residents who require or who would benefit from additional assistance from staff. This includes residents who experience challenges with hearing, eyesight, and cognition. Residents who are not receiving services from Avencia are also identified by this team as requiring additional assistance and will be contacted by a staff member for assessment and follow up.
- Maintain a list of residents' communication preferences/needs
- Assign a Staff Liaison to Ready Force
- Staff Liaison to Ready Force assigns additional staff to each neighborhood to assist with on-foot tasks as needed

- Initiate, manage, and publicize daily Zoom update to residents at 4:00 pm (if power is available) to provide timely information and answer questions residents may have
- Provide email updates to residents who use email - as needed (if email is available)
- Initiate the One Call Now auto notification system to send robo-texts to resident mobile phones and robo-calls to resident landline phones as needed (if available)
- Touchtown: Place all emergency information under the Emergency/Ready Force icon on Touchtown, in a section named for the specific emergency (if Touchtown is available)
- For residents who do not use email (and for all residents if electronic communication is not available) - provide printed material hand-delivered to residences; will tape to door if no answer (note: assuming that even without commercial power, Rose Villa will have some computer/ printer capability, powered by a generator).
- Check one-on-one with residents who have been identified (by Avencia) as potentially needing assistance because of mobility or other issues.

What Residents will do:

Prepare for an incident:

- Keep your contact information current through the Courtesy Services staff (Reception/Resident Services Counter {RSC}), ***including mobile phone number***
- Keep your Emergency Contact Forms up to date through Health Services
- Pet owners, maintain emergency care plans for your pets and update in your resident file through the Courtesy Services (Reception/RSC) staff
- Participate in Ready Force training and exercises
- Contact a staff member if you need more help or any type of assistance. Stressful situations can leave you confused, scared, anxious, and not sure what to do. Rose Villa staff are here to help in these types of situations. You do not have to wait for a staff member to check on you.
- Create an “Emergency Buddy” system with your neighbors to share information and support during an emergency.

During an emergency:

- When you receive an emergency alert from the Incident Command Team, notify your Emergency Buddies
- Watch or listen to the daily 4:00 pm update information from the Incident Command Team using Zoom (if operational)
- Check on neighbors who you believe may need extra help or support; alert a staff member if necessary
- Check email and voicemail regularly (if operational)
- Check your cubby mail if it is safe to do so
- Be alert for staff coming to your door to deliver written communication (especially if electronic communication is down)

Ready Force Responsibilities:

Prepare for an incident:

- Establish a Ready Force Zoom account that all Ready Force members can log-in to so any Ready Force member can initiate a Ready Force Zoom call when an emergency alert is sent by the Incident Command Team. Create a repeating Zoom call under that account so there is a standard way for the group to meet in an emergency.
- Pre-set a daily Ready Force check-in time to be used in an emergency (using Zoom or, if Zoom is down, Ready Force radios).
- Prepare and implement emergency preparation training programs and exercises to help residents be prepared for emergencies and disasters.

During an emergency

- When an emergency alert is issued by the Incident Command Team, Ready Force is to meet by Zoom or radio, self-organize (the first team member present is Ready Force incident lead until delegated) and establish communication with the Incident Command Team.
- The Incident Commander will assign tasks to Ready Force as appropriate given Ready Force resource availability.

Evacuation Plan

Purpose

This Evacuation Plan provides detailed information and guidance for residents who live in apartments and cottages. This plan will be carried out as a component of the overall emergency response. Madrona Grove has a separate plan.

Evacuation Parameters

Rose Villa will follow the direction of state and local authorities regarding evacuation orders. In the event communication from those entities is not available in an emergency, Rose Villa will make the decision whether to evacuate or shelter in place.

Default Evacuation Plan

Residents who do not have a personal plan will be evacuated by Rose Villa to the designated evacuation shelter for our area. Transportation will be provided. Staff will accompany residents.

Rose Villa's Responsibility

During an evacuation order, Rose Villa staff will work with their assigned neighborhoods to organize, inform, and assist residents. Staff member liaison assignments will be shared with each neighborhood ahead of time when possible, so residents know who to work with in case of an evacuation. As part of the pre-work, we will ask residents if they believe they will be able to evacuate via their own personal car or if they will need transportation assistance.

Resident Responsibility

Every resident should have their emergency plan and should use the checklists in this guide to prepare:

- A Go Bag
- Shelter in place supplies
- An Under the Bed Kit
- A first aid kit

Your emergency planning should include how you will leave Rose Villa (i.e. your own vehicle, by evacuation bus, or other means) and where you will evacuate to (i.e. home of friend or family, hotel, or shelter).

You are not alone! Rose Villa staff will be assigned to your neighborhood to assist you during an evacuation. Ready Force can help you in preparing your own plan (see Touchtown for Ready Force contact information).

Catastrophic Disaster

There may be a scenario in which our neighborhood and surrounding area has experienced a catastrophic disaster which has resulted in significant injury or loss of life within the Rose Villa staff community. This type of situation dramatically impedes Rose Villa staff's ability to coordinate an all-resident evacuation by neighborhood and would require First Responder action.

Evacuation Levels

LEVEL I (1) (Green)

GET READY: A threat is in your area.

- Residents begin planning and packing, in the event an evacuation becomes necessary. Stage your Go Bag. Establish where you will evacuate to and compile contact information.
- Your staff neighborhood liaison will be in contact with you. You will need to provide them with your plan for evacuation, where are you going, and how to contact you there.
- The staff liaison will provide additional assistance to residents who need help with their plan of where to go and how to get there. In the event of an

evacuation, each staff neighborhood liaison will be assigned additional staff to help as necessary.

LEVEL II (2) (Yellow)

GET SET: High probability of a need to evacuate.

- Residents should pack necessary items and prepare your family, pets, and vehicle for potential departure.
- Staff will begin to move persons with mobility issues or medical needs which a resident feels will limit their ability to independently evacuate at this time. This includes Avencia Home Care clients and other residents who Rose Villa staff know will require assistance.
- Rose Villa staff highly encourages residents to evacuate now to avoid an urgent situation.
- Please use common sense and evacuate your home at Rose Villa any time you feel uncomfortable.

LEVEL III (3) (Red)

GO NOW!: Residents are asked to leave within a specified time period by pre-designated route(s) or a route of their choice.

At this stage:

- Residents take your family, pets, and necessary items including your Go Bag, medications, important papers, and evacuate NOW. Do not wait.
- Alert Rose Villa about where you will be if you have not already done so.
- Check in with your local Red Cross shelter if possible (even if you don't intend to stay there). Let them know where you will be in case your family or Rose Villa staff are looking for you.
- Drive with your lights on, safely and SLOWLY, remaining aware of your surroundings as you leave.

Transportation for residents who are not driving themselves:

- Rose Villa has established a relationship with First Student Charter Bus Company for evacuation purposes.
- The First Student Charter Bus company will be contacted at the onset of a Level I evacuation status.

- Madrona Grove will evacuate at Level 2.
- At Level 2, an assessment will be made of when to begin evacuating residents who live in apartments and cottages.
 - Avencia client evacuation will be managed by Avencia staff.
- If an evacuation of all residents becomes necessary, the Staff Liaison for each neighborhood will coordinate evacuation with Incident Command.
 - Rose Villa will send staff to accompany residents to the evacuation site
 - Rose Villa staff will send a chase vehicle in order to bring staff back to Rose Villa once the residents are settled at the evacuation site
 - Residents will need to be able to climb up a few steps into the bus
 - TriMet Lift Services will be contacted on behalf of residents who require lift services

Evacuation Routes

Evacuation routes for leaving Rose Villa will depend on the nature of situation and the source of the threat. Rose Villa will provide evacuation route guidance based on the specific threat.

Power Outage Plan

Background:

PGE provides power to the Rose Villa campus through multiple transformers which are fed from different power poles that surround our campus. Because Rose Villa sits in an older area of Portland, power lines in our area are mostly overhead as opposed to underground, which makes them vulnerable. Winter storms, high winds, or a curious squirrel can cause an outage in a single section or, in the worst case, our entire campus.

