



ASSOCIA
HURRICANE
GUIDE



Hurricanes are frightening, but can be survived with minimal impact given the proper preparation. The following guide is designed to help you minimize damage and save lives through quick response and clear thinking that come from having a complete plan in place. Following you will find information to help you weather the storm, including checklists to make sure you have everything you need, tips for preventative measures you can take to facilitate a fast response, and helpful guidelines for evacuation, damage assessment, and rebuilding your community.

At Associa, we consider our clients to be family and we want you to be safe this upcoming hurricane season.





HURRICANE CHECKLIST FOR YOUR

1

DISASTER PLAN – Develop a complete disaster plan by doing a risk analysis of potential consequences of a disaster. Designate a responsible community member as Disaster Plan Coordinator and another as Information Facilitator. These roles will field queries and facilitate responses to community members.

2

EVACUATION ROUTES – Establish clear building and community evacuation routes. Be sure that all community members are provided with route printouts and the routes are clearly marked in public places. Conduct building and community evacuation drills in the weeks leading up to hurricane season.

3

EMERGENCY GENERATORS & SUPPLIES – Be sure emergency generators are in good working condition with adequate fuel supplies. Stock an emergency supplies storeroom with flashlights, batteries, water and other necessities for residents and employees in the aftermath of a disaster.

4

BACK UP FILES – Be sure that computer files crucial to running the building and association are backed up to CDs or portable storage devices and keep a list of office computer hardware and software vendors and repairmen in case computers crash or systems fail.

5

SECURE THE PREMISES – Make preparations for routine lock-down of the building or other facilities as a storm approaches, so the building is secure during the storm and safe from vandalism or looting.

6

LIST OF OWNERS & EMPLOYEES – Keep a printed list on hand of current residents, complete with the names of all property owners, emergency contact numbers and details of second-residence addresses, as well as a list of association employees, with full contact details.

COMMUNITY ASSOCIATION

7

DOCUMENTATION – Use a camera to make a visual record of the premises, facilities and buildings to facilitate damage assessment and speed damage claims in the aftermath of a storm.

8

BUILDING AND FACILITIES PLAN – Make sure a complete set of building or community plans are readily available for consultation by first-responders, utility workers and insurance adjusters.

9

INSURANCE – Be sure all insurance policies are current and coverage is adequate for community property, facilities and common areas and complies with state law. Full contract details for insurance companies and agents should be readily available in the event of the storm.

10

BANK ACCOUNTS – Keep handy a list of all bank account numbers, branch locations and authorized association signatories, and make contingency plans for back-up signatories in case evacuation or relocation becomes necessary.

11

MITIGATION OF DAMAGES – In the immediate aftermath of a storm, take the necessary steps to mitigate damages. This includes “drying in,” which is the placement of tarps and openings in the roof and plywood over blown out doors and windows, and “drying out,” which is the removal of wet carpet and drywall to prevent the growth of mold.



PREVENTATIVE MEASURES

Listed below are suggestions for preventative measures to take before a disaster.

GATHER PERSONAL SUPPLIES:

- Water – at least 1 gal. per person for three to seven days
- Non-perishable packaged or canned food/juices
- Snack foods
- Non-electric can opener
- Paper plates/plastics utensils
- Garbage bags
- First-aid kit
- Flashlight(s)/batteries
- Rain gear
- Medicines/prescriptions
- Cash – ATM and/or banks may not be open for a few days/weeks
- Gas – fill your car with fuel in case of an evacuation

WHEN THE UNTHINKABLE HAPPENS



Lincoln Hancock puts boots on the ground quickly to estimate damage, make repairs, and get folks back to normal as soon as possible. Contact your community manager to learn more about Associa's custom-designed hurricane response program with free, comprehensive pre-inspection.

www.lincoln-hancock.com | (888) 230-7701

- A fully-charged emergency cell phone
- Keys to unit
- Waterproof container of important documents (medical, insurance, financial, social security, etc.)
- Reading material, games, etc.

WHEN YOU EVACUATE:

- Contact family/friends as to the situation
- Leave in daylight if possible
- Secure/lock home or apartment; remove everything from balconies
- Place towels on all window and door sills in case of water
- Do not tape windows, this will not strengthen them
- Turn off all water faucets
- Disconnect all electrical items at the switches in the breakers panel box (except refrigerator)
- Remove antenna(s) or satellite dish, be careful not to touch electrical wire
- Have a primary and secondary evacuation route (traffic may be heavy)
- Relocate ASAP prior to winds/rain becoming too dangerous to go from outside stairwell to inside
- Bring any of the provisions listed that can be managed; add a pillow and blanket

We strongly recommend you evacuate in the event of a hurricane. If you choose to remain, please remember that you do so at your own risk.

SHOULD YOU CHOOSE TO STAY:

- Clean, sterilize and fill available containers with water for emergency drinking purposes
- Fill bathtub with water for bathing and to flush the commode
- Move to an interior room/area of your unit without windows
- Be aware that as the hurricane approaches, the water in the building will be shut down (this is to prevent contaminated water from entering the main lines during/after the storm)
- **DO NOT USE ELEVATORS**, use stairwells



EVACUATE!

Whether you are located in a high-rise building or one that is less than 75 feet in height, the sound of the word “evacuate” or the sounding of an alarm should yield immediate action.

A well-managed building should strive to perform an evacuation drill annually. It will help to identify areas that need improvement in your current evacuation plan, including escape routes, emergency plans and perhaps the need to increase floor wardens or block captains.

