

EMERGENCY PREPAREDNESS PLAN

FOR

THE VILLAGE CASTLE PINES



Castle Pines Emergency Services

In conjunction with South Metro Fire Rescue

Effective August 24, 2023

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Emergency Preparedness Plan

1.0 BASIC INFORMATION

1.1 Introduction

This Emergency Preparedness Plan follows the guidelines set forth in the Douglas County Emergency Operations Plan, which has been established in accordance with local, state and federal laws. Emergencies, by their very nature, are unpredictable. They can arise suddenly and without warning, and can vary in intensity, duration and scope. This Plan cannot anticipate every possible Emergency situation. It is intended instead as a guideline for Emergency response to a number of foreseeable Emergencies within the Village and will in all likelihood need to be modified and supplemented as appropriate by those responding to an actual Emergency.

1.2 Definitions

- **Chief** means the Chief of Emergency Services.
- **Command Center** means the Emergency command center operated by Emergency Services in the event of an Emergency, as described in Section 2.4 below.
- **DCSO** means the Douglas County Sheriff's Office. When other law enforcement agencies also respond to an Emergency, references to DCSO also refer to those agencies as appropriate.
- **Emergency** means an event or condition produced by nature, human intervention or technology that poses a threat to human health or safety, to property, or to both, within the Village. The scope of an Emergency can range from impacting a single individual or structure to impacting the entire Village and beyond. See Section 2.1 below for a classification of Emergency levels.
- **Emergency Coordinator** means the individual with overall responsibility for coordinating the Village's response to an Emergency. For a Level 1 or Level 2 Emergency, the Emergency Coordinator will be the senior on-duty supervisor unless and until relieved by the Chief or General Manager of the Village. For a Level 3 or Level 4 Emergency, the Emergency Coordinator will be (1) the Chief, or in their absence (2) the General Manager of the Village, or in their absence, (3) the senior on-duty supervisor until relieved by the Chief or General Manager or their designee.
- **Emergency Services** means Castle Pines Emergency Services.
- **Evacuation** means an optional or mandatory evacuation of all or part of the Village in response to an Emergency. See Section 3 below.
- **Incident Commander** means the individual with overall responsibility for coordinating the Village's response at the site of an Emergency. The Incident Commander will be the first Emergency Services officer to arrive at the site of an Emergency, unless and until otherwise relieved by a superior officer or other agency command officer as required by the Emergency.

- **Metro District** means the Castle Pines Metropolitan District.
- **South Metro** means South Metro Fire Rescue. When other fire rescue agencies also respond to an Emergency, references to South Metro also include those other agencies as appropriate.
- **Village** means The Village Castle Pines.

1.3 **Demographics**

The Village consists of 2,800 acres. It is bordered on the east by Interstate 25, on the north by the City of Castle Pines, on the west by U.S. Highway 85 (aka Santa Fe Drive), on the north and west by Daniel's Park Road, and on the south by Castle Rock Parkway (aka the North Meadows Extension). Assuming an average resident population of three people per household, plus employees, contractors and visitors from outside the Village, the total Village population typically fluctuates between 6,000 and 8,000 people during the week and somewhat less on weekends and holidays.

1.4 **Potential Emergencies**

The Village has been or has the potential to be threatened by one or more of the following Emergencies:

Aircraft Accident	Mass Casualty Incident
Fire – Structure or Wildland	Severe Lightning, Rain, Wind or Hail
Earthquake	Severe Snow
Flash Flood	Terrorism
Natural Gas Leak	Tornado
Hazardous Materials Release	Utility Service Failure

As the Village continues to grow and develop, the potential damage that may be caused by an emergency increases proportionately with the population. Advanced planning for an Emergency can lessen its impact and severity.

1.5 **Responsible Agencies**

1.5.1 **Emergency Medical Services**

Basic emergency medical services are provided by Emergency Services in conjunction with South Metro. Emergency Services officers are CPR, AED and EMT-B certified. Advanced life support service and transport is provided by South Metro. Through the Douglas County Mutual Aid Agreement, additional assistance can be obtained from Castle Rock Fire Rescue or any of the other departments who are part of that agreement.