Because we are a Senior Living “Facility,” PGE prioritizes us for repair service; in a large outage, we will normally be at the top of their list.

What will happen:

If power to your home is interrupted, you will lose lighting, HVAC, (heating/cooling), and power to your wall plugs and appliances. All resident land line phones and internet have battery backup systems to power them for up to two (2) hours.

How to prepare and respond:

1. Maintain emergency supplies listed in this guide.
2. Keep flashlights or LED battery powered lights near your nightstand and other areas of your home in case outage occurs at night.
3. Look outside. If your neighbors also do not have power, we know about the outage.
4. If only your home is without power, notify Reception at “0” or 503-654-3171; if after hours, notify Security at 503-855-7300.
5. Keep refrigerator and freezer doors closed during the outage.
6. Keep doors and windows closed to maintain interior temperature during the outage.

What to expect from Rose Villa:

1. As soon as an outage is detected, Rose Villa will determine affected areas and alert PGE emergency service.
2. If an outage occurs during daytime hours and lasts for more than two hours, staff will check in with each resident in the affected areas and provide assistance if needed.
3. If the outage is after hours, Rose Villa staff will check in with residents the following morning after sunup. If there is a safety issue, we will conduct the check-in immediately and possibly wake you up to do so.
4. In the event of an extended outage when temperatures are low, Rose Villa will set up warming areas in South Main.
5. Rose Villa will communicate updates to residents in affected areas until the outage is resolved.

Backup Generator

Rose Villa has a 100kW backup generator that provides backup power to Madrona Grove and essential circuits in South Main that include exit lighting in corridors and stairwells. In addition, the main kitchen and South Main elevator will remain operational under backup power. In the event of an extended outage, Rose Villa may deploy portable generators to provide power for essential healthcare needs to resident homes.

Elevators

North Main, Garden Grove, the Oaks, and CAB elevators will not be operational in a power outage. Residents who need to exit upper floors of those neighborhoods and are unable to use the stairs will be assisted by staff trained to do so, or, in the event of a fire, by Clackamas County Fire. In an extended power outage, Rose Villa will provide meals and services to mobility-impaired residents affected by elevator outage as needed.

Garage Door Openers

If a power outage affects garages, the auto openers will not work. If you need to use your car, please contact Rose Villa Building Operations and ask them to manually open the garage door for you.

CPAP Machines in a Power Outage

- Obtain a portable CPAP machine that includes a battery. In an extended outage, it may be possible to recharge the battery using a Rose Villa provided generator.
- Another option is to obtain an external battery and a charger for it. One convenient option with built-in charging circuitry is the Goal Zero Yeti 400.

Air Quality Emergency Plan

Background:

Air quality both indoors and out can be affected by a variety of sources.

The most appropriate response to air contamination will differ due to the nature of the event, so it is important that residents follow these guidelines carefully.

1.Outdoor Source: chemical

- Isolate inside your home from poor outside air quality
- As soon as you become aware of the poor air quality, immediately close all doors and windows
- HVAC systems - Turn off forced air heating/cooling systems to prevent outdoor air from being pulled into you home (chart below for the type of heating/cooling system in your home).

1.Outdoor Source: smoke, dust, ash

- Isolate inside your home from poor outside air quality
- As soon as you become aware of the poor air quality, immediately close all doors and windows
- HVAC systems - There are many different HVAC systems used in resident homes across the 60+ year old Rose Villa campus. Refer to the chart below for further instruction on what to do when outside air quality is poor
- Room air purifiers with high efficiency filters may be used to help maintain air quality.

Some heating/cooling units at Rose Villa use “ductless min split heat pumps. These units can be left on during an air quality emergency because they do not bring air in from the outside.

The units that use forced air do pull air in from the outside. Whether or not residents should turn their forced air units off during an air emergency depends on what kind of filter their forced air units use. Filters have a MERV rating to

indicated how effective they are at removing particulate. The most dangerous particulate in smoke is very small - 0.3 microns to 1.0 microns. Here are the efficiencies of the various types of filters in use at Rose Villa in removing particles:

MERV Efficiency at removing particles

Particle size	0.3-1.0 micron	1-3 micron	3-10 micron
MERV 10	—	50-64%	>85%
MERV 13	<75%	>90%	>90%
MERV 15	85-94%	<95%	<90%
MERV 16	<95%	>95%	<90%
Source: ANSI/ASHRAE 52.2-2007			

On the next page are Rose Villa’s recommendations on whether or not you should turn off your heating/cooling system in a smoke/dust/ash air emergency:

NEIGHBORHOOD - TYPE OF HVAC	STD. FILTER	OPT. FILTER	WHEN OUTSIDE AIR QUALITY IS POOR
North Main/South Main VRF	MERV 10		TURN UNIT OFF
Classic Cottage- Elect baseboard heat/window AC	NONE		CAN LEAVE UNIT ON
Classic Cottage- Ductless Mini Split Heat Pump	Washable:screen		CAN LEAVE UNIT ON
Classic Cottage- Forced Air Heat Pump	MERV 10		TURN UNIT OFF
Garden Grove -!!Forced Air Heat Pump	MERV 10	MERV 16	TURN UNIT OFF (UNLESS MERV 16)
North Pocket- Forced Air Heat Pump	MERV 10	MERV 16	TURN UNIT OFF (UNLESS MERV 16)
Pocket (Central) Neighborhood	MERV 10		TURN UNIT OFF
CAB- Forced Air Heat Pump	MERV 10	MERV 16	TURN UNIT OFF (UNLESS MERV 16)
Rose Court-forced Air Heat Pump	MERV 10		TURN UNIT OFF
Rose Court-DuctlessMini Split Heat Pump	Washable:screen		CAN LEAVE UNIT ON
Oaks- HRV system mini Split/Zehnder	MERV8/13		CAN LEAVE UNIT ON (but recommend use of portable HEPA filters to remove more particles)
Schroeder Lofts	MERV 13		CAN LEAVE UNIT ON (but recommend use of portable HEPA filters to remove more particles)
Trillium Townhouses	MERV 8/15		CAN LEAVE UNIT ON

What to expect from Rose Villa:

In severe cases of smoke/dust/ash air contamination, Rose Villa will set up portable air scrubbers in critical areas such as Madrona Grove and common areas to create clean air respite areas. In prolonged events, Rose Villa may provide temporary portable space heaters and AC to cottages and apartments that cannot run HVAC systems safely. In the case of prolonged severe air quality conditions, Rose Villa will distribute N95 face masks to residents.

3. Indoor Source (Oven or burner smoke, microwave accident, accidental discharge):

- In the case of fire, always dial 911 from your land line.
- Exhaust odors or smoke from your home to the outside.
- In the case of a kitchen smoke event, immediately call Reception (0) or after hours security (503) 855-7300 for assistance in venting smoke. Then immediately open windows and run kitchen hood fan if possible. You may open your front or back door if it opens to the outdoors.
 - DO NOT open your front door to a corridor or hallway if you are in a North or South Main apartment. Doing this may set off the main building fire alarm and summon fire trucks.

What to expect from Rose Villa:

Rose Villa Building Operations technicians will respond to all resident smoke events to make sure you are safe and that there is no threat of fire. If there is a chemical discharge or foul contaminant, Rose Villa will assist in containing the source and venting your home.

Winter Storm Plan

Winters in Portland commonly bring high winds and freezing temperatures. While large accumulations of snow are rare, freezing rain and icy roads are very typical for this region. In addition, ice can accumulate on tree branches and power lines, creating hazardous conditions when combined with wind.

How to prepare and respond:

1. Maintain an emergency preparedness kit in case of power outage from storms.
2. Avoid going outside in early mornings as sidewalks can be very icy and slick.
3. Maintain ample supplies of food, medications and necessary items before severe winter begins, as car travel may be unsafe.
4. Maintain three (3) or more days of drinking water in case of water pipe damage from freezing.

