

Lake Royale Property Owners Association

Emergency Operations Plan

FOREWORD

The Lake Royale Property Owners Association Emergency Operations Plan has been developed to address multiple hazards which may threaten the community. This plan will be coordinated with the overall Emergency Plan used by Franklin County. Lake Royale's plan will address a hazard as it directly relates to Lake Royale and will require the assistance of Franklin County when it goes beyond our capabilities. The Standard Operating Procedures Section defines the roles of each segment of Lake Royale's plan, thereby reducing confusion, chaos, and conflict during an emergency. Lake Royale's plan operates directly under Franklin County's Emergency Plan.

Lake Royale Property Owners Association

Basic Plan

I. Purpose

This plan predetermines actions to be taken by the Lake Royale Property Owners Association (POA) through Franklin County Emergency Management to reduce the vulnerability of people and property to disaster and to establish capabilities to respond effectively to the actual occurrence of a disaster.

II. Situations and Assumptions

a. Situations

i. Geography

Lake Royale Subdivision is located three miles from Bunn, NC, in the Southeast portion of the county on SR1611.

ii. Transportation and Roads

The subdivision has 4,500 acres and 90 miles of road which include the streets at the golf course, which are public vehicular areas. The association has 5,200 property owners, with a population of approximately 1,800 people on a regular basis, and up to 4,000 people during weekends and holidays. The front entrance is gated from SR1611 and there are two back gates unmanned on Holly road – SR800 in Nash County and on . There is also a gate by the Starflite gas station on SR1611.

iii. Hazards

Lake Royale is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Potential hazards (natural, technological, and national security) for the county are:

1. Hurricanes
2. Drought/floods
3. Severe thunderstorms
4. Tornadoes
5. Severe winter weather
6. Severe cold weather
7. Extreme heat
8. Hazardous materials
 - a. Transportation incidents
 - b. Unidentified spills or dumping
9. Large structure fire, fire storm

10. Forest or wildland fire
11. Aircraft crashed
12. Mass casualty incidents
13. Civil disorder/riot/vandalism
14. Sabotage/terrorism
15. National Security Emergency

b. Assumptions

- i. the occurrence of any one or more of the emergency/disaster events previously listed could impact on Lake Royale severely and include several of the following possibilities
 1. Loss of electric service
 2. Loss of water distribution and storage system
 3. Loss of part or all of waste treatment systems
 4. Severance of Road/highway network
 5. Necessity for mass care and feeding operations
 6. Need for debris clearance
 7. Multiple injuries
 8. Drastic increase in media attention
 9. Damage to the communications network
 10. Damage to the telephone network
 11. Severe economic impact
 12. Increased number of vectors (insets)
 13. Need for official public information and rumor control
 14. Need for State or Federal assistance
 15. Re-entry of the public into damaged/evacuated areas
 16. Damage to vital records
 17. Need for Damage assessment
 18. Need for auxiliary power
 19. Solicited/unsolicited goods
 20. Condemnation of private wells
 21. Lack of depth of staffing
 22. Loss of facilities vital to maintaining essential services
 23. Environmental impact/wildlife, natural resources destruction.
 24. Need for management of reconstruction
 25. Need for coordination of staged resources
 26. Damage to historical sites
 27. Isolation of population
 28. A Presidential Disaster Declaration
- ii. The occurrence of one or more of the previously listed emergency/disaster events could result in a catastrophic disaster or situation which could overwhelm Lake Royale's resources.
- iii. It is necessary for Lake Royale to plan for and to carry out coordinated disaster response and short-term recovery utilizing local resources; however, it is likely that outside assistance would be necessary in most major disaster situations affecting Lake Royale.
- iv. Emergency and disaster occurrences could result in the disruption of all POA functions. This necessitates the development of standard operating procedures. These procedures will address the lines of succession and modes of operation.
- v. Most natural disasters will leave at least some part of the subdivision isolated and on its own for a period of time. Families should be encouraged to train and prepare for these events.
- vi. Officials of the county and Lake Royale are aware of the threat of a major emergency or disaster and will fulfill identified responsibilities as needed to the extent possible.

