

ArrowCreek

Disaster & Fire Emergency Plan

Rev 5/22/2025

TABLE OF CONTENTS

Topic Page number

Introduction	2
I. Community Overview	2
II. Potential Disaster Vulnerabilities	3
III. What Not to Do During a Wildfire	4
IV. Disaster & Fire Notification Procedures	
a. Notifying Local Public Safety Agencies	5
b. Notification of ArrowCreek Managers	5
V. AC Security Staff Responsibilities	
a. Director of Security	6
b. Security Traffic Control	6
c. Evacuation Routes & Security	7
VI. Resident Responsibilities during a Disaster or Fire Emergency	
a. Disaster Preparation	8-9
b. Resident Evacuation Guidelines	10
c. Shelter In Place	11
d. Evacuation Orders	11
VII. Emergency Plan, Fire Safety, & Disaster References	12
Attachments:	
a. Wildfire Evacuation Checklist	13-14
b. Disaster and Fire Emergency Plan Coordination for Security, HOA, and General Manager	16
c. ArrowCreek Emergency Evacuation Routes	17



Disaster & Fire Emergency Plan

Introduction

The ArrowCreek Disaster and Fire Emergency Plan is intended as a general guide for homeowners in ArrowCreek (AC) and AC HOA personnel during a large emergency situation. This document includes information on evacuation of residents within the ArrowCreek community.

The goal of the plan is to provide useful information in the event of an emergency to AC residents to facilitate the safety of residents and personnel as well as to maintain order. An important consideration in any emergency situation is the ability to coordinate with local responding agencies and personnel. It is imperative that individuals and AC staff work in conjunction with an assist from emergency response personnel as directed or instructed.

The guidelines provided herein are under the guidance and communication with the emergency service agencies having jurisdiction within the ArrowCreek community. These agencies will have command responsibility for all emergency operations within the community and all ArrowCreek security personnel, staff, and residents should be responsive to direction provided by those agencies and their emergency personnel.

I. ArrowCreek Community Overview

ArrowCreek is a gated golf course community that is comprised of approximately 3,200 acres of land. With about 1081 home-sites of which approximately 900 are built, there are approximately 26.7 miles of paved roadways. The Community is accessed through one entrance and exit gate. The gate is monitored by AC security personnel at all times and an electronic QuickPass system is utilized.

The Community borders National Forest Lands to the west and is surrounded by vast open space that is vegetated with natural grasses.

The threat of wildland fire is the biggest threat to ArrowCreek. Other threats are identified in Section II.



II. Potential Disaster Vulnerabilities

Washoe County Emergency Management has identified 13 potential hazards affecting our region. The events that are most likely to impact ArrowCreek in some way are the top 5 disasters listed here:

1. Wildland Fire
2. Earthquakes
3. Landslides from the mountains to the west
4. Hazardous Materials Releases
5. Extreme Storms including winter storms
6. Flooding - localized or flash floods
7. Infectious Disease
8. Energy Emergency
9. Terrorism
10. Nuclear Waste
11. Volcanic
12. Civil Disorder
13. Drought

Radon emissions (not a recognized Washoe County hazard)

WHAT NOT TO DO DURING A WILDFIRE

DO NOT FLY A DRONE NEAR A WILDFIRE!



- Keep drones away from wildfires. **When you fly, we can't!**
- Flying drones around wildfires will ground all fire aviation and slow suppression efforts.
- Federal Aviation Regulations (FAR) **prohibits** all general aviation traffic from Fire Areas, including drones.
- Interferences in wildfire suppression may be subject to civil penalties or jail time.

More Info:

<https://www.knowbeforeyoufly.org/avoid-wildfires/>

DO NOT GO INTO A FIRE AREA TO SPECTATE!



- Stay away from fire areas and watch out for firefighting equipment.
- Staying in the area is dangerous and can block apparatus from access or egress.
- Wildland fires can shift direction quickly and the public could be caught in **dangerous situations**.
- Public who stay in the area **Add to the problem** instead of **Help with the solution**.
- Instead, pay attention to news and social media to stay up-to-date.

DO NOT DO THINGS THAT COULD START ANOTHER FIRE!



- When large wildland fires happen, many fire agencies are quickly depleted of fire resources.
- New fires strain fire responses leading to more dangerous situations.
- Avoid these activities **ESPECIALLY** when fires are happening:
 - Hot work (welding) in the wildland
 - Burning debris/trash
 - Target shooting in areas other than gun ranges
 - Dragging chains from towing vehicles
 - Discarding ashes or cigarettes irresponsibly



IV. Disaster & Fire Notification Procedures

1. Notifying Local Public Safety Agencies

All emergencies are reported by dialing 911.

