



TOWN OF

Kiawah Island[®]

ESTABLISHED
1988

**EMERGENCY
PREPAREDNESS GUIDE**

Prepare Now to Be Safe Tomorrow



TABLE OF CONTENTS

| | |
|---|-----|
| INTRODUCTION | 1 |
| OBTAINING INFORMATION | 1-2 |
| HURRICANES AND STORM SURGE..... | 3 |
| FLOODS..... | 4 |
| TORNADOES | 4 |
| EARTHQUAKES..... | 4 |
| FIRE..... | 5 |
| HAZARDOUS MATERIALS. | 5 |
| TERRORISM..... | 5 |
| WINTER STORMS..... | 5 |
| TOWN EMERGENCY OPERATIONS..... | 6 |
| EVACUATION PROCEDURES..... | 7 |
| Evacuation | 7 |
| Evacuation Zones | 7 |
| Evacuation Route | 7 |
| PERSONAL PREPARATION AND EVACUATION PLANS | 8 |
| OPCON 3: Normal Conditions | 8 |
| OPCON 2: Enhanced Awareness | 8 |
| OPCON 1: Full Alert..... | 9 |
| TIPS FOR SHUTTING OFF UTILITIES | 9 |
| DURING A DISASTER EVENT | 10 |
| POST DISASTER EVENT AND RE-ENTRY | 10 |
| Re-Entry | 10 |
| Damage Assessments | 11 |
| All Clear..... | 11 |
| MISCELLANEOUS | 12 |
| Absentee Property Owners and Resort Guests..... | 12 |
| Berkeley Electric | 12 |
| Kiawah Island Utility..... | 13 |
| Debris Removal..... | 13 |
| Debris Collection Map..... | 14 |
| Hiring a Contractor After a Disaster | 15 |
| CHECKLIST..... | 16 |
| EMERGENCY NUMBERS | 17 |

The Town of Kiawah Island has other guides available for distribution such as the State Hurricane Guide. For more information, call 843-768-9166 or visit our website at www.kiawahisland.org.

INTRODUCTION

Kiawah Island is a barrier island and is particularly susceptible to damage from severe weather. Natural disasters like **hurricanes, floods, tornadoes, and earthquakes** are potential hazards that need to be addressed not only by organizations like the Town of Kiawah, but also by individual residents and property owners.

The purpose of this plan is to keep residents and organizations on Kiawah Island informed of conditions which may present a threat to life and/or property, and to ensure that residents and organizations are aware of how to access the information, recommendations, and/or orders from national, state, or local authorities before, during, and after emergency events.

OBTAINING INFORMATION

During a major disaster, there will be a lot of online information, and some can be misleading. In the event of a disaster, property owners, residents, and guests are urged to monitor the communications from the Town and the Kiawah Island Community Association. The Town of Kiawah Island will use the methods listed below to communicate:



CodeRED Emergency Alerts: Register to receive emergency and critical community notifications via voice, text, and email. Click the QR Code to register.



Enewsletter: Weekly updates, as well as emergency updates are sent to registered residents and visitors. Click on the QR Code to register.



Town Website: In an emergency, information will be posted on the Town website: www.kiawahisland.org

Social Media: Additional information may also be posted on our social media platforms.



[townofkiawahisland](https://www.facebook.com/townofkiawahisland)



[@TownofKiawahSC](https://twitter.com/TownofKiawahSC)



[@townofkiawah](https://www.instagram.com/townofkiawah)

OTHER INFORMATION SOURCES

- **Charleston County Emergency Operations Center:** www.charlestoncounty.org
- **SC Emergency Management Division:** www.scemd.org
- **National Hurricane Center:** www.nhc.noaa.gov

- **Radio:** The following radio stations are key participants in the Emergency Alert System and the SC Educational Radio network. They broadcast emergency information throughout the state.

Emergency Alert System Radio Stations

WIWF – 96.9 FM
WEZL – 103.5 FM

NOAA Radio Frequencies

162.550 - Charleston, Berkeley & Dorchester Counties
162.475 - Berkeley County
162.525 - Dorchester County

SC Public Radio

WLJK-FM 89.1/Aiken
WJWJ-FM 89.9/Beaufort
WSCI-FM 89.3/Charleston
WLTR-FM 91.3/Columbia
WHMC-FM 90.1/Conway
WEPR-FM 90.1/Greenville
WRJA-FM 88.1/Sumter
WNSC-FM 88.9/Rock Hill

- **Traffic Information** Department of Public Safety/Traffic
www.sctrffic.org

- **Traffic Cameras/Road Closures** Department of Transportation
www.511sc.org or download the 511 South Carolina Traffic app on iTunes or Google Play.

