



**Aberdeen CDD Hurricane Emergency
Preparedness Plan
2026**



This document outlines the procedures to be undertaken by the General Manager, Operations Manager, and Maintenance Supervisor if a hurricane impacts normal business operation.

Management may revise or diverge from these guidelines as appropriate.

Preventative Required Planning

All areas must maintain a plan for operating before and after a hurricane. The scope of such planning is appropriate with the level of risk for each area. The GM will take the lead to ensure all plans are updated no less frequently than annually and are completed before the start of the hurricane season (June 1). During the hurricane season (June-November) the plans are kept updated to reflect current contact information and any operational considerations.

Hurricane Task Assignments (Preventative)		
Assignment	Department/Person	Due by
Identify essential personnel from each area to take the lead when Phase Assignments are implemented	Management Team	
The GM to field calls and E-mails from Resident along with the OM being the first to report back to Aberdeen after the storm has passed)	Management Team	
Inspect and make repairs to drains, gutter and flashing	Maintenance Personnel	June 30
Clear loose and clogged rain gutters and downspouts	Maintenance Personnel	June 30
Remove all loose debris	Maintenance Personnel	June 30
Ensure all trees and shrubs around Aberdeen are trimmed	Management Team /Landscape Vendor	June 30

Hurricane Task Assignments (Active)

Assignment	Department/Person	Due by
Secure storage of flammable liquid, or move them to a shelter area (but never into main facility area)	Maintenance Personnel	
Secure heavy equipment	Maintenance Personnel	
Make sure any outdoor signage is properly braced	Management Team/Maintenance	
Identify all nonessential equipment to be anchored or relocated indoors	Maintenance/Porter	
Identify water ways on property and determine whether they pose a hazard	Management Team	
Ensure we are fully stocked with fresh batteries and flashlights	Management Team	
Ensure we have plenty of First Aid supplies on hand	Management/Cintas/Amazon	
Prior to Hurricane Season, communication to all Residents giving recommendations on how best to prepare their homes for hurricanes	GM/LD	June Newsletter
Communicate with residents regarding impending storms. Begin clear and constant communication through duration of active storm	GM/LD	
Review list of major equipment and furnishings to determine which items need to be protected or removed and record how the plan will be completed	Management Team	
Ensure that all of the management team are familiar with how to turn off the electrical power, water, gas and other utility services for the building at the main switches.	Management Team and Contract Vendors	

Hurricane Impending and Imminent

St. Johns County Levels of Activation	Aberdeen Phases of Preparedness	Storm Location	Basic Description
Level 3 Monitoring	Phase 5	Storm possible within 48-72 hours	Review current plan, checklist and business recovery plans. Verify contact numbers and emergency data
	Phase 4	Storm likely within 24-48 hours	General readiness imposed. Brief personnel. Review checklists. Consider possible shut down of operation.
Level 2 Partial Activation	Phase 3	Storm probable within 12-24 hours	Intensify clean up and tie down. Prepare for phase 2 activity.

St. Johns County Levels of Activation	Aberdeen Phases of Preparedness	Storm Location	Basic Description
Level 2 Partial Activation	Phase 2	Storm impending 8-12 hours	All Aberdeen amenities begin to close. Complete all clean up and tie down activities short of shutdown.
Level 1 Full Scale Activation	Phase 1	Storm Imminent take shelter	Shut down all activities and immediately take shelter.
	Post Storm Phase	Recovery	Establish resumption/recovery schedule. Notify employees through Staff emergency lines of call back as directed by FSR

Hurricane Preparedness Checklist

(Monitoring storm-danger possible within 48 - 72 hours)

GM

Complete by:	
	Review current plans, checklists and business recovery plans
	Confirm all staff member cell phone numbers and create group text
	Evaluate all Staff Members schedule to react to changing hurricane conditions
	Inventory and secure all medically related sundries for emergency use
	Check private event reservations and cancel
	Create communication emails to the community via Constant Contact

MAINTENANCE OPERATIONS

Complete by:	
	Check all roof areas for loose materials and other items
	Check all rooftop storm drains and clear any obstructions
	Check storm drains on entrance roads, bridges and parking lots and access retention pond levels
	Check all emergency pumps and sump pumps
	Inventory all post hurricane supplies and equipment
	Purchase gas containers as needed and fill with gas
	Review equipment and manpower for recovery phase
	Inspect all gates, buildings, and structures to ensure tie down, signs, equipment and outside storage items are secured
	Secure or remove all loose items from outside into maintenance office

