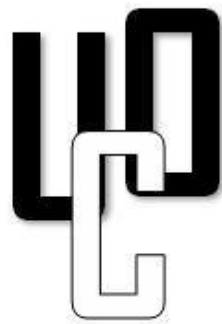


# **CENTURY VILLAGE HURRICANE PREPAREDNESS AND EMERGENCY RESPONSE GUIDE**



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CERT Com.

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## United Civic Organization

# CENTURY VILLAGE HURRICANE PREPAREDNESS AND EMERGENCY RESPONSE GUIDE

## OVERVIEW

### 1.1 SCOPE

This document represents *WEST PALM BEACH CENTURY VILLAGE integrated* emergency response plan for CY 2024. It identifies all organizations and parties within the community with specific responsibilities for emergency preparedness and response. It also includes the specific tasks each is expected to perform throughout the year and during phases of a disaster event.

### 1.2 The TEAM

This document was developed to guide and coordinate the efforts of Century Village Residents, Associations, UCO, CERT, COPS, and Platinum Security to properly prepare and respond to any disaster such as a hurricane.

- o RESIDENTS must understand that, in the event of a major catastrophe, all emergency response personnel and services could be overwhelmed. In the worst cases, emergency response times are not measured in minutes but rather hours or even days. The role for residents is to properly prepare themselves and to be of assistance to their neighbors as outlined in this document and the “Neighbor Helping Neighbor” initiative.
- o ASSOCIATIONS have an important role in protecting their “Common Property” and the safety and well-being of their residents. Association must be properly prepared and effectively communicate with residents and all other members of the Team.
- o UCO/Century Village CERT – (**C**ommunity **E**mergency **R**esponse **T**eams) are voluntary organizations of Century Village residents whose primary mission is to provide information and education on pre and post-disaster services to Century Village until the professional first

responders arrive. CERT operates under the authority of the Palm Beach County EOC (Emergency Operations Management), which provides training programs for the volunteers. The roles of CERT include Phone bank operators, search and rescue, triage of the injured, communication with outside EMS Agencies through HAM radio operators, and initial suppression of small controllable fires.

- o COPS – The Palm Beach Sheriff’s COPS (Citizen Observer Patrol), Century Village Unit will serve their traditional duty of showing a presence in the aftermath of a storm to deter looting and other crimes. Their auto radios will provide a valuable connection with the sheriff’s dispatchers.
  
- o PLATINUM SECURITY will perform valuable services to keep our community secure and protect the safety of residents. Our guards are trained in first aid and will be well employed if necessary.

### 1.3 DEFINITIONS

- **PRE-EVENT PERIOD:** the months before and after Hurricane Season, i.e., the rest of the year (Nov. 30 to June 1).
- **HURRICANE WATCH PERIOD:** an alert that a hurricane event might affect the area within 2-3 days.
- **HURRICANE WARNING PERIOD:** an alert that an event will probably impact the area in 1 - 2 days
- **POST EVENT PERIOD:** the time interval after the event has passed and winds are below 35 mph. Can last several days.

# ***COMMUNITY DISASTER PREPARATION CHECKLISTS:***

## **● C.E.R.T. HURRICANE PREPAREDNESS AND FIELD OPERATIONS GUIDE**

**Prior to Hurricane Season, Century Village CERT updates the community's Emergency Response Plan/Hurricane Preparedness Plan, involving the review of all partners.**

Update and distribute "Hurricane Contact People" list to UCO Directors and Executive Committee Members, WPRF and Management Company representatives. The list will include all homes and cellular numbers of all off-site and on-site personnel. A complete list of all Board Members, current vendors, (Security, Landscaping etc.), including their contact information. List to be maintained by Cert in conjunction with UCO.

At the start of Hurricane Season (June 1): Review Hurricane Preparedness Plan making any changes needed. Identify any new concerns; assign responsibility for action.

Schedule meetings with the community for presentations on safety, preparedness, disaster response and recovery plans, community organizations and roles (CERT, COPS, Associations, committees, residents, outside groups). Recommended by PBC DART App., supply lists, shelter lists.

