

Boca Towers Condominium Association, Inc.

Hurricane/Flood Preparedness Plan

INTRODUCTION

The Hurricane/Flood Preparedness Plan is a compilation of advice from experts such as the National Hurricane Center, American Red Cross and Emergency Management Offices. Experts believe the best way to cope with a hurricane is to prepare in advance.

The purpose of the Hurricane/Flood Preparedness Plan is to have a written procedure for the staff, which can be implemented when a hurricane is threatening the area and implemented immediately in the event a disaster strikes the area. A guide will save valuable time in making decisions and preparations for an impending disaster and in the repair process afterward. All employees will be able to react in a positive and expedient manner by knowing the total process involved in the preparedness and recovery effort.

Guidelines for Owners' preparation for hurricane season are presented in a separate document. These Owner guidelines will be updated annually and posted on the Boca Towers Web page.

This document is intended to be a living document, improved by experience and updates which shall be noted in the Plan as they occur.

COMMUNICATION HAS BEEN IDENTIFIED AS ONE OF THE KEY COMPONENTS OF THIS PLAN

The "plan" emphasizes communication to residents so there should be no last minute surprises. This includes, before, during, and after a storm is first identified, develops into a tropical storm or hurricane, and passes the area.

With that in mind, the following highlights are intended to communicate the policies and procedures adopted by Boca Towers Condominium Association before a tropical storm or hurricane event occurs to assure that if a major storm hits the efforts of Management will be organized, efficient, and effective.

- In a Hurricane, all of the building's vital systems will be shut down in order to protect them from damage. This shut-down includes elevators, air conditioning cooling tower, domestic water supply, and pumps. There will be NO STAFF on duty to assist residents who stay behind.**
- Accommodations WILL NOT be made for residents who choose to stay in defiance of the mandatory evacuation order. After consulting with police and fire officials it is the unanimous consensus that it is unsafe and dangerous for residents to stay in the building or to leave any of the building's vital systems operational during the extreme conditions of a hurricane.**

· The building will not be re-opened until a controlled assessment of the building's condition and systems has been made, including the completion of a step-by-step process of starting up the building's vital systems. Management will communicate to residents via email and office telephone message when it is considered safe to return to Boca Towers regardless of the lifting of evacuation orders, etc. Please do not just show up and expect to be accommodated.

· Communication to owners is going to be thru email, voice mail message and by postings on the web page.

***NOTE:** Section 718.1265 of the Florida Statutes provides associations with specific powers in the event of an emergency (such as after a hurricane).*

Condo boards have wider authority during a hurricane. During a state of emergency, they may:

- Impose assessments, freely utilize reserve funds and make necessary repairs when a state of emergency has been declared to make sure their buildings and units are fit and safe for habitation, order a community-wide evacuation if the local authorities issue an evacuation order and provide the board with freedom from legal liability for any residents who ignore the order and stay.
- Levy special assessments without a vote and to borrow money for emergency repairs.
- Declare any portion of the property unavailable for entry or occupancy.
- Contract for any services that are necessary to prevent further damage and necessary for health and safety.
- Implement a disaster plan, which could include shutting off utilities.
- Call board meetings with reasonable notice rather than normal notice requirements and to cancel and reschedule meetings.
- Name assistant directors to temporarily take the place of officers who are unavailable or incapacitated.

Important Phone Numbers and Web Pages

IMPORTANT PHONE NUMBERS

- * EMERGENCY ***** 911
- * EMERGENCY MANAGEMENT *****561-712-6400
- * TOO (HEARING IMPAIRED) *****561-712-6343
- * RESOURCE & CRISIS COUNSELING *****211

Animal Care & Control	561-233-1200
American Red Cross	561-833-7711
Code Enforcement.	561-233-5500
Consumer Affairs	561-712-6600
Consumer Assistance Helpline	800-227-8676
Contractor Certification	561-233-5525
Engineering & Public Works	561-684-4000
FEMA	800-621-3362
Fire Rescue - Non-Emergency	561-712-6550
FPL Power Outages	561-697 -8000
Health Department	561-840-4500
Palm Tran	561-841-4200
Palm Tran Connection	561-649-9838
Price Gouging Hotline	866-966-7226
Public Affairs Department	561-355-2754
Public Safety Department	561-712-6470
Roads, Drainage, Bridges	561-684-4018
Salvation Army	561-686-3530

