



Hurricane Emergency Contingency Plan

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I. Introduction

During a hurricane emergency, the Palmas del Mar Homeowners Association (PHA) will implement the Hurricane Emergency Contingency Plan. This plan has been coordinated with key state agencies to insure its effectiveness during implementation. The plan is reviewed every year at the beginning of the hurricane season for currency, identify resources and equipment and delineate and distribute responsibilities.

When the Emergency Plan is activated in anticipation of a possible hurricane impact, normal operations at Palmas del Mar are altered and the guidance contained in the plan as well as the directives issued by the Emergency Committee directed by the PHA Executive Director become the standing operating procedures to be followed. When the Emergency Plan is put into effect all residents, business and all entities operation within Palmas are notified in writing. This notification includes instruction and information pertinent to Palmas operations before, during and past hurricane impact.

As part of the Emergency Plan an Emergency Operation Center will be established in the PHA Operations Building, to coordinate all activities and issue instructions geared to protect property, look out for the safety of persona within Palmas and provide general security to the community. This Emergency Center is organized by personnel designated by PHA in coordination with the Hurricane Emergency Committee and can be reached through the (787) 852-7775 & 852-7745. All incidents and emergency calls are channeled through the Emergency Center. An Alternate Emergency Operations Center will also be established at Plaza Resort.

During a hurricane emergency strict security measures will go into effect to control unnecessary movement of vehicles and people within Palmas del Mar. Immediately after hurricane passage, emergency equipment and personnel will deploy to perform damage assessment, evaluate safety and implement immediate security measures to prevent further losses and minimize risks. Vehicles and people not associated with this initial response will not be allowed to circulate within Palmas until it is completely safe to do so. The Director of the Emergency Operations Center will issue instructions to security personnel when it is safe to allow vehicles and people to circulate freely.

Each person or entity having been given a specific area of responsibility must carry out its assigned functions as anticipated in order for the plan to work effectively. Similarly, it is crucial that all emergency guidelines be abided and that everyone becomes fully aware of the norms that will be in effect in the event of a hurricane emergency. One of the key contributing factors in successfully handling an emergency is that everyone understands the rules that will be in effect at any time and what is expected of each individual. The support of all residents, business operators, service providers, work centers, employees and managers is essential to the success of the plan. It is of great importance that every person understands that once this plan goes into effect, normal operations are altered and the guidance imparted by the Emergency Committee and security personnel must be followed.

The Business Association, Administrators of Residential Areas, PCCI, Hotel Executives, ARB, PDMPI, PDMU, PHA Representatives and agency representatives as appropriate, will meet at the beginning of every hurricane season to review and implement the Hurricane Emergency Contingency Plan.

This dynamic plan is subject to changes and improvements. Your suggestions and recommendations to improve this plan are welcome. Please contact PHA at (787) 285-6425 with your comments.

II. Hurricane Season

The official hurricane season en Puerto Rico runs from June 1st to November 30th . In June each year the PHA Executive Director will call a meeting with the following departmental agencies to review a hurricane season preparedness, update the Hurricane Emergency Contingency Plan, identify the members of the Hurricane Emergency Committee and assign responsibilities.

- PHA Executive Director
- PHA Security Company Coordinator
- Architectural Review Board (ARB)
- PDMPI
- Business Association
- PDMU
- Club Cala
- Four Points by Sheraton Hotel
- DCI of Puerto Rico, Inc.
- PCCI
- State Police
- Humacao Emergency Center
- Regime Administrators
- Pennock Plants & Design

PHA will use this meeting to, in addition to the purpose stated above; verify the inventory of emergency materials and equipment to be made available to the Emergency Actions Team in the event of a hurricane. The members of the committee and the representatives of the departments / agencies listed above must come to the meeting prepared to inform the committee chairman of any problem that may preclude implementation of the Emergency Plan and report resources that will be available to respond to the emergency.

