

Emergency Preparedness Handbook

April 2019

Overview

One of the most important annual activities of every owner/resident of Island Estates is to be prepared for any possible emergency by:

- ✓ **Becoming familiar with the nature/timing of potential emergencies (hurricanes, floods, wildfires, tornadoes, lightning).**
- ✓ **Being fully informed of the resources available at the community, local, state and federal levels.**
- ✓ **Having an updated Family Emergency Plan (which is shared with and understood by all family members).**
- ✓ **Having a fully stocked supply kit in case of an unexpected situation.**

Accordingly, the purpose of this Handbook is to combine, in one easy to utilize document, the most current emergency preparedness resources and information for owners within the Island Estates Neighborhood of Hammock Dunes.

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FLAGLER COUNTY DISASTER PREPAREDNESS GUIDE

The most current Guides are available at the Flagler County Emergency Preparedness Center

Section I: Personal

A. Preparation Before Any Emergency Is Declared

1. All residents should take the time to read the **DISASTER PREPAREDNESS GUIDE** issued by Flagler County and its cities. This 22 page document provides a comprehensive overview of all aspects of an emergency situation – from planning through post emergency activities. It also provides definitions of key terms, maps of evacuation zones and critical phones numbers for entities associated with emergency events. ***A copy of this Guide is included in the back pocket of this binder.***
2. Sign up for CodeRED by visiting either www.FlaglerEmergency.com or www.PalmCoastGov.com or www.CityofFlaglerBeach.com.
3. Review your Insurance Coverage to ensure that you have appropriate coverage with regards to the types of emergency situations that may be encountered: hurricanes, floods, wildfires, tornadoes, etc. See Exhibit G for information that should be considered.
4. Create your family's Personalized Family Emergency Plan (see Exhibit A) by going to www.PalmCoastGov.com and completing the requested information. Download and make a copy of your Plan to guide you through all critical activities which include:
 - a. Create an Emergency Kit that contains supplies and copies of essential documents***; keep this kit in a water resistant container.
 - b. Create your family's Communication Plan.
 - c. Create your family's Emergency Meeting Location Plan.
 - d. If you family has any special needs, sign up with the Florida Special Needs Registry.
 - e. Gain an understanding of how your employer, schools, local government and community handle different emergencies.
 - f. Create a Pet Plan.
5. Become familiar with the seasonal emergency challenges:
 - a. Hurricane/Tropical Storm Season starts June 1st and ends on November 30th; flooding potential is dependent upon flood zone location and home construction.
 - b. Tornadoes can occur at any time, but the strongest tend to occur February through May.
 - c. Thunderstorms can occur at any time, but the strongest tend to occur June through November.
 - d. Wildfires season is January through June due to dryer conditions, stronger winds and lower humidity. The Florida Fire Service has a five point Fire Danger Indices which is issued daily with ratings ranging from 1(low), 2(moderate), 3(high), 4(very high) to 5(extreme) risk of wildfire.

6. Evaluate your home and yard with regards to identifying any preventative actions that could spare your property from damage in the event of an emergency situation. Things to consider include:
 - a. Protection of windows and doors against wind borne debris.
 - b. Evaluating your roof for its ability to withstand strong winds.
 - c. Proactively removing over-hanging tree limbs/branches that could damage structures.
 - d. Identifying any weakened structures (gutters, downspouts, gazebos, etc) that could break away and become flying debris.
 - e. Evaluate the drainage on your property to ensure that your lot is graded away from your house toward an existing drainage way. Should any regrading be required, obtain appropriate DRC approval, as well as county permits.

7. Part Time Residents/Residents Going on Vacation
 - a. Whenever part-time residents depart their Island Estates property, every effort should be made to prepare the home/yard for potential emergencies while they are absent. It is also suggested that they have a local contact who can check on the home and yard before and after the emergency to address any issues that may arise.
 - i. Exterior
 1. Clean and store in an interior location anything that could become flying debris (flower pots, garden ornaments, garbage cans, lawn furniture, outdoor grills, etc)
 2. Review your landscape and, if possible, trim any over-hanging or diseased tree limbs.
 3. Ensure that drainage holes are not blocked on pool decks and that down spouts and gutters are clear of any debris that could impede water flow.
 4. Install window/door shutters.
 5. Inspect exterior lighting to ensure that all screws are tightened and lighting is properly adhered to the house wall.
 6. If you have a whole house generator, ensure that the battery is fully charged and operational and that your propane tanks are properly filled.
 - ii. Interior
 1. Clean out your freezer and refrigerator. This is suggested even if you have a whole house generator as mechanical malfunctions can occur.
 2. Move any important documents or at risk furniture to higher level rooms, if flooding may be a potential problem.
 3. Back up your computers to ensure that you do not lose critical information.

