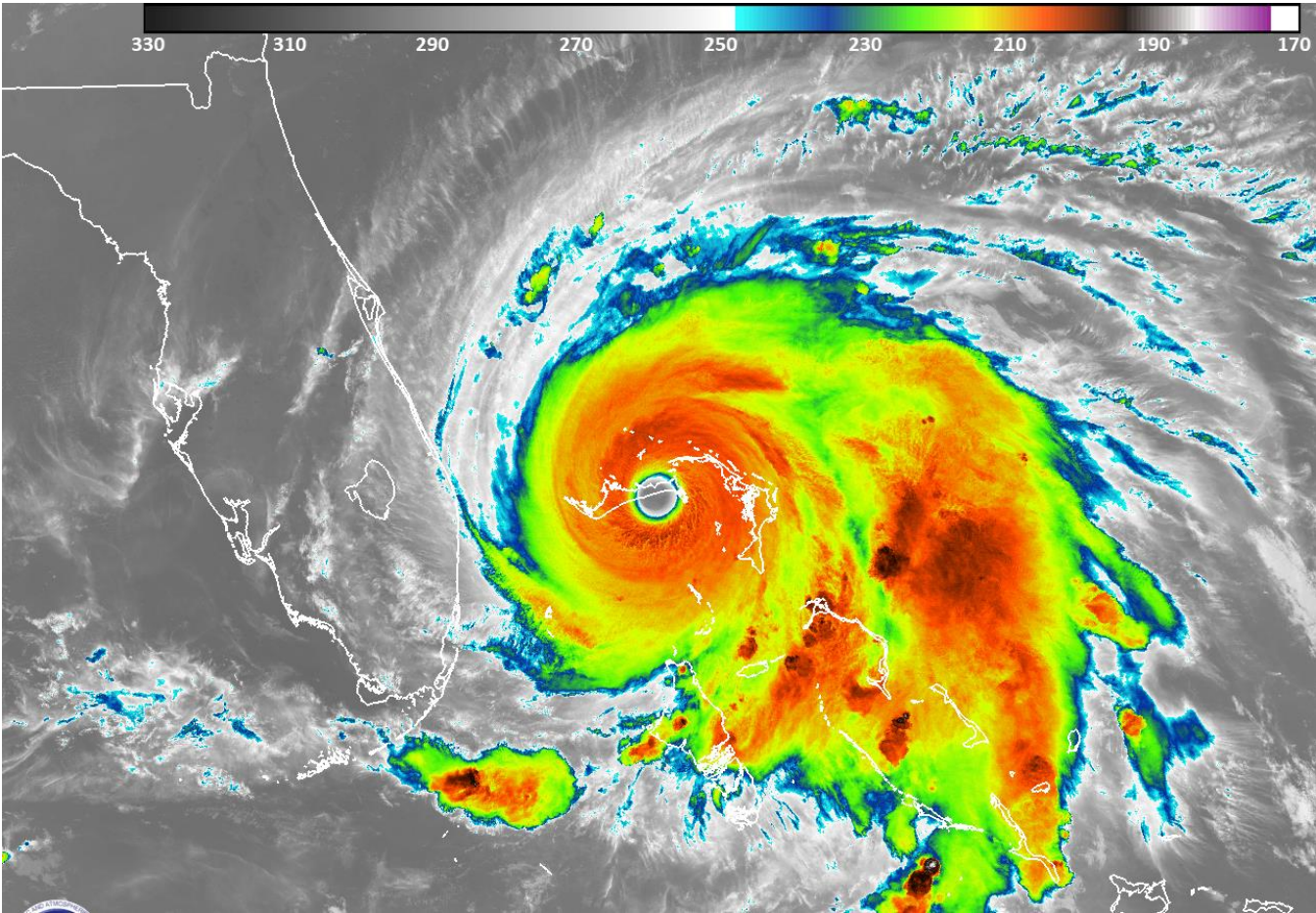


Spanish Wells Community Association, Inc.

# HURRICANE AND TORNADO WEATHER EMERGENCY PLAN

Updated: June 2024



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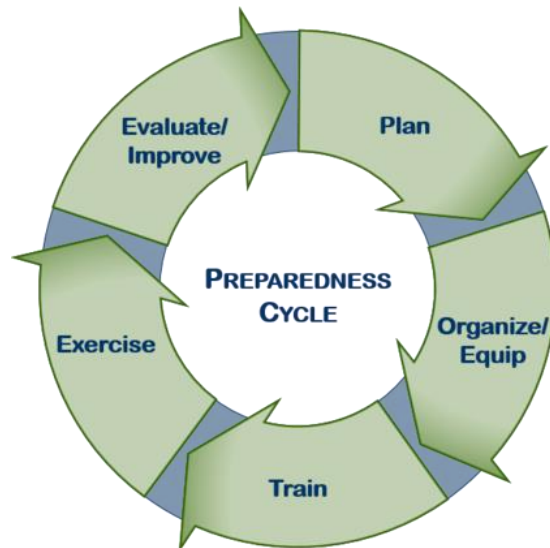
## **PURPOSE OF THE PLAN**

Hurricanes and other significant weather events are a common occurrence in Southwest Florida. The National Hurricane Center defines hurricane season as running from June 1 through November 30. Most severe storms hit during the peak season between late August and October. While tornados can occur at any time during the year, they are most likely to occur during the hurricane season. The results of a hurricane or tornado can be catastrophic. There is often loss of power, significant flooding, massive damage to trees and vegetation and loss of life.

The occurrence of any one of these elements can have a major negative impact on our community. While the community cannot avoid these negative consequences, a proper plan and organized response can certainly mitigate the extent of the disruptions.

Disaster planning is used to develop a plan to prepare and recover from emergencies. This planning will help serve as a means to reduce employee and resident injuries and protect property. Planning by both residents and the community will result in the quick notification of residents so they may prepare and take appropriate action to safeguard their persons and their property. In addition, disaster planning will provide for a quick recovery so that daily operations can be resumed.

The Spanish Wells Community Association (SWCA) board of directors and its community management team at Spanish Wells Community Association, Inc. understands the need for disaster planning, and is committed to preparing for the response to and recovery from disasters.



## COMMAND STRUCTURE

A meeting of the Spanish Wells Community Association (SWCA) Incident Command Team (ICT) will be held when a storm is several days away and before a Hurricane Watch is issued. This will help to ensure SWCA is proactive and prepared. This is subjective and will be based on current, available weather data.