- **Weather** National Weather Service/Charleston
www.weather.gov/chs



Recommended Twitter accounts to follow:

- Town of Kiawah Island **@TownofKiawahSC**
- Charleston County **@ChasCountyGov**
- St. Johns Fire Department **@STJFD**
- Charleston County Sheriff's Office **@ChasCoSheriff**
- Department of Transportation **@SCDOTLowCountry**

HURRICANES AND STORM SURGE

If a storm develops over warm Atlantic waters and winds intensify, it can easily become a tropical depression, then tropical storm, and finally when winds reach 74 mph a hurricane. **Hurricane season is from June 1 to November 30.** For our area, the greatest frequency of storms occurs from August 15 to October 15, with September being the most likely time for an occurrence.

A hurricane's intensity is measured by the Saffir-Simpson Scale. Storm surge will depend on coastal configurations and other factors.

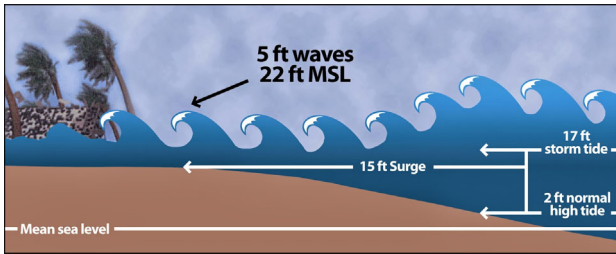
Hurricane Watch: A hurricane is possible within 36 hours. Stay tuned to the radio and television for more information. The Hurricane Center is tracking the storm and trying to predict where it may come ashore.

Saffir-Simpson Hurricane Wind Scale

| CATEGORY | MAX. SUSTAINED WIND SPEED | TYPE OF DAMAGE |
|----------|---------------------------|--|
| 1 | 75-95 MPH | Very dangerous winds will produce some damage |
| 2 | 96-110 MPH | Extremely dangerous winds will cause some damage |
| 3 | 111-129 MPH | Devastating damage will occur |
| 4 | 130-156 MPH | Catastrophic damage will occur |
| 5 | 157+ MPH | Catastrophic damage will occur |

*Data source: NOAA

Hurricane Warning: A hurricane is expected within 24 hours. You may be told to evacuate.



Storm surge is often the greatest threat to life and property from a hurricane. Storm surge is an abnormal rise of water generated by a storm, over and above the predicted astronomical tide. The coastal areas of South Carolina are very surge-prone given the low elevation and gently sloping continental shelf offshore.

Significant Storms that Impacted Kiawah

Hurricane Hugo is perhaps the most famous hurricane that has affected Kiawah. The Category 4 storm hit Charleston County near McClellanville on September 21, 1989. If Hurricane Hugo had not moved slightly north before landfall, the eye would have passed near Edisto Beach, and the storm surge on Kiawah would have been 12 to 16 feet. Hugo was responsible for 35 deaths and approximately \$7.2 million in damages.

Hurricane Matthew in October 2016 and Hurricane Irma in September 2017 had significant impacts on Kiawah. Kiawah was under an evacuation order for Hurricane Matthew which dropped 11 inches of rain combined with strong winds and several feet of storm surge as the eye of the storm passed to the east of Kiawah.

There was no evacuation ordered for Hurricane Irma, and even though the eye of the storm was hundreds of miles to the west of Kiawah, the storm dropped 7 inches of rain combined with an even greater storm surge than was observed during Matthew.

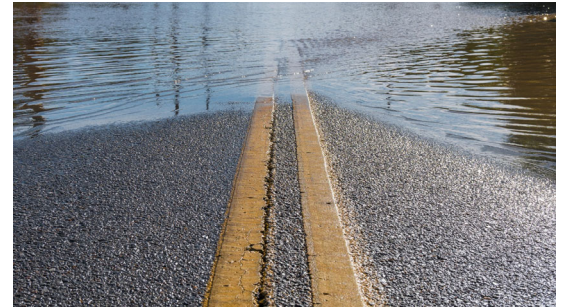
Both storms resulted in fallen limbs and trees, utility disruptions, and beach erosion. These storms emphasized the importance of evacuation from a barrier island such as Kiawah when hurricane conditions are forecasted.

