



Onion Creek Homeowners Association

Crisis Management and Response Plan

This Disaster Plan is designed to assist Onion Creek homeowner's in planning, preparing and recovering from natural disasters.

"Preparation through education is less costly than learning through tragedy."
Max Mayfield, Director, National Hurricane Center

2018

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Crisis Management and Response Handbook

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Crisis Management and Response Handbook

Introduction:

Most crises strike without warning. A crisis is any event that brings the ongoing schedule of activities to a standstill. A true crisis can turn a community to near chaos, leaving community members panicking as they scramble to identify (1) the nature of the event, (2) the seriousness of the event, (3) an appropriate level of response and (4) the available resources to aid in the response. A crisis brings a challenge to the community.

The purpose of this handbook is to outline responsibilities and procedures to enable all persons connected with the OCHOA to:

- Provide a safe environment for community members;
- Provide advance planning that is preventive;
- Provide a positive approach in responding to threatening situations;
- Be informed and respond quickly and calmly to aid in the safety and wellbeing of all in the event of a crisis;
- Provide an interface capability with outside agencies;
- Recover and continue operations with a minimum of interruption;
- Utilize the rich reservoir of our community to come together and give support and assistance to one another.

Informed community members are integral parts of successful crisis management. In addition, a ***Crisis Management and Response Team*** (CMRT) has been established to assist in crisis situations.

The purpose of the CMRT is to stop deterioration and contain the situation. Everyone at Onion Creek who plays a part in crisis management and response should keep a copy of this handbook readily accessible in the event of a crisis event.

Should you have any questions or concerns, please direct them to the Onion Creek Homeowner's Association Office.

This Handbook contains recommendations and guidelines for action. It does not create any legal duties or obligations on the part of OCHOA. OCHOA is not responsible or liable in the event of any departure from, or ineffectiveness of, the procedures and suggestions outlined in this Handbook. In publishing this Handbook, OCHOA does not assume any responsibility for safety of persons, or preservation of property or belongings. That responsibility rests entirely on each resident. This Handbook is not a substitute for each resident taking self-protective measures. If a resident feels threatened, unsafe, or uncertain, FIRST call a first responder (police, fire, EMS).

Advance Preparation Responsibilities

The advance responsibilities of the OCHOA, Crisis Management Response Team members, and community members are listed below.

A. Responsibilities of the President and Board Members of the OCHOA;

1. Establish a Crisis Management Plan (CMP) for the community and obtain Board Member approval for the plan.
2. Establish a crisis management response team (CMRT) to support and assist with the crisis management plan.
3. Maintain a current list of all CMRT members and their phone numbers.
4. Establish and publish on the OCHOA website emergency evacuation routes for all areas of the community.
5. Train all new Board Members, staff and CMRT members as to their responsibilities and duties. For remaining Board Members, staff, and CMRT members a refresher course will be provided.
6. Review the Crisis Management Plan at least annually. Update, revise and submit to the Board a revised crisis management plan for the community as necessary. Provide a sign-off sheet for Directors to indicate compliance.
7. Maintain documentation of updates to the Crisis Management Plan.
8. Be responsible for alerts during an emergency, as conditions permit.
9. See that emergency equipment and supplies are in usable condition and adequate quantities.
10. Establish an Emergency Command Post and alternate Command Post location to be used in the event of an emergency using the OC Club and/or the OCHOA offices
11. The Board Vice President will assume authority in the President's absence. If the vice president is unavailable the Board Security Chair will assume the duty. Annually these designated members should review procedures to follow should an emergency condition arise.

B. Responsibilities of Crisis Management Response Team Members

1. Meet at least annually with the Board of Directors to review crisis management plan and be prepared to implement such plan if the President is offsite at the time of disaster.
2. Know the community emergency procedures for the various types of crises.
3. Assist OCHOA and community members as assigned and/or needed.