A site plan/floor plan is essential to identify the location of fire pumps, back-up generators, shut off valves, utility information and fire extinguishers. Make sure that the plan includes smoke barrier doors, areas for special needs occupants, responsibilities for staff and volunteers, specific evacuation information per floor, and the location of stairwells and elevators. A good emergency plan will advise affected residents where to assemble or meet in accordance with the location of their home and their physical capabilities.

SOME HELPFUL TIPS:

- Utilize floor wardens or designated staff/volunteers.
- Advise occupants to exit the building using only the stairwells and to stay to the right in the stairwells when exiting.
- Advise those unable to evacuate or residents with special needs the appropriate person/party for communicating their status and location.
- Designate a refuge area that is internal with a door to block the spread of smoke, a phone for contacting emergency services, and a window that can be used for signaling help.
- Designate multiple assembly or meeting areas inside and outside the building.
- Use all exits.
- Do not use the silencing of the alarm as an indicator of the “all clear” for occupants.
- Account for occupants and notify appropriate contact(s) of those known missing.
- Advise occupants of shelters available including one “pet-friendly” shelter if applicable.

A comprehensive plan will encourage people and staff to remain calm and to exit quickly. It will identify special needs occupants and have multiple interior and exterior meeting areas. All exits should be utilized and all important components identified on the site plan/floor plan. Volunteers and staff should have assigned areas of responsibility and information regarding communication and possible refuge areas and shelters.

As an emergency plan is being developed, enlist the assistance of your local emergency management service or fire department. The fire department should be contacted and requested to assist in the evaluation of the drill. After the drill has been performed and evaluated, record the drill and follow up on items identified as needing improvements. Well-trained staff and occupants are priceless during an emergency situation.

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EXPERT SERVICE from a TRUSTED NEIGHBOR

Associa has provided quality and dependable service for more than 30 years, and we're pleased to announce that Associa OnCall is now available to our communities. Association managers and homeowners now have a quick, easy solution for all property-related maintenance needs. Plus, Associa OnCall offers the best warranty available when compared to any other vendor in the area.

We offer:

- Professional, friendly and courteous staff
- General and handyman maintenance services
- The security of fully-insured and bonded services
- Many more services tailored just for you!

Call today and receive 10% off your next Associa OnCall maintenance service!



855-MY-ASSOCIA
www.associaoncall.com





EVACUATE! CONTINUED

EVALUATE YOUR DRILL:

- Did the staff, volunteers and responders know the building layout?
- Were all exits utilized?
- Did floor wardens, staff and volunteers act quickly and properly?
- Were the occupants familiar with escape routes, meeting areas, evacuation methods?
- Did all applicable alarms sound?
- Were emergency responders and the fire department quickly notified?
- Were communications with each floor effectively executed?
- Were special needs occupants aware of actions to take or how to evacuate?
- Was there an adequate counting system for occupants?

An emergency situation can happen without warning. Are you prepared? Are the occupants of your building prepared? Preparedness is vital to a successful rescue, response and recovery process.

For additional information regarding an emergency plan for your building, please contact your local emergency management office or fire department for assistance.

NOTES:

IMPORTANT CONTACT INFORMATION

AMERICAN RED CROSS EMERGENCY RESPONSE CENTER

To find shelter, obtain emergency food, water and other disaster relief contact your local Red Cross chapter.

Call (800) REDCROSS (733-2767) or (800) 257-7575 (Español) | www.redcross.org

ATTORNEY GENERAL OF FLORIDA

(866) 966-7226 | www.myfloridalegal.com

DEPARTMENT OF FINANCIAL SERVICES INSURANCE CLAIM HOTLINE

(800) 227-8676

ELDER AFFAIRS

The primary state agency responsible for administering human service programs to benefit Florida's elder population.

(800) 963-5337 | www.elderaffairs.state.fl.us

NATIONAL HURRICANE CENTER

Information on tropical activity and storms.
www.nhc.noaa.gov

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Federal agency whose mission is to reduce the loss of life and property in the form of preparedness, protection, response, recovery and mitigation programs.

(800) 621-3362 | www.fema.gov

FIRE/RESCUE & POLICE

911

FLORIDA POWER AND LIGHT

(800) 468-8243 | www.fpl.com

SMALL BUSINESS ADMINISTRATION (SBA)

Government funded disaster loans.

Jacksonville, FL: (904) 443-1900 | Miami, FL:

(305) 536-5521

www.sba.gov

FLORIDA COUNTY BY COUNTY EMERGENCY MANAGEMENT WEB SITES:

www.floridadisaster.org/fl_county_em.asp

STORM UPDATES

www.noaa.com

TAMPA EMERGENCY MANAGEMENT

<http://www.tampagov.net/emergency-management>

SARASOTA EMERGENCY MANAGEMENT

<http://www.sarasotagov.com/EM/>

ST. PETERSBURG EMERGENCY MANAGEMENT

www.stpete.org/emergency/hurricane_center/index.php

LEE EMERGENCY MANAGEMENT

www.leeec.com/pages/default.aspx

COLLIER EMERGENCY MANAGEMENT

www.colliergov.net/Index.aspx?page=101

CHARLOTTE EMERGENCY MANAGEMENT

www.charlottecountyfl.com/emergency/



Associa[®] Gulf Coast

Four convenient office locations:

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13461 Parker Commons Blvd. Suite 101
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Sarasota

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St. Petersburg

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St. Petersburg, FL 33702
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