

EMERGENCY RESPONSE PLAN

DISCLAIMER

The Emergency Response Plan has been prepared to serve as an aid for developing plans to avoid or reduce adverse consequences that might otherwise occur in residential neighborhoods in the event of a disaster. HOA Support cannot ensure that by following these guidelines and plan that a neighborhood can avoid bodily injury or property damage. Therefore we make no warranty, expressed or implied, nor assume any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, product or process disclosed and assume no liability for any injury, death, or property damage which may occur in connection with any disaster.

NEIGHBORS HELPING NEIGHBORS

Working with neighbors can save lives and property. Meet with your neighbors to plan how the neighborhood could work together after a disaster until help arrives. If you are on the Board or serve on a Committee in your home owners association or crime watch group, you will be critical in preparing for the community. Know your neighbors special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as disabled and elderly persons. Make plans for child care in case parents can't get home.

Under normal circumstances, emergency agencies such as fire, police and ambulance, are ready and able to respond to emergency situations that occur every day in our communities. However, when a mass disaster occurs, such as a major earthquake, emergency responders shift their focus from providing the greatest consideration of service to an individual, to meeting the needs of the entire community.

A disaster strains the resources of fire, police, and ambulance services throughout most areas. Surviving resources will be overwhelmed with requests for help. Individuals and neighborhoods may have to deal with problems associated with injury and property damage for a period of 72 hours or longer.

FIVE STEPS TO A 72 HOUR PLAN

Step One - Designate someone as emergency director. This can be the Board President, on-site manager, or any full-time resident. Also ensure that you designate an alternate. Designate an Emergency Operations Center where the director and his or her team operate. Any radio capabilities will be located at the Center and it is wise to have an alternate location if the primary site is destroyed.

Step Two - Preparedness and Hazard Reduction

Individuals and families need to be prepared to reduce the risk of injuries, loss of life and property damage by learning to identify and remove hazards, and how to collect and store emergency supplies.

Step Three - Disaster Task Groups

Resident will create task groups to carry out essential duties before and after the disaster. One task group should be assigned to each of the following activities.

- 1) Damage Assessment
- 2) First Aid and Medical
- 3) Shelter and Special Needs
- 4) Communications
- 5) Safety and Security
- 6) Search and Rescue

Step Four - Basic Survival Training

To effectively prepare and manage a disaster situation, all neighbors should receive basic training in four emergency response tasks from professional emergency response educators:

- 1) Survival First Aid
- 2) Fire Prevention and Control
- 3) Communication
- 4) Simple Search and Rescue

Step Five - Practice Exercise

After residents have received training and developed a 72 hour plan, an exercise should be conducted to practice the skills learned and evaluate the plan.

WATER: THE ABSOLUTE NECESSITY

Stocking water and learning how to purify contaminated water should be among your top priorities in preparing for an emergency. You should store at least a two-week supply of water for each member of each family. Everyone's needs will differ, depending upon age, physical condition, activity, diet and climate. A normally active person needs to *drink at least two quarts of water each day*. Hot environments can double that amount. Children, nursing mothers and ill people will need more. You will need additional water for food preparation and hygiene. Store a total of at least one gallon per person, per day.

The following guideline will tell you how many gallons of water should be stored per household in the event of a serious catastrophe where emergency services are interrupted for 3 days.

_____ (Number of Persons) x 1 gallons x 3 days (72 Hours) = _____ Gallons per day needed

How to Store Emergency Water Supplies Safely

You can store your water in thoroughly washed plastic, glass, fiberglass or enamel-line metal containers. Never use a container that has held toxic substances, because tiny amounts may remain in the container's pores. Sound plastic containers, such as soft drink bottles, are best. You can also purchase food-grade plastic buckets or drums.

Before storing your water, treat it with a preservative, such as chlorine bleach, to prevent the growth of microorganisms. Use liquid bleach that contains 5/25 percent sodium hypochlorite and no soap. Some containers warn, "Not for Personal Use." You can disregard these warnings if the label states sodium hypochlorite is the only active ingredient and if you use only the small quantities in the below instructions.

