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RIVERBEND MOTORCOACH RESORT HURRICANE PROCEDURE MANUAL 2024



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HURRICANE PROCEDURES

The purpose of this manual is to establish procedures for Hurricane Preparations, clean up and restoration of normal business operations pre and post Hurricane specifically for **RIVERBEND MOTORCOACH RESORT CONDOMINIUM ASSOCIATION, LLC**. The reason for these procedures is to protect the property, our neighbor's property, minimize losses, ensure the life and safety of individuals, and to re-establish normal operations as quickly as possible.

In connection with our commitment to the safety and well-being of our employees and their respective families, Management may, at its discretion, send staff home early to make their own preparations before returning to the building.

Following a storm, Management will work diligently to restore the building to full operation as quickly as possible. If curfew is issued or access restrictions detain certain employees from immediately returning to the building, Management will attempt to work with outside contractors to restore the building to full functionality.

The plan discusses many preparation topics that all residents should read and understand. There are phone numbers of local Emergency Offices and a Glossary, if you are not familiar with the terms that are used herein. Be sure to pick up a current copy of WINK News Hurricane Guide at Publix Grocery Stores or download a 2024 copy from https://issuu.com/gulfshorelife/docs/2024_hg

COMMUNICATION PROTOCOL

In preparation for the storm, during and after the storm, essential communication with Board Members and community is required. The Property Manager should be communicating through the following methods:

- Board Meetings – approve plan, set meetings for season and potential hurricane path.
- E-Blasts
- Property posting
- Text Messaging

SEASON START

The Hurricane Season officially starts on June 1st of each year and ends on November 30th. The beginning of the season will be the deadline for having some of the following procedures completed or the date to begin other procedures. Review the items that you are responsible for and plan out your schedule so that your deadlines are met. Remember to “plan the work and then work the plan.”

1. SUPPLIES

- A. Hurricane Supplies must be inventoried by June 1st of each year to determine that the Hurricane Supplies are at the levels specified on the Inventory Control form. All items that have a shelf life must be replaced. The Property Manager will be responsible for inventory and purchasing supplies that are below the minimum levels and maintaining minimum levels through November 30th. All items that are replaced are to be indicated on the Inventory Control form.
- B. Hurricane Supplies are not to be used as normal operating inventory.**

2. VENDORS

Property Manager needs to make certain that critical Service Provider (Vendors) such as Electrical, Waste pickup, Water Remediation, Plumbing and Landscaping Vendors include a clause or addendum to the Service Contract stating that in the event of a Hurricane, your property is given priority status on their list.

3. MEETINGS

- A. - Hurricane Preparedness meetings should be scheduled during the month of April to inform and discuss Hurricane Preparedness. The Property Manager should discuss with the Board the established protocol to assist the Association before, during and after a Hurricane. (See *Hurricane Procedures to the BOD*). Additionally, the Property Manager will be responsible for scheduling these meetings with staff members and outside vendors (security, landscape, etc.) as appropriate.
- B. - Employees are to attend Hurricane Procedure training sessions. This training will include the role that each department will play prior to and after a Hurricane. The training will be scheduled and tracked by the Property Manager.

3. SITE

- A. The Property Manager will inspect the landscaping with the Landscaping Contractor no later than June 1st and will be responsible for having all trees and shrubbery trimmed by June 30th.
- B. All site lighting must be inspected to verify that light standards and fixtures are secured, and fasteners securing fixtures are tight. This must also be completed by June 1st. The Property Manager will be responsible for the supervision of this task.
- C. The Property Manager should ensure that the drainage system, including parking facilities, are inspected and cleaned if necessary.
- D. All amenity equipment or structures are to be inspected to verify everything is secured or protected to the best industry standards. This must be completed by June 1st. The Property Manager will be responsible for the supervision of this task.

- E. All signage is to be inspected, and any signs that are not structurally sound or secured are to be repaired. The Property Manager to direct this task.
- F. Communication with all vendors needs to take place and contracts need to be reviewed to ascertain that the contract stipulates that the vendors shall be responders after the Hurricane has passed.

4. BUILDINGS

- A. The Property Manager will be responsible for inspection of all roof areas and verifying that all roof-mounted equipment, lighting, and other mechanical equipment is identified. The Property Manager will verify that all roof-mounted equipment is secured to the roof and that all access panels are securely fastened in place. The Property Manager shall also ensure that access to the roof shall be secured so that no resident may access the roof.
- B. The Property Manager will be responsible for the inspection of all areas of the roof for debris and loose tiles. The **Maintenance Staff** will be responsible for the removal and/or repair of such items. This must be completed by June 1st.

