



Lake Emerald Owners Association, Inc.

108 Lake Emerald Drive

Oakland Park, Florida 33309

Phone: 954-735-1718 Fax: 954-497-1541 Email: leoacondos.com

**LEOA EMERGENCY PROCEDURES
AND EVACUATION PROGRAM**

The Board of Directors and LEOA Management are committed to providing an organized and proactive environment for all residents in the event of an emergency. Many emergency features have been incorporated into the design and construction of the buildings including: emergency lighting, fire alarm pull stations, fire extinguishers, smoke detectors and, in some buildings, sprinklers.

The emergency procedures and evacuation program have been designed to minimize the chances of injury and maximize the level of responsiveness and preparedness of residents and staff members in the event of an emergency situation.

FIRE AND EMERGENCY EQUIPMENT USE:

- All elevators will automatically descend to the main level, stop, open their doors and become inoperative.
- Elevator keys are found at the fire control panel for use by the Fire Department in operating elevators during an emergency.
- Do not use elevators during an alarm warning.
- Do not hang, wrap or hook anything to the sprinkler heads in your home (in Building 105 only).

FIRE DRILLS AND PRACTICE TEST AND ALERTS

- The Property Manager, with the assistance of the Building Captain(s) will conduct an annual fire drill;
- Written notice will be given to all residents as to the date and time of the practice fire drill (ideally during the evening or weekend in February when seasonal residents are more likely to be present);
- At the sound of the alarm, all residents will proceed immediately to the nearest fire exit on each floor and convene outside to the specific location identified as the Emergency Evacuation Assembly Area for each building.
- All residents are required to remain at the Emergency Evacuation Assembly Area to avoid hindering the work of the Fire Department;
- The Property Manager (or delegate) will immediately proceed to the front of the building/lobby area to assist the Fire Department in coordinating the emergency evacuation of the building;
- The Fire Department will instruct the remaining Office personnel and/or Security agents to assist those residents who have convened outside the building. (Note: the Guard House Security Personnel and LEOA Maintenance and employees have been notified and trained in LEOA Emergency Procedures).
- After each incident, a Post Incident Report will be written to identify areas requiring improvement and to take the corrective measures.

BUILDING EMERGENCY EVACUATION PROCEDURES

When an alarm sounds, residents, guests and employees should do the following:

- DO NOT PANIC. Remain calm.
- Exit to the nearest or safest fire stairwell. DO NOT USE ELEVATORS.

If you should discover a fire whether in your unit or the common areas, you should do the following:

- Pull the nearest alarm lever to activate the fire alarm system and evacuate via the nearest and safest stairwell;
- Move anyone located near the fire;
- Proceed to the designated convening area outside (the Emergency Evacuation Assembly Area (refer to the symbol in Appendix 1)) and await further instructions from the Property Manager (or delegate) or Security or the Fire Department.
- Call 911, and then notify the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549; for Emergency Help, call: (954) 764-HELP (4357).
- In all situations where the Property Manager be absent, Security must contact the Property Manager. The Property Manager pledges to follow up within the hour.
- Do not re-enter the building until clearance is given by the Fire Department;
- Do not open a door to the stairwell if it is hot!
- While every effort will be made to assist residents, guests, and pets, in evacuating the premises, at no time is it recommended that anyone put themselves or another in danger;
- As soon as possible, the Property Manager (or delegate) will be on-site to begin the process of securing the community and notifying the Red Cross, and answering concerns of the residents;
- At no time should statements be made to the press.

IN CASE THE FIRE IS IN YOUR UNIT:

- DO NOT PANIC. Remain calm.
- Call 911, and then notify the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549;
- If the unit is smoky, get on hands and knees (or stomach) and crawl to door.
- Feel doorknob. If HOT, DO NOT open door. If cool, open slowly.
- If hallway is smoky, stay next to wall and count the doors as you crawl to exit stairway.
- DO NOT use any elevators. Elevators will not operate.
- DO NOT prop open doors to exit stairwell.
- Hold on to handrail and walk DOWN exit stairwell.
- If possible pull fire alarm as you evacuate.

