



**EMERGENCY EVACUATION AND  
SURVIVAL INFORMATION MANUAL  
for  
KISSING CAMELS**

**Dedicated to the individuals and families that successfully evacuated and survived the Waldo Canyon and Black forest Fires, the 1<sup>st</sup> Responders who fought so vigorously to save properties and the strength of communities to rebuild and move forward.**



# **EMERGENCY EVACUATION AND SURVIVAL INFORMATION MANUAL**

**for**

**KISSING CAMELS**

**August 2013**

Recognition and many thanks must be given to the Homeowner's Association of Cedar Heights. Their efforts, dedication and commitment to fire mitigation and emergency evacuation for Cedar Heights saved their community and residents from disaster during the Waldo Canyon fire of 2012. They have implemented many fire mitigation policies and evacuation plans to include this manual. Our thanks must also be extended to the Colorado Springs Fire and Police Departments for their input, assistance and valuable time working with various property associations and residents to customize, develop and accomplish the goals for fire mitigation and emergency evacuation.

This manual is being republished with the permission of the Cedar Heights Community Association for the KCPOA and Sub-Associations.

# EMERGENCY EVACUATION & SURVIVAL MANUAL

## 1<sup>st</sup> Edition (Post Waldo Canyon Fire)

The purpose of this guide is to help everyone in Kissing Camels **survive a community-wide emergency**. While a wildfire may not be the only reason to evacuate, it remains one of the most likely scenarios for us, and therefore is the subject of a significant portion of this survival manual.

This manual outlines procedures for planning, practicing, and evacuating, and it explains the roles and responsibilities of residents and others. Study this manual *before* a disaster occurs, and then use it again *after* you evacuate. However, the time to read this manual is not while you are evacuating; at that time you need to follow your family's evacuation plan and checklist, and instructions from first responders.

We live in a beautiful area "minutes away, worlds apart", but we also live near a "Wildland/Urban Interface" fire region. In the event of a community-wide emergency, this document can help. But, **you are ultimately responsible** for acting in a prudent manner -- before, during, and after an emergency -- to ensure the survival of yourself, your loved ones, and your possessions.



*This Emergency Evacuation and Survival Manual is intended to be used only as a guide; its use is solely at the discretion of the user. This document may be subject to change without notice. The latest version can be viewed on the Kissing Camels website. Neither the Kissing Camels Property Owners Association, sub-associations or any of the individuals who contributed to or participated in the preparation of this manual are liable for any errors or inaccuracies that may be found, nor can they be held liable for any damages or injuries occurring from the use or misuse of the information contained in this manual.*

Read this manual periodically

Keep a full sized version with your home "emergency evacuation kit," store a glove box sized version in each vehicle, and file an electronic version on your smartphone

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## PREPARE

The Colorado Springs Fire Department responds to an average of 167 grass/brush fires annually; fire station #5, is assigned to Kissing Camels and vicinity, responds to 8 per year on average. The Waldo Canyon Fire reduced, but did not eliminate, the danger of a fire coming into our community. However, we still face the danger of one beginning within Kissing Camels and that could result in even less warning than we had with the Waldo Canyon Fire.



We all know that the best way to survive an emergency is to prepare for it, and that one of the best ways to prepare for it is to prevent it from happening in the first place. We have no control over some unfortunate events in our lives, but for others we at least have partial control. While we cannot completely control the risk of wildfires in our community, we can reduce the chance of fire, and the damage one can cause to our lives and property.

This guide can help you in an emergency, but ultimately it is *your responsibility* to follow the three P's –

***Plan, Prepare, and Practice.***

## EMERGENCY NOTIFICATION SYSTEM

The Emergency Notification System employed by “El Paso-Teller County E9-1-1” may be used to advise you of any situation that threatens harm to life and/or property or is deemed dangerous by officials. This may include, but is certainly not limited to, wildfires, man-made disasters, crime, pandemics, hazardous materials incidents, missing persons, evacuation notifications, and neighborhood emergencies.



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## REGISTER YOUR PHONES

The *primary* way you will be notified in the event of a community-wide emergency is through the El Paso/Teller County Emergency Notification Service (ENS or E9-1-1)<sup>1</sup>. All *landline* phone numbers are supplied to the ENS system by our local phone company system each quarter for automatic registration. However, to receive emergency notifications by cell phone, you must personally register your cell phone number(s). To register your cell phones, and landlines, go to <http://www.elpasoteller911.org><sup>2</sup>. After you register, you will receive a confirmation via email, but you MUST open the link to confirm and complete your registration. If you do not see the email confirmation, check your “junk e-mail folder.” Write your password here ( ) or save it with other passwords.



If you do not have email, or simply want to register by phone, call 719-785-1971.

### Cautions:

- Depending when a new land line phone line is installed, it could take just under 6 months for the phone company to register your landlines on the ENS System, so it is best to register them yourself.
- If you registered *before* April 2010, there is no way to log in to verify your registration online. One option is to call ENS at 719-785-1971 and ask them to verify your registration for you, or alternatively you can ask them to delete your current registration and then reregister your telephone numbers on the ENS website.
- If your phone number is unlisted, call ENS to register it.

