



# Resident Emergency Manual





# RESIDENT EMERGENCY MANUAL

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## IMPORTANT PHONE NUMBERS

All emergencies	911
American Red Cross	(828) 697-2513
Enbridge Natural Gas	(877) 776-2427
Duke Power	(800) 452-2777
Report power outage	(800) 419-6356
Etowah/Horse Shoe Fire and Rescue (non-emergencies)	(828) 891-3102
FEMA	(800) 621-3362
Henderson County Sheriff (non-emergencies)	(828) 697-4911
Hendersonville Water Department	(828) 697-3052
After-hour emergencies	(828) 891-7779
Maybin's Trash Pickup	(828) 692-9872
NC Highway Patrol	(919) 733-7952



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## ACRONYMS

BOD	Board of Directors
ESOP	Emergency Safety Operations Plan
ESOT	Emergency and Safety Operations Team
HOA	Homeowners Association

## RIVERWIND HOMEOWNERS ASSOCIATION DURING AN EMERGENCY

The Riverwind Emergency and Safety Operations Team (ESOT) will mobilize upon an emergency being announced by the Riverwind Board of Directors.

Block Captains will keep residents informed of developments, work with residents, and report to the Board concerning people needing extra help.

The Board will mobilize with specific duties assigned to assist the neighborhood.

## BLOCK CAPTAINS

Block Captains are identified and communicated to the community.

The Block Captains can help the ESOT identify residents who may need assistance during and after a disaster, including those with mobility issues.

Block Captains can help identify residents with whole house generators who are willing to share with their neighbors.

## RIVERWIND RESIDENTS' ACTIONS BEFORE, DURING, AND AFTER AN EMERGENCY

- It is the residents' responsibility to monitor emergency reporting stations (TV/radio) for updates before, during, and after an emergency.
- Residents requiring immediate assistance during an emergency should make their needs known through their Block Captain or 911.
- Listen to the authorities and follow their directions for your safety.
- More information can be found at <https://www.hendersoncountync.gov/em>
- The residents' property is their responsibility.



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### THE BEST TIME TO PREPARE FOR ANY DISASTER IS BEFORE IT HAPPENS

- Create a family emergency plan.
- Keep your trees trimmed and remove dead ones to prevent downed branches and trees.
- Have several days' supply of food, water, and batteries on hand.

### EMERGENCY CONTACT INFORMATION

You were asked to provide emergency contact information when you first moved in. Please contact the Bookkeeper if this information has changed so that he/she can update your file. Also, make sure that they know where (or with whom) you keep an extra key or the code to enter your house. **This information is kept completely confidential.**

Lockbox: If you use a lockbox outside your home, please provide the code to the fire and police departments so that the house can be entered during an emergency.

<https://www.smart911.com/smart911/accountMgt/faq.action> registers your code and other information that will be displayed to the 911 operator.

### IN AN EMERGENCY, THE FIRST 72 HOURS ARE ON YOU!

The general rule is that after an emergency or disaster strikes, support and resources may not be available right away.

Every home should have an emergency kit with at least a three-day (72 hours) supply per person of food, water, and other basic needs.

### KEEPING SUPPLIES ON HAND

To reduce the setup cost, pick up a meal and a gallon of water or more every time you go to the grocery store, especially when you see items on sale. Remember to rotate your provisions.

As you use the items, replace them on the next trip to the store.

### NOTICE OF BAD WEATHER

The news has warned of a severe storm and states that you could be without power or water for a time.

- Double-check your supplies at least once a month, so there is no need to panic and rush to the store.
- Catch up on laundry, house cleaning, bathing, dish washing, charge the phones, and fill the gas tank.



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### COOKING

Have an additional source of cooking, such as a cookstove, grill, sterno burner, etc.

