KENMURE PROPERTY OWNERS ASSOCIATION

EMERGENCY MANAGEMENT PLAN

January 27, 2016

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DEFINITIONS

Command Center - Located in the KPOA building, a base of operations to be manned by officially named members of the Emergency Management Team **ONLY.**

Command Center Team - Those members designated to report to the Command Center

Emergency - A major event with the potential for catastrophic consequences to Kenmure resident's life and/or property over an extended period of time

EMC - **E**mergency **M**anagement **C**ommittee

EMP - **E**mergency **M**anagement **P**lan

EMS - **E**mergency **M**edical **S**ervices

First Responders - Members of the Kenmure Emergency Management Team immediately called out for a declared Emergency. They consist of the Rapid Response Team and the Command Center Team.

I.C. - **I**ncident **C**ommander

ICS - **I**ncident **C**ommand **S**ystem

KPOA - **K**enmure **P**roperty **O**wners **A**ssociation

P.I.O. - Public **I**nformation **O**fficer

Rapid Response Team -Trained responders deployed directly to the site of a declared Emergency.

INTRODUCTION

The Emergency Management Plan establishes the policies, procedures and organizational structure for response to emergencies that may cause a significant disruption to all or portions of Kenmure. The Plan describes the roles and responsibilities of the various emergency management teams during emergency situations. As emergencies are often sudden and without warning, these procedures, while providing guidance, are designed to be flexible in order to permit us to respond to any given situation.

The Plan includes protocols to address **MAJOR** emergencies. It has been developed by utilizing the nationally recognized Incident Command System (ICS). A description of the ICS follows. It is designed to be activated ONLY when a **MAJOR** event with the potential for catastrophic consequences has been declared. Some examples of a **MAJOR** event are:

- structure fire
- forest fire
- hurricane and/or tornado
- natural gas leak
- hazardous incident on Highway 225 Greenville Hwy.) or Pinnacle Mountain Road
- aircraft crash into community
- any event creating the necessity for a total or partial evacuation of Kenmure

This Emergency Management Plan is NOT intended to address SECONDARY types of events such as ice/snow storms, downed trees due to heavy winds, electrical power outages, medical emergencies, traffic accidents on Kenmure roadways. These events are handled very well by other KPOA committees (e.g. Road Maintenance or Security).

These protocols are meant to guide the stabilization of and recovery from an incident and include emergency instructions and references in a concise format for use by individuals designated to manage the response while preserving resources.

The Plan outlines the preparation of, response to, and recovery from **MAJOR** emergency events. It is consistent with practices established by the Department of Homeland Security related to emergency response actions, incorporating the Incident Command System to facilitate coordination and interoperability among responding agencies. We will cooperate with federal, state, and local emergency management agencies and other responders in the development, implementation, and execution of its emergency response plans. Nothing in this plan should be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the Plan.

This Plan supports our intent to respond to any **MAJOR** emergency situation in a safe, effective, and timely manner. Our mission in the event of an emergency is, in order, to:

- protect human life
- preserve health, safety, and basic care
- protect assets
- maintain services
- assess damages, and
- restore general operations

<u>KENMURE RESIDENTS ARE ASKED TO AND ENCOURAGED TO FAMILIARIZE THEMSELVES WITH THIS EMERGENCY MANAGEMENT PLAN, PROCEDURES AND EVACUATION ROUTES.</u>

<u>INCIDENT COMMAND SYSTEM (ICS)</u>

The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures and communications operating within a common organizational structure.

- Enables a coordinated response among various jurisdictions and functional agencies, both public and private by allowing personnel from a variety of agencies to blend rapidly into a common management structure.

- Establishes common processes for planning and managing resources by providing logistical and administrative support to operational staff.

ICS is flexible and can be used for incidents of any type, scope and complexity. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents. It is used by all levels of government - federal, state and local - as well as by many non-governmental organizations and the private sector.

When an incident requires response from multiple local emergency management and response agencies, effective cross-jurisdictional coordination using common processes and systems is critical.

