

RIVERBEND MOTROCOACH RESORT HURRICANE PROCEDURE MANUAL 2020





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RIVERBEND MOTORCOACH RESORT CONDOMINIUM ASSOCIATION, INC

HURRICANE PROCEDURES

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

In connection to our commitment for the safety and well-being of our employees and their respective families, Management may at its discretion, send staff home early to make their own preparations before returning to the building.

Following a storm, Management will work diligently to restore the building to full operation as quickly as possible. If curfew is issued or access restrictions detain certain employees from immediately returning to the building, Management will attempt to work with outside contractors to restore the building to full functionality.

COMMUNICATION PROTOCOL

See Hurricane Preparedness – Letter to Owners Form

In preparation of the storm, during and after the storm, essential communication with Board Members and community is required. Property Manager should be communicating through the following methods:

- Board Meetings – plan of action needs to be presented
- E-Blasts
- Website updates
- Property posting
- Text Messaging



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 and purchasing supplies that are below the minimum levels and maintaining minimum levels through 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. VENDORS

Property Manager need to make certain that critical Service Provider (Vendors) such as Electrical, Waste pick up, Water Remediation, Plumbing and Landscaping Vendors include a clause or addendum to the Service Contract stating that in the event of a Hurricane, your property is given priority status on their list.

3. MEETINGS

A. - Hurricane Preparedness meetings should be scheduled during the month of April to inform and discuss Hurricane Preparedness. The Property Manager should discuss with the Board the established KWPMC protocol to assist the Association before, during and after Hurricane. (See *Hurricane Procedures to the BOD*). Additionally, the Property Manager will be responsible for scheduling these meetings with staff members and outside vendors (security, landscape, etc.) as appropriate.

B. - Employees are to attend Hurricane Procedure training sessions. 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. **Agenda and Minutes will be required to be uploaded into KWPLYNK under “Operations & Maintenance”**



4. SITE

- A. The Property Manager will inspect the landscaping with the Landscaping Contractor no later than 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 secured, and fasteners securing fixtures are tight. This must also be completed by June 1st. The Property Manager will be responsible for the supervision of this task.
- C. The Property Manager should assure that the drainage system including parking facility and elevator pits are inspected and cleaned if necessary.
- D. All amenity equipment or structures are to be inspected to verify everything is secured or protected to the best industry standards. This must be completed by June 1st. The Property Manager will be responsible for the supervision of this task.
- E. All signage is to be inspected, and any signs that are not structurally sound or secured are to be repaired. The Property Manager to direct this task.
- F. Communication with all vendors needs to take place and contracts need to be reviewed to ascertain that the contract stipulates that the vendors shall be responders after the Hurricane has passed.

5. BUILDINGS

- A. The Property Manager will be responsible for inspection of 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 secured to the roof and that all access panels are securely fastened in place. The Property Manager shall also ensure that access to the roof shall be secured so that no resident may access the roof.
- B. The Property Manager will be responsible for the inspection of 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.
- C. RiverBend does not have an approved safe shelter.



6. THE DEPARTMENT HEADS RESPONSIBILITIES

See Hurricane Essential Personnel Contact Information Form

- A. The Property Manager will notify the Staff that Hurricane Season has begun and schedule training classes during the month of April.
- B. The Property Manager is responsible for updating the Emergency Manual including residents with special needs and distributing to Staff.
- C. The Property Manager is responsible for updating the Resident and Board Emergency Manual for distribution electronically (or in paper form if required), to the Association members and Board no later than June 1st.
- D. The Property Manager is responsible for preparing a list of staff cell phone numbers and emergency contacts.
- E. The Property Manager is responsible for establishing a designated location for the on-site team to gather after the event if the amenities on site are compromised and not accessible or safe.
- F. The Property Manager is responsible for the Hurricane Inventory, Hurricane Shutters maintenance and servicing (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.
- G. 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. This information should be uploaded into KWPLYNK.
- H. The **Administrative Assistant** will compile and file all inventories in a safe place (KWPLYNK). A designated area to secure and protect all physical on-site equipment and inventories and it will be identified to use for the event.
- I. The Property Manager will obtain any protective materials to cover and secure on-site office equipment. Materials are to be stored on site until November 30th.



7. HURRICANE WATCH

See Hurricane Advisory Notices Form

An email should be sent via email blast to the residents regarding Hurricane Watch directives.

