



Emergency and Safety Operations Plan



Planning, Training, Equipping, Exercising, Evaluating, & Taking Action to Correct and Mitigate



HOMEOWNERS ASSOCIATION EMERGENCY AND SAFETY OPERATIONS PLAN (ESOP)

Acronyms

AED	Automatic Electronic Defibrillator
BOD	Board of Directors
CPR	Cardiopulmonary Resuscitation
ESOP	Emergency and Safety Operations Plan
ESOT	Emergency and Safety Operations Team
HOA	Homeowners Association

Mission Statement

Develop an Emergency and Safety Operations Plan (ESOP) for the Riverwind community and present it to the Riverwind Homeowner Association (HOA) Board of Directors (BOD) for approval and implementation. This was approved by the HOA BOD on February 11, 2025.

Purpose

Not all natural disasters and emergencies can be predicted but we can plan and prepare responses to them. This plan identifies actions to be taken by the Riverwind BOD, the Emergency and Safety Operations Team (ESOT) and resident volunteers, to prepare for and respond to disasters and emergencies.

Scope

The Riverwind ESOP is applicable to all Community residents. The ESOP identifies and establishes the concept of operations as well as the roles and responsibilities of residents, the BOD, and volunteer resources as they relate to emergency and disaster preparedness, response, recovery, and mitigation within the Community.

Those individuals, agencies, and organizations not under the direct supervision of the Community, providing assistance and response resources to the Community, although not bound by this plan, are expected to work within its framework to accomplish a coordinated response. Nothing in this plan is intended to take the form of law or other mandatory or punitive actions.



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Responsibilities of the Board of Directors and Emergency and Safety Operations Team (ESOT)

Pre-disaster

- Ensure HOA property is insured at the appropriate level.
- Use qualified consultants to do a risk and hazard assessment of HOA property.
- Ensure HOA emergency equipment including generators, first aid kits, automatic electronic defibrillator (AED) device and fire extinguishers are available and operable. AED use and cardiopulmonary resuscitation (CPR) training should be offered.
- Prepare emergency communication procedures.
- Investigate the use of Starlink for digital communications to mitigate widespread power and cell phone tower failure.
- Place bulletin boards throughout the community to be used for emergency messages and updates. Bulletin boards can be used for community-wide updates for non-emergency messages as well.
- Provide residents with a safety and emergency manual for problems that may occur during and after an emergency.
- Identify who will trigger the ESOP implementation.
- Determine when an emergency will require outside help (911).
- Identify volunteer residents with medical training willing to help.
- Identify Emergency and Safety Operations Team.
 1. Emergency coordinator (chair of the ESOP). The chair can be a Board member or an adjunct member of the Board who reports to the Board but has no voting power. Ideally, the ESOT chair would have previous disaster training.
 2. Block Captains are identified and noted to the community. Block Captains are resident volunteers local to their street or area willing to act as go-betweens between the ESOT and residents.
 3. The number of Block Captains who volunteer will determine the number of residents they will be responsible for.
 4. One Block Captain will be the lead Block Captain for the community to aid in communication among all Block Captains and the Board of Directors.



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5. Each Block Captain will have a member of the Board assigned to them.
 6. Each Block Captain will serve as long as they are willing.
 7. If possible, each Block Captain will serve in the neighborhood they live in.
 8. The Block Captains can help the ESOT identify residents who may need assistance during and after a disaster, including those with mobility issues.
 9. Block Captains can help identify residents with whole house generators who are willing to share with their neighbors.
 10. Block Captains and Board members will wear safety vests when performing their duties during an emergency.
 11. Block Captains can also help with passing out important documents to the community such as documents required by the Housing for Older Person (HOPA) Act of 1995.
 12. All volunteers who serve the community including the Board are shielded from liability by the Volunteer Protection Act of 1997.
 13. Communications coordinator for verbal, written and/or electronic communications as assigned by the chair of the ESOT.
 14. Other volunteers will be identified as needed.
- Maintain a list of emergency contact phone numbers to be posted in the yearly Riverwind directory, Resident's Safety Plan, Emergency Manual and on all community bulletin boards and in the two clubhouses.
 - Identify those who park vehicles and trailers in the RV/overflow parking lot.
 - Identify and track supplies needed by the BOD and residents such as first aid kits, masks and gloves.
 - Identify potential contractors who can support immediate community needs.
 - Maintain and test clubhouse generator(s) on scheduled basis
 - Purchase a generator for the large clubhouse.
 - Get a community SMS protocol text system (see www.text-em-all.com for an example) to be used in time of disasters as well as short messages about events in the community instead of just relying on email to communicate.



