

Hurricane

Purpose

[Company Name] is committed to making optimal preparations in the event of a hurricane to minimize loss of life and damages.

Standard

- In hurricane-prone areas, team members must carry out measures that will mitigate damage and injuries during a hurricane and minimize disruption to residents.
 - Team members must understand the most effective means to protect themselves and others in the event of a hurricane and be aware of post-hurricane risks and safety measures.
- The Maintenance Supervisor is responsible for maintaining an adequate stock of plywood or other materials to secure windows and doorways.
- The Community Manager is responsible for monitoring hurricane advisories issued by the [National Weather Service](#).
- In the event of a hurricane, team members must communicate effectively with supervisors, residents, and emergency services personnel.
- Following a hurricane, team members must follow all company post-emergency procedures.
- All team members must be familiar with the community-specific Evacuation Plan in case conditions dictate the need for an evacuation. See also [Community Evacuation Plan](#).

Procedure

Preparing Residents for a Hurricane (Hurricane-Prone Areas)

1. Provide residents with preparedness information, such as the American Red Cross [Hurricane Preparedness Checklist](#).
2. Consider having a hurricane-preparedness seminar for residents in the clubhouse and providing handouts with steps to take in the event of a hurricane.
3. Encourage residents to [make a plan](#) for how they will leave and where there will go if advised to evacuate.
4. Instruct the residents to:
 - a. Stay alert.
 - b. Keep a first aid kit, flashlights, and a supply of water available.
 - c. Keep a battery-operated radio on hand, and stay tuned to weather conditions.
5. Provide residents with the city's evacuation route.

Hurricane Watch

1. If under a hurricane watch, stay alert.
 - a. Monitor local media and/or the National Weather Service for changing weather conditions.
 - b. Determine the location of the nearest storm shelter.
 - c. Review the Evacuation Plan, and determine evacuation routes and road closures.
2. Notify residents through all available means of communication.

3. Gather emergency supplies. Keep a supply of fresh bottled water in case of contamination.
4. Prepare to turn off utilities if instructed to do so.

Hurricane Warning

1. Notify the appropriate person listed on the **Emergency Contact List**.
 - a. If that person is not available, notify the alternate contact.
 - b. Continue until contact has been made with someone in a supervisory position.
2. Notify residents through all available means of communication.
 - a. Instruct residents to remove items from patios, balconies, and outdoor areas.
3. Follow precautions issued by the Regional Manager and local authorities, including:
 - a. Electrical/Maintenance
 - Check and maintain all necessary backup equipment, such as generators, communication devices, and fuel supplies for emergency equipment and boilers.
 - Disconnect electrical power, where appropriate.
 - Shut off gas, including propane tanks, to minimize the risk of fire.
 - Shut down irrigation systems.
 - Move maintenance inventory above the anticipated water level.
 - Inspect all fire protection equipment, such as sprinklers, control valves, and fire pumps.
 - Secure all toxic chemicals in watertight containers and relocate them to a safe area.
 - b. Pool
 - Lower pool water levels to a maximum of two feet.
 - Turn off the power to pool pumps.
 - Secure the pool furniture or move it to a storage area.
 - c. Office
 - Raise all equipment off the floor to protect them from debris or rising water and minimize damage or fire hazards.
 - Move equipment above the anticipated water level.
 - Disconnect electrical equipment that cannot be moved.
 - Box up all resident files and important records and store them in a safe, secure place in the leasing office or maintenance shop, preferably in a high area.
 - The Community Manager should keep all cash and checks in their personal possession in case evacuation is necessary.
 - d. Community (General)
 - Secure dumpsters, signage, and loose gutters.
 - Run the trash compactor and ensure the hopper is empty and clean.
 - Inspect and make emergency repairs to roofs, gutters, flashing, and drains.
 - Clean out drains and catch basins.
 - Install windstorm shutters/plywood over windows and doors, as directed by supervisors and local authorities. This may include the leasing office, maintenance shop, clubhouse, and other common areas.
 - Leave access gates open.
 - Shut down elevators and post notices on every floor advising residents to use the stairs.
4. Attempt to complete all preparations before the storm. However, this may not be possible. If the storm strikes, take measures to maximize your safety.

Evacuation

1. Notify residents about the evacuation by all available means of communication.
 - a. Place signage on the front door of the leasing office door with contact names and numbers.
 - b. Place flyers showing the evacuation route and other pertinent information on the door of the leasing office and in other places frequented by residents (e.g., common areas, amenities, and mail kiosk).
2. Notify the answering service of the evacuation as applicable.
3. Follow the directives of local authorities and head to safety.

If Unable to Evacuate

1. Take shelter in a wind-safe room (a reinforced room able to withstand high winds and airborne debris) or an area such as the following:
 - a. Windowless room in the center of the building, such as a closet or bathroom, on the lowest level (this is the safest location)
 - b. An interior hallway with few or no windows
2. Close all interior doors, and secure external doors.
3. Quickly gather any immediately needed emergency supplies such as cell phones, flashlights, batteries, radios, and water.
4. Take cover, staying low to the ground.
5. Remember: If there is a lull, it could be the eye of the storm. Once the eye passes, the storm will begin again.
6. Remain indoors until the storm passes.

After a Hurricane

1. Be alert for common post-hurricane hazards: **Fire, Gas Leak, and Utility Outage**.
2. Follow the company guidelines in **After an Emergency and Damage Assessment and Repair** as appropriate.
3. Complete an incident report within 24 hours. See also **Incident Reporting**.
4. Consult the [Federal Emergency Management Agency \(FEMA\)](#) website for additional post-hurricane information.

Communication with the Media and Others

1. Follow the procedures regarding resident notification outlined in **Communicating During Emergencies**.
2. If you are contacted or approached by the media, following the procedures outlined in **Communicating with the Media**.

Resources

Related Links

- [Ready.gov – Hurricanes](#)