ICS consists of procedures for controlling personnel, facilities, equipment and communications. It is a system designed to be used or applied from the time an incident occurs until the requirement for management and operations no longer exists.

It is anticipated that the Command Center would manage the event until outside services arrive on scene and assume leadership (15 - 30 minutes), at which time the Command Center would remain in place to assist as and where needed.

PURPOSE

The purpose of this Kenmure Emergency Management Plan is to define immediate and appropriate action in the event of a declared "emergency" that could potentially impact life and/or property within the Kenmure community.

The implementation of this Plan is performed by the following two major groups both considered "First Responders":

Rapid Response Team -Trained responders deployed immediately to the site of an incident who will:

- Evaluate the situation
- Report findings to the Incident Commander
- Provide medical attention to sick or injured
- Request immediately needed resources
- Direct traffic away from the scene
- Stay in continual contact with the Command Center
- Remain on scene until relieved by incoming resources and reassigned to another function

Command Center Team - This group of responders report immediately to the Command Center simultaneously with the Rapid Response Team rolling out. The Team is always headed up by the Incident Commander who will be responsible for all aspects of the event until local government response agencies arrive and assume the Incident Command position. This entails:

- Processing information received from the Rapid Response Team
- Decision making regarding scope of event
- Calling out necessary resources
- Providing instructions to the Gatehouse
- Notifying Kenmure residents
- Notifying stakeholders
- Ordering an evacuation if needed
- Managing media inquiries by referring to the appropriate (off site) center
- Maintaining an event log
- Providing assistance as needed to incoming emergency agencies
- Controlling traffic

All first responders will operate within the limits of their skill, training, and experience in managing major emergencies. Regular, on-going training with "table-top" situation exercises will be provided for all first responders with periodic visits from outside experts to review and update emergency response procedures.

KENMURE GATEHOUSE RESPONSIBILITIES

- Remain vigil for any reported updates & pass on to Command Center
- Prevent unauthorized cars from entering
- Direct incoming emergency personnel to site and/or Command Center
- Direct media to designated staging area (outside Kenmure)
- Refer all inquiries to Public Information Officer (P.I.O.)
- Provide assistance as needed - where needed

RESIDENTS' ROLES

While the Emergency Management Committee is tasked with preparing for and implementing procedures to protect life and property of the Kenmure community, our residents' involvement includes the following:

- Prepare to meet potential community-wide emergencies by having needed supplies, i.e. food, water, communications, medicines, etc., immediately available.

- Develop own plans to evacuate the community if/when notified to do so.

- Create a plan to assist neighbors before, during and after an emergency

- Provide information if unable to self-evacuate. We will only be able to respond to those who have advised us of their limitations and needs for assistance. (See "Special Needs" section for additional information.)

- Listen carefully to any announcements regarding an emergency and follow directions as quickly and orderly as possible.

- Keep cell phone usage to a minimum to avoid overloading the system which would prevent emergency responders from communicating with one another.

- Do **NOT** go to the Command Center as this is manned by emergency management personnel **ONLY**.

- Do **NOT** go to the event site.

- Review "Evacuation" section for additional information

COMMUNICATIONS

Most likely, the Gatehouse will be first to acknowledge or be notified of an impending emergency. The officer on duty shall **first call 911 and immediately call both the KPOA President (Incident Commander) and the Rapid Response Team Leader.** The Gatehouse will be notified with further instruction on actions to take, i.e. dealing with outgoing/incoming traffic, information to be disseminated and to whom and any other pertinent details.

Upon an emergency, the KPOA President or delegate assumes the role of Incident Commander. He/she immediately activates the Command Center by contacting the 1st Deputy who calls out his/her team members and establishes contact with the Rapid Response Team. As soon as the Command Center is staffed and operating, the Incident Commander shall coordinate the communication efforts to the residents, stakeholders, outside resources, Gatehouse and Rapid Response Team.