The SWCA board of directors has formed an Incident Command Team (ICT) which will be activated at the onset of any potential disaster. In the event of a major hurricane or tornado event, the Incident Command Team will take charge of ensuring the actions set forth in this plan are implemented. The members OR THEIR DESIGNEE of this Incident Command Team (EICT) are as follows:

- The President of SWCA
- The Vice President of SWCA OR Designee
- The Chairperson of the Public Safety Liaison Committee
- The Chairperson of the Community Communication Committee
- The Chairperson of the Lakes, Ponds and Drainage Committee
- The General Manager of the Spanish Wells Golf and Country Club
- The Golf Course Superintendent of the Spanish Wells Golf and Country Club
- The Site Supervisor of Security/Community Privacy Control
- The SWCA Community Association Manager (CAM)
- Sub-Association Presidents or Designees

All members will be issued hand-held radios to communicate and ensure all objectives are met. See SWICS 2023 Form 205 for instructions.

This team will consist of Spanish Wells full-time residents and when required, will have designees to replace those team members who are unavailable at the time of the incident. The Chairperson of the Public Safety Liaison Committee or designee is the Incident Commander (IC). He/she will assume total control of implementing the details of this Hurricane or Tornado Emergency Plan prior to the declaration of a hurricane or tornado emergency. The Community Association Manager (CAM) will, under the direction the IC, and in cooperation with the other members of the Incident Command Team, coordinate preparedness activities within Spanish Wells. The plan, if necessary, will be updated annually in May of each year. The Chairman of the Public Safety Committee or designee will be responsible to ensure a review is conducted.

This Management Plan for Hurricane or Tornado Emergency is provided to all designated Sub-Association Presidents or designees and their appropriate staff. Should any questions arise, please seek clarification immediately. **DO NOT WAIT** until a Tropical Storm, Tornado or Hurricane Watch is issued to ask questions or seek solutions.

Each designated Incident Team member and Sub-Association President or designee is expected to review their area of responsibility at the start of each hurricane season, select and notify the number of individuals required to implement the Management Plan for

Hurricane or Tornado Emergency, and be ready to execute it in a timely manner.

***If a hurricane is forecast to possibly impact the Fort Myers / Naples area, planning and preparations should commence and the ICT should start preparations.***

***When the National Hurricane Center issues a warning that Bonita Springs is in the “cone of uncertainty,” the SWCA Incident Command Team (ICT) will be activated and this Hurricane Emergency Action Program will be implemented.***

## **HAZZARD/THREAT ANALYSIS**

The Spanish Wells community is vulnerable to acts of nature, such as hurricanes and tornadoes. Spanish Wells is located in evacuation Zone B in Lee County. A Spanish Wells community area location map and street map are included in this plan’s attachments. The Spanish Wells community consists of approximately 1361 residential units. The estimated year-round population is approximately 680 residents.

The community is slightly above sea level and within 3 statute miles of tidal bays (Little Hickory Bay) and the Gulf of Mexico. The community is vulnerable to the flooding produced by the torrential rains accompanying a tropical hurricane or tornado/hurricane event. Notwithstanding the wind damage that could be sustained in our community, vertical structures in a major hurricane or tornado/hurricane event, could be a significant danger to both resident lives and property.

The Spanish Wells property contains no critical emergency or health maintenance facilities (nursing homes, fire stations, etc.). The nearest major medical facility is NCH Hospital in Naples. ***There are 2 Emergency Care Centers on HWY 41 just south of Coconut Point (Lee Health and NCH).***

All Spanish Wells utilities are public. All Spanish Wells homeowners & condominium associations are private. ***Spanish Wells has no designated resident/employee shelter. Residents are to seek shelter at their residence or a Lee County authorized location.***

It is to be expected that during and for some considerable time after a major hurricane or tornado event, community utility services, i.e., electric, water, sewage treatment will be lost or operating at only minimum levels. Likewise, transportation networks and roads may be either impassable or destroyed so that regular supplies of motor fuel or food will be negatively impacted. During a major hurricane or tornado event and for some time thereafter, emergency medical and law enforcement services may not be available. Residents need to prepare for these events.

## **CONSIDERATIONS**

***Hurricane Watch*** indicates that a hurricane is near enough that everybody in the area covered by the “WATCH” should listen for subsequent advisories and be ready to take precautionary measures. Watches are usually issued 36 – 48 hours in advance of a hurricane landfall. Hurricane Watch conditions mean a violent hurricane has originated over tropical water with sustained (constant) winds over 74 miles per hour.

A ***Hurricane Warning*** issued by the National Hurricane Center means that sustained winds of 74 miles per hour or higher associated with a hurricane are expected in a specific coastal area in 24 hours or less. All precautions should be taken immediately.

A ***Tornado Watch*** means that conditions are favorable for tornado development.

A ***Tornado Warning*** is issued when a tornado is spotted on the ground OR the doppler radar picks up a rotation in winds within a storm cell. A warning is issued in that case to give people time to take cover in the event a tornado does reach the ground. It's better to issue and not have one touchdown instead of waiting for one to touchdown before issuing.

**IC Team Members** must be onsite or available onsite within 6 hours of an IC Team activation.

Prior to the issuance of a ***Hurricane or Tornado Watch***, and when a hurricane cone of uncertainty includes the Bonita Springs area, the IC or designee will contact the CAM to review a checklist of all required list of materials needed to execute the plan. The IC will also determine the number of staff available from Security, Property Management and Golf and Country Club. This staffing level will be the initial basis for plan execution if a Watch is received.

Immediately upon receiving notification of a ***Hurricane or Tornado Watch*** for the area, the IC or designee will contact and notify each member of the designated Incident Command Team to assemble for a final review and direction to execute the Management Plan for Hurricane or Tornado Emergency. Each team member may have already notified their staff to make preliminary preparations to implement the Management Plan for the Hurricane or Tornado Emergency.

The IC or designee will go over any changes or questions that the management team might have. After this briefing all management team members will execute their Emergency Check List (Master SW Hurricane Check Lists April 2024) and be prepared to leave the community after completion. Immediately upon receiving notification of a ***Hurricane or Tornado Warning***, the Incident Commander (IC) or designee, in coordination with the Community Association Manager (CAM) will contact and notify each member of the Incident Command Team to assemble at Incident Command Post. This will initially be located in Spanish Wells G&CC clubhouse or some other location on site possessing robust telecommunication and internet connectivity.

