

# DISASTER PLANNING AND RECOVERY FOR COMMUNITY ASSOCIATIONS

(APPROVAL # 9625320)

## CORRESPONDENCE COURSE

**8-Hours of Continuing Education Credit**



*Gray Systems Incorporated*  
LEADING PROFESSIONAL EDUCATION PROGRAMS

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The Department of Business and Professional Regulation approved the subject matter covered in this course. Gray Systems, Incorporated, is an approved provider (Provider Number 0000815) of continuing education courses, and this course **Disaster Planning and Recovery for Community Associations** (Approval Number 9625320), is approved for eight hours of continuing education credit.

**Gray Systems, Incorporated** is an educational organization and this course is designed to provide accurate and authoritative information in regard to the subject matter covered. This material and course is provided with the understanding that the provider is not engaged in rendering legal, accounting, or other professional services. If legal advice or other expert assistance is required, the services of a competent professional person should be sought.

## **INSTRUCTIONS FOR COMPLETING THIS CORRESPONDENCE COURSE**

1. The following items are included in your correspondence course package:
  - a. The course manual.
  - b. A 20-question course examination
  - c. An answer sheet for the end of course examination.
2. Read and study the student manual carefully. You should direct your efforts at understanding in depth those items covered in the summary of the changes to the law and the rules as well as actually reading the changes in the law and the rules. The examination will require you to answer questions taken from the summary, the rules, and the law.
3. After reading and studying the student manual, you are ready to complete the end of course examination
4. First, complete the section on personal information on the answer sheet in its entirety. DO NOT omit any of the personal information requested. Failure to provide the personal information requested may result in a delay in receiving your certificate of completion for this course.
5. Read the examination and complete the answer sheet, marking your choice of answers from the multiple-choice questions directly in the space indicated on the answer sheet. There is no need to mark your answers in the examination booklet.
6. Upon completion of the examination, send your answer sheet in the envelope addressed to GRAY SYSTEMS, INC., P O BOX 125, HOWEY-IN-THE-HILLS, FL 34737, FAX TO 352-324-1667, OR EMAIL TO GSI@GRAYSYSTEMS.COM.
7. Successful completion of the end of course examination requires that you answer 75% of the questions correctly. There are 20 questions on the examination; you must answer 15 correctly. Your certificate of completion of the course will be mailed to you within 10 days of receipt of the material by our office. Please note that this time period applies only when the materials are properly completed. Failure to properly complete the personal information requested on the answer sheet may cause delays in processing your course certificate of completion.

8. What happens if you should NOT pass the end of course examination?
- a. In the unlikely event you fail the end of course examination, we will send you a notice of unsuccessful completion and a second examination covering the material in your course with an invoice for \$8.00 to cover the re-examination.
  - b. You have the option of completing the second examination and returning it to us for grading.
  - c. If you select this option, the invoice for \$8 for shipping and handling must be paid if you return the examination. If the invoiced amount is not paid, the second examination will not be processed.
  - d. If you do not desire to complete the second examination, you may attend any of our classroom courses covering the same material and receive a credit of 50% of the tuition paid for the correspondence course toward the tuition for the classroom course. (Note: The classroom course does not require you to pass an examination in order to receive credit for continuing education.)
  - e. A student may take no more than 2 re-examinations for a single correspondence course.
  - f. No credit for the shipping and handling charges for re-examinations may be applied toward any tuition for a classroom course.

Any student failing three successive correspondence course final examinations for the same course will not be allowed to attempt any more examinations for that course. However, we welcome you to receive continuing education credit from our organization for that course by attending the classroom course for that material under the tuition policy stated above.

**DISASTER PLANNING AND RECOVERY  
FOR  
COMMUNITY ASSOCIATIONS  
(GSI Course Approval Number 9625320)**

**Correspondence Course**

**END OF COURSE EXAMINATION (A)**

**INSTRUCTIONS:** Read each question carefully. Select one correct answer for each question. There is only one answer which is the best answer. Selecting more than one answer or failure to select an answer will result in the question being counted as incorrect.

