



DISASTER PREPAREDNESS AND REACTION PLAN

*Prepared By
WCA Safety & Risk Management Committee*

Wailea Community Association
555 Kaukahi Street
Wailea, HI 96753
(808) 874-6866

Approved and Adopted by
WCA Board of Directors
3/20/95
Updated June 2020

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*For Commercial Properties Only

WAILEA COMMUNITY ASSOCIATION (WCA)

DISASTER PREPAREDNESS PLAN

I. PURPOSE

The purpose of this plan is to create a basic framework of interim procedures to be used by WCA personnel and volunteers in the event of a catastrophic emergency, i.e., earthquake, fire, severe storm, tsunami or hurricane. This plan is meant to be used only in cases where the usual emergency services are unavailable and the disaster plans of individual Wailea neighborhoods prove insufficient. The plan is designed to help Wailea be self-sufficient for approximately 72 hours following a disaster.

This plan is also meant to provide certain basic information to individual project associations and properties for their **own** use and implementation, such as emergency phone numbers, evacuation plans, items that project associations and individual owners should have on hand in the event of an emergency, as well as certain tips on handling insurance following a disaster. These are included as a separate attachment and are intended to be only a starting point for others beginning their **own emergency preparedness planning**.

The plan is not meant to be a substitute for individual project plans. Each individual association is strongly encouraged to develop its own disaster preparedness plan. Individual plans should be designed to help each community cope with severe emergencies and be self-sufficient for approximately 72 hours following an emergency. WCA would appreciate receiving copies of individual plans, which may be helpful in overall coordination.

II. EMERGENCY OPERATIONS CENTER

The Manager's Office at WCA's Office in Hotel Wailea will be WCA's Emergency Operations Center (EOC). When a disaster occurs, the Emergency Services Committee and those other individuals appointed will report to the EOC. The Emergency Services Committee and their appointees shall coordinate emergency operations and support within the Wailea Resort and establish communications and coordination with nearby jurisdictions for mutual assistance and benefit. The County of Maui has established its Emergency Operations Center in the basement of the County Building in Wailuku.

In the event of an emergency, WCA will generally focus on damage control in areas identified as WCA Common Area for a period of 72 hours or until emergency assistance is available from the County and others. Such emergency control may include, though not be limited to, the following elements:

1. Keeping roadways open to flow of traffic.
2. Assist with diverting traffic, if necessary.
3. Removal of blown down trees, branches, rubbish, etc.
4. Clearing away abandoned or damaged vehicles blocking transportation.
5. Emergency management of water systems and irrigation.
6. Assisting in coordinating intra-Wailea communications.
7. Serving as the Resort's control center for coordination of efforts with the Red Cross, FEMA, County and State.
8. Implementing the above with WCA's own personnel, volunteers, Wailea Patrol, and WCA Contractors' personnel (as available) and others from the Wailea community that may be available.

Any actions taken in accordance with this plan shall not conflict with County of Maui relief efforts or any civil jurisdiction. All action taken should be community-related, self-help, until arrival of Government agencies. **All Residents and Guests in the Wailea Resort should be prepared to be self-sufficient for at least 72 hours.**

III. COMMUNICATIONS

The primary Emergency Operations Center in the WCA's Offices at Hotel Wailea will coordinate communications traffic utilizing whatever method (landline, cellular, radio) is available and determined to be the most reliable. (see exhibit B)

IV. EVACUATION

There is one Civil Defense evacuation center in South Maui, at the Kihei Elementary School. However, it was recommended by the Red Cross that Wailea Owners and Resort guests stay within the Resort as much as possible. Since homes and commercial properties in Wailea are of a generally high quality construction, owners and guests may be safer staying on property than out on the roads seeking shelter at County designated facilities.

Therefore, unless otherwise notified, owners and guests should remain in their homes or hotels.

There are five Civil Defense sirens in the Wailea area: 1) Makena Surf; 2) on Alanui just south of Kauakahi Rd.; 3) Grand Wailea; 4) Ulua Beach Access; and 5) Kilohana Park. In case of a natural disaster, these sirens would sound an "alert," which is a long continuous siren (a pulsing siren is produced for a potential missile attack).