FLOODS

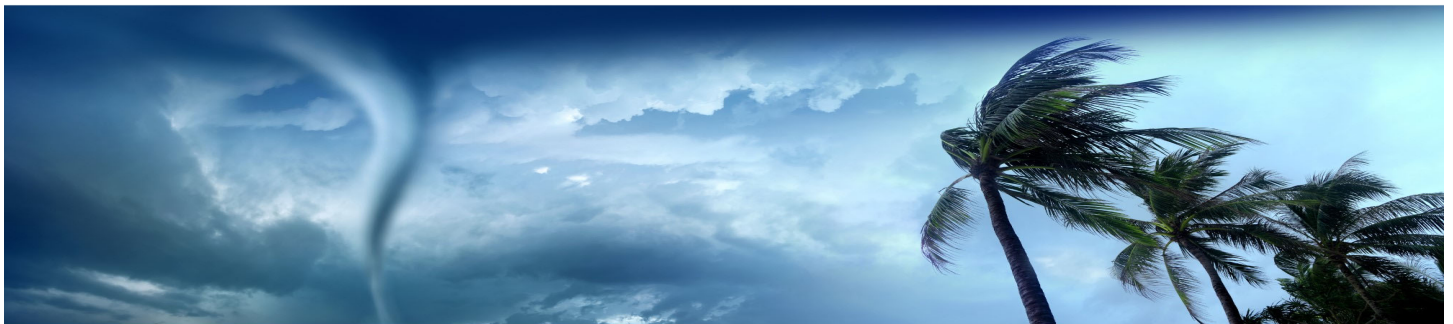
Flooding on Kiawah Island may be caused by a number of naturally occurring events including hurricanes, wave washes, tidal surges, King Tides, and tidal waves. Heavy rains over a short period can overwhelm existing drainage capabilities and prove disastrous at high tide. Floods are extremely dangerous events and damaging to both property and lives.

The Town of Kiawah Island participates in the Community Rating System which allows property owners to receive flood insurance discounts. Currently, the Town has a Class 5 rating which typically allows for a 25% discount off flood premiums.

For information, call the Building Services Department at (843) 768-9166.



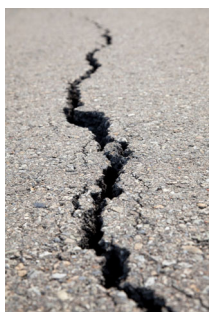
TORNADOES



A tornado is defined as a violently rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be in excess of one mile wide and 50 miles long. Tornadoes can accompany tropical storms and hurricanes that move over land and most commonly occur in Charleston County from March to May.

The safest place to be during a tornado is underground, preferably under something sturdy. Since Kiawah homes do not have a basement or cellar, a small room in the middle of the house—like a bathroom or a closet—is best. The more walls between you and the outside, the better. If possible, it is also recommended that you move to the center of the lowest level of your home, away from windows, and lie flat. If you are in your vehicle, seek a safe structure or lie down in a low area with your hands covering the back of your head and neck.

EARTHQUAKES



South Carolina and the tri-county area has a significant earthquake history. Although there is little one can do to prepare for an earthquake, the rule of thumb is “duck and cover.”

Duck under a strong table, cover your head to protect them from broken glass and falling debris and **STAY INDOORS UNTIL THE SHAKING STOPS**. Wait for emergency personnel to order an evacuation as it is possible that bridges and roads will be unsafe and/or closed due to structural damage.

FIRES

Kiawah Island's summer months are marked with extremely hot temperatures with a heat index often exceeding 100 degrees, drought, and severe thunderstorms. These conditions provide the right environment for fire. **Please do not carelessly toss cigarette butts, leave barbecues unattended, or shoot fireworks as these actions can lead to fire.** It is for this reason that the Town prohibits fireworks (except by special permit), fires on the beach and grilling on decks of multi-family homes. Call 911 immediately to report suspicious smoke or a fire.

HAZARDOUS MATERIALS

Hazardous materials are a constant threat due to the large amounts being transported in and around the area. Incidents occur almost weekly in Charleston County. Hazardous materials include substances such as flammables, combustibles, compressed gases, poisons, and corrosives. Unidentifiable substances may also be considered hazardous materials. Accidents may result in fire, explosions, radiation dangers, or contamination and toxic fumes. St. John's Fire District personnel have been trained to combat these dangers. Call 911 immediately to report an accident.

TERRORISM

Terrorism is defined as the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives. Terrorists can use a variety of weapons including weapons of mass destruction, high-powered explosive agents, chemicals, biological agents and radioactive material, and nuclear weapons. An attack could cause explosions and/or fire, damage to buildings and roadways, physical injuries and death, panic, contamination, and/or evacuation.

Much has been done in the Charleston region to prepare for these types of attacks. Local emergency preparedness officials have been involved in drills, hospitals have enhanced security and response measures, and water utilities have performed risk assessments and upgraded security. Citizens should prepare for the unexpected by creating an emergency communications plan, establishing a meeting place, and assembling a disaster supplies kit. You should also report suspicious activities to the authorities.

