

LAKES ENTRANCE

Local Incident Management Plan Community Information Booklet 2022



LOCAL INCIDENT
MANAGEMENT PLAN

LAKES ENTRANCE

WHAT TO DO DURING A LOCAL INCIDENT: FIRE, FLOOD, STORM, ETC

GET READY NOW	WHEN TO LEAVE	WHAT MAY BE AT AN ASSEMBLY AREA	ASSEMBLY AREAS
<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> Develop a personal incident plan</div> <div style="text-align: center;"> Make sure vehicle has fuel</div> <div style="text-align: center;"> Pack an emergency kit</div> <div style="text-align: center;"> Prepare your house</div> </div>	<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> When you hear an incident will impact your area</div> <div style="text-align: center;"> Close windows, doors, curtains, turn off gas and appliances</div> <div style="text-align: center;"> When advised by CFA, SES, DELWP, Vic Police, Radio</div> <div style="text-align: center;"> Notify family / friends when you leave LEAVE EARLY</div> </div>	<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> Back up power</div> <div style="text-align: center;"> Ember proofing</div> <div style="text-align: center;"> Wifi</div> <div style="text-align: center;"> TV system</div> <div style="text-align: center;"> Water</div> <div style="text-align: center;"> Heating / Cooking</div> <div style="text-align: center;"> Bathroom/s</div> <div style="text-align: center;"> Pet Area</div> </div>	<div style="background-color: #e91e63; color: white; padding: 5px;"> <p>FIRE LAKES ENTRANCE MECHANICS HALL 18 MECHANICS STREET, LAKES ENTRANCE</p> <p>FLOOD LAKES COMMUNITY CHURCH 125 PALMERS ROAD, LAKES ENTRANCE</p> <p>SPECIAL ADVICE DUE TO SIZE LIMITATIONS, PEOPLE ATTENDING MAY BE ADVISED TO TRAVEL TO OTHER LOCATIONS IN LAKES ENTRANCE</p> </div>
WHAT TO TAKE		WHAT TO EXPECT AT ASSEMBLY AREA	
<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> Protective clothing including hats, long sleeve top and pants and sturdy footwear</div> <div style="text-align: center;"> Food and water</div> <div style="text-align: center;"> Phone and charger, radio</div> <div style="text-align: center;"> Prescriptions, medication and toiletries</div> <div style="text-align: center;"> Torch and batteries</div> <div style="text-align: center;"> Important documents, photos, insurance, USB sticks, etc</div> <div style="text-align: center;"> Pet needs</div> </div>		<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center; background-color: #ffc107; padding: 5px;"> DO NOT rely on electricity to light fires.</div> <div style="text-align: center; background-color: #ffc107; padding: 5px;"> DO NOT drive in smoke or flood water.</div> </div>	
		STAY INFORMED	
		<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> ABC Local AM – 720, 828 FM – 100.7, 103.5</div> <div style="text-align: center;"> ABC National 106.3 FM REG FM – 105.5, 90.7 ORBST – 97.1 FM 3TR – 99.9 FM UHF CB – Channel 40</div> </div>	
		<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> Police, Fire, Ambulance 000 VicEmergency Hotline 1800 226 226 Bushfire Info Line (BIL) 1800 240 667 Regional Roads Victoria 13 37 78 State Emergency Service 132 500</div> <div style="text-align: center;"> VicEmergency (Information) www.emergency.vic.gov.au Regional Roads Victoria (Traffic Information) www.regionroads.vic.gov.au ABC (News/alerts) www.abc.net.au/emergency East Gippsland Shire Council www.eastgippsland.vic.gov.au Bureau of Meteorology (Weather) www.bom.gov.au</div> </div>	
		<div style="display: grid; grid-template-columns: 1fr 1fr; gap: 5px;"> <div style="text-align: center;"> Limited visibility</div> <div style="text-align: center;"> Limited access</div> <div style="text-align: center;"> Crowded at Assembly Area</div> <div style="text-align: center;"> Loss of power and phone communication</div> </div>	

Table of Contents

Overview	6
Introduction	7
Definition of an assembly area	7
Definition of a Relief Centre.....	8
Assembly Area	9
Section One: The Overall Plan	10
Definition of Lakes Entrance	10
What to Expect	11
Outline.....	11
Notification of Activation of the Assembly Area.....	12
Individual Personal Preparedness Plans (PPP).....	12
Resources.....	13
Individual Plan Considerations	13
Drinking water and food:.....	13
Firefighting water:.....	14
First aid and medical considerations:.....	14
Staging areas.....	15
Road closures.....	16
Electricity and fuel.....	18
Telephone	18
Emergency kit	18
Pets or animals	19
Preparation for an Emergency.....	19