What to expect from Rose Villa:

The Rose Villa Grounds team will be prepared for ice and snow removal. Grounds crews will work to clear sidewalks and distribute ice melt and cinders throughout primary walkways around campus. With 22 acres to manage, this work will take time.

Rose Villa contracts with a snow removal contractor who will clear snow accumulations from main roadways on campus and the employee parking lot.

Earthquake Core Plan

How to Prepare



What to do



How Rose Villa will Prepare

How Ready Force will Prepare

What will Happen in a Major Earthquake?

When the next Cascadia Subduction Zone earthquake happens, it will likely be a magnitude of 8.0 or greater. Depending on how much of the subduction zone is affected, it could potentially cause major damage in western Washington, Oregon, and Northwest California. With an earthquake that large, the likely impact will be:

Communication: cell phones, land lines, and the Internet will likely not be operating.

Water and sewer lines will likely be damaged, so Rose Villa residents will not have running water or functioning toilets, and that could go on for weeks.

Electricity will not be available, possibly for weeks. This will create a particularly challenging problem for people who need assistive devices such as CPAP machines, electric wheelchairs, etc., that require electricity. It will also mean no lighting. Both electric stoves and refrigerators will not work.

Transportation: there will be major damage to roadways as well as to the Portland International Airport. This will create a huge challenge for getting relief supplies into the area.

Fuel such as gasoline, natural gas and diesel will not be available other than the fuel Rose Villa has stored. This is because of the roadway disruption (it will be difficult to transport gasoline), because pipelines will likely be damaged. Because our major storage facilities in the area for gasoline and natural gas are located along the Columbia River on unstable ground that will liquify in a major earthquake, this will result in the loss of that stored fuel.

Food will not be available from local stores because of the transportation difficulties.

Shelter: Wood construction, which is used at Rose Villa, tends to fare well in an earthquake, so most of our residences will not sustain major damage. However, you can expect window breakage (so lots of broken glass). During the earthquake, items that are not bolted down (televisions, bookshelves, etc.) will likely be thrown around creating a real danger to residents, unless those items are bolted or tethered to the floor or a wall.

Rose Villa staff may take 72 hours to come to Rose Villa if the earthquake strikes at night or on a weekend (and that is the likely scenario since there are more night-time and weekend hours in the week than work-day hours). Some staff (if they are located across the Willamette or

Columbia rivers, or if they have substantial damages and issues to deal with in their own neighborhoods) will not be able to get to Rose Villa at all.

How Rose Villa is Preparing

Communication: Provide 2-way radios and battery-powered bullhorns to Ready Force team leaders so they can communicate with Rose Villa staff during an earthquake response.

Water: Rose Villa stores 780 gallons of water, is partnering with Willamette View to obtain water from their well, and has a Hurricane Water Filter capable of filtering 160 gallons per hour.

Sanitation: Rose Villa stores 12,000 waste bags to provide to residents. These are inserted in the toilet to collect the waste. The waste-filled bags are then sealed and placed on the front porch for pick-up by Rose Villa staff.

Electricity: Within 72 hours of an earthquake, Rose Villa generators will provide residents with the ability to recharge their electronic devices.

Food: Within 72 hours of an earthquake, Rose Villa will provide one (1) hot meal a day for three (3) weeks.

First Aid/Medical: Rose Villa will provide first aid kits for each neighborhood and will provide a medical treatment area for injured residents, and transportation of the injured and sick to the treatment area. Rose Villa will also provide refrigeration for medications.

Shelter: Rose Villa will store 10 rolls of 3-mil plastic sheeting, staple guns, 10 rolls of duct tape, and will provide debris clean-up services.

How Ready Force is Preparing

Communication: Each Rose Villa neighborhood has a Ready Force leader who is equipped with a 2-way radio and a battery-powered bullhorn, as well as volunteer “runners” for communication.

Sanitation: Ready Force will facilitate distribution of waste bags to residents

Emergency Supplies: Ready Force is working with staff to create caches of material and supplies for disaster situations. These will include:

- Bottled water, paper cups, and a 20-foot garden hose
- First aid and medical supplies
- Box of construction bags
- Box of plastic sheeting
- Roll of duct tape
- Staple gun
- Box cutter

Neighbors Helping Neighbors: **Ready Force will facilitate neighborhood meetings to help people get to know their neighbors and learn what to do if an earthquake happens**

How You can Prepare

The more prepared you are for an emergency, the safer you will be. Remember that it may take Rose Villa staff up to 72 hours to arrive at Rose Villa, so for the first three (3) days after an earthquake, we all need to rely on our neighbors and the preparations we’ve made ahead of time. We strongly urge all Rose Villa residents to make the following preparation:

Communication: Have a cell phone, and a battery- or hand-crank powered radio so you can listen to emergency announcements from KOPB at 91.5 FM, which is our local Primary Entry Point broadcast station for federal emergency announcements.

Food: Store a 3-day supply, plus food for pets, and food to supplement the one hot meal a day Rose Villa will provide for three weeks.

Water: Store water for at least three days – one gallon per person, per day - plus water for pets; and obtain a container for transporting water from water dispensing areas Rose Villa will set up.

First aid: Put together a basic first aid kit. And if you can, we urge you to obtain First Aid training.

Under the Bed Kit: Cuts from broken glass are one of the most common injuries in an earthquake, so you want to protect yourself!

Medications: Maintain an emergency supply of personal and pet medications.

Backup plan for battery devices: Rose Villa has generators that can charge rechargeable batteries. Residents are responsible for having **rechargeable batteries** that can power their CPAP machines, wheelchairs, and other electrically powered devices.

File of Life: Be sure your File of Life is up to date and on your refrigerator!

Shelter: Work with Rose Villa to attach heavy furniture (bookshelves, china hutches, etc.) to the wall so they will not become an injury threat during an earthquake. Obtain a roll of **plastic sheeting** and a roll of **duct tape** to cover broken windows, and identify a central room in your residence that will be your primary shelter (a room where you will remove broken glass and use your roll of plastic and duct tape to eliminate water leakage and drafts). We suggest you have at least one **fire extinguisher!**

Know your neighbors! In the first 72 hours after an earthquake, there may be little assistance from Rose Villa staff. For three days, neighbors will be helping each other. So, meet your neighbors! **Ready Force will organize neighborhood meetings** where you'll learn about your neighbors' skills and the disaster-relevant materials and equipment they have. At that meeting you'll identify a post-earthquake gathering place for your neighborhood.

What to Do if an Earthquake Happens

When an earthquake does happen, **the first 60 minutes are critical**; that's when many lives can be saved. When an earthquake happens, here is what to do:

During the Earthquake:



After the Earthquake:

1. Take care of you:

Your first priority is to take care of yourself, then your loved ones. As mentioned above, we encourage residents to create a First Aid kit and to obtain First Aid training. Even fairly minor injuries can lead to shock, so treat injuries promptly!

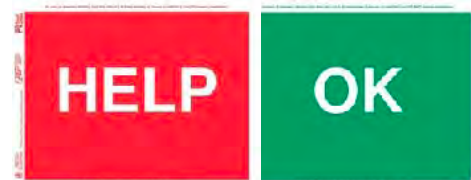


2. Protect your hands, feet and head

Protect yourself from broken glass. Put on leather gloves, sturdy shoes and a hard hat.

3. Place a “Help” or an “OK” sign

Help your neighbors quickly determine whether you are OK or if you need help by placing a “Help” or “OK” sign in a window where neighbors can see it.



4. Put your fire extinguisher in front of your residence

After an earthquake, fire fighters will likely not be available for quite some time. Being aggressive about extinguishing fires **when they are small** is critical. To facilitate that, put your fire extinguisher out in front of your residence where it is visible, so if a fire starts, the extinguisher is easily available to you and your neighbors.