5. THE DEPARTMENT HEADS RESPONSIBILITIES

(See Hurricane Essential Personnel Contact Information Form)

- A. The Property Manager will notify the Staff that Hurricane Season has begun and schedule training classes during the month of April.
- B. The Property Manager is responsible for updating the Emergency Manual including residents with special needs and distributing it to Staff.
- C. The Property Manager is responsible for updating the Resident and Board Emergency Manual for distribution electronically (or in paper form if required), to the Association members and Board no later than June 1st.
- D. The Property Manager is responsible for preparing a list of staff cell phone numbers and emergency contacts.
- E. The Property Manager is responsible for establishing a designated location for the on-site team to gather after the event if the amenities on site are compromised and not accessible or safe.
- F. The Property Manager is responsible for the Hurricane Inventory, Hurricane Shutters maintenance and servicing (if applicable), common areas, the testing and maintenance of the emergency equipment, roof inspections and securing building and site fixtures. The Property Manager will also be responsible for maintaining the maximum levels for all first aid supplies.
- G. The **Property Manager** will create or review an inventory of all equipment. The inventory is to include all Manufacturers' information including model number, serial number, date of purchase and replacement cost.
- H. The **Administrative Assistant** will compile and file all inventories in a safe place. A designated area to secure and protect all physical on-site equipment and inventories and it will be identified to use for the event.
- I. The Property Manager will obtain some protective materials to cover and secure on-site office equipment. Materials are to be stored on site until November 30th.

HURRICANE WATCH *(See Hurricane Advisory Notices Form)*

An email should be sent via email blast to the residents regarding Hurricane Watch directives.

The Property Manager and staff will begin securing the building. A secure perimeter is to be established and only residents, tenants, employees, and Law Enforcement officials will be permitted on the site. NO vehicular traffic other than utility vehicular traffic used for the Hurricane Preparations will be permitted on the property.

The Property Manager will compile a list of vendors that may need access to the property prior to and after the Hurricane to ensure that no one enters until proper identification is shown to security and an “all-clear” has been issued by local authorities.

1. OPERATIONS – Management Office/Conference Room

A. The Management Office will be the Pre-hurricane Command Post. The Management Office is to be equipped with the following:

1. Telephone.
2. Emergency Evacuation.
3. List (persons requiring mobility assistance).
4. Telephone numbers of all the staff, cell, and home numbers.
5. Emergency telephone numbers.
6. Hard copy of residents’ telephone numbers and emergency contacts. * Run a current Residents Report
7. Emergency Manual.
8. Telephone books and lists.
9. Battery-operated radio for weather reports.
10. Poster pads. (Stored in conference room closet)
11. Paper
12. Markers
13. Flash Drive 1TB USB
14. Mobile radios (n/a) & digital camera
15. Flashlights, batteries
16. Rain gear.
17. First Aid Kit.
18. Back up phone charge batteries.
19. P-Card (charge card)

2. MANAGEMENT OFFICE

- A. The telephone is to be used for Hurricane Preparation related calls only.
- B. Residents or Employees other than Management and Maintenance staff are not permitted in the area.
- C. Radio communication is to be limited to Hurricane activities only.

- D. Residents requesting information must be directed to the Management Office. Voice mail message should be replaced with updated information.
- E. Management will make an additional complete system back-up to an external portable hard drive or cloud. Back-up should also be performed on any security or FOB systems.

3. **SITE PREPARATION**

See Hurricane Procedures System Shut Down Form

- A. All small potted plants must be removed from the common area and secured. Care must be taken when storing fixtures in the garage to allow free access to the mechanical and to vehicular traffic. The Maintenance Staff and Landscaping Company (Brightview) will be responsible for disconnecting irrigation lines as necessary. The **Maintenance & Housekeeping Staff** will be responsible for moving and storing the potted plants.
- B. All exterior umbrellas, pool furniture, and canopies are to be stored in a secured and protected area. The Maintenance Supervisor will be responsible for ensuring that this is accomplished.
- C. **RESIDENTS** are responsible for removing all chairs, tables, benches, and other items from their balconies. The Maintenance Staff is not responsible for storing items that the resident has left unsecured. The staff is prohibited from entering coach houses unless instructed by the Manager and/or the Board of Directors.
- D. All trash cans and smoking receptacles are to be removed from the common areas and are to be stored in a secure area. The **Maintenance Staff** is responsible for this.
- E. **The Maintenance Staff** store the outdoor grills in a safe location.
- F. Under no circumstances the Evac System shall be shut down completely. This is part of the smoke evacuation system and falls under life safety.
- **At the time of a Hurricane Warning: Force winds are expected to make landfall within 24 hours.**
- G. When evacuation orders are announced (predominantly properties located in the coastal/flood zones) and/or sustained winds reach **45 mph** (predominantly properties located inland and non-coastal/flood zones) and the hurricane continues to be an imminent threat, the essential personnel, will begin to shut down the property's main mechanical systems, that includes: HVAC systems, pool equipment, boilers, etc. This helps to ensure that your systems will not be damaged because of operating during the storm (so that they may be operational after conditions return to normal and power has been restored). The Association may elect to keep one or more mechanical systems operational after essential personnel evacuate the building if the Board authorizes the same in writing and waives all claims for its decision.