PHYSICALLY CHALLENGED

- Physically challenged occupants are defined as follows:
 - Persons with an inability to walk, have difficulty walking, or relying on mobility aids, such as canes, walker, scooters or wheelchairs.
 - Persons with sight or hearing disabilities
 - Persons who have difficulty interpreting and receiving sensory information
 - Persons with a lack of stamina to exit stairwells
- The Property Manager will maintain a list of all physically challenged residents which will include name, address, emergency phone numbers;
- It is the responsibility of the resident to notify the Property Manager of their special needs and conditions.
- A visual cue will be placed next to the door of the unit to help the Fire Department identify persons with special needs.

IF YOU CANNOT LEAVE YOUR HOME:

- Call 911 first and let them know where you are;
- If during normal work hours, notify the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549 to let them know where you are;
- Wet sheets, towels, or clothing and stuff them in all cracks around doors and vents;
- Check to see if there is smoke OUTSIDE window. If there is no smoke and if any window can be opened, hang sheets or light-colored material outside;
- Fill the bathtub with cold water to fight the fire;
- Using a pot or bucket or other container to keep doors and walls wet;
- If the unit is smoky, fold a wet towel in a triangle and tie it over your nose and mouth, and stay low.
- Make yourself visible to rescue personnel through any window or balcony. **DO NOT JUMP!!!!**
- Keep fighting fire until help arrives;
- **DO NOT GIVE UP!!!!**

STUCK IN AN ELEVATOR

If you are stuck in an elevator, follow these procedures:

- Call the elevator company on the telephone or call box provided in each elevator cab. Describe the problem.
- Do not attempt to open the doors.
- Upon arrival, the elevator technicians can lower the cab to the nearest floor and open the doors from the outside.
- Please remain calm and rest assured that assistance is on the way.

In the event that you hear a person stuck in the elevator:

- Call 911 and notify the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549.
- Stay next to the elevator; communicate to the trapped individual that help is on the way; remain until help actually arrives.

ACCIDENT/ILLNESS

- Residents should call 911 if an ambulance is required. Provide the building name, street address, and unit number.
- Notify the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549 so that someone (employee or Security) can meet the emergency crew and rapidly escort them to your location.
- The Management Office or Guard House will contact the Property Manager in the case of all emergencies. The Property Manager pledges to follow up with the resident that initially contacted the Guard House within the hour.

DEATH

- In the event a death occurs within the community, please call 911 immediately. Afterwards, please notify call the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549 who will immediately contact the Property Manager.
- The Property Manager will immediately respond to the community and assist the authorities with any needs they may have.
- Residents and employees are asked NOT to notify the family or friends as this should be left to the proper authorities.

- Additionally, in an effort to keep the Associations liability to a minimum, NO STATEMENTS should be made to the press or media without the expressed consent of the Board President.

CRIMINAL ACTIVITY

- Every resident, guest, contractor and employee is charged with the responsibility of taking the necessary precautions to ensure their own safety.
- If you witness or suspect criminal activity, call the police at 911 and then notify the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549.
- The following are a few suggested measures to be taken:
 - Keep all windows and doors in your unit locked;
 - Do not open your door to strangers;
 - Do not allow unknown individuals to follow you into the building;
 - Do not give access to strangers wanting to enter Blgs 105 & 106;
 - Report all suspicious activities or persons to 911 and the site staff;
 - Do not leave items lying in your vehicle unattended;
 - ALWAYS be aware of your surroundings.

WATER/SEWER ISSUES

- In case of a flood, plumbing leak or sewer back up that cannot be contained from within the unit, call the Management Office (954) 735-1718 or, after hours, the Guard House Security (954) 497-1549.
- The Management Office or Guard House will only contact the Property Manager for emergencies. The Property Manager pledges to follow up with the Resident that initially contacted the Guard House within the hour.
- They will either refer you to a recommended plumber or refer the problem to a Maintenance Technician.
- If possible, please turn the water valve off in your unit immediately to minimize potential damage.
- It is recommended for residents absent from their units for an extended period of time to shut off their water valve to avoid possible problems for them and their neighbors.

