



## **Emergency Response Plan (Apr 4, 2024)**

Emergencies and disasters can happen at any time in a community and can sometimes occur without warning. Our immediate safety and prompt recovery will depend on our level of preparedness among the Board of Directors, staff, and homeowners.

This emergency plan is to provide process and procedures for unpredictable events, including natural (hurricane, tornadoes, flooding, earthquake, fire, water contamination) and other emergency occurrences (gas or chlorine leaks, arson, assault, active shooter scenarios, Surry Nuclear Plant alert, civil unrest, or threats to property or persons). While every resident has the responsibility to make individual decisions regarding preparation, emergency planning can save lives, reduce anxiety, and minimize damage. This plan will establish protocols for Board members to use to respond to these events using the following chain of command and communications to the community at large.

### **Communication**

#### **a. Pre-Emergency Communication Plan**

1. Please be sure that the Association office has your current email address and telephone number.
2. The Community Affairs Committee will develop a plan to disseminate information including County or State protocols, including first responders, disaster recovery or emergency evacuation direction.
3. The Board will identify and pre-approve locations for temporary debris and contractor staging in the event of an emergency.
4. The Board will publish emergency evacuation protocols and temporary shelters, as prescribed by FEMA, York County, Surry Nuclear Power Station and/or VDEM. Information should be provided in the new member Welcome Packet, the QLCA website and newsletter.
5. Each QLCA street may elect a "neighborhood warden" ("Community Watch") to monitor and report the status of outages, street closures, fires, etc., in their immediate area and may also keep a list of residences that may require special assistance (seniors, disabled, vacant property, etc.)

#### **b. Post-Emergency Communication Plan**

1. Official statements to first responders, media or legal counsel are to be directed to the current President or designee, and if unavailable, to the Vice President, and thirdly to the Community Affairs Director. When such communications may have legal consequences, comments will be deferred to the QLCA President and then QLCA Legal Counsel as necessary.

**Primary Contact:** *President (Doug Ellis)*

**Secondary Contact:** *Vice President (Chuck Hretz)*

**Alternate Contact:** *Community Affairs Director (Sarah Robison)*

**Legal Counsel:** *Geddy, Franck & Hickman Law Firm (Mr. Andy Frank)*

2. **Rally Points:** Pre-determined Rally Points can be helpful during a communications blackout. Rally points for Queens Lake are as follows.
  - Primary:** Clubhouse
  - Alternate:** Ball field “home plate” area
  - Tertiary:** QL Middle School parking lot – near tennis courts.
3. In the event the primary Rally Point location (clubhouse) is unusable due to an emergency, the alternate Rally Point location will be at the Ballfield (“home plate”) area. If both areas are unusable, meet at the Queens Lake Middle School parking lot – near the tennis court, and information can be disseminated, and plans worked out. Ideally, at least one or more “neighborhood wardens” from each street in QL will show up to ensure good communications throughout the neighborhood.
4. The President will disseminate information via email (primary), cell phone (secondary) and through the QLCA Board online portal and on posters placed at the Queens Lake office, Lakeshead and W. Queens Drive.
5. In the event that electronic communications are unavailable, the President and Vice President will establish a cell phone-tree for Board members to communicate. In the event cell phones are down, and as safety permits, rendezvous at the designated meeting locations outlined above to disseminate information.

### **Association Responsibility**

1. Office Manager to ensure that all critical Board documents (Bylaws, Minutes, Agendas, correspondence) and administrative (checkbook, insurance documents, membership records, billing, maintenance records, etc. have redundancy (paper copies, hard-drive, cloud storage) and access is relayed to at least multiple individuals, to include *President, Vice President, Secretary,* and respective committee chairs.
2. Board members (or their committees) responsible for their respective community assets will conduct annual inspections and maintain a photo inventory and current condition record to be updated at least biennially or after repair or improvement; the resulting inventory will be maintained by the Office Manager and listed on the Board Portal and may be used for capital replacement analysis. *This will include a record of cutoff valves and switches for common utilities.*
3. The Board will identify at least two points of contact for each community asset (i.e., pool, marina, courts, clubhouse, lake) that require coordination from external resources for recovery, repair, or rehabilitation.
4. Association Insurance policy and procedures for loss reporting will be followed.

