



2014 HURRICANE PROCEDURE MANUAL

THE FOUNTAINS AT COUNTRYSIDE CONDOMINIUM ASSOCIATION, INC.

HURRICANE PROCEDURES

The purpose of this manual is to establish procedures for hurricane preparation, clean up and restoration of normal business operations pre and post hurricane specifically for THE FOUNTAINS AT COUNTRYSIDE CONDOMINIUM ASSOCIATION, INC. The reason for these procedures is to protect the property, our neighbor's property, minimize losses, ensure the life safety of individuals, and to re-establish normal operations as quickly as possible.

This manual is a living document and the information contained within shall be reviewed and updated at least once annually or as needed, whichever is sooner.

SEASON START

The hurricane season officially starts on June 1st of each year and ends on November 30th. The beginning of the season will be the deadline for having some of the following procedures completed, or the date to begin other procedures. Review the items that you are responsible for and plan out your schedule so that your deadlines are met. Remember to "plan the work and then work the plan."

1. **SUPPLIES**

- A. Hurricane supplies must be inventoried by June 1st of each year to determine that the hurricane supplies are at the levels specified on the Inventory Control form. All items that have a shelf life must be replaced. The **Property Manager** will be responsible for inventory, purchasing supplies that are below the minimum levels and maintaining the minimum levels until November 30th. All items that are replaced are to be indicated on the Inventory Control form.
- B. Hurricane supplies are not to be used as normal operating inventory.



2. **EMPLOYEES & VENDORS**

- A. A hurricane preparedness meeting is to be scheduled during the month of June to inform and discuss hurricane preparedness. The **Property Manager** will be responsible for scheduling this meeting with staff members, management and outside vendors, as appropriate.
- B. Employees are to attend hurricane procedure training classes. This training will include the role that each department will play prior to and after a hurricane. The training will be scheduled and tracked by the **Property Manager**.

3. **SITE**

- A. The **Property Manager** will inspect the landscaping with the landscaping contractor on or about June 1st, and will be responsible for having all trees and shrubbery trimmed by June 30th.
- B. All site lighting must be inspected to verify that light standards and fixtures are secure, and fasteners securing fixtures are tight. This must also be completed by June 30th. The **Property Manager** will be responsible for this task.
- C. All signage is to be inspected, and any signs that are not structurally sound or secure are to be repaired. The **Property Manager** will be responsible for this task.

4. **BUILDINGS**

- A. The **Property Manager** will inspect all roof areas and verify that all roof-mounted equipment, lighting and other mechanical equipment is identified. The **Property Manager** will verify that all roof-mounted equipment is secure to the roof and that all access panels are securely fastened in place.
- B. The **Property Manager** will inspect all areas of the roof for debris and loose tiles. The **maintenance staff** will be responsible for removal and/or repair of such items. This must be completed by June 1st.

5. **PROPERTY MANAGER RESPONSIBILITIES**

- A. The **Property Manager** will notify the staff that hurricane season has begun and schedule training classes during the Month of June.
- B. The **Property Manager** is responsible for updating the Emergency Manual and communicating the location of the manual to staff.



- C. The **Property Manager** is responsible for the hurricane inventory, hurricane shutters (if applicable), common areas, the testing and maintenance of the emergency equipment, roof inspections and securing building and site fixtures. The **Property Manager** will also be responsible for maintaining the maximum levels for all first aid supplies.
- D. The **Property Manager** will create or review an inventory of all equipment and submit the inventory to the District Manager by May 30th. The inventory is to include all Manufacturers' information including model number, serial number, date of purchase and replacement cost.
- E. The **Property Manager** or **Administrative Assistant** will compile and file all inventories in a safe place.

48-HOUR NOTICE*

***THE BOARD OF DIRECTORS, UPON ADVICE FROM LOCAL AUTHORITIES WILL DETERMINE CLOSING OF THE BUILDINGS AND EQUIPMENT AFTER THIS DECISION IS MADE:**

The **Property Manager** will be responsible for securing the site once the Board of Directors has made the decision to evacuate and shut down building systems. A secure perimeter is to be established and only residents, tenants, employees and Emergency or Law Enforcement officials will be permitted on the site. NO vehicular traffic other than utility vehicular traffic used for the hurricane preparations will be permitted on the property.

The **Property Manager** will compile a list of vendors that may need access to the property prior to and after the hurricane to ensure that no one enters until proper identification is shown to security and an "all-clear" has been issued by local authorities.