Have enough fuel (charcoal/pellets/propane/wood/etc.) on hand to cook for several days

**DON'T FORGET THE MANUAL CAN OPENER!!!**

### LIGHTS

In case of power failure, you will need an additional light source, such as:

- Lanterns (battery or white gasoline)
- Flashlights
- Candles

Whatever method you use, make sure you have plenty of extra fuel or batteries.

### WATER

Keep one to three gallons per person per day for drinking, bathing, cleaning, cooking, etc.

**NOTE:** Fill the bathtub, buckets, or other containers with water for flushing, bathing, and cleaning. Sanitize with bleach if you plan to consume it – eight drops of unscented bleach per gallon of water.

### PREVENT YOUR WATER PIPES FROM FREEZING

- Insulate pipes
- Disconnect outdoor hoses
- Turn on the heat
- Open cabinets
- Let faucets drip

### PURCHASING DURING AN EMERGENCY

- Keep small bills on hand. Merchants might not be able to break big bills and credit cards might not be accepted.



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### PETS

- Make sure you have adequate supplies for your pets.
- If you have to evacuate, transport your pets in a carrier for safety.

### MOLD

For mold throughout your house, contact a professional.

Bleach is not recommended for routine mold cleanup (clothing, towels, etc.), as it can be ineffective and can even make the situation worse.

Vinegar can kill mold. Vinegar's antifungal and antibacterial properties disrupt the growth of mold and fungi.

### MEDICATIONS AND MEDICAL APPLIANCES

- Keep a copy of your prescriptions as well as dosage or treatment information accessible to medical or emergency personnel. This information should be on the side of your refrigerator.
- Include your medical issues and required needs (oxygen, CPAP, etc.)
- If it is not possible to have a week-long supply of medicines and supplies, keep as much as possible on hand and talk to your pharmacist or doctor about what else you should do to prepare.

### LOSS OF POWER

- If there is a chance of power loss, keep a flashlight nearby.
- Keep the refrigerator and freezer doors closed as much as possible.
- Eat from the refrigerator first, then freezer, then the nonperishables.

### VEHICLES

- During an emergency, unless you need to evacuate, the best practice is to STAY HOME.
- Fill your vehicle with fuel or ensure your electrical vehicle is charged.
- If you must leave, it is essential that your vehicle is ready.
- Check your tire pressure, headlights, brake lights, turn signals, emergency flashers, and interior lights before you need to leave.
- Make sure you have adequate supplies, such as jumper cables, water, food, blankets, etc. in the vehicle.



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### EVACUATE

When possible, the clubhouses are temporary gathering centers until residents can be placed in an evacuation center.

**See the last page of this guide for a checklist.**

Information from the American Red Cross can be found on the Riverwind website or at [Emergency Preparedness Checklist](https://riverwindnc.com/wp-content/uploads/pdf/governance/document/EmergencyPreparednessChecklist.pdf). (<https://riverwindnc.com/wp-content/uploads/pdf/governance/document/EmergencyPreparednessChecklist.pdf>)

An overview of Henderson County's "Ready, Set, Go!":.

- LEVEL 1 – **READY**. EVACUATION or PROTECTION ALERT: A wildfire or threat is in your area. ...
- LEVEL 2 – **SET**. EVACUATION WARNING or NOTICE: High probability of a need to evacuate. ...
- LEVEL 3 – **GO**. Get out!

**Plan Ahead.** Know what you need to bring with you.

- If there is a warning that evacuation might be necessary, start setting out necessary items.
- Before leaving, unplug as much as you can or turn off breakers.
- Have a meeting point if you have multiple vehicles.
- If possible, let a neighbor (or Block Captain) know you are leaving.

Make sure to take:

- Medications & Medical Equipment (CPAP, Oxygen, etc.)
- Wallet or purse with money in small bills
- Important papers such as
  - Insurance cards
  - List of health issues and medications
  - Driver's license, passport, and other ID
- Pets (in carriers where possible) and their supplies
- Clothes for three to seven days
- Phones, chargers and electronic devices
- Water
- Food such as snack bars, etc.
- If time allows, also bring entertainment (books, cards, etc.)