Types of communications used to alert and inform the community include:

- Blackboard System - the computerized system that sends out notices via email and telephone to all Kenmure residents. Information will include:

  1. initial details of the event
  2. anticipated duration
  3. regular updates
  4. instructions to evacuate if necessary
  5. final 'all clear' message at the conclusion of the event

- Phone recording at Gatehouse - providing the same information listed above   and updated as new information becomes available

- Person-to-person telephone - land line and/or cell phone

- Phone notification from Henderson County

IMPORTANT PHONE NUMBERS

- Fire, Police, EMS   911
- Natural gas leak (PSNCO)   (877) 776-2477 or 911
- Electric (Duke)   (800) 769-3766
- Water (Hendersonville Water Dept)   (828) 697-3073
- Kenmure emergency information recording (828) 696-8805
- Kenmure Gatehouse   (828) 692-8104
- Kenmure Gatehouse - emergency number   (828) 692-5238

EVACUATIONS

The Emergency Management Committee shall create, regularly review and implement an orderly and prompt evacuation plan of all or portions of Kenmure in the event it is deemed necessary.

Should an evacuation be deemed necessary by the Incident Commander, the following procedures will apply:

- Command Center makes the determination as to which exits should be used for **INCOMMING TRAFFIC** (fire apparatus, EMS, police, etc.) and which exits should be used for **OUTGOING TRAFFIC.**

- The Command Center activates all notification systems to the Gatehouse, residents, country club staff and stakeholders. Residents will be told which exit(s) are designated for **OUTGOING TRAFFIC.**

- Depending on the urgency of an evacuation, emergency vehicles **MAY** cruise through the community issuing loud speaker announcements.

- An emergency notification will automatically go out to **LAND LINES** (home phones) in the area(s) being evacuated from the Henderson County Emergency Network. Should you wish to receive the notification by cell phone, **RESIDENTS MUST REGISTER THAT NUMBER AT** https://local.nixle.com/register/

- While many residents may chose to go to friends or family, arrangements have been made to accommodate Kenmure evacuees at nearby hotels. Please refer to Appendix III for the current list.

- In addition to arrangements at local hotels, shelters may be set up by the American Red Cross. Locations of the shelters should be included in all announcements.

- Traffic control personnel should be strategically placed to aid in an orderly flow of traffic. Residents should not stop to ask questions or get information as this will only delay the overall evacuation process unnecessarily.

- In the event of an ordered evacuation, it is important that you comply. It is to your advantage to heed the warning. Accordingly, it is suggested you take all necessary medications along with you pets when you leave.

- As soon as it has been deemed safe to re-enter the community, access should be permitted for agencies to restore normal operations in the impacted area. Once essential services have been restored and roadways cleared residents, country club staff and stakeholders should be notified and permitted to re-enter.

- If you are able to offer assistance to a neighbor in need, please do so.

SPECIAL NEEDS

There are many reasons residents may fall into the "Special Needs" category. To name just a few:

- Lack of mobility
- Hearing impaired
- Visually impaired
- Require assisted transportation
- Limited mental competence

It is imperative that residents be identified who require consideration in this category by contacting the KPOA Office (828-692-2346) with information as to their special needs. This information will be kept confidential and used only if/when an evacuation has been declared.

Remember, it is vitally important to keep phone usage at a minimum in order to avoid overloading the system which is necessary for emergency personnel to communicate with each other.

ADDITIONAL IMPORTANT NOTES

Kenmure's Emergency Management Plan is continually evaluated, improved, and refined in an effort to strengthen our capabilities to respond to major emergency events. We welcome any ideas, suggestions or concerns you may have. Please feel free to contact any one of the Committee members who will be happy to discuss them with you.

We are always on the look-out for additional help to be called upon in the time of need. Should you possess skills or experience in any phases of our Emergency Management Plan and would like to volunteer -- we would love to hear from you. Please contact the KPOA Board Vice-President.

***PLEASE REVIEW APPENDIX I & II AND BECOME FAMILIAR WITH EVACUATION EXITS ***

KPOA Emergency Management Committee

APPENDIX_I- EVACUATION EXITS

There are currently three identified locations providing an exit from the Kenmure community.