Mark your answer on the enclosed answer sheet. You may mark the examination as well; however, only the answer sheet will be graded. The passing score is 75% correct or 15 correct out of the 20 questions.

1. It is an ethical consideration for a board of directors and management to create a disaster and recovery plan because:
  - a. the process of planning for disasters is inherent in the management of the process of maintaining and protecting the property.
  - b. the Florida Statutes and governing documents require disaster planning.
  - c. disaster planning is required by the Division of Emergency services for community associations.
  - d. disaster planning is required by Chapter 61B – 23 of the Florida Administrative Code.
  
2. The emergency plan must accommodate all of the following except:
  - a. state laws.
  - b. local ordinances.
  - c. the association bylaws.
  - d. the plan as dictated by FEMA.
  
3. Information needed as a part of creating an emergency plan includes:
  - a. the blueprints of the local government safety shelter.
  - b. the plans and specifications of the association buildings, units and emergency equipment.
  - c. the local hospital floor plan.
  - d. the fire department order of response.

4. A community may not forego retrofitting common areas with fire sprinkler systems if:
  - a. the unit owners have voted to forego such retrofitting by a two-thirds vote.
  - b. the local authority requires completion of retrofitting after the end of 2014.
  - c. the building is greater than 75 feet in height.
  - d. the building is less than 75 feet in height.
  
5. In order to provide emergency access to elevators, all elevators must be keyed to allow one master elevator key access unless:
  - a. the building was permitted after September 30, 2006.
  - b. the building is less than six stories.
  - c. the building has undergone a “substantial improvement”.
  - d. the building has service or freight elevators.
  
6. The Florida Division of Emergency Management must adopt standards and requirements for:
  - a. county emergency management plans.
  - b. municipal emergency plans.
  - c. community association emergency plans.
  - d. neighborhood watch group plans.
  
7. The primary purpose of the resident profile is to:
  - a. provide management with information regarding residents that may need assistance in an emergency.
  - b. provide a means of determining which residents are delinquent in the payment of assessments.
  - c. assist the local law enforcement agency in crime prevention.
  - d. assist the membership in designating which residents will be available for tennis tournaments
  
8. Children are of special concern in a community association because:
  - a. they can be the source of the emergency.
  - b. they may need special assistance in the event of an emergency.
  - c. they may need special counseling as a result of a disaster.
  - d. all of the above.

9. One of the greatest concerns in dealing with the elderly in an emergency is:
  - a. many tend to ask for help and assume full dependence on management.
  - b. including in our disaster planning process procedures to determine that all of the residents have been accounted for during an evacuation.
  - c. the fact that the elderly will be succinct and accurate in providing information as part of a resident profile.
  - d. they will attempt to join in with the emergency planning team to assist in evacuations.
  
10. Geographic location can help management determine the most likely type of emergencies or disaster that may occur and assist in:
  - a. procuring materials necessary for the repair of the property.
  - b. prioritization of planning for disasters that are most likely to occur in the area.
  - c. determining which residents will be able to return without assistance.
  - d. locating the nearest airport for evacuation purposes.
  
11. The manager should consider these aspects of the physical property:
  - a. What emergency equipment is located on the property?
  - b. Where are the entertainment facilities in the event of an evacuation?
  - c. What is the proximity of the local television station?
  - d. How close is the mass transit facility to assist in bringing the residents back after an evacuation?
  
12. In the event of an emergency, the manager should ensure that the community records:
  - a. of the residents' financial history are provided to the person in charge.
  - b. have duplicates that are secured in off-site storage at a location not likely to experience the same event that may occur at the association's physical location.
  - c. provide the Bureau of Condominiums with evidence that management has planned for emergencies.
  - d. provide the community and any emergency response personnel with all the information necessary to adequately respond to an emergency.
  