Revise recorded programming for CV TV Channel including spots for:

1. The beginning of Hurricane Season
2. At the announcement of a Hurricane Watch Period.
3. At the Hurricane Warning Period and
4. For any announced Mandatory Evacuation.

Develop or update similar information for posting at those Periods on:

- a) Blogs
- b) Through the email list used by UCO for regular communications
- c) Appropriate notices for Associations' bulletin boards
- d) Ad monitor TV in "Ticket Office"

The CERT team will have monthly meetings for planning, refresher training, disaster exercises, and supplies management. Also by January 31, provide phone numbers for application forms and requirements needed for special needs shelter for citizens with certain medical needs. Numbers will be posted on CV TV channel, UCO Reporter and a notice on Clubhouse bulletin board.

***(NOTE: Completed forms must be filed by March 31.)***

## **HURRICANE WATCH PERIOD – Hurricane possible within 2-3 days**

### Century Village CERT Should:

- Make certain all items mentioned in the Pre-  
[https://docs.google.com/document/d/1V9OfAa6cBxJiRE9VpVqj0DpS8mH\\_FpMFE\\_WwYpGzP9M/edit?usp=sharing](https://docs.google.com/document/d/1V9OfAa6cBxJiRE9VpVqj0DpS8mH_FpMFE_WwYpGzP9M/edit?usp=sharing) Event Section above for residents have been completed
- Monitor weather reports and track progress of the storm
- Mobilize CERT Team to determine who will be available and to make preliminary assignments, check individual backpacks for their full complement of supplies. Place fresh or recharged batteries in cell phones, walkie-talkie, and flashlights.
- Request TV Channel to run pre-recorded programming already developed for the Hurricane Watch period. Have UCO post notices and emails already developed for the Hurricane Watch period.

## **HURRICANE WARNING PERIOD- Hurricane likely within 1-2 days**

### Century Village CERT Should:

- The CERT team will meet at the UCO office to update our plan and review the team's emergency supplies to all at the UCO Command Center. Confirm the Camden remains the alternate staging area, should the first one become unusable.
- Have Ham Radio Base Station team establish radio contact with coordinating agencies (e.g. EOC)
- Check that all battery-operated lights are functioning with fresh batteries
- Security will check that all two-way radios have fully charged batteries. Deliver to UCO upon closing of WPRF facilities.
- Supply information for Cell phone Apps for emergency notifications (I.E. PBC Dart)

**CERT** will make a PSA (public service announcement) to ask/remind UCO/Associations' Property Managers/Security, and WPRF to please follow through and check back for any new changes on the following.

- Review TV Channel, remain informed during Hurricane Warning Period
- Clear road drains
- All onsite landscape, contractor, and construction equipment-Contractors should be secure.
- Shut off all irrigation pumps and clocks.
- Remove and store planters
- Clean office area of loose items; put all paperwork files in drawers, cabinets or credenzas
- Distribute updated emergency telephone list to Directors, UCO Team.
- Confirm petty cash to purchase post-hurricane supplies
- Stock and store emergency repair materials and tools for use when needed.

# ● *RESIDENTS HURRICANE PREPAREDNESS AND FIELD OPERATIONS RESPONSE GUIDE*

## Seasonal residents – Prior to leaving for the summer:

- Remove and store outside items that can become missiles in a storm, or make arrangements for their removal.
- Leave updated contact information with the Association
- Ensure all important papers and valuables are properly protected and stored
- Ensure all batteries in thermostats and smoke detectors are O.K...
- Window shutters, including all attachment hardware and tools, are available. Arrange with a contractor, the Association, or a neighbor to close hurricane shutters and prepare your unit in the event of a Hurricane Watch.