Should it become necessary for the Red Cross or County to evacuate individuals from condominiums or homes during a natural disaster, most of the Wailea hotels have agreed to provide **temporary** shelter. The following evacuation plan provides for evacuation from the individual residential villages to designated hotels within Wailea and will be activated **ONLY** in the event that the County of Maui or the Red Cross issued the order to evacuate your building or subdivision:

Wailea Beach Marriott

Palms I & II Kai
Papali

Grand Wailea Resort

Kialoa Ho'olei
Pualani Kanani

Andaz

Ekahi Elua
Fairway Estates

Four Seasons Resort

Kai Malu
Golf Estates

Fairmont Kea Lani Resort

Highlands Wailea Point
Golf Vistas Ekolu

Hotel Wailea

Employees – WCA
Fairway Villas

Residence Inn

Grand Champions
Keala O Wailea

In the event you are directed to evacuate the Wailea Resort entirely, the closest County Evacuation Shelters are the Kihei Elementary School and Lokelani Intermediate located on Lipoa Street, and Kamalii Elementary located off of Piilani Highway. WCA's best efforts will be needed to keep Wailea Alanui Drive and Wailea Ike Drive open and passable to provide access to Piilani Highway. Once on Piilani, proceed north to one of the above named shelters. We encourage you to become familiar with these locations as soon as possible.

V. **WCA SERVICES**

PATROL

The Patrol Supervisor, or his/her on-duty alternate, will report as soon as possible to the primary Emergency Operations Center (WCA's Offices at Hotel Wailea). As many patrolmen and volunteers as possible will be assembled at the EOC.

Wailea Community Association radios will be used during any emergency situation, in addition to emergency communications network.

Primary function of Wailea Patrol will be to relay calls for assistance from common areas of the resort to the EOC, check reports of accidents, injury, broken water mains, downed trees, etc., in common areas. Patrol keeps roads open and traffic flowing as much as possible. All reports will be called into the EOC who will refer them to the proper staff or volunteer for action.

TREE DEBRIS REMOVAL

WCA has contracted with its Tree Trimming Service Provider to cut up and remove from the roadway any fallen limbs or trees. After the disaster has occurred and it is safe, WCA's Contractor will start clearing away tree debris to allow for traffic flow. The streets that will be focused on by WCA's Contractor are Wailea Alanui Drive, Ike Drive, Kilohana Drive, Okolani Drive, Kaukahi Drive, and Kalai Waa Street. It might be necessary to clear one lane each way on the roadways first and then work on clearing the rest later.

Please remember that downed electrical streetlights might pose potential danger. Be sure to stay away from downed streetlights and wires until Maui Electric Company has turned off power.

VI. **MEDICAL**

During emergency situations, Wailea Community Association will not be able to provide medical attention. We encourage individual Associations to designate areas to be used for emergency medical treatment, as may be appropriate to assemble medical teams of volunteers and have extensive first aid kits on hand ahead of time.

During a major disaster, such as Hurricane Iniki, it is possible that there will be deaths and injuries and that Wailea or any other area, may not be able to avail itself of County emergency services, for some time.

VII. **DISASTER INFORMATION FOR INDIVIDUAL ASSOCIATIONS**

The following information is intended to be a starting point for any property owners' association, which has not yet begun preparing for a large-scale natural disaster. It may also serve as a reminder or follow-up for those associations, which have already adopted and distributed an Emergency Preparedness Plan.

LOCATION: EMERGENCY OPERATIONS CENTER (EOC) – Manager's Office in
WCA's Offices at Hotel Wailea

EQUIPMENT (recommended for both individuals and Associations):

1. FIRST AID KITS (see exhibit "A")
2. OTHER: Water, canned foods, can opener, paper goods, utensils, plastic bags and sheeting, toilet paper, towels, disposable towels, blankets, flash lights, batteries, lanterns, wood (for boarding up windows), battery radios, and if possible a portable generator.

