**Riverbend City: Ruby Lake Evacuation Mission**

**Expository Text:**

As a chemical plume travels towards the Ruby Lake neighborhood, an evacuation order is issued. While there's no such thing as an "easy" evacuation, the Ruby Lake evacuation is going to be especially challenging. The city's evacuation plan for the neighborhood is outdated and was created before the population of Ruby Lake became predominantly Latino. To complicate matters, the chemical spill has caused road closings and traffic jams. Busses slated for the evacuation are facing delays, as are residents with cars who are trying to leave. A further challenge is the evacuation of the 93-bed Maplewood Rest Home.

**Instructional Text:**

As you watch the evacuation unfold, consider what works and what does not. What strategies could be used to improve the evacuation?

**Characters in this Mission:**

* Michelle Coolidge - Administrator of the Maplewood Rest Home
* Luis Castro - Riverbend City Resident
* Rosemary James - Director of Nursing, Maplewood Rest Home.
* Ed Kowalski - Lieutenant, Riverbend City Police Department
* Inez Liriano - Riverbend City Resident
* Jose Liriano - Riverbend City Resident
* Corey Lucas - Nurse, Maintenance Director, Maplewood Rest Home
* Victor Maldonado - Community Activist
* Pilar Mendez - Riverbend City Resident
* Marisol Nunez- Riverbend City Resident
* Claudia Ramos - Riverbend City Resident
* Rob Randolph - Police Sergeant
* Father Junot Rivera - Catholic Priest
* Arthur Smith - Resident, Maplewood Rest Home
* Elizabeth Wu - Nurse, Maplewood Rest Home

**Scene 1: Ruby Lake Neighborhood**

**Expository Text:**

A Reverse-911 call goes out to the residents of the Ruby Lake neighborhood. Unfortunately-as resident Inez Liriano discovers-the call is only in English.

**Instructional Prompt:**

Click on the phone to hear the Reverse 911 call that goes out to residents of the Ruby Lake neighborhood.

**Dialogue 01:**

**REVERSE 911 CALL:**  
This is an important message from the Riverbend City Police Department. Due to a hazardous material release, there is a mandatory evacuation for all residents in your area.

**INEZ:**  
[in Spanish] What?

**REVERSE 911 CALL:**  
Residents are to leave their homes immediately. An emergency Red Cross shelter is located on the Beck University Campus.

**INEZ:**  
[in Spanish] What? I don't speak English.

**REVERSE 911 CALL:**  
The address of the shelter is 1200 Weissenberger Parkway. Residents with vehicles should drive to the shelter immediately. Law enforcement officers are on the streets to direct traffic. Residents who do not have vehicles should report immediately to the corner of Ruby Lake Lane and Fifth Street. Busses will be there to take residents to the shelter. Please take all prescription and other medical supplies that you need with you. Please take all pets with you in secure carriers.

**INEZ:**  
[in Spanish] Jose? I think this call is important, but I don't understand it. It's in English.

**REVERSE 911 CALL:**  
Thank you for cooperation. This message will repeat... This is an important message from the Riverbend City Police Department.

**INEZ:**  
[hangs up]

**Scene 2: Maplewood Rest Home**

**Expository Text:**

At the Maplewood Rest Home, staff members assemble quickly to enact their evacuation plan.

**Instructional Prompt:**

Click on all highlighted people to learn about the evacuation.

**Optional Content:**

[Maplewood Rest Home Emergency Evacuation Sheet](http://media.capella.edu/CourseMedia/RiverbendCity/Missions/_Downloads/Maplewood_Evacuation_Procedures.pdf)

**Dialogue 02: Michelle Coolidge, Administrator of the Maplewood Rest Home, meets with Nursing Director Rosemary James and Maintenance director Corey Lucas to facilitate the evacuation of the nursing home.**

**MICHELLE:**  
[somewhat frantically} All right, I'm afraid our worst nightmare is here. There's been a chemical spill and this whole area of the neighborhood is being evacuated. Maplewood needs to be evacuated immediately.