Add two drops of bleach per quart of water (four drops if the water is cloudy), stir and let stand for 30 minutes. If the water does not taste and smell of chlorine at that point, add another dose and let stand another 15 minutes. Add four drops of bleach per quart of water (or 2 scant teaspoons per 10 gallons) and stir. Seal your water containers

tightly, label and date them and store them in a cool, dark place.

Replace stored water every three months and stored food every six months.

FOOD: PREPARING AN EMERGENCY STOCKPILE

If activity is reduced, healthy people can survive on half their usual food intake for an extended period and without any food for many days. Food, unlike water, may be rationed safely, except for children and pregnant women.

If your water supply is limited, try to avoid foods that are high in fat and protein, and don't stock salty foods, since they will make you thirsty. Try to eat salt-free crackers, whole grain cereals and canned goods with high liquid content.

You don't need to go out and buy unfamiliar foods to prepare an emergency food supply. You can use the canned foods, dry mixes and other staples on your cupboard shelves. In fact, familiar foods are important. They can lift morale and give a feeling of security in times of stress. Also, canned foods won't require cooking, water or special preparation. Following are recommended short term and long-term food storage plans.

Short-Term Food Supplies

Even if it is unlikely that an emergency would cut off your food supply for two weeks, you should prepare a supply that will last that long. A two week supply can relieve a great deal of inconvenience and uncertainty until services are restored.

The easiest way to develop a two-week stockpile is to increase the amount of basic foods you normally keep on your shelves. Remember to compensate for the amount you eat from other sources (such as restaurants) during an average two-week period.

You may already have a two-week supply of food on hand. Keeping it fresh is simple. Just rotate your supply once or twice a year.

Storage Tips

- 1) Keep food in the driest and coolest spot in the house- a dark area if possible.
- 2) Keep food covered at all times.
- 3) Open food boxes or cans carefully so that you can close them tightly after each use.
- 4) Wrap cookies and crackers in plastic bags, and keep them in tight containers.
- 5) Empty opened packages of sugar, dried fruits and nuts into screw top jars or airtight cans to protect them from pests.
- 6) Inspect all food containers for signs of spoilage before use.

Shelf Life of Foods for Storage

Here are some general guidelines for rotating common emergency foods.

Use within six months:

- 1) Powdered milk (boxed)
- 2) Dried fruit (in metal container)
- 3) Dry, crisp crackers (in metal container)
- 4) Potatoes

Use within one year:

- 1) Canned condensed meat and vegetable soups
- 2) Canned fruits, fruit juices and vegetables
- 3) Read-to-eat cereals and uncooked instant cereals (in metal containers)

- 4) Peanut butter
- 5) Jelly
- 6) Hard candy, chocolate bars and canned nuts

May be stored indefinitely (in proper containers and conditions):

- 1) Wheat
- 2) Corn
- 3) Soybeans
- 4) Vitamin C
- 5) Salt
- 6) White Rice
- 7) Powdered Milk (In nitrogen-packed cans)
- 8) Vegetable oils
- 9) Dry pasta
- 10) Instant coffee, tea and cocoa
- 11) Non-carbonated soft drinks
- 12) Bouillon Products
- 13) Baking Powder

FAMILY DISASTER SUPPLY KIT

Pack at least a three-day supply of food and water, and store it in a handy place. Choose foods that are easy to carry, nutritious and ready to eat. In addition, pack these emergency items which should be ready to leave with you if you have to evacuate.

- 1) Medical supplies and first aid manual
- 2) Portable radio, flashlights and extra batteries
- 3) Shovel and other useful tools
- 4) Money and matches in a waterproof container
- 5) Hygiene supplies
- 6) Fire extinguisher (test and recharge according to the manufacturers instructions)
- 7) Blanket and extra clothing
- 8) Infant and small children's needs (if appropriate)
- 9) Can Opener
- 10) Pipe and Crescent Wrench
- 11) Special Medications Needed
- 12) Heavy Gloves

(The commuters may wish to have these disaster supplies in the trunk of their car as well particularly in earthquake prone areas).