4. Ensure that battery backups are operational for house alarm systems and remote cameras are also operational.
- b. Boat/Boat Docks
 - i. Review your insurance policy to ascertain whether the insured vessels (boats, jet skis) must be relocated during an emergency situation.
 - ii. It is a safer to place a boat/jet skis in secured, covered structures, such as a garage; if this solution is not possible, then obtain and follow instructions regarding securing a boat/jet ski in a marina berth or in a safe harbor.

*** One of the best emergency preparedness tools available is called the Emergency Financial First Aid Kit (EFFAK). It was created to enable individuals and families gather all of their financial, medical, household and critical contact information in ONE place. It is available via a free download at www.ready.gov/financialpreparedness. It is a 44 page long document within which one records and updates, as necessary, the requisite information. The front page and Overview page of the document can be found at Exhibit E.

B. Preparation For A Specific Emergency

1. **Monitoring Conditions** - The earlier that you are able to undertake preparations for an emergency, the better! Don't wait until the last minute to prepare for any emergency – necessary supplies will no longer be available, key actions will be forgotten, and there will be insufficient time to prepare your family and your home. Once authorities begin to issue warnings, actions should start. Also, stay informed regarding community wide emergency preparation emails that will be issued by SSMG. Keep your cell phones and other electronic equipment fully charged so that communications can be maintained.
2. First, pull out your Family's Emergency Plan, review it, making appropriate adjustments when needed, and ensure that everyone understands what the actions are during the emergency.
3. Depending on the nature of the impending emergency, begin to prepare your home and property for the impending threat by:
 - a. **Exterior**
 - i. Clean and store in an interior location anything that could become flying debris (flower pots, garden ornaments, garbage cans, lawn furniture, outdoor grills, etc)
 - ii. Review your landscape and, if possible, trim any over-hanging or diseased tree limbs.
 - iii. Ensure that drainage holes are not blocked on pool decks and that down spouts and gutters are clear of any debris that could impede water flow.
 - iv. If you have a pool, DO NOT drain it; if high rainfall is expected, reduce the water level by 6-12 inches.
 - v. Install window/door shutters or attach plywood to protect them.
 - vi. If you have a generator, ensure that you have sufficient gas/propane depending on the energy source. If you have a whole house generator, ensure that the battery is fully charged and operational.
 - b. **Interior**
 - i. If you do not have a generator, review the foods in your freezer and refrigerator and either
 1. Utilize the foods to cook meals that can be eaten during and/or immediately following the emergency.
 2. Place the foods with a friend who has a generator and has space in their freezer/fridge.
 - ii. Move any important documents or at risk furniture to higher level rooms, if flooding may be a potential problem.
 - iii. Back up your computers to ensure that you do not lose critical information.
 - c. **Boat/Boat Docks**

- i. Review your insurance policy to ascertain whether the insured vessels (boats, jet skis) must be relocated during an emergency situation.
 - ii. It is a safer to place a boat/jet skis in secured, covered structures, such as a garage; if this solution is not possible, then obtain and follow instructions regarding securing a boat/jet ski in a marina berth or in a safe harbor.
- 4. Other Important Actions
 - a. Keep your vehicles filled up with gas (start early to avoid long lines!)
 - b. If you are evacuating,
 - i. Leave when you are told to leave, as roads and bridges may be closed as conditions deteriorate.
 - ii. Share contact information with a neighbor so that you can be informed regarding the condition of Island Estates and your home in the event that you are unable to immediately return to it following the emergency.
 - c. Make contact and line up potential contractors for post emergency support and repair:
 - i. Propane deliveries
 - ii. Landscapers for yard debris removal
 - iii. "Handyman" for temporary repairs to mitigate further damage to your home

C. During An Emergency

1. Stay safe. Depending on the nature of the emergency and whether you remained in your home or evacuated to an Emergency Shelter, the following are guidelines:
 - a. Do not drive around to see how the emergency is progressing. Roads may be flooded with downed power lines. Emergency vehicles need the roads cleared so that they can respond quickly.
 - b. Do not attempt to undertake repairs during the emergency.

2. Stay informed.
 - a. Listen to emergency broadcasts and follow instructions given.
 - b. Guidance will be given regarding when residents can return to their homes.

