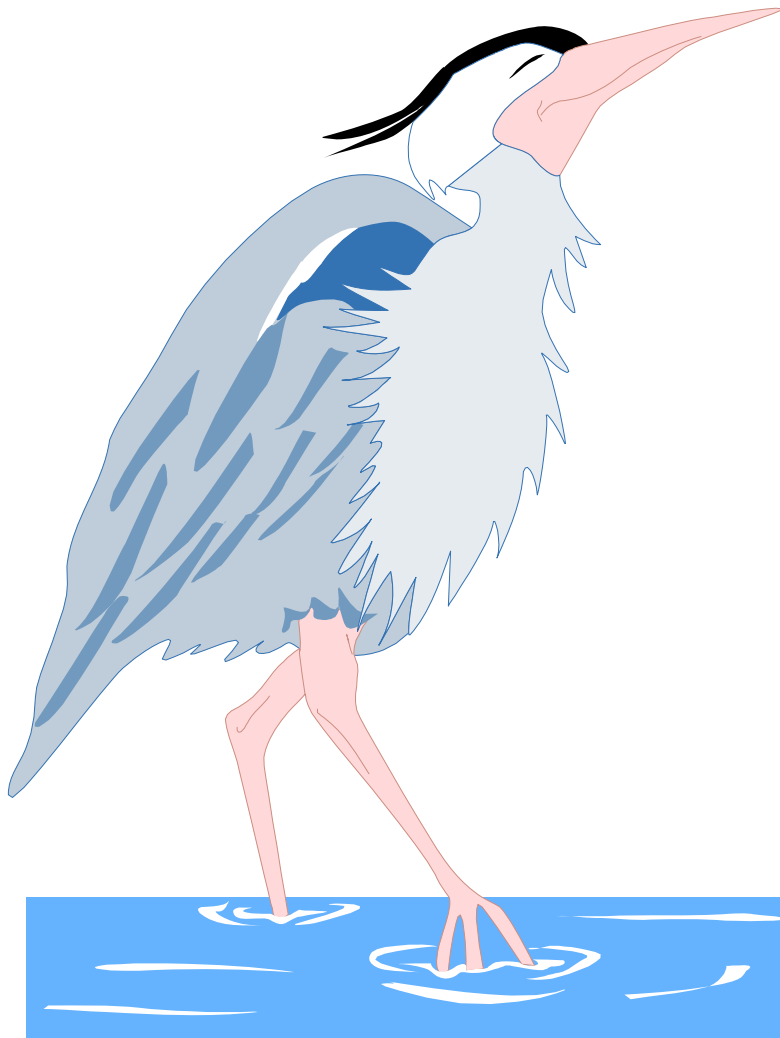


# CSA

*Community Services Associates, Inc.*



**Evacuation & Recovery Guide**

## *Dear Sea Pines Property Owner:*

In the event of a major disaster, CSA wants to do everything in its power to expedite a safe evacuation and return for our residents. In that regard, we have prepared this booklet with the hope the incidents which require its use will be very few and far between. Nonetheless, we hope you will review it thoroughly and spend time thinking about the implications – to you, your family, your property, our plantation and our island – of an event serious enough to be officially deemed a disaster.

We have reviewed a substantial amount of published information, and have engaged in significant discussion to complete this booklet. Some of what we read and discussed resulted in rules, procedures, and guidelines the Board will require we follow once back on the island after a major incident. Please pay particular attention to those parts of the booklet. Additionally, we have tried to incorporate helpful hints to make your preparation for evacuation and return a little easier and a lot less stressful.

Finally, we must remind everyone that the time to prepare for the evacuation and the aftermath of a major storm or other disaster is not when the incident is imminent – the time to prepare is now – and that's the reason for the booklet.

Thanks to everyone who had a hand in its preparation.