**COREY:**  
Oh geez! How long do we have?

**MICHELLE:**  
They're saying an hour and half. We're supposed to have two busses from the city and four ambulances, but they're not here yet. In the meantime, we need to follow the emergency evacuation plan. I want to stress how important it is to get everybody out of here as calmly as possible. There's a terrible risk of heart attacks and other medical emergencies in stressful situations like this one.

**ROSEMARY:**  
We'll make it happen, Michelle. Where are we moving the residents?

**MICHELLE:**  
There's an emergency Red Cross shelter at Beck University. We may be there for several days.

**ROSEMARY:**  
Will the Beck University facility have everything we need for our residents? A 93-bed nursing facility is a tall order.

**MICHELLE:**  
I'm not sure yet if they'll be able to accommodate all of our residents. Alzheimer's patients may need to be moved to another location, but I don't have that information yet. We'll be working with the Public Health Department when we get to the shelter.

**COREY:**  
But right now, the priority is to get everybody out of here safely, correct?

**MICHELLE:**  
Absolutely. Rosemary, what's the staffing situation right now?

**ROSEMARY:**  
Short staffed as usual. We're short two nurses and four CNAs.

**MICHELLE:**  
[sigh] Of course we are. Well, we don't have time to bring in anybody else. Rosemary, we need to organize the nurses and CNAs right away and coordinate the evacuation in an orderly manner. Non-ambulatory and bedridden residents go first, then wheelchair residents, then ambulatory residents. Of course, all of this depends on the busses and the ambulances getting here.

**COREY:**  
I'm sure they'll be here soon. Do we need to get Medical Records down here?

**MICHELLE:**  
Yes. I'll call Joan Parker right away. Medical records personnel are responsible for tagging and identifying all residents upon evacuation. Each patient needs their medical record transferred with them. That's crucial. Rosemary, do you know if the social worker is in... Kerry?

**ROSEMARY:**  
Yes, Kerry's here. Isn't she supposed to contact the families to tell them where the residents are being moved?

**MICHELLE:**  
Yes, but that will have to wait until we're settled in the shelter. Kerry needs to keep an official roster of residents and staff. The roster will have information about each patient's medications and records.

**COREY:**  
So what now?

**MICHELLE:**  
Corey, you contact housekeeping and dietary and tell them to assemble emergency supplies. Then as soon as the busses and ambulances get here, I want you to coordinate transportation. Rosemary, locate the nurses and CNAs immediately and tell them to efficiently and calmly get the residents ready to leave. I'll work with Joan on the medical records and Kerry about the patient roster.

**COREY:**  
All right. We're on it. Let's get this place evacuated.

**Dialogue 03: The nurses begin to evacuate the patients. Nurse Elizabeth Wu stops in the room of 89-year old resident Arthur Smith, who is wheelchair bound and has limited sight.**

**ELIZABETH:**  
Mr. Smith? It's Elizabeth. Are you awake?

**ARTHUR:**  
Eh? Is that you, Lizzie?

**ELIZABETH:**  
[calmly] It is. Mr. Smith, I need you to listen carefully. There's been a chemical accident down by the railroad tracks. The fumes from the chemicals are moving in this direction, so we need to evacuate Maplewood.

**ARTHUR:**  
[alarmed] A chemical accident?

**ELIZABETH:**  
Mr. Smith, there's nothing to worry about. Just to be on the safe side, we're moving everyone out of Maplewood for a few days. We're going to be staying in a special shelter.

**ARTHUR:**  
What? I have to move?

**ELIZABETH:**  
Just for a few days, Mr. Smith. But *please,* stay calm and don't worry. We're going to take care of everything and you have *nothing* to worry about. Colleen will be in here in just a few minutes, and she's going to help you pack up the things you need.