III. Concept of Operations

a. Preparedness

- i. As required by General Statutes 166-A, it is the responsibility of county government to organize and plan for the protection of life and property from the effects of hazardous events or disasters. Through mutual aid agreements with Franklin County and the town of Bunn, Lake Royale has addressed local emergency response.
- ii. Facilities vital to the operation of Franklin County and Lake Royale have been identified. These facilities will receive priority for restoration of services.
- iii. The POA Administrative Office is the Command Center and the POA Office complex is the alternate Command Center.
- iv. Planning and training are necessary and integral parts of emergency and disaster preparation and must be a prerequisite to effective emergency operations.
- v. Coordination with adjoining jurisdictions is essential when events occur that impact beyond Lake Royale boundaries.
- vi. It is the responsibility of the Board of Directors to insure that all legal documents recorded by designated individuals be protected and preserved in accordance with existing laws, statutes, and ordinances.

b. Response

- i. In significant emergencies/disasters, direction and control will be managed by the Emergency Management Committee in coordination with Franklin County Emergency Management.
- ii. The Lake Royale Emergency Operations Command Center will be staffed and operated as the situation dictates.
- iii. When an emergency situation develops, the President of the Board of Directors or his designee may implement emergency procedures.
- iv. The General Manager will coordinate resources. The General Manager will utilize available media outlets for the dissemination of emergency information to the public if an event is limited to Lake Royale.
- v. Should Lake Royale's resources prove to be inadequate during emergency operations, requests for assistance will be made to Franklin County Emergency Management.
- vi. Recovery: Termination of the Emergency Procedures shall be declared by the President of the Board of Directors or his designee.
- vii. Mitigation: Following any major emergency/disaster event, a critique will be held to evaluate Lake Royale's response to the event. A critique will include the following issues related specifically to recovery.
 1. Plan revision based on lessons learned
 2. Unmet needs status
 3. Management of Donated goods
 4. Interagency cooperation
 5. Damage reports
 6. Training needed

IV. Plan development and maintenance

- a. Lake Royale is responsible for the development of standard operating procedures in support of this plan.
- b. The General Manager ensures the development and annual review of this plan and will coordinate necessary revision efforts through Franklin County Emergency Management. That shall include a critique of the actions taken in support of the plan following any event requiring implementation of the plan
- c. This plan shall be exercised annually in lieu of actual response to real emergency events.

Lake Royale

Emergency Operations Plan

Authorization and Authorities

- I. Purpose – This section provides legal references and authorizations to support action in the event of an emergency/disaster situation
- II. Situations and Assumptions
 - a. Situation
 - i. Actions take during emergency /disaster events require that legal guidelines are followed to assure protection of the general public and to maintain law and order at Lake Royale
 - ii. Decisions implemented during times of disaster or impending disaster will sometimes have a negative economic impact on Lake Royale residents.
 - iii. Verbal and written mutual aid agreements exist between Lake Royale and agencies within Franklin County.
 - b. Assumptions
 - i. Some actions taken during emergency events will be unpopular with the general public.
 - ii. Actions implemented will be based on the safety and welfare of the overall population, but may be unpopular with specific groups.
- III. Concept of Operations
 - a. Lake Royale Property Owners Association is a part of Franklin County and falls under the jurisdiction of selected references listed below:
 - i. G.S. 166-A (Emergency Management Act)
 - ii. Franklin County Emergency Management Ordinance
 - iii. Proclamation of a State of Emergency (including description of Imposition of Prohibitions and Restrictions)
 - iv. Termination of a State of Emergency
 - b. Complete information pertaining to Authorizations and Authorities will be maintained in a reference book, accessible for reference during times of emergency. This reference will include:
 - i. G.S. 166-A (Emergency Management Act)
 - ii. Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended by Public Law 100-707 the Stafford Act.
 - iii. Franklin County Emergency Management Ordinance
 - iv. Proclamation of a State of Emergency
 - v. Mutual Aid Agreements for Fire and Rescue
 - vi. Mutual Aid Agreements with Municipalities
 - vii. Agreements with American Red Cross
 - viii. Agreements with County School System
 - ix. North Carolina Oil Spill Act
 - x. Emergency Planning and the Community Right-to-Know Act 9SARA Title III)
 - xi. OSHA 1910.120
 - xii. FAA Authority (FAR) to close airspace over disaster areas
 - xiii. Model Ordinance concerning Price Gouging
 - xiv. Civil Defense Act of 1950, Public Law 81-920
 - xv. NC Governors Executive Order 73
 - xvi. Local Emergency Planning Committee Bylaws and Roster
 - xvii. Lake Royale By-laws /Covenants, rules Regulations, etc.
 - c. Agencies tasked with responsibilities under the Emergency Operations Plan will be responsible for providing copies of any Mutual Aid Agreements to the Emergency Management Office (Office of Emergency Services).