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<sup>1</sup> A common name for this type of service is “reverse 911©”, but that term is copyrighted by a company other than the one our county uses. In this manual we use E-911 and/or ENS.

<sup>2</sup> Throughout this document are important phone numbers and links to the internet. If you do not have internet access, ask a neighbor to assist you or go to the public library. If you find errors in web addresses and/or phone numbers, please report them to a Kissing Camels Board member along with any other suggested changes .



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## ENS NOTIFICATIONS

The Colorado Springs Police Department is in charge of initiating the emergency notices to residents via the Emergency Notification Service (E9-1-1). Notices *can* be customized for the entire community of Kissing Camels, a section, or any set of street addresses.

Kissing Camels Security's phones are registered and are programmed to receive the first emergency notification call for Kissing Camels.

When a major emergency occurs in the vicinity of your registered address, the Emergency Notification System will call all of your land phone lines. Cell phones will be called next – but *only* if you took the initiative to register them.

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## WHAT TO EXPECT WHEN YOU GET A CALL

The Emergency Notification System will call your registered phone number when a significant event occurs in the area of your registered address. If you have Caller ID on the number being called, the notification will display as "911 EVENT" along with the number "719-457-4100". The recorded message will begin with **"THIS IS AN**



**IMPORTANT MESSAGE FROM YOUR LOCAL PUBLIC SAFETY AGENCY."** You will then be prompted to press "any key" on your phone to listen to the message. Be sure to listen to the entire message and follow the prompts as necessary. **Please do not hang up until you have heard the entire message, otherwise you will automatically be called back.**

**Listen carefully and follow the instructions given during the message. Unless instructed otherwise, exit through the main entry/exit gate by the West guard house, the North entry/exit gate or East entry/exit gate.**

**Note:** If you have registered multiple phones, they will all ring in a short period of time, so be forewarned for the series of calls you will receive.

## ORGANIZE

Prepare to save yourself and your loved ones, and then your irreplaceable possessions. Decide in advance what to take when time is of the essence. Then decide what to take if you have advance warning.

- If you receive no advance evacuation notice, simply follow the instruction of ENS 911 call, or first responders, and get out *immediately*. During the Waldo Canyon Fire 346 homes burned and another 35 damaged in a matter of a couple of hours, and those that were on the leading edge of the fire had even less time.
- If you have a few minutes' notice to evacuate, gather a few pre-staged items and get out *soon*.
- If you have plenty of warning (unlikely), don't be complacent. Gather up important and irreplaceable items and get ready to get out. If you want to err on the side of caution, get out as soon as you reasonably can, relax some place in town and wait until it is safe to return home.

**Caution:** The police say you probably will not get much advanced warning, if any! That was true for the Waldo Canyon Fire. So, here are some suggestions to consider for organizing and preparing:



- Copy important documents and photos onto digital media (if you cannot do this, there are services that will).
- Make a list of all important documents and their locations, account numbers, passwords, brokers, insurance agents, tax advisors, lawyers, doctors, etc.
- Backup computer files periodically and save the backups in a safe place (e.g., bank, across town, or in the "cloud").
- Store important papers, pictures, and photos in a bank safe deposit box; or copies of them at someone's residence across town.
- Keep seldom used but critical items boxed near the garage door for immediate retrieval (e.g., "go box" containing hats, gloves, flashlights, energy bars or drinks, water, photo albums, etc.).



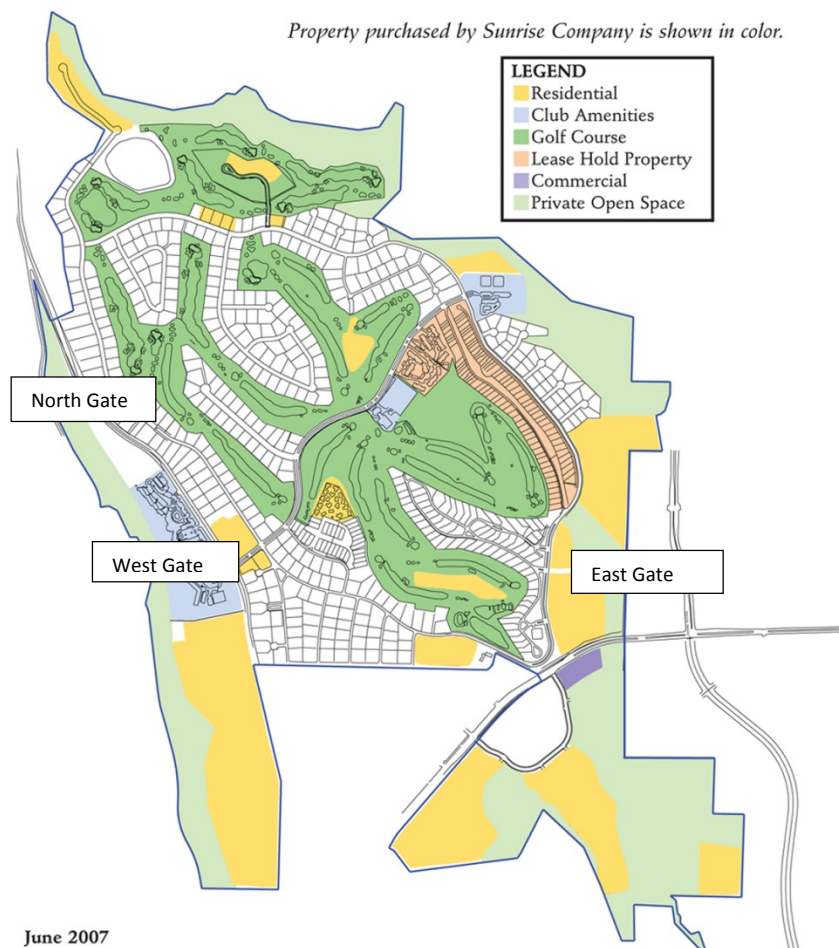
- Make a list of what to take before you evacuate, and who is responsible for each item. Everyone has different things that are irreplaceable and valuable to them, particularly when it comes to items that trigger memories. A sample checklist is shown in the inset, but a customizable “Emergency Evacuation checklist” can be created in Excel. Of course, you can make one with pencil and paper too. The most important thing is to make one and use it in an emergency. Additional recommendations for what to include in this checklist can be found on various websites listed in the “Useful Contacts” section also in the Appendix of this manual.