C. Responsibilities of the OCHOA Community Members

1. Have an emergency supply kit, contact list and first aid kit in a readily available place.
2. Have an exit route strategy for your home.
3. Supervise the safety and welfare of your family/pets.
4. Know the procedures for the various types of crises.
5. Complete the emergency information forms found on the OCHOA website and notify the HOA office promptly of any changes that are made (phone number, address, handicapped resident and pets etc.).
6. Have the necessary tools readily available to shut off your home gas and water.
7. See that fire extinguishers are charged at least once a year.
8. Follow directives of first responders or crisis management response team..
9. Know the persons you have listed on your Emergency Information Form who will assist during emergency situations.

SPECIFIC CRISIS MANAGEMENT AND RESPONSE PROCEDURES

1. Verification and Initial Assessment

Following notification of a crisis, the President immediately gathers information to determine an appropriate response. To effectively deploy the CMRT, the President needs factual information. Rumor control also begins immediately as a response to panic and shock. Possible sources for fact-verification are: police department, emergency services personnel, family, and/or medical personnel.

2. Notification of Emergency Services

Assistance from an appropriate emergency service is the first responsibility if a crisis occurs and there is an indication of escalation of a situation. The President notifies 911 and he/she or Security meets the emergency service at the entrance and escorts them to the emergency site. **Upon the arrival of the emergency service, that service becomes the responsible entity.**

3. Assembling of Crisis Management Response Team Members

In most cases, containment and management of a crisis occurs by the CMRT. The President determines the timing and location (typically the Emergency Command Post (defined prior to the emergency) for the gathering of the team. The President determines the notification and/or involvement of Chairs.

4. Assessment of the Situation and Planning with Crisis Team

The CMRT convenes and determines the impact of the situation. They share and review the facts as well as determine the extent of a reaction by the community. They decide if additional crisis personnel from the team should respond. The President assigns duties based on their roles and their responsibilities. **The type and level of crisis determines the necessary course of action.**

5. Alerting the OCHOA Office

The **President** reports the crisis to the OCHOA Office. The President follows the initial report with periodic updates, as the situation warrants. Communication between the Board Members and the OCHOA Board President brings additional assistance from the community and provides an objective view of the situation.

6. Implementation of Appropriate Tasks by the Crisis Team Members

- A. Disperse accurate information as a top priority. Utilize Neighborhood Watch Chair and Districts.
- B. Contact with the press is usually the **OCHOA Board President**, however another person may be chosen by the President. Allow only factual information to be released to the community.

- C. Reassure and inform Community Members. The preparation of a fact sheet, by the Communication Chair, reduces confusion in the community. Notify the community via email/newsletter/media to explain what occurred. Depending on the situation, a community meeting may be called by the President to discuss the events.

7. Debriefing Sessions

Begin debriefing sessions with the CMRT the first day and continue meeting, as necessary, throughout the management phase of the crisis until resolution occurs.

8. Post-Emergency Actions

The **President** will lead an “After Incident” debriefing, which will be attended by the CMRT and other affected/responsible persons.

The group will compile a list of problems noted by the CMRT and other participants. The President will then prepare an “After Incident” report for distribution to the CMRT, OCHOA Board and Community Members as necessary.

If required, the President will modify emergency response procedures and responsibilities to correct the problems noted.

CRISES MANAGEMENT/RESPONSE TEAM ROSTER

CMRT **Coordinator**

- Board President

Mike Rodriguez

lmiker@msn.com

Home (512) 292-1300

Cell (512) 363-9689

CMRT **Secondary Coordinator**

- Board Vice president

Jerry Patterson

jerrypattersontexas@gmail.com

Cell (512) 740-5650

CMRT Chair

Pam Beattie

ppbeattie@att.net

HOME (512) 291-8634

Cell (512) 423-5097

Communications Chair

Robb Edgecomb

OnionCreekCommuniations@gmail.com

Cell (512) 784-3643

OCHOA Office

Susan Dunning OFFICE (512) 577-0478

Annette Waller OFFICE (512) 496-0080

OCHOA8110@sbcglobal.net

Kathy Pillmore

kpillmore@icloud.com

Cell (512) 797-5400

Security Chair

Scott C. Hutchinson II

512hutchinson@gmail.com

Cell (512) 809-2168

Traffic Chair

Carolyn Dyer

cefroggie@austinrr.com

Cell (512) 554-2286

Evacuation Chair

Charlie Corona

coronamac@gmail.com

Cell (512) 736-2150

Neighborhood Watch Chair

Martie Owan

marthaowan@icloud.com

Home (512) 394-5087

Cell (214) 674-0164

Utilities Chair

Stuart Osantowski
StuO@castlecleaning.net
Home (512) 291-4800
Cell (512) 633- 3143