III. Definitions

- ◆ Tropical Depression – Rain and winds from 35 to 39 MPH (miles per hour)
- ◆ Tropical Storm – Rain and wind from 39 to 73 MPH
- ◆ Hurricane – Rain and wind in excess of 73 MPH

Hurricane Category

- ☐ Category I: 74 – 95 MPH
- ☐ Category II: 96 – 110 MPH
- ☐ Category III: 111 – 130 MPH
- ☐ Category IV: 131 – 155 MPH
- ☐ Category V: Winds Exceeding 155 MPH

Weather Bureau Reports

- Tropical Storm:
- Notification of a Tropical Storm
- Hurricane or Tropical Storm Watch:
- 72 – Hour Tropical Storm / or Hurricane Warning

Reports issued by the Weather Bureau will be usually monitored by the PHA Security Department as soon as it is determined that a Tropical Depression or a Storm could become a threat to Puerto Rico. PHA will track the movement of the atmospheric phenomenon and will inform the PHA Executive Director accordingly. As soon as it is determined that the phenomenon is a threat to Puerto Rico, but no later than 72 hours prior to possible landfall, the PHA Executive Director will convene the Emergency Committee.

IV. Before Hurricane Impact

As soon as a Tropical Storm or a Hurricane starts a movement that, according to the Weather Bureau, constitutes a threat to Puerto Rico, PHA will convene a meeting of the Hurricane Emergency Committee with representatives from the organizations and agencies listed in Section II.

Members of the Emergency Committee unable to attend this meeting must send a representative authorized to make decisions on behalf of the organization they represent. This person will also be responsible for transmitting information and agreements reached at this initial Emergency Meeting. A time schedule for subsequent meetings and for action items will be established. Each organization represented at the committee may bring additional key personnel to subsequent meetings to further assist in the implementation of the plan.

Once the threat becomes imminent normal operations at Palmas del Mar will be altered and guidance contained in this plan coupled with instructions issued by the Emergency Committee will become the standard operating procedures for Palmas de Mar. During this phase the atmospheric disturbance will be closely tracked and the Emergency Team will meet as frequently as necessary to impart appropriate guidance and instructions to the community.

During this phase the following resources will be checked for readiness and availability:

- Additional vehicles
- Gasoline
- Heavy equipment (Trucks, Bob Cat, Digger)
- Communications radios
- Emergency Action Center and rooms for members of the Emergency Response Team
- Materials to secure the Emergency Action Center
- Food for Emergency personnel
- Potable water
- Generators
- Chain saws
- Steel chains
- Wood barricades
- Danger ribbon markers
- Commercial portable radios
- Flashlights and batteries
- Cell phones
- Machete and axes

The Emergency Operations Center

The Emergency Operations Center will be located in the PHA Operations Building. The Plaza Resort General Office will be used as an alternate Operations center. Plaza Resort's President has approved its use as the Emergency Operations Center because it represents a safer structure and its location in the middle of the

complex allows for quicker mobility. Also, it affords underground parking in its immediate vicinity to store vehicles to be used by the Emergency Response Team after hurricane passage.

The emergency Operations Center will establish a Security Office manned Security Officers, State Police, Municipal Police and other essential emergency response personnel. The center will become operational not later than 24 hours prior to hurricane impact and will remain operational until directed otherwise by the Hurricane Committee. The center will have a Security Dispatcher Operating on a 24-hour basis. He will work in coordination with the State and Municipality Police to coordinate any security response within the Palmas Complex

It is extremely important that preparations of the Emergency Operations Center be completed with ample time prior to hurricane arrival to insure there is sufficient space for the emergency equipment that will be relocated to the area.

Residents

The integration of Palmas residents in this plan is of great importance. Residents must inform the Access Control Center when expecting service personnel or visitors so that their entry into the complex may be facilitated. The most important role is played by the residents is cooperating and complying with the instructions and guidance emitted by the Emergency committee. Of equal importance is reporting to security sightings of strangers in the neighborhoods to prevent possible vandalism and criminal activity.