<i>Resources You May Need</i>	22
<i>Floods and Likely Road Impacts on Lakes Entrance</i>	23
<i>Floods – Some Useful Information</i>	24
Prior to a flood event	24
When a flood event is likely	24
During a flood event	25
After a flood event	25
Section Two: Contact Lists	27
<i>Emergency Contact List</i>	27
<i>Local Community Contact List</i>	28
<i>Notes:</i>	29

This document is to assist in the event of an emergency.

The community disclaims any liability for loss or damage arising from the use of this booklet or the information contained therein.

The activities described within should be activated when a “**Watch and Act**” or a collaborative decision between the local emergency group has considered this facility is to be activated.

This document should be utilised in conjunction with the Lakes Entrance Local Incident Management Plan (LIMP) and the Lakes Entrance Assembly Area and Relief Centre Procedures Guide
2022

Disclaimer

The Lakes Entrance Action and Development Association (LEADA) does not in any circumstances accept responsibility for the accuracy or suitability or otherwise of any information published in this booklet. The LEADA specifically disclaims all and any liability for loss or damage of any nature whatsoever and arising, whether due to inaccuracy, error, omission, or any other cause.

Acknowledgement

The LEADA acknowledges the assistance of Lakes Entrance Fire Brigade, Bruthen SES, East Gippsland Shire Council, Dept of Environment, Land, Water & Planning (specifically Forest Fire Management), Ambulance Victoria and individual community members in contributing to this booklet. This booklet will be reviewed in early 2023.

Overview

The Lakes Entrance Local Incident Management Plan (LIMP) was developed when it was recognized that there was an immediate need for community emergency planning to be developed, to serve as a local community and visitor reference in times of emergency. This LIMP booklet therefore aims to provide local community, and visitors to the area, with information on what to expect and how you can best prepare for emergencies.

The booklet aims to provide an overview of the sort of preparation you can undertake to minimize the impacts of an emergency, as well as likely activities in the relief and recovery phases.

While all emergencies differ, it is not the purpose of this LIMP booklet to provide detailed instructions for each scenario; rather it provides general guidance as well as some specific advice and resources that are already supplied by emergency response agencies.

The most severe threats for Lakes Entrance are assessed as bushfire and flood.

This LIMP booklet forms part of the East Gippsland Shire Council's (EGSC) Emergency Response Plan, which in turn sits within State Government emergency response planning protocols. Group and agency emergency plans and protocols exist separately to this plan and are therefore not discussed here. It behoves all residents to accept responsibility for their own circumstances and prepare accordingly.

Introduction

The more prepared you are the greater your chance of survival when **any** type of emergency arises. For accurate updates on emergency situations, you should monitor your local emergency information broadcasters (radio, internet). **Be mindful that verbal information may not be accurate.**

Definition of an assembly area

An Assembly Area can be a place to gain information, community support and feel less isolated. It should not replace any personal/family fire plan and decision to leave early.

Do not expect food, water, or shelter.

Authorities may use Assembly Areas to:

- Meet with the local community
- Leave information and maps for the community
- Leave equipment that is for the community to access

Assembly arrangements alter from community to community. Some may have volunteer staff and time to assist their own community.

Definition of a Relief Centre

A Relief Centre will be established **at the request of the Incident Controller and Victoria Police.**

Emergency Relief Centres are located where there is lower risk of the centre being impacted by an emergency bushfire event.

The centre would normally be established on a temporary basis to cope with the immediate needs of people affected by an emergency, including from other nearby communities.

Several agencies provide emergency support and relief including:

- Catering (food and water)
- Material needs
- Emergency shelter (accommodation)
- Registration – National Registration and Inquiry Service (NRIS)
- First aid
- Personal support

It is possible the Lakes Entrance community will have already established an Assembly Area prior to the Incident Controller and Victoria Police requesting the establishment of an emergency relief centre.

When the Incident Controller and Victoria Police request the establishment of a dedicated Emergency Relief Centre, *(pending no road closures or imminent danger to staff travelling to facility)* Council will send staff to assist in the resourcing, coordination, and operation of this Relief Centre facility.