HURRICANE PREPAREDNESS

- A hurricane watch (HWA) is issued for a specified area for which a hurricane or a hurricane-related hazard is a possible threat within 36 hours.
- A hurricane warning (HWW) is issued when a hurricane with sustained winds of 74 mph (65 knots, 118 km/h) or higher is expected in a specified coastal area in 24 hours or less.
- To ensure proper protection of the resident's property and LEOA's property, residents must remove all pieces of furniture from balconies, so that no loose object or moveable object remains on the balcony when hurricanes or high winds threaten.
- When a hurricane warning is issued, each balcony will be inspected for any objects left outside.
- If any item is found on the balcony, it will be removed and placed in the unit and the owner will be charged a \$100 fee.
- LEOA will not be responsible for damages caused by the removal of furniture from the balcony.

Decision to stay or leave:

- This is a decision we must all make related to our comfort level with danger and adversity. If you are at all uncomfortable and don't feel safe staying in your home during the storm, by all means, evacuate.
- Remember to prepare your unit (clear balcony, secure shutters, unplug electrical devices, etc.) before you leave.

- If you evacuate, let your neighbors and family member know you are leaving and where you are going. The best place to go is to friends or family outside of the projected storm path. Be prepared to stay for a bit longer than you think you will.
- If a storm is very destructive, roads may not be passable and you may not be able to get home as soon as you thought.
- Remember, if you do return home, living conditions may be primitive and harsh.
- Given no compelling reason to the contrary, it would seem prudent to stay where there is electricity and running water until conditions improve.

If you decide to stay:

- Broward County has a comprehensive emergency preparedness plan, including sheltering for persons with pets, sheltering for people with special medical needs, as well as registration for wellness-checks after a storm for vulnerable residents.
- You can even subscribe to an automatic email service that will alert you to any announcements and messages during an emergency.
- For additional information, see Hurricane Preparedness on LEOA website.

TORNADOES

- During a severe thunderstorm or tornado emergency, listen for radio or television bulletins from the National Weather Service.
- Go to interior hallways or exit stairs. Stay away from outside walls and rooms with windows.
- In the event a tornado is imminent; all residents, guests and employees are asked to convene in the interior hallways on each floor in Blg 105 and 106.
- Once the storm has passed take extreme caution of falling trees and debris which may have become unstable due to the high winds and rain.

POWER OUTAGES

- In the event a power outage occurs in the building, the emergency generator will engage and emergency lighting will be provided in the common hallways, stairwell, and most common areas.
- Management, or after hours, Security will contact the utility provider to correct the problem as quickly as possible.
- It is recommended that residents maintain several battery operated flashlights, blankets, water and other necessary provisions in case of an emergency. Candles are not recommended. In the event that candles are used, please use extreme caution.

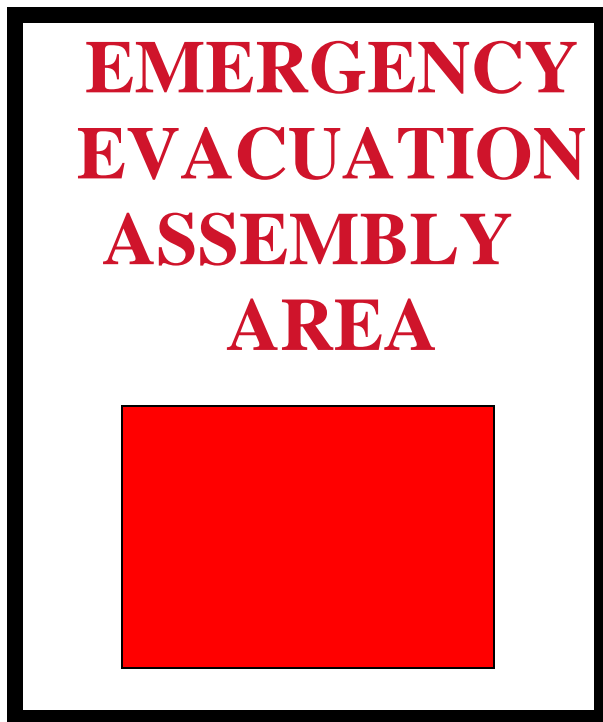
Good luck!

Document prepared by Richard Hyatt and Carole McDonough

Reference: (<http://www.condominiumconcepts.com/emergency-procedures>)

February 4, 2016

Appendix 1: Example of a panel which could be printed and posted throughout the community as gathering area for all residents, guests and employees in the case of an evacuation



Appendix 2: Example of a sticker which can be placed next to the door of a person with motor disability as a visual cue for the Fire Department in the case of an evacuation.

