

Emergency Operations

Maui Vista's Emergency Operations Center

Maui Vista has developed an **Emergency Operations Center**, or **EOC**, which will be located up property in Building 3 on the first floor, in the maintenance shop, near the elevator. Signs are posted on the door and at each building's bulletin board advising where this room will be located during an emergency.

The EOC was first identified during staff training but became operational when Hurricane Iselle was approaching. Numerous owners requested additional information on what this means. Below you will find a synopsis of what an EOC is and how it functions.

The common functions of all **EOC's** is to monitor securing the property, collect, gather and analyze information on the impending disaster; make decisions that will protect life and property, maintain continuity of organization within the property and disseminate decisions to the board, management, staff and contractors such as Island Plant, PWC, and Securitas. There is one individual in charge, the *General Manager*, Victoria Johnson, *retired Firefighter/EMT - Emergency Management Liaison and trainer*, current Maui County CERT (Certified Emergency Response Team) member.

The board, management and all staff will use this room as a central command and control facility, responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions in emergency situations. It will be the command center of continuity for operations on property before, during and after an emergency on island.

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The **EOC** will be staffed by Maui Vista, Security, and the board will utilize it as a communications point when required. It will be used to coordinate preparations prior to the disaster to secure Maui Vista, its owners, guests, and tenants. Staff will monitor the oncoming disaster and ensure all occupants on property are updated as can be facilitated without creating safety concerns.

The most critical component of an **EOC** is the individuals who staff it. Maui Vista staff and contractors meet routinely to develop plans for a response to any disaster and each have their plans of action written. It is vital to Maui Vista that they are properly trained, and have the knowledge required to carry out actions that are necessary to secure the property prior to the disaster.

Maui Vista staff and Security are trained to and capable of thinking outside the box, and creating a lot of "what if" scenarios.

The second most critical component of an **EOC** is its communications plan. This takes the form of door-to-door and word-of-mouth at Maui Vista. It is imperative that owners, guests and tenants have ongoing awareness and updates including strategic preparation plans that are passed into and out of the facility without interruption. Owners, guests and tenants are encouraged to follow directions provided and remember that each disaster preparation may be different and instructions may vary depending on the severity of the impending storm/disaster.

If you have additional questions about this operation please do not hesitate to contact the *General Manager* at 808-879-5373.