WINTER STORMS

Kiawah has experienced a few winter storms over the past decade that brought snow and/or ice to the island that is generally unaccustomed to such weather. Due to the relative infrequency of these winter storms, the Town and other island entities do not maintain inventories of winter storm resources such as snowplows and ice-melting materials for the roads. While every effort will be made to obtain these resources in advance of the next winter storm, history has shown that they are in short supply locally when needed.

Residents and visitors should consider their own personal preparedness for winter storms when forecasted, including emergency supplies of water, food, and other resources for utility disruptions and restricted travel. Residents should also consider obtaining ice-melting supplies for their sidewalks, stairs, and driveways when the next winter storm is forecasted. Ultimately, residents may consider the best option to evacuate prior to the winter storm to avoid the inconveniences and disruptions caused by these storms.

TOWN EMERGENCY OPERATIONS

The National Weather Service in Charleston will identify all storms which present a real or potential danger to the area and will alert the Charleston County Emergency Management Division (EMD). The EMD will then alert all local jurisdictions, including the Town of Kiawah Island. Town officials will then alert the Kiawah Island Community Association (KICA), Kiawah Island Golf Resort (KIGR), Kiawah Partners (KP), and all others who will be integral to preserving the safety of island residents and visitors.

The Town's Municipal Emergency Operations Center (MEOC) will be set up at the Municipal Center to coordinate storm related activities and to answer inquiries from residents, visitors, and commercial interests. It will be staffed until the event is over, or residents return to the island. Information will be disseminated via the Town website (www.kiawahisland.org), email notifications, social media and CodeRED.

The Town's PIO and KICA communications will disseminate information before the storm makes landfall and provide updates during the event. It is the responsibility of island businesses to ensure employees are informed and take necessary precautions.

If you choose to not evacuate during an evacuation order, emergency assistance, utilities, and water may not be accessible to you for an extended period of time.

The Mayor of the Town of Kiawah Island may declare a State of Emergency before, or after a hurricane or other disaster. If such is declared, the Mayor becomes vested with the following powers which may be exercised at his discretion:

- to establish a curfew to be effective within the corporate limits
- to prohibit the sale of gasoline, explosives, dynamite, and/or any other type of inflammable or explosive materials, firearms, or any other materials or supplies or any component parts thereof which could readily be utilized as weapons
- to mobilize and deputize an emergency safety task force
- to disperse assemblies or congregations of people
- to suspend issuance of permits
- to order evacuation of the Town
- to designate off limit areas
- to commandeer boats and vehicles
- to restrict trade/commerce (tourism)



EVACUATION PROCEDURES

When a hurricane threatens South Carolina's coast, the Governor will determine the evacuation order and then Charleston County. Based on reports from the National Weather Service, the Governor, and Charleston County EMD, the Mayor may issue a recommendation to evacuate the island.

By evacuating early, you will be able to pick your own evacuation route. Awaiting an evacuation order, will require you to take a designated route based on your evacuation zone. You will not be permitted to deviate from this preplanned route. You could be stuck in traffic and you may not be able to find accommodations. Vehicles may be prohibited from crossing bridges due to strong winds. You are strongly encouraged to leave early before an evacuation order issued.

Evacuation

If, and when, an evacuation order is issued, the following actions will be taken by the Town:

1. CodeRed will be activated and pertinent information will be disseminated through all channels.
2. KICA Security will ultimately block the incoming gate to all except emergency and official vehicles.
3. Providing its equipment is not being used, the St. John's Fire District personnel will broadcast the evacuation order throughout the island using loud speakers.

When an evacuation has been determined to be essentially complete, the Town's Municipal Emergency Operations Center will be relocated to an off-site location as indicated by the Mayor.

Evacuation Zones

Kiawah/Seabrook Island is in ZONE A

If, and when, an evacuation order is issued, local authorities will announce evacuations for the county by predesignated zones. Kiawah and Seabrook Island is located in Zone A. Visit www.scemd.org/prepare/known-your-zone/ to see the zone map and more.



Evacuation Route

Evacuees from Kiawah/Seabrook Islands will take Road S-20 (Bohicket/Main Rd.) to US 17. They will then take US 17 south to SC 64, where you will go to Walterboro, then to North Augusta.

It is the Town's recommendation that you leave before an evacuation order is given so that you can choose your own route.

PERSONAL PREPARATION AND EVACUATION PLANS

The Charleston County Emergency Management Division and Town of Kiawah Island operate under alert levels called Operational Conditions (OPCONs), during hurricane season. The OPCONs will be used here to provide a general timetable/framework for you to use in preparing for a natural disaster and evacuation.

