

# HOA EMERGENCY PREPAREDNESS GUIDE: 8 QUESTIONS TO ASK

When the unexpected (and inevitable) crisis occurs, what is your community association's response? Here are 8 questions to ask that will help you form a proactive and effective emergency response plan:

## 1. DO WE HAVE AN EMERGENCY PREPAREDNESS COMMITTEE?

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### TIP:

*Emergency preparedness isn't a one-and-done situation. That's why it's key to have a dedicated committee who will do the research, make recommendations based on your unique community and update plans in line with changing local and environmental factors.*



## 2. WHAT IS THE PURPOSE OF OUR EMERGENCY PREPAREDNESS PLAN?

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### NOT SO FAST:

*It sounds simple, but think beyond just protecting residents and preserving your community. Do residents know what to do when a crisis occurs? Have you identified a common meeting location for emergencies?*



### 3. HOW OFTEN DO WE UPDATE OUR EMERGENCY CONTACT LIST?

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#### BEYOND 911:

*This list should include local hospitals, on-site security staff, utility companies and your association management company.*



### 4. ARE WE REGULARLY SHARING OUR EMERGENCY PREPAREDNESS PLAN WITH RESIDENTS AND STAFF?

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#### #1 PRIORITY:

*When facing an actual disaster, communication is key. Your management company should be working behind the scenes to update you and your community on important information that may impact your association.*



### 5. HAVE OUR STAFF AND/OR MANAGEMENT TEAM PARTICIPATED IN EMERGENCY TRAINING?

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#### STUDY UP:

*The federal Community Emergency Response Team (CERT) program is a complimentary training that educates volunteers about disaster preparedness. To learn more, go to [www.ready.gov/cert](http://www.ready.gov/cert).*



## 6. DO WE HAVE A VOLUNTEER EMERGENCY ACTION TEAM?

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### TIP:

*Work with your management team to help identify homeowners who would be willing to jump into action during an emergency. Their information should be included and updated regularly in your emergency preparedness plan.*



## 7. WHAT EMERGENCY RESOURCES DO WE NEED?

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### TAKE INVENTORY:

*Before stockpiling water, first aid kits or gasoline, take a look at what resources you already have. Your community may be well equipped for an emergency in terms of supplies.*



## 8. ARE WE PARTNERING WITH OTHER ASSOCIATIONS IN THE AREA?

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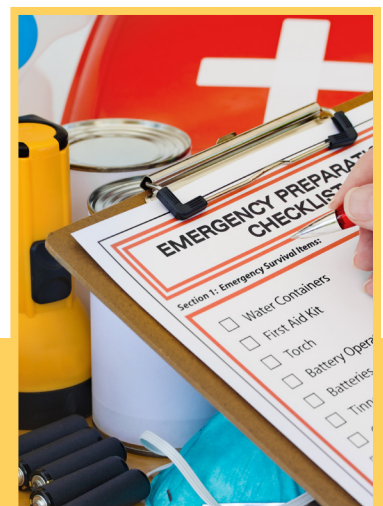
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### GOOD NEIGHBORS:

*Join forces with other associations so that you can provide additional help in times of crisis. They'll also help you identify best practices when you are in the process of developing (or modifying) your emergency preparedness plan.*



# HOA EMERGENCY PREPARATION STARTS HERE.

An emergency or crisis can happen anytime. Before it does, make sure your association is prepared by working with your management company to develop a solid emergency preparedness plan.

## NEED ADDITIONAL GUIDANCE?

Visit <http://bit.ly/HOATipsCA> for articles, guides and more best practices.

## ABOUT FIRSTSERVICE RESIDENTIAL

FirstService Residential is North America's property management leader, partnering with 8,000 communities across the U.S. and Canada. HOAs, community associations, condos and strata corporations rely on our extensive experience, resources and local expertise to maximize their property values and enhance their residents' lifestyles. Dedicated to making a difference, every day, we go above and beyond to deliver exceptional service. FirstService Residential is a subsidiary of FirstService Corporation (FSV), a North American leader in the property services sector. Find out how we can help your community thrive.

For more information, visit [www.fsresidential.com/california](http://www.fsresidential.com/california).



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