1. **MANAGEMENT OFFICE – HURRICANE OPERATIONS**

A. The Management Office will be the pre-hurricane Command Post. The Management Office is to be equipped with the following:

1. Telephone.
2. Emergency Evacuation List (persons requiring assistance).
3. Telephone numbers of all of the staff, beeper and/or cell.
4. Emergency telephone numbers.
5. Hard copy of residents' telephone numbers and emergency contacts.
6. Disaster Plan and Emergency Manual.
7. Telephone Books and Lists.
8. Battery-operated radio for weather reports.
9. Poster Pads.
10. Paper.
11. Markers.
12. Pencils.
13. Mobile radios.
14. Flashlights, batteries.
15. Rain gear.

B. The telephone is to be used for hurricane preparation related calls only.

C. Residents or Employees other than Maintenance staff, Security and Management staff are not permitted in the area.

D. Radio communication is to be limited to hurricane activities only.

E. Residents requesting information must be directed to the Management Office.

2. **SITE PREPARATION**

A. All potted plants and ash urns must be removed from the common area and secured. The **Property Manager** will be responsible for disconnecting irrigation lines as necessary. The **Maintenance Staff** will be responsible for moving and storing the potted plants and ash urns.

B. All exterior patio furniture is to be stored in a secure and protected area. The **Property Manager** will be responsible for ensuring that this is accomplished.

C. **RESIDENTS** are responsible for removing all chairs, tables and other items from their balconies. The **Maintenance Staff is not** responsible for storing items that the resident has left unsecured.



3. **MANAGEMENT**

- A. Management will make two additional complete system back-up disks. Both disks are to be taken off site, one by the **Property Manager** and one by the Administrative Assistant (if applicable).
- B. All HVAC Systems are to be turned off at the thermostat only. Under no circumstances are they to be shut down completely. This is part of our smoke evacuation system and falls under life safety.
- C. All non-essential main breakers are to be shut down. All resident electrical disconnects are to be left on. The Maintenance crew will be responsible for shutting down all electrical systems. This is to be done at the last possible moment to allow the resident's time to prepare their units.
- D. The **Property Manager** will be responsible for ensuring that all elevators are brought to the Ground level and shut down.

4. **FINAL WALKTHROUGH**

A complete walk through is to be performed by the **Property Manager** and **maintenance crew**. A Final Walk through Checklist is to be filled out and a videotape or photographic record should be made to verify that the property is secure and all preparations have been completed. All personnel must clear the property when a Mandatory Evacuation order is given.

NOTICE

- 1. ALL EMPLOYEES ARE TO BE INSTRUCTED, AS THEY LEAVE, TO MAKE EVERY EFFORT POSSIBLE TO REPORT TO WORK AFTER THE HURRICANE IS OUT OF THE AREA AND THEIR FAMILIES ARE SAFE!
- 2. EMPLOYEES MUST PROVIDE MANAGEMENT WITH PHONE NUMBERS AND EMERGENCY NUMBERS (BEEPER/CELL) WHERE THEY CAN BE REACHED.



POST HURRICANE

1. **CENTER OF OPERATIONS**

A. The primary Center of Operations is to be the Management Office if the following criteria are met:

1. The building is structurally sound.
2. There is power to the Front Desk.
3. The HVAC equipment is operational.
4. Telephone equipment is operational.

If the Management Office is not functional, an alternative location should be identified to serve as the Center.

B. An employee staging area is to be set up at the Center of Operations, if possible. All employees will report to this location to await instruction. The first department head on the property will conduct a roll call as well as survey the personal impact of the hurricane on each of the employees. At this time all employees will be briefed on safety procedures.

C. Security and supervisors are responsible for re-establishing a secure perimeter as soon as possible to prevent trespassers and to ensure safety.

NO EMPLOYEE IS TO WALK THE PROPERTY UNTIL A SURVEY HAS BEEN DONE BY THE PROPERTY MANAGER, MAINTENANCE CREW OR SECURITY STAFF!

UNIT OWNERS WILL BE RETURNING TO THE PROPERTY AND TELEPHONING FOR STATUS. COMPLETE AND FACTUAL INFORMATION MUST BE AVAILABLE.



2. SURVEY OF DAMAGE

- A. Members of the hurricane team that have arrived on the site will conduct a site survey after designating the Center location. No one enters the structure alone, minimum 2-person teams. This survey is to assess the following:
1. The structural integrity of the buildings.
 2. The watertight integrity of the buildings.
 3. The condition of the electrical systems.
 4. The condition of the Underground Utility Systems.
 5. Wind and Water damage assessment.
 6. Damage to HVAC systems.
 7. Landscape damage.
 8. Elevator damage.
 9. Clean up needs.
 10. Dangerous areas, which must be closed off.