ICT members will have previously developed and made specific Emergency Check Lists applicable to their own areas and will be incorporated in this plan. Members of the ICT who are key components of SWCA, i.e., Club Management, Security and Property Management will have

also generated specific Emergency Check Lists relative to employee release, property/inventory protections etc. which are appendices to this plan.

The IC will go over any changes or questions that the IC members might have. After this briefing all will execute their Emergency Check Lists, as required. The ICT members shall submit their Supplemental Procedures, if any, tailored to specific circumstances, to the IC or designee for incorporation into this plan. The IC or designee will collect, secure, and maintain the necessary emergency supplies and equipment on-site.

### **COMMUNICATION DURING A HURRICANE OR TORNADO EVENT**

Communication within the Spanish Wells Incident Command Team will be maintained through the use of:

- Cellular phones if available
- Team's handheld radio system. (They will also be tested at the start of the hurricane season and monthly during the year.)

Communications with the Lee County Emergency Operations Center will be maintained through the use of cellular phones and amateur radio RACES (Radio Amateur Civil Emergency System) frequencies.

The Incident Command Team will, if possible, communicate to residents through:

- Constant Contact

The Chairperson of the Community Information Committee or designee is responsible for notifying residents regarding:

- A Hurricane is approaching.
- Hurricane Watch
- Hurricane Warning
- Tornado Watch
- Tornado Warning

The chairperson or designee will:

1. Send blast email to all residents when NHC has issued a **hurricane cone of uncertainty that includes Bonita Springs, a major rain event or a tornado watch instructing residents to listen and watch local television or radio stations for instructions on preparing their residence for a weather event or an evacuation.**

### **SUB HOA RESPONSIBILITIES (SWCA Directors must ensure their HOA presidents are aware of this section)**

1. Each sub-HOA is responsible for pre-storm preparations for their community. It is strongly recommended that each sub-HOA establish procedures and share those with their residents. Some of the procedures to be considered include:
2. If possible, create a list of all the people residing in the community during hurricane season. The list should include names, addresses, cell phone numbers and email addresses. This should be updated annually.

3. If possible, create a list of residents who might need extra assistance before or after a storm event. This would include infirm individuals, elderly people and those with medical conditions.
4. Develop a check list to secure any loose items owned by the community, including pool furniture, decorative items etc. and who will be responsible for the securing of these items.
5. Furnish all residents' information on hurricane preparedness. Attachment lists several sources of information. Should be on the HOA websites if they have one.
6. Advise residents that they should call 911 in the event of an emergency. The IC Team has no ability to assist sub-HOA residents or provide for their care.

### **SPANISH WELLS PROPERTY MANAGEMENT (CAM)**

1. Establish and maintain communication with the IC, per the plan.
2. Working with the Chairman of the Lakes & Ponds committee, verify that the emergency generators are operational. This will be done on March 15<sup>th</sup> of each year, when possible, and on a monthly basis on the 5<sup>th</sup> of each month. Starting in June (Start of Hurricane Season) the checks will take place on the 5<sup>th</sup> and 20<sup>th</sup> of each month during the months of June, July, August, September, October, and November of each year. The CAM or CAM assistant working with the Chairman of the Lakes & Ponds committee will ensure the emergency generators are operational through starting and testing the generator by a qualified maintenance company. SWICS 2023 form 210, Resource Status Change, will be completed each time a generator is tested identifying abnormalities in the operation of the generator. If there is a problem with the generator the CAM will contact the appropriate vendor within 2 hours of the discovery and will complete the report and contact the SWCA President, Incident Commander, and General Manager via email or text. Do not wait for a hurricane or tornado watch to be issued.
3. Install Lockboxes and supply keys for all gate houses, maintenance area, diesel pump house and main pump area.
4. Verify all materials and supplies for emergency kit per attachment. (Located in the closet in Card Room 1).
5. Working with the Chairman of the Lakes & Ponds Committee and the Golf Course Superintendent, schedule maintenance and fill fuel tank on backup diesel pump station at the



- start of hurricane season. A diesel maintenance check will be done each April and November.
6. Top off propane gas tank at main gate house on Bonita Beach Road.
  7. Photograph / video all community assets on an annual basis at the beginning of each hurricane season. This will be completed by June 1<sup>st</sup> of each year and placed on server by year.
  8. Perform backup of CAM and Assistant computer files and portable laptop.
  9. Check all storm drains for debris at the beginning of hurricane season and again at the onset of a hurricane watch. Storm drains should also be inspected after each tropical storm.
  10. Shut down the main fountain electric and water.
  11. Trim trees of overhanging branches at the beginning of hurricane season and immediately following the issuance of an impending hurricane.
  12. Update phone list of key contacts and vendors. Place one copy in each gate house.
  13. Create an updated site plan of the community on an annual basis no later than the start of hurricane season.
  14. Secure copies of the SWCA insurance policy and agent information in each gate house. Community Manager should keep a copy of the policy and agent information in their possession.

**GATEHOUSE AND GATE ATTENDANT PERSONNEL (See appendix 8 for additional information.)**

The gate attendant personnel will be under the direction of the IC or designer and will follow communication protocols, established by this plan. They will act according to the severity of the threat.

**Hurricane Watch:**

1. Gate Attendant Supervisor(s) joins hurricane preparedness team to assess next steps for possible hurricane warning.

**Hurricane Warning:**

1. Gate Attendant Supervisor(s) joins hurricane preparedness team for activity direction.
2. All gate arms removed and placed in secure location next to respective gates. (40 mph)
3. Swing gates will be locked in open position and secured to stakes.
4. All gate electronics will be unplugged and placed on counter within the gate house.

5. Gate Attendant vehicle will be filled with gas and parked at the Cordova gate parking spot.  
Car keys placed in Cordova key box.
6. Main breakers will be turned off at the Marbella gate. (Spanish Wells main gate and Cordova gate powered by generators, so no further action is required)
7. Place hurricane shutters on guard house windows, where required.
8. Incident commander and Gate Attendant Supervisor will dismiss gate attendant staff based on the vendors hurricane plan and as storm approaches and wind increases.

