

The RVM Resident's Guide To Emergency, Urgent, and Important Communications

Things happen that you really need to know about. Please read this sheet, and keep it where you can find it quickly, such as in your Manor Directory

Emergencies. If an emergency occurs or is expected, there are four potential communication paths.

1. IN THE TOWERS ONLY, there are building fire alarms. The following communication paths apply to both Towers and Cottages

2. One Call Now is an automated telephone message system that allows RVM to send messages to all resident household telephones, and to any cell phone numbers that have been registered with RVM.

- During an emergency, you should assume your landline phone service will be disrupted.
- Register your cell phone (Manor front desk); landlines will not work in a power outage
- Accept calls from RVM Emergency Line (landline) or 541-857-7013 (cell)
- Do Not opt out of the service when offered the chance at the end of a call
- NOTE: Calling speed is limited by the number of phone lines at RVM. It may take as much as an hour for One Call Now to reach all numbers.

3. Channel 900. The in-house TV station can be controlled by the Security Department to send and update emergency messages.

- If you know of or suspect an emergency, turn on channel 900 and watch for the message ribbon scrolling across the bottom of the screen
- The system does not work if there is no electricity
- Updates may be delayed if security staff have more urgent matters to attend to

4. Residents Preparedness Group (RPG) Volunteers. Cottages are grouped into Areas and Neighborhoods, each with a volunteer Coordinator. In the Towers, there is a Floor Coordinator for each floor, and Building or Building Sector Coordinators. The primary job of the coordinator is to provide communication when the normal channels fail. See other side for more information.

- Coordinators have hand-held radios. Their radio network connects to the emergency radio room, and to the RVM Incident Commander managing the emergency.
- Coordinators will contact individual residents in person to relay information.
- Coordinators will also evaluate needs and send information to the Incident Commander
- Coordinators may assist residents or organize mutual aid within the neighborhood

Know your Coordinators

Get acquainted with all of the coordinators in your Cottage Area or Building Sector –they back each other up in case of an absence, and knowing all of your neighbors is an important part of emergency preparedness

Your RPG Coordinators can also help you with introductions and emergency preparation advice and information. Please make them aware of any special circumstances that might affect how you respond in case of emergency.

For Emergency Preparedness information

Log in to MyRVM, then click this link or paste it into your browser address bar:

https://a.mwapp.net/p/mweb_ws.v?id=82274946&c=84601517&n=Emergency-Preparedness

Or, go to the Prepare page of the Complement (<https://thecomplement.info/prepare-2/>)

Additional Communication Notes:

One Call Now is also used for non-emergency prompt notifications, such as road closures, utility outages, etc. The Main Page of MyRVM contains lists of both Upcoming Events and Important News & Updates – you can subscribe to get those by email.

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