

Victoria Palms Resort – 602 N Victoria Rd Donna, TX 78537

Disaster Emergency Relief Plan of Action

Dear ELS Resident,

The most important feature of any home is something you probably do not see when you walk through the door, but it could save your life: it is **safety**. Safety comes in all shapes and sizes: smoke detectors; fire extinguishers; escape routes; carefully maintained heating and electrical systems; and knowing what to do and where to go in case of fire, flood, tornado, or other disasters. The key to being prepared in the event of a disaster or sudden emergency is preplanning and practice drills.

The next time disaster strikes, you may not have much time to act; therefore, you should prepare now for a sudden emergency. Knowing what to do in an emergency is your best protection and your responsibility. Even though you are responsible for preparing for an emergency, we have prepared the following suggestions to assist you. Additional resources may be available, and these suggestions are not exhaustive. There are many other resources on the internet, through your local law enforcement, fire departments and local government. Again, *learning how to protect yourself and your family by planning ahead and taking those steps are your responsibility*.

To obtain more information, you may want to contact your local emergency management agency or civil defense office and the local American Red Cross chapter; be prepared to take notes. You will need to gather the following information:

1. Find out which disasters are most likely to occur in your area. The most commonly occurring disasters in this area are: **Floods and Winds**
2. Ask how to prepare for each disaster. **Customer brochures available**
3. Ask how you would be warned of an emergency. **Swift911 /VPRActivities.com**
4. Learn about your community's warning signals: **We have no emergency signal – Only as above**
5. Learn your community's main evacuation routes. **Exit to Victoria RD – It is good road and high ground – Do not exit to service road through hotel – subject to flooding**
6. If needed, ask about special assistance for the elderly or disabled persons. **Notify main office in advance**
7. Ask about animal care during and after an emergency. Animals may not be allowed inside emergency shelters due to health regulations. **Contact local animal shelters for more info**

Preparing for an Emergency

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

1. Draw a floor plan of your residence and mark two escape routes from each room.
2. Install safety features in your home, such as smoke detectors and fire extinguishers.

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

If Disaster Strikes

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

Remember to:

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

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Hurricanes

Before a Hurricane

1. Discuss what to do in an evacuation and prepare a Family Disaster Supply Kit. Think about where you would go and how you would get there
2. Know if you're in a hurricane evacuation zone for a FEMA flood zone
3. Have storm shutters and protection materials for large windows or glass doors. You are responsible for putting down (and up) your own storm shutters.

During a Hurricane

If a hurricane warning is issued, it is mandatory that all manufactured homes be evacuated. The community will not be responsible for assisting residents who choose to ignore the hurricane warning and not evacuate. It is important to pay close attention to weather reports. In the event of a hurricane, your options include:

1. Leave the area: You should plan to leave as far in advance of the storm event as possible. Do not wait until the last day or when the mandatory evacuation notice is posted, as roadways will be congested and dangerous to travel.
2. Stay in a concrete block structure: This could be a relative's home or a local hotel, for example. Arrangements should be made in advance.
3. Go to a public shelter: Local shelters are subject to change due to the level of storm predicted to make landfall. Be sure to watch your local news to get updates and changes to this list.
4. Special needs requirements: If you or your family members have special needs, these arrangements must be made in advance of the storm events. In order to qualify for this service, please be sure to register with the local Emergency Management Office. A form is usually required to be completed and mailed back to this agency to schedule your evacuation during emergency situations. In some cases, you may register by phone.

After a Hurricane

We understand the difficulties and hardships a storm event may cause our residents. Listed below is a helpful guide to assist you upon your return to the community once it has been reopened to the public by local emergency management authorities.

1. Gas – Do not attempt to turn gas back on yourself. If you have a natural gas connection, you will need to contact your local gas company for instructions on how to handle the connection.
2. Power – Community management will be in touch with local utility companies and will work to expedite the return of electricity to your area as soon as possible. Please be patient, as the most serious and life-threatening areas will be handled first.

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3. Water Service – Community management will be in touch with local water/sewer providers to attempt to have this service returned as quickly as possible. After any major storm event, please follow any boil water guidelines as a precaution until utilities are restored to normal working condition.