D. Following An Emergency

1. If you evacuated during the emergency
 - a. Follow the directions from local law enforcement regarding the ability to re-enter Hammock Dunes/Island Estates.
 - i. Ensure that you have government issued picture ID with your Island Estates Address on it, as it will be required in order to cross either the Hammock Dunes Bridge or the bridge at State Road 100 in Flagler Beach. There also may be restrictions on the number of individuals that will be allowed to access the barrier island.
 - ii. Be aware that curfews will also be in affect with regards to Palm Coast and/or the Hammock barrier island.
 - iii. There may also be restrictions on contractors and other support personnel that may enter the barrier island during the initial days following an emergency event.
 - b. Upon entering Island Estates, be cautious and watchful for:
 - i. Downed power lines (call 911 or FLP at 1-800-468-8243)
 - ii. Debris on the roadway
 - iii. Gas/propane leaks
 - iv. If damage to your home precludes residing in it, follow your Family Plan
 - v. Contact your key contractors if assistance is needed to perform temporary damage mitigating repairs.
 - vi. Stay away from standing water as it may contain toxins, sewage, wild animals and dangerous chemicals.
 - vii. Discard anything that has been in flood waters
 - viii. Wash off vegetation/shrubs to minimize negative impacts of salt water
2. If you remained in your home in Island Estates
 - a. Be cautious as you exit your home and be watchful for:
 - i. Downed power lines (call 911 or FLP at 1-800-468-8243)
 - ii. Debris (home and/or yard)
 - iii. Gas/propane leaks
 - iv. If damage to your home precludes residing in it, follow your Family Plan
 - v. Contact your key contractors if assistance is needed to perform temporary damage mitigating repairs.
 - vi. Stay away from standing water as it may contain toxins, sewage, wild animals and dangerous chemicals.
 - vii. Discard anything that has been in flood waters
 - viii. Wash off vegetation/shrubs to minimize negative impacts of salt water
 - b. Be aware of the guidance from law enforcement regarding departing Island Estates.
 - i. Once you exit, you may not be able to return.

- ii. Ensure that you have government issued picture ID with your Island Estates Address on it, as it will be required in order to cross either the Hammock Dunes Bridge or the bridge at State Road 100 in Flagler Beach. There also may be restrictions on the number of individuals that will be allowed to access the barrier island.
 - iii. Be aware that curfews will also be in affect with regards to Palm Coast and/or the Hammock barrier island.
 - iv. There may also be restrictions on contractors and other support personnel that may enter the barrier island during the initial days following an emergency event.
- 3. If you sustained damage to your home/property:
 - a. Reach out to your insurance carrier
 - b. Take pictures before commencing any mitigating efforts
 - c. Document actions taken and take more pictures
- 4. If you plan to remain in your home following the emergency
 - a. Attempt to stay informed
 - i. Monitor local government and community/neighborhood emails
 - ii. Stay in touch with your neighbors
 - b. Plan to be without electricity for several days
 - i. Get scheduled for propane delivery
 - ii. Follow your Emergency Plan

Section II: Community & Neighborhood

A. Hammock Dunes Owners Association (HDOA)

As the “Master” HOA Association for the Hammock Dunes community, the HDOA coordinates all home construction/renovation, security and common property clean up during and after an emergency.

1. Homes Under Construction/Renovation
 - a. All builders and contractors are informed to clean up construction sites prior to an emergency. Such clean up includes removal of dumpsters, porta potties, and securing of all construction materials. SSMG also conducts a site inspection to ensure that the clean up was properly completed.
2. Access Control at Hammock Dunes Gates
 - a. The Hammock Dunes Bridge and the bridge at State Road 100 will be closed by Flagler County whenever wind speeds exceed 40mph. When this situation occurs, all Hammock Dunes gates are placed into an open position and the security personnel are dismissed so that they may safely return to their homes.
 - b. Gates will once again be operational when bridges leading to the Hammock barrier island are fully open and curfew restrictions have been lifted.
3. Common property clean up
 - a. The HDOA is responsible for cleanup of all of the main roads within Hammock Dunes and the related pedestrian sidewalks of all debris resulting from the emergency.
 - b. The HDOA is not responsible for individual community common property; only cleanup of those roadways and sidewalks are the responsibility of the neighborhood HOAs.
 - c. HOAs are never responsible for the cleanup of debris on residential properties.
 - d. The HDOA will coordinate with and facilitate interaction with Palm Coast and Flagler County regarding post emergency debris pickups
4. The HDOA will issue general emergency related communications regarding Hammock Dunes via the E-mail blast process. Residents/owners should ensure that the most current email address to receive such communications is recorded on their HDOA account at SSMG.