- **(1) Main Entrance Gate** -- to Highway 225 (Greenville Highway)

- **(2) Broadmoor Drive** - At the end of Brookwood Village - to Glassy Lane

- **(3) Argyle Drive Gate** - Off of Hollybrook Drive - to Pinnacle Mountain Road
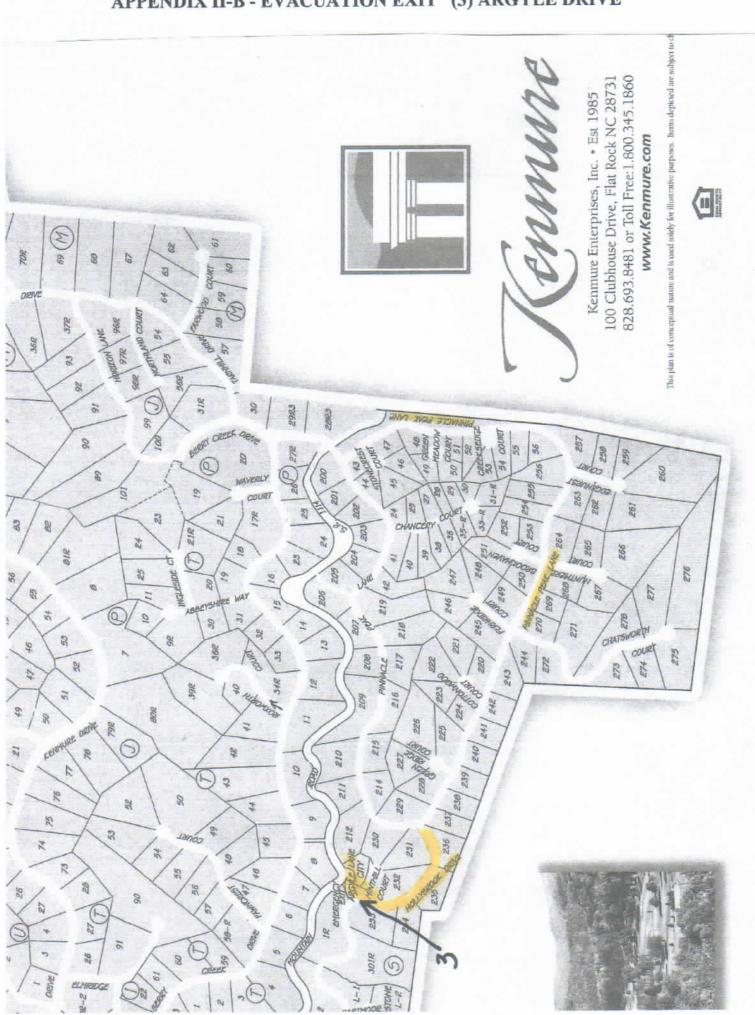
In the event that all or a portion of the community must evacuate, you will be told which exits would be accessible. It is likely that one of the above listed evacuation routes would not be usable due to emergency vehicles entering that particular exit. Accordingly, you will be advised of the exits to be used.

**RESIDENTS SHOULD BECOME FAMILIAR WITH EACH EXIT **

See attached maps showing the location of each of the three exits, numbered (1) (2) and (3)

Kenmure

Kenmure Enterprises, Inc. • Est 1985
100 Clubhouse Drive, Flat Rock NC 28731
828.693.8481 or Toll Free:1.800.345.1860
www.Kenmure.com

This plan is of conceptual nature and is used solely for illustrative purposes. Items depicted are subject to ch

APPENDIX III - NEARBY LODGING

Mountain Inn & Suites
755 Upward Road
Flat Rock, NC
(828) 692-7772

- 67 Rooms/Suites
- Pets permitted
- Wi-Fi included
- Breakfast included
- Handicap rooms
- Meeting facilities

Mountain Lodge (Next to Mountain Inn & Suites)
62 McMurray Road
Flat Rock, NC
(828) 693-9910

- 60 Suites (all-suite facility)
- Pets permitted
- Wi-Fi included
- Breakfast included
- Handicap rooms
- Meeting facilities