Residents should remain at home if their residences are safe enough to sustain a hurricane of maximum intensity. If not sure of the level of safety afforded by its own house the resident should identify a safe-heaven where he should seek shelter well before the hurricane strikes. Residents that remain at home can contribute to the security and safety of Palmas by becoming “eyes and ears” of the Security Department. They should avoid being out on the street before, during and immediately preparations, expediting traffic in the event of an emergency requiring urgent response by an emergency vehicle and allowing debris removal and clean up operations after hurricane passage. Security personnel will maintain strict street control of vehicular movement and the general public will not be allowed to circulate freely until the Emergency Center determines it is safe to do so.

Residents should take all necessary steps to secure their property well in advance of hurricane arrival. They should remember that water will be shut down prior to hurricane impact and depending on the extent of damage to infrastructure, it is conceivable that there may not be water available for several days. Similarly they should have on hand sufficient non-perishable food items that will last at least five (5) days.

The official refuge designated by the State Civil Defense Agency for residents of Palmas del Mar in the event of a hurricane is the Luciano Rios School located on the 923 Road, Barrio Buena Vista, near the Good View Grocery Store. People planning to use this refuge should make all appropriate arrangements to relocate to this site in ample time prior to hurricane arrival. Residents requiring assistance to reach this refuge should contact PHA Security at (787) 852-7745 during the hurricane preparation phase.

Security Personnel

Approximately twenty (20), security officers will be stationed at the Emergency Operations Center to respond to security situations emergencies that could emerge prior, during and after hurricane passage. The center will be manned on a 24-hour basis with a Security Dispatcher to handle all incoming calls. The Security Dispatcher will coordinate all emergency calls with the appropriate available governmental agencies that may have access to Palmas; particularly, with the Fire Department and Medical Emergency Station located in Barrio Buena Vista, on Road 923, near the Service Entrance to Palmas del Mar. This station will be provided with a portable radio and charged to insure a direct communication link between them and the Emergency Operations Center Dispatch. Portable radios and cellular telephones will be used for communications between the Emergency Center and the Alternate Emergency Center.

The State Police, if an officer is assigned to Palmas, will also be stationed at the Emergency Operations Center to respond to any situation that may require his services.

Heavy equipment operators and a number of security officers will be stationed at the Alternate Emergency Operations Center to assist the Emergency Team in the deployment of security forces after hurricane passage, the cleaning of road obstructions and debris, and in the initial assessment of damages to Palmas del Mar.

Emergency Response Team

The Emergency Response Team located at the Emergency Operations Center will consist of:

- **PHA Executive Director** – Responsible for Providing overall guidance and direction during the execution of the Hurricane Emergency Plan to the Emergency Response Team and Coordinating overall community recovery efforts with Palmas Organizations and external agencies.
- **PHA Security Director** – will supervise emergency operations and the use of security forces throughout the emergency. He will verify that the Emergency Operations Center is prepared and secured on time, that all support equipment has been obtained and secured and that all security personnel is available on schedule. He will make continuous inspections of all areas under PHA Control and will direct the movement of security forces in – and – out of their posts to ensure personal safety.

Immediately after hurricane passage, along with the PHA Executive Director, Palmas Security Coordinator will perform an initial damage assessment of Palmas del Mar to identify potential risks and hazards, coordinate the cleaning of obstructions and establish when it is safe to allow traffic to circulate freely through the complex. He will make recommendations to the PHA Executive Director in determining where security control points will be established and the type of controls that will be implemented.

- **Security Coordinator** – The Security Coordinator for the Security Contracting Company will insure sufficient Security Personnel is available to adequately cover the needs of Palmas del Mar. He will insure that supporting equipment, materials and meals are available to the security personnel that will remain at Palmas prior, during and after hurricane passage.