CHECKLIST ITEMS TO TEACH EACH HOUSEHOLD

- 1) Post emergency telephone numbers by phones (fire, police, ambulance, etc.)
- 2) Teach children how and when to call 911 or your local Emergency Services number for emergency help.
- 3) Show each family member how and when to turn off the water, gas and electricity at the main switches.
- 4) Check if you have adequate insurance coverage.
- 5) Teach each family member how to use the fire extinguisher (ABC type), and show them where it's kept.
- 6) Install smoke detectors on each level of your home, especially near bedrooms. (Test monthly and change batteries once a year).

January []
 February []

March	[]
April	[]
May	[]
June	[]
July	[]
August	[]
September	[]
October	[]
November	[]
December	[]

Change batteries in _____ each year.

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PUTTING IT TOGETHER AFTER A DISASTER

The days following a disaster are harrowing in terms of evaluating work priorities and confronting the effects on association members and managers. The following steps can keep a catastrophe from getting worse and help managers and board members serve their community in times of need.

A. Know Your Limits

When owners and residents are looking to you for help, do not assume responsibility for anything beyond your control or capability. Instead, put together a reconstruction team by hiring professionals to join you. Members should include everyone involved in actual rebuilding and the associations counsel. who can advise you on provisions in state laws and governing documents regarding insurance and reconstruction.

If you suspect damage, rely on a trained professional to inspect and report on the structural integrity of the property. Do not rush into repairs without full knowledge of the damage's extent. Owners or directors may encourage you to make quick repairs or return residents to their home, but you must develop and follow a prudent system of evaluation and rebuilding.

Do not let emotions, including sympathy, overrule a common-sense approach.

B. Know Your Contractors

Only use contractors and vendors you have used before. The widespread devastation of a hurricane or earthquake invites all types of contractors, vendors, and suppliers to your area. By using local vendors, you will have someone who will stand behind their work after the repairs are completed.

Be prepared to pay some premium for prompt, competent service, and be ready to advance funds to trusted contractors for supplies. Meet with the repair contractors and establish a clear reconstruction process from start to finish. Remember that association members will look to you to see that reputable contractors are hired.

C. Call In The Insurance Adjuster

If the Association's loss is insured, contact the insurance agent or company immediately. Many large companies have claims processing center with toll-free numbers that are answered 24 hours a day.

Although you should protect the residents and property from further harm, you cannot repair anything without an adjuster's authorization. Also, you may need the adjuster to provide advances on the payment of the claim.

Establish a policy with the adjuster on how the claims payments will be reconciled with contractors' invoices, especially when owners' property is involved. You must know what issues or settlements the adjuster may have provided to a unit owner with coverage under the association's master policy.

D. Never Stop Communicating

During the first hours after a disaster, constant communication is vital. Do not forget that battery-powered bullhorns can provide information to residents staying in the community without power or telephone service. If possible, distribute printed information to homes or strategically located bulletin boards or other distribution points. If some residents must be relocated off the property, find out how to contact them.

The management or HOA office will be inundated with members' calls and request. Make sure that callers are getting most up-to-date information from persons in charge. If the management of HOA office must be moved due to damage, inform all members.

In a widespread disaster, such as a hurricane or earthquake, many standard telephones may be inoperable. However, there is a good chance that cellular phones will remain operations.

E. Appoint A Spokesperson

Disasters such as fires can become media events, particularly if lives are lost. You do not want many individuals speaking on behalf of the association or manager. Have a designated spokesperson (and a backup) for the community - whether a volunteer leader or member of the management team- and be sure that all inquiries and communications are handled solely by that person.

The spokesperson should be the individual handling communications to the owners, as well. This is no time for multiple communication channels in operation.

F. Be Ready to Relocate

You must be ready to handle your duties immediately in another location if your office is damaged. You may find temporary space either within the community or in nearby offices. If you expect brief displacement, use temporary office trailers.

Be ready to get your computer operations and files on line as soon as possible. Hardware vendors or software suppliers may be able to help you.

Consider developing a "buddy system" with other managers or other Associations to share office space if your office is not operable.

Remember that fireproof file cabinets and safes are not heat-proof, and computer disks and tapes can melt during a fire. Protect yourself and your community by backing up your computer files at least once a week and keeping the back-up materials off-site.