SERVICES: Red Cross - 244-0051
Maui County Advisory Hotline – 986-1200
NOAA Weather Report for Maui – 871-6706
Maui Civil Defense – 270-7721
Ambulance - 911
Maui Fire Department - 911
Maui Police Department- 911

In time of disaster: Keep calm...don't panic! Think first of the welfare of your home and the safety of your property. **DO NOT** use your phone except to report an emergency. Tune into KMVI radio station (55 AM or 98.3 FM) for information. **DO NOT** believe or spread rumors. Keep away from damaged areas unless you are called on for help by proper authority.

BE PREPARED

1. In any emergency or disaster, a supply of food and water and certain medical supplies such as a medium sized medical kit are very important to have on hand. Keep a supply of family prescription medicine requirements available for use until the emergency is over.
2. Keep a flashlight and a battery radio with extra batteries for each item in your home, ready for use at all times.
3. If anyone in your family requires immunization, keep shots current.
4. Keep first aid supplies on hand. Keep batteries fresh and charged.
5. Teach members of your family how to turn off electricity, gas and water at the main switches and valves. If you do not know their location or how to turn them off, find out NOW. Once the gas valve has been turned off, *only the GAS COMPANY should reopen the valve.*

GENERAL INFORMATION: **HURRICANES**

Hurricanes are tropical storms whose winds maintain speeds of 74 mph or more. They move in a counter clockwise direction around a relatively calm center, which is the eye of the hurricane. Hurricane winds can blow up to 200 mph, however, storms around the Hawaiian Islands have been less powerful.

The storms consist of violent winds, heavy rains, and extremely high surf. As a hurricane nears the coastline, rising waves will pound coastal areas and damage structures fronting the ocean.

Hurricanes are rated according to their intensity anywhere from 1 for reaching 74 mph to 5 for winds reaching 140 mph or more. Hurricane season in Hawaii is June through December, however, most occur between July and September. The National Weather Service, National Oceanic and Atmospheric Administration, issues a warning whenever hurricanes appear to be a threat to Hawaii. When a storm reaches tropical storm level (more than 39 mph) it is given a name and the weather service begins to issue warnings. A hurricane *watch* is issued when there is a threat of hurricane conditions are within 36 hours. A hurricane *warning* is issued when sustained winds of 74 mph or more are expected in the area within 24 hours or less.

TSUNAMI

Tsunamis are a series of ocean waves that can cause serious destruction along all shorelines. Tsunamis that strike coastal locations in the Pacific Ocean Basin are most always caused by earthquakes that might occur near to Maui or as far away as Japan or Alaska.

NUCLEAR DETONATION

The following are indicators of an impending attack:

1. Sirens sound Warning Signal (a pulsing siren is produced for a potential missile attack).
2. Emergency Alert System (EAS) Advisory
3. Wireless Emergency Alert (WEA) System Advisory.

Immediate Actions to be taken:

1. If you are indoors, stay indoors away from windows
2. If you are outdoors, seek immediate shelter in a building preferably concrete such as a commercial structure or parking garage.
3. If you are driving, pull safely to the side of the road and stop. Seek shelter in a structure if nearby or remain in your vehicle and lay on the floor.

Once in shelter:

1. Remain sheltered until you are told it is safe to leave or two weeks, whichever comes first.
2. You may be advised that it is safe to leave your shelter for short periods of time to locate food, water and medical care.
3. Electrical, water and other utilities may be severely disrupted or unavailable.
4. Listen to local AM-FM radio stations for official information.
5. Cell phone, television, radio and internet services will be severely disrupted or unavailable.
6. Small portable walkie-talkies may give you communication with nearby shelters.

VIII. **RISK MANAGEMENT**

GENERAL CONSIDERATIONS

1. Have a phone number for: insurance agent; local insurance office; and 800 number for insurance company, home, or regional office.
2. For Associations - be sure to have more than one set of plans for your owner's Association Common areas, preferably located offsite in a safe location.
3. Budget for deductibles and losses not covered or partially covered by insurance.
4. Make a list of local and state emergency organizations and their phone numbers.