## Table of Contents

Section 1 Ready, Set...Gone .....	4
1A – Get Ready .....	4
1B – Time to GO.....	5
1C - While You're Gone .....	6
Section 2 Return and Clean Up.....	6
2A – General Guidelines.....	6
2B - ARB Guidelines.....	9
2C – Temporary Housing Guidelines.....	12
2D – Debris Removal Guidelines .....	12
Section 3 - Appendix .....	13
3A – Sample ARB Forms.....	13
3B - Important Phone Numbers.....	15
3C – Notes .....	16

# Section 1

## Ready, Set...Gone

### ***1A – Get Ready***

#### ***General Information***

If you spend four hours NOW to get ready, it can save you days, weeks or months LATER. The MAJOR problem with preparation is something called procrastination. The effort to get ready is YOUR RESPONSIBILITY, and will benefit not only you but also your neighbors and Sea Pines Plantation as a whole. Stay tuned to local television and radio stations for emergency information and evacuation instructions.

#### **Assemble your important papers file (the annual review):**

- Make copies of your current insurance policies (house, wind/hail, flood and auto) and be sure you have contact phone numbers with each policy.
- Update your house inventory, including photos of the inside and outside of your house, and include a copy of your house plans if available.
- Have a current Sea Pines Property Owner Decal, Property Owner ID card, SC Driver's license with a Sea Pines address or a copy of your property tax bill for proof of ownership. These identifications may be needed for re-entry to the Island.
- Make a folder of evacuation travel information, including the current evacuation routes and state road maps.
- Make a list of temporary housing locations (including phone numbers) for motel, hotel or with friends. Investigate whether pets are allowed, and if not, where pets can be housed. It should be noted that pets are generally not allowed in public shelters.
- Make a list of all important phone numbers.

#### **Emergency Planning**

- Establish an emergency communication plan, including a central contact, such as a friend or relative living out of state, in case family members are separated from one another. (During an emergency, cell phone use may be very limited due to overloaded conditions.)
- Make a list of what you should take to a safe, secure storage location. (A car full of your valuable possessions is not very safe at motels and hotels.)
- Make a list of what you will pack to take with you during an evacuation. Emphasis should be placed on items that cannot be replaced, such as family records and photos and computer files.
- Locate and label main water shut-off valve.

#### *Items to take with you:*

- An emergency supply of tape and plastic for temporary repair of broken windows

- An emergency supply of cleaning supplies, including bleach
- Extra water (or store it in your home for use upon return)
- An alternative cooking source such as a sterno stove, charcoal grill or propane grill
- Non-perishable food supplies such as canned meats, fish, vegetables, soups and puddings and a non-electric can opener
- A supply of disposable plates, glasses and utensils
- Drinking water (two quarts per day per person)
- Toilet paper
- Disposable wash clothes
- Matches and candles
- Camera and film to document the damage to your house upon return
- Radio with extra batteries
- Non-electric clock
- Flashlight with extra batteries
- First-aid kit
- Cash
- Pet supplies if necessary, including a pet carrier
- Blankets and pillows in case you are stranded on the road or in a shelter
- Prescription medicines

**Conduct a review of your house and ask yourself:**

- Should I obtain plywood, shutters or other window protection?
- Should I have trees that are overhanging the house trimmed?
- Should I have my house retrofitted with the new construction features that are now standard, such as hurricane straps for the roof?
- Should I have braces available to give additional support for the garage door?
- Should I have a professional analysis of the home's structural strength and weaknesses?

***1B – Time to GO...***

**Immediately prior to evacuation departure, do the following:**

- Have your departure vehicle fully fueled and loaded with necessary items for a minimum 7-day period. Include flashlight, water and snacks for the travel, prescriptions, valuables, the family pet, checkbook, cell phone with charger, etc.
- Move lawn and pool furniture indoors. They can become windblown missiles.
- Remove outside hanging plants to the garage. They also can become missiles.
- Move gas/barbeque grills to garage and turn off gas at the tank.
- Turn off gas at any outdoor propane tanks.
- Turn off the water at the shut-off valve after first filling a bathtub with storage water. Make sure the circuit breaker for the hot water heater is off.
- Water inside plants. Feed your tropical fish.
- Take down flags that may be flying.
- Place tightly rolled towels at the base of each outside door.