The emergency service agencies having jurisdiction over ArrowCreek and the phone numbers to call are as follows: (ArrowCreek Security is also listed here for reference)

Fire:	Truckee Meadows Fire Protection District	911
	Non-emergency number: 775 326-6000	
	www.washoecounty.us/tmfpd.com	
Law:	Washoe County Sheriff's Office	911
	Non-emergency number:	
	775 328-3001	
	www.washoesherriff.com	
EMS:	REMSA /Care Flight Emergency Medical Transport	
	www.remsa-cf.com	911

AC Security: ArrowCreek Gatehouse 775 850-4450
www.arrowcreek-hoa.com or acsecure@msn.com

Radio Stations: KKOH 780 AM (a part of the Emergency Alert System), KOWL 1490 AM, KUNR 88.9 FM, KRLT 93.9 FM, KTKE 101.5 FM

2. Notification of ArrowCreek Managers

All responding public agencies enter through the ArrowCreek Gatehouse, therefore, the on-duty Security Representative will notify the following individuals in the event of a Disaster:

- Director of Security
- ArrowCreek General Manager
- ArrowCreek Community Manager
- President of the ArrowCreek Homeowners Association
- Board of Directors or designee

Depending upon the emergency event at hand and the immediate needs of the community, the ArrowCreek General Manager and the President of the HOA Board of Directors shall in turn notify other HOA Managers and HOA Board members as appropriate.



V. AC Security Staff Responsibilities

1. Director of Security

The Director of Security, or next in command at the time of the emergency, will respond to the Incident Command Post (location designated by Washoe County or TMFPD staff) to assist the Incident Commander (Washoe County designated position) by providing information about the ArrowCreek community, its residents and our plan. The Incident Command Post may be on-site or off-site depending on the size of the emergency. The Director of Security shall have a map of the community with a resident list as reference materials. The Director of Security shall act as the liaison between the Incident Commander and the AC General Manager, Community Manager, and HOA President.

The Director of Security shall direct the activities of the security staff as instructed by the Incident Commander to assist the residents of ArrowCreek or to safely evacuate the community if required. The Director of Security will make the determination to recall off duty security staff as needed.

ATTACHMENT B: Disaster and Fire Emergency Plan
Coordination for ArrowCreek Security, HOA, and General
Manager Page 16.

2. Security Traffic Control

The primary responsibility of ArrowCreek Security personnel at the time of an emergency is to help direct emergency response personnel to the scene and to control the flow of traffic into the community in order to coordinate rapid response of emergency vehicles and personnel.

ArrowCreek Security representatives may be assigned to specific areas for traffic control as directed by the Incident Commander/Unified Command (IC/UC).

If a major incident requires the evacuation of residents, the location of the incident will determine the directional flow of traffic to avoid a conflict between resident traffic, responding vehicles, and the direct threat or path of the threat or disaster.



Disaster & Fire Emergency Plan AC Security Staff Responsibilities (Continued)

3. Evacuation Routes and Security

In the event an evacuation of a section or all of ArrowCreek is necessary, evacuation routes are identified and communicated to Security by the IC/UC or their designee. These routes are identified to move residents away from the direct threat or path of the threat/disaster. These routes can be viewed in real time at www.perimetermap.com.

IC/UC will advise Security staff when emergency access road gates should be opened.

The on-duty ArrowCreek security personnel will:

- ☐ Proceed directly to the area as directed by the IC/UC and will open the Truckee Meadows Fire Protection District (TMFPD) emergency access gates within the AC Community.
- ☐ Each security vehicle has the combination to the locks, which will unlock the Fire Department lock attached to the emergency access gates.

ATTACHMENT C: AC Evacuation/Emergency Exit Map Page 17-18.



VI. Resident Responsibilities during a Disaster or Fire Emergency

1. Disaster Preparation

Preparedness for the unexpected is the number one responsibility of all ArrowCreek Residents.

1. Alerting System-

www.readywashoe.com (go to "Alerts & Warnings" tab and click "Click Here to Sign Up for Alerts & Warnings").