OPCON 3

Normal Operations | No emergency threats.

All storms and significant incidents are tracked and monitored. Coordinate and conduct prevention and preparedness activities.

Activities

- Obtain items you will need upon returning from any evacuation and organize an evacuation kit. For suggestions see page 16.
- Gather an ample supply of necessary medications on hand in case obtaining renewal prescriptions becomes a problem.
- Prepare/review list of potential evacuation destinations (homes of family and friends, hotels, etc.) with phone numbers and directions to have on hand. Prepare/review arrangements for pets.
- Review insurance coverage. HINT: Make an inventory of your belongings; photographs and/or videos of your home—both inside and out—can be valuable if you have to file a claim.
- Notify Town Hall if you or someone you know will need special assistance due to physical infirmity or language barrier if an evacuation is ordered.

OPCON 2

Enhanced Awareness | Disaster or emergency is likely to affect the state. Emergency Operations Plans are implemented. Full or partial activation of the Charleston County Emergency Operations Center

Activities

- Begin preparing your home by securing outdoor furniture (including patio sets, grills, garbage cans, recycling containers, etc.); securing windows and/or doors; reviewing procedures for turning off water, gas, and electricity; etc.
- Make personal preparations by gathering spending cash, important papers, medications, etc. and by preparing vehicles (fill gas tank/charge vehicle, check oil, wiper blades, etc.) If power is disrupted, you will not be able to pump gas. It is a good idea to fill your tank at every opportunity.
- Arrange accommodations for several days. Do not give them up until you know you can return to the island. Don't forget to question the acceptance of pets at hotels and/or the homes of friends and family.
- Review the evacuation route.
- Evacuate early if you wish to choose your own route. Let others know when you left, where you are going, and how you can be reached. Don't forget to take your evacuation kit.

BE ADVISED

After an evacuation order is issued and completed, Kiawah Island Utility and Berkeley Electric may turn off their services. **If you chose to remain on-island, you may not have power or water until a thorough post disaster damage assessment has been performed. There will be no medical, fire, rescue, or police assistance available on the island.** Even after the event, depending on the damage to the island, you may not get assistance for several days.

DURING A DISASTER EVENT

After an evacuation order is issued, water and electrical utility workers, law enforcement, fire department, EMS and KICA security will leave the island when it is no longer safe to stay. These personnel will use their best efforts to secure the island from trespassers before departing.

POST EVENT AND RE-ENTRY

The post-event damage makes it difficult to predict when residents and property owners will be allowed to return to the island. The condition and safety of the island will be reviewed by Town and KICA officials before any property owners will be allowed to return.

Kiawah Island Utility and Berkeley Electric will need time to bring their services back up. This process can be delayed due to line damage, inaccessibility to infrastructure, flooding, etc. **PERMISSION TO RETURN DOES NOT GUARANTEE THAT WATER AND POWER WILL BE AVAILABLE. DO NOT DRINK THE WATER UNTIL IT IS OFFICIALLY APPROVED.**

Re-Entry

Re-entry procedures will vary depending on the severity of the natural disaster but will generally be performed in stages to facilitate an orderly return to the Island following an evacuation. The time lapse between Stage 1 to Stage 3 could be hours, days or weeks depending on the severity of the event.

Phase 1/ Recovery:

- a. Search and Recovery
- b. Damage Assessment: Town and KICA representatives, building officials, regime, and property managers will work to generally assess the damage and will report results to the Town.

Phase 2: Critical needs personnel and Disaster Response Team, which includes the Town, KICA, KIGR, KP, KI Utility, Berkeley Electric, and other emergency personnel. These entities will coordinate recovery activities.

Phase 3: Once the ALL CLEAR has been given, residents and property owners will be allowed to return.

REMEMBER

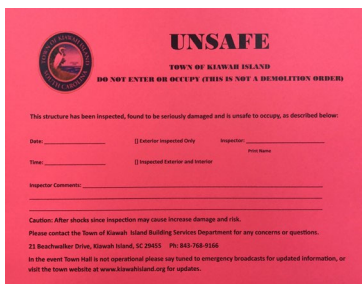
You will be wasting your time if you attempt to return to the island before the ALL CLEAR has been given by Town officials. Re-entry information will disseminated via CodeRED, email notification, the Town website, and social media.

Damage Assessments

After a disaster, members of the Disaster Response Team will perform preliminary damage assessments of all homes and businesses and then report findings to the Town’s Municipal Emergency Operations Center. The purpose of such inspections is only to identify where obvious damage has occurred. The Town will post the results of visual inspections on the Town’s website, if possible.