Assignments of Responsibilities

- I. Purpose – This section tasks individuals within Lake Royale with emergency functions. Specific responsibilities are outlined below under the section entitled Assignment of Responsibilities.
- II. Organization
 - a. Emergency Management Committee – The Lake Royale Emergency Management Committee consists of the following:
 - i. President, Lake Royale Board of Directors
 - ii. General Manager
 - iii. Chairman, Safety Committee
 - iv. Chairman, Building Committee
 - v. Chief of Police, Lake Royale
 - vi. Maintenance Supervisor, Lake Royale
 - vii. Twelve at-large members, Lake Royale property owners.
 - b. Assignment of Individual Responsibilities
 - i. President, Lake Royale Board of Directors
 - 1. Declare an emergency situation for Lake Royale
 - 2. Execute the Lake Royale Emergency Operations Plan
 - 3. Implement other measures as necessary to provide for the protection of life and property
 - 4. Nominate members for the Lake Royale Emergency Management Committee
 - 5. Authorize the release of Emergency Public Information statements.
 - 6. Function as an official spokes person and public information offices or assure that a qualified, trained PIO is in place.
 - ii. General Manager
 - 1. Implement the Lake Royale Emergency Plan by authority of President, Board of Directors
 - 2. Direct Section Chiefs to develop and continually update standard operating procedures to respond to emergencies.
 - 3. Support the Emergency Management Committee in the development of periodic exercises and test of the emergency systems.
 - 4. Function as an official spokesperson and public information officer or assure that a qualified, trained PIO is in place.
 - 5. Coordinate emergency response actions with adjoining jurisdictions
 - 6. Coordinate emergency response actions with officials from adjoining jurisdictions.
 - 7. Implement direction, control, and policy making functions as necessary to provide for optimum protection of public health and safety within Lake Royale
 - 8. Appoint designee for Air Operations conducted during emergency/disaster situations.
 - 9. Provide all section chiefs and assistant section chiefs with updated list of all property owners in each section including name, lot number, phone numbers, and specific medical needs (ongoing).
 - 10. In the event the Franklin County Emergency Operations Center is activated, will respond to the Emergency Operations Center as Lake Royale’s representative.
 - 11. Submit necessary emergency information and reports to Franklin County Emergency Management.
 - iii. Chairman, Safety Committee

