


PANELISTS

Amenities • Plus: Response to a Critical Incident 7/15/25

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2w • 🌐

Critical incidents can happen without warning — and how we respond makes all the difference.

Earlier today, a vehicle accident occurred at the entrance of our community, where a car struck both a light pole and a tree. Before first responders had even been notified, our team was already on the scene, assessing the situation and taking immediate action.

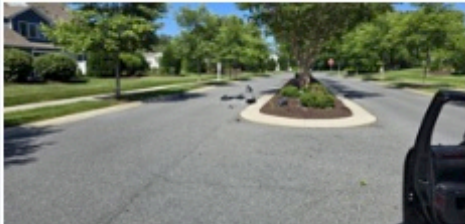
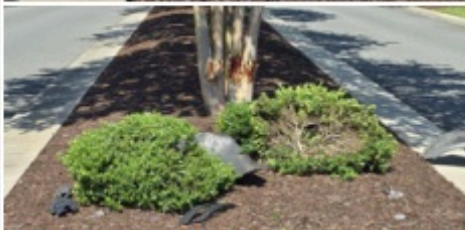


We quickly identified the need to alert emergency services and the electric company due to the downed pole. In the meantime, we closed off a section of the roadway and safely directed traffic until Delaware State Police, Millville Rescue Squad, and the Delaware Fire Police arrived and took over.

A big thank you to our local first responders — and an even bigger shoutout to **Victoria D.** for promptly calling 911 and stepping in to help with traffic control.

This situation was a true testament to teamwork, quick thinking, and staying calm under pressure. When everyone pulls together, we can navigate even the toughest moments with efficiency and care.

Teamwork in action.

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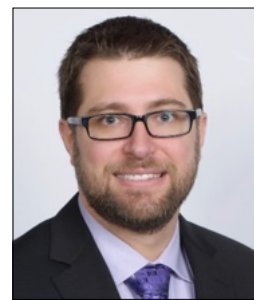
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Thomas C. Engblom, CMCA, AMS, PCAM, ARM, CPM, PhD has taught as a university professor at numerous colleges and universities. Since 2004, Engblom has taught as a National Instructor for Community Associations Institute (CAI), including assisting in rewriting several of their Professional Management Development Program (PMDP) course materials. Also, Engblom has served on the National Business Council for CAI.

Additionally, Engblom has earned the Certified Property Manager (CPM) designation from the Institute of Real Estate Management (IREM) and the Professional Community Association Manager (PCAM) designation from CAI. Engblom earned his Doctorate in Business Administration with his Dissertation dedicated to Association Management.

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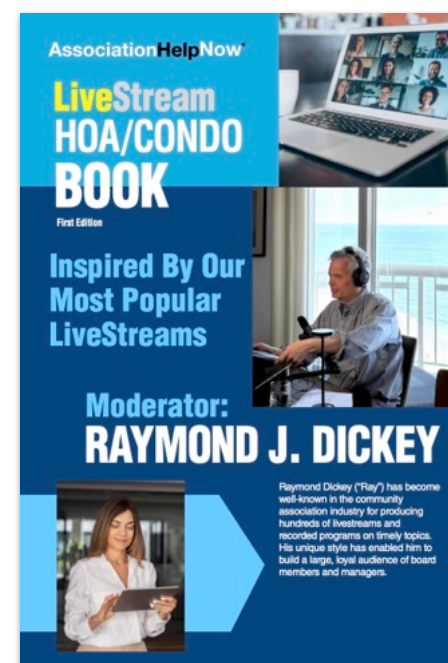
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