**ARTHUR:**  
What about my medicine? I have diabetes and high blood pressure and sleep apnea.

**ELIZABETH:**  
All your medication is coming with you. Please don't worry about a thing, Mr. Smith. We're going to take good care of you.

**ARTHUR:**  
Well, I have to call my daughter Jeannie. She's coming to visit me tomorrow and she's not going to know where I'm at.

**ELIZABETH:**  
We're going to call everyone's relatives when we get to the shelter, Mr. Smith. Please don't worry.

**ARTHUR:**  
But what about Harmony?

**ELIZABETH:**  
Excuse me?

**ARTHUR:**  
Harmony. The nursing home cat here. We can't leave her behind with the chemicals. She needs her food and water and litter and scratching post.

[*cat meows*]

**ELIZABETH:**  
I'm sure someone will take care of the cat. I need to go talk to the other residents now, Mr. Smith. You just sit tight and Colleen will be in here in a few minutes. And please don't worry about anything.

**ARTHUR:**  
We can't leave Harmony behind! I won't leave her. Do you understand me?

**ELIZABETH:**  
Colleen will be right in, Mr. Smith.

**Scene 3: Ruby Lake Street**

**Expository Text:**

Sergeant Rob Randolph is on the streets helping to evacuate the Ruby Lake neighborhood.

**Dialogue 04: Sergeant Rob Randolph gives a status report on the evacuation to Lieutenant Ed Kowalski.**

**ROB:**  
[aggravated, frantic] Lieutenant, it's a mess down here! Where are those busses?

**ED:**  
What do you mean? They're supposed to be at the corner of Ruby Lake and 5th.

**ROB:**  
Negative, lieutenant. There's a swarm of people and no busses. It looks like Katrina down here.

**ED:**  
Ah, crud. I'll get on the phone and find out where those busses are. This is a low-income neighborhood and lots of people don't have cars.

**ROB:**  
And we need more Spanish-speaking officers down here to knock on doors. Nobody knows what's going on. People think there's been a terrorist attack or something. I see people running around with duct tape.

**ED:**  
Did people get the Reverse 911 call?

**ROB:**  
Yeah. In English only.

**ED:**  
You have got to be kidding me!

**ROB:**  
I wish I were.

**ED:**  
I'll work on getting some Spanish-speaking cops down there right away. There's the illegal issue, too. We gotta make sure people know we're not looking to deport them.

**ROB:**  
That may be easier said than done. Traffic's a mess, too. We got cops down here telling people where to drive, but they just closed down 6th street yesterday and people don't know it.

**ED:**  
Yeah, and we got roads closed and bridges out once they leave the neighborhood.

**ROB:**  
What? This is ridiculous!

**ED:**  
Hang in there, Rob. We need to get the people in this neighborhood to safety now. I'll call you back as soon as I hear about busses and more cops.

**Dialogue 05: Sergeant Randolph stops three students who are heading away from the high school.**

**LUIS:**  
Officer, what's going on? We heard that there's been a terrorist attack.

**ROB:**  
There's no terrorist attack. There's been a chemical spill down by the railroad tracks, and we're moving everyone in the neighborhood to an emergency shelter. What are you kids doing here?

**CLAUDIA:**  
I need to go check on my grandmother. She doesn't speak English. She's not going to know what to do.

**LUIS:**  
I have to go home too! No one in my house speaks English very well besides me.

**ROB:**  
You kids have to go back to the high school. Now. There are busses coming any minute to take you to the shelter.

**MARISOL:**  
I have to go get my dog! There's no one home to make sure he gets out okay.

**ROB:**  
You kids need to go back to the high school *now*! The only thing you can do to help is to stay out of the way and let us evacuate this neighborhood as quickly as possible.

**CLAUDIA:**  
My grandmother's in a wheelchair! She's not going to be able to get out by herself. And she has lots of medicines that she needs. I need to go over and help her.