- **Security Supervisors** – Security Supervisors will remain on alert to insure that security personnel under his supervision are properly briefed on the tasks to be performed, the work conditions that will prevail during their shifts and their deployment instructions.
- **Security Patrols** – Officers on Security Patrols will insure their vehicles are fully gassed. They will maintain effective vigilance of their assigned areas and will verify that all commercial areas and establishments are properly secured. The residential areas, especially those close to the external Palmas perimeters, will be under constant patrol to be able to detect any security breach immediately.
- **Security Posts** – Security Guards will remain at their posts as long as it is safe to do so. They will be relieved upon direction of the PHA Security Coordinator. They will exercise extreme caution in granting access to persons to residential and commercial areas. They will observe strict adherence to instructions issued by the Emergency Actions Center and by the Security Coordinator.
- **Access Control** – Security personnel will instruct every person arriving at the gates for the purpose of providing services at Palmas to report to the Access Control Office to obtain an appropriate pass. Only personnel whose visit or arrival has been pre-announced will be allowed within the complex before and after hurricane passage. Only people specifically authorized by homeowners, contractors or employers for access during the hurricane will be allowed to enter Palmas del Mar.

Additional Access Control personnel will be assigned to the Access Control Office to insure adequate handling of all arriving persons. Residents anticipating contractors to perform work securing their property must give prior notification to the Access Control Office to expedite their processing. It is important that contracted personnel will be advised that at the entry / exit of private residential areas that vehicles will be subject to inspections and no property items will be allowed to be removed without the specific written authorization from its owner.

Access Control personnel will prepare special access control passes en red color. These passes will contain the following rules to be observed during hurricane:

- ☐ Vehicles are subject to inspection when departing residential areas.
- ☐ Trash, debris or construction materials will not be left unsecured at construction sites.
- ☐ No property will be allowed to leave Palmas without the specific authorization of its owner.
- ☐ All equipment and materials will be verified upon entrance or exit. Driver's license information will be annotated when material or equipment is being removed from the complex.

- Passes will be good only for a specific designated area to be visited. Vehicles found outside their designated area will be escorted out of the complex.

Contractors and Developers

Contractors and Developers are responsible for insuring that projects under construction are secured so they do not represent any danger or hazard to other properties within Palmas. PDMPI, ARB and PHA inspectors or any other person designated for the function will check projects under construction to insure all sites and materials are properly secured to prevent further property damage. Contractors must insure that all subcontractors are fully aware of the Hurricane Contingency Plan and the special instructions and guidance that will govern in the eventuality of such an emergency.

Contractors should also inform all workers on the details of this plan and the importance to adhere to the special instructions that will be issued during a hurricane emergency. Also, they must be given specific instructions as to where to report and where to call to obtain information on where to report for work. Contractors should keep in mind that, under an emergency, their operations may be affected by the instructions issued by the Emergency Committee. Contractor representatives attending meetings of the Emergency Committee must share this information with supervisors and employees.

Commercial Establishments:

Business owners must secure their establishments during the preparations phase to hurricane impact. It is important that windows and doors be properly secured not only to prevent damage from the hurricane but also to protect from any acts of vandalism or criminal activity that may also take place during the emergency. Once business sites are secured, owners should notify the Security Department Dispatch accordingly. The Emergency Committee should have a complete list of all business owners identifying their address and telephone numbers where they can be reached in the event of a particular situation involving their establishments. No visitors will be allowed in commercial areas immediately prior, during and after hurricane impact without prior approval from security.

V. During the Hurricane

During hurricane impact and passage, all commercial and residential areas will be closed to the general public. Non – residents will not be allowed to enter the complex unless security and Access Control have been previously notified.

Security guards will remain at their posts as long as whether permits and is reasonably safe to do so. Security guards will be withdrawn from their posts when directed by the Emergency Center, the Security Coordinator or their supervisors. Vehicles will be re-positioned near the posts to allow for their expedient withdrawn to safety when directed to do so. Security personnel will remain in their designed refuge until authorized by the Security Director. Any calls for emergency assistance will be passed to the PHA Executive Director and the Security Director for consideration and appropriate action.