1.5.2 Fire Protection Services

South Metro is the primary firefighting agency for the Village. In addition to fire suppression, South Metro provides hazardous materials release response and fire prevention advice.

1.5.3 Law Enforcement

Law enforcement is handled by DCSO. Emergency Services handles all regular "security" calls and patrols the Village. Emergency Services will refer all criminal matters to DCSO. Emergency Services can be called upon by DCSO to assist on calls in or near the Village under the Mutual Aid Agreement.

1.5.4 Hazardous Material Release Response

Releases of hazardous or toxic materials are handled jointly by South Metro and DCSO. Emergency Services will secure the perimeter of the affected area within the Village, control traffic and assist in any necessary Evacuation.

1.5.5 Search and Rescue

Search and rescue services throughout Douglas County are provided by the Arapahoe Rescue Patrol, Inc. In addition to its wilderness search and rescue functions, the Arapahoe Rescue Patrol can assist with missing persons, traffic direction, scene safety, evacuation and evidence search teams.

2.0 EMERGENCY RESPONSE

2.1 Emergency Classifications

The Emergency Coordinator will classify each Emergency according to the following classification system adopted by the Colorado Incident Command System Board and the Colorado Fire Chiefs Association:

Level	Emergency Magnitude
1	Single, routine incident that requires a normal response by local emergency response agencies
2	Single incident requiring mutual aid from multiple local emergency response agencies
3	Multiple incidents or a single incident requiring mobilization of most county resources and all emergency response agencies
4	A disaster which exceeds county and regional resources requiring considerable state and federal assistance

This classification system is in use in Douglas County and generally throughout the region, although a few agencies (such as the U.S. Forest Service) use a different system. When communicating with others outside the Village, Emergency Services personnel should make sure that there is a common understanding about the classification system being used.

2.2 Responsibilities

2.2.1 Emergency Services

1. Perform regularly assigned duties to maintain the public safety of the Village and its residents.
2. Respond to medical emergencies within the Village and assist in any continued treatment by South Metro Paramedics/Firefighter EMTs as required.
3. Maintain control of access to the Village where possible.
4. Maintain communications between operations personnel and the Command Center if requested.
5. Warn residents of impending Emergency situations via emergency phone recordings and, in the case of an Evacuation, by residence visits.
6. Provide security services and coordinate law enforcement services for the Village.
7. Assist in coordinating fire suppression activities when possible.
8. Provide rescue, extrication and medical care when possible.

9. Coordinate shelter assignments for displaced people and victims of an Emergency.
10. Coordinate operations of other agencies providing emergency response to the Village.

2.2.2 South Metro

1. Perform regularly assigned duties for the protection of life and property from fire and hazardous materials releases.
2. Provide and direct all emergency medical services, including triage, treatment and transportation.
3. Provide rescue services from collapse of buildings, trenches and other damage.
4. Provide a representative to the Command Center if requested.

2.2.3 DCSO

1. Serve on the Emergency Executive Board and coordinate all law enforcement matters between county, state, municipal and federal law enforcement organizations.
2. Assign an internal Public Information Officer to manage or staff the public information function.
3. Function as the hazardous material release Designated Emergency Response Authority for all unincorporated area of the County.
4. Establish and maintain law and order within unincorporated areas of the County.
5. Utilize appropriate measures available to warn the public, government officials and emergency personnel of potentially threatening or actual Emergencies. Initiate emergency contact and call out emergency personnel.
6. Provide response agencies with necessary communications dispatching.
7. Oversee all search and rescue activities.
8. Provide mobile communications capability to the County government agencies.
9. Establish traffic control and traffic coordination with other law enforcement agencies.
10. Coordinate the evacuation of threatened or damaged areas.
11. Provide counseling to victims through the Victim's Assistance program.