Damage assessment sets the tone for the entire response operation and drives the recovery process. It also is a main component for reporting overall damage to structures, infrastructure, and critical facilities. Damage assessment response teams are dispatched throughout the community to quantify the damage and estimate repair costs and the impact on the community. Their focus is determining the degree of damage in terms of habitability, property value, and the impact on critical infrastructure and key resources.

If your home has received damage identified during the preliminary inspection, a detailed assessment will then be completed and a placard will be posted identifying the conditions found.



● A red placard signifies that the structure is “unsafe” and no entry is permitted.



● A yellow placard signifies that the structure is “restricted for use”. These structures have received some form of damage and only the area identified is prohibited from entering.



● A green placard signifies that the structure has been inspected and is “okay to occupy”.

All Clear

Please wait until you hear the ALL CLEAR from Town of Kiawah Island officials. **The Town will issue an ALL CLEAR and re-entry information via CodeRED, email notifications, posted on the website, and social media.**

Once authorities give the ALL CLEAR, you can return to your home but take the following precautions:

- Do not go sight-seeing and drive carefully watching for downed power lines and flooded roadways.
- Use caution when re-entering your home and check for gas leaks.
- Be watchful for animals which have taken refuge in your garages, storage areas, or homes.
- Do not let your pets out without a leash.

Please cooperate with all law enforcement agencies assigned to the Island. These entities are carrying out orders for the benefit of all and cannot make exceptions for individual residents. Do not ask individual Law Enforcement officers or National Guardsmen to make exceptions to their orders.

MISCELLANEOUS

Absentee Property Owners and Resort Guests

The Town cannot keep track of absentee owners or house guests. Non-resident property owners should leave a copy of the Emergency Preparedness Guide in their home for their personal use and/or renters.

Rental Agencies are responsible for their own guests and have developed their own policies with respect to notification of storm alerts, evacuation etc. Rental Agencies are advised to follow protocol identified by the Town, County, and State agencies.

Berkeley Electric Cooperative

In the event of power outages, the Town will disseminate information from Berkeley Electric Cooperative (BEC) and will keep you updated on the progress of restoring power.

Stay as far away as you can from downed power lines. You don't have to touch a downed power line to be electrocuted —if the line is touching any object, including the ground, it poses a deadly hazard. Report any downed power lines immediately to BEC (843-559-2458).

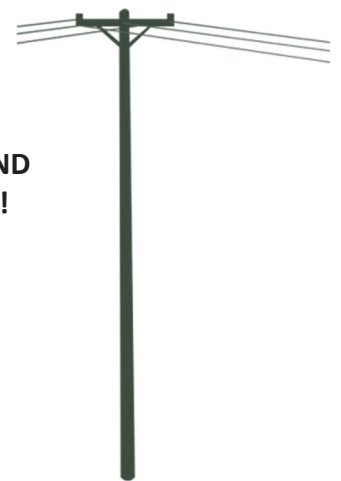
Portable Generators are designed to be connected ONLY to select appliances or lamps. These generators should NEVER be connected directly to the house's wiring system. Plugging the generator into house circuitry may cause the power to feed back through the meter to the power lines and endanger lives. Install generators in a clean, well-ventilated area, outside any structure. NEVER add fuel while a generator is running. Turn it off and let it cool first.

If you have time prior to evacuation, turn off your electric service at the main breaker. If you do not do this, please try to do so before power is restored to your home.

Individual meter bases and weatherheads will be required before service can be restored. This is the responsibility of the homeowner.

For more information on generator safety, call BEC at 843-559-2458.

**ELECTRIC POWER WAS NOT RESTORED TO THE ENTIRE ISLAND
FOR TWO WEEKS AFTER HURRICANE HUGO. BE PREPARED!**



Kiawah Island Utility

When you return to your home, only drink bottled water until you have been informed that the water lines have been cleared for consumption. If there is an island-wide evacuation and water is turned off, there will be a mandatory “BOIL WATER NOTICE” issued until the Department of Health and Environmental Control inspects and tests the supply to determine if it is free from contamination.

Kiawah Island Utility (KIU) has produced a brochure which provides helpful hints about preparing your home for a disaster with regard to water and sewer. Call 843-768-0641 to obtain a copy.

Debris Removal

In the event of a major storm, the Town will work closely with the St. Johns Fire District and the Kiawah Island Community Association to reopen and clear roadways. The Town will utilize the map on page 14 which divides the island into zones. Please refer to the map to locate your zone.