- Install plywood covers over windows, if available.
- Disconnect power and cable to your television sets; keep one set on to receive last minute news and instructions.
- Disconnect power and internet input to your computers, printers, scanners, etc.
- Turn off all lights and unplug all electrical items such as lamps, radios (keep one on for late news), small kitchen appliances, etc. You may prefer to turn off power at all non-essential circuit breakers. Leave AC and refrigerator on.
- Close all drapes, venetian blinds and interior doors.
- Check storage yard for any loose items that can easily be blown away. Put trash cans in the garage.
- Take a walk around your property to ensure all moveable items are now inside your garage.
- Notify relevant people locally and at your evacuation destination regarding your imminent departure.
- Lock all doors and windows.
- Consider moving valuable items to higher elevations inside your home.
- Take this Guide with you.

### ***1C - While You're Gone***

It is the Plantation's intention that, after a disaster, our **web site** or **toll free number** will serve as the primary communicator. You can gain access to the internet and web site by utilizing the public computers at local libraries in the location to which you have evacuated. Our website address is:

[www.csaadmin.com](http://www.csaadmin.com)

In the event you cannot gain access to a computer, we will make our toll free number available for updates. Given the unexpected volume of calls into the area and into the plantation, please be prepared for busy signals and delays.

## **Section 2**

### **Return and Clean Up**

Authorization to return to the Island will be given by the appropriate authorities: *the Governor, the Mayor or the Beaufort County Emergency Management Director*. As soon as the authorization to return is issued, the information will be posted on the CSA website along with a toll free phone number. Remember: Identification will be needed for re-entry into Sea Pines as well as the island. Have a current Sea Pines Property Owner Decal, Property Owner ID card, South Carolina Driver's license with a Sea Pines address or a copy of your property tax bill for proof of ownership.

### ***2A - General Guidelines***

#### **Disaster Aftermath: Clean-up and Safety**

Disasters can be dangerous even once the immediate hazard is past. Take the time to be cautious with food, sanitation and electricity, especially.

## Clean-Up

- Begin clean-up of your property as soon as possible.
- Contact your insurance companies.
- If you must throw away valuables, take photographs of them for insurance purposes.
- Take pictures of exterior damage to structures and trees.
- If air conditioning is not available, open all doors and windows in order to dry and ventilate your home.

## Food and Water

- Avoid opening the refrigerator door unnecessarily.
- Don't drink untreated water from the taps until officials give the "all clear".
- Don't eat fresh food or use spices or utensils that have been contaminated by flood water.
- Eat the food most likely to spoil in your refrigerator first.
- If you even suspect that food has spoiled, do not eat it.
- Conserve water used for cooking and cooking utensils. In a large cook pot, cook canned goods in their cans by opening them, removing the labels and placing them in 2 inches of gently boiling water. Use oven mitts to avoid burning hands when lifting cans from water. Re-use that water for another meal, but don't drink it.
- Disinfect tap water (*if that is the only source of drinking water available*) as follows:

*Boil for 5 minutes. Add 16 drops (1/4 teaspoon) of liquid chlorine bleach per gallon (providing that the bleach contains hyperchlorite as its only ingredient.) Let the water stand, unopened, for one hour before drinking. Boil water from toilet tank or bathtub for 5 minutes before using.*

## General Safety

- Wear rubber gloves when cleaning after floodwaters to avoid infection from sewage and other contaminants.
- Wear thick-soled shoes or sneakers at all times to avoid injury or possible infection from floodwaters.
- Do not smoke or light matches outdoors until you determine that there are no gas leaks in the area.