5. Go to your neighborhood gathering site

Identify a gathering site with your neighbors before the earthquake happens. At the site, you'll form teams.



6. Form three teams at the gathering site

- Team 1 will listen to KOPB at 99.5, or the NOAA Weather Radio channel and keep neighbors informed of what they learn. Ready Force leaders will monitor their 2-way radio for communications from Rose Villa staff.
- Team 2 will check on neighbors whom we know may need assistance.
- Team 3 will check on all residences with the “Help” card displayed, or with no card displayed.



7. Return to the gathering site

After your team has completed its work, go back to the Neighborhood Gathering Site and share what you have done, what you learned with your neighbors, and find out what updates are available from Rose Villa staff.

Resident Preparation Checklists

Before an emergency takes place, you should work on completing all of the items on this checklist. The best way to manage through an emergency response situation is to be prepared.

- Complete Rose Villa Emergency Contact Form and file with Health Services
- Keep your pet forms up to date, making sure you list a person who will care for your pets if you cannot
- Read the Rose Villa Resident Incident Reponse Guide and place in a location that is easily and quickly accessible
- Compile and store supplies for sheltering in your home
- Compile and store an evacuation Go-Bag
- Participate in Ready Force neighborhood meetings, trainings and drills. Ready Force promotes connection to those in your neighborhood who can help, or to those who may need help in a disaster

Emergency Kit for Sheltering at Home

Build an emergency kit so that you are prepared with the supplies that you need to be comfortable and safe when sheltering in your home.

Note: This kit is separate from a “Go Bag” kit (next page) which is a list of items you will want to take with you in case of evacuation.

You are encouraged to maintain and store the following for when you are sheltering in place at home:

- Enough non-perishable food for each person in the household for three weeks (21 days) examples: energy bars, canned food that does not require cooking.
- One gallon of water per person, per day, for as many days as you can reasonably store
- Sleeping bag(s) or multiple thick blankets
- Food, pet carrier and any medications for pets
- At least 7-10 days supply of medications (more is better, especially if the medication is critical for your health)
- Flashlights
- Battery powered LED puck lights- one near nightstand
- Radio – battery, solar, or wind up
- Extra batteries
- Cell phone (charged)
- Dust mask
- Pocket knife
- Basic first aid kit
- Foaming hand soap (no water needed)
- Toothpaste/toothbrushes
- Household bleach for water purification
- Plastic garbage bags
- Hand sanitizer

Under the Bed Kit

The Under the Bed kit is for earthquake and power-outage preparation. In an earthquake, there will be broken glass, and cuts from glass are one of the most common injuries. There can also be a great deal of dust. If an earthquake happens at night, you want to have easy access to protection for your hands, head, feet and eyes. We recommend having an under-the-bed kit that includes the following for each resident:

- Sturdy shoes
- Leather gloves
- Safety helmet
- A flashlight
- Protective goggles
- Mask

Go Bag

A Go Bag is what you will need for your immediate safety and comfort in case you must evacuate quickly. Prepare a Go Bag for each family member; make sure each has an I.D. tag. You may not be at home when an emergency occurs, so keep a spare Go Bag in your vehicle. The following items are a suggestion for what to put in a backpack or other easily carried bag:

- Cell phone and charger
- Disposable poncho
- Emergency cash in small denominations
- Sturdy shoes, change of clothes, light jacket or sweater
- Bottle of water
- Energy bars, nuts, dried fruit, or other easily transportable food
- First aid kit
- Permanent marker, paper, and tape
- Photos of family members and pets for re-identification purposes
- List of emergency point-of-contact phone numbers
- List of allergies to any drugs (especially antibiotics) or foods
- Copy of health insurance identification cards
- Extra prescription eyeglasses, hearing aids, or other vital personal items
- Extra prescription medications
- Toothbrush and toothpaste
- Extra keys to your house and vehicle
- Any special-needs or comfort items
- Pet items such as carrier, food, and disposable water bowl

Usually these items can fit in a carry-on travel bag with rollers. These can often be found very inexpensively at a thrift store.

Emergency Kit for your Car

If you own a vehicle and an emergency or disaster strikes when you are off-site, it's very helpful to have an emergency kit in the car. Some ideas on things to include:

- A basic first aid kit
- Flares or emergency LED flashing lights
- Warm clothing
- Rain gear
- A warm blanket
- Emergency food (energy bars, etc.)
- Bottled water
- Ice scraper
- Jumper cables

Basic First Aid Kit for your Home

It's always a good idea to have some basic first aid supplies available for daily minor emergencies, and certainly for disasters. Here are some starter items to consider:

- Disposable gloves
- Scissors; safety pins
- Gauze rolls
- Sterile pads
- Adhesive cloth tape
- Assorted bandaids
- Antibiotic ointment
- Cotton balls
- Disinfectant
- Thermometer
- Tweezers
- Sanitary wipes
- Bandage materials (old sheets, etc.)
- Triangle bandages
- Instant cold compress
- Current prescription medications
- Sanitary napkins or absorbent compress dressing
- First aid manual
- Non prescription medications (pain relievers, antacids, laxatives, hydrocortisone cream)

Neighborhood















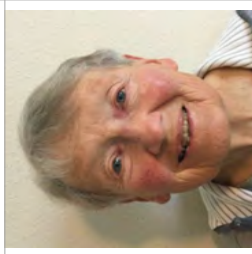
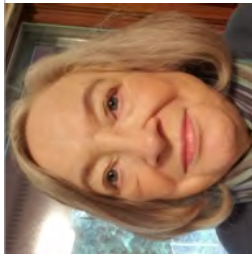

Neighborhood Preparation

In a major disaster (such as a major earthquake) Rose Villa staff and emergency response personnel will likely not be available for some period of time. Getting to know your neighbors and being ready to help each other is a key aspect of emergency preparedness! In a major disaster, it will be residents who are the first responders for each other.


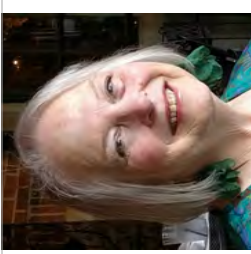







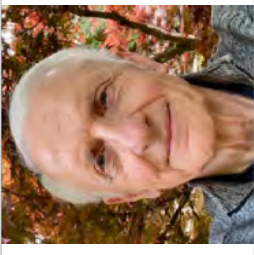
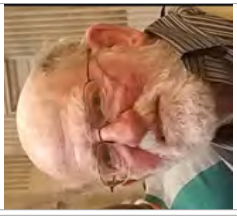
Ready Force will hold regularly scheduled neighborhood meetings to go through neighborhood-focused emergency response, and to help neighbors share information about their emergency preparedness, such as supplies, skills and equipment that might be helpful in an emergency or disaster situation. Your emergency information should include:

- A chart of the skills, supplies, and equipment your neighbors have
- A directory of residents in your neighborhood