- H. All non-essential main breakers are to be turned off i.e., elevators, compactors, and the like. All resident electrical disconnects are to be left on. The Maintenance Staff will be responsible for turning off all electrical systems other than residential units. This is to be done at the last possible moment to allow the residents time to prepare their units.
- I. The Property Manager will be responsible for ensuring that all even-numbered elevators are shut down on the top floor (using the main disconnect), and all odd-numbered elevators are shut down on the 3rd floor (using the stop-service key).
- J. ALL fuel tanks for the generators are to be inspected to verify that the fuel is at the maximum level. The generators are to be tested to verify proper operation. The Property Manager will be responsible for verifying the operational integrity of the generator and transfer switch. It is recommended that the Manager contacts the fuel provider to make sure that fuel will be available after the storm.
- K. The Maintenance crew will be responsible for removing all freestanding signs and securing them.
- L. The Maintenance crew will be responsible for locking open our garage gates to protect them from high winds.
- M. The Property Manager will verify that all equipment is properly secured.

N. **FINAL WALKTHROUGH**

A complete walk-through is to be performed by the Property Manager and Maintenance Crew. A final Walk-through Checklist is to be filled out and a videotape or photographic record should be made to verify that the property is secured, and all preparations have been completed. Remember that we may be in a *mandatory evacuation zone for any Hurricane*. All personnel must clear the property when the evacuation order is given.

NOTICE

1. ALL EMPLOYEES ARE TO BE INSTRUCTED, AS THEY LEAVE, TO MAKE EVERY EFFORT POSSIBLE TO REPORT TO WORK AFTER THE HURRICANE IS OUT OF THE AREA, AFTER THE EVACUATION ORDER IS LIFTED AND THEIR FAMILIES ARE SAFE! THE MANAGER SHOULD MAKE SURE THAT ALL EMPLOYEES HAVE THE PROPERTY MANAGER'S CELL NUMBER AND THE MAINTENANCE SUPERVISOR'S CELL NUMBER.
2. EMPLOYEES ARE ALSO TO BE ISSUED IDENTIFICATION CARDS REQUESTED BY THE MANAGER FROM THE PROPER AUTHORITY TO ALLOW THEM ACCESS TO THE AREA AFTER THE EVACUATION ORDER IS LIFTED. THESE SHOULD BE DISTRIBUTED TO ALL EMPLOYEES BEFORE THEY LEAVE THE PROPERTY.
3. EMPLOYEES MUST PROVIDE MANAGEMENT WITH PHONE NUMBERS AND EMERGENCY NUMBERS (MOBIL PHONE) WHERE THEY CAN BE REACHED.

POST HURRICANE

1. CENTER OF OPERATIONS

A. The primary Center of Operations is to be the Management Office if the following criteria are met:

1. The building is structurally sound.
2. There is power available.
3. The HVAC equipment is operational.
4. Telephone equipment is operational.

If the Management Office is not functional, a new designated area will serve as the Center.

B. An Employee Staging area is to be set up at the Welcome Center, if possible. All employees will report to this location to await instruction. The first department head on the property will conduct a roll call as well as survey the personal impact of the Hurricane of each of the employees. At this time all employees will be briefed on safety procedures.

C. Management and maintenance are responsible for re-establishing a secure perimeter as soon as possible to prevent trespassers and to ensure safety.

FOR SAFETY REASONS NO EMPLOYEE IS TO WALK THE PROPERTY UNTIL A SURVEY HAS BEEN DONE BY THE PROPERTY MANAGER OR MAINTENANCE CREW.

UNIT OWNERS WILL BE RETURNING TO THE PROPERTY AND TELEPHONING FOR STATUS. COMPLETE AND FACTUAL INFORMATION MUST BE AVAILABLE.