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During disaster

- BOD president/vice president declares the emergency and activates the plan.
 1. Board president assigns disaster authority to the chair of the ESOT.
 2. The Chair of the ESOT calls for outside emergency care as needed (911).
 3. Notify those with emergency medical training to be available if necessary.
 4. Calls for outside contractor support as needed when approved by the BOD.
- Chair of ESOT calls a board meeting within 24 hours and daily as needed.
- Emergency coordinator (chair of ESOT) assigns responsibilities.
 1. Determine the extent of emergency and immediate evacuation needs.
 2. Determine requirements for immediate emergency medical care.
 3. Account for all residents with the Block Captain's assistance.
 4. Accommodate immediate shelter needs using clubhouses only as a gathering place.
 5. Determine the need to evacuate RV/overflow parking lot.
 6. Determine HOA Common areas and utilities viability.
 7. Start clubhouse generators as needed.
 8. Identify surrounding community resources for shelter and food.
 9. Communicate updates to the community through Board members assigned to Block Captains to minimize rumors and half-truths. If internet/cell service is available, text messaging or messaging through MailChimp can be used.
 10. Use one of the clubhouses as a communication center allowing residents to use Starlink to communicate with concerned families when all means of communication are down in the area.
 11. Limit access to Riverwind to prevent unnecessary traffic as needed.
- Board members perform assigned tasks and have a presence in the community with the residents. Board members can solicit additional volunteers to aid in their tasks.
- Identify Rules and Regulations that should be suspended to accommodate response and recovery.



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Post disaster

- Identify cleanup requirements for Riverwind HOA common grounds.
- Notify affected utility of needs.
- Direct residents to the Federal Emergency Management Agency (FEMA) if applicable.
- File insurance claims for HOA property as necessary.
- Identify ESOT and ESOP shortcomings through an after-action review.

Board Responsibilities for Communications Pre and Post Disaster

- Purchase group text/mass texting software to enable texting to all residents with phone.
- Install bulletin boards throughout the community with a flag system to identify new messages. (Block Captains will update the bulletin boards.) Bulletin boards will be mounted behind stop signs.
- Provide written updates with dates and times to the Block Captains. This will lead to better communication all around and less rumors. The assigned Board member for that block can distribute if necessary.

Evacuation Plans

- Use clubhouses for short-term only as a gathering place, not an evacuation center.
- Assist residents to an evacuation center as needed.
- The Board or an assigned Block Captain will compile a list of local evacuation shelters and feeding and water stations.

Options for Notifications During a Disaster

- Via text and email.
- Unofficial Riverwind Facebook page.
- Low Earth Satellite Communication System (such as Starlink) at the clubhouse.
- Rumor control. This is the Board and Block Captains' responsibility. If there is good communication between all of us, rumors will be less of an issue.
- Bulletin Boards around the community instead of just at the front entrance. A Board member will be assigned to get new messages to the Block Captains.



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- Subcontractors who are doing work for the Riverwind HOA during and after a disaster need to be approved by the Board as soon as possible.
- Contractor’s duties must be identified and a contract signed as soon as possible.

IMPORTANT PHONE NUMBERS

All emergencies	911
American Red Cross	(828) 697-2513
Dominion Energy (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
JAACBB STP (Goldie)	(864) 973-7007
Maybin’s Trash Pickup	(828) 692-9872
NC Highway Patrol	(919) 733-7952
Swimming Pool (Tony)	(828) 674-0345
Contractors	
Matt McCoy Landscaping	(828)551-8595
Cody Loggsdon	(828) 551-8595