School Board	561-357-7500
Sheriff (PBSO) - Non-Emergency.	561-688-3000
Solid Waste Authority	561-640-4000
Traffic Signal Repair	561-683-6885
United Way	561-375-6600
*PBC Water Utilities	561-493-6000
Emergency Repairs 24 hrs.	561-740-4600
Dispatch Phone:	561-416-3334
Contact: Fire Chief, Thomas Wood Office:	561-982-4000

Boca Raton Fire Rescue 6500 Congress Ave Ste. 200 Boca Raton, FL 33487

Evacuation Shelters:

Boca Raton High School 1501 NW 15th Court Boca Raton, 33486 Capacity 3222

West Boca Raton High School 12811 Glades Road Boca Raton, 33428Capacity
3367

Useful Hurricane-Related Links

<http://www.floridadisaster.org/>

<http://www.fema.gov/>

<http://www.nhc.noaa.gov/>

<http://www.stateofflorida.com/articles/hurricane-preparedness-guide.aspx/>

<https://www.myboca.us/1106/Hurricane-Information>

PRE-HURRICANE SEASON MANAGERIAL DUTIES

At the beginning of each hurricane season (June 1st), the Manager must ensure that the following precautionary measures have been completed:

1. Review and update Hurricane Preparedness Plan including:
 - Lists for Staff/Employees, Board Members, and Owners, with: contact names, telephone numbers, address and e-mail addresses, and the name and telephone number of a local contact for each unit who can provide a thorough post-hurricane unit inspection.
 - Emergency services contact list for: Palm Beach County Emergency Services, County Sheriff and other appropriate disaster assistance agencies.
 - Confirm that Insurance Agent(s), Insurance Policies and contact information is complete, correct and available.
2. If applicable, enter into seasonal or annual agreements or at least make contact with vendors for possible post-hurricane emergency needs. This should include, but not be limited to, utilities, fuel providers and suppliers.
3. Tree Trimming: The associations should make sure that their palms and other trees are properly trimmed at least once per year in advance of hurricane season.
4. **Emergency Generator:** The seasonal check of the emergency generator should be scheduled before hurricane season to assure the emergency generator is fully operational and fuel is at capacity.
 - If fuel is low, Manager must call fuel supplier and order the fuel delivery.
 - The Association is required to install a generator and fuel supply capable of operating one elevator and an attached fire alarm system for five days following a power outage.
5. Videotaping of Property: The property should be videotaped annually for insurance purposes. Consider providing copies of this videotape to our insurance broker, property manager and at least one Board member. We should contact our insurance company and ask about their hurricane preparedness recommendations.
6. Official Records Storage: If our hard copy records are stored in a hurricane-resistant facility and electronic records are stored in a web-based system, then there is nothing more that needs to be done. If not, consider purchasing watertight containers for hard copy records. For electronic records, make sure they are being backed up onto an external hard drive or a web-based storage system at least weekly.
7. Board of Directors/ Volunteer Education: All Board members and storm preparation volunteers should have a property "how to" guide. This should include instructions on how to operate any security, fire safety, irrigation, pool, elevator and other systems on property. Further, maps should be distributed to this group detailing the locations of electrical meters, fire system panels, water shutoffs and any other relevant property features. Training sessions should be conducted annually.