Community Emergency Services

Austin EMS, APD, EMS
9-1-1

Community Resource Services

American Red Cross
(512) 928-4271

CRISIS MANAGEMENT/RESPONSE TEAM JOB DESCRIPTIONS

Coordinator/OCHOA Board President or Designee:

- Identifies crisis and notifies the crisis Chairs and liaisons.

Notifies the City Authorities of the crisis (may appoint a designee to perform this function)
- Serves as media liaison; may determine who is secondary media liaison
- Coordinates with City Official's to provide community meetings regarding information/discussion of crisis
- If Designee is in charge, the OCHOA Board President is updated on the resolution of the crisis

CMRT Chair

- Clarifies the duties of the various Chair and liaisons and supervises the crisis intervention activities.
- Communicate specifics on the crisis to the Board and Team
- Interacts with the HOA Office to aid in coordination of team actions and consistent updating of actions and information.
- Interacts and provides updates to the Communication Chair.
- Meets with CMRT to identify strengths and areas of improvement to specific crisis management situation
- Meets at least annually with CMRT to review and revise crisis management plans and procedures

Communications Chair

- Initiates and coordinates, as directed by the **President**, communications of information and facts during and after crisis
- Keeps the President and OCHOA Office updated as to what information to share with community members

Security Chair

- Provides organization/assistance to arriving medical/emergency personnel, when possible.
- Assists law enforcement & emergency personnel during crisis re: physical facilities.
- Helps maintain order during crisis by assisting with community needs
- Works with the Traffic Chair as needed on community evacuation and safety.

OCHOA Office

- Notifies Board Directors and CMRT Chairs and Liaisons.
- Assists in Crisis coordination and team notifications
- Contacts OC Club and other nearby facilities if they may be threatened by the crisis
- Documents actions and records decisions made by CMRT
- Coordinates with Communication and CMRT Chairs facts and information for the OCHOA community
- Functions as information central for the community during the crisis
- Communicate specifics on the crisis to the Board and Team

Traffic Chair

- Aids OCHOA Office and Security Chair as needed
- Helps to identify community needs and concerns re crisis
- Directs families to established waiting area for information and instructions.
- Coordinate with CMRT in the event of evacuations or relocations

Neighborhood Watch Chair

- Contacts Neighborhood Watch Section Chiefs and District Captains to assist with crisis as directed by the CRMT Chair and/or first responders
- Contacts **OCHOA Office** for information to be distributed to the Chiefs and Captains.
- Contact various local services to provide water, food, if needed

Utilities Chair

- Assist **President**, CMRT Chair, and Security Chair in the shutdown of gas and electric, as needed.
- Keep in contact with the President and CMRT Chair to provide help for needs as crisis ebbs and declines.

PHASES OF CRISIS RESPONSE

There are three distinct phases in the management of any crisis. The following outlines each phase type and the actions needed during that phase.

Phase 1: ACTION PLAN

1. Verify facts
2. Determine level of crisis
3. Notify emergency services
4. Notify, assemble CMRT

Phase 2: TRANSITION

1. Designate/Alert media representative
2. Alert OCOCHOA Office
3. Alert Community as necessary
4. Coordinate CMRT activities, handling emergencies per guidelines in this Handbook

Phase 3: DEBRIEFING

1. Set up debriefing process for CMRT
2. Evaluate and review how the CMRT functioned
3. Identify specific crisis management areas of strength and concern
4. Update OCHOA Office, Community Members, media when applicable

LEVELS OF CRISES

There are three levels of crisis depending on the -non-disaster and disaster, of the incident. The following offers a description of each level, examples and those CMRT members that would be involved

Level One Crisis: (non-disaster)

Personal tragedy and threatening incidents *primarily affecting* the community.

