

Emergency Response Actions for Glacier Hills

December 19, 2017

Recent incidents where emergency responders encountered difficulties accessing our neighborhood and/or locating specific addresses prompted an ad hoc group of neighbors already involved in various HOA committees to make concerted efforts to establish and document actions which will help to ensure your safety in emergency situations. Most of these actions are now in place, and are listed directly below. Following that, a couple items which are still in the works are listed. Finally, the last section provides some actions which you are urged to follow up on. Your safety is ultimately up to you. Please, read this document over carefully.

Actions previously taken:

1. All Martin City Rural Volunteer Fire Department (MCRVFD) vehicles have been tested at the main gate for YELP access.
2. The MCRVFD has been provided with a clicker.
3. Letters have been sent to MCRVFD, the MCRVFD fire chief, Coram-West Glacier Volunteer Fire Department (CWGVFD), Three Rivers ambulance, Whitefish ambulance, Kalispell ambulance, and ALERT 3 informing them about YELP and how to use it effectively.
4. YELP operation is tested monthly.
5. ALERT and Two Bear Air (air ambulance and air rescue services) have been provided with onsite orientation.
6. The MCRVFD fire chief has been instructed on how to open the entrance gates manually.
7. The AERC issued a House Number Guidance for Emergency Identification Guideline. All current residents were notified via email, and it is posted to our website.
8. The main gate is equipped to open and stay open in the event of a power outage.
9. In addition to the YELP notification sticker posted on the main gate callbox, an additional sticker directly below has been added which states "Sound YELP siren until gate opens".
10. Flathead Emergency Communication Center (911)
 - a. All homes in Glacier Hills are associated with a special emergency access gate code, which is transmitted to emergency responders whenever needed. An instruction for YELP gate access is also associated with all homes which reads "Sound YELP continuously until gate opens".
 - b. A specially prepared map of Glacier Hills is immediately available to all 911 dispatchers, which shows gate locations, lots with homes, homeowner names, addresses, and helicopter landing zones. This map will be updated as new homes are built or changes occur.

- c. A spreadsheet containing the names, legal descriptions, street addresses, and mailing addresses of all homeowners has been provided to the Center. This spreadsheet will be updated as new homes are built or changes occur.
 - d. A primary and secondary 24/7 contact has been designated (Greg Doggett and Victoria Zerbe (current HOA board members)), should any onsite assistance be needed by emergency responders.
11. Flathead County Office of Emergency Services (OES) Emergency Notification Systems
- a. The OES will continue to use the CenturyLink Emergency Notification System to send short recorded emergency notification messages to all telephone land lines in a designated geographical area.
 - b. The IPAWS (FEMA's **I**ntegrated **P**ublic **A**lert and **W**arning **S**ystem) is now used to send **W**ireless **E**mergency **A**lerts (WEAs) to all cell phones in a geographical area, regardless of their carrier. The OES uses a program named CodeRED to interact with this system. It works like this:
 - i. WEAs are free (you will never be charged) messages sent directly to your cell phone, warning you about:
 - 1. IMMEDIATE THREAT ALERTS – Severe weather or other urgent danger as determined by local public safety officials.
 - 2. AMBER ALERTS – Issued by law enforcement with information about a child abduction.
 - 3. PRESIDENTIAL ALERTS – Issued by the U.S. President in the event of a national emergency.
 - ii. You do not need to have GPS or any other special feature turned on to receive the alerts.
 - iii. To find out if your mobile device is capable of receiving WEA alerts, contact your cellular service or check out www.ctia.org/WEA .
 - iv. WEAs are no more than 90 characters and will provide brief critical information about a threat in your location or an AMBER emergency.
 - v. WEAs only contain basic information. Seek additional information from other sources, such as radio or TV.
 - vi. The WEA notification is designed to get your attention and alert you with a unique sound and vibration.
 - vii. WEAs resemble a text message on your cell phone, but will not interrupt calls in progress. If you're on the phone when the alert goes out, you'll get the message when you end your call.
 - viii. WEAs are not affected by network congestion.
 - ix. WEAs are received regardless of where the cell phone owner lives, is located, or what carrier they subscribe to.
 - x. If you travel into a threat area after an alert is first sent, your WEA-capable device will receive the message when you enter the area.
 - xi. The system does not identify your location or phone number – it simply sends the message to all devices in a given area.
 - xii. You can opt-out of receiving WEA messages for imminent threats and AMBER alerts, but not for Presidential messages. To opt out, adjust

settings on your mobile device. PLEASE NOTE: turning off AMBER alerts turns off all WEA messages.

12. This document has been transmitted to all HOA members and has also been posted to the HOA website at <http://glacierhillshoa.com/> and on NextDoor.

Actions to be taken:

1. A sign will be posted at the seasonal gate at Highway 2 to state “No YELP access. Go to Main Gate off 5th Street South”.
2. An orientation for local emergency services responders is being scheduled for the April/May timeframe. This will familiarize them with how to access Glacier Hills, location of signage and homes, helicopter landing zones, and water sources.
3. The OES Emergency Notification Systems described earlier in this document have replaced the need for the Supplemental Emergency Contact List, first implemented in August, 2015. It is no longer being maintained.

What you can do:

1. Make sure you have a number address sign easily readable at night. This needs to be easily seen from a named street. Please refer to the House Number Guidance for Emergency Identification Guideline, posted on the HOA website at <http://glacierhillshoa.com/documents/aerc-guidelines/>.
2. Each homeowner should consider posting their physical address and gate code next to their phone or other noticeable location. This will allow a non-resident to assist in an emergency.
3. Each homeowner should consider establishing an emergency response plan and do a dry run. Roles:
 - a. One person calls 911.
 - b. One person goes out to lead responders from end of driveway or main gate.
 - c. One person helps victim.
 - d. If there aren't enough people at home to do everything, call a neighbor! Decide ahead of time who this will be.
4. Each homeowner should consider establishing an emergency evacuation plan for their home and family. Become familiar with the various primary and secondary exit routes from Glacier Hills as well as the Canyon area in general.