IN THE EVENT THAT A HURRICANE THREATENS PALM BEACH COUNTY, BOCA TOWERS CONDO HAS ADOPTED THE FOLLOWING GUIDELINES

- (a) When the Weather Bureau announces that Palm Beach County is under a Hurricane Watch (36 hours away), Management will:
- i Notify all owners/residents that the weather bureau has issued a Hurricane Watch by notice and announcement.
 - ii Begin to close common element shutters and bring pool furniture inside.
 - iii Notify owners that are in residence, that they need to bring in all items from their balconies. The maintenance staff will help with some heavy objects, but the staff will be getting the building ready so they can go home to their families and get their own homes prepared.
- (b) When the Weather Bureau announces that Palm Beach County is under a Hurricane Warning (24 hours away), Management will:
- i Pump some water out of the pool.
 - ii Notify all residents/owners that the weather bureau has issued a Hurricane Warning by notice and announcement.
 - iii Owners/residents in residence should be making preparations to evacuate. Before you leave, please provide the office with a phone number of where you will be!
- (c) When a Voluntary Evacuation is called for, Management and Staff must do the following:
- i Complete all assignments on the Hurricane Checklist.
 - ii Lock the vehicular entrance/exit gate in the open position, ensure all pedestrian gates are locked, and ensure pool gates are locked.
 - iii Give notice to owners/residents that all people should leave the building as soon as possible and proceed to shelters or other places of their choosing. Notice will also be given that, at this time, police and fire departments will not respond to calls due to roads being blocked by debris, and for their own safety.
 - iv Ensure all automatic sliding doors are locked, ensure that side and back doors into lobby are locked, and ensure the recreation rooms and all other doors are locked.
 - v The Manager must ensure that all residents have evacuated and/or have advised the Manager otherwise.

When a Voluntary Evacuation notice is given and the building is secured, before dismissing the employees, Manager must advise all employees of return to work requirement after the hurricane is over.

- i Should Palm Beach County Emergency Management require a re-entry identification card after the hurricane, the Manager will be responsible to obtain such identification for staff members prior to their dismissal.
- ii Return to work on your normal workday, during your normally scheduled shift. Staff members will return when public notification is given by County Emergency Services that it is safe to return to the area and flooding in the area of the condominium is not an issue, and it is safe to return.
- iii If employee is in doubt about returning to work, employee should call the Manager on her/his cell phone. If employee(s) experience personal damage that will affect their return to work, notify the Manager as soon as possible.

HURRICANE WATCH CHECK LIST FOR MANAGEMENT AND STAFF

(a) Management & Maintenance Staff:

- BRING ALL BENCHES, CIGARETTE URNS, BEACH GARBAGE CANS, AND PLANTERS INSIDE, AND STORE ALL RECYCLABLES IN STOREROOMS.
- BRING FURNITURE FROM POOL AREA AND RECREATION ROOM PATIOS INSIDE.
- AS TIME PERMITS, CLOSE SHUTTERS, LOCK ALL DEAD-BOLT LOCKS, AND LOCK ALL SLIDING GLASS DOOR LOCKS FOR OWNERS/RENTERS NOT HOME
- IRRIGATION SYSTEM MUST BE TURNED OFF
- MOVE VEHICLES TO HIGHEST GROUND AND REMOVE COVERS
- MOVE ROOF LADDERS TO ELEVATOR ROOMS

(b) Office Staff

- MAKE ICE/FREEZE SMALL BOTTLES OF WATER
- PAY ALL UPCOMING BILLS
- PLACE NOTICES ON ALL DOORS

HURRICANE WARNING CHECK LIST

(a) Management & Maintenance Staff:

- CHECK AND SECURE FACILITIES ON ROOF, AND ENSURE ALL ROOF ACCESS DOORS ARE LOCKED
- CHECK GENERATORS TO ENSURE THAT THEY ARE WORKING PROPERLY
- ENSURE THAT ALL MACHINE/MAINTENANCE ROOM DOORS ARE SECURED PROPERLY AND WILL NOT COME OPEN IN HIGH WINDS AND CAUSE DAMAGE TO THE EQUIPMENT INSIDE THE ROOM
- LOCK ALL DOORS, ENSURE THAT ALL AUTOMATIC GARAGE DOORS ARE CLOSED AND SECURED, ENSURE THAT POOL EQUIPMENT ROOM DOORS ARE CLOSED, AND ENSURE THAT SLIDING GLASS DOORS IN CABANAS ARE CLOSED AND LOCKED
- PUMP WATER OUT OF THE POOL (LOWER POOL WATER 6 TO 10 INCHES, TURN PUMPS OFF, ADD EXTRA CHLORINE), REMOVE SWIMMING POOL PUMPS, AND TURN OFF MAIN BREAKER.
- ROLL UP ANY LOBBY RUGS AND STORE IN SECURE AREA
- SEND ALL SERVICE AND PASSENGER ELEVATORS TO THE 16TH FLOOR IN CASE THE PIT AREA SHOULD FILL DUE TO THE UNDERGROUND WATER LEVEL RISING, AND TURN OFF POWER IN THE ELEVATOR ROOM.
- SHUT DOWN PUMPS FOR A/C UNITS
- TAKE DOWN FLAGS