## Year-round Residents should:

- Prepare or refresh their disaster supply kit
- Prepare a checklist of items you need to take during a mandatory evacuation. (A “Go Bag”) This list identifies medicines, important papers, contact information, water, non-perishable food, and other emergency supplies. Assemble the “go bag” if authorities are warning that a mandatory evacuation might be announced. Don’t forget a “go-bag” for your pet.
- Store all hurricane supplies in a safe location in the house, known and accessible to all residents
- Recharge all batteries for cell phones & radios. Have a fresh supply on hand.
- Have an adequate supply (1 week, minimum) of prescription and OTC medicines per person and for pets.
- Check the condition of storm shutters and related hardware. Check anchoring systems for rust, corrosion, and proper operation; repair as needed. Arrange with a contractor, the Association, or a neighbor to close



hurricane shutters in the event of a Hurricane Watch Period.

- Have a family emergency response plan and know where to meet, should you become separated from family and friends. Identify an out-of-area family contact for status calls.
- Identify your safe room
- DO NOT use a corded phone during an electrical storm
- Check, turn over, and tap fire extinguishers every six months
- Review your insurance policy for coverage, exclusions and restrictions, particularly replacement clauses. Have policies and all related contact numbers safe but readily available.
- Decide if you need or want flood insurance.
- Update your household inventory/pictures. Store a copy in an off-site "safe" location for insurance.
- Make plans and pre-arrangements for care and/or boarding of pets during and after a storm
- Get bids from available vendors for shutter installation and removal

### **HURRICANE WATCH PERIOD – *Hurricane possible within 2-3 days***

#### Year-round Residents should:

- Fuel up vehicles and purchase emergency supplies at the **BEGINNING** of this period.
- Make certain all items mentioned in the Previous Section above for residents have been completed
- Ensure all first aid kits are fully stocked with supplies and are accessible

## HURRICANE WARNING PERIOD - *Hurricane possible within 1-2 days*

### Year-round Residents should:

- Turn refrigerators and freezers to the coldest setting.
- Fill tubs/large containers with water for sanitary use.
- Charge cell phone batteries
- Have sufficient cash on hand in small denominations, if ATM's not available
- Secure vital papers in water-proof containers
- Check on neighbors to make sure they are prepared
- Close all shutters and window protection
- Prepare a safe room: Blanket, pillow, radio, prescriptions, documents etc.
- Freeze large bottles of water for use in fridge and later for drinking if necessary
- Prior to a storm check on your neighbors to make sure they are properly prepared. Identify special needs any of your neighbors might have.
- Determine who is riding out the storm and in which unit they are staying. (Make a list for reference when checking after a storm).
- Check the general area and secure any loose objects that may become airborne in high winds

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## ***DURING-THE-STORM***

**AT NO TIME DURING THE ACTUAL HURRICANE SHOULD ANYBODY VENTURE OUT INTO THE STORM.**

**This includes the lull period when the eye of the storm passes.**

Residents should monitor radio and television emergency broadcasts.

**Considering all the loose debris created by the storm, it is unwise to venture out until winds have subsided to less than 35 MPH. Travel by auto is not recommended for a long period, as the roads may be strewn with vegetation and roofing materials, including nails, which could flatten tires.**

# ● ASSOCIATIONS HURRICANE PREPAREDNESS AND FIELD OPERATIONS RESPONSE GUIDE

## Associations should:

- Check storm drains regularly to ensure they are clog free. Develop a map of their locations for use in storm events
- Arrange tree trimming before Hurricane season begins. Pay close attention to fruit bearing trees (citrus) and coconut palms OR any tree that has growth that can become a projectile in a storm. By June, insure all trees are trimmed for hurricane season, coconuts removed, and trees properly staked.
- Make advanced arrangements with your Management Company for securing recycling bins and any other objects on their property in the event of a Hurricane Watch period and for after storm assistance and cleanup.
- Have roofs and roof bracing inspected, and repaired where necessary.
- Submit and review bids with the Board. Purchase roof caps to cover holes in the roof left by the removal of roof turbines and arrange for contractors to do the work.
- Remind snowbird neighbors to bring in anything that could become a projectile including all items from their porches.
- Update list of residents including special needs and their emergency contacts
- Develop a contact list of licensed contractors. Consider establishing formal storm response relationships. (Associations should not pledge any portion of insurance proceeds to any contractor in advance of storm event)
- Determine when to remove loose objects, where to store, and what to charge/fine the noncompliant resident