### **If you smell gas:**

Immediately open windows and doors  
Turn off the main gas valve  
Leave the house  
Report the leak to Security  
Don't start your car

- Be careful when walking outdoors, and look out for downed power lines, debris, animals, snakes and insects.
- Check any structure before entering. If you are unsure of its safety, DON'T go in.

## Electricity

If you arrive home and the power is off:

- DON'T turn on or touch electrical outlet or power boxes if you are standing in water or if you are wet.
- DON'T call the power company to report outages. Keep the lines clear so that emergency personnel can get through.
- If not already OFF, flip the main circuit breaker to OFF position, and do the same with all other breakers in the box.
- Be sure that the main electrical connection to your house is not damaged. (This connection is located near the meter.) If it is an electrical repairman must fix it before the power company will reconnect.
- If you have not already done so, unplug any appliances that use motors, such as a computer, TV refrigerator, VCR, washer, dryer, hair dryer, etc. If there is something wrong with the power supply, they can be seriously damaged when power returns.
- Do not connect portable generators directly to the panel box – use an extension cord plugged into the generator.

### **When you know the power has been restored:**

- Flip the main breaker to the ON position.
- Then start flipping other circuits ON, one at a time, starting with the single breakers which carry a lighter load. If the breaker stays in the ON position it should be OK. (If it flips back to OFF, leave it there, because you'll need an electrician to fix it.)
- Next, turn on the breakers that are hooked together and which supply power to large appliances, such as heating, air-conditioning, refrigeration, etc. Don't plug in any appliance yet. Go ahead and turn on the lights.
- Once the lights are on, try to determine if they are as bright as they used to be. If they appear dimmer, there could be a faulty connection in the negative (ground) wiring in the house. This reduced power is what can destroy machines with motors. If the lights seem too dim, IMMEDIATELY FLIP THE MAIN CIRCUIT TO OFF.
- If your lights seem as bright as usual, turn OFF the circuits for the large appliances, plug them in, and then flip the switch ON again. If the breakers stay in the ON position, your electricity is probably OK.
- Report all loose wires or exposed wires to the Security staff.

## Sanitation

- Sea Pines Plantation is serviced by South Island Public Services District, which uses the electricity to power lift pumps to move sewage. If electricity has not been restored, utilize the available port-o-potties. No electricity means no sewer service.
- Dispose of all spoiled food in a sanitary manner.
- Check to see if sewage lines are broken before using your toilet. If they are, do not flush your toilet. To test for damaged lines, run clear water at each fixture for at least 5 minutes to assure adequate drainage.

## Other

- Take a break from clean-up now and then to conserve your own energy.
- On your return to the island, consider stopping to purchase items you may find in short supply when you return (i.e., cleaning supplies, box fans, dehumidifiers, water and food.)

## *2B - ARB Guidelines*

### **ARB Emergency Permits and Inspections**

Following a hurricane or other disaster, once Hilton Head Island is officially a disaster area, the following "Emergency Guidelines" will take effect and the Sea Pines ARB Guidelines in effect at that time are modified as follows to assure that property owners (or their properly designated representatives - usually architectural firms or general contractors), can rapidly begin the process of returning their properties to normal conditions.

During the period of the emergency it is the intention of the Board to review and approve, if appropriate, each application as expeditiously as possible. In order to expedite the approval process, the 9 member ARB Board intends to divide itself into three approval committees of three members each, with each group meeting twice a week (meetings will be held six days a week including Saturdays) until such time as the ARB Board determines the emergency is over.

### **The ARB may be reached through:**

The CSA web site ..... [www.csaadmin.com](http://www.csaadmin.com)  
By telephone ..... 843-671-5533  
By fax..... 843-671-5368

### **NO APPROVALS ARE REQUIRED FOR THE FOLLOWING:**

- Tree removal when trees have fallen on the ground, across structures, or are leaning more than 30 degrees.

