

Grand Haven

Community Disaster Preparedness Information

June 2018

Planning and procedures to help our Community prepare for, and recover from, natural disasters such as hurricanes and wildfires

- Grand Haven Community Development District (CDD)
- Grand Haven Master Association (GHMA)
- Southern States Management Group (SSMG)
- Amenity Management Group (VESTA)
- Community Emergency Response Team (CERT)

CDD Operations Staff Protocol

- The following actions will be taken when wind is forecast to reach tropical storm force (39- 73 mph sustained winds.) Data will be obtained from Flagler Emergency, Weather Underground and/or NOAA.
- When actions are to be taken, CDD and Amenity Center Staff will notify community ASAP.

Gates

- Controlled Access Gate Officers to be released.
 - To prevent wind driven projectile damage, CDD Operations Staff will open and remove gate arms at the North, Main and South Gates and open The Crossings and Wild Oak Swing Arm Gates, in advance of storms or at the discretion of the Operations Manager.
 - To prevent electronic circuit board damage due to power surges, all gate circuit boards will also be removed.
- Controlled Access Gate Officer return
 - CDD Operations Staff will close The Crossings and Wild Oaks gates and reinstall gate arms and circuit boards when tropical storm winds forecast to clear and weather allows gate arms to be safely reinstalled.

CDD Operations Staff Protocol (cont'd)

Amenity Centers (under direction of GH OPS Mgr.)

- Amenity Staff will close amenity centers in advance of storm.
- CERT Team has authority to use the amenity facilities as needed for CERT Team operations.
- Amenity Staff will reopen amenity centers when tropical storm winds forecast to clear or at the direction of the Operations Manager

Tennis courts

- Amenity Staff will remove wind screens and lower nets

Pool Deck Areas — Amenity Staff will:

- Tie down chairs and chaise lounges
- Move tables to corner and secure
- Place umbrellas, life preservers, flags, etc., into equipment room

Other

- CDD Operations / Amenity Center staff will place the golf cart in Village Center Shed
- CDD Operations Staff, Amenity Center Staff or CERT members will lower radio antenna mast till storm clears.

CDD Operations Staff Protocol (cont'd)

Communications

- GH CDD OM and Amenity Center Management Company will coordinate agreement regarding all actions to be taken
- GH CDD OM will contact debris removal and tree service contractors for staging
- GH CDD OM contacts the BOS Chair and informs District Manager of actions to be implemented
- GH CDD District Management Company sends E-blast to community regarding actions to be implemented
- Amenity Center Management Company also sends E-blast to community regarding actions to be implemented
- GH CDD GMRS Radio Station (462. 575 mHz) (CH 16) establishes controlled radio net for use by CDD, Master Association, Amenity Center Management Company and the CERT staff
- Residents can tune into CH 16 (462. 575 mHz) on a GMRS Radio (available at Walmart or Amazon) to listen to GH operations.

CDD Operations Staff Protocol (cont'd)

Post Hurricane — Debris Removal

- 4C' s — Common Areas Main Debris
- Shaw — Common Area Trees (at direction of GHOM & GHHC)
- S.E. Cline — Back up for common area trees, Major infrastructure damage
- City of Palm Coast — Memorandum of understanding between GH CDD & CPC for Common Areas
- City of Palm Coast's contracted Waste Hauler will pick up private property debris
 - Number of private property debris pick up to be established by CPC & contracted Waste Hauler (Waste Management).

Firewise Emergency Exit Procedures & Instructions

- The purpose of this procedure is to provide residents with alternative community exits in the event of a Wildfire Emergency.
- Initiating this procedure is based on Emergency information and or instructions from Law enforcement, State, County and or City of Palm Coast Emergency news bulletins.
- In the event of a Wildfire emergency, the Grand Haven Operations Manager will direct CDD staff to open gate locks. If locks are in operative bolt cutters are available to cut the chains on the Grand Haven Firewise Emergency exit gates.
 - See next page for bolt cutter locations
- Protocol to be followed as attached in document "GH Wildfire Emergency Exit Gates Protocol 8.18.16" enclosed for reference.
- In the event that the regular community exits are blocked, the residents will then be able to exit the community using any of these six exit locations. These gates are for dry weather, wildfire emergency exit only. The exit gate approaches may not be navigable by automobile during times of high rain/ storm surge.
- To locate exit gates please refer to the enclosed Grand Haven map
- The Firewise exit gates will be returned to a locked status by CDD personnel when direction is given that the Emergency is resolved.