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	Howard McEwan Apt. 8000 (971) 371-4070 916-524-0555 hemcewan@icloud.com		Paula Wiiken Apt. 8000 (971) 371-4070 (707) 332-4496 piwiiken@icloud.com		Don Mickey Apt. 8001 (971) 371-4071 503-501-8213 dlmickeyor@gmail.com		Stephanie Feeney Apt. 8001 (971) 371-4071 503-501-8249 sfeeneyor@gmail.com		Bob Whitsitt Apt. 8002 (971) 371-4072 408-712-3833 bob.whitsitt@writeteam.com		Lana Bryan Apt. 8002 (971) 371-4072 (408) 712-3834 lana.bryan@writeteam.com		Joan Ottinger Apt. 8003 (971) 371-4073 503-449-4541 joanottinger@gmail.com
	Jack Wilson Apt. 8004 (971) 371-4074 415-328-5780 jwwrite@yahoo.com		Sallyanne Wilson Apt. 8004 (971) 371-4074 (415) 461-1330 sallyannewilson@att.net		Bob Sack Apt. 8005 (971) 371-4075 503 706 4308 cambellsack@mac.com		Corinna Campbell-Sack Apt. 8005 (971) 371-4075 503 706 4376 cambellsack@mac.com		Akiko Anderson Apt. 8100		Kathleen Glover Apt. 8101 (503) 905-5068 (503) 208-3328 gloverconnection@yahoo.com		Martí Franc Apt. 8102 (503) 905-5069 (503) 209-5532 pnn731@live.com
	Becky Gish Apt. 8103 (503) 905-5070 503-320-6382 gishb2020@gmail.com		Roxanne Malter Apt. 8103 (503) 905-5070 503-957-3139 malter.roxanne@gmail.com		Al Levit Apt. 8200 (503) 905-5071 503-475-3505 levitrehberg@frontier.com		Pat Rehberg Apt. 8200 (503) 905-5071 503-962-9993 levitrehberg@frontier.com		Barbara Curtis Apt. 8201 (503) 905-5072 503-668-7955 gmcbsc@gmail.com		Jan Nolley Apt. 8202 (503) 905-5073 503-884-6464 jrolley@willamette.edu		Ken Nolley Apt. 8202 (503) 905-5073 503-999-8819 knolley@willamette.edu

	Roxanne Goebel Apt. 8203 (503) 905-5081 503-241-2902 roxannegoebel@gmail.com		Terry Sesar Apt. 8209 (503) 905-5089 971-272-2551 tjesar@msn.com		Diana Stallard Apt. 8302 (971) 347-1202 (503) 580-3531 distallard@gmail.com		Connie May Apt. 8205 503-740-5082 503-740-5082 concon9152@gmail.com		Molly Holsapple Apt. 8211 (503) 905-5093 971-645-4984 mollyhol@msn.com		Verna Hendrickson Apt. 8304 (971) 347-1204 503-789-7241 vernapdx@gmail.com		Joan McPherson Apt. 8206 (503) 905-5084 925-997-8961 joan.mcpherson05@att.net		Diedrich Dasenbrock Apt. 8212 (503) 905-5094 503-422-5227 nddas@mac.com		Donna Burrell Apt. 8305 (971) 347-1205 (318)572-2500 theporchBR@gmail.com		Mac McPherson Apt. 8206 (503) 905-5084 925-683-6919 mac.mcpherson@att.net		Nancy Dasenbrock Apt. 8212 (503) 905-5094 503-422-5117 nddas@mac.com		Jane Eggerstedt Apt. 8305 (971) 347-1205 (318)572-2189 jeggerstedt2@gmail.com			Dale Hawkins Apt. 8207 (503) 905-5086 (503) 781-7087 usbarnhawk@msn.com		Emily Rampton Apt. 8300 (971) 347-1200 (503) 887-2902 emily_rampton@hotmail.com		Suzanne Mounts Apt. 8306 (971) 347-1206 510-633-0611 oaklandbranch@gmail.com			Art Martin Apt. 8208 (503) 905-5087 (503) 635-1472 aarmart@aol.com		Nancy Sellers Apt. 8307 (971) 347-1207 503-201-6754 nsellers2722@gmail.com			Nadine Larson Apt. 8301 (971) 347-1201 818-439-9156 nadinel@sbcglobal.net
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	Phil Alexander-Cox Apt. 8308 (971) 347-1208 404-556-7113 Phil.alexandercox@gmail.com		Terri Alexander-Cox Apt. 8308 (971) 347-1208 404-556-7111 terri.alexandercox@gmail.com		Mary Solstad Apt. 8309 (971) 347-1209 907-952-8684 msolstad@icloud.com		Gail Davis Apt. 8310 (971) 347-1210 503-201-4756 hiazsky@gmail.com		Janyce Bender Apt. 8310 (971) 347-1210 503-939-5471 janycebender@gmail.com		Penny Naumoff Apt. 8311 (971) 708-6228 541-488-6472 pennynaumoff@gmail.com		Jeffrey Weih Apt. 8312 (971) 708-6229 503-407-8203 jweih@yahoo.com
	Phyllis Weih Apt. 8312 971-708-6229 503-309-7151 pbweih@comcast.net		John Chapman Apt. 8400 (971) 708-6230 503-222-1501 chapmangrp@icloud.com		Lou Chapman Apt. 8400 (971) 708-6230 503-957-9201 lou.chapman@icloud.com		Bob Fedoroff Apt. 8401 (971) 708-6231 907-632-0780 bobfed@gmail.com		Mary Fedoroff Apt. 8401 (971) 708-6231 907-632-0781 marfedo@gmail.com		Bob Murch Apt. 8402 (971) 708-6232 503-734-9196 bobmurch@mac.com		Joel Metzger Apt. 8403 (971) 708-6233 971-344-8721 metzgerjj@comcast.net
	LouAnn Metzger Apt. 8403 (971) 708-6233 503-989-9985 metzgerl1@comcast.net		Carol Verga Apt. 8404 (971) 708-6234 206-232-4966 caverga@comcast.net		Nancy Dorn Apt. 8404 (971) 708-6234 206-232-4966 Nedoks@icloud.com								

Reserved for neighborhood directory

Personal Information

It's helpful to record important information such as your prescriptions and your emergency contacts so these are easily available in an emergency.

- The following forms can be used to capture information.
- Additional blank forms are available from Courtesy Services staff (Reception or Resident Services Counter).

Personal Information – Contacts

FILE OF LIFE		LAST UPDATE ON _____		
Please note: It is the responsibility of the participant to keep the information in the file current. You may save this document to your computer and update changes as needed.				
PARTICIPANT INFORMATION		MEDICAL CONDITIONS		
Name _____		<input type="checkbox"/> Hearing Impaired		
Phone _____		<input type="checkbox"/> No known medical conditions		
Address _____		<input type="checkbox"/> Heart Valve Prosthesis		
City _____ State _____ Zip _____		<input type="checkbox"/> Angina		
<input type="checkbox"/> M <input type="checkbox"/> F Age _____ DOB _____		<input type="checkbox"/> Hemodialysis		
EMERGENCY CONTACT		<input type="checkbox"/> Hemolytic Anemia		
1. Name _____		<input type="checkbox"/> Hypertension		
Phone _____		<input type="checkbox"/> Hypoglycemia		
Address _____		<input type="checkbox"/> Implanted Defibrillator		
City _____ State _____ Zip _____		<input type="checkbox"/> Laryngectomy		
Relationship _____		<input type="checkbox"/> Leukemia		
2. Name _____		<input type="checkbox"/> Pacemaker		
Phone _____		<input type="checkbox"/> Renal Failure		
Address _____		<input type="checkbox"/> Seizure Disorder		
City _____ State _____ Zip _____		<input type="checkbox"/> Sickle Cell Anemia		
Relationship _____		<input type="checkbox"/> Stroke		
PRIMARY DOCTOR _____		<input type="checkbox"/> Vision Impairment		
Phone # _____		<input type="checkbox"/> Other _____		
Other Doctor _____		RECENT SURGERIES / DATES		
Phone # _____		_____		
HEALTH INSURANCE		SPECIAL CONDITIONS / REMARKS		
Supplementary Insurance _____		_____		
BLOOD TYPE _____		_____		
MEDICATIONS		Pharmacy Name & Phone _____		
Medical Condition	Medication	Dosage	Frequency	Date Prescribed
ALLERGIES	<input type="checkbox"/> Insect Stings	ADVANCED DIRECTIVES		
<input type="checkbox"/> No known Allergies	<input type="checkbox"/> Latex	<input type="checkbox"/> Hospital Preference _____		
<input type="checkbox"/> Aspirin	<input type="checkbox"/> Lidocaine	<input type="checkbox"/> Do Not Resuscitate (DNR)		
<input type="checkbox"/> Ibuprofen/Motrin	<input type="checkbox"/> Morphine	_____ (DNR Form Location)		
<input type="checkbox"/> Barbituate	<input type="checkbox"/> Novocaine	<input type="checkbox"/> Power of Attorney		
<input type="checkbox"/> Codeine	<input type="checkbox"/> Penicillin	(POA) for Health Care		
<input type="checkbox"/> Dexamerol	<input type="checkbox"/> Sulfa	_____ (POA Form Location)		
<input type="checkbox"/> Environmental	<input type="checkbox"/> Tetracycline			
<input type="checkbox"/> Horse Serum	<input type="checkbox"/> X-Ray dyes			
	<input type="checkbox"/> Other _____			
Make 3 copies: place one copy on refrigerator, one copy in purse or wallet and one copy with a trusted friend or relative.				

