Tests and Triumphs of a Mandatory Evacuation

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February 2017 — Oroville Dam Evacuations

Let's talk about what worked, what went wrong and what we learned.

Learning!

Look for the “Big Idea”

Big Idea!
Before We Start, Here's Something Relaxing!

Oroville Dam
Oroville Dam

2013, 2015 — Spillway cracks and inspection

The spillway cracked in 2013. A senior civil engineer with the Department of Water Resources who was interviewed by the Sacramento Bee explained, “It’s common for spillways to develop a void because of the drainage systems under them. There were some patches needed and so we made repairs and everything checked out.”

The Oroville crisis began when the main spillway fractured on Feb. 7, 2017. Dam operators began limiting water releases to contain the damage, even as a heavy rainstorm rolled into the region.
Oroville Dam

Saturday, Feb. 11, 2017

For the first time ever, lake levels rose so high that water poured over the emergency spillway, which consists of a concrete lip atop a hillside.
A day later, engineers found that the hillside had eroded so badly that the structure might collapse. That prompted the evacuation of 188,000 downstream residents.
At 6:08 p.m. local news reports:

• Oroville Dam itself is not currently compromised. Failure would be on auxiliary spillway.

• Those in Oroville—a city of about 16,000 people—were asked to flee northward toward Chico.

• In Yuba County, those in the valley areas were urged to take routes to the east, south or west.
Accounting for Staff and Patients

Contacting staff:
- List staff by zip code!
- Instruct staff to call in

Contacting patients:
- What's your plan for patients leaving your facility who still need care?
- Can you get contact information without a computer?
- How do you contact everyone?

Accounting for Staff and Patients (cont.)

Feb. 13 — Monday morning:
- All staff were accounted for
- All but two patients were accounted for

Through our relationships, we turned over care of some patients to other agencies:
- We were able to care for patients in hotels and shelters
- Be aware of allowing/sending staff into shelters!
Accounting for Staff and Patients (cont.)

What about:

- Patients who do not evacuate
- Staff who do not evacuate
- Staff who will not come back
- Getting out the information to staff

What are staff telling the patients?

Tools/Supplies
Tools/Supplies (cont.)

Where do you keep your supplies?

Big Idea!
How Close is Your Support? ... Maybe Too Close!

Oroville Dam — Feb. 13, 2017

Following a woefully belated response by California authorities to the dangerous situation unfolding at the Lake Oroville Dam in Northern California over the weekend, an evacuation order forcing some 200,000 people living below the tallest dam in the U.S. remained in place early on Monday after residents were abruptly told to flee when a spillway appeared in danger of collapse.
Our Plans are Living Documents

So if you don’t feed and care for them, they will die!

Email is a Four-Letter Word

I would like to change one or two items on the form we are using! See changes below.
Email is a Four-Letter Word (cont.)

After 48 direct emails and 27 sideline emails, I tried something new …

Total of 50 direct emails and 32 sideline emails. The amount of time spent — priceless!

Our Plans are Living Documents (cont.)

- Plans must be evaluated after every drill
- Plans must be evaluated after every event
- Plans must be evaluated after every code or regulation update
- Plans must be evaluated every year
- Plans must be evaluated after every good idea!

Develop a plan to update your plans! Maybe you need a process outside of the normal channels. Maybe a fast track or short approval process? Maybe a “no approval needed” process!
Know Your Plan ... 
I Mean Actually Know Your Plan!

Are you a DRG (Disaster Response Geek)?

If you can’t explain it **simply**, you don’t understand it well enough.

— Albert Einstein

OK, so during our last event, the IC calls the PIO and says “Do you have a copy of the IAP?” The PIO says “Let me check with the JIC.” The IC says “Check with the EOC — I think they had a copy. I need it for the IB. There also could be a copy in the HIMT packet. We will also need to keep a copy for the AAR when we do the hot wash at the ARC. They will be using a CCTV system and DMAT, CDC, FEMA, HHS and my MOM will be watching!”

<table>
<thead>
<tr>
<th>IC</th>
<th>Incident Commander</th>
<th>CCTV</th>
<th>Closed Circuit Television</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
<td>DMAT</td>
<td>Disaster Medical Assistance Team</td>
</tr>
<tr>
<td>IAP</td>
<td>Incident Action Plan</td>
<td>FEMA</td>
<td>If you don’t know, leave the room now and never look back</td>
</tr>
<tr>
<td>JIC</td>
<td>Joint Information Center</td>
<td>HHS</td>
<td>Health and Human Services</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
<td>MOM</td>
<td>Also known as Mother — the person who gave birth to you and to whom you send a card on her birthday and a gift on May 18, 2018</td>
</tr>
<tr>
<td>IB</td>
<td>Incident Briefing</td>
<td>ARC</td>
<td>American Red Cross</td>
</tr>
<tr>
<td>HIMT</td>
<td>Hospital Incident Management Team</td>
<td></td>
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Learning!

Statistics show 1 in 3 workers have periods in their career when they don’t feel qualified to do the job they were hired for!

If the person on your right and left look qualified, you could be the problem.

Learning! (cont.)

- You are surrounded by experts
- Pick each others’ brains
- Share your contact information
- Talk to a vendor

Mark Zuckerberg co-founded Facebook out of his college dorm room. He invited several classmates to a meeting in his dorm room to talk about an idea to form something called The Facebook. Only half of the invited classmates showed up — Andrew McCollum, Chris Hughes and Dustin Moskovitz. All are now very rich men.
Learning! (cont.)

Outcome

The evacuation order was changed Tuesday, Feb. 14, to a "warning evacuation. All evacuations lifted late on Thursday, Feb. 16.
Recap — Our Big Ideas

- List staff by zip code!
- Instruct staff to call in
- Can you get contact information without a computer?
- How do you contact everyone?
- What are staff telling patients? Unified messaging
- Tools/Supplies — where do you put them and who has access?
- Train staff to be better than you!
- Check staff’s stress levels
- Don’t start the blame game

Recap — Our Big Ideas (cont.)

- Always learning — take advantage of learning opportunities like this conference
- Sometimes it’s how you ask the question!
- Find a way to streamline updates to your plan
- Test your plan, then have staff explain it to you!
Recap — Our Big Ideas (cont.)

- Don’t put untrained staff in charge!

Big Idea!

Remember, There are Almost Always Two Ways to Do Something — the Easy Way or the Right Way!

Boss: Billy we’ve got to do something about the poison oak in the park. The kids keep getting it!

5 hours later ...

Billy: All done boss. The kids will not have any more issues with poison oak!
We must be prepared for the emergency events that can and will happen. Our staff, patients and families are counting on us!

Thank you!

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