(b) OFFICE STAFF

- BACK UP COMPUTER
- GET A LIST OF WHERE EVERYONE IS GOING AND THE EMERGENCY PHONE NUMBERS.
- MANAGER SHALL GATHER THE FOLLOWING ITEMS AND DOCUMENTS AND STORE THEM IN A SAFE PLACE OF THE MANAGER'S DISCRETION (i.e. THE STORE ROOM ON THE 12TH FLOOR IN BUILDING 1), UNLESS SUCH ITEMS AND DOCUMENTS ARE OTHERWISE SECURELY STORED AT AN OFF-SITE LOCATION:
 - ▣ Condominium Bylaws
 - ▣ Documents provided by developer
 - ▣ Declaration(s) of Condominium
 - ▣ Articles of Incorporation
 - ▣ Association Rules
 - ▣ Association Minute Books
 - ▣ Roster of all unit owners
 - ▣ Association Contracts
 - ▣ Bills of sale for any property
 - ▣ Deed book
 - ▣ Inventory book
 - ▣ Fire Alarm Manual
 - ▣ Operations Manual
 - ▣ Keys
 - ▣ All papers relating to voting
 - ▣ Rental Records
 - ▣ Employee files
 - ▣ Card file/address book
 - ▣ Computer disks and backup
 - ▣ Corporate seal
 - ▣ Insurance files
 - ▣ Financials
 - ▣ Payroll books
 - ▣ Computers
 - ▣ Paid bills file

STAFF RESPONSIBILITIES

- Staff/Maintenance will:
 - Notify residing unit owners and residents of impending hurricane evacuation.
 - Secure all interior and exterior common areas in the building for hurricane preparedness in accordance with the Hurricane Preparedness Plan.
 - Staff members, if required to evacuate, will lock the building and return only when public notification is given by Palm Beach County Emergency Management that it is safe to return to the area.
 - Upon return to the building, Staff will evaluate the buildings situation in accordance with the Post Hurricane Damage Assessment Plan.
 - Manager will attempt to call owners if there is *noticeable* damage in their unit.

MANDATORY EVACUATION

When a Mandatory Evacuation order is issued, the Manager and Staff must notify owners and residents before the Manager and Staff evacuate the building. Keys to the building will remain with the Manager. Manager will dismiss all unnecessary employees once the building is secured.

OWNERS RESPONSIBILITIES BEFORE EVACUATING

- Owners responsibilities:
 - Owners must turn off your water (turn off **all** icemakers to prevent damage), empty refrigerators of **all** perishables and ice, remove furniture, etc. from the balconies, lock sliding glass windows. Remove any loose objects such as furniture, planters, vulnerable lighting fixtures that are outside. Owners are also responsible to secure their unit interiors.
 - Unplug Electronics & Appliances: Turn off and unplug any computers, printers, routers, coffee makers, and other appliances or electronics. If possible, remove electronics from the floor and place them in the highest available location.
 - Water Shut Off: Residents should shut off the unit's main water source.
 - Electricity Shut Off: Residents should turn off the electricity prior to leaving using the breaker panels in their units
 - Traffic Check: Residents should check local evacuation routes to determine which is the best option and leave as quickly as possible (traffic becomes heavier the closer the storm becomes)
 - We know that all of the owners in residence would like to be the last to have their shutters closed, and the first to have them opened after the storm has passed. Closing and opening of shutters are the resident's responsibility. If the shutters are not closed the association will charge the resident according to defined rate. PLEASE arrange closing as soon as possible. The association CAN NOT be used for opening or closing the shutters on appointment.