- Minor roof repairs involving less than 50% of the total roof surface; including the garage surface, with matching color and texture roofing materials.
- Replacing broken windows with those of a matching color and type of window.
- Replacing less than 50% of all exterior wall materials with matching materials and repainting with an ARB pre-approved paint color or an identical existing paint color.
- Replacement of any damaged exterior doors or garage doors and repainting with an ARB pre-approved paint color or an identical existing paint color.

**NOTE:** ARB ADMINISTRATOR TO BE NOTIFIED IN WRITING FOLLOWING THE COMPLETION OF REPAIRS SO THAT ARB PLAN FILES MAY BE PROPERLY UPDATED FOR PROPERTY OWNER'S PROTECTION. PROPERTY OWNER (OR DESIGNATED REPRESENTATIVE) TO SUBMIT BEFORE AND AFTER PHOTOS.

**ARB ADMINISTRATOR APPROVAL IS REQUIRED WHEN:**

Beyond those noted above which require no approvals, major property repairs are required, specifically as follows:

- Damaged tree removal where the property owner feels a tree or trees should be removed, but it does not qualify as noted above.
- Replacement of more than 50% of the roof or replacement of any portion of the roof with a different color or texture roof than the one currently existing.
- Replacement of broken windows with a noticeably different type or color window.
- Replacement of more than 50% of all exterior wall materials.
- Repainting exterior walls or exterior doors and garage doors with a non-ARB pre-approved paint color or color different from the existing color.

**NOTE:** ARB ADMINISTRATOR OR STAFF TO BE CONTACTED FOR APPROVAL USING SIMPLIFIED FORM DEVELOPED FOR SUCH EMERGENCIES. REVIEW AND APPROVAL, IF APPROPRIATE, TO BE COMPLETED AS SOON AS POSSIBLE. (*SEE SAMPLE FORM.*)

The simple **Declaration Form** (*see Appendix*) may be used for major reconstruction of a property to a condition identical to the approved existing plans currently on file with the ARB where paint color of exterior walls and doors and garage doors is identical to those existing or is an ARB pre-approved color and where roofing material is either identical to that existing or an ARB pre-approved color and texture.

**EMERGENCY ARB BOARD APPROVAL is REQUIRED WHEN;**

The type of property improvements requiring Emergency ARB Board action generally will include substantive architectural design changes involving such items as: raising the ground floor elevation to conform to current standards; extensive changes in the exterior wall materials being used; expanding or contracting the property improvements to better correspond the lifestyle and needs of the property owner, etc.

THE ARB BOARD IS COMMITTED TO PROMPTLY REVIEWING AND APPROVING, IF APPROPRIATE, THESE APPLICATIONS AS EXPEDITIOUSLY AS POSSIBLE.

## ***2C – Temporary Housing Guidelines***

CSA wants to expedite the repair and reconstruction of damaged housing caused by a major disaster. Residents are urged to acquaint themselves with the temporary housing market in the area, such as condos, motels or time shares. Review your insurance to ensure you have adequate coverage for alternate living expenses.

In the event of a major disaster that includes the devastation of homes, the use of temporary housing on the property may be permitted for a period of six months. The Board may extend this period when a special need is demonstrated. Temporary housing must comply with the following guidelines:

- The use of temporary housing is limited to permanent residents who are rebuilding or repairing an existing home.
- Temporary housing is defined as travel trailers, motor homes or manufactured homes.
- The temporary housing must be located entirely on the property owned by the resident.

## ***2D – Debris Removal Guidelines***

Following a major storm, a significant amount of landscape debris is strewn about our property. It is the responsibility of each Property Owner to clear his/her property and bring the debris to the roadside. CSA or its designated contractor will remove the landscape debris for disposal.

**The following guidelines apply for all debris removal:**

- Place debris in piles along the roadsides and off paved surfaces.
- Do not pile debris over water meters or fire hydrants.