E M E R G E N C Y E V A C U A T I O N C H E C K L I S T				
TO TAKE IN CASE OF EMERGENCY EVACUATION (time permitting)				
Area	Room	Who	Priority	Items to Get
CUSTOMIZE THIS PAGE TO FIT YOUR NEEDS				
Main Lvl		daughter	1	Get pets, cages, food, water, medicines
Main Lvl	Garage	husband	1	Make sure car starts
Main Lvl	Lndry Rm	husband	1	Pre-packed boxes of cherished items, documents, etc.
Main Lvl	Office	husband	2	Listing of important documents, account #s, agents, etc.
Upper Lvl	MstrBdrm	husband	1	Billfold with cash and credit cards
Upper Lvl	MstrBdrm	wife	1	Purse with cash and credit cards
Main Lvl	Kitchen	son	1	Cell phone & car charger
Upper Lvl	MstrBdrm	wife	1	Purse (check for personal check book)
Upper Lvl	MstrBdrm	wife	2	Makeup
Upper Lvl	MstrBdrm	wife	2	Jewelry
Upper Lvl	Office	wife	2	Laptop computer & charger
?	?	?	?	Several days of clothing
	Bathroom	wife		Medicines
TO DO AS LEAVING (time permitting)				
All levels	Close all interior and exterior doors and windows			
All levels	Turn ON lights inside and outside of the house. (This makes the house more visible in the smoke and at night.)			
All levels	Turn OFF heating and air conditioning systems and fans (If no danger of freezing)			
All levels	Open all curtains, shades, blinds (To minimize chance heat will break glass allowing fire to enter)			
All levels	Remove flammable couches, drapes, etc. away from windows (To minimize them catching fire from radiant heat.)			
All levels	Close fireplace damper(s).			
All levels	Fill sinks, tubs and containers for extra water storage.			
All levels	Consider leaving entry doors unlocked (Firefighters may hesitate to break-in to save your home; burglars will not)			
Garage	Disconnect the garage doors from opener (Again in case firefighters need access)			
Outside	Place an extension ladder in a visible location outside of the home			
Outside	Attach garden hoses and extend them to reach around the house.			
Outside	Remove propane tank from BBQ grill and put by street			
Outside	Put flammables by the street (e.g., gas cans, oil, BBQ fluid)			
Note: Cold Snap Utilities came to leave the gas on, they will shut it off for the entire area if necessary.				

- Kissing Camels Security also has a list of items for them to take in case they need to evacuate (e.g., keys, files). In addition, backups of their key computer files are stored in a safe place outside of Kissing Camels
- In case you need to shelter inside of your home, find a suitable ground level or above ground level location without windows. Ideally, a land line telephone will reach the room, and you can get reception on your cell phone, a portable radio, and a small TV.

## LEARN ESCAPE ROUTES

If the paved road through the main entrance/exit gate at Kissing Camels Security is blocked, we have one additional gate to Mesa Road located north of the main gate. A third gate is located on the east side of Kissing Camels and leads to Centennial Blvd. (sample in inset). Don't just look at the map; take it with you on a nice "Sunday drive" to actually see the roads, the signs, and the exit gates. *In an emergency, it is best to know the gate that is closest to your residence and the route to a secondary exit.*



## COMMUNICATE WITH FAMILY AND NEIGHBORS

Suppose you are in Kissing Camels when an emergency evacuation notice is received, but your friends and family are not. Or suppose you are outside of Kissing Camels and/or out of town when everyone is evacuated. You need to decide, in advance:



- What to do about people with special needs, latchkey kids<sup>3</sup>, and/or pets that may be home alone.
- Where to meet outside of Kissing Camels. Remember the Red Cross shelter will not open for a few hours, and then only if deemed necessary by the police. Unless you choose another place, a suggestion would be to temporarily meet in front of Costco located at 5050 North Nevada Ave. at University Village. This is far enough away from Kissing Camels that it might not be evacuated when we are, it has places to eat, and you can see our community from the parking lot.
- How to communicate with family members, including notifying a primary contact living out of our telephone area code (to avoid overloads and problems that might occur with our local phone systems).
- Where you will stay until you are allowed to return home. If you decide to stay in a hotel, make a reservation promptly as they might fill up quickly.
- How to communicate with neighbors, particularly if you are out of town. This is probably your best way to stay appraised of the situation.

