



Resident Safety Guide

Version 1.3 - 05/15/25

WHAT TO KNOW IN AN EMERGENCY

The Resident Safety Program

The Resident Safety Program has been developed by the Enso Village Emergency Committee (senior staff) and Resident Volunteers to establish policies and distribute information for the safety of residents in emergency situations.

SHELTER IN PLACE

A standard practice for emergency response, although counter-intuitive, is **Shelter in Place***. The fire and earthquake resistant construction of the buildings at Enso Village is such that in most cases the safest place for you is in your unit. In an emergency or when a fire alarm sounds, remain in your unit with all doors closed until the alarm stops or you receive further instructions from staff or emergency personnel. Use earplugs if the alarm sound is uncomfortable. If you are not in or near your unit when a fire alarm sounds, proceed to Sky Hall.

If there is fire or danger in your unit, leave immediately.

MEDICAL EMERGENCY

- Call 911: This will result in an immediate response from the Healdsburg Fire Department and Bells Ambulance. When they are called, please also call **707.866.3676 Ext. 0** immediately and let the Enso Village Front Desk staff know that you have called 911.
- Have your POLST and/or Advanced Directive readily available for emergency responders.
- Have a current list of your medications available for emergency responders and hospital personnel.
- Press the button on your Pendant (Enso Village care giving team receives the alert).
- Pull the Emergency cord located in each bathroom (Enso Village care giving team receives the alert).
- If in or near an elevator, push the button to use the elevator telephone (automatically calls 911).
- Residents, guests and visitors who have a medical emergency will be transported to the nearest appropriate hospital.

FIRE: INTERNAL

- If there is a fire in your unit or you are in immediate danger, **leave immediately**, closing the front door behind you. Evacuate staying on your floor passing through closed fire doors and take shelter behind them. **Do not use stairs unless necessary.** Do not use elevators, they will not operate when the fire alarm is activated. Notify Management immediately by calling **707.866.3676 Ext. 0**.
- Smoke from burnt food will trigger the local alarm system within your unit. Open windows and your patio door to let the smoke out. **Do Not open the front door to the hall**, as this could trigger a general fire alarm. If you must open the front door, do so quickly. Call **707.866.3676 Ext. 0** to inform staff, and they will respond to your unit. You may also move outdoors to your patio to avoid the smoke and loud alarm.
- If the Fire alarm sounds but there is no fire in your unit **Shelter in Place**: stay in your unit until the alarm stops or you are contacted by an Emergency Responder or Enso Village Staff.
- Have earplugs available to use if the alarm sound is uncomfortable.

FIRE: EXTERNAL – SHELTER IN PLACE UNLESS THERE ARE EVACUATION ORDERS

- The Enso Village Emergency Command (senior management) will be activated and in continuous communication with local emergency personnel. They will communicate clear instructions to ensure your safety.
- Close all windows, doors, and vents.
- In the event of an evacuation order, promptly gather your go-bag and pets, and proceed to the lobby to check out.
- Keep at least a half tank of gas in your car at all times, or your EV half charged, enough to drive to safety.
- If possible, set up places to stay outside the immediate area in the event of an evacuation. You will be notified of emergency shelter locations. Advise Enso Emergency Command of where you choose to go.
- You may stay updated with local alert systems like the **Watch Duty** app and news for potential evacuation orders.
- You may download the app **Nixle** to get text alerts from local agencies such as the sheriff and police.

FIRE ALARM IN SKY HALL DINING ROOM OR OTHER COMMUNITY AREAS

Shelter in Place

- If you do not see fire or smoke and are not in immediate danger, stay where you are until instructed by staff or emergency personnel.
- If there is an emergency in the Sky Hall dining room or other community spaces and there is a need to evacuate, staff will instruct residents on what to do.
- Enso Village staff will announce the evacuation route leading to a safe location.
- The Fire Department will oversee the incident upon their arrival and will help facilitate evacuation.

Evacuation from Sky Hall Dining Room

- Mobile residents who cannot help others should quickly and calmly exit first.
- Any resident who can help others should consider doing so.
- Residents who need help can be transported out of the Dining Room sitting in a Dining Room chair.
- Residents requiring assistance will be helped to leave once the mobile residents have quickly exited.
- When evacuating, move to a safe location quickly but safely.
- After passing through fire doors, be sure they remain closed and make room for others to follow.

FACILITIES EMERGENCIES

- **Call front desk: 707.866.3676 Ext. 0**
- Power Outage
- Flooding
- Anything damaging the building or causing a potential health and/or safety issue.

POWER OUTAGES

- Enso Village has a backup generator that can power the entire facility for three days in the event of a power failure or a Public Safety Power Shutoff.
- When the generator starts up there will be a brief moment without power until the equipment completes the switchover.
- Telephone services during a power outage:
 - Use of WiFi calling will still be powered by the backup generator, but internet service may be affected by a widespread power outage outside of Enso Village.
 - Cells phones will operate if their battery has a charge. Consider acquiring a battery pack that can be used to charge your phone and your other mobile devices.
- You may download the app **Nixle** to get text alerts from local agencies such as the sheriff and police.

EARTHQUAKE

- DROP, COVER and HOLD ON
 - DROP down to the ground if you can.
 - Take COVER by getting under a sturdy desk or chair (cover your head and neck with your arms and hands). Keep away from glass, windows or anything that could break or fall near you.
 - HOLD ON to something stable until the shaking stops.
- If a resident is in a wheelchair:
- Tell/assist the resident to LOCK their wheels in a safe position.
- Tell the resident to COVER their head and neck with their arms.
- If a resident is confined to a bed:
 - Help the resident to HOLD ON and PROTECT their head with a pillow. Shelter in place until further notice.
 - Be prepared for aftershocks.
 - Stay inside the building; you are safer inside than outside.
 - Stay in your residence unless you are instructed otherwise.
 - If you are outside when the earthquake occurs, drop in a clear spot away from buildings, power lines, trees and streetlights.

After the shaking stops, Shelter in Place. Wait for instructions from Enso Village staff or for a text message from Enso Alert Media. Reply to the text if you require assistance, someone will respond as quickly as possible.

When Sheltering in Place after an earthquake, unlike the instructions for fire, leave your front door open so it cannot become jammed from aftershocks.

Preparing for an earthquake

- Download **MyShake** App – the citizen science project bringing users together to build a global earthquake early warning network. The app keeps you informed about earthquakes and monitors for them using data from your phone's sensors.
- You may download the app **Nixle** to get text alerts from local agencies such as the sheriff and police.
- Pack an Emergency Preparedness Kit (Go Bag) for yourself and your pet(s).
- Have a flashlight handsy and keep shoes or slippers by your bed, especially to put on if there is broken glass.

PETS IN AN EMERGENCY SITUATION

- You may evacuate with your pet. Dogs must be on a leash and cats must be in a cat travel carrier.
- Take your pet's emergency go pack with you.
- Human life must take priority – do not delay your evacuation.