Assembly Area

The Assembly Area for **fire** is the **Lakes Entrance Mechanics Hall** that is located at 18 Mechanics Street, Lakes Entrance. It is **not** a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief.

The Lakes Mechanics Hall has parking at the front and is in close proximity to the EGSC Customer Service Centre that may be useful during relief and recovery. Alcohol at the Assembly Area is strictly forbidden.

The Assembly Area for **flood** is the **Palmers Road Community Church** that is located at 125 Palmers Road, Lakes Entrance. It is **not** a Neighbourhood Safe Place; it does, however, provide an effective assembly area and the ability to concentrate resources to aid disaster relief.

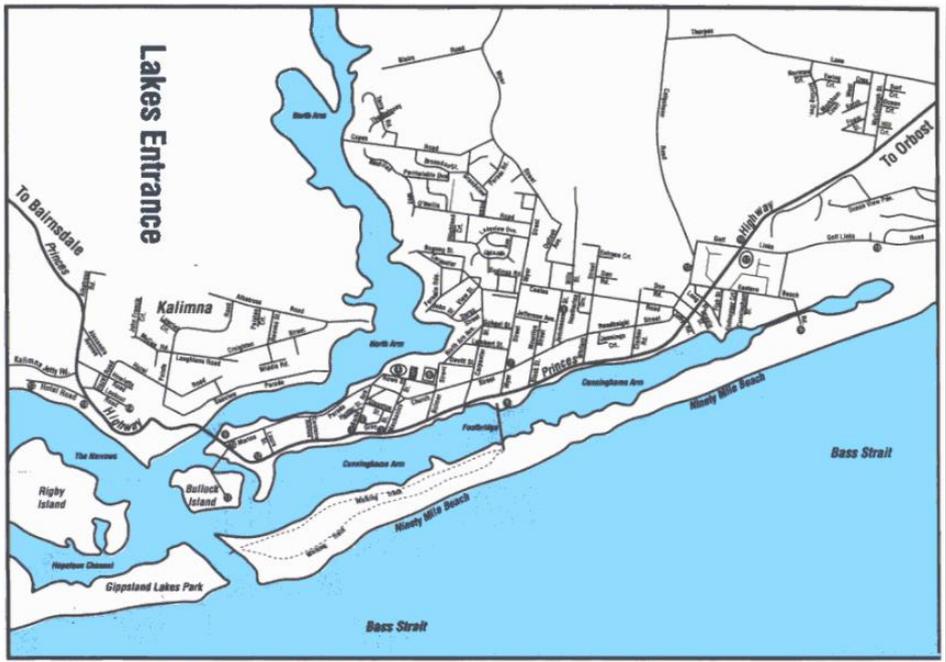
The Community Church Hall has parking at the rear of the building. Alcohol at the Assembly Area is strictly forbidden.

Section One: The Overall Plan

Definition of Lakes Entrance

For this booklet, Lakes Entrance includes the township of Lakes Entrance bounded:

- to the north – Colquhoun State Forest
- to the south – 90 Mile Beach
- to the east – Lake Bunga
- to the west – Kalimna / Jemmys Point



What to Expect

During a major emergency the decision to open the Assembly Area will be made by the Incident Management Team (IMT) operating from an Incident Control Centre (ICC), which will most likely be based in Bairnsdale.

If an Emergency Relief Centre is required, either after an emergency involving Lakes Entrance or in support of a neighbouring community, it is an EGSC responsibility to establish and coordinate that centre, in the interim until Council resourcing arrives this centre may be opened by trained community members.

Outline

In the event of an **incident or emergency** requiring people to use the Assembly Area, this plan will take effect.

Community members that live within the Assembly precinct will, if capable, walk to the Assembly Area. This is to ensure that adequate parking is available for those who are required to travel greater distances or from outlying districts.

Notification of Activation of the Assembly Area

You may become aware that the Assembly Area has been activated through:

- ABC Radio announcements.
- Emergency Management Victoria (EMV) website.
- VicEmergency smart phone app.
- Community Emergency Display Television (located at the Lakes Entrance Customer Service Centre).
- Facebook.
- Word of mouth

Individual Personal Preparedness Plans (PPP)

Remember the more prepared you are the greater your chance of survival when an emergency arises.

Some of the things you can consider doing are:

- Developing your own plan.
- Assess what is the risk for you.
- Do you stay or go if there is a threat of fire or flood?
- Protection of your property and possessions.
- Essential equipment and/or supplies you will need.
- What your requirements after the emergency are – for a week duration at minimum.