2.2.4 Other Agencies

All other agency responsibilities are covered in the Douglas County Emergency Operations plan.

2.3 Incident Command System

For each Emergency reported within the Village, Emergency Services will utilize the Incident Command System (ICS) during response and recovery operations. The extent of the ICS will depend on the scope of the Emergency as evaluated by the Chief.

2.4 Command Center

2.4.1 Emergency Services

The Command Center for Emergency Services is the Department Headquarters located at 688 W. Happy Canyon Road, which houses the Department's communication and operations center. If this location cannot be used due to a power failure, Evacuation or other event, the Command Center for Emergency Services will be relocated to an emergency operations center or mobile command post maintained by DCSO or South Metro.

2.4.2 DCSO and South Metro

DCSO operates five emergency operations centers. The main center is located at DCSO Headquarters, Douglas County Justice Center, 4000 Justice Way, Castle Rock. DCSO also operates a mobile command post. This vehicle will be utilized if the Village experiences a Level 3 or 4 Emergency. South Metro also operates a mobile command vehicle and a mobile dispatch system.

2.5 Emergency Services Staffing

As directed by the Emergency Coordinator, the shift supervisor will contact off-duty personnel to report and assist in the Emergency response as needed. Emergency Services personnel on duty at the time an Emergency develops may have to remain on duty past their normal shift end if conditions in the Village prevent their departure, if relief personnel cannot reach the Village, or if they are otherwise needed to respond to the Emergency.

3.0 EVACUATION

3.1 Generally

Planning for an Evacuation will help coordinate and facilitate the Evacuation of residents from areas exposed to an Emergency such as a wildland fire. An Evacuation may be optional or "mandatory," although in most circumstances even law enforcement will not have the authority to order residents to evacuate; in that situation it is only possible to strongly encourage residents to evacuate. The Emergency Coordinator is responsible for directing the activities of Emergency Services patrol officers and other personnel and coordinate Evacuation activities with other agencies responding to the Emergency.

Emergency Services has divided the Village into 14 Emergency zones. Evacuation zones located north of Happy Canyon Road are designated A through F, while Evacuation zones located south of Happy Canyon Road are designated 1 through 8. Each zone will have one or more exits designated as primary or secondary exits. Evacuation zones are shown on a map available in the Emergency Services documents area of the Village website, and residents should familiarize themselves with their Evacuation zone and the primary and secondary exit routes from that Evacuation zone.

3.2 Determination to Evacuate

The Emergency Coordinator is responsible for determining whether an Evacuation is needed, whether the Evacuation is optional or mandatory, what area or areas of the Village are covered by the Evacuation, the routes available for the Evacuation, the time frame for the Evacuation, and other relevant factors, all based on the nature and extent of the Emergency and in coordination with other agencies as appropriate. If the Emergency Coordinator is not available or if time is of the essence, the Incident Commander may commence an Evacuation in response to an imminent threat to human health or safety and will so advise the Emergency Coordinator as soon as it is safe to do so.

3.3 Notification of Residents

3.3.1 Methods

Once an Evacuation determination referenced in Section 3.2 above is made, Emergency Services will notify residents as follows:

Reverse 911: If the Evacuation involves more than an isolated area of the Village, Emergency Services will use the mass calling system (Reverse 911) operated by the Castle Pines Homes Association to notify Village residents of Emergency situations. To ensure that a Reverse 911 call is received, residents are strongly encouraged to maintain current phone number(s) on file. Residents should contact Dispatch by phone at (303) 688-6447 or by email to ESAdmin@thevillagecastlepines.com to ensure that the Village has the most current phone number(s).

CodeRED: CodeRED is the telephone emergency notification system operated by Douglas County that allows public safety personnel in the County to send messages directly to residents. Home phone numbers, cellular numbers or an email address may be entered so citizens can be contacted even if not at home, and all data will be kept confidential. This reverse 911 system is separate from the Emergency Services Reverse 911 system, and residents are strongly encouraged to register with Douglas County as well. Registration is free and can be completed online at www.DouglasCountyCodeRed.com.