PORTER

Complete by:	
	Verify quantity of supplies (Squeegees, push brooms, mops, buckets, etc.)
	Review your company's current plans, checklists and business recovery plans
	General walk through of property to evaluate area
	Establish Manager and Hourly schedule to react to changing hurricane levels

SECURITY OPERATIONS

Complete by:	
	Verify security cameras are operating and recording properly
	Amenity Center Buildings: Inspect to ensure all equipment is secured

Storm likely within 24 - 48 hours

LD/Guest Services

Complete by:	
	Create binder with important information to take with when reporting to Aberdeen
	Create a damage log
	Send e-mail to all residents to advise that operation hours will be changing based upon hurricane conditions
	Lifestyle Director to update on any schedule events. (Notify residents of changes in schedule)
	Maintenance team to start moving/securing outside pool furniture (umbrellas and trash cans) and equipment.
	Maintenance to start removal of all exterior public space furniture to a secure area
	Finalize recovery staff and send list to the hurricane coordinator
	Confirm delivery of emergency supplies and additional emergency related merchandise

MAINTENANCE OPERATIONS

Complete by:	
	Walk grounds to determine the extent of work required; evaluate status of Aberdeen, taking into consideration any construction or rehab projects
	Walk all project work to confirm everything is secure and coordinate any issue with appropriate parties?
	Charge all battery-operated tools
	Remove all swings from the property
	Coordinate with CFA to have the dumpsters emptied

PORTER

Complete by:	
	Secure/remove outside stored equipment and vendors items
	Cancel all projects and only do daily activities
	Begin removal and storage of loose items such as umbrellas, trash cans and pool furniture
	Have plenty of buckets, mops and wet floor signs in an unlocked area

Storm likely within 12 - 24 hours

GM

Complete by:	
	Notify staff of hurricane status
	Follow weather stations and Control radar for storm path and updates
	Contact Event Manager to ensure that residents have been informed of the possibility that any events will be cancelled if the storms hits phase 2 status
	Be sure all Staff Members are aware of communication protocol

MAINTENANCE OPERATIONS

Complete by:	
	Take down and store all flags
	Be sure to have a completed list of vendor contractors
	Continue area check of the community as weather permits
	Secure loose items that could become projectiles in the hurricane force winds (trash receptacles, signs, umbrellas, rescue equipment, etc.)
	Secure fire extinguishers
	Secure gator in pump room

PORTER

Complete by:	
	Partner with the maintenance team to secure loose items that could become projectiles in the hurricane force winds (trash receptacles, signs, umbrellas, rescue equipment, etc.)
	Stock extra toilet paper and paper towels in custodial closets
	Move trash bins to the inside of pool bathrooms
	Collect and secure wet-dry vacuums, carpet extractors, battery carpet extractors, mops, bleach, and buckets for recovery clean up.

Storm making landfall less than 12 hours

GM / MAINTENANCE / RESIDENT SERVICES

Complete by:	
	Ensure all office equipment is clearly labeled in event equipment is sent out for repairs after storms
	Lower water level in the pool so they are still at safe operating levels and establish high chlorine concentration
	Anchor "POOL CLOSE" sign to pool gate so Residents can clearly see the pool is closed.
	Close Fitness Center
	Partner with Community Operations to move furnishing away from exterior windows and doors and get as many items as possible off the floor
	Lower all blinds and close all curtains to help hold back flying debris.
	Turn off, unplug and cover/bag all computers, printers, copiers, etc... to protect against water damage in the event of roof leaks or broken windows
	Ensure all personnel have departed the facility before local area routes become impassable due to flooding and/or high winds
	Manager walks all areas to ensure each is secure
	Turn off all lights in building/Close & Lock ALL Amenity Doors & Gates

MAINTENANCE OPERATIONS

Complete by:	
	Continuing area checks as weather permits
	Check for any final preparations to secure buildings
	Assist Operations with shutting down, unplugging and bagging all Computers and office equipment
	Assist with moving all furniture by windows to inner wall/areas of building
	Remove all propane tanks from grills and fire pits
	Turn off all non-essential gas utilities.
	Turn off all pool pumps