**RED EMERGENCY BINDER
MEDICATION**

#	Prescription	Dose	Frequency	Diagnosis	Prescribing Doctor
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
NON-PRESCRIPTION					
#	Medication	Dose	Frequency	Diagnosis	Prescribing Doctor
1					
2					
3					
4					
5					

**RED EMERGENCY BINDER
DOCTOR-HOSPITAL-DENTIST**

#	Doctor / Other Medical Contacts	Specialty	Phone #	Address
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

HOSPITAL PREFERENCE / DENTIST

#	NAME	Phone #	Address
1			
2			
3			

Important Documents

We recommend you scan important documents and save them electronically, either by emailing the documents to yourself, saving them to a thumb drive, or storing them in an online cloud backup system.

In addition, store copies of documents in your home's emergency supplies kit. Store your documents in a fireproof, waterproof, lockable box or container, along with the rest of your emergency supplies. Once assembled, mark your calendar with a reminder to go through the papers once a year to make sure the documents stay current. For additional security, consider sending copies of vital documents to a trusted family member or friend who lives in a community far enough away that it is unlikely to be affected by the same major disaster.

Some documents to consider including in your emergency supplies kit include:

- Bank statements
- Birth, death, and marriage certificates
- Car titles or loan agreements
- Current list of medications
- Copy of drivers licenses and/or government-issued identification cards.
- Immunization records
- Insurance policy information (auto, health, renters, etc.)
- Rose Villa Residency Agreement
- List of credit and debit card numbers
- Military records
- Negatives of irreplaceable family photos
- Photos or videos of possessions

PERSONAL NOTES:

Medical Acronyms/First Aid

Stroke Acronym

“FAST”

- **F: Face**

- Sudden drooping on one side of the face

- **A:Arms**

- Sudden weakness in one arm or leg

- **S: Speech**

- Sudden trouble with speech or understanding

- **T: Time to call 9-1-1**

Heart Attack Acronym

“STOP”

-S: Shortness

Of breath

-T: Tightness

Of the chest, or pressure - feels like an elephant sitting on the chest

-O: Other

Cold sweats, weakness or fatigue, heart palpitations, dizziness or even loss of consciousness

-P: Pain

In the chest, throat, neck, jaw, arms or back

Cardiac Arrest Acronym

“NORB”

NO-R: No Responsiveness

- Sudden drooping on one side of the face

- No-B: No Breathing

- Sudden weakness in one arm or leg

If these signs of cardiac arrest are present

Call 9-1-1

Get an AED (Automated External Defibrillator) if available and begin CPR

-

Pets

Your pets are an important member of your family, so they need to be included in your family's emergency plan. To prepare for the unexpected follow these tips with your pets in mind:

1. Make a plan.
2. Build an emergency kit.
3. Stay informed.

Things to include in your plan:

- Have an evacuation plan for your pet. Many public shelters and hotels do not allow pets inside. Know a safe place where you can take your pets before disasters and emergencies happen.
- Develop a buddy system. Plan with neighbors, friends or relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so.
- Have your pet microchipped. Make sure to keep your address and phone number up-to-date and include contact information for an emergency contact outside of your immediate area.
- Contact your local emergency management office, animal shelter or animal control office to get additional advice and information if you're unsure how to care for your pet in case of an emergency.

Build a Kit for your Pet

Just as you do with your family's emergency supply kit, think first about the basics for survival, such as food and water. Have two kits, one larger kit if you are sheltering in place and one lightweight version for if you need to evacuate. Review your kits regularly to ensure that their contents, especially foods and medicines, are fresh.

On the next page are some items you may want to include in an emergency kit for your pet:



- **Traveling bag, crate or sturdy carrier**, ideally one for each pet.
- **Food.** Keep several days' supply of food in an airtight, waterproof container.
- **Water.** Store a water bowl and several days' supply of water.
- **Medicine.** Keep an extra supply of the medicine your pet takes on a regular basis in a waterproof container.
- **Veterinary Information:** Name, address and phone number of your vet and an alternate vet. Write out a release statement, authorizing medical treatments for your pets. Write down your pet insurance policy number, if you have one
- **First aid kit.** Talk to your veterinarian about what is most appropriate for your pet's emergency medical needs.
- **Collar with ID tag** and a harness or leash. Include a backup leash, collar and ID tag. Have copies of your pet's registration information and other relevant documents in a waterproof container and available electronically.
- **Grooming items.** Pet shampoo, conditioner and other items, in case your pet needs some cleaning up.
- **Sanitation needs.** Include pet litter and litter box (if appropriate), newspapers, paper towels, plastic trash bags and household chlorine bleach to provide for your pet's sanitation needs.
- **A picture of you and your pet together.** If you become separated from your pet during an emergency, a picture of you and your pet together will help you document ownership and allow others to assist you in identifying your pet.

- **Familiar items.** Put favorite toys, treats or bedding in your kit. Familiar items can help reduce stress for your pet.

Stay Informed

- Pay attention to wireless emergency alerts for local alerts and warnings sent by state and local public safety officials.
- Listen to local officials when told to evacuate or shelter in place.
- Download the FEMA app and get weather alerts from the National Weather Service, for up to five different locations anywhere in the United States.
- Always bring pets indoors at the first sign or warning of a storm or disaster.

Resources

- American Society for the Prevention of Cruelty to Animals (ASPCA)
- American Humane Association

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Welcome to the neighborhood.

Rose Villa Emergency Pet Care Information

Date Submitted: _____

Pet Owner Name: _____ Apartment/Cottage: _____

Preferred Phone Number: _____ Email address: _____

Veterinarian: _____ Phone Number: _____

Number and type of pets: _____

Who will take care of your pets if you have a medical emergency (including making a decision about permanent placement if necessary)?

1. Name: _____ Phone: _____ Email: _____

2. Name: _____ Phone: _____ Email: _____

3. Name: _____ Phone: _____ Email: _____

If your emergency contacts are not available, please list a preferred boarding facility:

Do you have a Pet Trust? Y N **Information/instructions:** _____

Where can the following supplies and instructions be found in your home?

1. Grab 'N Go Emergency Kit: _____

2. Crate(s) for transporting pet(s): _____

3. Leashes, harnesses, collars: _____

4. Pet medications, schedules and instructions: _____

5. Immunization Records: _____

6. Food: _____

7. Feeding instructions: _____

8. Special instructions: _____

Note: Rose Villa employees may not pet sit or walk dogs. They may let dogs into your fenced yard. The Environmental Services department is available to provide basic cat care (feeding, litter box cleaning) for an additional fee. If Rose Villa does not have information on file for your preferences in case of an emergency, Rose Villa will designate a boarding facility for your pet(s) and charge your account accordingly.

Pet Emergency/Disaster Check List

- A three-week supply of food and water for each pet. Also include a spoon, food dish and, if using canned foods, a can opener. Include a collapsible or travel water bowl that is easy to store.

Keep an extra gallon of water on hand to use if your pet has been exposed to chemicals or flood waters and needs to be rinsed. (Replace stored water regularly to ensure freshness.)