The Town has a standby emergency debris removal contract with a company that specializes in storm debris removal. If appropriate, prior to the event, the company will be notified to begin mobilizing resources. After the event, the company will be instructed to begin collection sweeps of the island. **It will still be the responsibility of homeowners to place their debris at the curb.**

Your cooperation with proper clean-up procedures will greatly speed up restoration of the island. Please be sure to separate your debris into the following categories:

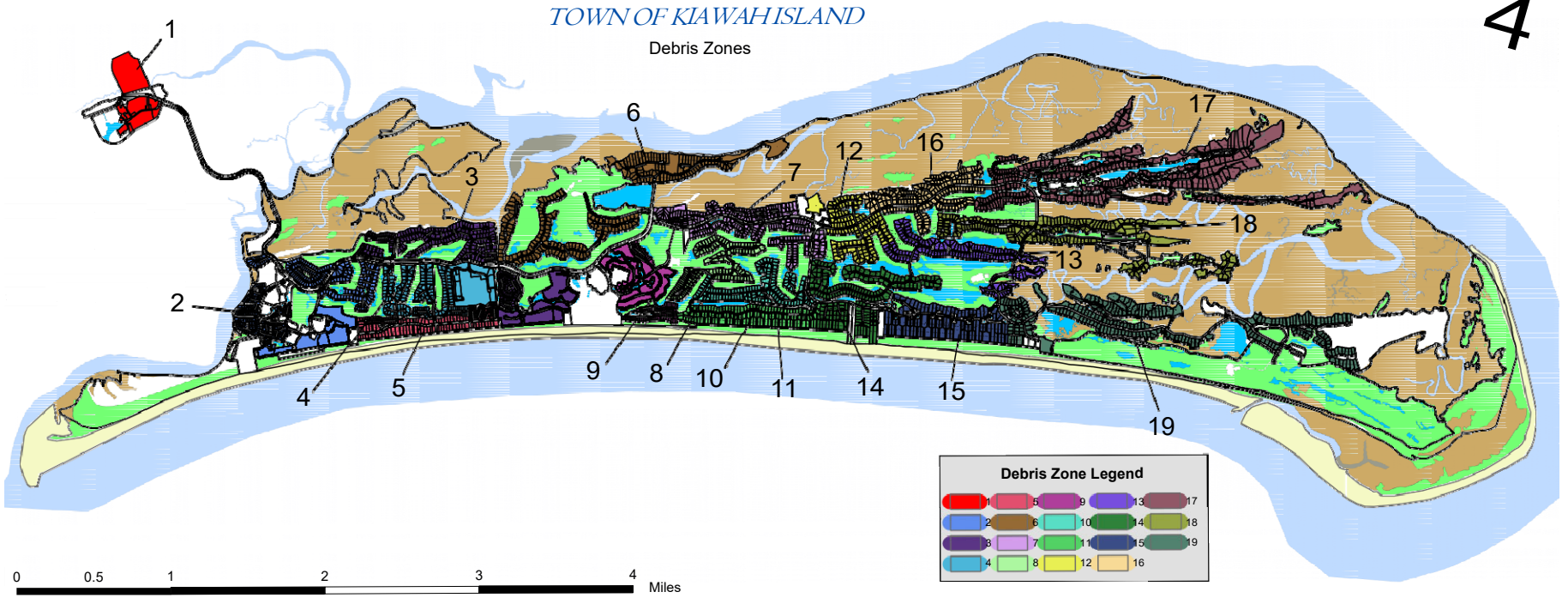
- Yard debris - including trees and brush
- Building debris - including construction materials, carpet, and furniture
- Bulky metal items - including appliances and bikes
- Household garbage - including food and paper waste
- Household hazardous materials - paint, solvents, cleaners, fertilizers and insecticides should be separated with extreme care

As you clear debris from your yard and home, please be careful not to block:



- Roadways
- Fire hydrants
- Utility boxes

Completion of emergency debris clearing will depend on the severity of the storm, the weather following the event, the timely return and clean-up efforts of property owners, and other factors that may be beyond the control of the Town.



Following damage assessment, the Town with the debris removal firm will select which zone cleanup efforts will begin with based upon the severity of damage. This map represents how the zones are divided. A larger version is available upon request by contacting the Town of Kiawah at 843-768-9166.

Hiring a Contractor After a Disaster

If your house has been damaged by a natural disaster—wind, fire, flood, or earthquake—a reputable contractor can help you get your home repaired. Unfortunately, disasters sometimes bring out home repair con artists, who overcharge, perform shoddy work, and often leave without finishing the job. To find a quality contractor, the Federal Trade Commission and the Federal Emergency Management Agency offer the following tips:

Ask for:

- **A copy of their South Carolina Contractors License** before hiring. Deal only with licensed and insured contractors. Investigate the track record of any roofer, builder, or contractor you are considering.
- **A copy of their business license from the Town of Kiawah Island.** Contractors may obtain a business license from Town Hall (843-768-9166).

