

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

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

Shelter-In-Place Most often the safest place for you is in your home (or other building on the Preserve) during, and immediately following, an incident. Depending on the nature of the incident, you may be given further instructions, such as close all windows and doors to the outside, turn off all lights and appliances, do not use candles or other ignition devices, close fireplace dampers, etc.

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

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

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

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

1. **Evacuation Warning** – typically given a minimum of 48 hours in advance. This warning allows you time to make preparations for the care and security of valuables and your property in general. If you have special needs that require advanced preparation, this is the time to prepare to leave the property. Resident Services will be prepared to assist with your needs and can be reached at **(831) 620-6760**.
2. **Voluntary Evacuation** – typically given a minimum of 24 hours in advance and drives your decision to leave your property. This notice usually follows an Evacuation Warning, and encourages you to take actions now, based on your personal decision. This may involve evacuation of certain family members or pets, horses, or valuables only. This notification is intended to help you think through and plan for your safety and best interests.
3. **Mandatory Evacuation** – given immediately upon knowledge of a dangerous situation that could result in being in imminent harm's way. This notification

will likely come via a “door-to-door” visit by an authorized First Responder, including a member of the Preserve’s ERT, or Monterey County Sheriff or Fire Department member. Due to the imminent nature of this type of warning, this could be your first notification of an emergency threatening you and your property, leaving you with NO TIME to prepare to leave. In this case, just get the family and pets out, and follow evacuation route instructions. You may or may not be given a proposed destination in this case. In some instances, the Mandatory Evacuation Orders can be received after evacuation warnings and/or voluntary evacuation warnings, where you had some time to prepare to leave.

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

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

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

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