13. An emergency plan is not truly in place unless:
  - a. all of the participants are aware of their duties and responsibilities.
  - b. a fire drill is held quarterly.
  - c. all of the staff are adequately trained in usage of the generator.
  - d. all of the staff are able to perform proper search and rescue tasks in the event of a building collapse.

14. Which of the following would not be a part of the emergency response plan?
- Perform a last-minute backup of computer data.
  - Leave all electrical equipment plugged in and secure.
  - Remove portable signs.
  - Deploy hurricane shutters.
15. When returning to the property after an emergency:
- survey damage immediately.
  - ignore civil authorities' warnings to stay out of restricted areas.
  - watch out for construction debris and standing water.
  - there is no need for identification of staff and emergency response personnel attempting to assist in the recovery.
16. The primary objective in advance preparation for a hurricane should be:
- protecting the property.
  - maintaining adequate supplies for a storm party.
  - evacuating the residents at the first sign of a storm.
  - removing all glass from the windows to avoid breakage.
17. In the event of a fire, the first action should be to:
- attempt to extinguish the fire.
  - call all of the neighbors to let them know about the fire.
  - report the fire to the fire department.
  - after extinguishing the fire, complete a community accident report form.
18. Which of the following would not normally be a proper action for management to take in the event of an elevator emergency?
- Immediately contact the elevator service company.
  - Attempt to remove the persons trapped on the elevator.
  - Notify the local emergency service agency.
  - Attempt to calm any persons trapped on the elevator.
19. After a crime has been committed:
- notify the appropriate law enforcement agency.
  - lead an investigation of the crime scene.
  - detail all of the events to the community.
  - tell witnesses to leave the area.

20. The information contained in the emergency procedures manual should include:
- a. the reference information for the community.
  - b. the plan for recovery.
  - c. procedures for each type of possible disaster.
  - d. all of the above.



**Disaster Planning and Recovery  
for Community Associations  
END OF COURSE EXAMINATION A  
ANSWER SHEET**

**INSTRUCTIONS:** Complete this section on personal information in its entirety. **DO NOT** leave any of your personal information spaces blank. Failure to fill out the personal information requested may result in a delay in receiving your certificate of completion for this course. **PLEASE PRINT.**

LICENSE #	LAST NAME	FIRST NAME	MI
ADDRESS			
CITY		STATE	ZIP CODE
TELEPHONE		FAX	E-MAIL ADDRESS

**INSTRUCTIONS:** Read the examination and complete the answer sheet below, **CLEARLY CIRCLE** your choice of answers from the multiple choice questions directly in the space indicated on the answer sheet. There is no need to mark your answers on the examination booklet.

- |  |   |
|--|---|
| <p><b>1.</b> A B C D</p> <p><b>2.</b> A B C D</p> <p><b>3.</b> A B C D</p> <p><b>4.</b> A B C D</p> <p><b>5.</b> A B C D</p> <p><b>6.</b> A B C D</p> <p><b>7.</b> A B C D</p> <p><b>8.</b> A B C D</p> <p><b>9.</b> A B C D</p> <p><b>10.</b> A B C D</p> | <p><b>11.</b> A B C D</p> <p><b>12.</b> A B C D</p> <p><b>13.</b> A B C D</p> <p><b>14.</b> A B C D</p> <p><b>15.</b> A B C D</p> <p><b>16.</b> A B C D</p> <p><b>17.</b> A B C D</p> <p><b>18.</b> A B C D</p> <p><b>19.</b> A B C D</p> <p><b>20.</b> A B C D</p> |
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**I HAVE COMPLETED THIS EXAMINATION ANSWER SHEET WITHOUT THE AID OF ANY OTHER PERSON.**

SIGNATURE	DATE
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**MAILING INSTRUCTIONS:** Upon completion of the examination, mail to Gray Systems, Inc. PO Box 125, Howey-in-the-Hills, FL 34737, fax to 352.324.1667 or email to [gsi@graysystems.com](mailto:gsi@graysystems.com).