Residence Visit: To the extent permitted by the nature of the Emergency and available resources, Emergency Services personnel will endeavor to visit each residence covered by an Evacuation order to notify residents within, determine whether or not they intend to evacuate, and assist with any issues or problems encountered. The first priority will be to

contact residents known or reported to be elderly, infirm or otherwise potentially in need of assistance.

3.3.2 Content of Notice

The Reverse 911 and CodeRED telephone or email notice will identify the need for the Evacuation, whether it is optional or mandatory, the routes available for vehicular egress from the Village, when the Evacuation will begin (which may vary by Evacuation zone) and when it should be completed, where off-site shelters are available, recommended preparation by residents (see Section 3.4 below), and any additional instructions. Emergency Services personnel making residence visits will provide the same information.

3.4 Preparation by Residents

In preparation for an Evacuation and only if and to the extent time permits, residents should perform the following tasks prior to Evacuation:

- Leave the front door UNLOCKED
- DO NOT arm the security system
- Close all windows and doors
- Turn off heating and cooling ventilation units
- Close other sources of ventilation, like fireplace dampers
- In preparation for an Evacuation and only if and to the extent time permits, residents should gather up and take with them the following items:
 - Prescription medications
 - Pets, pet food and any pet medications
 - Health insurance cards
 - Important documents (birth certificates, legal documents, insurance policies, financial and tax records, etc.)
 - Valuable jewelry and other easily transportable valuables
 - Change of clothing and toiletries
 - Blankets and appropriate outer wear (in cold weather)
 - Cellular telephone(s)

3.5 Evacuation Routes

The Emergency Coordinator will determine the Evacuation routes available to residents in each Evacuation zone subject to an Evacuation, depending on the type of threat, the direction of the wind (in case of wild land fires or a hazardous materials release), damage to or condition of roads in the Village and any circumstances that could affect the Evacuation. Emergency Services will

deploy personnel as needed to direct traffic and secure available Evacuation routes and will coordinate with other law enforcement agencies as needed to direct traffic on public roads as it exits the Village. Emergency exits may require traffic cones, signage or other marking and directional devices, particularly if the Evacuation occurs at night or in stormy weather with reduced visibility.

3.6 Sheltering Outside the Residence

Emergency sheltering operations in Douglas County are provided and managed by the American Red Cross. The American Red Cross holds a contract with Douglas County School District RE-1 to utilize their buildings as shelters.

In some cases, a temporary refuge area may be available to people at a fire department or law enforcement authority to provide short term limited protection from the weather or other low-level threats. This refuge area may also simply be a place offered to people so they may congregate as a community in a common area.

Depending on the nature of the Emergency giving rise to an Evacuation, temporary, short-term shelters may be available at:

- LIV Southeby's Sales and Information Center, 486 W. Happy Canyon Road
- Castle Pines Golf Club, 1000 Hummingbird Drive
- The Country Club at Castle Pines, 6400 Country Club Drive
- Castle Pines Golf Club Maintenance, 110 Happy Canyon Road
- The Country Club at Castle Pines Golf Course Maintenance, 5540 Daniel's Park Road
- Metro District Office, 5880 Country Club Drive
- Castle Pines Homes Association, 688 W. Happy Canyon Road

3.7 Sheltering in Place

For relatively low releases of hazardous materials, technical experts on the hazardous materials response team may determine that some residents will be protected best by sheltering in place. If so, Emergency Services will advise affected residents to:

- Close all window and doors
- Turn off heating and cooling ventilation units
- Close all other sources of ventilation, like fireplace dampers
- Stay out of the lowest level of the building, as gas is heavier than air
- Seal cracks around windows and doors and other places air may enter

3.8 Other Evacuation Considerations

Other considerations that may surface during an Evacuation and that may need to be addressed by the Emergency Coordinator include:

- Allocation of available Emergency Services personnel to residence visits, traffic control, agency coordination and other required tasks, and whether additional off-duty personnel need to be contacted to assist available on-duty personnel.
- The need for continuing, accurate updates to residents on the status of the Emergency and when they may be allowed to return to their residence or go outside.
- Communication among family members separated by the Evacuation, such as school children not in contact with their parents.
- School buses may need to be routed differently. Children that would otherwise be dropped off in the affected area must have somewhere else to go before meeting up with their parents. School bus drivers will be contacted through the Douglas County Schools Transportation Department.
- Extensive traffic control may be necessary.
- Transient populations, such as employees, guests, contractors, postal and other service personnel must be cared for.
- People who are in the Evacuation area from out of town may not know the area very well.

4.0 SPECIFIC EMERGENCIES

4.1 Severe Snow

Emergency Services will declare a snow Emergency when the depth of the snow is such that regular travel in the Village, as well as surrounding areas, is difficult or not possible.

Road conditions affect the normal operation of Emergency Services, South Metro and DCSO. Major roads in the County are cleared as soon as snow accumulation reaches a few inches. However, when snow fall is accompanied by strong wind and snow drifts make the roads impassable, a snow Emergency results. Many times Douglas County Road Maintenance and Colorado Department of Transportation will cease snow removal operations until the storm has passed and the wind has diminished enough that drifting has stopped.

Metro District personnel plow and sand the Village roads, including side streets, and will begin plowing when snow accumulations reach two inches or when roads become slippery or dangerous. Roads in small subdivisions in the Village are private and are plowed under separate contracts rather than under the supervision of the Metro District.

Once a snow Emergency has been declared, Emergency Services will take the following steps:

1. Alert all Emergency Services personnel on duty of the Emergency.

2. The dispatcher on duty will monitor the Douglas County radio for information on road conditions, as well as radio and television reports.
3. At least two people will be assigned to the dispatch center to handle telephone calls from residents who are seeking weather and road condition information.
4. Depending on road conditions in the Village, security patrols will remain on the road. If road conditions become very dangerous, one patrol will post at Headquarters (for south side Village response) and one will post at Gate 1 (for north side Village response). Every effort will be made to answer all calls, but only if it is safe for the officer to do so. Medical and fire calls take priority over all other calls. Emergency Services will request that Metro District plow a route to any medical or fire call if needed.
5. Dispatchers will keep track of all road conditions reported and pass updated information along to the Metro District.
6. If there is blowing and drifting snow, plowing operations may be temporarily discontinued by the Metro District as conditions may not be safe for the snowplow operators. Emergency Services will make residents aware of this through the Reverse 911 system and advise them to stay home.
7. Patrol officers should keep their vehicles topped off with fuel.
8. Be prepared to obtain mutual aid from any agency in Douglas County. Fire and medical calls will be handled by South Metro, but it is possible Emergency Services could be on their own as weather and road conditions could restrict the type and time of response from an agency.

4.2 **Fire**

All fire Emergencies in the Village will be handled by South Metro.

Emergency Services will receive the initial alarm by alarm monitoring or telephone contact. Emergency Services will then dispatch an officer to the residence and, within 90 seconds of receiving an alarm, attempt to contact the residence by telephone. If the telephone contact is unsuccessful or if the resident reports a fire Emergency, Emergency Services will immediately contact South Metro.

If a fire Emergency is detected, Emergency Services will:

1. Implement an Evacuation if the nature of the fire Emergency so warrants.
2. Contact the Metro District to monitor the water plant or adjust the water system as needed.
3. Notify the Chief.
4. Provide traffic control as needed.
5. Protect the fire origin area and be available for interview by fire investigators as needed.

Responding officers should park with their vehicles facing outward so they can escape quickly if needed.

4.3 Power Outage

Emergency Services officers must be alert when intense lightning or windstorms are predicted that could result in a power outage. If a power outage occurs in the Village, Emergency Services will first determine whether any part of Emergency Services operations or communications have been affected. The Emergency Services dispatch center is connected to the emergency generator at the Castle Pines Homes Association offices, which should decrease the likelihood of an interruption to dispatch services. Emergency Services will next contact CORE Electric, which provides electrical service to the Village, to report the power outage and monitor repair progress.