### **STAFF RELEASE CRITERIA ICS**

With Lee County Emergency Management notification that a Hurricane is predicted to strike the Southwest Florida coastal area within 48 hours and this strike area encompasses the property, all non-essential staff will be released from all job assignments and duties. All staff will be directed to seek safe shelter. Evacuation decisions are made by the local government based on the size, intensity, speed, and direction of a hurricane or tornado. A community's evacuation recommendation/order will depend on the characteristics of a hurricane or tornado.

The Incident Command Team and essential emergency staff will continue to operate, as required, until one of the following criteria are met:

The hurricane or tornado WATCH condition is upgraded to a hurricane or tornado WARNING condition. At this point all staff will be released from job assignments until further notice.

When sustained hurricane or tornado winds reach 40-45 miles per hour the Lee County Emergency Governmental Agencies, by procedure, will not respond to an emergency call because of personal and equipment safety reasons. Bridges in Lee County will close in 40 mile per hour winds by procedure. Driving a vehicle becomes unsafe with sustained winds of 40 miles per hour. Sustained winds are defined by official announcements from the National Weather Service or Lee County Emergency Management.

### **SECURING SPANISH WELLS GOLF AND COUNTRY CLUB (SWGCC)**

Upon notification that the weather service has issued a hurricane watch for this area, there are a variety of procedures for each area to follow to secure and evacuate the buildings of SWGCC. Not less than 36 hours' notice after a hurricane watch has been issued, the Club's General Manager will, in conjunction with the IC, issue the order to secure the buildings and grounds.

The Administration office will make plastic laminated signs reading "Facility Closed" to be posted prominently on all customer access doors on all club properties. An email will also be sent to the entire community through SWCA informing them that the

entire Club property is closed until further notice and to stay off all grounds until permitted back on. The individual areas will be secured as defined in the “Master Hurricane Check Lists” manual.

**Dining Room and Terrace**

<b>Task</b>	<b>Responsibility of</b>	<b>Date/Time Taken</b>	<b>Completed</b>
Remove all dishes, etc., from tables and store in kitchen	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move speaker system and microphones to the kitchen	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move sliding wall into stored position.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Put all window blinds/curtains in the down or closed position and secure sash cords if applicable	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all bar stock to storage room and secure from both bars	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Shut down all Point of Sales (POS) equipment. The POS is automatically backed up on the cloud	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
All furniture on the golf terrace will be moved into the dining room.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Planters will be moved to the bathrooms, depending on available space	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Lock all doors.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Kitchen**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Completed</b>
Move all refrigerated foods to walk in cooler	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all foods that can be frozen to the freezer	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Fill large plastic containers with water and place in freezer, to be used as ice for the walk-in cooler	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Lock all coolers and freezers and place keys in the Key Box in the Administration Office	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Store all dishware and cooking utensils	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Shut off all gas appliances and disconnect all electrical units	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Laptop computers should be taken by the manager to whom the laptop was assigned. Shut down computer after backing up files to discs (give to accounting staff member), disconnect computer and Point of Sales and store in servers' stations. <b>Backup to cloud</b>	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Consider a generator to run the refrigerator and freezer</b>	G&CC GM	<b>Future Requirement</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

**Cart Barn**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Completed</b>
All loose items are to be stored in the Bag Room, i.e., tees, pencils, etc.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Golf bags are to be stored on the top shelf	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Radios and charges will be relocated to the Pro Shop	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
All items in the cabinets are to be stored on the top shelf	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Ball washer and air compressor need to be unplugged and moved to raised location	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
All range supplies are to be stored in the Bag Room	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
All breakers are to be turned to off position in the electrical box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Pro Shop**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Completed</b>
Place all merchandise on the top shelves	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Blinds are to be put in the down position	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Phones are to be unplugged and stored on the highest cabinet shelf	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
All doors that have locks are to be locked	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Accounting Department

The Accounting Department will, upon the direction of the General Manager monitor hurricane or tornado status to keep staff updated on conditions and possible closing and will advise the EIC if staff is released.

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Have all departments forward any invoices to Accounts Payable	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Have all departments close all Point-of-Sale shifts and forward work to Accounts Receivable	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
If possible, enter all invoices into Accounts Payable system	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Store any unrecorded and all unpaid invoices in a waterproof storage box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
If needed, add to petty cash to take care of startup needs after the hurricane or tornado has passed. Deposit all other cash and checks in the bank	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Clear all desks and floors of paper, reports, and any other loose objects	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Lock all desks and storage cabinets and place keys in the Administration Office Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Distribute current employee phone list to department heads	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Unplug copiers and fax machines from electrical outlets, as well as phone and data lines	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all electronics to desktops, after first unplugging	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Log out and shut down all workstations. Secure by unplugging from electrical outlets as well as phone and data lines	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Remove all credit card	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

terminals and secure in a locked cabinet in the Office Manager's office			
Shut down all file servers and all other electronic equipment contained in the Communications Room	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
The Club's main telephone voice mail message will be changed to indicate that the Club will be closed until further notice	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Pool**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
If insufficient space, store tables, chairs and umbrellas in the unfinished storage areas in the clubhouse, or place appropriate items in deep end of pool.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move miscellaneous loose items to the cabana	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Cabana**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Unplug Point of Sale equipment	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all perishable items to the walk-in cooler at the club house	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all tables, chairs and umbrellas from rear side of Cabana to unfinished area in Club House.	G&GG GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Close and lock the Cabana windows. Lock the Cabana building, and place keys in the Administration Office Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Tennis, Pickleball and Bocce Courts**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Roll up windscreens and sound barriers. Secure to fencing with tie straps	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Court furniture to be stored in tennis pro shop	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Miscellaneous court equipment (foot washers, cup holders, trash cans, score keepers, etc.) to be stored in Activity Center	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Tennis Nets to be rolled up and tied to net posts	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Note: Should all nets and windscreens be taken down and stored in the Activity Center?**

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**Activity Center Building**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Computers to be unplugged and stored on counters	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Unplug all electrical appliances and place as high off the floor as possible	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Unplug all electrical workout equipment, TVs and other electrical appliances	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Close and lock all interior doors, including closets doors. Place keys in the Administration Office Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Turn off all circuit breakers at Panels	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Upon exiting, post signs "Facility Closed"	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Disable keypad	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Access Control**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
A secure key box, accessible from outside the main Clubhouse building will contain keys to all the G&CC Buildings.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
The IC and his backup will have access to the key box either with a key or the combination.	G&CC GM/IC		Yes <input type="checkbox"/> No <input type="checkbox"/>
The IC will determine which room within the main club house will serve as the ICT staging area.	G&CC GM - IC		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Spanish Wells Access Control By Lee County**

<https://survey123.arcgis.com/share/23e165f3f9e945a19319b4e6aebf59a2>

**This form must have been completed or verified that the form is active by the CAM prior to June of every year.**

“The Property Owner(s)/agent authorize(s) the County of LEE, the State of Florida, and the United States of America, their respective agents, successors and assigns, contractors and subcontractors (collectively, the "Governments/Contractors") to have the right of access and to enter the property above specified for purposes of performing debris removal as it is a public health and safety threat to the general public resulting from the declared major disaster”.