Know Your Property Coverage

1. What is the Replacement Cost/Co-insurance Clause.
2. How does your deductible work, what is it, who's responsible?
3. Know what is excluded from your insurance coverage.
4. What would be the costs of demolition and increased cost of consideration.
5. Association Boards should keep their homeowners informed of the following:
 - a. loss assessment coverage
 - b. "real property" coverage for unit owners

6. Expense to reduce the loss.
7. For Association common area property, are you covered for fences, lights, parking areas, streets, walls, walks, irrigation systems, etc.?
8. For individual homeowners, make sure you have a guaranteed replacement cost provision on your structure insurance policy and enough coverage for the actual contents.

IX. **EQUIPMENT AND MANPOWER**

Please contact WCA for an inventory of equipment and manpower that may be available from each of the following properties in the event of an emergency (for commercial properties only).

- | | |
|----------------------|--------------------------|
| 1) WCA | 5) Four Seasons |
| 2) Wailea Golf | 6) Grand Wailea |
| 3) Hotel Wailea | 7) Wailea Beach Marriott |
| 4) Fairmont Kea Lani | 8) Andaz Wailea |

X. **OTHER SOURCES OF INFORMATION**

- Maui County's Disaster Plan Booklet
- "Are You Ready? Your Guide to Disaster Preparedness" prepared by the Federal Emergency Management Agency.
- "Before Disaster Strikes" prepared by the Red Cross.
- "Handbook for Emergency Preparedness" prepared by Hawaiian Electric Company, Maui Electric Company, and Hawaii Electric Light Company.
- "Storm Tracks" Hawaiian Electric Company's guide to emergency preparedness and action.
- The Civil Defense Section of your phone book.
- Hawaii State Department of Defense "Guidance Summary for Coordinated Public Messaging – Nuclear Detonation"

DISASTER PREPAREDNESS

Each household should have food & water items in quantities to last at least 5 days

CHECK LIST

- | | |
|---|---|
| <input type="checkbox"/> Portable Radio | <input type="checkbox"/> Containers of Water
(minimum 2 qts. a day per person) |
| <input type="checkbox"/> Extra Batteries | <input type="checkbox"/> Sleeping Bags or Blankets |
| <input type="checkbox"/> Flashlight / Lantern | <input type="checkbox"/> Personal Toilet Articles and Sanitary Needs |
| <input type="checkbox"/> Candles | <input type="checkbox"/> Change of clothing for each household member |
| <input type="checkbox"/> Matches | <input type="checkbox"/> Plastic Food Bags |
| <input type="checkbox"/> *First-Aid Kit | <input type="checkbox"/> Ice Chest |
| <input type="checkbox"/> Prescription Medications | <input type="checkbox"/> Fuel for Stoves, BBQs, lanterns |
| <input type="checkbox"/> Five Day Non-Perishable Food Kit | <input type="checkbox"/> Duct Tape |
| <input type="checkbox"/> Plastic Trash Bags | <input type="checkbox"/> Spare Eyeglasses |
| <input type="checkbox"/> Cash | |
| <input type="checkbox"/> Can Opener / Utensils | |
| FOR PETS: | |
| <input type="checkbox"/> Pet food | <input type="checkbox"/> Harness & Leash |
| <input type="checkbox"/> Water & Bowl | <input type="checkbox"/> Crate or Carrier |
| <input type="checkbox"/> Medicine | <input type="checkbox"/> Garbage Bags |
| <input type="checkbox"/> Pet First Aid Kit | <input type="checkbox"/> Disposable litter trays & litter |
| <input type="checkbox"/> Blanket | <input type="checkbox"/> Toys & Treats |
| <input type="checkbox"/> Pet Records | |

FIRST AID KIT

CHECK LIST

- | | |
|---|--|
| <input type="checkbox"/> Adhesive tape, roll 2" wide | <input type="checkbox"/> First Aid Manual |
| <input type="checkbox"/> Applicators, sterile cotton-tipped | <input type="checkbox"/> Tweezers |
| <input type="checkbox"/> Antiseptic Ointment | <input type="checkbox"/> Ace Bandage |
| <input type="checkbox"/> Aspirin or aspirin-free pain relievers | <input type="checkbox"/> Petroleum jelly |
| <input type="checkbox"/> Bandage, sterile roll 2" & 4" wide | <input type="checkbox"/> Rubbing alcohol |
| <input type="checkbox"/> Bandages, plastic strip, assorted | <input type="checkbox"/> Safety pins |
| <input type="checkbox"/> Respiratory & Digestive medications | <input type="checkbox"/> Scissors |
| <input type="checkbox"/> Thermometer | <input type="checkbox"/> Antibacterial soap |
| <input type="checkbox"/> Face Masks | <input type="checkbox"/> Toothache remedy |
| <input type="checkbox"/> Hand Sanitizer | <input type="checkbox"/> Water purification tabs |