Be skeptical of builders or contractors who:

- **Go door-to-door selling their services**, especially those not known in your community or offering reduced prices because they have just completed work nearby and claim they have materials left over.
- **Ask you to pay for the entire job up-front.** Never give a deposit until you have done your homework. When you make a down payment, it should not be more than one-third of the total. Pay only by check or credit card, not cash, and pay the final amount only after the work is completed to your satisfaction.
- **Encourage you to spend a lot of money** on temporary repairs.
- **Rush you into signing a contract.** Get written estimates from at least three firms. Ask contractors if there is a charge for an estimate before allowing them in your home. Ask for explanations of price variations. Do not automatically choose the lowest bidder. Get a copy of the final, signed contract.

Other considerations:

- **Be cautious about using your home as security for a home improvement loan.** If you fail to repay the loan as agreed, you could lose your home.
- **Ask friends, relatives, neighbors, co-workers, insurance agents, or claims adjusters for recommendations.** Check with the Better Business Bureau to see if complaints have been lodged against any contractor you are considering.

Remember! Before you remodel, repair, or build on to your house, the proper permits are required. If you have any questions regarding obtaining such permits, please call the Town's Building Services Department at (843) 768-9166. Also, before undertaking any permanent improvements, property owners must have permission from the Architectural Review Board of Kiawah Island (843) 768-3419.

**If you suspect a repair rip-off, call the SC Department of Consumer Affairs (800-922-1594).
If you suspect fraud, waste, or abuse involving Federal Emergency Management Agency assistance programs, you can
make a confidential report to FEMA's Inspector General's Office.**

RECOMMENDED CHECKLIST

The following information is intended to be suggestive rather than all-inclusive. You should plan for your needs upon return to the island under what may be less than ideal conditions. You also need to identify those items you will want to take with you if an evacuation becomes necessary.

Prepare yourself and your family for a minimum of three days.

HOME NEEDS

- Portable water (1 gallon per person per day) for at least 10 days
- Non-perishable foods and beverages
- Flashlights and battery-operated radio, with extra batteries
- Tools, saws, rakes, kitchen needs, plastic sheeting, duct tape, candles, matches
- Normal household supplies and personal items. Replenishment of these items may be difficult depending on status of area stores and roads

EVACUATION KIT

- Cash, coins, credit cards and checkbooks
- Insurance policies and building plans
- Income tax records and other valuable papers
- Ample supply of all needed medications and first aid kit
- Personal items such as extra glasses, contact lenses, etc.
- Family photographs and memorabilia
- Special needs for children, elderly or disabled family members and pets
- Maps and hotel/motel directories
- Enough clothing, footwear and rain gear for an indeterminate stay
- Automobile records such as spare keys, jumper cables, flares, tire repair kits and blankets
- Cold weather clothing, if appropriate
- Flashlights with extra batteries
- Important telephone numbers of family, friends, neighbors, and service companies
- Appropriate containers to transport and safeguard these materials



EMERGENCY NUMBERS

For all medical, fire, or hazardous materials emergencies, call 9-1-1.

| | |
|------------------------------------|---------------------------------------|
| Beach Patrol | (843) 518-2880 |
| Berkeley Electric | (843) 559-2458 |
| Charleston County Sheriff's Office | (843) 202-1700 |
| KI Community Association | (843) 768-9194 |
| Kiawah Island Fire Stations | #4 (843) 768-2664 / #6 (843) 768-2665 |
| Kiawah Island Utility | (843) 768-0641 |
| Kiawah Island Resort | (843) 768-2121 |
| Main Gate/Security | (843) 768-5566 |
| St. Johns Fire Department HQ | (843) 559-9194 |
| Town of Kiawah Island | (843) 768-9166 |

County Emergency/Resource Numbers:

Charleston County Emergency Citizen's Info Line (843) 746-3900*
*Open During Emergency Operations Center Activation Only

American Red Cross: Lowcountry Chapter (843) 764 - 2323

Charleston Disabilities Resource Center (843) 225 - 5080
<http://www.drcilc.org/>

S.C. Department of Health and Environmental Control (843) 953 - 0038
(Medical Needs Assistance)

S.C. Dept. of Transportation (Evacuation Information) (888) 877 - 9151

S.C Hwy Patrol *47 from your cell phone or (803) 896 - 9621

S.C. Dept. of Health and Environmental Control (843) 953 - 2450
www.scdhec.gov/administration/ophp/hurricane/abc.htm

Pet Friendly Hotel Information www.pet-friendly-hotels.net

*Open During Emergency Operations Center Activation Only