The Property Manager and staff will begin securing the building. A secure perimeter is to be established and only residents, tenants, employees and 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.

8. SECURITY OPERATIONS – Management Office

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.
3. List (persons requiring assistance).
4. Telephone numbers of all the staff, cell and home numbers.
5. Emergency telephone numbers.
6. Hard copy of residents’ telephone numbers and emergency contacts.
7. Emergency Manual.
8. Telephone books and lists.
9. Battery-operated radio for weather reports.
10. Poster pads.
11. Paper.
12. Markers.
13. External portable Hard Drive 1TB
14. Mobile radios & digital camera
15. Flashlights, batteries.
16. Rain gear.
17. First Aid Kit.
18. Back up phone charge batteries.
19. Petty Cash



9. MANAGEMENT OFFICE

- A. The telephone is to be used for Hurricane Preparation related calls only.
- B. Residents or Employees other than Front Desk Staff Security and Management staff are not permitted in the area.
- C. Radio communication is to be limited to Hurricane activities only.
- D. Residents requesting information must be directed to the Management Office. Voice mail message should be changed with updated information.
- E. Management will make an additional complete system back-up to an external portable hard drive or cloud. Items of importance should be stored on KWPLYNK. Back-up should also be performed on any security or FOB systems.

10. SITE PREPARATION

See Hurricane Procedures System Shut Down Form

- A. All small potted plants must be removed from the common area and secured. Care must be taken when storing fixtures in the garage to allow free access to the mechanical areas, stairs, and to vehicular traffic. The **Property Manager** and Maintenance Staff will be responsible for disconnecting irrigation lines as necessary. The **Maintenance** and **Housekeeping Staff** will be responsible for moving and storing the potted plants.
- B. All exterior umbrellas and pool furniture are to be stored in a secured and protected area. The Property Manager and CE/Maintenance Supervisor will be responsible for ensuring that this is accomplished.
- C. **RESIDENTS** are responsible for removing all chairs, tables, benches and other items from their lots. The Maintenance Staff is not responsible for storing items that the resident has left unsecured. The staff is prohibited from entering units unless instructed by the Manager and accompanied by the Watchmen.
- D. All trash cans and ash urns are to be removed from the common areas and are to be stored in a secured area. The **Maintenance Staff** is responsible for storing the trash cans and urns.
- E. The Building Engineer will shut off all gas lines to boiler and pool heater.



- F. Under no circumstances the Evac System shall be shut down completely. This is part of our smoke evacuation system and falls under life safety.
- **At the time of a Hurricane Warning: Force winds are expected to make landfall within 24 hours.**
 - G. When evacuation orders are announced (predominantly properties located in the costal/flood zones) and/or sustained winds reach 45 mph (predominantly properties located inland and non-costal/flood zones) and the hurricane continues to be an imminent threat, the essential personnel, will begin to shut down the property's main mechanical systems, that include: HVAC system, pool equipment, boilers, etc. This helps to assure that your systems will not be damaged as a result of operating during the storm (so that they may be operational after conditions return to normal and power has been restored). The Association may elect to keep one or more mechanical systems operational after KWPM's essential personnel evacuate the building, if the Board authorizes the same in writing and waives all claims for its decision.
 - H. All non-essential main breakers are to be turned off. All resident electrical disconnects are to be left on. The Maintenance Staff will be responsible for turn off all electrical systems other than residential units. This is to be done at the last possible moment to allow the resident's time to prepare their units.
 - I. ALL fuel tanks for the generators are to be inspected to verify that the fuel is at the maximum level. The generators are to be tested to verify proper operation. The Property Manager will be responsible for verifying the operational integrity of the generator and transfer switch. It is recommended that the Manager contacts the fuel provider to make sure that fuel will be available after the storm.
 - J. The Maintenance crew will be responsible for removing all freestanding signs and securing them.
 - K. The Property Manager will verify that all equipment is properly secured.