1. Utilize and commit Lake Royale personnel, facilities, and equipment resources in support of Franklin County Emergency Response Operations, not to conflict with Lake Royale's needs.
 2. Assess needs of Lake Royale and request resources through General Manager, Board of Directors
 3. Carry out appropriate provisions of Lake Royale By-laws and rules relating to emergencies.
 4. Implement other measures as necessary to provide for the protection of life and property.
- iv. Chairman, Building Committee
1. Coordinate emergency operations within Lake Royale
 2. Develop and maintain a current notification list of emergency operations personnel
 3. Maintain a current list of available resources
 4. Coordinate the procurement of resources through the President of the Board of Directors and direct aid where needed.
 5. Coordinate exercises and test of the emergency system within Lake Royale
 6. Submit necessary emergency information and reports to the General Manager during emergency and disaster events.
 7. Serve as principle liaison and advisor for emergency operations during emergency/disaster situations.
 8. Notify the General Manager who will notify the President of any hazards and potential evacuation routes.
 9. Identify suitable shelter locations.
- v. Chief of Police
1. Develop and maintain standard operating procedures for law enforcement operations during emergency and disaster situations.
 2. Provide direction and control for law enforcement operations.
 3. Anticipate resources needed to support law enforcement activities during emergencies and request through General Manager.
 4. Coordinate security for the damaged areas, vital facilities, equipment, staging areas, and shelter operation.
 5. Assist with communication for the affected population of an existing or impending emergency/disaster.
 6. Coordinate traffic control throughout Lake Royale during emergency operations.
 7. Function as the official Public Information Officer for law enforcement operations (coordinated with Lake Royale PIO)
 8. Provide security for the Command Center
 9. Identify and mark evacuation routes.
 10. Provide security for homes, camping units, and property in damaged areas.
- vi. Maintenance Supervisor
1. Identify staging areas for mutual aid units.
 2. Serve as contact for hazardous material incidents.
 3. Assist law enforcement with warning and notifying the affected population of an existing or pending emergency.
 4. Plan for coordination of fire fighting activities throughout Lake Royale with Bunn Fire Dept. and Justice Fire Dept.
 5. Support rescue operations
 6. Provide support personnel to assist in traffic control
 7. Provide support during hazardous materials incidents
 8. Coordinate fire protection for shelters with Bunn Fire Dept.
 9. Assist in Search & Rescue operations during emergency/disaster situations.

10. Identify equipment and manpower limitations and develop mutual aid agreement for the procurement of needed resources during emergency and disaster events.
11. Supervise debris removal
- vii. CERT members
 1. Maintain a current inventory of all property owners within their sections.
 2. Provide transportation to shelter or air operations areas
 3. Communicate status of section to Command Center via telephone, cellular, or radio on an hourly basis.
 4. Notify Emergency Operations Command Center of medical and transportation needs for handicapped and elderly.
- viii. Policy Statement: All emergency medical, social, mental, and health services as identified within the Franklin County Emergency Management Plan will be provided.
- ix. Air Operations Manager (at-large member)
 1. Develop and maintain standard operating procedures for air operations during emergency situations.
 2. Coordinate air operations during and following disaster events.
 3. Determine capabilities and limitations of airflight facilities to support aviation operations during emergencies.
- x. Amateur Radio Operator (at-large member)
 1. Develop and maintain a list of resources that may be used during emergency/disaster.
 2. Provide a liaison to the Franklin County Emergency Operations Center during emergency/disaster
 3. Transmit and receive emergency traffic as necessary during emergency/disaster events.
 4. Disassemble and relocate radio equipment to alternate site if necessary
 5. Maintain a message log of all emergency traffic.
 6. Coordinate with other amateur radio operators to establish and support post disaster emergency communications
 7. Provide area link with Franklin County Emergency Management
 8. Provide emergency communications at shelter sites as needed.

Vital Facilities Section D

- I. Purpose – This section provides for the identification and management of critical/vital facilities
- II. Situation and Assumptions
 - a. Situations
 - i. The identified facilities would be vital during a major emergency or disaster event.
 - 1. Command Center – Lake Royale POA office
 - 2. Communications Center – Main Gatehouse
 - 3. Shelter – Clubhouse
 - 4. Drinking water supply
 - ii. Lake Royale is part of Franklin County’s Emergency Plan which has the following vital facilities:
 - 1. Shelter facilities
 - 2. Health and Medical facilities
 - 3. Government facilities
 - 4. Communications facilities
 - 5. Public buildings
 - 6. Emergency Services facilities
 - iii. Vital Resource Site
 - 1. Helicopter Landing sites
 - a. Clubhouse
 - b. Pavilion
 - c. Rocket Ship Playground
 - b. Assumptions
 - i. Identification of vital facilities will make it possible to predict the consequences of disaster and to expedite the response of necessary resources from outside the area of impact
 - ii. Knowledge of vital facilities will reduce the dependence on “unwritten” and “assumed” information
 - iii. Knowledge of vital facilities will expedite damage assessment
 - iv. The identification of vital facilities allows for the prioritization of post-disaster areas and restorations.
- III. Concept of Operations – Vital facilities may serve as the basis for establishing mutual aid and statements of understanding with governmental or non-governmental agencies