Sesame Street has a workshop to help you and your young ones develop family-friendly resources on emergency preparedness. Go to [www.sesameworkshop.org](http://www.sesameworkshop.org) and search for “Let’s Get Ready.”

*You* are primarily responsible for preparing and ensuring the safety of yourself and your family. But we do not live in isolation;

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<sup>3</sup> A term referring to a school-age child who regularly spends part of the day unsupervised at home while the parents are at work.



we have the ability to help each other. Does a neighbor have special needs, a latchkey child, or a pet? They may hesitate to ask you, but you can call them in advance to offer assistance in case of need. An elderly handicapped Mountain Shadows couple died in Waldo Canyon Fire because they could not evacuate in time; prepared neighbors *might* have been able to save them.

## THINK!

Urban wild fires are dynamic and rapidly changing events. Discuss what you will do if your best laid plans are not possible. What if you are not home when the emergency begins and you cannot return? What are your backup plans? The list below will help you with contingency planning. *What would you do if:*

- You cannot find a family member or pet when you need to evacuate?
- Your car is gone, will not start, is very low on fuel, or has a flat tire?
- The designated exit, or road to it, is blocked?
- You need to shelter in place?
- It is so smoky you cannot see well?

Discuss what else could go wrong and think about countermeasures. Preparation is not only the key to survival, it is also essential to minimize your loss and stress during and after an emergency. Talk this through with members of your household.



## MITIGATE

While it is important to be prepared to evacuate, it is also important to **reduce the danger** of a major wildfire in the first place. Participate in the joint CSFD / Kissing Camels annual wildfire mitigation (i.e., chipping) program.



*Study* the Colorado Springs Fire Department's Wildfire Mitigation website at <http://www.springsgov.com/Page.aspx?NavID=101>. It explains the danger your house or lot is in, and how to lower your risk. The CSFD Fire Department will come to your house at no charge or obligation, to help you develop your own plan of action to mitigate your risk. Some residents are afraid of erosion after mitigation, but the Colorado Springs Fire Department's Wildfire Mitigation team knows how to assess and balance multiple risks.

If you feel that your neighbors' lack of wildfire mitigation is endangering your home, encourage them to work with you to jointly mitigate the risk. But remember the right to *not* act prudently is your neighbor's choice; you cannot force them to do what you want. The best you can do is to put your "salesman" hat on and sell your ideas.

In addition, you should install and periodically check that your fire/smoke alarms, fire extinguishers, and CO2 detectors are working properly. Emergencies can originate within your home too, not all are external. Google "home safety checklist" to find information specific for kids and seniors.

## SURVIVE

Hopefully, you will prepare to evacuate but never need to do it - again. But, should you need to evacuate, act prudently.

- *When you see flames and smoke* – don't wait to be told to evacuate. If you are standing around asking yourself "I wonder if we should go," then it's time to go! During the Waldo Canyon Fire, flying embers ignited fires a half-mile away!
- Cooperate with emergency personnel. Police and fire officials know more about fire behavior than we do. They'll know where it's spreading and how fast it is moving. By cooperating, you will allow them to safely do their jobs.
- *When you receive a mandatory evacuation order* – follow the instructions. If you refuse, you are potentially putting first responders in a life threatening situation because they may die trying to protect you from harm anyway.

## EVACUATION NOTICES

You may hear various evacuation terms depending on the source. There appear to be several different official and unofficial evacuation notices:

1. A "pre-evacuation notice" alerts you to a potential danger. You should load your vehicle(s) to be ready to evacuate at a moment's notice. Or better yet, err on the side of caution and get out soon.
2. A "voluntary evacuation notice" is essentially the same as a pre-evacuation notice.



3. A “mandatory evacuation notice” warns you of *immediate* danger. For the safety of you, your family, your neighbors, and the first responders, you must evacuate promptly. **This is probably the only notice you will receive!**
4. A “stand-by evacuation notice” is sometimes given when people are warned to prepare to evacuate, or are temporarily allowed to return to their homes.
5. A “shelter in place notice” may be given if it is too late to evacuate. And,
6. First responders may knock on your door to personally warn you to evacuate.

Whether your notice comes personally or by phone, listen and follow instructions carefully.

**Note:** During an emergency, access to Kissing Camels is controlled by the police. During the evacuation, CSPD might allow KC Security to remain on property depending on the impending threat of a wildfire or emergency. After an “all clear” notice is given CSPD, Kissing Camels Security will resume control.

## HOW TO EVACUATE

As you exit, please drive courteously and safely; the last thing we need at this point is an accident blocking a road or intersection. It is likely to be very smoky and difficult to see, so turn your lights on for safety and turn your heater/AC off, or switch it to recycle the interior air. Be alert for others that may need your assistance and yield the right of way to emergency vehicles.