B. Island Estates Neighborhood Association (IENA)

The Island Estates Neighborhood Association, the IENA coordinates with the HDOA on all emergency related activities.

1. Access Control at Main Island Estates Gate and Mariner Drive
 - a. The Hammock Dunes Bridge and the bridge at State Road 100 will be closed by Flagler County whenever wind speeds exceed 40mph. When this situation occurs, all Island Estates gates are placed into an open position and the security personnel are dismissed so that they may safely return to their homes. An email is also sent to all residents alerting them of this action.
 - b. Gates will once again be operational when bridges leading to the Hammock barrier island are fully open and curfew restrictions have been lifted. An email is also sent to all residents alerting them of this action.
2. Common property clean up
 - a. The IENA is responsible for cleanup of the main roads within Island Estates (Island Estates Parkway and Capri Court) and the related pedestrian sidewalks on the center island of all debris resulting from the emergency.
 - b. The IENA is never responsible for the cleanup of debris on residential properties. Residents are asked to keep emergency related debris contained on their properties and follow the debris guidelines issued by Flagler County as well as the targeted pick up dates/times. If residents do not want to wait for county pickup, they may privately contract with a landscape/trash firm to remove the debris from their property. At no time, is it permitted to move debris onto a vacant lot or a neighbor's property.
 - c. The IENA will coordinate with and facilitate interaction with Palm Coast and Flagler County regarding post emergency debris pickups.
3. The IENA will issue general emergency-related communications regarding Island Estates via the E-mail blast process. Residents/owners should ensure that the most current email address to receive such communications is recorded on their IENA account at SSMG.
4. Additionally, messages will be placed on *Facebook* under the **Island Estates Social Club**.

Section III: Governmental

A. Federal Resources

The primary agency responsible for dealing with emergencies is FEMA (Federal Emergency Management Agency). Whenever a presidential disaster declaration of an emergency is issued, it triggers financial and physical assistance from the agency for the purpose of:

- Coordinating all governmental-wide relief efforts
- Providing an orderly and systematic means of federal national assistance to state and local governmental agencies

The Disaster Assistance Improvement Program (DAIP) was created with a mission to provide disaster survivors with information, support, services and a means to access and apply to disaster assistance through joint data-sharing efforts between federal, state, local and private sector partners.

The website, www.DisasterAssistance.gov, provides information that can assist citizens in preparing for, responding to and recovering from disaster. Examples of critical resources available are found at Exhibit B through Exhibit G in Section IV. In particular, Exhibit E, the Emergency Financial First Aid Kit (EFFAK) is a 40+ page document that can be downloaded. It walks users through any array of critical information resulting in all household, financial, legal, medical and key contact information recorded in one document.

B. State of Florida

The State of Florida has likewise established a website, www.FloridaDisaster.org which provides information regarding preparing for, responding to and recovering from a disaster and includes the following key information items:

- Plan and Prepare
- Disability Planning
- Have a Pet Plan
- Have a Place to Go

C. Flagler County and City of Palm Coast

Flagler County and its Cities developed a comprehensive Disaster Preparedness Guide which provides a comprehensive overview of what citizens should do BEFORE an emergency, DURING an emergency, and AFTER an emergency. A copy of this most recent Guide is included in the back pocket of this binder. The very last page of the Guide includes an Important Information Emergency Phone Numbers tear out section.

In addition to this Guide, the City of Palm Coast has a website, www.PalmCoastgov.com that not only provides key information regarding hurricanes, floods, wildfires, tornadoes, and lightning, but also provides:

- The ability to generate a personalized family Emergency Plan via an online interactive tool and print off the plan. (A sample plan is provided at Exhibit A)

- The capability to registration on a Florida Special Needs Registry.
- The ability to print an Emergency Supply List.
- The ability to download the **CodeRED** application, which is a free, high speed emergency notification system used by the City of Palm Coast to notify residents and businesses about emergencies that may impact their safety.

Section IV: Exhibits

- A Sample Generated Family Emergency Plan
- B Emergency Supply Checklist
- C Why Use Disaster Assistance
- D Disaster Survivor Application Checklist
- E Emergency Financial First Aid Kit (EFFAK) – only cover and contents pages; go online at www.ready.gov/financialpreparedness for *full* 44 page document
- F Critical documents and Valuables
- G Document and Insure Your Valuables