GH Wildfire Emergency Exit Gates Protocol

GENERAL:

- All six GH Firewise Emergency Exits have standardized, uniform dimension chain capable of being cut by all available size cutters. All six gates have similar combination locks with identical opening codes.
- The OM must inform the appropriate members of the Firewise Board and CERT team of any new combination lock codes.
- OM staff periodically check to make sure locks lubricated and in correct configuration. Code will be changed if compromised and the Firewise Board and Crossings Wildfire Marshalls notified.
- Staff of the Amenities management company (including facilitators) are not part of these procedures.
- Chain cutters cannot be borrowed even for a short period of time.

GRAND HAVEN WILDFIRE EMERGENCY ONLY EXIT GATE LOCATIONS:

- SOUTH- Riverbend Drive end of traffic circle
- SOUTH- Kite Court cul-de-sac
- SOUTH- Southlake Drive cul-de-sac
- NORTH- Creekside Drive termination cul-de-sac
- CROSSINGS- Crosslink Court cul-de-sac/ Colbert Lane (2 gates)
 - These locks require "lock to lock" configuration to allow both GH and County access

BOLT CUTTER STORAGE LOCATIONS:

- Main Guard House — OM Staff & CERT use
- Creekside storage room
- North Gate Guardhouse
- South Gate Guardhouse
- VC pool storage room (with chain saw, generator, gas cans)
- Crossings in pool storage/ service room — on top shelf to the left.

GH Wildfire Emergency Exit Gates Protocol

CROSSINGS WILDFIRE MARSHALLS:

- CERT Team Members (4 if possible) residing in the Crossings are designated as "Crossings Wildfire Marshalls" and have the combination to Crossings gate locks.

PROCEDURES:

- **Normal Business Hours**

Firewise Board members or OM Staff under OM direction will locate, open Fire exits with combination or cut chains if the locks are inoperative or the combination fails. Crossings Wildfire Marshalls will open those gates if needed. CERT IC will be notified when gates are open.