- A first-aid kit. (A pet first-aid book is also a good idea.) Some items you might want to include: muzzle, vet wrap, antibacterial ointment, a blanket, scissors, cotton balls, diarrhea medicine, hydrogen peroxide, gauze pads, tape, sterile wound wash, and Vaseline. Pet first aid kits can also be purchased online at Amazon.com.
- Secure carriers for safely transporting your pets labeled with your contact information. Crates should be large enough to allow pets to stand comfortably, turn around and lie down. (Your pet may have to stay in the carrier for hours at a time.) Be sure the crate is secure. Also include blankets or towels for bedding and warmth as well as special items, depending on the species.
- List of Emergency Contacts
- Current photos of you with your pets and descriptions of your pets to help others identify them in case you and your pets become separated—and to prove that they are yours once you're reunited.
- Proof of Ownership/Animal Information Copies of registration information, adoption papers, proof of purchase, microchip, tattoo or other identification information.

Pet Emergency/Disaster Check List

- Medical records stored in a waterproof container. Copies of veterinary documents, such as vaccination records, medical history, medical conditions, records of important test results.
- Medication List each pet separately and list dose/frequency for each medication. Keep a two-week reserve supply, with directions on how to administer. If possible, keep the medication in the original container. Replace according to expiration dates. Don't forget reserve doses of flea and tick and heart worm preventatives.
- Veterinary Information: Name, address and phone number of your vet and an alternate vet. Write out a release statement, authorizing medical treatments for your pets. Write down your pet insurance policy number, if you have one.
- Written information about your pets' feeding schedules, medical conditions and behavior issues in case you have to board your pets or place them in foster care.
- Sturdy leashes, harnesses. Make sure that your cat or dog is wearing a collar and identification that is up to date and visible at all times.
- Cat litter box, litter, litter scoop and garbage bags to collect all your pets' waste. A three week supply plus a small, plastic litter box and litter scoop. You can opt for disposable litter boxes that come pre-made with litter.

Pet Emergency/Disaster Check List

Other Supplies

- Spare or Extra Collars, Harnesses, or Leashes
- Bedding or Pet Blankets and toys
- Identification Tags If possible, write your temporary location or contact information on the tags.
- Brushes/Combs, Grooming Supplies
- Cleaning supplies for crates/litter boxes
 - Newspapers
 - Paper towels
 - Plastic trash bags
 - Household bleach

Earthquake Protocols

DURING an Earthquake: Drop, Cover, and Hold On

If you are outside walking your pet when an earthquake strikes, drop to the ground before the shaking knocks you down and crawl to an open area away from trees, power lines and buildings. After you drop to the ground and are in a safe location, cover your head and neck with your hands and arms and hold on to something. Hold on to your pet's leash as best as you can, but if your safety is at risk you may need to drop the leash and let your pet find safety on his own. Animals are very good at finding safety and hiding until the danger has passed. Be aware, however, if you let your pet go you may not be able to find it again.

If you are at home when an earthquake starts, let your pet find a safe place to hide. Cats will most likely not tolerate being picked up or held during an earthquake, but some dogs might, so if your dog is able to be handled, drop to the ground with your pet, crawl underneath a desk or table and cover your head and neck. Hold on to the leg of the desk or table if you can.

If your pet struggles to get away or becomes aggressive, let it go to find safety on its own. Your safety should always come first.

BEFORE an Earthquake Strikes: Prepare Today

Train and socialize your pet. A pet that is well socialized with people and new situations will be easier for an animal control officer or a Good Samaritan to rescue than a flighty, frightened pet who rarely goes outside. A well-socialized pet will also handle stress better than an under-socialized pet. Indoor cats can be harness trained and periodically walked outside on leash. Make sure that your cat's harness is fitted well, as cats can become quite acrobatic when startled. Dogs can enroll in basic obedience classes and be regularly socialized by visiting new places such as dog parks, pet stores, outdoor cafes, etc.

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Crate train your pet so that it can easily be transported to safety by emergency personnel.

Cultivate a network of neighbors and friends who your pet knows, likes and trusts and will go to when called.

Create a disaster plan. Make plans for your pets if you need to leave Rose Villa and must leave them behind. In your plan have several phone numbers and addresses of local boarding facilities, veterinary clinics, day care facilities and animal shelters that will accept your pet in an emergency and find out what their disaster protocols are. If leaving your pet at Rose Villa, provide a friend or trusted neighbor with a set of your house keys and a copy of your disaster plan, along with instructions on how to care for your pet in your absence.

Create an earthquake preparedness kit for your home. Include food, water, basic pet first aid items, as well as other useful disaster materials such as crates, blankets and towels, pet waste clean-up supplies like paper towels, waste bags, and cleaning solution, and copies of your pet's medical records with current photos. Your pet's disaster supplies should be stored in such a way that you can an easily "grab it and go." Cats supplies can be stored in a carrier large enough to place a small litter box inside. Dog supplies can be stored in a waterproof duffel bag next to their crate, or inside the crate/carrier itself.

Keep your pets current on their vaccinations/titers. During a natural disaster, stagnant water, poor sanitation and rotting debris create an excellent breeding ground for bacteria and may increase your pet's chances of getting sick. By keeping vaccinations current, your pet is more likely to stay healthy even in unsanitary living conditions and under high stress levels that may compromise their immune system.

Pet Disaster Preparedness

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/pet-disaster-preparedness.html>

In an emergency, your pets will be even more dependent on you for their safety and well-being. Your family's disaster plans must include your furry family members too. Learn what to do to keep your beloved pets safe!

This guide is primarily about dogs and cats. For tips on disaster planning for livestock, horses, birds, reptiles, or small animals such as gerbils and hamsters, please visit [The Humane Society of the United States](#) or [Ready.gov](#).

Top Tips for Keeping Your Pets Safe During a Disaster

1. If it's not safe for you to stay in your home during an emergency, it's not safe for them either!
 - Know which hotels and motels along your evacuation route will accept pets in an emergency. Call ahead for reservations if you know you may need to evacuate. Ask if no pet policies could be waived in an emergency.
 - Most American Red Cross shelters cannot accept pets because of health and safety concerns and other considerations. **Service animals that assist people with disabilities are allowed in Red Cross shelters.**
 - Know which friends, relatives, boarding facilities, animal shelters or veterinarians can care for your animals in an emergency. Prepare a list with phone numbers.
 - Although your animals may be more comfortable together, be prepared to house them separately.
 - Include your pets in evacuation drills so that they become used to entering and traveling in their carriers calmly.
 - Make sure that your pet's vaccinations are current and that all dogs and cats are wearing collars with securely fastened, up-to-date identification. Many pet shelters require proof of current vaccinations to reduce the spread of disease.
 - Consider having your pet "microchipped" by your veterinarian. Read more about our safety tips for traveling with your pet. <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/pet-travel-safety.html>

Pet Disaster Preparedness

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/pet-disaster-preparedness.html>

Help Emergency Workers Find Your Pets



The ASPCA recommends using a rescue sticker alert to let people know that pets are inside your home. Make sure it is visible to rescue workers, and that it includes the types and number of pets in your household and your veterinarian's phone number.

If you must evacuate with your pets (and if time allows) write 'EVACUATED' across the stickers so rescue workers don't waste time

2. Include supplies for your pet in your emergency kit, or assemble an emergency kit for your pet.
3. Make an evacuation plan for you and your pets. Many hotels and shelters do not accept animal guests, other than service animals.

Pet Disaster Preparedness

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/pet-disaster-preparedness.html>



Download the Pet First Aid App

Get critical first aid info for your pet at your fingertips.