2. The Regional Notification System is a computer system that calls telephones in particular geographic areas and provides a prepared message during an emergency. Traditional land line phones are in the 911 database for reverse 911 notifications. Washoe County has partnered with the Cities of Reno and Sparks to institute this telephone notification system for use in times of crisis. The system is known as Rave Motorola Solutions – Smart 911

When a crisis occurs, local public safety officials use a few methods to alert the public:

1. The Emergency Alert System (EAS). This system delivers messages via broadcast on radio and television.
2. Wireless Emergency Alerts (WEA). These messages come to your cell phone via text and voice.
3. Reverse-dial. A pre-recorded message is sent to your landline.
4. Email. By signing up for alerts you can choose to receive notifications via email.
5. Social & Traditional Media and X , [Like us on Facebook](#) & Instagram.

No system can ever be guaranteed to be disaster proof during the chaos of an emergency and unforeseen circumstances. It is important to realize that some modes of communication may become inoperable.

By using all available methods of communication, local officials make every effort to keep the public informed. Again, Washoe County makes no guarantees that you will be notified during an emergency, so we encourage self-reliance. However, by signing up for www.readywashoe.com **Alerts & Warnings**, you will be included in the database for emergency notifications.



Disaster & Fire Emergency Plan

Homeowners, if you have an unlisted number or wish to list your cell phone or work phone for emergency notification, fill out the form on the enrollment page mentioned above.

We encourage residents to monitor their preferred media and check with neighbors to stay informed.

Additional notification methods include but are not limited to Search and Rescue or First Responders going door-to-door, use of sirens or loudspeakers on emergency vehicles.

3. Create your Family Emergency Plan

Make a family emergency plan and discuss it with family members. There are organizations in our community that have checklists & resources for you to use to do this. Build a To-Go Bag/Disaster Supplies Kit. If your family is separated at the time of a Disaster, make a primary and secondary meeting place.

RESOURCES: www.readywashoe.com, www.livingwithfire.info
www.aaa.com/RoadtoReady

Washoe County Emergency Preparedness Guide

www.washoecounty.us/em/preparedness

Residents are also encouraged to review home emergency awareness and emergency planning guides that are published by **Washoe County Emergency Management**, the American Red Cross and the Federal Emergency Management Administration (FEMA) in order to be better prepared for such emergencies.



B. Resident Evacuation Guidelines

If an evacuation is ordered, Law Enforcement staff, TMFPD Fire Staff, and ArrowCreek Security staff will be utilized to notify each individual homeowner of the evacuation.

1. Residents will be advised of why they must evacuate, which direction they should travel, and where they should go and when.
2. Once notified, residents should leave their homes immediately as emergency conditions may worsen quickly. It is highly recommended by the Truckee Meadows Fire Protection District and the Washoe County Sheriff's Office to evacuate the area once an evacuation notice is received.
3. Review "Wildfire Evacuation Checklist" (**Attachment A-Pages 13-14**) and follow guidelines in this document if a Fire Emergency is the reason for evacuation.
4. Fire Access Evacuation Gates are ONLY opened on the direct order of the Disaster Incident Commander IC/UC and CANNOT be opened by AC Security Staff without IC/UC authorization.

C. Shelter in Place

1. If occupants do not have the time to safely evacuate and must stay with their homes, the suggestions provided in the **"Wildfire Evacuation Checklist" (Attachment A, Pages 13-14)** See "Inside" and "Outside" your home and outbuildings will assist residents in protecting their lives and property.
2. In addition:
 - a) Turn on all exterior lights
 - b) Close all windows and doors
 - c) Stay inside your home and away from windows and move to an interior room or hallway
 - d) Stay to the opposite side of the house from the fires approach and move across the house as the fire passes.
 - e) Do not attempt to leave until after the fire has passed
 - f) Check for small fires inside the home & extinguish them
 - g) Make sure you can exit the home if it does catch fire
 - h) Place wet rags under doors and other openings to prevent entry of embers and smoke
 - i) Fill sinks and tubs with water
 - j) Once the fire has passed, check your flower beds, roof, rain gutters, attic and crawl space for fires or burning embers and extinguish them

D. Evacuation Orders

1. Evacuation Orders issued by County officials and should be taken seriously.
2. Upon receiving notice of an evacuation order, evacuate immediately. If the threat is not in our immediate area, monitor local news reports and prepare for evacuation. Be ready to evacuate at any time and seriously consider evacuation upon receiving an evacuation order.
3. The Governor is the only state official authorized to issue a Mandatory Evacuation order. Do not wait to receive a Mandatory Evacuation order before deciding to evacuate your home.