MAINTENANCE / PORTER

Complete by:	(Storm impending within 6 to 12 hours)
	Assist Operations with shutting down, unplugging and bagging all computers and office equipment
	Assist with any final preparations to secure building (sandbags)
	Assist with moving all furniture by windows to inner wall/areas of building

Perimeter Gates to Pool

Complete by:	
	Gates: Ensure closed and times have been adjusted correctly in software

Pools/Pool Deck

Complete by:	
	Lap Lanes: Remove and store
	Lounge Chairs: Secure
	Tables: Secure
	Umbrellas: Secure
	Lifeguard Chairs: Remove and store under slide tower
	Pool Brushes/Crooks/Life Preserver: Remove and store in back bathroom
	Slide: Shut down and area locked up
	Trashcans: Empty Garbage
	Chemicals: Order for post hurricane
	Chemicals: Adjust balance as necessary
	Pump Areas: Secure items/debris

Fitness Center

Complete by:	
	Outdoor Tables/Seating: Remove and store indoors
	A/C: Adjust to 76 degrees
	TVs: Unplug
	Cardio Machines: Unplug
	Trashcans: Empty Garbage

Maintenance Building

Complete by:	
	Outdoor Storage: Secure all items and store inside garage
	Pump Room: Lock and secure
	Chemical Feeders: Inspect lines and secure

Dog Park

Complete by:	
	Empty Dog Stations, garbage, refill bags and secure

Recovery

After the Hurricane

After a hurricane passes and the all clear has been given from the General Manager, staff members will be informed of post-hurricane cleanup. Once all Staff Members have returned to Shearwater, the following recovery task should be completed before resuming normal operations.

Damage:

The following procedures shall be adhered to when hurricane/storm damage is imminent.

- Photographs of all property damage resulting from the storm
- Notify the District Manager, FSR Regional Director, FSR Operations Manager and CDD Board of all damages/losses
- Contact the appropriate vendor to repair damage or to coordinate proposals/repairs with outside vendors as needed

Complete by:	Checking the Facility
	Look for obvious structural damage to the building and its foundations. If you see significant structural damage, do not attempt to enter the affected building.
	Check for broken sewer or water pipes around the Shearwater property being sure to stay away from broken sewer lines.
	If you see damage to power, water or wastewater equipment report it to the utility company
	DO NOT take lanterns, torches, or any kind of open flame into a damaged building- there may be leaking gas or other flammable material present.

Complete by:	Recovery Activities
	Document damage to building and its contents with photographs or video prior to starting any recovery actions
	Repair damage to automatic sprinkler system as soon as possible in order to get fire protection equipment back in service.
	Call in key personnel and start to notify contractors and vendors to start repairs
	Begin salvage as soon as possible to prevent further damage.
	Cover broken windows and torn roof covering immediately
	Separate damaged goods being aware not to accumulate too much in one area especially any debris that may be combustible.
	Verify all operating systems are on-line and fully functional
	Partner with pool maintenance to inspect pool, pool equipment (pumps, filter, etc.) for any damage
	Have pool services and re-balance
	Replace pool furniture from storage
	Inspect and clear all roof and storm drains
	Inspect trash can and other outdoor furniture and place them in their proper locations
	Send update Message to Residents to advise of operations reopening and any other information
	Resume normal operations as conditions permit

Emergency Contact Sheet

FirstService Residential Customer Care	24 Hours	866-378-1099
Aberdeen CDD - General Manager	Kate Trivelpiece	904-217-0925
Aberdeen CDD – Operations Manager	Jay Parker	904-303-7366
St. Johns County Sherriff Office	Main Number	904-824-8304
St. Johns County Fire Rescue	Main Number	904-209-1700
Ascension St. Vincent's	2001 CR 210 #1000 St. Augustine, FL 32092	904-450-8120
Baptist Medical Center	14550 Old St. Augustine Rd. Jacksonville, FL. 32258	904-271-6000
St. Johns County Health Department	200 San Sebastian Way St. Augustine, FL. 32084	904-209-3250
American Red Cross St. Johns County	117 Bridge St. St. Augustine, FL. 32084	904-797-3851