4. Emergency Response Number – Community management has created an emergency response team to assist you with questions and provide assistance. Please use the following information hotline number in case of an emergency: 888-859-6145.

5. Repairs – We know that many of you may need repairs to your home following a hurricane. Please contact your insurance company and take plenty of pictures.

Earthquake

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

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

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

Tornado

Although tornadoes are most common in Texas, Oklahoma, Kansas, and Nebraska, states to the east like Minnesota, Wisconsin, Alabama, Florida, North Carolina, Illinois, Indiana, Michigan, and Ohio, all experience a relatively high number of tornadoes throughout the year. This is not a

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complete list of states that endure tornadoes and places like California, though not a common occurrence, have reported tornadoes.

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

Fire Safety

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

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

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In Case of Fire

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

Floods

Pay close attention to weather reports, and know the difference between a watch and a warning. A flood watch means that there is the possibility of flooding. A flood warning means that flooding has begun or is imminent.

Before a Flood:

1. Know the elevation of your property in relation to nearby streams, rivers, and lakes.
2. Have several escape routes planned from each room in your home, from your home to a safe location, and prepare/ maintain your Family Disaster Supplies Kit.
3. The National Weather Service continuously broadcasts updated weather conditions, warnings and forecasts on National Oceanic Atmospheric Administration (NOAA) weather radios. A NOAA radio may be purchased online or at electronic stores. Local broadcast stations transmit Emergency Alert System messages, which may be heard on standard radios.
4. When rising water threatens, move everything possible to higher ground.

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5. If flooding is imminent and time permits, turn off main electrical switch. Also, check with gas utility regarding when to turn off main valve for gas.
6. Disconnect all electrical appliances. Cover outlets with tape.
7. Note that most standard residential insurance policies do not cover flood loss.
8. In flood-prone areas, the National Flood Insurance Program makes flood insurance available for manufactured homes on foundations. See your insurance broker for details.
9. Secure your Liquefied Petroleum Gas Containers. One option is to secure the tanks with stainless steel straps that connect to auger anchors in the ground.
10. Strap and secure your hot water heater.

During a Flood:

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

After a Flood:

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

First Aid

1. Information on first aid can be found in your local phone book or by contacting the American Red Cross.
2. Utilize known persons who are medically trained (such as doctors, nurses, or people medically trained in CPR and first aid) to assist in administering first aid to those injured.

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3. If the injured individual(s) are in imminent danger they should carefully be moved to a safe location to administer first aid.
4. In the case where injuries are severe and movement could cause further injuries, **do not move** the injured. Make the injured person(s) as comfortable as possible and wait for emergency personnel.
5. Before emergencies, prepare a first aid kit. Have the kit in an easy to locate place and make sure all family members know the location of the kit.

"Information on preparing a first aid kit for your home is available on the website of the American Red Cross at www.redcross.org"

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

Family Disaster Supplies Kit

Every family should have a Family Disaster Supplies Kit. The kit should be inspected at least twice a year to rotate food and water, check children's clothing for proper fit and to make adjustments to seasonal clothing needs, and check expiration dates on batteries, light sticks, and warm packs. Keep a light source stored in the top of your kit for easy access in the dark. Your kit should be in a portable container located near an exit of your house like a large plastic garbage can with a lid. However, do not overload your kit, as you may have to carry it long distances to reach safety or shelter. Backpacks or duffle bags for each family member work as a way to divide up the rations in the event that family members are separated during evacuation or the disaster. Here is a list of some suggested items for the kit:

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| 1. 3-5 gallons of water (one gallon of water per person per day) | 21. Wool-blend blankets or sleeping bags (1 per person) |
| 2. Method of water purification | 22. Bottle of potassium iodide tablets |
| 3. Matches in a waterproof container | 23. Second method of starting a fire |
| 4. Lightweight stove and fuel | 24. Hand and body warm packs |
| 5. First aid kit and supplies, including burn gel and dressings | 25. Contact lenses and supplies; a spare set of contacts or glasses if available |
| 6. Tent/shelter | 26. Emergency reflective blanket |
| 7. Household chlorine bleach | 27. Aluminum foil |
| 8. Fire extinguisher: small canister, ABC type | 28. Compass |
| 9. Shovel and hatchet or axe | 29. Signal flare |
| 10. Special or prescription medication | 30. Insect repellent |
| 11. Make sure mobile phone is charged and/or obtain | 31. Baby items like formula, diapers, bottles, powdered |