## **HURRICANE WATCH PERIOD - Hurricane possible within 2-3 days**

### Associations should:

- Make certain all items mentioned in the Pre- Event Section above, for the Association, have been complete
- Decide when to install hurricane shutters or other protective measures on common property buildings.
- Remove and store outside equipment from common areas
- Check that all emergency supplies are ready and available.
- Ensure all resident and association chemicals (fertilizer, chlorine, etc) which react with water are stored a minimum of 12 inches above the floor
- Direct Property Management Companies to:
  - Clean ground debris and storm drain/basins place sturdy stakes in their vicinity to make them easier to locate.
  - Stake trees, where required
- Advise residents to make provisions for pets (food, water, shelter)
- Advise residents on unplugging electrical equipment
- Make door-to-door checks to determine which residents will be on premises during the storm.
- Check for residents with special needs. Record the data for a report to CERT and the Board.
- Contact the contractors and Management Company reps that the Association has previously established formal relationships with for hurricane prep and clean up. Establish communications and other contact protocol.

## **HURRICANE WARNING PERIOD- Hurricane likely within 1-2 days**

### Associations should:

- Check on special needs people: Have they left for the shelters? Are they prepared?
- Finalize list of residents staying in their units
- Close shutters (or batten/board glass windows) on all residential buildings. Have a petty cash fund available. (No more than a couple of hundred dollars, no ATMs)

## *DURING-THE-STORM*

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## **ASSOCIATIONS' C.E.R.T. REPRESENTATIVES**

**CERT** has requested that each association President assign a person to represent their building in emergency situations.

- CERT must have your assistance in gathering information on the status of the residents, from each of the Associations. The information received from the Associations' Representatives will provide CERT the ability to proceed directly to those in need of assistance. Knowing which Associations do not need help reduces the need of searching door to door, allowing help to be provided sooner to those in need.

THIS IS EXPECTED OF THE CERT REPRESENTATIVE  
Special training is not necessary, just being a good neighbor is the only requirement needed.

- **Before:** Prior to a storm check on your neighbors to make sure they are properly prepared. Identify special needs any of your neighbors might have.
- Determine who is riding out the storm and in which unit they are staying. (Make a list for reference when checking after a storm.)
- Check the general area and secure any loose objects that may become airborne in high winds
- **After the all clear** is given:
- Check on the residents in your building and do a general assessment of the Association. Report findings to CERT (UCO Office) 683-9189, when completed (even when everything is OK.)
- Check over the building and report any damage; i.e., roof missing, windows blown out, damage to stairs, etc.
- Observe whether trees are downed in roadways, flooding, etc,
- CERT will be using the UCO office as the command center. The Phone Squad will be mobilized by CERT volunteers to answer calls as soon as possible.

**After the all clear** is given, CERT personnel will make sure their families and association assessments are taken care of before proceeding to the command center (UCO Office). It may be at least 2 hours after the all clear, until personnel will begin arriving to answer phones.

**Call 561-683-9189** with your results, if no answer, keep trying until you get an answer. For a **medical emergency call "911"** first, then CERT

Damage to the building will be directed to the UCO Insurance provider, Assured Partners, who will have people arriving to take care of mitigating further damage.

## The "Neighbor Helping Neighbor" Initiative

You will be asked to remind everyone to stay hydrated, eat, take their medications and stay calm. Your help is needed! Neighbors Helping Neighbors.

After a storm and it is safe to venture outside, it is essential for our CERT Representative/residents to check on their neighbors to see if they are safe and well.

Once the CERT Reps have completed checking on their neighbors, checking the condition of the building and surrounding roadways, pass this information on to UCO by **calling 561-683-9189**. This information needs to be passed on to CERT members and/or fire rescue when they arrive.