WCA RADIO PROTOCOL AND EMERGENCY RADIO SYSTEM

Background

The Wailea Community Association developed this system to establish radio communication allowing all WCA member properties to communicate with one another by radio. To participate, the member property is required to have a base station or hand held radio on the assigned frequency in order to receive and transmit on this system.

- In the event of a crisis, the phone system may not be operable. This would make the emergency radio system an invaluable tool in coordinating efforts throughout Wailea.
- The emergency radio system also becomes invaluable in that all participating properties monitoring the emergency channel will have simultaneous knowledge in the event of an emergency.

This report details basic information regarding radio protocol and when to use it.

First, a series of points to remember at all times when sending messages on the radio:

- Make sure that the volume level is not too high, and to adjust squelch if necessary.
- Don't speak straight into the radio microphone, speak sideways on to prevent any distortion of your voice.
- Make sure that the Press-To-Talk button is fully pressed, and that it is pressed during the entire length of your message.

Tips regarding general protocol:

- Remember to identify the property you are calling at the start of your message, and always identify yourself (see procedure on page 13).
- Use 'over' at the end of each message you make to signal that you are awaiting a response.
- Use 'please repeat' when asking for the message to be repeated.
- Use 'out' to signify that the conversation is terminated.

Why should the phonetic alphabet be used?

To help to spell words and define letters that could otherwise be easily misunderstood.

Other points:

- Remember to speak slowly and clearly, pronouncing each syllable with care.
- Remember to speak sideways to the microphone to avoid distortion of your voice.

The Phonetic Alphabet

A – Alpha	N – November
B – Bravo	O – Oscar
C – Charlie	P – Papa
D – Delta	Q – Quebec
E – Echo	R – Romeo
F – Foxtrot	S – Sierra
G – Golf	T – Tango
H – Hotel	U – Uniform
I – India	V – Victor
J – Juliet	W – Whiskey
K – Kilo	X – X-Ray
L – Lima	Y – Yankee
M – Mike	Z v Zulu

Procedure

Wailea Community Association (WCA) will be the base for the system. The call sign for WCA will be "Wailea Base".

Each station will monitor the emergency channel.

- An example of proper hailing protocol (WCA hailing Wailea Golf Resort): "Wailea Golf Resort, Wailea Golf Resort, Wailea Golf Resort, This is Wailea Base".
- The name of the property being hailed will be said three times followed by the name of the property making the call. Station to station hailing should be on the emergency channel, since all stations should always be monitoring this channel.
- The proper response to this hail would be: "Wailea Base, this is Wailea Golf Resort, switch to channel 2?"

Conversations will not be allowed on the emergency channel. The emergency channel must be kept clear except for station-to-station hailing and emergency use. If Hailed on the emergency channel, the property being hailed responds with "...switch to channel (2) (as an example)". The hailing property will comply and respond with "switching to channel 2".

To end a conversation, either party may initiate: "if nothing further, this is (name of property), going back to channel one (emergency channel). Or simply " (name of property) out".

To ensure that this radio system is working properly, a weekly radio check of all participating properties will be made by Wailea Base.

- Sample Radio Check by Wailea Base:
"Wailea Elua, Wailea Elua, Wailea Elua, this is Wailea Base, How do you read me? Over."
- Response:
"Wailea Base, This is Wailea Elua, we read you loud and clear. Over." "Thank you Wailea Elua, this is Wailea Base. Out"
"Wailea Elua, Out"

If radio contact cannot be made, Wailea Base will contact that property by phone to determine if there is a problem with the equipment.