



Emergency Management Plan
Annex Z
Community Emergency
Response Plans

July 2016

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

Annex Z, Appendix 1 — Laughlin Emergency Response Plan

I. Description of Community/Demographics

Laughlin is located in Clark County Nevada, on the western boundary of the Colorado River. It is in the extreme southern corner of Nevada and is the geographic meeting point of San Bernardino County in California, Mohave County in Arizona and the Fort Mojave Indian Reservation. It is also near historic Route 66. Laughlin consists of approximately 80 sq. miles and sits at an elevation of approximately 520 feet above sea level in a portion of the greater Mohave Valley. Laughlin underwent phenomenal growth into the 1990s. With more than 11,000 hotel rooms, more than 4.5 million visitors came annually. Casino development along the Colorado River dramatically increased the local population and transformed Laughlin from a small village into a resort town. A bridge spanning the Colorado River between Bullhead City, Arizona and Laughlin was constructed by Don Laughlin and continues to be used by nearly 40,000 residents and visitors daily.

While the total number of visitors has decreased over time, the town still receives over 2 million visitors annually. With its favorable weather and recreational offerings that include Lake Mohave, the Colorado River, gaming and entertainment, special events and most recently an extensive national award-winning park and trails project, the Colorado River Heritage Greenway Park & Trails, Laughlin has attracted a substantial retirement population and continues to be a favorite place for “snow birds” and water enthusiasts in the summer. Across the river, is Bullhead City, Arizona and it continues to grow as well,

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

offering commercial enterprises and medical facilities for the area. Today, the resorts are still the major employers and their owners have changed over time.

Of Laughlin's total population, approximately 19.5% are veterans and 23.75% of the total population reported having a disability. In fact, the number of people with disabilities seems to be increasing over time. Between 2010 and 2013, the number of family households increased by 4.3% and nonfamily households increased by 28%. There is a demonstrated need for pro-active community outreach during any period of disaster because of the preponderance of an elderly population, people with disabilities, lower income levels, female headed households and a shrinking labor force. Laughlin has always had volunteers willing to pitch in and do whatever might be needed. Trained volunteers will be necessary during any type of large emergency in town. Overall efforts will need to focus special attention on the elderly, those with infirmities, those lacking transportation and food and the children who are already living in poverty.

With the location of Laughlin so remote from urban services, it is important that locally available resources be identified and maintained. Access to large equipment is essential during an emergency, as well as supplies of food, water, fuel, power supply and communications. Building and maintaining relationships with private, public, and non-profit sector partners is essential to ensuring access to critical resources when they are needed. The Laughlin Chamber of Commerce, Colorado River Resort Security Chiefs, Silver Rider/Meals on Wheels, Colorado River Food Bank, and Bullhead City Emergency Management are key partners in this endeavor.

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

II. Purpose/Scope of the Plan

The purpose of the Community Emergency Response Plan for Laughlin is to provide a localized approach to managing and responding to emergencies that impact the community as a whole. This community level plan is intended to support, link to, and provide community-specific information that provides guidance and support residents, visitors, and first responders during an emergency or disaster. This plan is also supported, guided by, and in alignment with the National Planning Frameworks (updated in 2016), the Nevada Revised Statutes and Clark County Code Section 3.14.

III. Scenarios (Risks and Threats) and Planning Assumptions

A. Potential Scenarios

Clark County previously identified a number of natural and man-made potential threats to its communities, and those identified specific to the Laughlin area mirror those same threats. Potential threat scenarios identified by Laughlin community members, the Town Advisory Board, and the Laughlin Town Manager’s Office include:

- Flood
- Wildfire
- Earthquake
- Extreme Heat
- Infectious disease/pandemic

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

- Critical infrastructure failure (e.g. roadways, bridges, dams, water/wastewater facilities)
- Drinking water contamination
- Special events/large gatherings
- Influx of people into hotels from disasters in neighboring states
- Small airplane crash
- Active shooter
- Bomb threat
- Terrorist attack/cyber attack

Emergency response to each of these scenarios will be accomplished according to the Clark County Emergency Operations Plan, and standard operating procedures of the lead agency as identified in the County’s plan.