If you get an evacuation message, you should carefully follow the instructions you are provided. If you are given a little time to get ready:

- Follow your family’s evacuation check list (e.g., get medications, cell phones and chargers, computers, photo albums).
- Check your evacuation vehicle to make sure it will start, has fuel, and no flat tires.
- Back your vehicle into the garage (if you normally back out into traffic).
- Load your vehicle.
- Put on, or take, long pants, long sleeves, a hat and sturdy shoes in case you must get out of your car and into flying embers.

- Call your neighbors to make sure they are aware of the emergency and offer assistance if time permits.
- If you are pre-evacuating, feel free to take multiple vehicles, trailers, boats, etc. However, if you are responding to an *immediate* mandatory evacuation notice, consider taking only one car to ensure that you all stay together, and to minimize congestion on the escape routes.



## HOW TO HELP THE FIREFIGHTERS

If you have time, there are things you can do to help the firefighters:

- Turn on lights throughout the house, both inside and outside. This makes the house more visible in the smoke and at night.
- Turn off fans, air conditioning, and heating systems (if freezing is not a concern).
- Fill sinks, tubs and containers for extra water storage.
- Close fireplace damper(s).
- Turn off gas to BBQ grill; if it has a propane tank, put it by the street.
- Remove combustible materials from the around your home (e.g., wooden furniture and cushions, firewood)
- Move furniture away from windows and glass doors, put it in the center of the room.
- Close non-flammable blinds and heavy draperies; open or take down sheers and light shades.
- Consider leaving some outside doors and windows unlocked. *Burglars will break in anyway, but unlocked doors and windows may help firefighters protect your home.*
- Close all interior and exterior doors and windows



- Disconnect the garage door opener(s) in case firefighters need access.
- If you have an extension ladder place it in a visible location outside.
- Attach garden hoses and extend them to reach around the house.
- (Leave the gas on. Colorado Springs Utilities will shut off the gas for the entire area if necessary.)
- Leave a note on your front door like the one shown to assist first responders. A blank form is in the Kissing Camels 'Emergency Evac' manual.

**EVERYONE  
HAS  
EVACUATED**

TO CONTACT US CALL:

- \_\_\_\_\_'s mobile (719) 999-9999
- \_\_\_\_\_'s mobile (719) 999-9999
- Local contact (719) 999-9999
- Out of state contact (999) 999-9999

First responders can enter through:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

An extension ladder is located: \_\_\_\_\_

Flammable materials (e.g., small gas cans) are stored \_\_\_\_\_

## SHELTER IN PLACE

One version of the E-911 emergency message may be to inform you that evacuation is too risky and that your best option is to seek shelter in your home. In this case, by definition, you will have precious little time to react, so below is a prioritized list of what to do. Complete as many of items 1-7 as you can before jumping to item 9.

### IF YOU SHELTER IN YOUR HOME

1. Leave entry doors unlocked for easy access by 1<sup>st</sup> responders.
2. Leave a note on your front door that you did NOT evacuate and where you are.
3. Leave lights on inside and out to increase visibility.
4. Turn off air circulating systems and fans to avoid moving smoke and fire around.
5. Close all interior and exterior doors and windows
6. Close fire resistant drapes and blinds
7. Open all light curtains and sheers
8. Gather a dry piece of cloth to breathe through. Experts suggest not using a wet cloth or bandana to cover your face for protection as steam evaporating from the material could burn the skin and lungs.



9. Go to an interior room without windows that is at or above ground level. *In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements even if the windows are closed.*
10. Use painters tape or duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
11. Bring your pets with you, and be sure to bring additional food and water supplies for them.
12. It is ideal to have a land line telephone and cell phone in the room in case service to one or the other is unavailable, and a TV and radio.

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#### **IF YOU SHELTER IN YOUR VEHICLE**

Park in a clear area away from fuels for fires.

Turn off the engine, close windows and vents. If you have one, cover up with fire resistant blanket<sup>4</sup> on the floor.

Protect your airway. Breathe through a *dry* piece of cloth if smoke and fumes are present.

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#### **IF YOU ARE ON FOOT**

Find a clear area away from fuels for fires.

Lay down as low to the ground as possible, face down, feet toward the flame. If possible, crawl/squeeze into a culvert.

If you have one, cover up with fire resistant blanket.

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<sup>4</sup> “New generation fire shelters” like the wildfire fighters carry, are expensive, but can be found on various websites, including [www.fs.fed.us/](http://www.fs.fed.us/), [www.amazon.com](http://www.amazon.com), and [www.nfpa.org](http://www.nfpa.org).

## PRIORITIES

Evacuation should always be the first option. If that is not possible, you are safer in a house than in a car, and you are safer in a car than on foot. As bad as it may get, you are generally safer inside a house or car than outside of it.

## EVACUATION STATUS UPDATES

There are multiple methods to inform you of the status of an emergency.

**Radio and TV:** Local television and radio stations will carry reports during a community-wide emergency, and will broadcast scheduled once or twice daily official briefings. You can also sign up with them to receive text alerts on your smart phone.

- NBC TV <http://www.koaa.com>
- CBS TV <http://www.kktv.com>
- ABC TV <http://www.krdo.com>
- Fox TV <http://www.coloradoconnection.com>
- Radio 105.5 FM or 1240 AM



**Status meetings:** The Office of Emergency Management will work collaboratively with other emergency response/relief agencies and will publish updates as they become available through the Public Information Officer (PIO). Additionally, within a Red Cross shelter, information will be disseminated twice a day and will be posted on an information board. In the case of a wild fire, the incident command will hold official meetings once or twice per day. Depending on the severity of the fire, you may find official information at <http://www.springsgov.com/>, [www.inciweb.org](http://www.inciweb.org), or on the TV station websites.