Examples:

- Hostage situation
- Violent or bizarre behavior
- Dangerous or irate person
- Weapons
- Bomb threat (localized)

Such incidents would possibly involve:

- Crisis Management Response Team
- OCHOA Office
- Community Resource Professionals
- Community Emergency Services
- News Media

Level Two Crisis: (non-disaster)

Major personal crisis or threatening incident or major disaster elsewhere that impacts Onion Creek.

Examples:

- Closure of Interstate 35
- Accident with severe injuries
- Other community incidents

Such incidents possibly would include:

- Crisis Management Response Team
- OCHOA Office
- Community Emergency Services
- News Media

Level Three Crisis: (disaster)

Terrorism, disaster or threatened disaster directly and profoundly affecting Onion Creek.

Examples:

- Fire, tornado, severe windstorm, flood, bomb threat (community wide)
- Environmental hazard
- Sniper gunfire or taking of hostages

Such incidents possibly would involve:

- Crisis Management Response Team
- OCHOA Office
- Community Emergency Services
- News Media

EMERGENCY EVACUATION PROCEDURES

Onion Creek is difficult to evacuate. The exits are either to I-35 or out Bradshaw Road, for approximately 1400 homes.

The entrances/exits for many neighborhoods are through one street, leading to another street that leads to one of three exits: Onion Creek Parkway to I-35 access road (going both north and south), Boca Raton to I-35 access road (going north), and River Plantation to Bradshaw Road (north and south).

Legends Way can exit on Bradshaw Road or go into Onion Creek on River Plantation and follow the traffic to I-35.

In case of flooding, only parts of Onion Creek may require evacuation. The bridge on Pinehurst near the pond and the bridge over the creek on River Plantation are points of potential blockage. Legends Way has a major dip in Bradshaw Road (going north) that may flood.

In case of fire, tornado, hurricane and other natural disasters, follow the directions of Security personnel and first responders.

SHELTER IN PLACE DECISION

All residents will have to make a decision to evacuate or shelter in place.

BOMBS AND EXPLOSIVE DEVICES

Bomb Threat

1. Person receiving the threat:
 - A. Try to authenticate the message. Delay the caller with such statements as
 - “I am sorry;
 - I did not understand you.
 - What did you say?”
 - B. Get as much information as possible from the caller. Ask the caller:
 - Where is the bomb located?
 - What time is it scheduled to explode?
 - What does the bomb look like?
 - What type of bomb is it?
 - What did you say your name is?
 - What is the source of your information?
 - C. Note the following, if possible:
 - Exact time the call was received
 - Sex of caller and approximate age
 - Voice quality; accent, peculiar speech mannerisms
 - Background noises: music (type), motors, traffic, party, giggling
2. Immediately after the caller hangs up, place a 911 call, and call SECURITY.
3. Security starts evacuation of the community at the request of the Emergency Responders and notifies the President.
4. The President convenes the CMRT to evaluate the situation.
5. The President notifies the OCHOA Office, and Communications Chair upon development and resolution of the situation.

Bomb Found

1. The **CMRT Representative/Security** makes a 911 call and notifies CMRT.
2. The **CMRT Representative/Security** isolates the area.
3. Security Chair evacuates the area to location 100 feet from the site of the suspected bomb and in a direction that is away from glass. Notify the President.
4. Do not handle the device. Do not use two-way radios or cellular phones. Do not attempt to dismantle or remove device.
5. Evacuated residents are to remain in their area until the police/fire chief declares the building safe or directions are given to move to another area.
6. Security Chair will establish a security cordon and entry control point at the scene and will oversee traffic and crowd control. This should be done in coordination with police and fire personnel.
7. The President will provide a fact sheet to help the Communications Chair and the OCHOA Office in answering the questions of concerned residents. A prepared statement for the media will be developed, if needed.
8. The President will notify the OCHOA Office as soon as the situation is contained.

