

Evacuation Protocol

Harbin Hot Springs have an Emergency Response Team (ERT), a manual, and a protocol that we train our staff on multiple times a year.

Action Level Description

1. Normal Level

- a. Keep ERT Protocols available and visible.
- b. Review, Test & Drill monthly: April, May, June, July, August, September, October, November
- c. Monitor conditions and issue a Fire Season Bulletin if needed.
- d. Remind guests of the Three Horn Signal to evacuate and the Evacuation Plan map.

2. Alert Level

- a. For any fire in or threatening Lake County: The Core Team is activated and begins monitoring.
- b. The Core Team updates each other. It notifies the Dept Team for actions as conditions change.
- c. Review, Test and Drill ERT protocols.
- d. Dept Managers keep track of each employee on property.
- e. Monitor all fire and weather conditions and issue frequent Fire Season Bulletins if necessary.
- f. Tell guests the Three Horn Signal, the Evacuation Plan map and current fire information.

3. Evacuation Level

Only the Lake County Sheriff's Office can order an Advisory Evacuation or a Mandatory Evacuation. The Core Team can choose to evacuate Harbin at any time.

- a. The Three Horn Signal is used to audibly notify everyone in Harbin to evacuate NOW. The Three Horn Signal is three long blasts and a pause. This sequence is repeated until EVERY PERSON is evacuated from Harbin.
- b. The Security Department siren, vehicle horns and air horns are used for the Three Horn Signal.
- c. Bullhorns, radios, text messages, pages and phone calls also notify an evacuation and are used for additional information and communication.
- d. The Core Team assigns people to the Communication Coordinator, Traffic Director and Rover roles.
- e. The Core Team must coordinate IT asset retrieval from Accounting and Resident Accounting and ensure Ishvara's safety.
- f. After the evacuation, the Core Team and the Dept Team will relocate and use Cobalt to confirm guest evacuation and Department staff schedules to confirm employee evacuation.
- g. ERT priority is guest and employee evacuation. HCC tenants of the Middletown rental properties must follow and comply with Sheriff and CalFire orders. ERT, HR and Res Accounting will try to assist with tenant evacuation if time and resources are available.

Evacuation Management Description

Once an evacuation is ordered, one person is assigned to each of these roles. More than one person should be assigned to each role to make the evacuation go smoother. As a minimum there needs to be a Traffic Director and a Rover.

1. Communication Coordinator - Kiosk
 - a. Manages radio, phone, and text communication.
 - b. Writes down or checks off who has left Harbin.
 - c. Collects information as people leave.
2. Traffic Director - Kiosk
 - a. Directs evacuation traffic out of Harbin.
 - b. Directs firefighting and first responder traffic into Harbin.
 - c. Keeps non-essential traffic out of Harbin.
 - d. Passes information from vehicles to the Communication Coordinator.
3. Rover - Everywhere
 - o Drives around to signal people to evacuate and verify people have left.
 - o Turns off propane and other utilities as needed.
 - o Gives information to fire fighters around the property.