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Find it in the

- [Apple App Store »](#)
- [Google Play »](#),
- [Amazon Marketplace](#)

Assemble an Emergency Kit for Your Pet

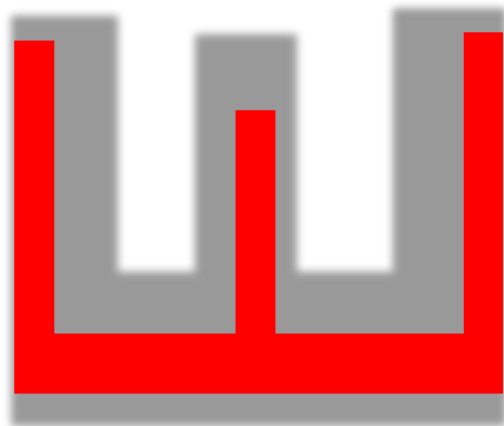
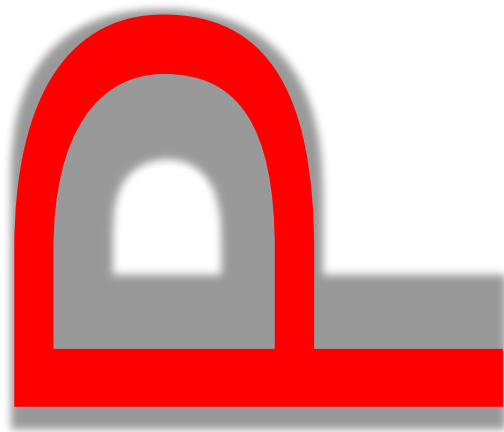
Pet Disaster Preparedness

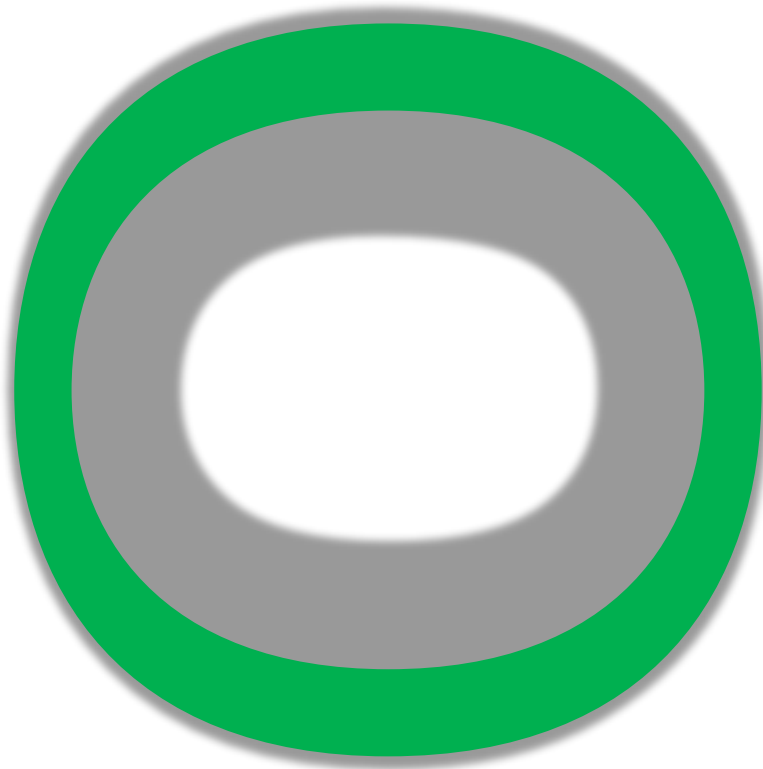
<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/pet-disaster-preparedness.html>

Keep items in an accessible place and store them in sturdy containers so that they can be carried easily.

x	Your kit should include:
	Sturdy leashes, harnesses and/or carriers to transport pets safely and ensure that they can't escape.
	Food, drinking water, bowls, cat litter/pan and a manual can opener if your pet eats canned food.
	Medications and copies of medical records stored in a waterproof container.
	A first aid kit.
	Current photos of you with your pet(s) in case they get lost. Since many pets look alike, this will help to eliminate mistaken identity and confusion.
	Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to foster or board your pets.
	Pet beds and toys, if easily transportable.

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Rose Villa Residence Number Map

-  Steps
-  Paved walk
-  Unpaved walk
-  Road
-  Driveway

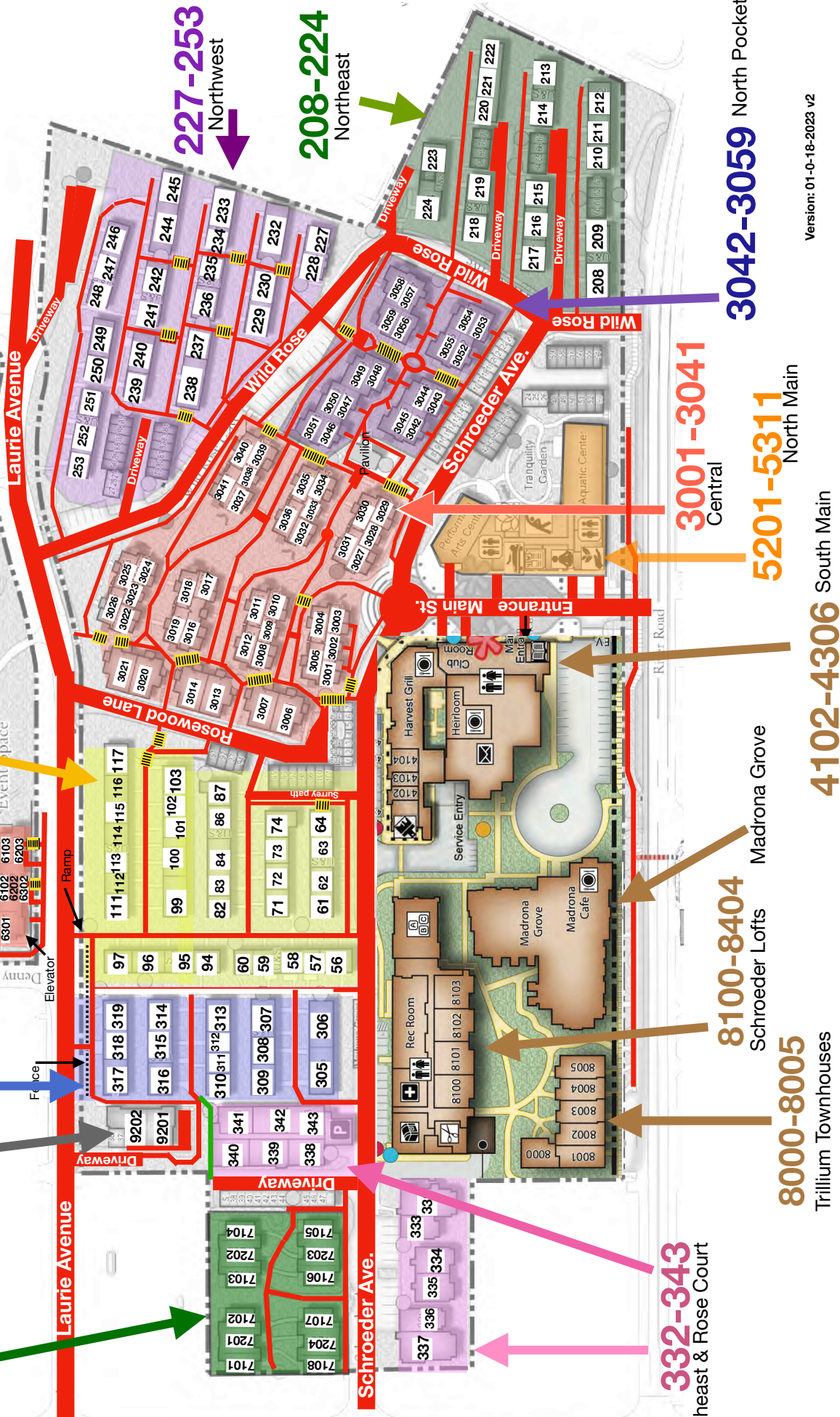


6101-6302
Garden Grove
South Central

305-319
Southwest

7101-7204
The Oaks

9201-9202
Creative Arts Bldg



3001-3041
Central

3042-3059 North Pocket

5201-5311
North Main

4102-4306 South Main

8100-8404
Schroeder Lofts
Madrona Grove

8000-8005
Trillium Townhouses

332-343
Southeast & Rose Court