**ROB:**  
We're going door to door to get everyone out. Your grandmother is going to be just fine.

**MARISOL:**  
But what about my dog?

**ROB:**  
Darling, I know you're worried about your dog. The local animal shelter is going to be making inspections to make sure pets are rescued and housed. But we need to get you out of here *right now*. You three need to get back to the high school immediately and get on those busses.

**Dialogue 06: Store owner Pilar Mendez does not want to leave for the evacuation.**

**PILAR:**  
I'm not leaving my store behind. Someone broke in last week and I'm not going to let that happen again.

**ROB:**  
Ma'am, the evacuation is mandatory. I need to ask you to leave now.

**PILAR:**  
I'll take my chances. This store is my family's livelihood. The police don't do their job protecting property in this neighborhood, so I'll have to do it myself.

**ROB:**  
Ma'am, there's a chemical cloud heading straight towards Ruby Lake. You're not going to have a livelihood at all if we don't get you out of here to safety.

**PILAR:**  
I'll put duct tape in the windows. Don't they call that "sheltering in place?"

**ROB:**  
Ma'am, there's no sheltering in place here. We need to get everybody out of this neighborhood. Now. Is this store worth losing your life over?

**Scene 4: San Lorenzo Catholic Church**

**Expository Text:**

Father Junot Rivera of the San Lorenzo Catholic Church enlists the help of community activist Victor Maldonado to help with the evacuation.

**Dialogue 07: Father Junot Rivera enlists the help of community leader Victor Maldonado, as there are a dozen people hiding in the church who don't want to evacuate.**

**FATHER YUNI:**  
Victor! Thank goodness you're here, friend. What's going on out there? People think it's a terrorist attack.

**VICTOR:**  
No, no, Father Yuni. There's been a chemical spill and the police are trying to evacuate the neighborhood. They're moving everyone to a shelter at Beck University.

**FATHER YUNI:**  
Are we in danger?

**VICTOR:**  
Yes. Everyone has to get out of here.

**FATHER YUNI:**  
Well, I've got people in my church here who don't want to leave. Some people in this neighborhood, they come from places where the police can't be trusted.

**VICTOR:**  
I know. Let me talk to them. The police are trying to help.

**FATHER YUNI:**  
Victor, what about people who are here illegally? I've got a family down here that's terrified. They don't want to go anywhere near the police.

**VICTOR:**  
Let me talk to them. The police don't have time to bother anyone about immigration status. They're having a hard enough time getting everyone out of the neighborhood.

**FATHER YUNI:**  
Are you sure they're not going to get deported?

**VICTOR:**  
I seriously doubt the police are going to be deporting anyone. Their job is to protect the health and safety of residents in this community.

**Dialogue 08: Victor persuades the Liriano family that they have to evacuate the Ruby Lake neighborhood.**

**VICTOR:**  
[in Spanish] Mr. and Mrs. Liriano! My name is Victor. Why did you bring your family to the church?

**INEZ:**  
[in Spanish] We are waiting for the police to go away.

**VICTOR:**  
[in Spanish] Mrs. Liriano, there's been a chemical accident. Pretty soon it's going to be hard to breathe. Your family needs to get on the busses outside and get out of the neighborhood.

**JOSE:**  
[in Spanish] We are in this country illegally. We have to stay away from the police or they will deport us.

**INEZ:**  
[in Spanish] We don't want to go back. There's no work in the town where we came from. My children were hungry.

**VICTOR:**  
[in Spanish] Mr. and Mrs. Liriano, your children are in danger if you stay here. And so are you. The police are taking everyone in the neighborhood to a safe place for a few days until the chemicals go away.

**JOSE:**  
[in Spanish] But what if they ask to see a green card?

**VICTOR:**  
[in Spanish] No one is worried about green cards right now. The police just want to get everyone out of the neighborhood so you'll be safe.