***Debris must be segregated by form, as follows:***

Raw Garbage (Do not mix household garbage with any other kind of debris.)

Vegetative Debris - yard waste, limbs, leaves, shrubs, pinestraw, trees etc.

Construction/Building Debris - lumber, shingles, pipes, carpeting, non-wood building material, treated lumber etc.

White Goods - appliances, air conditioners, heating equipment etc.

Household Hazardous Waste - bleach, gasoline, pool chemicals, cleaning supplies, motor oil, paint, propane tanks etc.



**ARB Re-Painting/Re-Roofing Form**

**REQUEST FOR EXT. REPAINTING/REROOFING**

(Damage less than 50% as determined by Town of Hilton Head)

Date: \_\_\_\_\_

To: Sea Pines Architectural Review Board  
175 Greenwood Drive  
Hilton Head Island, SC 29928

From: Owner's Name \_\_\_\_\_  
Legal Lot # \_\_\_\_\_  
Mailing Address \_\_\_\_\_

Owner's Mailing Address if different from above:

\_\_\_\_\_

**PROPOSED COLORS:**

___ Siding	Brand	_____	Color Name/No.	_____
___ Windows	Brand	_____	Color Name/No.	_____
___ Garage Doors	Brand	_____	Color Name/No.	_____
___ Front Entry Door	Brand	_____	Color Name/No.	_____
___ Other Ext. Doors	Brand	_____	Color Name/No.	_____
___ Window Trim	Brand	_____	Color Name/No.	_____
___ Door Trim	Brand	_____	Color Name/No.	_____
___ Fascia	Brand	_____	Color Name/No.	_____
___ Soffits	Brand	_____	Color Name/No.	_____
___ Corner Boards	Brand	_____	Color Name/No.	_____
___ Band Board	Brand	_____	Color Name/No.	_____
___ Shutters	Brand	_____	Color Name/No.	_____
___ Columns	Brand	_____	Color Name/No.	_____
___ Deck/Benches	Brand	_____	Color Name/No.	_____
___ Fences	Brand	_____	Color Name/No.	_____
___ Handrails	Brand	_____	Color Name/No.	_____
___ Other	Brand	_____	Color Name/No.	_____
___ Other	Brand	_____	Color Name/No.	_____
___ Stucco/Masonry	Brand	_____	Color Name/No.	_____
___ Roof Min 300#	Brand	_____	Color Name/No.	_____

**PAINTING or ROOFING CONTRACTOR:**

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Address: \_\_\_\_\_

◇ BEFORE PHOTO Submitted by: (Signature) \_\_\_\_\_  
◇ AFTER PHOTO Date: \_\_\_\_\_ Phone No: \_\_\_\_\_

**3B - Important Phone Numbers**

**Community Services Associates, Inc. (CSA)**

*M-F (8:30 am - 4:30 pm)* (843)671-1343  
*Security (24 hours)* (843)671-7170  
*Toll Free* (866)671-3822 (EVAC)  
*Website* [www.csaadmin.com](http://www.csaadmin.com)

**Hilton Head Island Emergency Management**

*M-F (8:00 am - 4:30 pm)* (843)682-5156  
*Toll Free* (877)238-2021  
*Website* [www.hiltonheadislandsc.gov](http://www.hiltonheadislandsc.gov)

**Beaufort County Emergency Management**

*M-F (8:00 am - 5:00 pm)* (843)470-3100  
*Toll Free* (877)238-2021

**SC Public Information Phone System**

*Toll Free* (877)238-7021

**Utilities:**

**Palmetto Electric**

*Hilton Head* (843)681-5551  
*Toll Free* (800)922-5551

**Hargray Communication**

*Hilton Head* (843)686-5000  
*Toll Free* (800)726-1266

**South Island Public Service District (PSD)**

*Hilton Head* (843)785-6224  
*Emergency Service* (843)671-2907

**Personal Phone Numbers:**

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