After a complete assessment of the property and hurricane damage, the hurricane team will begin the process of setting up operations, securing the property and clean-up land restoration, only in areas where it is safe to do so.

- B. The **Property Manager** or **Maintenance crew** will be responsible for taking detailed photos and videos of the condition of the property and any damage.

3. SECURING

- A. The **Property Manager** will institute a post-assignment plan to secure the property and barricade unsafe areas. The residents will not be allowed to enter the property until it is safe. **No one will be permitted to roam the property unescorted.**
- B. **Security** or the **Property Manager** will be responsible for establishing a liaison between any law enforcement personnel, who have arrived on site, and encourage them to use the Association as their Command Post.



4. **SETUP**

- A. If electrical service is active, the **Maintenance Crew** will begin to power up only common area electrical systems that do not have any signs of water intrusion and have no physical damage.
- B. The **Property Manager** will make an inventory of all equipment and personnel, and meet with **Security Supervisor** and **Maintenance** to assist in creating a plan of action and a duty assignment. The **Maintenance crew** will be responsible for issuing supplies, monitoring inventory levels and procurement during post hurricane.
- C. The **Property Manager** will be responsible for meeting with Residents to discuss the Center's plan of action as necessary.
- D. All staff will be responsible for answering management telephone lines, and producing memos on current status of property and future plan of action as directed by the **Property Manager**. The **Property Manager** will set policy and oversee Security Center Operations.
- E. The **Maintenance crew** will oversee the clean up operation. They will meet with residents that have arrived on site and assist in assessing damage they may have incurred. Residents should make arrangements for emergency boarding up of their broken windows, water extraction, etc.

5. **CLEAN UP**

- A. The **Maintenance crew** will be responsible for barricading all areas that are unsafe and keeping them secure until they can be repaired or cleaned up.
- B. The **Maintenance Staff** will be responsible for the clean up of debris in the common areas.
- C. The **Property Manager** will be responsible for the removal of water in areas of the building that are flooded, and securing areas of the building exterior that have been damaged by the storm.
- D. Residents will be responsible for clean up in their units.
- E. Emergency contacts must be notified upon "all clear" to assess damage for absentee residents.



6. **RESTORATION**

- A. The **Maintenance staff** will be responsible for the removal and storage of the hurricane barricades/sandbags, etc. All available manpower will assist in this process.
- B. **Maintenance Staff** will be responsible for moving all fixtures and furnishings that were stored to their original locations.
- C. The **Property Manager** will contact the elevator contractor to have all elevators inspected. The elevators are not to be placed back in service until approved.
- D. The **Property Manager** will be responsible for restoring all utilities once the systems have been inspected.
- E. The **Property Manager** will be responsible for inspecting all building lighting. Fixtures that have been damaged or are not operational are to be repaired or replaced.
- F. The **Property Manager** and the **Maintenance crew** will make a complete inspection of the building's life safety system to verify the operational integrity of the system.
- G. The **Property Manager** will be responsible for obtaining contractors to make repairs that are beyond the scope of work for Maintenance personnel to perform.
- H. The **Property Manager** will be responsible for the restocking of hurricane supplies once restoration of normal operations is complete.
- I. Once normal operations have been achieved, the **Property Manager** will schedule a debriefing meeting to critique the preparations and restoration process.



SUPPLIES INVENTORY

ITEM	QUANTITY	ESTIMATED COST
1. 3/8" rope	100 ft	\$ 40.00
2. Flashlights & lanterns	5 & 2	\$ 100.00
3. Batteries for radio and flashlights	50	\$ 25.00
4. Work gloves	6 pairs	\$ 40.00
5. First Aid Kit	1	\$ 100.00
6. Rain suits	6	\$ 150.00
7. Caution tape	3 rolls	\$ 30.00
8. Duct tape	4 rolls	\$ 20.00
9. Sand bags	100	\$ 100.00
10. Construction plastic "Visquen"	1 roll	\$ 25.00
11. Gasoline pumps and hoses		\$ 500.00
12. Gasoline cans and gas		\$ 100.00
13. Rain boots	6 pairs	\$ 120.00
14. Floor squeegees	4	\$ 100.00
15. Mop bucket	1	\$ 50.00
		<u>\$1,500.00</u>