L. **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 secured, and all preparations have been completed. Remember that we may be in a *mandatory evacuation zone for any Hurricane*. All personnel must clear the property when the 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, AFTER EVACUATION ORDER IS LIFTED AND THEIR FAMILIES ARE SAFE! THE MANAGER SHOULD MAKE SURE THAT ALL EMPLOYEES HAVE THE PROPERTY MANAGER'S CELL NUMBER AND THE CHIEF ENGINEER'S NUMBER.
2. EMPLOYEES ARE ALSO TO BE ISSUED IDENTIFICATION CARDS REQUESTED BY THE MANAGER FROM THE PROPER AUTHORITY TO ALLOW THEM ACCESS TO THE AREA AFTER EVACUATION ORDER IS LIFTED. THESE SHOULD BE DISTRIBUTED TO ALL EMPLOYEES BEFORE THEY LEAVE THE PROPERTY.
3. EMPLOYEES MUST PROVIDE MANAGEMENT WITH PHONE NUMBERS AND EMERGENCY NUMBERS (MOBIL PHONE) 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 available.
 3. The HVAC equipment is operational.
 4. Telephone equipment is operational.

If the Management Office is not functional, a new designated area will serve as the Center.

- B. An Employee Staging area is to be set up at the staging area, 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 of each of the employees. At this time all employees will be briefed on safety procedures.
- C. Watchmen and supervisors are responsible for re-establishing a secure perimeter as soon as possible to prevent trespassers and to ensure safety.

FOR SAFETY REASONS 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

See Hurricane Preliminary Building Survey and Hurricane Preliminary Mechanical Survey Forms

KWPMC recommends that building inspection be performed by qualified licensed and insured professionals for all structural building components such as building envelope, foundation, electrical, plumbing, roofing system, HVAC system, etc.

- A. Members of the Hurricane Team will conduct a site surveys after designating the Center Location. No one enters the structure alone, minimum 2-persons teams. These surveys 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. Clean up needs.
 9. Dangerous areas, which must be closed off.

After a complete preliminary 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. Watchmen

- 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. Watchmen 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. OPERATIONS SET-UP

- 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. If electrical service is not active, the Maintenance Crew will verify that the generator is operating and that all essential systems have power. They are to include:
 - 1. Fire alarm system
 - 2. Fire pump
 - 3. Telephone systems
 - 4. Common area emergency lighting
 - 5. Center of Operations (Front Desk) and Smoke Evacuation systems.

The Property Manager will make an inventory of all equipment and personnel and meet with Maintenance to assist in creating a plan of action and duty assignment. The Maintenance crew will be responsible for issuing supplies, monitoring inventory levels and procurement during Post Hurricane.

- C. Property Manager will be responsible to inform Residents on recovery plans. Communication via e-mail to residents should go out if service is available.
- 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 and Housekeeping Staff will be responsible for the clean-up of debris in the common areas.



- C. The Property Manager will supervise 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. Use emergency contact list to notify **all** residents “upon all clear” to assess damage in their unit.

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. All Maintenance Staff will be responsible for moving all fixtures and furnishings that were stored to their original locations.
- C. The Property Manager and Maintenance personnel will be responsible for inspecting all building lighting. Fixtures that have been damaged or are not operational are to be repaired or replaced.
- D. 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.
- E. The Property Manager will be responsible for obtaining contractors to make repairs that are beyond the scope of work for Maintenance personnel to perform.
- F. The Property Manager will be responsible for the restocking of Hurricane Supplies once restoration of normal operations is complete.
- G. Once normal operations have been achieved, the Property Manager will schedule a debriefing meeting to evaluate the preparations and restoration process and determine what could be improved upon in preparation for future emergencies.
- H. Property Manager should organize all critical information collected to open a claim with the Insurance Company.



HURRICANE SUPPLY INVENTORY

ITEM	QUANTITY	ESTIMATED COST
1.	3/8" rope	
2.	Flashlights & lanterns	
3.	Batteries for radio and flashlights	
4.	Work gloves	
5.	First Aid Kits	
6.	Rain suits	
7.	Caution tape	
8.	Duct tape	
9.	Sand bags	
10.	Plastic Sheeting (Visqueen)/Traps	
11.	2" or 3" Gasoline Trash Pumps and Hoses	
12.	Gasoline cans and gas	
13.	Rain boots	
14.	Floor squeegees	
15.	Mop bucket	
16.	Chainsaw	
17.	1/2" Plywood Sheets, Nails/Screws & Topcons	
18.	2'x4'x8'	
19.	Signal Flair	
20.	Portable Generator	
21.	Electric Extension Cord.	

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