**Grounds Maintenance**

Upon notification, the Superintendent and Assistant Superintendents will meet at the maintenance building. Additional volunteers may be needed to help with hurricane preparation. The G&CC General Manager will allocate personnel, as needed. The areas requiring preparation are:

- Golf Course and Common Grounds
- Irrigation and Pump Station Systems
- Chemical Building Storage
- Fueling Station
- Maintenance Compound
- Maintenance Building

**Golf Course and Common Grounds**

*After all items from Golf Course, Common Grounds, and Maintenance Compound are secured, secure the Maintenance Building.*

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Remove all tee markers, ropes, signs, trashcans, ball washers, stakes, flags, water coolers, planter boxes, and hanging baskets from golf course and restrooms. Store in maintenance building	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Inspect and lock all irrigation satellites, both on golf courses and common ground irrigation. Place keys in the Maintenance Building Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Irrigation Pump Station and Systems**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Discharge all pressure in irrigation and hydraulic supply lines	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Disconnect all power at V.F.D. (Variable Frequency Drive) control panel, i.e., pump switches and service disconnect	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Disconnect all breaker switches powering system from breaker boxes outside of building. Lock and secure boxes. Place keys in the Maintenance Building Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all repair parts to highest possible positions	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Do not leave any loose materials outside of building	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Secure and lock building. Place keys in the Administration Office Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Chemical Building Storage**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Raise all products to highest level possible	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Inventory all products. The inventory list is to be given to the Golf Course Superintendent. All physical inventory is to be kept in a secure, dry area	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Close and lock building using both dead bolt and doorknob lock. Place keys in the Maintenance Building Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Fueling Station**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Fill each piece of critical equipment completely with appropriate fuel	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Fill all chain saws with fuel. Make sure there are extra chains for the saws	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Take inventory of diesel and gasoline fuels and top off each tank	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Disconnect electricity to pumps at breaker box located on pump station building	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Lock and secure pumps at pump nozzles and pump drains. Place keys in the Maintenance Building Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Ensure both portable generators are operational and fully fueled	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Ensure there is an operational portable generator available to pump diesel fuel	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Maintenance Compound**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Move and secure all loose and non-stationary items to interior of maintenance building, i.e., ropes, pipes, drain grates, pots, plants, wood, hoses, etc.	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Upon leaving the facility close and lock all gates to the compound. Place keys in the Administration Office Key Box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Maintenance Building**

<b>Task</b>	<b>Responsibility Of</b>	<b>Date/Time Taken</b>	<b>Complete</b>
Raise all parts, small tools, and hand-operated machinery in the parts rooms to highest level possible	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Cap oil waste tank	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Disconnect all cords from electrical outlets	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move irrigation computer and printer to the highest point possible	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Move all cleaning chemicals and toiletries to highest point possible	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Turn off all lights	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Disconnect all breaker switches to the building	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>
Close and lock all doors and windows. Place keys in the Cordova guardhouse lock box	G&CC GM		Yes <input type="checkbox"/> No <input type="checkbox"/>

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Lakes and Lake Pumps ICS**

Current water levels are set by the chairman of the Lakes & Ponds committee and his committee based on normal rainfall amounts and are subject to change during dry seasonal periods and wet seasonal periods. This is being done to assist with irrigation of the golf course. Water levels are set by adjusting weirs on lakes #16 and lake #12, as well as the two pumps on Alhambra

1. In the event of a “hurricane watch,” the chairman of Lakes and Ponds will join the other members of the hurricane preparedness team to assess next steps regarding lake levels and pump activation. This may need to be done several days in advance.
2. The chairman of Lakes and Ponds and his committee will work with the golf course General Manager and Course Superintendent to determine pre-event pump down of lake levels to accommodate pending rainfall amounts. The amount of water to be released will be determined by monitoring weather forecasts prior to the hurricane event.
3. Lake level adjustments can be made by changing weir levels on Lakes 12 and 16. The chairman of Lakes and Ponds or its designees will direct adjustments to additional weirs as needed. Pumping flow amounts will also be determined and adjusted according by the lakes and pump committee working with the golf course management team.
4. During a hurricane event, the pumps will be activated at predesignated set points to maintain water flow into Lake 50 ultimately draining into the South Florida Water Management Canal located on the south end of the Spanish Wells property. This will be done to reduce flooding in the community caused by rainfall.
5. Test electric pumps on generator to ensure operation prior to a weather event.

## **AFTER A HURRICANE OR TORNADO EVENT**

On notification from Lee County Emergency Management or through the media that the immediate hurricane or tornado threat has passed, the Incident Commander **will convene** a meeting of the Incident Command Team. The Incident Command Team will determine if it is safe to return to the property and initiate the post hurricane or tornado recovery phase.

The effects of a tornado or hurricane are unpredictable, at best. There is often significant wind damage, disruptions in utilities and high standing water. The plan document can only address standard procedures necessary to bring the community back to a functional level. There is a standard hierarchy of activities the IC Team will follow in any post- storm situation:

1. Ensure Maintenance Building is accessible so equipment can be used to assist clearing streets.
2. Clear all streets leading into and out of Spanish Wells to allow emergency vehicles to enter.
3. Return Gate Houses to active status to allow entry into the facility per the plan.



4. Endeavor to assist residents who require special assistance due to infirmity, age or health condition. This activity will be driven by the pre-storm list of such residents, as provided by individual HOA sub-associations. Resident assistance by the community is no substitute for professional emergency help, reached by dialing 911.
5. Endeavor to assist remaining residents, on a case-by-case basis.
6. Return the Clubhouse and grounds to operational status.
7. Return all other vertical structures to operational status.
8. Document damage to SWCA and Club property. (Take pictures)
9. Ensure that the Bonita Springs Emergency Access form is current and will file a new form allowing entry into Spanish Wells for debris pickup.