In the event of a bushfire you need to decide whether you will stay and actively defend your home or whether you will leave before the fire threatens. If you decide to leave – **LEAVE EARLY!**

Special consideration should be given to evacuating anyone under 16 years or over 70 years and those who have a medical

condition and require care. **Do not** leave evacuation to the last moment. Prior preparation and planning will deliver **positive** outcomes.

Resources

There are a number of resources available for your use and reference. If you require assistance with a fire plan contact your local CFA, or the VicEmergency Hotline. The CFA **Fire Ready Kit** booklet is an excellent source of information (and available from CFA online). Likewise, the VICSES has developed local **FloodSafe Guides** (available from SES online). This, in addition to advice on extreme heat, can be found on the EGSC and VicHealth websites. All documents are highly recommended and contain additional information for your consideration and planning.

Individual Plan Considerations

These considerations are regardless of whether the event is fire, flood, storm, or a severe heat.

Drinking water and food:

- Deliveries of fresh food may not occur – have supplies on hand for an emergency.
- Electricity may be cut during or after a major emergency – foods may well spoil.
- River water supply – may be contaminated; be prepared to boil water.
- Tank water supply – you may need to clean out your tanks before refilling them with clean water as the tank may be contaminated with ash after a fire.

- Town Water supply (reticulated water) – may fail due to either damage to the infrastructure (power to pumping stations), or the demands on it from firefighting activities. These interruptions are expected to be short term (less than 24-48 hrs).

Firefighting water:

- In the event of a major fire, town water pressure is expected to drop. Do not rely solely on your hose (have buckets of water pre-filled and easily available), consider portable firefighting tanks (ute mounted/backpacks).
- For residents on tank water – please ensure you have a CFA compatible water coupling to your tank – this will enable the CFA to obtain water if fighting a fire on your property.

Note: All water taken by the CFA or Forest Fire Management Victoria (FFMVic) will be replaced. This will be done as a matter of priority.

First aid and medical considerations:

- Access to health services may not be possible. If there is advanced warning of a likely emergency, order medications ahead of time. Ensure you pack and have adequate supplies of medication.
- During an emergency Ambulance services may be delayed due to road blockages or excessive demand. While usual Ambulance service applies, consider alternate strategies for medical assistance. Considerations include:
- Seeking assistance early and do not “wait and see” if a medical condition deteriorates and becomes an emergency.
- If you have an existing condition:

- make sure your family and friends are aware of your situation,
- leave isolated areas for the duration of an emergency.
- For **mental health** please be aware of your own and your family's mental health status. Contact appropriate health care providers such as Latrobe Valley Regional Health or Gippsland Lakes Community Health for assistance as required.

Staging areas

Staging areas are where emergency services assemble vehicles, crews and equipment and hold their briefings. It is possible that the staging area for Lakes Entrance will be at the Swan Reach Recreation Reserve. All members of the public (not involved in emergency services), should remain clear of staging areas. Lakes Entrance Fire Station and Police Station may also be in operational use and unless necessary, people should avoid these areas.

Road closures

If a road is closed obey the directions provided. Check the VICROADS website or listen to local ABC Radio for closures.

Depending on what has occurred, roads may be reopened for local access as soon as safe.

Carry a copy of identification or keep a copy of your rates notice in your glove box which enables manned roadblocks to assess your entry (if safe), into a restricted road that you live on or access to your property.

Please be aware that at any time the road closure access level classification may change which means if you are out, you may not be able to get back home.

Access levels are determined by the Incident Controller, and the traffic management point/road closure is usually staffed by police or other emergency services (like CFA, DELWP, VICSES), VicRoads or council staff.

During an incident, emergency services will continually review the need for road closures and the appropriate access levels as detailed on the following page:

Responsibility and authority	Road Access level	Who Will Have Access
Control Agency	No Entry	Emergency Services Only
	Restricted – Level B <i>Essential services assessment</i>	<ul style="list-style-type: none"> • Emergency Services • Safety assessment teams • Residents and business owners (at the discretion of the Incident Controller)
	Authorised – Level C <i>Residents, Media, Recovery Services, B Access</i>	Level B plus: <ul style="list-style-type: none"> • Residents • Business owners • Recovery and relief services • Council/VicRoads • Accredited media
Road Authority	Authorised – Level D <i>C Access, others authorised</i>	Levels B & C plus: <ul style="list-style-type: none"> • Road owners • Employees • Persons bringing supplies for people/animals
	Road Open	Open to all

Electricity and fuel

Expect and plan for disruption. Grid connected solar systems may automatically disconnect. Consider generator (diesel preferred) power alternatives to run key home services (fridge) and water pumps if on tank water. Likewise, a petrol/diesel driven water/firefighting pump may be a consideration for your property **if** you assess this as required. In a lead up to any event, try to ensure your vehicles are fully fuelled and you have adequate fuel for water pumps and generators if used.