VII. Emergency Plan, Fire Safety, and Disaster References:

1. Washoe County Emergency Preparedness Guide:
www.washoecounty.us/em/preparedness
 2. University of Nevada, Reno comprehensive fire prevention, preparation, and management resources:
www.Livingwithfire.com
 3. Truckee Meadows Fire Protection District website – emergency information and disaster updates from the Fire Department:
<https://tmfpd.us/>
- Provide Truckee Meadows Fire Department with specific information about your home/family:
www.communityconnect.io/info/nv-truckeemeadows
4. Great resources across the board on disaster preparation and management: www.Readywashoe.com
 5. FEMA: www.fema.gov US Government Federal Emergency Management Agency information.
 6. American Red Cross: www.redcross.org
 7. Disaster Management for Community Associations Second Edition. Community Associations Institute, Guide for Association Practitioners



Attachment A



Wildfire Evacuation Checklist

Review this information now to prepare yourself for a quick and safe evacuation.

PEER
REVIEWED

FS-06-07 | Updated 2022

GO BAG ESSENTIALS:

- ☐ Important documents (bank, IRS, trust, investment, insurance policy, birth certificates, medical records)
- ☐ ATM, credit and debit cards and cash in small bills
- ☐ Medications, Rx numbers and vaccination records for humans and pets
- ☐ Non-perishable food and water for 72 hours
- ☐ Driver's license, passport
- ☐ Computer backup files & passwords
- ☐ Inventory of home contents (consider making a video inventory now, prior to an emergency)
- ☐ Photographs of the exterior of the house and landscape
- ☐ Address book including medical and veterinarian contact information
- ☐ Cell phone charger, car charger and battery packs
- ☐ Personal toiletries
- ☐ Enough clothing for 3-5 days
- ☐ Family heirlooms, photo albums and videos
- ☐ Batteries

PREPARE FAMILY MEMBERS:

- ☐ If possible, evacuate all family members not essential to preparing the house for wildfire
- ☐ Plan several evacuation routes from your home
- ☐ Designate a safe meeting place and contact person
- ☐ Relay your plans to a contact person
- ☐ Designate a "safe area" where people can wait out a wildfire (i.e., ballfields, irrigated pastures or parking lots)
- ☐ Register for a local emergency notification system such as "reverse 911" or "CodeRED"
 - » Ask your county emergency management for details
 - » Update personal information and cell phone numbers in databases

WHAT TO WEAR:

- ☐ Wear only cotton or wool clothes, including long pants, long-sleeved shirt or jacket, a hat, and boots
- ☐ Carry gloves, water to drink, and goggles
- ☐ Keep your cell phone, a flashlight, and portable radio with you at all times
- ☐ Tune in to a local radio station and listen for instructions
- ☐ NIOSH N95 or P100 mask

PREPARE VEHICLE:

- ☐ Keep your vehicle's gas tank full
- ☐ If you can lift your garage door manually, place vehicle in the garage pointing out with the keys in the ignition and disconnect the electric garage door opener. If not, park in your driveway facing out
- ☐ Roll up the car windows
- ☐ Close the garage door
- ☐ Place essential items in the car
- ☐ If you do not drive, make other arrangements for transportation in advance
- ☐ Close garage door when you leave

INSIDE THE HOME:

- ☐ Close all interior doors
- ☐ Leave a light on in each room
- ☐ Remove lightweight, non-fire-resistant curtains and other combustible materials from around windows
- ☐ Close fire-resistant drapes, shutters, and blinds
- ☐ Turn off all pilot lights
- ☐ Move overstuffed furniture, such as couches and easy chairs, to the center of the room
- ☐ Close fireplace damper
- ☐ Close or block off any doggie-doors
- ☐ Lock-up firearms or valuables

Be prepared! It will likely be dark, smoky, windy, and hot. There may be airborne burning embers, no power or telephone, and poor water pressure. Remember, there is nothing you own worth your life! Please evacuate immediately when asked.





Disaster & Fire Emergency Plan

OUTSIDE THE HOME:

- ☐ Place combustible patio furniture and barbecues in the house, garage or away from the home
- ☐ Shut off propane at the tank or natural gas at the meter, and clear the area of combustible material
- ☐ Close all exterior vents, doors, and windows
- ☐ Leave gates unlocked
- ☐ Turn on outside lights
- ☐ If available and if there's time, cover windows, attic openings, and vents with plywood that is at least one-half inch thick
- ☐ Ensure that all garden hoses are connected to faucets and turned off
- ☐ Don't leave sprinklers on, or water running; they can affect critical water pressure
- ☐ Ensure that house numbers and street signs are visible and reflective if possible

PREPARE PETS:

- ☐ Have identification on your animal
 - » Many animal species can be microchipped (Microchipping is a permanent form of identification for your pet)
- ☐ Have veterinary records and medications in one easy-to-find place
 - » Pro Tip: A gallon ziplock bag can keep them dry and catch any pills that may fall out of a container that isn't securely shut
- ☐ Transport food, water and bowls in easy-to-carry, sealed containers
- ☐ Have a buddy system
 - » Can your neighbors help if you are not home during an evacuation?
 - » Do you have a family member or friend that can help house your animals should you need to be evacuated for an extended time? This can be especially helpful for livestock and poultry
- ☐ Dogs and small pets should be securely crated with only one animal per carrier
 - » Normally well-behaved pets can panic and run away during a stressful event; a carrier can keep them safe
- ☐ Remove any non-essential items from carriers or cages, as unsecured items can injure a pet during transport

PREPARE HORSES, LIVESTOCK & OTHER LARGE ANIMALS:

- ☐ Have a livestock trailer and reliable vehicle for towing the trailer
- ☐ Practice loading your livestock into the trailer and towing it before an emergency

IF YOU MUST LEAVE ANIMALS BEHIND, NOTIFY YOUR LOCAL ANIMAL SERVICE AGENCY AS SOON AS POSSIBLE

Remember, animals are likely to be stressed due to the smell of smoke, the sounds of sirens or the flashing lights of first responder vehicles. Remain calm and do not wait until the last minute to evacuate.



This checklist was adapted from Wildfire Evacuation Checklist, University of Nevada, Reno Extension publication #FS-06-07. Funding for this project provided in part by a Community Fire Assistance Agreement with the Bureau of Land Management – Nevada State Office in cooperation with University of Nevada, Reno Extension. University of Nevada, Reno is an EEO/AA institution.



Disaster and Fire Emergency Plan Coordination for Security, HOA, and HOA General Manager

1. Security will call needed resources early in the event of a community wide disaster such as a fire, earthquake, or other natural or man-made disaster to provide for rapid deployment of emergency responders.
2. The IC/UC will notify all other agencies which are needed through the Dispatch Center based on the type of disaster.
3. Security Director will update the IC/UC on the event and what has happened prior to arrival of emergency services.
4. Security Director and staff will take direction from the IC/UC. HOA Officials and staff will follow directions from IC/UC as relayed by Security Director or designee.
5. IC/UC will establish evacuation routes and relay information to Security. Security will follow the IC/UC.
6. IC/UC will set up a command post and staging area as required. The location of the incident will determine the best location for the command post.
7. Security will communicate with Public Information Officer, IC/UC will relay necessary information to the Gate House.
8. Security Staff at the Gate House will contact ArrowCreek HOA officials and staff as well as ArrowCreek homeowners as needed.
9. The Washoe County Emergency Shelter Council will establish a temporary evacuation point (TEP) where the residents can go for information if requested to evacuate.
10. Security Staff will assist law enforcement officers with control of the entrance and exit to ArrowCreek so that emergency workers can enter and property owners can leave the area easily.
11. The decision to allow property owners back into the area is at the discretion of the IC/UC.
12. IC/UC will advise ArrowCreek Security staff when emergency access road gates should be opened.
13. Security Director will keep HOA General Manager, Board of Directors, and The Club at ArrowCreek Management informed of status during the disaster as needed.



Attachment C

Disaster & Fire Emergency Plan

ARROWCREEK EMERGENCY EVACUATION ROUTES

The evacuation of the ArrowCreek community is on an “as directed” basis by public safety agencies and may include use of any or all Evacuation Routes. The main entrance/exit gate on ArrowCreek Parkway is the primary emergency evacuation route for the ArrowCreek community.

An additional evacuation/fire exit road may be used to leave the community during an emergency on the order of the IC/UC only!

First Responders or ArrowCreek Security staff will direct residents to appropriate evacuation routes – and the direction which residents should proceed on any particular route depending on where the fire is coming from at that time. This information can also be found at www.perimetermap.com during an incident.

Additional External Exit and Emergency Evacuation Route out of ArrowCreek

- **Exit at the end of Granite Point Court in Granite Point I to city streets.**

Internal Emergency Neighborhood Exits

- **Between Silver Vista Drive and Echo Ridge Ct. or Spirit Ridge Ct. in Desatoya II: Drive to ArrowCreek Parkway via Painted Vista.**
- **Between both Flowering Sage Trail and Cour St. Michelle connecting to Copper Cloud Drive down to ArrowCreek Parkway West. Turn right and continue down to the main entrance gate.**
- **Between Via Bianca and Harbottle connecting to High Vista Drive continuing down to ArrowCreek Parkway.**