The Incident Command Team will assess each area of the property and essential service providers, determining when it is feasible for residents and other non-essential staff to return to the property. The areas of the property found to be accessible for residents and staff will be posted at all gatehouses. However, the IC Team may not prevent a homeowner from returning to his / her property. The IC Team will return to their areas of responsibility and will assist returning residents with information and other assistance as needed. The IC Team and staff will work with the Lee County Emergency Management Office, the Red Cross, and other public safety personnel to assist with any clean-up activities that may be necessary.

The IC Team will coordinate and prioritize clean-up and repairs with the sub-association presidents and designee. The IC Team should photograph / video all damage for insurance purposes. The team will break down responsibilities for damage assessment as follows:

- SWCA common areas and perimeter fencing – Community Association Manager
- Golf course- Golf Course Superintendent
- Clubhouse and vertical structures – G&CC General Manager
- Residential structures – Sub HOA Presidents or designees, as formed.
- Lake and pond levels – Chairman, Lakes and Ponds

## AUTHORIZED PERSONNEL

Spanish Wells Incident Command Team members and designated staff are authorized personnel with unrestricted access to the property. Governmental Agencies authorized to enter the property with unrestricted access are:

- Lee County Sheriff Department
- Bonita Springs Fire Department
- TECO Gas Co.
- Lee County Emergency Medical Services (EMS)
- Bonita Springs Utilities
- Florida Power and Light
- Lee County Emergency Management
- Florida Division of Emergency Management and Federal Emergency Management Agency
- Professional care givers or nursing care
- West Coast Generators
- Holland Pump
- Setpointe
- Thompson Gas

Following notification from Lee County Emergency Management to the Incident Commander or designee that it is safe to return to the property all remaining individuals will be allowed unrestricted entry, per access control operating procedures. News media will **NOT** be allowed access to the property without prior authorization by the Incident Commander or designee. **Residents will start returning as soon as the roads are open. The IC Team (Communications Chair) will need to be prepared to address their questions and inform them where it is safe to go. The gates may be open with no guards.**

## GATEHOUSE AND SECURITY

1. Check all surrounding areas of the gates for safe entry into the buildings.
2. Check gate houses for damage and photograph / video any issues that may have occurred.
3. Power up electronics in the gate houses
4. Remove stakes securing swing gates.
5. Replace gate arms (Leave in open position until commercial power returns if needed)
6. Gate Attendant Supervisor(s) begins call back of staff to man gates.
7. Roving patrols begin ASAP.
8. Monitoring of lake levels and reporting to Lake and Pump committee
9. Arrange to refill LPG tank if it was used during the storm.

## **CLUBHOUSE AND VERTICAL STRUCTURES**

1. The General Manager will notify the Board of any damage and reopening plan.
2. When determined that the Club's electrical system is operational, begin to bring the main network and WIFI online. Begin with the file servers, and then back office, Golf and Food and Beverage Points of Sale, and then any others.
3. Call back staff as needed.
4. Deposit excess petty cash in the bank if not needed.
5. Send a roster of authorized employees to Gate Attendants.
6. The Office Manager will keep staff updated on status and when they will need to return to work.
7. Take pictures of any damaged areas. Create a log explaining the damage and secure the log in a safe and dry location.

## **LAKES AND PONDS**

1. After storm monitoring will include regulating pump flow amounts and weir adjustments where required. The committee for lakes and pumps or its designees will be responsible for adjustments as needed to control any flooding that might occur.
2. Activities related to pre & post storm adjustments will be reported to the Incident Commander.
3. Current Lake and Pumps committee members consists of:  
Bruce Henry, Ken Eisner, Dave Nelson
4. The Golf course Superintendent will be shown proper adjustment of Weirs to assist in pre and post storm activities.

**Appendix 1 -Emergency Management Team staff, phone contact numbers, and areas of primary responsibility**

<b>POSITION</b>	<b>STAFF MEMBER</b>	<b>PHONE NUMBER</b>	<b>RESPONSIBILITY</b>
Golf Club GM	Brad Davis	239-992-9623	Club
Golf Course Sup.	Rich Osgood	239-287-0942	Golf Course
SWCA President	John Harter	(847) 736-7217 Cell	SWCA
<u>Communications</u>	<u>Scott Wilkins</u>	(239) 287-7817 Cell	Communications
Head Golf Pro	Tyler Rawson	Need Number	Golf Shop/ Cart Barn/Range
Community Association Manager	Open	(239) 319-1287	Community Property
Asst. to CAM	Open	(239) 319-1288 (309) 363-6638 Cell	
Onsite EIC	Ed Doyle	(630) 730-2850	Community Property
Lakes & Pumps	Bruce Henry	(415) 672-0079	Lakes & Pumps
Lakes & Pumps	Ken Eisner Dave Nelson	(781) 718-6835	Lakes & Pumps
Technology Committee	David Moretti	(757) 617-8921	Gate & Network

## Appendix 2 – Radio Frequencies 2

AM FREQUENCY	RADIO STATION	FM FREQUENCY	RADIO STATION
770	WWCN	162.475	NOAA Weather Radio
1240	WINK		
1270	WNOG	88.7	WAYJ
1350	WCRM	89.5	WSRX
1410	WMYR	90.1	WSFP
1440	WWCL	90.9	WSOR
		92.1	WGCQ
Television Stations	Network	93.5	WPRW
		94.5	WARO
WBBH	NBC	95.3	WOLZ
WSWF	WB	96.1	WRXK
WZVN	ABC	96.9	WINK
WFTX	FOX	98.5	WDDR
WINK	CBS	98.9	WGUF
WEVU	IND	100.1	WFSN
WGCU	PBS	101.1	WAVV
		101.9	WWGR
		103.1	WSGL
		103.9	WXKB
		105.5	WQNU
		106.3	WJST
		107.1	WCKT

NBC 2 has a streaming internet service that can be used to keep people updated.