EXPOSURE TO ENVIRONMENTAL HAZARD: EXTERIOR RELEASE

1. The President and Security Chair assess and verify the information. This requires calling the fire department for instruction.
2. The **President** makes a 911 call to provide emergency medical care and notification of which community is involved.
3. The President convenes the CMRT.
4. If necessary, the Security Chair will secure any incident scene and provide traffic/crowd control, in coordination with emergency personnel.
5. If necessary, the Security Chair will provide security escort and direction for responding emergency units.
6. The President and Security Chair will assess the extent of injuries or the potential for physical danger in cooperation with other emergency personnel.
7. If the fire department instructs to shelter in place:
 - A. The CMRT and the OCHOA Office will establish communication throughout the community by email, text, and portable communication devices.
 - B. The Communications Chair will set up and monitor a portable AM/FM radio to receive additional emergency information.
8. If instructed by the fire department to evacuate:
 - A. Security Chair determines the direction of the prevailing wind.
 - B. Security Chair guides an evacuation using crosswind routes to avoid contamination, where possible.
 - C. The Communications Chair will notify the Neighborhood Watch Chair.
 - D. The Communications Chair will record all activities and decisions of the CMRT.
9. Once evacuated, follow instruction given by CMRT team and/or law enforcement officials.

FIRE OR EXPLOSION

1. The President **or** Security Chair makes a 911 call, and notifies the Communications Chair and the OCHOA Office to alert the residents.
2. The President alerts the CMRT Chair and arranges a meeting in a location decided by the **President** to evaluate and prepare the dissemination of information to residents and media.
6. The President communicates to the CMRT Chair any instructions from the public authorities regarding further assistance.
7. The OCHOA Office logs all activities and decisions, where possible.
8. The President makes reports to the media, following coordination with the CMRT Chair and law enforcement.
11. The Security Chair will establish a security cordon and entry control point at the scene and will oversee traffic and crowd control until emergency personnel arrive.
12. Following control of the emergency, the President will re-convene the CMRT, at a convenient time to discuss further action needed.

HOSTAGE/SNIPER GUNFIRE

1. The **President or** Security Chair makes a 911 call, and notifies the Communications Chair and the OCHOA Office,
2. The Communications Chair will notify the Neighborhood Watch Chair.
3. The President **or** Security Chair will alert the CMRT Chair and team.
4. The Security Chair will provide escort for arriving emergency response personnel.
5. The President will issue instructions to evacuate all non-essential personnel from the affected area if possible.
6. The President convenes the CMRT at a designated location to establish, in cooperation with the authorities, an incident command center with communications on site.
7. The OCHOA Office will record activities and decisions made by the **President** and CMRT.
8. The President will provide a fact sheet to help the Communications Chair and others in answering the questions of concerned residents.
9. The President in conjunction with law enforcement prepares a statement for the media.
10. The OCHOA Office reassures residents that appropriate measures are being taken to ensure their safety, when appropriate.
11. The **President**, in conjunction with law enforcement officials, will determine the need for evacuation procedures.

NATURAL DISASTERS: TORNADO, STORM, FLOOD

1. The President will determine when conditions necessitate emergency procedures and will call 911. At that time the CMRT will be contacted to assist.
2. The President will instruct the OCHOA Office to monitor the battery-powered radio that is kept in the OCHOA office, for additional weather information.
3. The President may instruct some/all to move to a designated area of shelter, or to evacuate.
4. **The** President will notify the Neighborhood Watch Chair. District Captains of the Neighborhood Watch may assist residents with special needs during any re-location.
5. The HOA Office will record all activities and decisions as is applicable.
6. If necessary, the Security Chair will secure any incident scene and provide traffic/crowd control, as needed.
7. If necessary, the Security Chair will provide security escort and direction for responding emergency units.
8. The **President** will disseminate information through the Communications Chair.
9. If information needs to be released to the media, the President will issue that information.

EMERGENCY TELEPHONE NUMBERS

Fire, Police, Paramedics	City of Austin 9-1-1 Non-Emergency 3-1-1
OEM-Office of Homeland Security & Emergency Mgmt.	City of Austin 9-1-1 Non-Emergency (512) 974-0450
Department of Emergency Services	Travis County (512) 854-9367
Sheriff Department	Travis County (512) 854-9770
Department of Health And Human Services	Travis County (512) 854-4100
American Red Cross	(512) 928-4271
Centers for Disease Control	(800) 311-3435

END