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### BEWARE OF SCAMS AFTER AN EMERGENCY

Scammers can target people after emergencies in many ways, including:

**Fraudulent charities** - Scammers may pose as charities that help disaster victims but are actually fake.

**Impersonation** - Scammers may pretend to be government officials, law enforcement, or utility company representatives. They may offer disaster relief in exchange for personal information or money.

**Non-existent businesses** - Scammers may promote businesses or investment opportunities that don't exist, such as flood-proofing or rebuilding.

**Price gouging** - Businesses may overcharge for essential goods and services.

**Malicious cyber activity** - Scammers may send fraudulent emails or social media messages that contain malicious links or attachments.

**Payment methods** - Scammers may insist on payment methods that make it difficult to get your money back, such as wiring money or using a gift card.

### TIPS TO AVOID SCAMS AFTER AN EMERGENCY

**Be suspicious of unsolicited contact** - Scammers may contact you by phone, text, email, social media, or in person.

**Verify the identity of anyone claiming to be a government official** - Hang up and call the government agency's official number to confirm their identity.

**Research charities** - Before donating to a charity, research them using Charity Navigator, CharityWatch, or the Better Business Bureau.

**Only qualified, licensed contractors** should be used to do expensive repairs. Only pay limited deposits for contracted work and not the entire estimated cost up front.

**Put a fraud alert on your credit record** - This will require lenders to verify your identity before extending new credit.

**Contact the authorities** - If you've been a victim of a scam, you can contact the North Carolina Attorney General's Office at **(877) 566-7226**.

You can also contact local law enforcement or an attorney.





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### EVACUATION CHECKLIST

If you need to evacuate, prepare ahead of time. If possible, start setting aside the following items. Do NOT cross them off until you have them gathered or already in your car. If you are not given warning, then grab purse/wallet, pets, medical appliances, meds, papers, phone, and chargers and GET OUT!

EVACUATION CHECKLIST					
Kitchen	Bathroom	Bedroom	Inside	Outside	Chargers
Snacks	Pill Reminders	Shirts	Camera	Hats	Toothbrush
Water	Drugs Refills	Pants	Insurance Cards	Sunscreen	Razor
Can Opener	Hair Brush	Underwear/Bras	Medical History	Umbrellas	eBooks
Food	Deodorant	Socks	Passports	Jackets/Coats	Hearing Aids
Plastic/Paperware	Razor	CPAP/Oxygen/etc	Paperwork	Raincoats	Computers
Plastic Utensils	Shave Supplies	Shoes	Wills	Masks	Phones
	Diabetes Test	Belts	Keys	Backpack	Tablets
	Nail Clippers	Books/eBooks	Tablet	Cane	Wheelchair
	OTC Drugs	Glasses	Games		
	Robe	Laundry Bags	Computers		
	Shampoo	Nightgowns	Safe		
	Conditioner	Hearing Aids	1st Aid Kit		
	Toothbrush	Extn Cords	Wallet/purse		
	Toothpaste	Braces	Mobile Phone		
	Q-tips				
	Floss				
<b>Pets</b>	<b>To Do</b>	<b>House To Do List</b>	<b>Unplug</b>	<b>Car</b>	<b>Other</b>
Cage/Carrier	Refill Meds	Lock Doors	Microwave	Tires OK?	
Toys	Stop Mail	Close Curtains	Toaster	Gas	
Food/Snacks	Tell Someone	Water Plants	Coffee Pots	Trash Bags	
Meds		Thermostat	Night Lights	Check Fluids	
Bed		Trash	Extension Cords	Oil	
		Fans OFF	Can Opener	Tire Iron	
		Wash Dishes	Humidifiers		
		Open Washer	TV		
		Turn off Water	etc.		
		Turn off Electricity			