B. Planning Assumptions

- Unique, remote location nearly 90 minutes away from the resources in the Las Vegas Valley
- Unique demographics (e.g. high percentage of elderly and part-time residents)
- Economy is primarily dependent on tourism
- Reliance on minimally staffed first responder resources
- Effective, timely coordination in an emergency are critical
- Clark County EOP (Basic Plan and Annexes) and incident command procedures support this Community Emergency Response Plan

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

- Incident command and control depend on the type of incident
- Remote communities such as Laughlin are dependent on the “Whole Community” approach of government agencies, residents, businesses, and volunteers each playing a role in emergency response.

IV. Roles and Responsibilities in an Emergency

A. Government/Public Safety/Law Enforcement – as defined in Clark County

Basic Plan and Annexes. The main point of contact for Clark County Management, Elected Officials, and the Office of Emergency Management & Homeland Security will be the Laughlin Town Manager. The Laughlin Town Manager will be the primary point of contact and liaison to County Management and Emergency Management from Town Advisory Board Members, volunteer groups, and the Media. Laughlin is supported by the LVMPD for law enforcement. Law Enforcement Officers who serve Laughlin can be reached by calling 9-1-1 for emergencies or 3-1-1 for non-emergencies. Only the Laughlin Town Manager, Incident Commander, or EOC should reach out directly to the LVMPD officer on duty. Incident Command, when established by LVMPD, will be established at either the Regional Government Center or the Spirit Mountain Activity Center, depending on the incident. LVMPD is responsible for staging areas as needed. The Clark County Office of Emergency Management & Homeland Security (OEM) is responsible for activating the Emergency Operations Center/Multi-Agency Coordination Center, interface with and support of Incident Command, public information

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

and warning, resource management, damage assessment, public communication/media coordination, and communication and support of County Management and Elected Officials. Clark County OEM will follow the Clark County Emergency Operations Plan and related plans for public information and warning and resource management, applicable Nevada Revised Statutes, Clark County Code, established policies and standard operating procedures.

B. Town Advisory Board Members – Town Advisory Board Members may assist in coordinating volunteer and donations efforts and community damage assessments, as well as implementation of a community re-entry plan, family re-unification and reception, if needed.

C. Community Security/Private Law Enforcement – Private sector security and law enforcement personnel will assist in public information and warning, safe evacuation of non-public buildings, shelter, and damage assessment.

D. Individual Residents and Business Owners – Individual residents and business owners will be responsible for emergency preparedness, voluntary evacuation, locating shelter, and notifying authorities of property damage. Individuals and business owners should prepare an emergency response plan. Resort hotels are required by state law to have emergency response plans in place. Individuals and business owners should develop emergency supply kits, and plan and drill for sheltering and evacuation, including mapped routes. Individuals should follow established guidelines (FEMA, Clark County), for care of pets and

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

service animals, and family and friends with functional needs. Individuals should be prepared to shelter in place or move to a community shelter for several days before being able to return to their homes. Not all facilities can accommodate functional needs individuals and household pets, so residents and visitors should be prepared to provide food, water, and medicine to all family members in their care. Individuals can also enhance their preparedness skills through receiving training and by volunteering in the community through various volunteer groups including the American Red Cross and by forming a cohesive, active Community Emergency Response Team.

V. Public Notification/Emergency Communications

The Clark County Office of Emergency Management & Homeland Security is responsible for public notification and emergency communications under the Clark County Emergency Operations Plan. Emergency Communications and notifications to the public will be coordinated through the Clark County Emergency Operations Center (upon activation). Clark County's Office of Public Communications will coordinate public communications and media contacts, in conjunction with the lead agency Public Information Officer, as appropriate. All official public notifications and warnings will come from the EOC and/or Incident Command, as appropriate. Agency coordination on notifications and warnings will be managed by the EOC in consultation with the Laughlin Town Manager. A variety of methods and tools will be used for official communication, including the Communicator NXT system and the Emergency Alert System (including

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

Wireless Emergency Alerts.) Local amateur radio operators and television stations can also provide emergency communications, at the request of the EOC. Using multiple methods of communication and warning, including door-to-door notification, is important considering the unique demographics of the Laughlin community. Many residents do not have smart phones, access to email or internet, and lack of access to information and mobility to seek information is a concern. Many residents live in multi-family buildings, and it is critical that building managers are accessible and responsive when emergency notification is required.