Telephone

Plan for disruptions. Ensure your mobile phone is fully charged. Telstra or other service providers can assist with diversions. Diversion tips can be found in this booklet. When a phone service fails emergency calls can be made via trunk radio or satellite phones. Consider UHF radio application if this suits your personal circumstances. Keep a mobile phone charging kit in your vehicle.

Emergency kit

Have a carry bag packed: clothes, good footwear, medicines, wash kit, phone chargers, torch, batteries, portable radio, bottled water or bottles for water, key personal/family documents, or scans of those documents on a memory stick. Plan for up to seven days. If with children, bring their favourite toy, comforter, and book. Importantly – **do not take everything – key kit only** (see page 22).

Pets or animals

For domestic pets have their leads, travel cages, drinking/food bowls, small amount of dried food. For larger stock (e.g., horses), ensure livestock can roam across paddocks, that there is access to water and sufficient feed for 3-4 days. If you are concerned about the safety of livestock or smaller pets, move them to safe ground or a different property. The tip for this is to prepare **as early as possible**.

Preparation for an Emergency

Note: The “trigger point” expressed in hours is the time anticipated by the emergency incident managers to the impact of the event.

72 Hours – Trigger Point – Prior to an emergency

If you don't have an emergency plan there is still time to make one. If you do have one:

- Check your key equipment.
- Check other arrangements, such as:
 - Availability of alternate accommodation.
 - Supplies or alternate housing for pets or other animals.
- Purchase anything required, e.g., drinking water, non-perishable food, etc.
- Practise your plan.

48 Hours – Trigger Point – Prior to an emergency

The Lakes Entrance Mechanics Hall or Lakes Entrance Community Church Assembly Area is in preparation mode.

- The preparation required is the same as for the 72-hour trigger point.
- Also monitor weather conditions and warning updates.
- Be prepared to change you plan if conditions worsen.

Note: All preparatory work such as rubbish removal, grass cutting, gutter cleaning, firefighting pump serviceability, emergency kit boxes (the long-term projects) – **should already be completed.**

When you enact your plan, it should be more about confirming that all of these preparatory jobs (including the little things) that you assessed needed to be done, **have been done.** Remember, **prior preparation and planning will give you the best possible outcomes.**

36 Hours and less – Trigger Point – Community members enact your plan now

The Assembly Area is now operating and stood up for key community meetings.

- Listen to emergency broadcaster radio stations.
- Check the VicEmergency website.
- Attend any community information meetings at the Assembly Area.
- Check neighbours.
- Notify family or friends of your intentions.

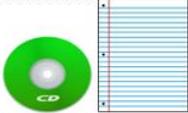
8 Hours and less – Trigger Point – *Snap short notice fire threat*

The Assembly Area may not have time to activate.

- Activate your emergency plan immediately.
- If safe to do so, check neighbours and notify family or friends of your intentions.
- Listen to emergency broadcaster radio stations and check the VicEmergency website.
- Stay informed, listen, and follow the emergency warning instructions carefully.
- Don't wait and see.
- Leaving late means you will be on the road when conditions are at their most dangerous or you may not be able to get out at all.
- The longer you wait to leave, the greater the risk to your life.
- If it has become unsafe to leave you must **“shelter in place”**

Resources You May Need

You can consider compiling an emergency kit, which may include some or all the following items:

 <p>Phone (wall and car chargers)</p>	 <p>Mobile phone / iPads</p>	 <p>PET FOOD</p>
 <p></p>	 <p>Portable radio (battery or windup)</p>	 <p>Documents, thumb drives, photos, photo ID, notices & policies</p>
 <p></p>	 <p>EMERGENCY KIT CONTAINER</p>	 <p>... <u>Your plan</u>, that is 😊</p>
 <p>BATTERIES</p>	<p>Shower / shave / hygiene kits</p>	 <p>FIRST AID KIT</p>
 <p>Medicines</p>	 <p>Basic clothes for each member of the family</p>	 <p>Safety gloves</p>

Floods and Likely Road Impacts on Lakes Entrance

1952 Flood level

- **1.80 metres** - Flooding extended to include Eastern Beach Road, Princes Highway and Golf Links Road with almost the entire peninsula experiencing flooding at some level
- **1.40 metres** - Nearly 250 properties isolated and over 400 properties experiencing some level of flooding, some up to 0.7m deep. Most roads on the peninsula closed at some point.