4.4 Natural Gas Line Leak

Natural gas line leaks or breaks often occur at construction sites as a result of digging in areas where the proper location work has not been performed. Natural gas leaks may also occur at a residence, either in the service line or in an appliance.

Natural gas leaks can be extremely hazardous. South Metro must be notified immediately. Xcel Energy or Black Hills Energy must be called to perform the necessary repairs.

Emergency Services officers should park patrol vehicles away and upwind from the suspected gas leak location. Do not use Pac set radios in the immediate area of the leak, as a spark from the radio transmission could set off an explosion.

If it is safe to do so, Emergency Services personnel will attempt to determine the exact location of the gas line leak, the size of the line involved, the extent of the leak, the direction of the wind, and if any homes are or might be affected by the flow of natural gas in the air. This information is necessary to determine the extent of the threat and what area is or may be affected by the leak. Emergency Services will establish a safety perimeter to ensure no vehicles enter the impacted area until cleared by the South Metro personnel on scene.

The nature of the leak may necessitate an Evacuation of the impacted area. If there is an immediate danger to neighboring residents, the Incident Commander should commence an Evacuation immediately and not wait for South Metro to commence the Evacuation. If an Evacuation is ordered, Emergency Services officers on the scene should instruct residents to close all windows and doors of affected homes before leaving. See Section 3 for more information about Evacuations.

Once South Metro is on scene, Emergency Services personnel will assist South Metro personnel in evacuating homes and/or provide traffic control or any other assistance requested by South Metro in the affected area when necessary.

4.5 Severe Lightning, Rain, Hail or Wind

The response of Emergency Services personnel to lightning, rain, hail or windstorms will depend upon the severity of the storm and the resulting threat to residents and property. If significant lightning strikes are detected, Emergency Services may elect to station a patrol officer in the

parking lot at the Country Club to observe lightning strikes in and around the Village so that any fires caused by lightning can be detected before they spread.

All Emergency Services officers on duty will be made aware of the Emergency. The Chief will be notified if there is severe damage to property or any injuries resulting from the storm.

Metro District will be contacted in case of any flooding or drainage issues.

4.6 Hazardous Materials Release

Located between two major highways (Interstate 25 and U.S. Highway 85) and next to railroad tracks located just west of Highway 85, hazardous materials travel past the Village daily.

South Metro and DCSO are responsible for responding to hazardous materials releases within the Village. Emergency Services will respond to hazardous materials releases when called upon by South Metro or DCSO to do so. The primary duty of Emergency Services is to protect human life and control the perimeter to limit injury. Hazardous materials can be very dangerous and Emergency Services personnel should not approach a release unless wearing proper protective clothing and equipment.

The main hazardous materials handling team in the area is the Arapahoe-Douglas County Hazardous Materials Response Team. This team has members from various departments that are trained to handle such Emergencies. In the event of a large release, this team will be activated by request of the Incident Commander.

4.7 Mass Casualty Incident (MCI)

A mass casualty incident impacting the Village is most likely to result from a traffic accident on one of the adjacent highways, Interstate 25 or U.S. Highway 85. If an accident occurs within the Village, Emergency Services will respond and involve DCSO and South Metro as needed. Emergency Services will respond to an Emergency located outside the Village pursuant to a mutual aid request from the agency handling the Emergency and provide requested services as ordered by the Incident Commander, so long as it does not adversely affect the normal coverage of the Village.

An act of terrorism, hostage taking or other similar situation taking place in the Village will be the direct responsibility of DCSO. Emergency Services will assist in securing a perimeter, directing traffic or any other function requested by DCSO.

4.8 Other Emergencies

Other Emergencies similar to those described in the preceding subsections of this Section 4 will be handled in a manner similar to those described above. Emergencies dissimilar from those described in the preceding subsections of this Section 4 will be handled in accordance with established procedures.