VI. **Shelter in Place/Community Shelter/Evacuation**

- A. *Shelter in Place* – Decisions about whether to shelter in place will be made by the Incident Commander. Notification to the public on instructions regarding shelter in place will be coordinated by the EOC and the Laughlin Town Manager.
- B. *Community Shelter* – The decision whether to direct the public to community shelters lies with the Incident Commander. Only the Incident Commander, in coordination with the Laughlin Town Manager and EOC, can request a shelter be established. Agencies involved with identifying and operating community shelters are Clark County, the American Red Cross, the Clark County School District, and LVMPD. Shelters are typically established in public schools (preferably high schools). Community centers may be used if necessary and appropriate, depending on the incident and its area of impact. During cases of

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

extreme heat, cooling stations may be established as coordinated by Clark County Social Services respite, including the American Legion Richard Springston Post 60 and the Colorado River Food Bank.

- C. Evacuation* – Mandatory evacuation orders can only be issued by the Governor after an emergency or disaster has been formally declared. Voluntary or suggested evacuations will be coordinated through Incident Command and the EOC. Evacuation Routes will depend on the incident, and will be established in consultation and coordination with Nevada Highway Patrol, LVMPD, the EOC, and the Laughlin Town Manager. Official public information and warning about evacuation routes will be issued by the EOC.
- D. Community Re-Entry* – The goal is orderly, timely, and safe re-entry into the community if evacuation was necessary. Re-entry plans will be completed by the Clark County EOC in conjunction with the Incident Commander and Laughlin Town Manager, and will vary depending on the incident and extent of evacuation. The re-entry plan will include a strategy for re-entry, important contacts, and public safety and environmental health instructions for the public and businesses. The re-entry plan will include a strategy and timeframe for restoration and repair of critical infrastructure (e.g. power, water, and communications.) Family re-unification/reception centers may be established, depending on the incident.

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

VII. Resources

The Laughlin Emergency Resource Guidebook provides information on preparedness, response, and recovery resources, including:

- Southern Nevada Community Preparedness App (iPhone/Android)
- Emergency Supplies/supply kit recommendations
- Clean up supplies
- Directory for Volunteer Organizations Active in Disaster (Southern Nevada)
- Emergency Preparedness Training (CPR, CERT)
- Volunteer Opportunities (Red Cross, CERT)
- Community Resources (Amateur Radio)
- Other Helpful Websites and Phone Apps

VIII. Important Emergency Contacts

Communication and coordination are the most critical components to successfully handling an emergency or disaster. It is important for residents to be able to rely on prompt, efficient response from government agencies during both the response and recovery phases of an incident. During a community disaster or emergency, residents should notify officials as soon as possible by dialing 9-1-1. The following government and community contacts may be helpful for obtaining information and direction during response and recovery:

A. Emergency Community Contacts

American Red Cross – Southern Nevada – (702)791-3311

Apartment Complex Emergency Contacts – on file with the Laughlin Town

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

Catholic Charities – (702)382-0721

Century Link (702)244-7400

Colorado River Food Bank & Clothes Closet (702)298-9220

Cooperative Extension (University of NV) – (702)299-1333

HELP of Southern Nevada (702)369-4357

Laughlin Town Advisory Board - (702)298-0828

Laughlin Chamber of Commerce – (702)298-2214

Laughlin High School (702)298-1996

NV Energy (800)331-3101

Republic Services (800)752-8719

River Fund Inc. (702)298-0611

Silver Rider/Meals on Wheels (702)298-4435

Southwest Gas – (800) 446-4642

Spirit Mountain Activity Center – (702)299-9223

William Bennett Elementary School (702)298-3378

B. Emergency Government Contacts

Laughlin Town Manager (702)298-0828

Laughlin Substation (702)298-2223

Clark County OEM/EOC – (702)455-5710

Clark County Administrative Services – (702)455-3530

Clark County Animal Control – (702)697-9003

Clark County Building & Fire Safety – (702)298-2436

Annex Z — Community Emergency Response Plans

Appendix 1 – Laughlin Emergency Response Plan

Clark County Commission Liaison – (702)455-7388

Clark County Fire Department (Stations 76 and 85) – 9-1-1

Clark County Parks & Recreation – (702)298-3413

Clark County Public Works – Vector Control (702)455-7543

Clark County Public Works – Roads (702) 455-7540

Clark County Social Service – (702)455-4270

Clark County Water Reclamation District (702)668-8066

Bullhead City Emergency Management – (702)928-763-9200

Las Vegas Valley Water District/Big Bend Water District - (702) 258-3116

Laughlin Constable – (702)298-2436

Mohave County Emergency Management – (702)928-757-0930

Nevada Highway Patrol – (702)298-7455

Southern Nevada Health District – (702)759-1000/(702)383-5916