**INEZ:**  
[in Spanish] I don't trust the police.

**VICTOR:**  
[in Spanish] Please trust *me*, Mrs. Liriano. Your family is in danger. You have to leave.

**Mission Summary**

Congratulations. You have completed the Ruby Lake Evacuation Mission. What worked in this evacuation? What did not work? Were there strategies that could have been used to facilitate the evacuation more effectively?

**Summary Document Content**

**LOCATIONS:**

In this mission, you visited the Ruby Lake neighborhood, which is being evacuated because of a nearby chemical spill. First, you listened to the Reverse 911 call that is sent to residents. Second, you visited the Maplewood Rest Home, a nursing facility in the Ruby Lake neighborhood that needs to be evacuated. Third, you visit the streets of Ruby Lake, where a police officer is trying to evacuate high school students, a store owner, and other residents. Finally, you visit the basement of San Lorenzo Catholic Church.

**THEMES:**

No evacuation is "easy," but the Ruby Lake evacuation is fraught with difficulty. The neighborhood's emergency evacuation procedures have not been updated since before the neighborhood became a predominantly Latino neighborhood-a problem seen most blatantly when a Reverse 911 call goes out to residents in English only. In addition, some of the residents do not want to cooperate with the police, either because they come from places where the police cannot be trusted or because they are in the country illegally. Perhaps the most difficult part of the Ruby Lake evacuation is that it includes the evacuation of the 93-bed Maplewood Rest Home.

MAPLEWOOD REST HOME

EVACUATION PROCEDURES

In the event that an evacuation of the Maplewood Rest Home facility becomes necessary, the following procedures should be followed:

1. The Administrator, in conjunction with the Director of Nursing and/or the Maintenance Director, will determine if the situation calls for evacuation.

2)The facility call tree shall be put into effect in order to obtain

available persons to evacuate the residents to safety. Administrator

contacts: Medical Records and Business Office personnel Director of Nursing contacts: Social Worker and Activity Director Maintenance

Director contacts: Housekeeping/Laundry Supervisor and Dietary

Manager

3)A command center shall be established per the administrator’s direction, in a convenient location out of the line of danger. The

Administrator, or highest ranking person on the scene, will be the

“Commander” of the operation.

4) Alternate placement for residents must be arranged. The administrator, or highest ranking person on the scene, shall designate someone to coordinate a shelter. This can be done by contacting the American Red Cross.

5) Residents should be evacuated in this order: residents in immediate danger, nonambulatory or bedridden residents, wheelchair residents, and ambulatory residents.

6) The Administrator, or highest ranking person on the scene, shall assign an individual to coordinate transportation.

7) Once a shelter is arranged, the Commander shall designate a

meeting spot outside the facility.

8) Residents shall be evacuated from the building in an orderly fashion. It is crucial that staff ensure that the residents remain as calm as possible.

9) Medical Records personnel shall be responsible for tagging and

identifying all residents upon evacuation. They shall also be responsible for ensuring that the residents’ medical records are transported with the resident.

10) Nursing personnel will be responsible for caring for residents. The Charge Nurse shall be responsible for taking the Med Cart to the meeting spot.

11) Housekeeping and Laundry personnel will be responsible for gathering all linens and supplies needed for resident care. If possible, attempts should be made to gather resident clothing.

12) Dietary personnel will be responsible for gathering food and dietary supplies.

13) The Social Worker will be responsible for contacting family members to notify them of the disaster and where residents are being transported.

14) The Social Worker shall be responsible for keeping an official roster with names of residents, staff, board members, and volunteers present at the time of the disaster and during the evacuation.

15) The Activities personnel shall assist as needed.

16) The Business Office Manager shall gather all departmental

employee schedules and the employee roster, as well as any other pertinent business office supplies and records.

17) The Administrator, or designated person, shall check all rooms before leaving the grounds. An “X” should be marked on each door to verify that the room is empty.

IMPORTANT NOTE

It is important to note that each situation is going to be different, and that a situation may not allow for the above procedure to be implemented in this specific order. Sound judgment and common sense are the best practices during an emergency.