Spanish Wells Handheld Motorola Radios      WPYG250 Frequency

### Handheld Radio Channels

Channel 1- Access Control Guard Houses

Channel 2 - Pro Shop

Channel 3 - Maintenance

Channel 4 - All Calls

### Appendix 3 - Important Phone Numbers

Bonita Springs Fire Department	(239)-949-6211
American Red Cross	(239) 278-3401 (866) 438-4636
Blood Center	(239) 936-8727
Cape Coral Emergency Operations Center	(239) 573-3022 or (239) 573-3000 for emergency
Florida Highway Patrol (Lee County)	(239) 278-7100
Gulf Coast Hospital	(239) 768-5000 or (239) 768-8611 for emergency
Health Park Medical Center	(239) 433-7799 or (239) 432-3334 for emergency
Hope Hospice	(239) 482-4673/1-800-835-1673
Lee County Animal Services	(239) 432-2083
FP&L Electric	(239)-262-1322
Bonita Community Health Center 3501 Health Center Blvd.	(239)-949-1050
Lee County Emergency Management	(239) 477-3600 (477-3636 fax)
Lee County Emergency Medical Service Emergency	911
Lee County Emergency Medical Service Non-Emergency	(239) 344-5400
Bonita Springs Water Sewer	(239) 992-0711
Lee County Humane Society	(239) 332-0364
Lee Memorial Hospital	(239) 332-1111 or (239) 334-5334 for emergency
NCH (North Collier Hospital) 11190 Health Park Blvd. Naples	(239) 436.5000
Missing Persons	(866) 438-4630 (must be missing 72 hours)
Salvation Army - Fort Myers	(239) 278-1551
Sheriff's Office	(239) 477-1000 911 - Emergency
Southwest Florida Regional Medical Center	(239) 939-1147 or (239) 939-8611 for emergency
Storm Information Hot Line	(239) 477-1900 (only when activated)
U.S. Coast Guard Fort Myers Beach	(239) 463-5754
Summit Broadband	239-444-0400
Elder Affairs	(800) 963-5337
FEMA	(800) 621-FEMA (3362)
National Flood Insurance Program	(800) 427-2354
State Hurricane Hot Line	(800) 342-3557
State Volunteer and Donations Hotline	(800) 354-3571
National Weather Service	(813) 645-2323 (Tampa Bay Weather)
Diamond (Gate Repairs)	(239)-768-1799
Lightning Wireless (Hand Held Radios & Repeater)	(239) 848-1466

**Appendix 5- Hurricane or Emergency Action Log**

DATE	TIME	ACTION or REMARKS
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

## **Appendix 6 - Other Resources**

The Lee County Emergency Management Office current publication, All Hazards Guide, can be viewed at

<https://www.leegov.com/publicsafety/emergencymanagement>

Collier County Emergency Management: <http://www.colliergov.net/emergency/>

Lee County Office Of Emergency Management: <http://www.leeec.com>

Storm Updates: <http://www.noaa.com/>

The Weather Channel: <http://www.weather.com/>

Pet Information (hotels): <http://www.floridapets.net/>.

**Storm Information App to Download: LeePrepares**



## Appendix 7 – Proactive Actions for Residents

1. Stay tuned to a local radio or television station or listen to NOAA Weather Radio at 162.475 MHz or 162.55 MHz (See appendix 2 of area radio stations). Some TV channels can be watched on mobile phones.
2. Secure any loose objects outdoors or move them inside to avoid hurricane or tornado damage. Tie down what cannot be moved inside.
3. Fill automobile gas tanks & propane tanks when a hurricane is first predicted to approach the area.
4. Obtain cash as banks may be shut down for a few days and merchants may not be able to accept credit cards.
5. Close and cover all windows with shutters, hurricane or tornado panels, plywood or other materials.
6. Maintain an awareness to take necessary precautions for possible flooding.
7. Ensure personal supply of medication, pills, and prescriptions.
8. Check battery operated radio and flashlight.
9. Maintain an awareness to take necessary precautions for possible flooding.
10. Prepare an emergency water supply.
11. Put important papers and valuables in waterproof containers. Store them in a high place or be prepared to take them with you.
12. Plan ahead for the safety of the family pet. Not all public hurricane emergency shelters will accept pets. Gather the pet's proper identification, proof of current vaccinations, and a carrying case.
13. Plan an evacuation route out of the property and coastal area or select a designated public hurricane emergency shelter.
14. Residents with special needs, e.g., a wheelchair requirement, need to be selective of a public hurricane emergency shelter. You can sign up for a special needs shelter ahead of time. Log into <http://www.LeeEOC.com>. This must be done in advance.
13. Download the app LeePrepares which is available for both iPhone and Android. It will provide you with real-time information on shelters, evacuation routes, traffic, etc.
15. If you are evacuating, call 511 for current road conditions, directions, & real time traffic information.

**HURRICANE PREPAREDNESS  
AND  
EMERGENCY MANAGEMENT  
PLAN**

2024



*SOUTHEAST REGION*

## **TABLE OF CONTEXTS**

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## 1. **PURPOSE**

- A. These plans are formulated to ensure Allied Universal Security Services philosophy of employee safety and client service are at the forefront of concern pending potential disaster.
- B. These procedures are intended as a guide and not as a strict rule. Planning for the future cannot be cast in stone. As in every potential disaster situation with its onset, many variables have not been addressed in the original preparedness plan.
- C. It is intended that this Hurricane Preparedness and Emergency Management Plan be reviewed annually and updated prior to hurricane season June - November 30.

## 2. **GLOSSARY OF TERMS**

- A. **Tropical Disturbance** - A moving area of thunderstorms or other disturbed air mass that maintains its identity for at least 24 hours.
- B. **Tropical Depression** - Closed circulation of an air mass at the surface. Maximum sustained winds of 38 mph.
- C. **Tropical Storm** - Stronger circulation than Depression. Sustained winds of 39 mph to 73 mph.
- D. **Hurricane** - Very strong, pronounced, counter-clockwise circulation of air (in the northern hemisphere) with sustained wind speeds of 74 mph or greater and usually having a defined eye. There are five (5) categories of hurricanes with the least damaging or threatening being category one (1).

Category 1 - Maximum sustained winds of 74 - 95 mph. Category 2 - Maximum sustained winds of 96 - 110 mph. Category 3 - Maximum sustained winds of 111 - 130 mph. Category 4 - Maximum sustained winds of 131 - 155 mph. Category 5 - Maximum sustained winds of 156 mph or greater.