POST HURRICANE DAMAGE ASSESSMENT PLAN

Staff members, if required to evacuate, will return when public notification is given by Palm Beach County Emergency Services that it is safe to return to the area. Upon return to the building, Manager and staff will conduct an immediate building damage assessment. All storm related damages will be tracked using the Post Hurricane Damage Assessment Log (Appendix B) identifying the location of the damage, emergency work performed, including the detailed information of the building area; this information and digital photo documentation of damages is critical to any future insurance cost recovery. During the initial Post-Hurricane stage, assessment of damages will be made at three levels: Level 1 – Emergency Protective Measures - for immediate emergency repair to protect the property from further damage; Level 2 – Damaged Building and Equipment - repair work orders to be issued, and; Level 3 – Clean-up/Return to Normal – maintenance, debris clearance and removal of pre-hurricane securing tools, maintenance tracking. Once it is possible, individual action items/work orders will be issued and prioritized by Level 1, 2, or 3.

The staff will assess what is working or damaged (i.e., lights, gates, landscape). Walk entire grounds documenting damages on the Post Hurricane Damage Assessment Log (Appendix B). Any damage to the common elements must be logged and a complete photo record made before any emergency protective measures and/or damaged building and equipment work is done.

The next step is to enter each unit. The staff will inspect each unit for any *Noticeable Damage*; if damage is found, it will be entered into the Damage Assessment Log with the Unit Number, date, description and photo record, and Manager will attempt to call unit owner to report findings.

Note: “Noticeable damage” is visible, obvious, in plain sight (e.g.) broken glass and flooding which could affect any other unit.

MANAGER RESPONSIBILITIES:

- After the storm has passed, he or she must do everything reasonably possible to protect property from additional damage.
- Survey & Photograph Property: Board members or managers should return to the property when possible to survey the damage and photograph the property for insurance purposes.
- Communicate with Residents: Associations should be sure to communicate routinely with residents via email or via the community’s website. Residents should be informed of the status of the property, the actions the Board is taking, and when they can come back. The association should identify any areas of the property that are off-limits due to extensive damage and communicate these areas to residents.

- In the event that damage is more than minimal clean up, notify the Board of Directors and Insurance Company.
- Contact utility companies for information relative to your access to electrical services.
- As soon as practicable, contact Insurance Company to report the claim.
- If for some reason work must be performed on the building, aside from that required to prevent further damage, the Manager shall make a complete photo record of the situation before beginning such work.
- Call appropriate vendors to schedule repairs.
- Update owners who have damage.
- Oversee all maintenance checks on building, equipment, units.
- Oversee clean up and returning the maintenance equipment to respective areas.
- Keep a daily log of events and maintenance checking, review daily.
- Manager will update President of post-hurricane recovery status daily immediately following a hurricane, then weekly or more often if needed thereafter.
- Hold Board Meeting: Boards should hold a meeting as soon as possible (even if via phone) to discuss next steps.

HURRICANE NOTICES

(a) Hurricane Notice

TO: ALL OWNERS, GUESTS, RENTERS
FROM: MANAGEMENT STAFF
SUBJECT: STORM/ HURRICANE EVACUATION AREA NOTICE

PALM BEACH COUNTY, INCLUSIVE OF BOCA TOWERS CONDO, IS CURRENTLY UNDER A HURRICANE WATCH/WARNING. _____ IS CURRENTLY A CATEGORY ____ HURRICANE, WITH WINDS OF _____ MPH. THIS COULD CHANGE AT ANY TIME.