Standard Operating Guidelines For Lake Royale Emergency Operations Command Center

- I. General – The Lake Royale Emergency Operations Command Center is located in the Property Owners Association Administrative building on SR1611 three miles from Bunn, NC. From this location, key Lake Royale officials exercise direction and control in emergencies, either natural or manmade. This center is a centralized location for information gathering, decision making, and providing information to the general public. The Alternate Command Center is located in the POA office complex across from the Administrative office.
- II. Concept of Operations – Emergency Operations will take place in three phases
 - a. Phase I – Partial Activation: The President of Lake Royale Board of Directors or designated alternate will monitor progress of event, keeping the county officials informed as required.
 - b. Phase II – Partial Activation: Event escalates into a real threat. The General Manager will report to the command center and assist in evaluation. Board of Directors members will be informed of the event. Some Emergency Operations Committee members may be asked to report to the Command Center at this time.
 - c. Phase III – Activation of the Emergency Operations Command Center
- III. Activation of the Emergency Operations Command Center: The Command Center may be activated by the President of the Board of Directors, General Manager, or Chairman of the Safety Committee or their designee.
 - a. Warning/Alert – Warnings and/or alerts will normally be received from the National Weather Service or 911 Center; however, warnings may be received from any source. Warnings received from public sources will be verified.
 - b. Alerting Procedure
 - i. Upon receipt of a warning message, the Chief of Police or Chairman of the Safety Committee will alert the General Manager by phone, radio, or in person.
 - ii. The General Manager will notify and consult with the President of the Board to determine the need for command center activation.
 - iii. If the command center is activated, either full scale or on a limited basis, the limited scale or full scale recall list will be notified by the General Manager/designee.
 - c. Activation
 - i. The command center will be considered fully activated when determined by the President of the Board of Directors, General Manager, or Chairman of Safety Committee.
 - ii. The Franklin County Emergency Management Center will be informed of activation. Neighboring communities will be notified if necessary.
 - iii. Initial situation briefing will be provided by the General Manager/designee
- IV. Duties and Responsibilities
 - a. President, Lake Royale Board of Directors/designee
 - i. Activate Emergency Operations Command Center in conjunction with General Manager and serve as Command Center Director. The President/designee will notify Franklin County Emergency Operations Center and all individuals on the Alert Notification List of activation
 - ii. Coordinate the overall operations within the command center and serve as an advisor to all command center personnel. Duties and responsibilities will be reviewed with key personnel and enacted.
 - iii. Approve request for outside assistance.
 - iv. Give the initial and periodic situation briefings to all command center staff to review actions taken and actions necessary. This will be provided through input from the General Manager, Chief of Police, and Section Chiefs.

- b. Chairman, Safety Committee
 - i. Make decisions regarding warning, protective action, possible evacuations, and allocation of resources for the protection of the citizens and property. This will be enacted based on the need after periodic situation briefings.
 - ii. Authorize request for outside assistance. This will be enacted as a result of request from Section Chiefs and Chief of Police
 - iii. Designate emergency actions as required. This will occur if necessary after reviewing situation briefings from General Manager and Chief of Police.
- c. General Manager
 - i. Coordinate and concur on any media releases from the President of the Board to the public. This will occur after careful consideration of the current status during an emergency.
 - ii. Monitor the use of Lake Royale resources in emergency operations. This will be an ongoing review during emergency operations to ensure the most efficient use of all resources.
 - iii. Make provisions for around-the-clock manning of the command center. Nine hour shift assignments will be implemented for all alert notification personnel.
- d. Chief of Police
 - i. Provide uniformed security personnel to control entry to the command center. A Lake Royale Police officer will man the front entrance area at all times during activation.
 - ii. Personally server (or provide designee) as a member of the command center. The Chief of Police or an officer will be in the command center at all times during activation.
 - iii. Provide departmental resources for emergency operations as required by General Manager. The Chief of Police will utilize all departmental resources as directed by the General Manager.
 - iv. Coordinate evacuation efforts of other law enforcement agencies to include establishment and maintenance of traffic control points. The Chief of Police will contact the NC State Highway Patrol and Franklin County Sheriff's Dept. for assistance.