- E. **Hurricane Watch** - Issued when the threat of a hurricane or hurricane conditions could exist within a period of 24 to 36 hours.
- F. **Hurricane Warning** - Issued when the threat of a hurricane or hurricane conditions could exist within 24 hours or less.
- G. **Storm Surge** - A large wall of water up to 50 miles wide and up to or exceeding 20 feet high. Potentially the most damaging aspect of a hurricane if it is present.
- H. **Evacuation** - The movement of people and when necessary, accompanying luggage or other property, to a designated Red Cross shelter or out of the geographical area, made mandatory by government officials or can be voluntary, on the part of the Management.
- I. **Emergency Operations Center** - Area designated as the Emergency Operations Center (EOC) is to be the focal point of all operations during the declared emergency. The EOC will be manned by designated representatives of Allied Universal Management.
- J. **Hurricane Season** - June 1st through November 30th of each year.
- K. **The Southeast Region-** The Southeast Region is comprised of twenty-six (26) Branch Offices under the leadership of Regional President Bob Wood (see organizational chart and contact list)
- L. **Area of Responsibility (AOR)-** Each Branch Office has a primary and a secondary AOR as their operational responsibility. The primary AOR is defined as the geographical area where the Branch normally provides security service to their existing customer base. The secondary AOR is the geographical area that a Branch Office will have service responsibility in event of emergency. In some instances, the service provided in the secondary AOR may be sub-contracted.
- M. **Crisis Management Team {CMT}-** The Allied Universal 's CMT is comprised of functional areas of the company (finance, payroll, IT, Human Resources, Logistics, and Senior Executive Committee) and serves as our centralized corporate support to the Regional and Branch Operations in the event of an emergency. The RVP will be the liaison for the region and the CMT. The CMT will be under the leadership of your respective Regional Vice President.

### **3. EMERGENCY MANAGEMENT:**

#### **A. Pre Storm-Phase:**

##### **HURRICANE WATCH:**

#### **1. Regional Requirements:**

- a) Emergency Declaration: Upon the issuing of a hurricane watch by the National Hurricane Center, the respective RVP of the Southeast Region will declare a state of emergency for those areas that are affected.
- b) The forecast of the storm track will determine which Branch Offices are within the emergency area (Watch or Warning Cone).
- c) The RVP will notify the CMT and the Branch Managers of the emergency declaration.
- d) The RVP will establish an Emergency Operations Center for the respective Florida Region. The Regional EOC will be the Tampa, FL Branch Office at 4200 West Cypress Street Tampa, FL 33607. A secondary Regional EOC will be established in the Ft. Lauderdale Branch Office. This secondary Regional EOC will be established if needed, by the RVP, if the affected Branch Offices are within the hurricane warning cone.

#### **2. Account Managers and Site Supervisors Requirements:**

- a) Supervise the hurricane preparation of facility/property in accordance with the post orders or customer guidelines.
- b) Review Employee Requirements during a state of emergency with all personnel.
- c) Design a facility schedule based on the Alpha/Bravo-12-hour shift alignment. A copy of the Alpha/Bravo schedule will be provided to the Branch Office and all personnel brief on their assignments if implemented.

#### **3. Employee Requirements During State of Emergency**

Allied Universal SERT employees play a critical role in the hurricane response plan for our company, our customers, and the community. In an emergency, proper situation preparation, both personal and professional, provides the greatest opportunity for success.

- ▶ Each employee will be briefed by their Account Manager or Site Supervisor of the hurricane plan for their account.
- ▶ Employees should make all personal preparations in advance at home (see NWS guidelines).
- ▶ All employees are expected to report to their assigned post as directed by the post storm staffing schedule provided by their SERT supervisor.

- ▶ SERT Officers should expect to be deployed for a minimum of two weeks. SERT Officers will be released to their standard schedules once deployment has ended.
- ▶ Due to major power outages and road conditions employees should plan on longer travel times.
- ▶ Expect 12-hour work schedules for the first two weeks after a major storm.
- ▶ Employees may be re-assigned job sites either before or after the hurricane to meet staffing requirements as we implement 12 hours schedules.
- ▶ Employees should expect the loss of phone service (both landline and cell phone) because of the hurricane and should not expect phone notification of when to report to duty.

## **HURRICANE WARNING**

1. **Southeast Region:**
  - a) Notify Allied Universal's CMT of the hurricane warning and forecast impact area.
  - b) Mobilize the SERT Teams through the Branch Managers.
  - c) Manage and coordinate housing requirements for SERT personnel unless otherwise handled by customer.
  - d) Coordinate logistical requirements through the CMT.

### Expected support requirements:

- ▶ Satellite phone/radios
  - ▶ Laptop computers with wireless cards.
  - ▶ Direct communications support from the Conshohocken Service Assurance Center.
  - ▶ Payroll/billing support.
  - ▶ Emergency housing (unless provided by customer logistics team)
  - ▶ Fuel Acquisition
  - ▶ Emergency petty cash at the Branch level.
  - ▶ Response personnel - outside the region.
  - ▶ Food/water.
  - ▶ Uniforms and officer equipment
- e) Coordinate extra service requirements from National and Regional customers with the Branch Offices.
  - f) Prepare to relocate to the Regional EOC if required.

2. **Account Manager and Site Supervisor Responsibility:**
  - a) Communicate with customers as to termination and restoration of service plan.
  - b) Communicate with Branch Manager preparations for securing the site and the safety of employees.
  - c) Print a hard copy of all employee emergency contact numbers.
  - d) Print a hard copy of employee schedules for at least 2 weeks.
  - e) Ensure computer systems are backed up.
  - f) Ensure patrol vehicles are fueled at 100% and are safely positioned to minimize damage.
  
3. **Allied Universal Crisis Management Team:**
  - a) Provide centralized company support to the region.
  - b) Continued management assistance through the Command Center (Service Center).
  - c) Implement Allied Universal's business continuity plan as required.
  - d) Participate in daily (or as required) emergency management conferences with the Regional RVP and Branch Managers.

## **B. Post Storm - Recovery and Restoration Phase**

1. **Southeast Region EOC:**
  - a) Conduct assessment of Region's infrastructure.
  - b) Coordinate support for Branch Offices throughout the Region and the CMT.
  - c) Continue support efforts as during warning phase.
  
2. **Branch EOC:**
  - a) Re-establish Branch EOC once the storm clears. Notification of the Regional EOC and Command Center.
  - b) Conduct assessment of restoration of services at each customer location.
  - c) Determine staffing shortfalls.
  - d) Deploy local response personnel as required.
  - e) Manage all employee assignments and ensure accurate scheduling and payroll.