**Police blotter:** You can follow police updates on Twitter (<http://twitter.com/CSFDPIO>, or on the CSPD blotter [www.springsgov.com/units/police/policeblotter.asp](http://www.springsgov.com/units/police/policeblotter.asp). Both of these sites should contain a running list of all relevant information that is being made public, but it is *not* sorted to show only the Kissing Camels information.

**Kissing Camels website:** During an emergency, important information specific to Kissing Camels will be on our website at <http://www.kcestatespoa.com>. To see this information go to our website, and then log in at the “Resident Log-in” screen.

### Kissing Camels Property Owners Association



Login



You can also register on the KC website to have emails sent to you. If you plan to pick emails up on your cell phone during the emergency, set it to “ding” when one comes in.

For status updates, **do NOT call** Kissing Camels Security, the Colorado Springs Police Department, the Colorado Springs Fire Department, the Red Cross, or the emergency Notification Service. They will all be busy with emergency activities and will not provide status information to individuals.

**Note:** After the emergency passes, reentry into Kissing Camels will be determined by the police, not Kissing Camels Security.

## ROLES AND RESPONSIBILITIES

This section outlines the roles and responsibilities of those that may be affected by and/or involved in a community-wide emergency.

### RESIDENTS AND LOT OWNERS

Residents and lot owners are responsible for mitigating the danger of wildfires for their property; failure to do so can negatively impact their lives and property and that of their neighbors’.

If you or someone in your home has a person with special needs, a latchkey kid, or a pet, please inform Kissing Camels Security so that they are aware and can plan to help you during an emergency. A “Special Needs” form is in the Kissing Camels manual (see Appendix). If you know that one of your neighbors’ might need assistance, please volunteer to help before an emergency happens, and try to keep tabs on them during the emergency.





If you suspect an emergency situation, such as a suspected or confirmed fire, criminal activity, chemical threat, etc., immediately call 911. If time permits, also notify Kissing Camels Security at 473-5980. Even if you think someone has recently reported the event, if you have reliable information or a very good fix on the location, please call to provide your information. Often the first calls have difficulty pinpointing the locations.

To make it easy for first responders to find your house, post house numbers by the street and ensure they are easily visible day and night from both directions.

After you evacuate, promptly register with the Red Cross Safe and Well website at <http://www.redcross.org/find-help/contact-family/register-safe-listing> or by calling 1-800-RED-CROSS (1-800-733-2767). You can also use this site to search safe and well listing. Register whether or not you stay at a Red Cross shelter. And, since the local cell phone system is likely to be quickly overloaded, call someone outside of our area code and ask them to call others for you. You may also be asked to register with the Kissing Camels security force and/or other first responders as you evacuate.

**Caution:** Red Cross volunteers may not be able to help you register that you are safe and well, so it is best to go to the website or call.

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## INSURANCE

Some, that lost their homes in the Waldo Canyon Fire, were surprised to learn that they were not covered for the full replacement cost to rebuild, or that the settlement payments would come in stages. Others could not document their contents, their value, or found the claims process tedious and time consuming. Taking photos, making movies and/or making a list of your homes' contents will assist in the event of a claim. Keeping these records outside the home in a safe place is a good idea.

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## AMBULANCE (AMR)

Our police and fire departments maintain familiarity with our community, but they still pause at KC Security when responding to an emergency. However, AMR has considerable turnover. When responding to emergencies AMR drivers often do *not* stop at KC Security and as a result on more than one occasion have missed the correct Kissing Camels Drive turnoff. If you call 911 for an ambulance, tell them to *insist* that AMR pause at KC Security for an escort or at least for directions. A thirty second pause at Kissing Camels Security could prevent a 30 minute delay.



## COLORADO SPRINGS POLICE DEPARTMENT

The Colorado Springs Police Department will:

- Manage 911 emergency calls.
- Coordinate with the fire department, Colorado Springs Utilities, and Kissing Camels Security to open all appropriate emergency exit gates during an emergency.
- Deliver the appropriate message to the Emergency Notification Service (E-911) to all Kissing Camels residents.
- Direct traffic during, and control reentry during and after, an emergency.
- Request an ambulance if/when necessary.
- Participate in the Office of Emergency Management's incident command post.
- Control exit and reentry to Kissing Camels.



## COLORADO SPRINGS FIRE DEPARTMENT

The Colorado Springs Fire Department will:



- Provide advice on mitigating the fire danger to our properties. Currently that advice is at no charge.
- Coordinate with the police department, Colorado Springs Utilities, and Kissing Camels Security to open all appropriate emergency exit gates during an emergency.
- Fight the fire and protect our lives and property to the best of their ability.
- Participate in the Office of Emergency Management's incident command post.

## COLORADO SPRINGS UTILITIES

The Colorado Springs Utilities will:

- Shut off the gas to the affected areas if necessary and relight pilot lights after residents are allowed to return home.
- Assist fire fighters by ensuring an adequate water supply.
- Provide heavy equipment to cut fire lines.
- Use their own fire crews to protect their infrastructure.



