

Kenmure Property Owners Association
10 Kenmure Dr.
Flat Rock, NC 28731

EMERGENCY
MANAGEMENT PLAN

Original July 20, 2007
Revised September, 2008

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Summary

The original Emergency Action Plans, located in Appendix VII were created and prepared by the Operating Committees. The Emergency Management Committee (EMC) has integrated the plans to assure overall coherence and will coordinate these plans in the event an Emergency is declared by the KPOA. The intent was that these plans will be executed by the KPOA Board, the EMC and the KPOA Operating Committees, as detailed in the Plans, in the event that an Emergency is declared by the KPOA President, or designate. The original plans have been revised into a series of checklists which will be used in the event of an emergency. The definition of an Emergency can be found in Section I C of this plan.

Operating committees and/or the EMC will normally initiate their actions based on:

- A Declared Emergency by the KPOA President or designate. Operating Committees will respond to coordination and priority requests made by the EMC.
- Input, field intelligence and feedback from EMC representatives to the EMC Chair regarding the possibility of an emergency event. e.g. an impending storm, fire, or other natural occurrence or,
- As deemed needed when current plans do not adequately address changing emergency situations during a Declared Emergency.

Each Committee representative on the EMC will remain in touch with and in command of potential situations that might result in the future declaration of a defined emergency normally triggered only by the KPOA President, or designate. Telephone or e-mail will be used as the means to communicate with Committee Chairs, the EMC Chair and or the appropriate Director, Liaison, for Committees. The advance and timely sharing of data, information and intelligence will aid the KPOA organization in dealing with upcoming events in a more orderly and timely manner. This will allow all of the players to initiate appropriate execution of actions during a Declared Emergency. These advance discussions and communications with actions taken are intended to help residents prepare themselves in advance of impending events.

1. Emergency Headquarters

EMC, to the extent conditions allow, will use the KPOA Office located in the Kenmure Sales office at 10 Kenmure Dr. as central EMC headquarters. A secondary location may be the Kenmure Country Club. EMC headquarters may be “virtual” via phone, e-mail, radio, or other communications, when conditions require. Common resources such as maps, procedures, etc. will be maintained on file in the KPOA Office. Each EMC member will maintain key call information for their role at their home. In the event of an impending emergency the Committee will be called by the EMC Chair to meet at Emergency Headquarters to plan and to manage the event.

Section I - Plan Background, Intent and Procedures

A. Background and History

An Interim Emergency Management Committee (IEMC) was formed by the Kenmure Property Owners Association (KPOA) Board of Directors in October 2004. The Interim Committee Membership included Alice Soder as Chair, Larry Rostetter as Vice Chair, Jack Wiesenthal as Chair of the Security Committee, Dries Jansma as Chair of the Emergency Committee, Ann Poynton of the Kenmure Architectural Review Committee, and Jim Meersman as Chair of Road Maintenance Committee.

This Committee largely reflected the composition of an informal working group that began to address emergency management issues during the summer of 2004 and worked on these issues during Hurricanes Frances and Ivan. These storms heightened community awareness of the need for planning and coordinated action in the event of an emergency.

The assessment was that the events of Hurricane Ivan demonstrated the need for a comprehensive review of Kenmure's readiness to deal with major emergency situations. An appropriate goal was to develop an Emergency Management Plan that will increase emergency preparedness, minimize risks to people and property during an emergency, and hasten relief and recovery efforts after the emergency. This plan should capitalize upon the experience and expertise of the various Operating Committees and other community resources. It should not interfere with these Committees in the execution of their routine duties in situations that do not rise to the level of an emergency as defined in the Emergency Management Plan. However, when a defined emergency situation arises, the community representatives, i.e. the KPOA Board and the Operating Committees, need a plan to mobilize resources, execute pre-planned activities appropriate to the nature of the emergency, work as a team, and act with speed appropriate to the situation at hand.

The KPOA Board created a permanent Emergency Management Committee (EMC) effective January 1, 2005 for the purpose of creating and staffing a formal Emergency Management Plan for the Kenmure community. The intent was that this plan would be utilized in the event of a Declared Emergency impacting Kenmure. EMC Members appointed by the KPOA Board are listed in Appendix VIII.

B. Intent for the Preparation of the Emergency Plan

The KPOA Emergency Management Plan includes these concepts:

- Emergency planning and operations approach
- Recommended organizations
- Operating Committee Emergency Action Plans
- Resource requirements

This document will serve as the common guide for the KPOA Board and its Operating Committees to maintain the Emergency Plan contained in Appendix VII. Appendix VII describes:

- The roles of the various entities within the KPOA. The Operating Committees are Road Maintenance (RMC), Kenmure Architectural Review (KARC), Security, Community Relations (CR), and KPOA Services (KS).

a. The Role of the KPOA President is to:

- Remain alert to conditions that might lead to a Declared Emergency. Set up ongoing, routine, communications processes with Committee Chairpersons that provide the President with input and intelligence regarding conditions that might lead to a Declared Emergency.
- Seek advice from the EMC Chair regarding ongoing conditions that might lead to a Declared Emergency.
- Declare an emergency, if needed, based on input from the Chair of the EMC and /or KPOA Board members and Committee Chairs. The EMC Chair is the person who normally makes the recommendation to declare an Emergency to the KPOA President and who will initiate this plan if the KPOA President or designate is unavailable.

b. The Role of the KPOA Operating Committees is to:

- Develop and maintain emergency action checklists (Emergency Plans) that define actions before, during and after an emergency using the guidelines contained in this Section.
- Perform their normal ongoing operating mission until an emergency is declared.
- Respond to EMC direction for coordination and integration of effort once an emergency is declared.
- Provide communications to the EMC Chair with information regarding the potential or ongoing emergency where the potential for a community wide emergency declaration might exist.
- Provide an Operating Committee representative to serve on the EMC.

c. The Role of the EMC is to:

- Proactively provide the Emergency Declaration recommendation to the President of KPOA as conditions and/or objective criteria dictate. The Chair of the EMC is normally the person who will do this.
- Coordinate with and communicate to Operating Committees through their EMC representatives to assure that Committee plans, checklists and emergency actions are developed, maintained and improved as needed to meet EMC guidelines.
- Integrate and coordinate Committee Emergency Plans to achieve effective operations before, during and after a potential emergency, in the event of a Declaration of Emergency by the KPOA President or designate.
- Establish advance contact and discussion with utility, emergency, and other support or resource agencies to maximize emergency preparedness and support to EMC during a subsequent emergency.
- Take the emergency action required by the EMC portion of the Emergency Plan. Review, modify or revise the Emergency Plan as required with a review of the Plan at least once a year.

d. The Role of the KPOA Board is to:

- Support staffing of the EMC on an ongoing basis.
- Assure that sufficient resources are assigned to Operating Committees so they can perform their normal duties, and, to manage an emergency when declared.
- Provide oversight to Emergency Plans developed by their Operating Committees. This function is performed by the Director, Liaison.

- Communicate to and consult with the KPOA President when an emergency arises. The KPOA President, or designate, declares the emergency. Assist Operating Committees with appropriate resourcing as needed during an emergency.
- Provide direction, once an emergency is declared, through the EMC to the Operating Committees.

e. The Role of the Residents is to:

- Prepare themselves and their families in advance to meet potential community wide emergencies with needed supplies, food, water, communications, and other personal and medical needs.
- Become aware of potential emergency events through available KPOA Emergency Information communications that exist via e-mail, telephone message systems or the KPOA web site.
- Develop their own plans to assist and to coordinate with neighbors before, during and after the emergency.
- Follow directions provided by the Emergency organization.
- Arrange for alternative shelter or health administration needs, if required, before an emergency.

C. Definition of an Emergency

A variety of situations and circumstances arise that call for special effort on the part of the KPOA Board and/or Operating Committees. These do not all necessarily rise to the level of an emergency as envisioned in this plan. For example, RMC periodically deals with snow and ice situations and roadway incidents that occur on a regular basis. These situations, like many emergency situations, threaten to occur more often than they actually occur. Operating Committees (e.g. RMC) have plans in place to address these situations as each threat arises and when it turns into a real event. These types of situations are not normally expected to rise to the level of a Community Defined Emergency situation. Typically, RMC is equipped on its own, or with some assistance from the Security Committee, to work through these events without the need to mobilize other resources. Usually, these threats arise, come to fruition and are resolved within 48 hours. In these situations, RMC is expected to carry out their existing plans to deal with these incidents. Emergency Management leadership will not have a role to play in these matters. For example, RMC leadership and Emergency Management should, as a matter of course, exchange views on the nature of any impending event to assess whether or not there may be a need to escalate the response and to involve other committees and resources.

a. A Defined Emergency for purposes of this Plan has the following characteristics:

- Planning or response to the incident calls for the concerted and integrated effort of more than one of the Operating Committees.
- The potential hazard to the Kenmore community is great in terms of harm to persons or damage to resident property or community infrastructure.
- Time is of the essence in preparing for or responding to the situation.
- Communications within and external to the community need to be coordinated.

The EMC, under the leadership of the Chair, will periodically review and develop criteria and standards for description and assessment of a “defined emergency” and the various stages of these emergencies. To the extent practical, these should be based on objectives, standards, and with response time lines in mind.

Operating Committee Emergency Checklists (Appendix VI) for execution on short notice are to be maintained for Defined Emergencies. This is not a requirement for an emergency to be declared but should be an attribute of a Defined Emergency. That is, for predictable emergency situations, pre-planned actions should be ready to execute. Committees are to have plans in place for an evacuation, the loss of our road system, or an extended loss of utilities. These impacts are at times the result of a major ice, snow, wind, rain, forest fire and subsidence events. The existence of such prior plans will save valuable time when an emergency occurs.

b. Defined Emergencies

There are several types of events that can result in a Declaration of Emergency within our community. Predictable or accidental events such as a damaging hurricane or tropical storm winds or rain, landslides, extensive ice damage, a forest fire, or a significant chemical spill on NC 225 can create a common potential effect, or emergency, in our community. Experience has shown that these could result in 1) a significant resident hardship, 2) damage to community common property, or 3) potential for significant health hazards requiring “declaration of an emergency”, and therefore activation of defined action plans. The EMC has focused its efforts on these three (3) resultant “emergencies”:

- Loss of road use, other than in a normal storm event
- Loss of electrical power, generally across much of the community and for an extended period of time.
- Situations where a community evacuation is required.

As the EMC gains experience, there may be additional community emergencies that will be addressed.

c. Roles and Responsibilities of the EMC Members

Committee members are expected to bring an “Operating Committee” expertise to the EMC and to be able to communicate effectively with their Committee during review of their Emergency Plan Checklist and during a Declared Emergency. Within the Operating Committee, this person, the Chair of the Operating Committee, Committee Members and the Director Liaison need to be familiar with the plans the Operating Committee will execute before, during and after a Defined Emergency.

Committee members may be selected based upon some special expertise of value in emergency situations. Specific roles and duties will be situation dependent. However, these role definitions represent the initial delegation of responsibilities to each EMC Member. Backup members need to have a working knowledge of these roles and responsibilities. These initial roles will be modified as experience is gained:

1. The roles of the Operating Committee representatives to EMC are summarized in general for all EMC members:

- Remain in command of potential “in advance of events” intelligence, or changes in actual field situations, and communicate possible impacts to EMC chair
- Create understanding of EMC intent and procedures within the Operating Committee
- Lead Operating Committees in preparation of their Emergency Plan Checklist have an understanding of Operating Committee systems and procedures
- Provide ongoing communication before, during, and after an emergency to/from the EMC and Operating Committee
- Track operating Committee actions vs. their Emergency Plan and work to manage deviations or changing conditions; communicate this information to EMC Chair
- Provide backup as needed for traffic control and assist with communicating to residents.

2. In addition, these specific roles are assigned to Committee representatives:

- RMC - Possess a working knowledge of road systems and conditions.
 1. Updates Community Emergency Hotline during abnormal conditions
 2. Trains authorized personnel to initiate Emergency Communication System
 3. Initiate Emergency messages as necessary
- KARC - Maintain up to date information regarding new and ongoing construction activity.
- Security - Possess a working knowledge of Security systems and gate access procedures
 1. Updates Community Emergency Hotline during abnormal conditions
 2. Trains authorized personnel to initiate Emergency Communication System
 3. Initiate Emergency messages as necessary
- Community Relations –
 1. Communicate to/from outside agencies e.g. medical and law enforcement and utilities.
 2. Possess up to date information regarding available community shelters.
 3. Coordinate during Emergency with County, Village and City EMC personnel
 4. Coordinate training of EMC members
- KPOA Services
 1. Provide internal communications conduit to the community during all Plan phases
 2. Compile list of residents with health needs
 3. Provide ongoing resident awareness and emergency training sessions
 4. Compile medical assistance available within the community (retired, available)
- EMC Vice Chair
 1. Assemble and maintain Emergency Headquarters resources
 - Ø Operating Committee Procedure Books
 - Ø Maps
 - Ø Directories
 - Ø Emergency Plan Checklist and Emergency Procedures
- Ad Hoc Electrical Expert
 1. Understand electrical system in community
 2. Coordinate reliability issues with Duke Energy
 3. Communicate electrical issues needs to EMC
 4. Advise EMC Chair regarding potential distribution issues
 5. Maintain up to date distribution map
- Ad Hoc Water System Expert
 1. Understand water system in the community
 2. Coordinate reliability issues with Hendersonville Water & Sewer Dept.
 3. Communicate water issues needs to EMC
 4. Advise EMC Chair regarding potential issues

5. Maintain up to date distribution map

d. Roles of the Operating Committees

For purposes of this plan, there are five Operating Committees whose responsibility is to develop detailed Emergency Plans (Plan Checklists) and to execute those plans in the event an emergency is declared:

- Road Maintenance Committee (RMC)
- Security Committee
- Kenmure Architectural Review Committee (KARC)
- Community Relations Committee (external focus)
- KPOA Services Committee (internal focus)

1. General

Each of the Operating Committees will develop and maintain their subset of the overall KPOA Emergency Management Plan. These Plans are attached as Plan Checklists (Appendix VI). Each of these Plans is to contain standard elements as described in a sample template and also address issues unique to that Committee's mission. A section of the Emergency Plan Checklist will be prepared for the KPOA Board and for the EMC by the EMC Chair. Each Operating Committee will prepare a Checklist addressing the three (3) defined emergencies (Loss of Road Use, Loss of Power, and Evacuation) caused by the event.

2. Emergency Priority Focus

There are several types of events that would likely result in a Declaration of Emergency within our community. Predictable or accidental events such as a damaging hurricane or tropical storm winds or rain, landslides, extensive ice damage, a forest fire, or a significant chemical spill on NC 225 can create a common potential effect, or emergency, in our community.

The EMC has decided to focus its efforts on these three (3) "emergencies". Experience has shown that these three (3) could result in significant resident hardship, damage to community common property or potential for significant health hazards:

- Loss of road use, other than in a normal storm event. Possible impact is loss of emergency vehicle or first responder access, inability of residents to obtain food or medicines.
- Loss of electrical power, generally broadly across the community and for an extended period of time. Impact is loss of functioning health care equipment, loss of heat, food spoilage, or loss of water pressure in some areas.
- An emergency requiring an evacuation. Impact is the need for timely notification of all residents for an orderly exit or creation of alternative exit strategies.

3. Roles of other Kenmure Entities in an Emergency

- **KEI and Kenmure Country Club**

During an emergency, KPOA needs to be cognizant of the need to coordinate with Kenmure Enterprises, Inc. (KEI). KEI has resources that may be able to augment KPOA resources and has financial/business interests that could be affected by EMC decision making. The EMC Chair will assume the coordination responsibility with KEI as required.

Use of the KEI garage for maintenance of equipment and/or facilities to house “on site” contractors who may remain on site for an extended period of time during an emergency should be addressed by the appropriate Committee Plan, e.g. RMC.

- **Kenmure Security (Wackenhut)**

The Kenmure security force is provided by Wackenhut. Our use of these resources during an emergency should not be outside the scope of our contract agreement with Wackenhut unless there has been some agreement reached with Wackenhut that would permit it. The use of Security, RMC or KARC Committee members by Security as evacuation officers, traffic controllers, or other similar control activity where the number of Kenmure Security Guards is not adequate, will extend the capability of Security to maintain orderly access and/or evacuation. Plans to provide this type of backup should be considered within the Security Checklist.

D. Stages of an Emergency

Six (6) stages of an emergency are defined for the purpose of creating plan

- Ø Stage 0 – Precaution
- Ø Stage 1 – Advisory
- Ø Stage 2 – Mobilization
- Ø Stage 3 - Actions in a Declared Emergency
- Ø Stage 4 – Recovery
- Ø Stage 5 - Demobilization and Post Event Review

Each stage is summarized below. These sections are covered in more detail, with examples in Appendix III, “Detailed Definitions of Stages”

Ø Stage 0 - Routine Precaution and Advanced Preparedness

Precautionary notices for a particular type of emergency may be issued by Operating Committees, or the EMC, to remind Committee members and residents of actions which should be taken in advance of a possible emergency or severe weather season. These precautionary actions are for the purpose of reminding residents and committee members to perform advance and sufficient preparation for a possible emergency event. These actions are prudent and some can be taken fairly economically. Others can be long term and/or expensive. This type of preparation should be contained in normal Operating Committee procedures and be summarized in the Emergency Plan as needed for easy reference.

Ø Stage 1 – Advisory.

The advisory stage is the period that commences with receipt of information regarding abnormal weather (e.g. rain, ice, snow, wind) or other potentially severe conditions (e.g. forest fire) that could potentially lead to a defined emergency in Kenmure or our local community. This keeps the community informed of possible future conditions.

Ø Stage 2 - Mobilization.

The conditions for a defined emergency appear imminent and call for mobilization of resources. Pre-established action plans and pre-positioning of specified physical and human resources to manage the impending situation are implemented. The situation and status of mobilization is communicated to residents to make them aware of events taking place and to inform them of actions they may be responsible to take.

Ø Stage 3 - Execute

The Declaration of Emergency is made by the KPOA Board President, or designate, with advice from the EMC Chair. This declaration can precede the actual event by days or hours depending on the circumstances. This alerts Operating Committees and allows sufficient time for orderly evacuation if that is required. Operating Committees swing into action as defined by prepared Emergency Plans and begin to respond to the integration and coordination of the EMC. Operating Committees need to be alert for changing conditions that require a response not defined by the Plan.

Ø Stage 4 Recovery Phase

This stage is entered when conditions are sufficiently stable to permit damage assessment and recovery actions to commence. Recovery plans will address immediate work to be done for road clearing or safe return of residents. Longer term work will be identified and postponed for more orderly and economical completion. During this stage, work is generally taking place in accordance with established Committee Plans defined in the Plan Checklist.

Ø Stage 5 - Demobilization and Post Event Review.

This stage is entered when conditions are near a normal state that can be handled through independent Committee actions. The review of the incident with a view to learning from the experience should take place at the end of this stage. Committee and EMC plans are revised as needed based on key learning and desired improvements.

E. Review Requirement

This Plan is to be reviewed by the EMC annually and updated/revised as necessary.

Appendix I – Community Agencies

A. Fire Departments – 911 for an Emergency

- Blue Ridge –828-692-4416 (Non-Emergency)
- Green River –828-692-4009 (Non-Emergency)

B. Sheriff - 911 for an Emergency

- Henderson County Sheriff –828-697-4596 (Non-Emergency)

C. Rescue - 911 for an Emergency

- Henderson County EMS –828-697-4827 (Non-Emergency)

D. North Carolina State Patrol - 911 for an Emergency

- 800-445-1772 (Non-Emergency)

E. Utilities

- Gas – PSNC Energy –877-776-2427 (24 hour customer service)
- Electricity – Duke Energy –800-777-9898
- Water – Hendersonville Water & Sewer Dept. –828-697-3052
- Sewer – Hendersonville Water & Sewer Dept. - 828-697-3052
- Cable – Mediacom –800-946-5388 or 828-692-3278
- Direct TV – Hendersonville –800-693-0530
- Dish Network –800-793-8353

F. US Forest Service (Pisgah Forest) –828-877-3265

G. US Forest Service NC (Region 8) –828-257-4200

H. Relief/Emergency Organizations

- American Red Cross –828-693-5605
- Henderson County Emergency Management –828-697-4527
- Federal Emergency Management Agency (FEMA) –800-621-3362 (Disaster Assistance)

I. NC Department of Transportation (DOT) and County roads

- Administration – 919-733-7384
- Secondary Roads Division – 919-733-3250
- Henderson County State Roads Division – 828-891-7911

J. Emergency and Utility Telephone Numbers

- Bell South –888-757-6500 (Residential) or 866-620-6000 (Business)
- NC Dept of Transportation/Road Maintenance – 828 - 694-7971 [7:00 am – 3:30 pm].
- Pardee Hospital –828-696-1000.
- Pardee Urgent Care –828-697-3232
- Village of Flat Rock –828-697-8100 or 828-697-8461

- Park Ridge Hospital –828-684-8501
- Bureau of Alcohol, Tobacco, Firearms & Explosives –800-800-3855
- Kenmure Enterprises, Inc. – 828-693-8481 (Real Estate Office)

Appendix II – Reference Material

These files will be maintained in KPOA office as they are developed.

Utility Maps

On file in the KPOA office

- Electrical
- Water

To be obtained by EMC

- Sewer
- Natural gas

Kenmure Community Maps

Henderson County GIS data

<http://207.4.201.200/GoMaps/map/Index.cfm>

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Appendix III - Detailed Definition of Stages

Six (6) stages of an emergency are defined in more detail to aid Committees in thinking through the maintenance of their Plan Checklist.

- Ø Stage 0 - Precaution
- Ø Stage 1 - Advisory
- Ø Stage 2 - Mobilization
- Ø Stage 3 - Actions in a Declared Emergency
- Ø Stage 4 - Recovery
- Ø Stage 5 - Demobilization and Post Event Review

Stage 0 - Precaution and Advanced Preparedness

These activities, while a part of the Operating Committee's Emergency Action Plan overview (Appendix VII), are intended to be activated as driven by calendar, season, or other need by and within the individual Committees. These are actions taken well before any emergency, to lessen the impact of an emergency; as a result they are not included in the Emergency Plan Checklists. They include long-term actions that may require extensive effort and time to complete. In addition, reminders in the form of newsletter articles may be issued by EMC to allow residents, internal and external resources and Committee members to ready themselves for a possible event.

For residents, precautionary items may be characterized as readily available, standard items on well known web sites accessible to a great majority of residents. They may be low cost, easy to accomplish, and renewable annually. For example, hurricane season is an annual event usually having little impact on our community. Therefore, before each hurricane season, EMC could remind residents to review the NOAA hurricane preparedness list and to set aside, as they choose for their own situation, needed food, water, medicines, radio batteries, etc. and to assure their generator is in a state of readiness for possible extended operations. Precautionary actions may also involve long-term actions and/or expensive actions such as installing an emergency natural gas powered generator.

Similarly, the RMC Snowman can plan, with the snow removal contractor, the community need for a proper stockpile of salt and grit for the coming season before the snow/ice season begins.

Objective and/or publicly recognized criteria should be used to decide to initiate precautionary communications to residents. These may include:

- Precautionary notices initiated by the KPOA Services communicator following a predetermined pattern outlined in the EMC Plan Checklist
- Utilization of e-mail, web site, or other communication means as necessary
- Developing and maintaining a current list of residents using health support equipment
- Developing and maintaining a list of residents with generators
- Collecting and maintaining a list of possible emergency shelters with contact names and phone numbers
- Periodic testing of the Emergency Phone Message system
- Resident training sessions on storm preparedness coordinated by KPOA Services
- Winter driving recommendations issued by Road Maintenance.
- Advance communications with outside agencies by Community Relations to coordinate next year's training sessions of the EMC.

Stage 1 – Advisory

The advisory stage is the period that commences with receipt of information or intelligence regarding abnormal weather (e.g. rain, ice, snow, wind) or other potentially severe conditions (e.g. forest fire) that could lead to a defined emergency in Kenmore or our local community. EMC leadership, working with Operating Committee members of the EMC and Committee Chairs, evaluates this information to determine the appropriate actions regarding advising resources of the potential for mobilization of those resources and for communicating with residents. Decision should be based on predetermined objectives regarding what circumstances would call for entering the next stage. For example these may be some elements of the plan:

- EMC members and Operating Committee Chairs are responsible to communicate their concerns for a potential emergency to the EMC Chair.
- The EMC Chair decides whether to begin coordination and communications with Operating Committees, the EMC and the KPOA Board President.
- The EMC Chair and KPOA Board President should be informed as this phase is initiated.
- Communications of the potential situation to users of health care equipment or special health needs.
- Reminding residents to review their ability to maintain communications during electrical outages by having extra or fully charged batteries for flashlights and cell phones and to have a land line phone available.
- Reminding residents to prepare backup lighting or generators as necessary.
- Provision for adequate fresh drinking water, food, medicines and alternative safe means to cook.

Stage 2 - Mobilization

The conditions for a defined emergency appear imminent and call for the mobilization of resources, implementation of pre-established action plans and pre-positioning of resources to manage the impending situation. The situation and status of mobilization is communicated to residents to keep them posted on events taking place and to inform them of actions they may be responsible to take.

Examples of some of these actions are:

- It may be advised that users of health support equipment might discuss possible movement to neighbors with generators or to local shelters capable of meeting their health needs.
- Assemble and test emergency communications radios.
- Preposition resources within facilities to support them during a possible emergency.
- Residents needing special or professional medical transport should make appropriate arrangements.
- Secure loose objects outside that could become projectiles in high wind.

Stage 3 - Execution of Actions during an actual emergency situation

Declaration of an Emergency is made by the KPOA Board President or designate with advice from the EMC Chair. This declaration triggers the shift from normal operations by the Operating Committee to a state where Emergency activities are integrated and coordinated by the EMC. This declaration can precede the event by days or hours depending on the circumstances. This allows

sufficient time for orderly evacuation if that is required. During an actual emergency situation, weather, road, or other conditions may be such that there are dangers to life and property if residents are exposed outdoors or if attempts are made to travel by car. By this time sufficient precautions should have been taken by the Operating Committees or the EMC that maximize the preservation of minimum comforts, life and property. There is no intent to utilize internal or external resources during the emergency when their lives might be at risk.

Committee Checklists will define specific plans that include:

- Decision to evacuate if required by the emergency.
- Monitor the evacuation considering inability/unwillingness of some residents to evacuate.
- How and when residents are advised of road closure or travel restrictions out of and into the community.
- Coordinate with Public Safety and Law Enforcement agencies as needed to mesh evacuation movements.

EMC will be kept apprised of current conditions by Operating Committee Chairs and EMC members via available means of communications (e.g. land line phone, cell phone, emergency radio, or e-mail as available).

Based on available public or Committee field information, the EMC chair will communicate and coordinate when it is safe to move to the next stage. The KPOA Board President will be kept advised by the EMC Chair of actions before they are initiated. The EMC communicator will keep residents advised of emergency status, utility functioning, and road conditions as the situation dictates.

EMC, with the help of Operating Committee Chairs, will develop, communicate and coordinate initial priorities for work based on field observations and damage assessments. Define medical evacuation needs or resident evacuation requirements for the emergency. Communicate to public, EMC, fire, medical or other agencies as the situation requires.

Stage 4 - Recovery Phase

This stage is entered when conditions are sufficiently stable to permit damage assessment and recovery actions to commence. Recovery plans will address immediate work to be done for road clearing or safe return of residents. Longer term work will be identified and set aside for more orderly and economical completion. During this stage, work is generally taking place in accordance with established Committee Plans defined in the Checklists. EMC priorities are communicated to Committees and pre-positioned resources are called to begin planned actions as defined in Committee Checklists following current EMC priorities. Cleanup, access, egress or evacuation efforts are coordinated to assure medical needs are met and that emergency access is restored. Committee Checklists should include plans to:

- Assess and communicate when it is safe to return to the community.
- Assess and develop longer term plan for recovery/cleanup.
- Request outside assistance as required.

Stage 5 - Demobilization and Post Event Review

This stage is entered when conditions are near a normal state that can be handled through independent Committee actions. The review of the incident with a view to learning from the experience should take place at the end of this stage. Committee and EMC plans are revised as needed based on key learning and desired improvements.

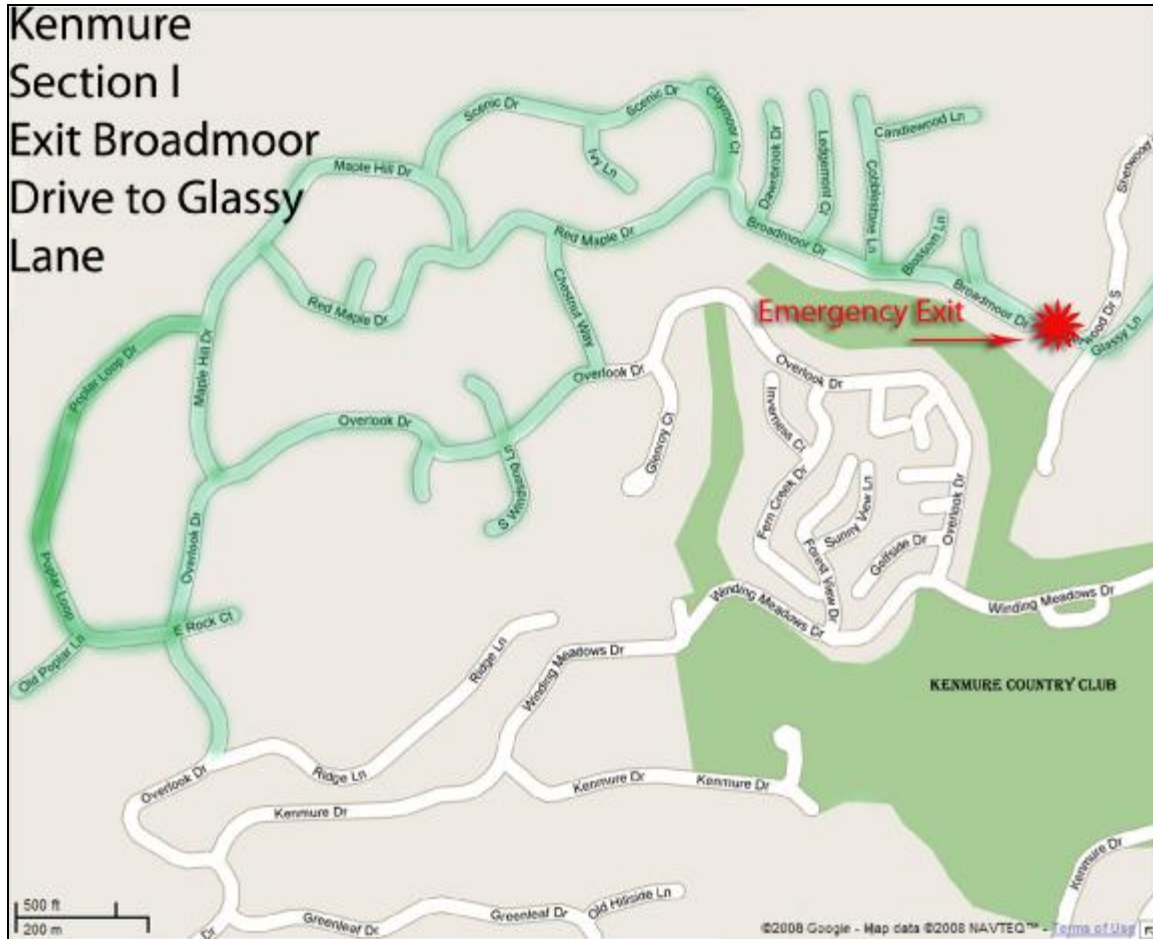
1. Sub Elements to be defined for each stage of the Emergency

Within each of the 6 stages of an Emergency Event described above, the following sub elements will be defined and included in each Operating Committee's Emergency Action Plan.

- Objective: What is the objective for the Committee in this stage?
- Trigger: Define the established criteria and standards for a "defined emergency" to exist. For example, NOAA has indicated that a severe storm is expected to arrive in a certain number of days or hours.
- Actors: Designate Committee resources required for this stage, and, identify other non-Committee people who must be involved.
- Actions: Define specifically what must be executed for this stage.
- Resources: Identify people by role, contract support, information, and material resources needed for this stage.
- Communication Requirements: What internal (residents, KPOA, KEI, etc.) and external (Law, Fire, County, Village, etc.) specific communications content and protocols are required. Information, decision requiring action, support needed, etc.

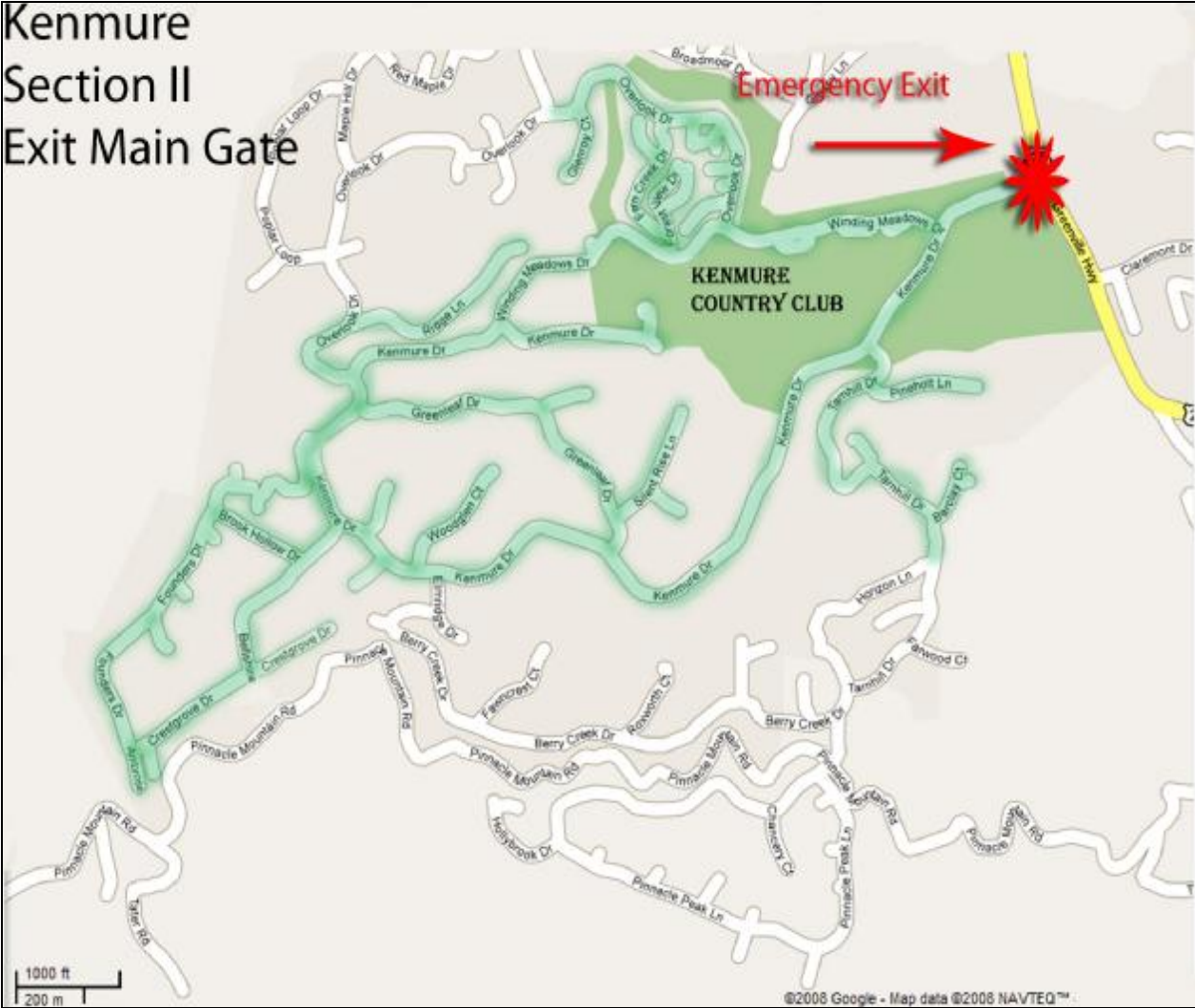
Appendix IV Kenmure Evacuation Maps

Section I Map



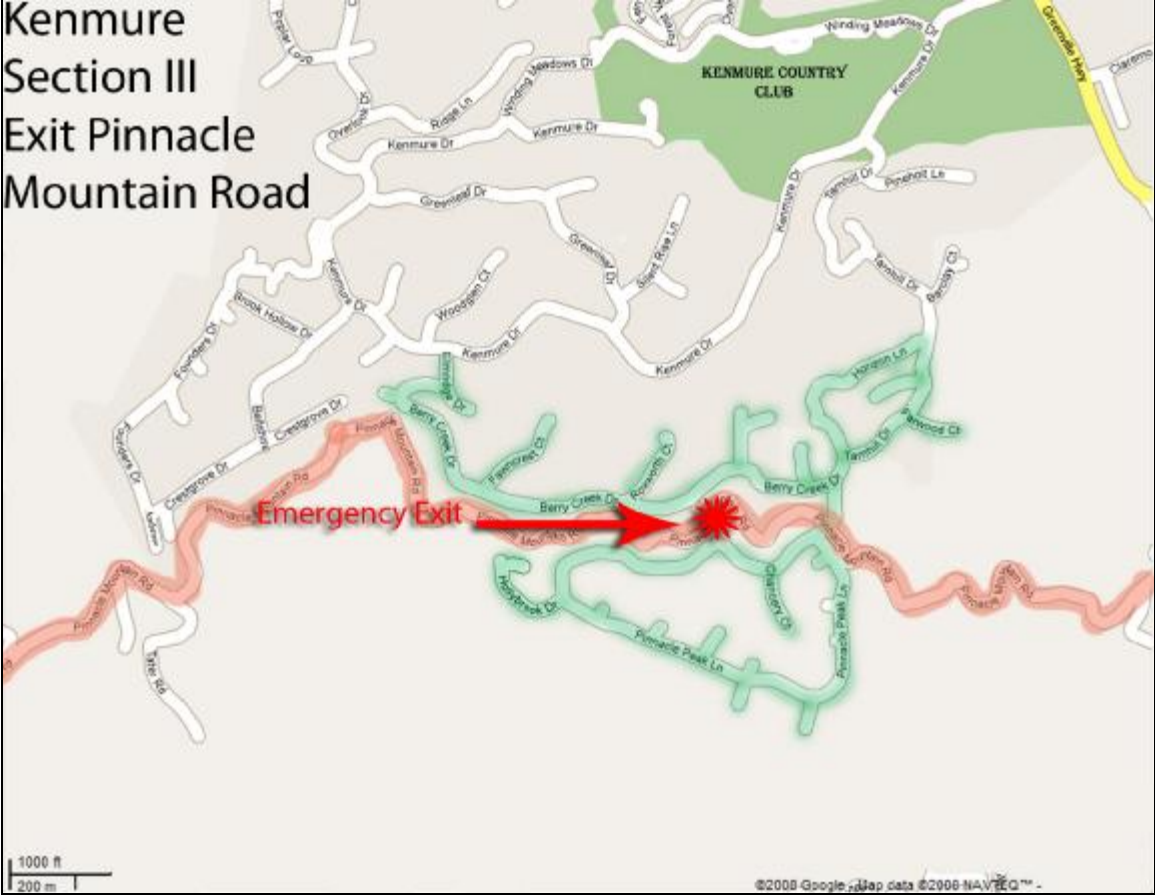
Section I Evacuation Route (Shaded Green) - Area of Overlook Drive/Ridge Lane intersection North and East and Chestnut Way/Overlook Drive area north all exit thru Brookwood in Broadmoor Drive onto Glassy Lane

Section II Map



Section II Evacuation Route (Shaded Green) - The Founders area and all of Kenmure Drive, including the area north and east from the Tarnhill Drive/Horizon Lane intersection exit thru the front gate.

Section III Map



Section III Evacuation Route (Shaded Green) - Area south of Tarnhill Drive/Horizon Lane intersection and area South of Elmridge/Kenmure Drive intersection including the Cottage area and the Hollybrook Drive area exit thru the Pinnacle Mountain Road exit.

Alternate Evacuation Routes

It is likely in an emergency requiring Kenmure resident evacuation that one of the above listed evacuation routes might not be usable. If this were to happen, that area would evacuate through one of the other evacuation routes. Example: If Section I Evacuation Route were not usable then those residents would evacuate thru Section II Evacuation Route. Notification of the need for evacuation and the routes available will be via a phone call from the automated Emergency Notification System. That number will appear either as “411-000-0000” on resident caller ID or 828-692-2346. Road condition information is also available at: www.kenmure.org or by calling [828-696-8805](tel:828-696-8805).

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Appendix V– Emergency Management Plan Overview

Emergency Management Committee

Stage One - 3 - 5 Days before impending event or as soon as possible after unpredicted event begins

1. EMC chair or representative activates Emergency Notification System to assemble committee.
2. EMC chair has committee members check cell phones, Gate check Trac Phone.
3. EMC chair or representative calls Henderson County Emergency Mgt. to establish communication.
4. EMC chair notifies EMC members when to gather at headquarters.
5. EMC chair notifies RMC, KARC, KPOA Services, Community Relations and Security Committee Chairpersons. Also notifies Gate and KEI.

Stage Two - 1 day before impending event or within 2 hours of advisory

1. EMC meets at Headquarters-reviews status of planning.
2. Road, KARC and Security Chairs provide feedback to EMC on status and confirm committee members present.
3. KARC chair, RMC Chair and KEI confirm contractors and KEI employees are notified.
4. EMC chair advises KPOA President of needs.
5. Confirm communications with KPOA Services and Community Relations as well as Henderson County EMS.
6. Warning call sent to residents via Emergency Notification System.
7. Gate is notified to discontinue admittance to non-residents.

Emergency Management Committee - Continued

Stage Three - Declaration of Emergency - Emergency Management Plan Executed.

1. EMC staffs Headquarters.
2. Communications established with RMC, KARC and Security Committees.
3. EMC members audit actions and report to EMC chair.
4. EMC Members identify needs and act on them, assisting First Responders as necessary.

Stage Four - Event subsides and resident safety is established

1. Obtain damage/injury assessments from RMC, KARC and Security Chairs.
2. Coordinate KPOA recovery efforts.
3. Set priorities to Aid, Cleanup and Restore.
4. Status report given to KPOA President by EMC Chair.
5. Assist community recovery teams (EMS, Fire, Red Cross) as necessary.

Road Maintenance Committee

Stage One - 3 - 5 Days before impending event or as soon as possible after unpredicted event begins

1. RMC chair or Specialist issues advisory to contractors.
2. If a snow emergency, RMC "snowman" updates telephone message and confirms communication with gate.

Stage Two - 1 day before impending event or within 2 hours of advisory

RMC chair or Specialist:

1. Confirms adequate personnel and equipment are available for defined emergency.
2. Activates emergency quarters for contractors.
3. Confirms communication with EMC chair and Security chair.

Stage Three - Declaration of Emergency – Emergency Management Plan Executed

RMC chair or Specialist:

1. Checks conditions to monitor if appropriate equipment and personnel are working in a timely manner to assure roads are open.
2. Notifies EMC road liaison of estimated time to completion or conditions not allowing for completion.
3. RMC "Snowman" updates owner advisories as needed.

Stage Four - Event subsides and resident safety is established

RMC chair or Specialist:

1. Notifies EMC road liaison that roads are clear.
2. Assists in recovery effort as needed.
3. RMC "Snowman" advises owner's road conditions are normal.

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Security Committee

Stage One - 3 - 5 Days before impending event or as soon as possible after unpredicted event begins

Security chair or representative:

1. Alerts Wackenhut Security of possible need to increase personnel.
2. Prepares quarters for security personnel.
3. Confirms that guards have:
 - a. Tested radios
 - b. Checked oil level and tested emergency generator at gate.
4. Confirms communication with EMC chair
5. Prepares for opening alternate Kenmure exits.

Stage Two - 1 day before impending event or within 2 hours of advisory

Security chair or representative:

1. Determines need to increase security personnel and informs Wackenhut.
2. Confirms quarters for extra security personnel are stocked and prepared.
3. Establishes communication with EMC chair or EMC Security liaison.
4. Evaluates need for alternate exits to be opened.
5. Confirms committee members present and available if needed to direct evacuation traffic.
6. Prepares equipment necessary to direct evacuation traffic.
7. Confirms security vehicle gas tank filled.

Security Committee - Continued

Stage Three - Declaration of Emergency – Emergency Management Plan Executed

Security chair or representative:

1. Confirms need for additional security personnel with Wackenhut.
2. Assures unimpeded traffic flow for First Responders and other Emergency personnel.
2. Coordinates security needs and assists EMC as necessary.
3. Assigns committee members as needed to direct traffic, if evacuation necessary. *
4. Dispenses required equipment to committee members.
5. Ensures alternate Kenmure exits are shut, when no longer needed

**This should not be done if danger exists or Security professionals deem it unnecessary or unwise.*

Stage Four - Event subsides and resident safety is established

Security chair or representative:

1. Authorizes extra security personnel to go home.
2. Verifies alternate Kenmure exits are locked
3. Assists in recovery effort as needed.
4. Arranges to have guard house generator serviced, if needed.

Kenmure Architectural Review Committee (KARC)

Stage One - 3 - 5 Days before impending event or as soon as possible after unpredicted event begins

KARC chair or representative:

1. Confirms list of contacts for contractors authorized by KARC is current.
2. Confirms communication with Chairs of EMC, RMC and Security.

Stage Two - 1 day before impending event or within 2 hours of advisory

KARC chair or representative:

1. Assure contractors and personnel authorized by KARC have access to work sites in order to prepare, as appropriate.
2. Coordinate access with Chairs of EMC, RMC and Security
3. Advise contractors authorized by KARC of extent of power outage, if applicable.

Stage Three - Declaration of Emergency - Emergency Management Plan Executed.

KARC chair or representative:

1. Advise contractors and personnel authorized by KARC to cancel work schedule, including supply deliveries.
2. Supervise evacuation of personnel, if needed.
3. As appropriate, notify gate to not allow entry of contractor personnel or delivery trucks.
4. If possible, drive through job sites to assure all personnel are safe or have evacuated

Kenmure Architectural Review Committee (KARC)

Stage Four - Event subsides and resident safety is established

KARC chair or representative:

1. Notify contractors authorized by KARC of recovery situation and provide estimate of when work can resume.
2. When appropriate, notify gate to allow contractor personnel entry as well as delivery truck entry.

Kenmure Property Owners Association (KPOA) Services Committee

Stage One - 3 - 5 Days before impending event or as soon as possible after unpredicted event begins

KPOA Services chair or representative:

1. Notifies Quality of Life and First Responder committees of possible need to act and assesses number of people available to help. Arrange for alternates if necessary.
2. Confirms R-U-OK participants are present and available to help. Arrange for alternates if necessary.
3. Provides Quality of Life, First Responders and R-U-OK personnel with shelter locations, directions and information in case evacuation is necessary.
4. Confirms communication with EMC chair.
5. Notify resident medical professionals of possible need to help.
6. Confirm those needing medical equipment have an adequate supply (e.g. oxygen).

Stage Two - 1 day before impending event or within 2 hours of advisory

KPOA Services chair or representative:

1. Notify Quality of Life and First Responders committee representative and R-U-OK participants that evacuation is impending, if applicable.
2. Confirm that all Quality of Life committee representatives and R-U-OK participants affected have current and appropriate information on
 - a. Where to go
 - b. How to get there
 - c. Who is going to help?
3. Assign each affected individual to a specific shelter location or neighbor's home.
3. Provide gate with a list of individuals who may need EMS assistance.
4. Designate several people who will be able, in Stage 3, to drive to affected homes to make sure affected individuals have been evacuated.
5. Communicate needs (including additional people to help) to EMC chair.

Kenmure Property Owners Association (KPOA) Services Committee - Continued

Stage Three - Declaration of Emergency - Emergency Management Plan Executed

KPOA Services chair or representative:

1. As appropriate, notify all affected people and their assistants to evacuate to the assigned shelter or neighbor's home.
2. Confirm that all affected have evacuated and are now at assigned shelter or home.
3. Communicate status of evacuees to EMC chair.
4. Assist EMC by updating list of people needing EMS assistance. Include name, address, type of assistance needed and where to transport.

Stage Four - Event subsides and resident safety is established

KPOA Services chair or representative:

1. Notify evacuees when it is safe to return.
2. Coordinate and/or assign people to assist those unable to drive to return to their home.
3. Check each assisted household to make sure no further assistance is necessary.
4. Assist in recovery as needed.

Community Relations Committee

Stage One - 3 - 5 Days before impending event or as soon as possible after unpredicted event begins

Community Relations Liaison or representative:

1. Update
 - a. emergency contact phone numbers
 - b. shelter locations and phone numbers
 - c. EMS, police and fire phone numbers (other than 911)
2. Advise Red Cross of potential space needs for local shelters.
3. Establish communication with Henderson County Emergency Management Office.
4. Confirm communication with EMC chair.

Stage Two - 1 day before impending event or within 2 hours of advisory

Community Relations Liaison or representative:

1. Coordinates with KPOA Services and confirms that all affected have current and appropriate information on
 - a. where to go
 - b. how to get there
 - c. who is going to help.

Community Relations Committee - Continued

Stage Three - Declaration of Emergency - Emergency Management Plan Executed

Community Relations Liaison or representative:

1. Coordinates with KPOA Services and updates list of people needing EMS assistance.

Include:

- a. name
- b. address
- c. type of assistance needed
- d. where to transport.

Stage Four - Event subsides and resident safety is established

Community Relations Liaison or representative:

1. Coordinates with KPOA Services to

- a. Notify evacuees when it is safe to return.
- b. Coordinate and/or assign people to assist those unable to drive to return to their home.
- c. Check each assisted household to make sure no further assistance is necessary.

2. Assist in recovery as needed.

Appendix VI – KPOA Committee Checklists

Checklists to be used on file in KPOA Office

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Appendix VII Emergency Action Plans – Detailed Overview

Emergency Management

	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event
Objective	Owner 2 to 3 months advance readiness for seasonal events, eg hurricanes, ice, snow events	Preparations by Owners and Operating Committees 3 -5 day in advance of ETA of impending event	Owners - safety reminders Committees & contractors notification & readiness EMC get ready 1. 1 day b4 predicted ETA 2. w/ 2 hours of advisory	OpCmt Execute EM Plans	Assess, Cleanup, Restore, Aid as needed	Improve plan
Trigger	1. July pre-storm season 2. November for snow & ice 3. October clean debris-fire	1. 3 Days b4 predicted ETA 2. ASAP after unpredicted event	1. 1 day b4 predicted ETA 2. w/ 2 hours of advisory	Declaration of Emergency	Event subsides, safe	3 to 5 days after event
Actors	CS Rep; CR Rep, EMC Chair, KPOA Board, Op Cmt chairs, Owners	EMC chair, EMC Members, Owners, KPL	EMC, Op Committee Chair, KPOA Dir Liaison, Contractors, KPL	Op Committee, EMC Members, KPOA President & Board, Owners	EMC, KPOA Board, Op Cmt, Owners	Op Cmt, EMC, KPOA Board, Pres
Executable Actions	1. CS notify Owners readiness 2. Op Comm rw EM plans 3. Op Comm initiate Prec act 4. Vice Chr Ready EMC HQ 5. CS readiness message 6. CR discuss readiness HEMC 7. CS Resident Tng Session 8. EMC meet June prep plans	1. CS issue first advisory message to all Owners 2. Test SG/RMC/EMC radios 3. CR call Hvl Cty EMC to est comms 4. EMC chair notifies EMC members gather/comm info 5. EMC Notify OP Com	1. EMC meet in HQ to rw status of event planning - face/face 2. Action fbk from OP Comm vs. plan 3. Cfm OP Comm Staff	1. EMC staff EM HQ 2. Estib comm w/OP Cmt 3. EMC Cmt Mem audit actions 4. EM Cmt mem inform Em Chr 5. ID Variances, act on them 6. ID coord needs	1. Obtain damage/injury assess 2. Set priorities, if need 3. Coord effort 4. Status rep fm EMC Mem 5. Define resource	1. EMC lead data gathering 2. OPCmt send rpt to EMC 3. EMC meet to rve data 4. Report to KPOA Bd =/-, imprv
Resources	1. Phone message system 2. Web site 3. Email message system 4. Hvl Cty EMC	1. Phone message system 2. Web site 3. Email message system 4. Test Cell phones	1. Contractors 2. Web site 3. Email message system	1. OP Cmt 2. Contractors 3. KPL 4. Hvl EMC	1. OP Cmt 2. Contractors 3. KPL 4. Hvl EMC	1. OP Cmt 2. Contractors 3. KPL 4. Owners
Communications Needs	EMC Mem discuss readiness with Director, Op Comm Chr	1. CS,CR to respective in/out 2. EMC Mem intel to Echr	1. Advise Pres 2. Advise EMC pending needs 3. CS/CR inform in/out	1. To/Fm Op Cmt via EMC Mem 2. EMC Chr to/fm Pres 3. Apvl to declare fm Pres 4. CS/CR inform in/out	1. Inform Pres 2. CR/CS inform in/out	1. CR/CS inform in/out

KPOA Board		All Events				
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event
Objective	Annual Preparedness Owners Pandemic Flu- Mar. Hurricane - May Forest Fire - Oct Evacuation - July Winter Driving - Nov. RMC Prepare winter - Nov.	Advise Owners of Event as forecast by various Media/Govt Org Liaison/ Comm readiness for upcoming event	OP Committee prepared for upcoming event Contractors engaged, ready	KPOA President Standby Emergency on EMC Recom Effective, priority work first	Effective repair and return to normal conditions Roads Open	Critique of event management within 1 week of "end"of event
Trigger	Calendar Timing Per Committee EMC Plans	Hurricane Prediction Forest Fire imminent Chemical Release Pandemic Flu Possible	Op Comm plan trigger	Emergency Declaration	Event subsidence EMC Direction	Normal Operations
Actors	Community Service Community Relations KPOA President RMC, ARC, EMC as needed	Community Service Community Relations Op Committees EMC	Op Committees KPOA Board EMC	KPOA President EMC KPOA Board	Op Committees KPOA Board EMC KPOA President	Op Committees EMC
Executable Actions	Send info to owners on sched Reminder to prepare family RMC Winter Readiness Bd Liaison Rvw Comm Emerg Plans Annually	Emergency Message and E-Mail status/ prediction Status Timing Predictions	Execute OP Comm Plans	EMC begin Op Comm coord Comm provide status to EMC EMC provide status to Pres Determine injury.	When OK , Pres Declare Emerg over Return to Normal Opns.	Comm Input, discussion EMC report to Pres
Resources	e-mail system, Emergency Info line, EMC Comm Member, <a href="http://www.dfr.state.nc.us/ind
ex.htm">http://www.dfr.state.nc.us/ind ex.htm , http://www.nhc.noaa.gov/ , http://www.pandemicflu.gov/	Committee Emergency Plan Ditto precaution	Ditto precaution	Op Comm Contractors as needed	Op Comm Contractors as needed	OP Comm EMC
Communications Needs	Annual Reminder to all owners CS/CR coordinate comms Committee Meeting Discussions	Telephone Discussions Committee Plan Status	Inform President of possible issues	Inform President of possible Emergency Phone Messages	e-Mail Emergency Messages	e-Mail Written Report

Plan Annex Committee: Road Maint.						Impact: Road Loss				
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event				
Objective	Preparation for Event	Position Resources	Position Resources	Assess/Initiate Action	Return to Normal	Incorporate Lessons Learned into Plans				
Trigger	NWS/Weather Warning									
Actors	RMC Personnel	RMC Specialist	RMC Specialist	RMC Specialist	RMC Specialist	RMC Personnel				
Executable Actions	* KPL/RMC review materials storage.	* RMC Chair/Specialist issue advisory to contractor(s). *Snow Emergency - RMC "Snowman" updates telephone message and activates message board at front gate..	* Activate emergency quarters for contractors. * Ensure adequate personnel and equipment are on hand for defined emergency. + Review cell phone information.	* Check roads to monitor if appropriate equipment and personnel are handling event in timely manner. Notify Chairman of the estimated time for actions to be completed.	* RMC Chair notifies that roads are cleared. * Damage to owner property or damage done by property owners is documented for evaluation/action.	* Review(s) are conducted with contractor personnel. * Policies and procedures are reviewed for future events.				
Resources	Materials Pre-staged		Contractor Personnel	RMC Specialist Contractor Personnel						
Communications Needs	EMC/RMC Chair	EMC/RMC/Security Chair	EMC/RMC Security Chair	EMC/RMC Security Chair	EMC/RMC Chair					

Plan Annex Committee: Security						
Impact: Power Loss						
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event
Objective	Preparation for Event	Preparation for Event	Preparation for Event	Event occurs	Return to Normal	Incorporate Lessons Learned into Plans
Trigger	N/A	Forecast of High Winds, Heavy Rain, Heavy Snow, and or Ice Storm	Arrival Forecast in 24 hours	Arrival of Weather Event	Electricity Restored	
Actors	Security Committee	Guards Security Committee	Guards Security Committee	Guards Security Committee	Guards Security Committee	Security Committee
Executable Actions	<ul style="list-style-type: none"> Install Gas Line and Emergency Gas-powered Generator at Gatehouse Develop budget for extra guards and guard overtime 	<ul style="list-style-type: none"> Test Emergency Generator at Gatehouse. Test Radios, fill security truck with gas Alert Guard force for possible need to come on duty early. 	<ul style="list-style-type: none"> Bring next guard shift in early Provide food, water, cots, blankets for guards 	Hold over guard shift if necessary.	<ul style="list-style-type: none"> Update phone message Service generator as needed. 	<ul style="list-style-type: none"> Review Emergency Planning Documents and procedures.
Resources		U.S.Security	Guard's radios	Guard's radios	• EPS	• Emergency Plan (Lessons Learned).
Communications Needs	Assure Emergency Phone System in Place.	Coordinate with EMC Chair, Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with EMC Chair, Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with EMC Chair, Security, Road Maintenance, Community Services, Henderson County EM Office.	Return to Normal	EMC Review Lessons Learned

Plan Annex Committee: Security Impact: Road Loss

	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event
Objective	Preparation for Event	Preparation for Event	Preparation for Event	Event occurs	Return to Normal	Incorporate Lessons Learned into Plans
Trigger	N/A	Forecast of High Winds, Heavy Rain, Heavy Snow, and or Ice Storm	Arrival Forecast in 24 hours	Arrival of Weather Event	Roads Restored	
Actors	Security Committee	Guards Security Committee	Guards Security Committee	Guards Security Committee	Guards Security Committee	Security Committee
Executable Actions	<ul style="list-style-type: none"> Develop alternate traffic flow plans along with RMC Develop budget for extra guards and guard overtime 	<ul style="list-style-type: none"> Test Radios. Alert Guard force Prepare for opening alternate exits from Kenmure. 	<ul style="list-style-type: none"> Consider opening alternate exits from Kenmure Fill Security truck w/ gasoline Bring next guard shift in early Provide food, water, coats, blankets for guards held over beyond their shift. 	<ul style="list-style-type: none"> Communicate information concerning altered traffic flow to residents Hold over guard shift if necessary Update phone message Open alternate exits as necessary. 	<ul style="list-style-type: none"> Update emergency message system 	<ul style="list-style-type: none"> Review Emergency Planning Documents and procedures.
Resources		Guard's radios, cell phones U.S.Security	Guard's radios, cell phones	Guard's radios, cell phones, EPS	Guard's radios, cell phones, EPS	Lessons Learned
Communications Needs	Coordinate with RMC.	Coordinate with Road Maintenance Committee				

Plan Annex Committee: Security						Impact: Evacuation	
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event	
Objective	Preparation for Event	Preparation for Event	Preparation for Event	Event occurs	Return to Normal	Incorporate Lessons Learned into Plans	
Trigger	N/A	Distant Forest Fire, order to evacuate from state officials, etc	Arrival Forecast in 24 hours	Arrival of Event	All Clear	Return to Normal	
Actors	Security Committee	Guards Security Committee	Guards Security Committee	Guards Security Committee	Guards Security Committee	Security Committee	
Executable Actions	<ul style="list-style-type: none"> Develop evacuation plan regarding traffic flow and exits with input from RMC Develop budget for extra guards and guard overtime 	<ul style="list-style-type: none"> Test Radios, fill security truck with gasoline Alert Guard force Prepare for opening alternate exits 	Execute plan for traffic flow, provide unimpeded access for emergency responders (ie, fire trucks),	Hold over guard shift if necessary.	Update emergency message	<ul style="list-style-type: none"> Review Emergency Planning Documents and procedures. 	
Resources		Guard's radios, cell phones	Guard's radios, cell phones; Keys to alternate exits; bullhorns	Guard's radios, cell phones. Keys to alternate exits. Emergency phone message system; Bullhorns	Guard's radios, cell phones, emergency phone message system	Lessons Learned	
Communications Needs	Coordinate with Road Maintenance Committee	Coordinate with RMC					

Plan Annex Committee: Architectural Review						Impact: Power Loss	
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event	
Objective	Security or Road Maintenance would advise alert status to KARC liaison	KARC member advised, gate advised by EMC	Readiness check and preparation for execution of plan	Advise contractors and personnel of the loss of power, approximate duration, and request they handle deliveries & work schedules accordingly	Assess situation and reinstate normal activities as possible by communicating to contractors		
Trigger	Loss of power under temporary or sustained conditions	Power failure or interruption by means of weather or calamity	Event notification by EMC to KARC contact(s)	Notification by EMC to KARC contact(s)	EMC determination of event conclusion		
Actors	KARC EMC member, backup KARC member(s) as determined	KARC EMC member, backup KARC member(s) as determined	EMC Chair or appointee KARC member(s)	EMC Chair or appointee KARC member(s)	EMC KARC member(s)		
Executable Actions	Prepare documentation kit consisting of binder with current contacts (phone and email) of all current contractors	Check contact information for readiness	Determine extent of power loss and possible length of time power will be unavailable	Contact builders, contractors, and advise of situation if loss of power is anticipated to be sustained. Advise need to reschedule work as needed.	Notify contractors of situation and advise when workers, deliveries and other activity may be safely resumed.		
Resources	EMC binder with directions, contact lists of builders, contractors, current road map,	EMC binder with directions, contact lists of builders, contractors, current road map,	EMC binder with directions, contact lists of builders, contractors, current road map,	EMC binder with directions, contact lists of builders, contractors, current road map,	EMC binder with directions, contact lists of builders, contractors, current road map,		
Communications Needs	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver		

Impact: Road Loss

Plan Annex Committee: Architectural Review

	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event
Objective	Security or Road Maintenance would advise alert status to KARC liaison	KARC member advised, gate advised by EMC	Readiness check and preparation for execution of plan	Redirect activities away from road closures or inaccessible road locations	Assess situation and reinstate normal activities as possible by communicating to contractors	
Trigger	Event requiring closure or actual loss of roadways	Closure of roads or loss of roadways	Event notification by EMC to KARC contact(s)	Event notification by EMC to KARC contact(s)	EMC determination of event conclusion	
Actors	KARC EMC member, backup KARC member(s) as determined	KARC EMC member, backup KARC member(s) as determined	EMC Chair or appointee KARC member(s)	EMC Chair or appointee KARC member(s)	EMC KARC member(s)	
Executable Actions	Prepare documentation kit consisting of binder with current contacts (phone and email) of all current contractors and all emergency access/egress. Determine which KARC members would assist with contact, traffic direction	Check contact information for readiness Determine which access/egress is available for traffic	Determine which roads can be used and effect on normal traffic for contractors, workers	Notify gate to advise workers or contractors of roads affected, advise contractors to change/cancel scheduled work or activities, including supply deliveries as required.	Notify contractors of situation and advise when workers, deliveries and other activity may be safely resumed. Advise of any changes to normal traffic flow, special safety precautions or other needed information. Advise gate of special information for workers/contractors.	
Resources	EMC binder with directions, contact lists of builders, contractors, current road map,	EMC binder with directions, contact lists of builders, contractors, current	EMC binder with directions, contact lists of builders, contractors, current	EMC binder with directions, contact lists of builders, contractors, current	EMC binder with directions, contact lists of builders, contractors, current road map,	
Communications Needs	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	

Plan Annex Committee: Architectural Review						Impact: Evacuation	
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event	
Objective	Security or Road Maintenance would advise alert status to KARC liaison	Daytime KARC member advised, gate advised by EMC	Readiness check and preparation for execution of plan	Clear community of all labor, construction and related trades, provide information with respect to egress	Assess damage and with EMC determine appropriate time to resume activities in community (contractors)		
Trigger	Catastrophic event requiring evacuation	Catastrophic event	Event notification by EMC to KARC contact(s)	Notification by EMC to KARC contact(s)	EMC determination of event conclusion		
Actors	KARC EMC member, backup KARC member(s) as determined	KARC EMC member, backup KARC member(s) as determined	EMC Chair or appointee	EMC Chair or appointee	EMC KARC member(s)		
Executable Actions	Prepare documentation kit consisting of binder with current contacts (phone and email) of all current contractors and all emergency access/egress. Determine which KARC members would assist with contact, traffic direction	Check contact information for readiness Determine if all access/egress are available for traffic	Advise contractors to tie down work sites. Advise gate of preparations, determine to deny entry to any additional workers, contractors, etc. Ensure access/egress is available for use	Notify contractors to advise all personnel of the need to leave the community. Advise of alternate egress if needed. Drive through job sites to advise any workers not in contact with contractor.	Complete site inspections for damage and assess site readiness for resuming normal activity. Note any failure to comply with directives to tie down sites or evacuate personnel. Advise contractors of timing to resume activity & advise gate of those decisions.		
Resources	EMC binder with directions, contact lists of builders, contractors, current road map, list of alternate access, egress for emergency use.	EMC binder with directions, contact lists of builders, contractors, current road map, list of alternate access, egress for emergency use.	EMC binder with directions, contact lists of builders, contractors, current road map, list of alternate access, egress for emergency use.	EMC binder with directions, contact lists of builders, contractors, current road map, list of alternate access, egress for emergency use.	EMC binder with directions, contact lists of builders, contractors, current road map,		
Communications Needs	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver	Cell phone, land line, portable transceiver		

Impact: Evacuation

Plan Annex Committee: KPOA Services

	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event
Objective	Have an evacuation plan. This is in principle the responsibility of Blue Ridge Fire, so coordination of plan is vital. Identify evacuation locations/shelters.	Make people aware of possible need for evacuation if a threat exists (fire). Have list of locations/ shelters, routes to take.	Smooth and orderly evacuation plan. Affected people aware of imminent threat, know where to go and which routes.	Execute evacuation plan.	Smooth return - expedite return plan.	Review and improve actions taken.
Trigger	It is assumed that this does not normally apply to this stage.	Existing problem like forest fire.	Fire, explosion, spill, terrorist attack, etc.	Fire, explosion, spill, terrorist attack, etc.	Hazard under full control or eliminated.	All back to normal. Critiques and observations by all.
Actors	Emergency Committee	Emergency Committee	Emergency Committee plus Blue Ridge Fire & Rescue.	Emergency Committee plus Blue Ridge Fire & Rescue.	Emergency Committee plus Blue Ridge Fire & Rescue.	Emergency Committee plus Blue Ridge Fire & Rescue.
Executable	Make list of players.	Notify affected people to be prepared. Notify people who will assist.	Notify affected people evacuation imminent, stand by. Have those assisting stand ready and know where to be.	Evacuate. Have people in place for directions and guidance. Have people check that people are out.	Notify people they can return. Monitor orderly return where needed (e.g. gate).	Check with all those affected. Invite comments.
Resources	Emergency Committee. Blue Ridge Fire. Forest Dept. where applicable.	Emergency Committee. Blue Ridge Fire. Forest Dept. where applicable.	Emergency Committee. Blue Ridge Fire. Forest Dept. where applicable.	Emergency Committee. Blue Ridge Fire. Forest Dept. where applicable.	Emergency Committee. Blue Ridge Fire. Forest Dept. where applicable.	Emergency Committee
Communications Needs	Phone/E-mail	Phone/E-mail. Ensure back-up equipment available.	Phone/E-mail. Back-up equipment.	Standby equipment, cell phone.	Standby equipment, cell phone.	Phone/E-mail. Possible review meeting.

Plan Annex Committee: KPOA Services							Impact: Power Loss	
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event		
Objective	Provide protection for people with special needs (QOL). Update needs and ask to stock up. Ensure that Emergency Responders are in place all over Kenmure. Have current list of resident medical professionals.	Warn special needs people. Prepare for resolution (move to neighbors or "evacuation" to shelters (away or in Kenmure). Ensure that medical service (e.g. oxygen) can be continued. Stock up on needed items. Alert first responders of possible situation. Inform resident medical professionals.	Move or arrange for moving "special needs" people or have neighbors ready to take them in. Reaffirm imminent problem with first responders. Reaffirm which professionals are available in Kenmure. Ensure other steps for Stage 1 taken.	Special needs people in shelter (away or neighbors). All others ready and available.	Return to normal. Expedite return of away people. Ensure there are no remaining problems.	Review and improve actions taken.		
Trigger	Weather forecast, provider advice (utilities, services, etc.)	Weather forecast, provider advice (utilities, services, etc.)	As in Stage 1, but now imminent.	Power outage.	Power on.	All back to normal, Critiques and observations by all.		
Actors	Community Services. QOL listings.	Community Services. QOL listings.	Community Services, but buttressed by first responder readiness & available professionals. QOL listings.	Community Services, but buttressed by first responder readiness & available professionals. QOL listings.	Community Services. QOL listings.	Community Services. QOL listings.		
Executable Actions	Review lists - should be a continuing job - check on who could move residents in need or take them in. First discussion with Bev W. and Dick H.	Alert all "players".	Contact and reaffirm actions taken, i.e. moving and/or neighbor shelter ready. Check all players presence and availability.	Respond when called.	Tell people to stand down. Check on possible problems.	Check with other players, affected people and neighbors.		
Resources	QOL listings of special needs people. First responder list. Professionals list.	Community Services - Dries and back-up. First responders as alerted. Professionals.	Community Services - Dries and back-up. First responders as alerted. Professionals.	Community Services - Dries and back-up. First responders as alerted. Professionals.	QOL listings of special needs people. First responder list. Professionals.	QOL listings of special needs people. First responder list. Professionals.		
Communications Needs	Phone/E-mail	Phone/E-mail. Ensure back up equipment available - mobile, cell, radio - ensure knowledge of how to handle the equipment.	Phone/E-mail. Have back-up equipment in hands.	Phone/E-mail plus back-up equipment.	Phone/E-mail	Phone/E-mail		

Plan Annex Committee: KPOA Services						Impact: Road Loss	
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event	
Objective	Provide protection for people with special needs (QOL). Ensure Emergency Responders are in place all over Kenmore. Have current list of medical professionals. Have list of 4-wheel vehicles. Update needs and ask people to stock up.	Warn special needs people. Prepare for resolution, i.e. neighbors or "evacuation" plus location of shelters (away or in Kenmore) and ensure that medical service (i.e. oxygen) is taken care of before road loss. Stock up on needed items. Alert First Responders of possibility. Inform resident medical professionals. Check availability of "special vehicles" for cases where sudden need to "move"	Move or arrange to move "special needs" people if neighbors can't handle. Ensure Stage 1 steps taken. Reaffirm imminent problem with first responders. Have them ensure that trained people are available all over Kenmore plus have actual location. Reaffirm which professionals are available in Kenmore. Also "special vehicles."	Special needs people should be in shelters, away or with neighbors. CPR trained people are in place (their homes). Professionals are in place (their homes).	Return to normal. Expedite return of people to their homes where needed. Ensure there are no remaining problems.	Review and improve actions taken.	
Trigger	Weather forecasts.	Weather forecasts.	Weather is imminent.	Road stages orange or red.	Roads open.	All back to normal.	
Actors	Community Services. QOL listings	Community Services, QOL listings	As in Stage 1, but now buttressed by first responders readiness and available professionals.	As in Stage 1, but now buttressed by first responders readiness and available professionals.	As in Stage 1, but now buttressed by first responders readiness and available professionals.	Community Services. QOL listings.	
Executable Actions	Review lists - check on who could move them or take them in. First discussion with first responders.	Alert all players.	Contact & reaffirm actions taken, i.e. moving or neighbor shelter taken care of. Check all players for presence and availability.	Final movement of "special needs" people - should be finished by now.	Tell people to return. Check on possible problems.	Check with other players, affected people and neighbors.	
Resources	QOL Listings. First responders list Professionals list.	Community Services (Dries & backup). First responders as alerted, professionals, special vehicles.	Community Services (Dries & backup). First responders as alerted, professionals, special vehicles.	Community Services (Dries & backup). First responders as alerted, professionals, special vehicles.	Community Services (Dries & backup). First responders as alerted, professionals, special vehicles.	Community Services (Dries & backup). First responders as alerted, professionals, special vehicles.	
Communication Needs	Phone/E-mail.	Phone/E-mail. Ensure back-up equipment available - mobile, cell, radio - ensure knowledge of how to handle.	Phone/E-mail. Have back-up equipment available.	Phone/E-mail and back-up equipment	Phone/E-mail.	Phone/E-mail.	

Plan Annex Committee: COMMUNITY RELATIONS						Impact: Power Loss, Road Loss, Evacuation	
	Stage 0 Precaution	Stage 1 Advisory	Stage 2 Mobilization	Stage 3 Execute	Stage 4 Recovery	Stage 5 Post Event	
Objective	Preparation for Event	Preparation for Event	Preparation for Event	Preparation for Event	Return to Normal	Incorporate Lessons Learned into Plans	
Trigger	N/A	Forecast of High Winds, Heavy Rain, Ice, Fire, Snow	Arrival Forecast in 24 hours	Arrival of Weather Event	Electricity Restored, Roads Open, Housing Safe	N/A	
Actors	EMC Members	EMC Chair Community Relations Security Community Services	EMC Chair Community Relations Security Community Services	EMC Chair Community Relations Security Community Services	EMC Chair Community Relations Security Community Services	EMC Chair Community Relations	
Executable Actions	Collect & Maintain: Emergency Phone Numbers Identify Available Area Shelters with Locations, Phone Numbers, Contact Person(s), Transportation	Advise Area Shelters of Possible Need for Space. Contact Henderson County EMC Office. Verify Emergency Phone numbers.	Identify Residents With or Without Special Needs Who May Need Outside Shelter Housing. Alert Shelters. Prepare for Evacuation of Residents.	Coordinate with Security & Community Services in Transporting Residents to Outside Shelter Housing. Assist with Evacuation.	Coordinate with Security & Community Services in Transporting Residents back Home when Safe to Return.. Assist with Evacuation.	Review EMC Plan. Revise where Necessary.	
Resources	Emergency Phone Message System.	Coordinate with Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with Security, Road Maintenance, Community Services.	Review EMC Plan. Revise where Necessary.	
Communications Needs	Assure Emergency Phone System in Place.	Coordinate with EMC Chair, Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with EMC Chair, Security, Road Maintenance, Community Services, Henderson County EM Office.	Coordinate with EMC Chair, Security, Road Maintenance, Community Services, Henderson County EM Office.	Return to Normal	EMC Review Lessons Learned	

Appendix VIII – 2008 Committee Members

Emergency Management

Chair	Phone	Specialty
Dick Johannes	692-9042	
Members		
Julie Ashbeck	693-9896	Procedures
George Brown	698-1611(Home) 290-2618 (Cell)	Electrical/Vice Chair
Sandy Hastie	696-0703(Home) 606-4739 (Cell)	Road Maintenance
Dries Jansma	692-4576(Home) 699-0780(Cell)	KPOA Services
Peter Mackinnon	694-1131(Home) 699-7086(Cell)	Community Relations
Alan Van Ostenbridge	695-3599	KARC/EMC
Harmon Trogdon	698-6616	Security
Dick Roemer	697-2692	At Large
Debbie Evilia	692-0626(Home) 279-5073(Cell)	At Large
Susan Delahunty	698-7700	KPOA Services (First Responders)
Chuck Rucker	692-8104 (Gate) 335-5993 (cell)	Wackenhut Supervisor
Security Trac Phone	275-6295	

Security Committee

Chair	Phone	Specialty
Brian Dillon	698-5561	
Members		
Rob Freeman	693-4730	Vice Chair and Guards Liaison
Margo Eld	692-0382	Secretary
Dick Bendel	698-5930	Traffic Safety
Don Brasfield	692-5533	Info Systems/Perimeter Security
Rick Rusch	697-8403	Gate Equipment/Bar Codes
Dave Marquart	698-4686	Incident Reports/Perimeter Security
Dick Opsahl	693-3700	Rules and Regulations
Harmon Trogon	698-6616	Emergency Management/GDS

KARC

Chair	Phone	Specialty
Mike Alden	698-7578	
Members		
		Secretary
Bob Hribernik	692-6946	New House Inspections
Ken Jones	698-1159	New House Documents
Linda Mensch	693-3817	Existing Home Alterations
Alan Van Ostenbridge	695-3599	Landscaping

KARC (continued from previous page)

Members	Phone	Specialty
George Roberts	692-7028	Condominiums
Bob Wilson	698-4346	Trees

Road Maintenance

Chair	Phone	Specialty
Sandy Hastie	696-0703	

Members

Susan Bendel	698-5930	Secretary
John Adamson	698-2894	Cul-de-Sac Repairs, Signs and Striping
John Andris	693-6529	Right of Way Repairs
Dave Keierleber	595-4306	New Construction
Steve Leyrer	693-5076	Overlay and Patching
Herb Mensch	693-3817	Canopy, Trees and Snowman
Bruce Milliken	697-0035	Mowing and Leaf Removal

Community Relations

Chair	Phone	Specialty
Beckie Ouderkirk	693-1465	

Community Relations (Continued from previous page)

Members	Phone
Barbara Beckerman	698-8083
Peter Mackinnon	694-1131
Gloria Richards	693-5756

KPOA Services

Chair	Phone
Kathy Meersman	698-6586

Appendix IX – Security and Communications Information

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