VI. After the Hurricane

Once the wind intensity subsides and the Weather Bureau indicated that hurricanes has passed, the Emergency Actions Center will direct the initial damage and situation assessment of Palmas del Mar. Normal conditions will not be declares until it is safe to deploy security guards and emergency recovery personnel. The Security Director will issue security deployment instructions according to the Security Emergency Plan. A point control system will be initially established to insure traffic into major residential areas is controlled at certain choke points. Once security situation is under control, normal deployment and control procedures will follow.

During the initial damage assessment the Palmas Security Coordinator will insure that all danger and risk areas are properly identified. Electrical lines, poles, fallen trees, damaged roads, debris, etc. will be carefully considered when deploying maintenance, security or service personnel.

The Emergency Committee will coordinate and direct removal of debris and clean up of common areas. Arriving homeowners and property identified visitors will be granted access when the complex is declared safe for general vehicle movement. All workers should report to the Service Entrance Gate when clear to do so. Construction workers will not be allowed to drive to construction sites. Parking for employee will be identified and construction workers will establish a transportation system to move their workers in and out of Palmas until conditions return to normal.

The main and Service Entrance Gates will remain closed to the general public until directed otherwise by the Emergency Committee. Initially only homeowners, developers, construction workers, business owners and regular personnel will be given access to Palmas once it is safe for vehicles to move around the complex. Street traffic will be strictly controlled and general vehicular circulation will not be allowed until declared safe to do so by the Emergency Committee.

Loitering will not be allowed at any time during the emergency. State and Municipal Police will be called to intervene with individuals loitering in unauthorized areas or danger zones.

Employees should wait at home for instructions from employers and should report to work only when called to do so by their supervisors. Workers will be allowed access only to their respective work areas and will not be permitted to roam freely through Palmas.

The Emergency Committee will continue to meet periodically to issue instructions and coordinate clean up and recovery actions. The Committee will issue guidance to security when it is safe or clear to return to normal operations.

Once the hurricane passage has been confirmed, crime prevention action should be taken and residents or persons loitering on the streets of Palmas should be allowed in order to avoid injuries caused by electrical cables, water currents or any other type of accident of any nature.

Strategic points will be established for traffic and access control, until the streets have been cleaned of debris and any kind of danger that could affect the residents.

- Two guards will be assigned to the Main Gate, instructed not to allow anyone in until the streets are secured enough to be transit on.
- Two guards will be assigned to the Back Gate, with the sole purpose of controlling the gate.
- One guard will be assigned at the intersection of Palmas Drive and Academy Drive, controlling access and avoiding that the properties in this area be violated.
- One guard will be assigned at the intersection of Palmas Drive and Country Club Drive, controlling access towards County Club, Executives Offices and Regime.
- One guard will be assigned in the intersection of Palmas Drive and Candelero Drive, controlling access toward the hotel y its regime.
- One guard will be assigned at the intersection of Palmas Drive and Palmas Inn Way, controlling access in that area.
- One guard will be assigned in the intersection of Coral Way and Harbour Drive, controlling access in that area.
- One guard will be assigned to the post # PS-31, stationed on Palmas Drive, controlling access to the south side of Palmas.
- All Emergency vehicles will have access at all times within Palmas.

VII. Emergency Contact Centers

Emergency Security Dispatch	(787) 852-7745 852-7775
Police Department	(787) 852-2020 852-1224
Fire Department	(787) 852-2330 852-0872
State Medical Emergency	(787) 343-2550 852-4044
Agency for Emergency Management in Humacao	(787) 852-0460
Department of Natural Resources	(787) 852-4440 852- 4467
Weather Bureau	(787) 253-0855
Electrical Power Authorities	(787) 852-1300 852-1150
PDMU	(787) 285-0202
PR Telephone Company	(787) 792-3131 724-6868
PHA	(787) 285-6425
American Red Cross	(787) 758-8150
FEMA	(787) 296-3500
Agency for State Emergency Management	(787) 852-0124
Coast Guard	(787) 729-6770
Ryder Memorial Hospital	(787) 852-0768 852-0445
Hima Hospital	(787) 852-2424 852-8585