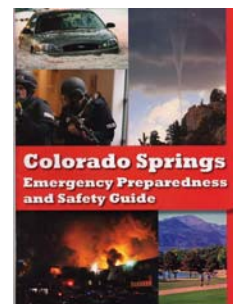
## OFFICE OF EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) will, in the event of a community-wide emergency involving Kissing Camels:

- Send out E-911 calls
- Establish and staff an incident command post with representatives from the Office of Emergency Management, the police and fire departments, and US Forest Service if involved.



The OEM has a free booklet titled "Colorado Springs Emergency Preparation and Safety Guide." Our Kissing Camels manual deals primarily with evacuation during a wildfire. The OEM's booklet addresses many types of emergencies such as lightening, tornados, winter storms, chemicals, power outages, pandemic influenza, terrorism, etc. It is available at the Office of Emergency



Management, 375 Printers Pkwy, Colo. Spgs., (719) 385-5957 or at [http://www.springsgov.com/Files/Preparedness%20Guide10\\_web.pdf](http://www.springsgov.com/Files/Preparedness%20Guide10_web.pdf).

## PIKES PEAK RED CROSS

The Pikes Peak Chapter of the American Red Cross provides relief during disasters at no charge, including shelter, food, and additional basic needs if appropriate. For information go to <http://www.redcross.org/co/denver>.



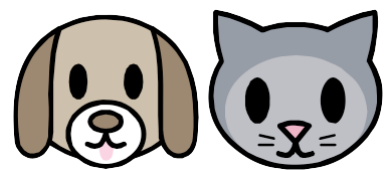
### SERVICES

The Pikes Peak Chapter of the Red Cross will:

- Provide relief to victims of disasters. A shelter will be opened only at the request of an emergency official (e.g., police, fire, OEM).
- Train Kissing Camels community members in shelter operations in order to open and staff an emergency shelter.
- Provide free prevention and preparedness tips, training and information.
- Certify community members and local business employees in safety courses such as CPR (cardiopulmonary resuscitation) and First Aid.
- Provide a "Safe and Well" website that each resident can use to register their status for concerned loved ones. To register visit <http://www.redcross.org/find-help/contact-family/register-safe-listing> or call 1-800-RED-CROSS (1-800-733-2767).

### PETS

Unfortunately, the Red Cross does not allow non-service animals into their shelter facilities. However, El Paso County *may* implement a plan to care for pets near a Red Cross shelter, but that is *not* guaranteed. For the Waldo Canyon fire, the Humane Society and others took in small and large animals. Make plans to evacuate and care for your pet in the event of a disaster. If possible, please bring a cage and some familiar items to reduce the stress on your pet(s).



For additional information, visit the ASPCS website at [www.aspca.org/pet-care/disaster-preparedness/](http://www.aspca.org/pet-care/disaster-preparedness/).

## PIKES PEAK UNITED WAY

The United Way provides assistance for those in need but *not* experiencing life-threatening emergencies, for example after an evacuation. This service is available by calling 211 (or 719-955-0742, 866-488-9742 toll free, or [www.ppunitedway.org](http://www.ppunitedway.org)). Pikes Peak United Way 2-1-1 is an information and referral service connecting callers in need of local health and human service providers.



Some types of information and referrals given to the community are:

- Basic human needs: food, clothing, shelter, gas vouchers, bus tokens, rent and utilities assistance.
- Physical and mental health: medical care, health insurance programs, crisis intervention services, support groups, counseling and local health fairs.
- Support for seniors and people with disabilities: Adult Resources for Care and help (ARCH).
- Meals on Wheels, respite care, home health care, transportation, and independent living assistance.
- Children and family support: child care, camps and recreational programs, mentoring, and protective services.



## PIKE NATIONAL FOREST

If the fire originates in, or moves into, the adjacent national forest, the US Forest Service may assume control of the incident.





## EMERGENCY NOTIFICATION SERVICE



The "El Paso-Teller County Enhanced 911 Authority: is the administrative/managing arm of the Emergency 911 system for both El Paso and Teller counties in Colorado.

The police department will authorize the ENS to call to those in danger, and will provide them with the appropriate message. Then the ENS will call your land line phones, and cell phones that *you* have registered, in the event of an emergency. Land lines are automatically registered, but to register your cell phone(s) go to [www.elpasoteller911.org/early\\_warning.html](http://www.elpasoteller911.org/early_warning.html) or call 719-785-1971.

ENS is *not* the agency to contact for emergency services, as they have no means of fielding incoming emergency calls directly. Do NOT all 911 or E-911 after receiving an emergency alert, unless you simply do not understand the message.