AS ALL ASSOCIATION MEMBERS AND RESIDENTS MAY BE SUBJECT TO A MANDATORY EVACUATION ORDER, PLEASE MAKE ALL APPROPRIATE EVACUATION ARRANGEMENTS AS QUICKLY AS POSSIBLE. MANAGEMENT AND STAFF ARE DOING EVERYTHING POSSIBLE TO PREPARE THE BUILDING FOR THE HURRICANE AS WELL AS FOR POTENTIAL EVACUATION. IN THE EVENT AN EVACUATION ORDER IS ISSUED, ASSOCIATION MEMBERS AND RESIDENTS WILL HAVE NO MORE THAN 60 MINUTES TO EVACUATE THE BUILDING BEFORE THE POWER IS SHUT-OFF AND THE ASSOCIATION MANAGEMENT AND STAFF LEAVE THE PREMISES. PLEASE BE ADVISED THAT:

1. ALL POWER IN THE BUILDING WILL BE SHUT DOWN
2. LOCAL EMERGENCY SERVICES DO NOT HAVE TO RESPOND TO CALLS
3. THERE WILL BE NO AIR CONDITIONING IN THE BUILDING
4. THERE WILL BE NO ELEVATOR SERVICE
5. THERE WILL BE NO LIGHTS IN THE BUILDING
6. THERE WILL BE NO RUNNING WATER
7. THERE WILL BE NO STAFF PRESENT.

ASSOCIATION MANAGEMENT STRONGLY URGES ALL ASSOCIATION MEMBERS TO COMPLY WITH THE MANDATORY EVACUATION ORDER. THE MANAGEMENT OF BOCA TOWERS CONDO CANNOT ENSURE THE SAFETY OF ASSOCIATION MEMBERS AND RESIDENTS WHO CHOOSE NOT TO EVACUATE THE BUILDING, AND THOSE WHO REMAIN DO SO AT THEIR OWN RISK.

ASSOCIATION MEMBERS AND RESIDENTS WHO CHOOSE TO STAY IN THE BUILDING MUST NOTIFY THE BUILDING MANAGER SO THAT HE OR SHE CAN NOTIFY THE AUTHORITIES ACCORDINGLY. ASSOCIATION MEMBERS AND RESIDENTS WHO COMPLY WITH THE MANDATORY EVACUATION ORDER SHOULD PROVIDE WRITTEN CONTACT INFORMATION TO THE BUILDING MANAGER.

(c) Evacuation Assistance Notice

TO: ALL RESIDENTS/OWNERS
FROM: MANAGEMENT STAFF
SUBJECT: HURRICANE EVACUATION ASSISTANCE FORM

HURRICANE SEASON WILL BEGIN JUNE 1st. PLEASE MAKE ALL APPROPRIATE ARRANGEMENTS AS WELL AS ENSURE THAT YOU HAVE OBTAINED ALL ESSENTIAL AND NECESSARY PROVISIONS.

ASSOCIATION MEMBERS AND RESIDENTS WHO REQUIRE ASSISTANCE IN THE EVENT AN EVACUATION ORDER IS ISSUED, MUST COMPLETE THIS FORM AND RETURN IT TO THE ASSOCIATION MANAGEMENT NO LATER THAN _____, SO THAT WE CAN INFORM THE EMERGENCY RESPONSE TEAM ACCORDINGLY.

- WE/I DO NOT NEED ANY ASSISTANCE IN EVACUATING THE BUILDING VIA THE STAIRWAY.
- WE/I CAN MAKE MY/OUR OWN WAY TO THE NEAREST STAIRWAY, BUT WILL REQUIRE ASSISTANCE TO DESCEND.
- WE/I CANNOT MAKE MY/OUR WAY TO THE STAIRWAY AND WILL REMAIN IN MY/OUR UNIT UNTIL ASSISTANCE ARRIVES.

NAME(S): _____

UNIT NO. _____

Home Phone: _____ **Cell Phone:** _____

Email: _____

APPENDIX B
(reproduce as necessary prior to storm)

POST HURRICANE DAMAGE ASSESSMENT LOG (Page ___ of ___)

Date Damage Assessed	Time Damage Noted	Specific Location of Problem	Problem Description	Action Taken