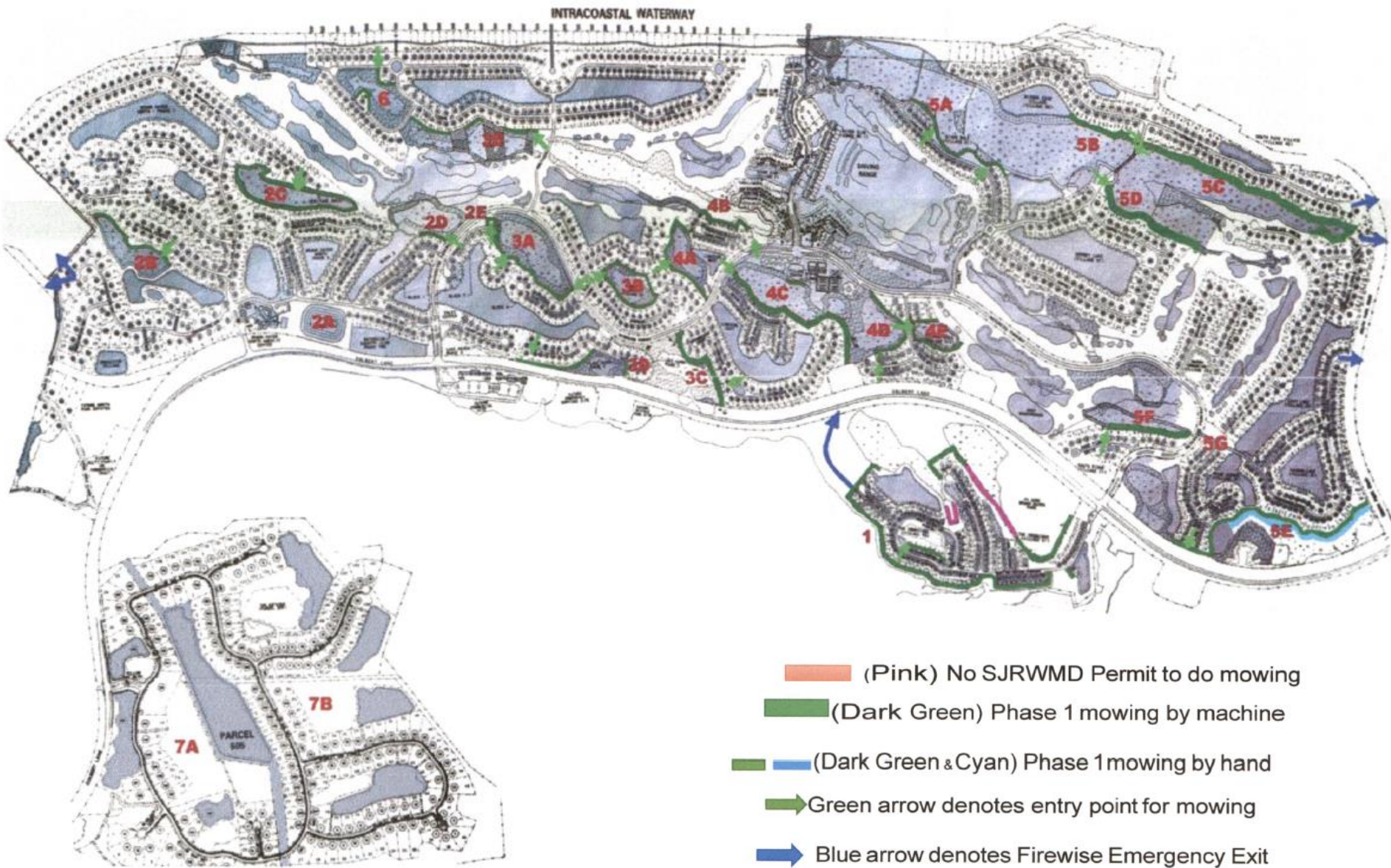
- **Off Hours**

CERT IC (with set of Master keys) and 1 other team member active at all times and will notify appropriate individuals (may include Firewise Board Members, and/or assigned preselected CERT team members with ability to cut chains if required to open. Crossing Wildfire Marshalls will open Crossing gates at both ends of road. CERT IC will be notified when gates are open.