Major flood

This is similar to the 1998 and 2007 flood event.

- **1.30 metres** - Much of the area to the west of Bulmer Street and bordering The Esplanade to the east of Bulmer Street, experienced flooding with more than 150 properties isolated.

Moderate flood

- **1.20 metres** - The Esplanade was closed in various locations along with many other local roads, restricting traffic movement within the town and isolating properties
- **1.10 metres** - There was no access for through traffic on The Esplanade at Laura Street and on Marine Parade at Carstairs Avenue. The Woolworths car park, Apex Park and Playground and Rowe Street tennis courts were flooded.

Minor flood

- **0.90 metres** - Parts of Marine Parade, Laura Street, Carstairs Avenue and some streets between Marine Parade and The Esplanade at the eastern end of Lakes Entrance started to flood via storm water drains
- **0.70 metres** - Boat ramps, jetties, car parks, walking tracks and parks beside the Lakes experience flooding

Floods – Some Useful Information

Prior to a flood event

- Check if your home or business is subject to flooding.
- Stay alert for flood warnings.
- Develop an emergency plan and assemble an emergency kit.
- Know the safest way/s to go if you decide to leave your property.
- Check your insurance policies for appropriate cover.

When a flood event is likely

- Check your emergency broadcaster for information and advice.
- Check your neighbours are safe and know about the flood.
- Remove items from flood danger zone/levels.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals, and poisons to the highest place.
- Place important documents/photos in your emergency kit box.
- If you are likely to be isolated, have enough food, water, medicine, fuel etc., for at least three days.

During a flood event

- Never drive, ride, swim, walk through floodwater/play in drains or culverts etc.
- Check your emergency broadcasters.
- In life-threatening emergencies, call Triple Zero (000).
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as snakes, rats, spiders etc. may be on the move.
- Keep in contact with neighbours.
- Be prepared to leave early to avoid dangers on roads/rising waters.
- Turn off the electricity, gas, and water as you leave.
- Take your emergency kit with you.
- Take your pets with you: dogs should be muzzled, and cats should be in cages.
- If you choose to shelter with a friend or relative, tell authorities where you are staying.

After a flood event

- Flood dangers do not end when the water begins to fall.
- To make sure you **stay safe**:
 - Keep listening to emergency broadcasters.
 - Do not return home until it is safe.
 - Once you return to your home:
 - Investigate the structural safety of your building.
 - Drink bottled water or boil all drinking water until advised water supply is safe.
 - Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.

- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance purposes.
- Clean your home straight away to prevent disease.

Section Two: Contact Lists

Emergency Contact List

For all Emergencies	000
VicEmergency	1800 226 226
Flood and Storm (SES)	132 500
Road Closures	
• VicRoads	13 11 70
Victorian Bushfire Information Line Monday to Friday 8am – 8pm	1800 240 667
East Gippsland Shire	1300 555 886
Press 1 for Emergency	
National Relay Service	1800 555 667
Speech impairment, Hearing impairment	

Local Community Contact List

Agency	Phone
Lakes Entrance Police Station	(03) 5155 1206
Cunninghame Arm Medical Centre	(03) 5155 2300
Gippsland Lakes Complete Health	(03) 5155 8300
Lakes Entrance Aquadrome	(03) 5155 3333
Lakes Entrance Post Office	131 318
Lakes Entrance Visitor Information Centre	(03) 5155 1966 1800 637 060
East Gippsland Shire Council Emergency Management Team	(03) 5153 9500
Red Cross State Registration until relief centre established	1800 131 701 1300 885 556
SES Report Line (non life threatening)	132 500
VICPOL Bairnsdale	(03) 5150 2600
EMERGENCY	0 0 0

* All phone contacts are publicly listed and therefore do not constitute a breach of Australian Privacy Standards by inclusion in this document.

* Diversions: For residents to divert their house land line telephone number to a mobile contact:

- On your land line push: # 21 (then the mobile number you want) then push #
- To remove service (on the land line that you have diverted from) dial # 21 #

Notes: