

HURRICANE POINTS OF CONTACT STANDARD OPERATING PROCEDURE

Communications Chain of Command

Incident Commander to Zone Leaders to Lead Street (Primary) POCs/CERT – and in reverse order as needed

Communications between CERT and the HOA Board and/or the Property Management Staff shall be with the CERT Incident Commander

Pre-Hurricane Procedures

- Attend Pre-Hurricane Season Briefing annually to review duties.
- Each Zone Leader will schedule a Pre-Hurricane Season briefing with their Zone POCs. A communication plan will be provided and discussed with the POCs at that time.
- At the direction of your Zone Leader - post your POC sign on your garage door. The sign is magnetic and will adhere to the door (confirmed for all phases of IW construction). The sign will be posted 3 - 5 days before the projected storm. All IW residents will be instructed by email blasts, to provide the POCs assigned to their street with information on their situation before/after the hurricane, i.e. are they leaving or staying for the hurricane and if they are staying would they like to have a check-in after the hurricane has passed. Residents will be asked if they know of other residents who are seasonal and thus will not be present for the hurricane.
- Starting on the day that the POC signs are posted, a time will be set by each Zone Leader for the communication of information to POCs.
- Resident-gathered information will be collected and communicated to the Primary POC/CERT and then to the Zone Leader for compilation.
- The street addresses of residents requesting a check-in after the hurricane will be distributed to the POCs nearest to the resident's location to assure a check-in as soon as possible. The Primary POC or the Zone Leader if a Primary POC has not been identified will distribute the check-in requests before the storm.

Post-hurricane Procedures

- At the direction of your Zone Leader - post your POC sign on the garage door and initiate canvassing your assigned area with the residents who asked to be checked on. Subsequently, POCs should be available for residents to check-in and provide an update on their status. Remember, the first 72 hours are on each resident.
- CRITICAL issues requiring immediate attention such as injury/medical emergency/safety concerns must be reported to your Zone Leader IMMEDIATELY. The Zone Leader in turn will relay the information to the Incident Command. The Zone Leader will dispatch CERT members to the location to administer necessary aid.
- If internet and cell communication is out, the HOA and Property Management Staff, BOD, and CERT will provide updates through low-tech communication (posted at the Resort Center, Event Center, and Club House).
- If cell service is unavailable, Zone Leaders will be responsible for updating the Primary POC/CERT on information to be distributed to the POCs using two-way radio communication. Information may include updates on damage to IW facilities, when power/utilities may be restored, and any safety concerns such as flooded or impassable roads.

Basic Radio Operating Procedures:

1. Read the manual that comes with your radio! Radios are usually purchased in pairs; practice using them with your spouse or a neighbor.
2. DO NOT use Private Line (PL) or Privacy Code (DCS or CTCSS tones) with your radio. Read the manual. Learn how to set this feature to OFF or No Code on your radio. If you aren't hearing other people talking on the radio it is because you have the privacy feature enabled.
3. These are very low-power radios and will not work well from within your home. To be heard effectively you should be outdoors and not standing right next to a building or large tree that can block your signal.
4. If you are having trouble hearing or being heard, move a few steps in one direction or the other. Something between you and the other person is most likely blocking the signal.
5. All of these radios are "party lines" everyone on your channel can hear anything you say. More importantly, ONLY ONE PERSON CAN TALK AT A TIME. Be patient and wait your turn.
6. Radios are non-visual communications. There is no body language to tell you and the other person that the conversation is being understood. You MUST answer any question verbally over the radio. A head nod or a wink can't be heard!
7. Always make contact FIRST and then send your message SECOND. Never assume the other person is listening. ALWAYS call first, wait for an acknowledgment, and THEN send your message. EXAMPLE: "Zone 1 Leader this is Paul"; "Paul this is Zone 1 Leader"; "Hi Randy, there is a tree down and blocking entry and exit from Coluccio St"; "OK Paul, thanks for letting us know. Zone 1 Leader, OUT"
8. CERT training stresses the use of normal conversation when using the radio. Other than specific call signs designated above use only regular words in your communications. The use of the words "OVER" meaning I'm done talking; it's your turn, and "OUT" meaning I'm done talking and no reply or response is required or expected can be used if communications are difficult or if the net is very busy with many people waiting/wanting to talk.