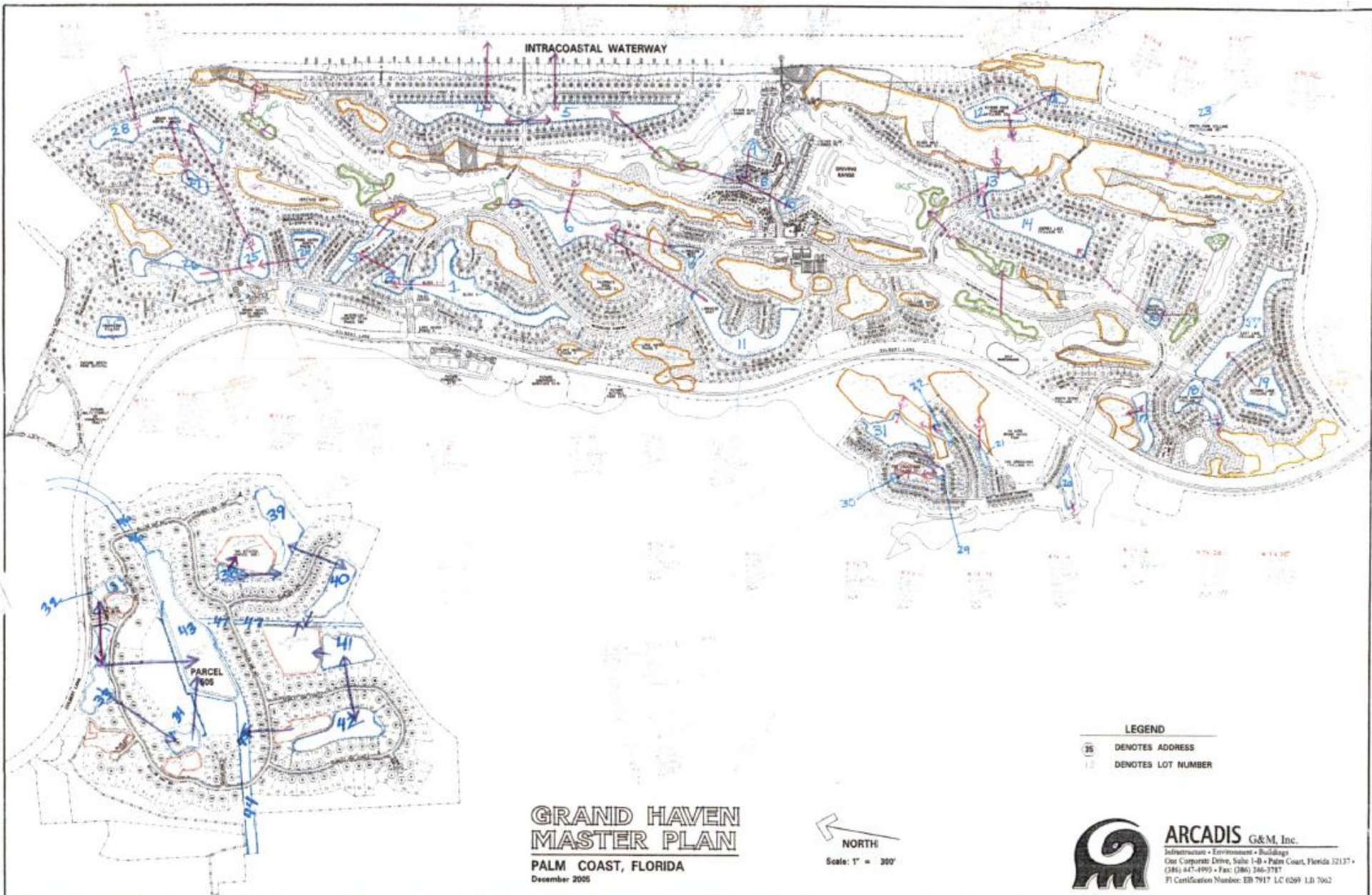
LEGEND

- CERT = Community Emergency Response Team
- OM = Operations Manager (GH CDD staff)
- BOS = Board Of Supervisors (CDD)
- IC= Incident Commander (GH CERT Team member)
- ICP = Incident Command Post
- VC = Village Center

2014 Firewise Project Map



GH Drainage & Detention Ponds Map



GHMA Pre and Post Storm Protocol

Recommendations for Residents

General

- Fuel up cars and purchase fuel for generators, chain saws & other tools
- If you have a gas grill, fill propane tank
- Charge cell phones and other devices
- Have a sufficient amount of cash on hand – small bills are preferable
- Purchase and become familiar with a NOAA* battery operated radio
- Have sufficient batteries for flashlights, radios, lanterns, smoke detectors, etc.
- Make early decision whether to “stay” or “go”

Exterior of Home

- Cover windows with shutters or plywood
- Prior to storm season, have all large trees pruned and thinned and have all yard debris removed from property
- If you trim your trees yourself, do not place any tree branches at the curb immediately prior to a storm
- As storm approaches, be sure there is no yard waste, recycling or trash at the curb
- Secure all garden decorations, hanging flower pots, flags and other “loose” objects from the exterior of your home
- Secure all outdoor furniture, grills, potted plants and pool accessories on patios and lanais.

* National Oceanic and Atmospheric Administration

GHMA Pre and Post Storm Protocol

Recommendations for Residents (cont'd)

Interior of Home

- Minimize quantity of perishable food in refrigerator and freezer
- Purchase food items that either do not require refrigeration or cooking
- If you have a pet, ensure that a sufficient amount of food is available
- Ensure that you have a sufficient amount of drinking water and medications available
- Turn off or disconnect all appliances that you were using at the time of the power loss
- Place flashlights in strategic locations throughout the house
- Use battery operated lanterns for lighting in various rooms
- If not shuttered, move smaller items away from windows and doors
- If you are determined to “stay,” select and prepare your emergency “safe area” well ahead of the storm.
- **Never** run a generator indoors or in the garage
- **Never** use candles for lighting

GHMA Pre and Post Storm Protocol

Recommendations for Residents (cont'd)

Following a Storm

- Be aware that snakes and other various critters were also seeking shelter during the storm and may have found it on or close to your property
- During the clean-up process, be mindful of the extent and duration of the work involved. Be mindful of your limitations.
- Soon after the storm danger has ceased, a one time “pass” will be made by the CDD contracted debris removal company. If your storm debris is curbside at that time, it will be removed
- Following that “one time” pass, the City of Palm Coast and their waste removal contractor(s) will be responsible for the pick-up and disposal of yard waste.
- Please do not put your yard waste on or in front of unimproved lots
- All additional information regarding post storm clean-up will be provided via E-blasts at the appropriate time.