### **Committee Responsibility** *Identify each committee and their responsibility.*

- a. **Beautification:** Work with Maintenance Director on downed trees and develop mitigation strategies to be used in case of advanced disaster warning.

- b. **Clubhouse:** Know where the main water and electrical cutoff switches are and educate your committee on their use. Consider plywood and/or taping windows pre-hurricane or tornado arrival. Have phone numbers posted for police and fire department in the event you have a drunk and disorderly conduct or active shooter incident. Have a first-aid kit and AED available for medical emergencies – especially important since the clubhouse is our primary rally point in case of emergencies.
- c. **Community Affairs:** Create an Emergency Response Plan tab on the QLCA website and post pertinent information and updates to it. Maintain a list of all QL members with special skills, that wish to volunteer in extreme events, for use in a time of need including addresses and phone numbers (for example, power is out, trees are blocking the road, and my spouse is having a heart attack, is there a doctor on my street?) – Ask for volunteers via an online survey distributed to membership.
- d. **Communications:** Work with Community Affairs and post the Emergency Response Plan as well as periodic useful emergency preparedness and safety information to the QLCA website. (example: Posting a list of emergency supplies that should be kept in your home as outlined in the Ready Virginia pamphlet). Publish list of all emergency services in the area (addresses and phone numbers). In the event of emergencies keep all members posted with pertinent information via email or text.
- e. **Finance:** Have financials for QL properly backed up in case home and office computers get destroyed.
- f. **Lake:** - Emergency Preparedness Plan: QLCA is required to maintain an approved Emergency Preparedness Plan (EPP) for the lake dam – embankment and spillway. This plan is developed by a civil engineer and filed with the DCR Dam Safety division. An update is required every two years. The current EPP has been approved and expires in April 2025. A copy of the approved EPP is attached. Water quality samples are collected and analyzed periodically throughout the year. When test results provide a warning of excess levels, a notice is to be prepared and sent out by the office to all members by email with pertinent information and warnings. In some cases, such as an elevated e. Coli level, notice is issued by email, flyers to all lake residents (member and non-member) and posted at all QLCA lake access points.
- g. **Maintenance:** Have a plan for addressing downed trees, mitigation strategies to be used in case of advanced warning. Maintain a list of folks with chainsaws, generators, tractors, trucks and any other specialized equipment that may be useful. Maintain Emergency Equipment, for example tarps, sandbags, plywood boards to cover the windows of the clubhouse etc.
- h. **Marina:** With advanced warning of natural disaster approaching, notify all slip holders who may wish to pull their boats and move to ballfield or keep in slip and put some extra lines on. Fuel spills – contain it with fuel spill kit located near gas pump, call appropriate agencies (sticker on fuel pump).

- i. **Membership:** Maintain a list of older neighbors and check on them after the storm, when safe to do so.
  
- j. **Pool:** Compile a checklist of things to be done when there's an impending major storm coming. (example: stack pool chairs and tie down, umbrellas stored away, etc.) Post a list of important phone numbers to Fire Dept, Police, Hazardous Response Team in the event Chlorine spills, spilled muriatic acid, broken pressurized lines, etc. Maintain Lifeguards trained in CPR/First Aid/Choking/Near Drowning procedures. Thunderstorm/Lightning Events (Ensure Lifeguards are trained on this annually).
  
- k. **Recreation:** help monitor temporary or emergency boat parking in ballfield (boats to be removed within 48hrs after storm passes or when grass isn't saturated, work with Maintenance director on downed trees in and around ballfield, clubhouse or other critical areas.