## APPENDIX

### USEFUL CONTACTS: GENERAL

Ambulance	AMR: (719) 597-1277
Colorado Springs, City	<a href="http://www.springsgov.com/">http://www.springsgov.com/</a>
<b>Emergency</b>	<b>Telephone: 911</b>
Emergency Management, Colo	<a href="http://www.dola.state.co.us">http://www.dola.state.co.us</a>
Emergency Mgmt, El Paso County	Telephone: (719) 385-2489 <a href="http://www.springsgov.com/SectionIndex.aspx?SectionID=33">http://www.springsgov.com/SectionIndex.aspx?SectionID=33</a>
Emergency Notification System (aka E9-1-1)	<a href="http://www.elpasoteller911.org/early_warning.html">http://www.elpasoteller911.org/early_warning.html</a> (719-785-1971)
FEMA, Homeland Security	<a href="http://www.ready.gov/wildfires">http://www.ready.gov/wildfires</a>
Fire Department, Colorado Springs	Telephone: (719) 385-5950 <a href="http://csfd.springsgov.com/">http://csfd.springsgov.com/</a> Station 9 @ 622 Garden of the Gods Rd.
Flood insurance	<a href="http://www.floodsmart.gov">www.floodsmart.gov</a>
Hospitals	Memorial - 1400 East Boulder Street, (719) 365-5000 Penrose Main: 2222 N. Nevada Ave., (719)-776-5000
Humane Society, Pikes Peak	Telephone: (719) 444-8437 <a href="http://www.hsppr.org">http://www.hsppr.org</a>
Kissing Camels	Website: <a href="http://www.kcestatespoa.com">http://www.kcestatespoa.com</a> Security: (719) 473-5980
National Fire Protection Assoc.	<a href="http://www.nfpa.org">www.nfpa.org</a>
Pike National Forest	(719) 636-1602
Poison Control	2215 N Cascade Ave., (800) 222-1222
Police (Sheriff) Department, El Paso County	Telephone: (719) 390-5555 <a href="http://shr.elpasoco.com">http://shr.elpasoco.com</a>
Police Department, Colorado Springs	Telephone: (719) 444-7000 (for non-emergencies) <a href="http://www.springsgov.com/units/police/policeblotter.asp">http://www.springsgov.com/units/police/policeblotter.asp</a> Twitter account is CSPDPIO
Red Cross: Pikes Peak Chapter Safe & Well Telephone Safe & Well website	Telephone: (719) 632-3563 <a href="http://www.pparc.org/">http://www.pparc.org/</a> 1-800-RED-CROSS <a href="https://disastersafe.redcross.org">https://disastersafe.redcross.org</a>
Utilities Dept, Colo Spgs	TeleTelephone: (719) 448-4800 <a href="http://www.csu.org">www.csu.org</a>
Wildfire Mitigation, Colo Spgs Fire Dept	Telephone: (719) 385-5950 <a href="http://www.springsgov.com/Page.aspx?NavID=101">http://www.springsgov.com/Page.aspx?NavID=101</a>

## **USEFUL CONTACTS: PERSONAL**

(Please complete this page so that you have your contact information handy before and during an emergency and keep copy with your emergency “to go bag or box” at home, and a copy in each vehicle.

## **FAMILY DISASTER KIT ITEMS:**

Stored Water  
10 Cans of food  
High energy foods like peanut butter, crackers and trail mix  
At least 5 first aid kit items  
Clothes set aside for everyone in the house, including boots  
A family disaster plan  
Paper/plastic plates and cups  
Emergency radio  
Flashlight and extra batteries  
Non-electric can opener and utility knife  
Fire extinguisher (ABC type)  
Pliers  
Duct Tape  
Compass  
Matches in a waterproof container  
Aluminum foil  
Signal flares  
Paper and pencils  
Needle and thread  
Shut-off wrench to turn off the gas and water to your house  
Plastic sheeting  
Whistle  
Toilet paper  
Soap  
Household chlorine bleach  
Plastic bucket with a tight lid  
Plastic garbage bags  
Sleeping bags  
Dog food  
Dog bowls

These are only suggested items that might be included in case of evacuation and/or disaster

In the event of an emergency we will meet at:

FAMILY & FRIENDS' PHONE NUMBERS			
Name	Home #	Cell #	Work
Out of state or area code contact:			
NEIGHBORS' PHONE NUMBERS			
Name	Home #	Cell #	Work
OTHERS' PHONE NUMBERS			
Name	Home #	Cell #	Work
Insurance agent:			
Dr.			
Dr.			
Veterinarian			
Kissing Camels Security & website			719-473-5980
<a href="http://www.kcestatespoa.com">http://www.kcestatespoa.com</a>		User name: Password:	

# EVERYONE HAS EVACUATED

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T O C O N T A C T U S C A L L :

\_\_\_\_\_ ' s m o b i l e :

\_\_\_\_\_ ' s m o b i l e :

L o c a l C o n t a c t : \_\_\_\_\_

O u t o f S t a t e C o n t a c t : \_\_\_\_\_

F i r s t r e s p o n d e r s c a n e n t e r t h r o u g h :

\_\_\_\_\_

\_\_\_\_\_

A n e x t e n s i o n l a d d e r i s l o c a t e d :

\_\_\_\_\_

F l a m m a b l e m a t e r i a l s a r e l o c a t e d :

\_\_\_\_\_



# SPECIAL NEEDS REQUEST FORM

HOUSEHOLD NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE CONTACT: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_

Name(s) of individual(s) with special needs:

1. \_\_\_\_\_

Type of assistance needed:

\_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_

Type of assistance needed:

\_\_\_\_\_  
\_\_\_\_\_