SSMG Construction Sites and PLM Villages

Pre and Post Storm Protocol – *Prior to Storm*

Communication

- Southern States Management Group (SSMG) will communicate a unified emergency preparedness and emergency procedures to every property owner via email blast.

Builders/Contractors

- Builders are expected to visit and secure all job sites to help prevent any damage
- Empty or remove dumpsters
- Remove existing dirt/debris from roadways
- Clear loose debris from construction sites
- Secure or remove all construction materials
- Secure or remove all porta-potties

Crossings Pool – SSMG Personnel

- Stack pool chaise lounges, chairs and tables against building near men's room
- Make sure bathrooms, and entrance gate are locked and secure
- Store any hanging items (life preserve, skim net, clock) inside storage closet
- Turn power to the pool pump off until power is completely restored

SSMG Construction Sites and PLM Villages

Pre and Post Storm Protocol – *Following a Storm*

Builders/Contractors

- Builders are expected to re-visit job sites to inspect for any storm related damage and to restore sites to pre-storm condition

Private Lawn Maintenance (PLM) Villages

- With access to the interior of the community likely to be a challenge, Private Lawn Maintenance vendors should strategically start at the North, Main, South and Crossings gates and work to get into nearest PLM villages.
 - Crossings, Heritage Oaks, Lakeside, Linkside, Pine Harbor, Reserve, River Club, Riverwalk, Village Oaks
- 1. Provide necessary clean up and clearing of storm debris to ensure ready access to:
 - Residences
 - Driveways
 - Sidewalks
 - Crossings Pool
- 2. Stage debris at the curb in preparation for removal from the Community by CDD and City contracted personnel
- 3. Identify and develop a working list of:
 - Trees that can be straightened and re-established – these trees will not be removed
 - Trees that are damaged to the point that they cannot be straightened and re-established.
- 4. Begin efforts to cut and remove trees that cannot be saved.
Since this is considered "Unique Storm Damage", the PLM vendors have been directed that, with the property owner's approval, they may remove the tree(s) at the owner's expense.

Community Emergency Response Team (CERT)



CERT History

- The CERT concept was developed and implemented by the Los Angeles City Fire Department in 1985.
- The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California.
- Further, it confirmed the need for training civilians to meet their immediate needs.
- Since 1993 when this training was made available nationally by FEMA, communities in 28 states and Puerto Rico have conducted CERT training.

CERT Overview

- FEMA supports CERT by conducting or sponsoring Train-the-Trainer and Program Manager courses for members of the fire, medical and emergency management community.
- There are over 2,700 local CERT programs nationwide, with more than 600,000 individuals trained since CERT became a national program.
- CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, which allows them to focus on more complex tasks.

CERT Mission & Responsibilities

- Neighbors helping neighbors
- Comprised entirely of volunteers
- Provide basic support following a disaster to stabilize the situation until emergency responders can arrive on scene
- Team members trained in basic disaster response skills
 - Disaster Preparedness
 - Team Organization
 - Fire Suppression
 - Medical Operations & Emergency First Aid
 - Search & Rescue
 - Disaster Psychology
- Provide resident education to mitigate injury and damage to the community

Grand Haven CERT

- GH CERT currently has ~55 volunteers
- All members have completed the 6 FEMA CERT training classes
- Meet for a couple of hours every month during hurricane season and every other month during the rest of the year for:
 - Team organizing
 - Training
 - Equipment checks
 - Communications checks
 - Conduct periodic simulated disaster drills
- Team members all have GMRS radios to communicate
- GH CERT always needs more GH residents to join the team
 - Email Chip Howden at whowden@cfl.rr.com or Mike Wright at papamikew@verizon.net for more details
 - More information on the [CERT website](#)

CERT Recommendations for GH Residents Own Personal Safety

- Create your own disaster plan
 - See the Flagler County Disaster Preparedness Guide
 - Review the [Flagler County website Emergency Information](#)
- Review and apply the “Firewise” principles for your home
- Purchase and become familiar with a NOAA weather alert radio
- Sign up for the county [AlertFlagler \(formerly CodeRED\)](#) notifications (reverse 911 system)
- Become familiar with the evacuation recommendations in the GH Community Information Guide
- Know the county evacuation zones – see GH Community Information Guide
 - We are in zone B
- Know the county shelter locations and which ones are pet friendly
- If you or family members have special needs, [register with Flagler County](#) now.