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- pre-paid card for phone calls
- 12. Cash (at least \$50) and/or traveler's checks
- 13. Whistle with neck cord
- 14. Important family papers (copies of birth certificates, marriage licenses, wills, insurance forms, phone numbers, credit card information)
- 15. Mess kits, paper cups, plates and plastic utensils
- 16. Rain poncho
- 17. Flashlights with extra batteries, light sticks, lantern with fuel and wicks
- 18. Radio, batteries, and extra batteries
- 19. Tape
- 20. Food. Examples: canned meats, fruits, and vegetables; canned juices, milk, soup; high energy foods - peanut butter, jelly, crackers, granola bars, trail mix; specialty foods for infants, elderly persons or persons on special diets; comfort/stress foods (cookies, hard candy, sweetened cereals, and lollipops) instant coffee, tea bags, and vitamins
- milk, medications, and favorite security items
- 32. Portable toilet, personal sanitation equipment
- 33. 50-foot nylon rope
- 34. Personal comfort kit, include soap, toothbrush, toothpaste, comb, tissue, razor, deodorant, and any other needed items
- 35. Non-electric can opener
- 36. Sun block/sun glasses, hat
- 37. Tools (pliers, hammer, screw drivers, bolt cutters, pocket/utility knife)
- 38. Sewing kit
- 39. Games, books, toys
- 40. Extra clothing (include at least one complete change of clothing and footwear per person per day) extra socks, underwear, hat, gloves, and sturdy shoes

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Agencies and Resources

Name	Phone Number
Emergency Management	956-364-2711
Highway Patrol	State Highway Conditions 800-452-9292
Poison Control	Texas Poison Control Network 1-800-222-1222
Red Cross	South Texas Chapter – Harlingen 956-423-0523
Electric Company	AEP Electric Power 866-223-8508
Gas Company	Texas Gas 800-959-5325
Water Company	Donna Water Department 956-464-7861
Sewer Company	Donna Water Department 956-464-7861
Telephone Company	AT&T Repair Service 800-288-2020
Fire Department	911 or Donna FD Non-Emergency 956-464-3013
Police	911
Non-Emergency	Donna Police Non-Emergency 956-464-4481

	Name	Phone Number
1. Knapp Medical Center	1401 E 8th St, Weslaco, TX 78596	(956) 968-8567
2. South TX ER at Weslaco	330 W Expy 83, Weslaco, TX 78599	(956) 975-2300
3. Valley Baptist Micro Hospital	1021 W I-2, Weslaco, TX 78596	(956) 969-7300
AM Emergency Radio Station	KURV 710 AM	
FM Emergency Radio Station	KTEX 100.3 FM	

Name of Local Disaster Shelter	Address	Phone Number
1. American Red Cross	Harlingen	(956) 423-0523
2. Local Disaster Shelters with the Resort Community	None	
3. 211 Texas – Call for information	Evacuation Assistance	211

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Community Information

Community Name:	Victoria Palms Resort
Community Address:	602 N Victoria RD, Donna, Texas 78537
Community Elevation:	82 feet Above Sea Level

Location of Disaster/Emergency Relief Plan of Action –Resident’s Copy

You may ask your property manager for the location of the residents’ copy of the property’s “Disaster/Emergency Relief Plan of Action,” including a copy of this letter.

A copy of the property’s entire “Disaster/Emergency Relief Plan of Action” is posted at:

Victoria Palms Main Office

The notice of this plan and the resident’s letter existence is posted at:

Victoria Palms Mailroom

Victoria Palms Large Laundry

Victoria Palms Activities Lobby

Victoria Palms Online Blog: www.vpractivities.com

A copy of this letter is available at:

Victoria Palms Main Office

Victoria Palms Online Blog: www.vpractivities.com