2. SURVEY OF DAMAGE

See Hurricane Preliminary Building Survey and Hurricane Preliminary Mechanical Survey Forms

FirstService Residential recommends that building inspection be performed by qualified licensed and insured professionals for all structural building components such as building envelope, foundation, electrical, plumbing, roofing system, elevator system, HVAC system, etc.

- A. Members of the Hurricane Team will conduct a site survey after designating the Center Location. No one enters the structure alone, minimum 2-persons teams. These surveys are to assess the following:
 - 1. The structural integrity of the buildings.
 - 2. The watertight integrity of the buildings.
 - 3. The condition of the Electrical Systems.
 - 4. The condition of the Underground Utility Systems.
 - 5. Wind and water damage assessment.
 - 6. Damage to HVAC systems.
 - 7. Landscape damage.
 - 8. Elevator damage.
 - 9. Clean up needs.
 - 10. Dangerous areas, which must be closed off.

After a complete preliminary assessment of the property and Hurricane damage, the Hurricane Team will begin the process of setting up operations, securing the property and clean-up land restoration, only in areas where it is safe to do so.

- B. The Property Manager or Maintenance crew will be responsible for taking detailed photos and videos of the condition of the property and any damage.

3. MANAGEMENT

- A. The Property Manager will institute a post-assignment plan to secure the property and barricade unsafe areas. The residents will not be allowed to enter the property until it is safe. **No one will be permitted to roam the property unescorted.**
- B. Management will be responsible for establishing a liaison between any law enforcement personnel who have arrived on site and encourage them to use the Association as their Command Post.

4. OPERATIONS SET-UP

- A. If electrical service is active, the Maintenance Crew will begin to power up only common area electrical systems that do not have any signs of water intrusion and have no physical damage.
- B. If electrical service is not active, the Maintenance Crew will verify that the generator is operating and that all essential systems have power. They are to include:
 - 1. Fire alarm system
 - 2. Telephone systems
 - 3. Common area emergency lighting
 - 4. Center of Operations (Mgmt Office) and Smoke Evacuation systems.
 - 5. Elevators (if applicable)

The Property Manager will make an inventory of all equipment and personnel and meet with Maintenance to assist in creating a plan of action and duty assignment. The Maintenance crew will be responsible for issuing supplies, monitoring inventory levels and procurement during Post Hurricane.

- C. Property Manager will be responsible to inform Residents on recovery plans. Communication via e-mail to residents should go out if service is available.
- D. All staff will be responsible for answering management telephone lines and producing memos on current status of property and future plan of action as directed by the Property Manager. The Property Manager will set policy and oversee Operations.
- E. The Maintenance Crew will oversee the clean-up operation. They will meet with residents that have arrived on site and assist in assessing damage they may have incurred. Residents should make arrangements for emergency boarding up of their broken windows, water extraction, etc.

5. CLEAN UP

- A. The Maintenance crew will be responsible for barricading all areas that are unsafe and keeping them secure until they can be repaired or cleaned up.
- B. The Maintenance will be responsible for the clean-up of debris in the common areas.
- C. The Property Manager will supervise the removal of water in areas of the building that are flooded and securing areas of the building exterior that have been damaged by the storm.
- D. Residents will be responsible for cleaning up in their units.
- E. Use emergency contact list to notify all residents “upon all clear” to assess damage in their unit.

6. RESTORATION

- A. The Maintenance staff will be responsible for the removal and storage of Hurricane Barricades/Sandbags, etc. All available manpower will assist in this process.
- B. All Maintenance Staff will be responsible for moving all fixtures and furnishings that were stored to their original locations.
- C. The Property Manager and Maintenance personnel will be responsible for inspecting all the building lighting. Fixtures that have been damaged or are not operational have to be repaired or replaced.
- D. The Property Manager will be responsible for obtaining contractors to do repairs that are beyond the scope of work for Maintenance personnel to perform.
- E. The Property Manager will be responsible for the restocking of Hurricane Supplies once restoration of normal operations is complete.
- F. Once normal operations have been achieved, the Property Manager will schedule a debriefing meeting to evaluate the preparations and restoration process and determine what could be improved in preparation for future emergencies.
- G. The Property Manager should organize all critical information collected to open a claim with the Insurance Company.

ASSOCIATION HURRICANE SUPPLY INVENTORY

ITEM	QUANTITY	ESTIMATED COST
1.	3/8" rope	
2.	Flashlights, lanterns, portable elevator lights	
3.	Batteries for radio and flashlights	
4.	Work gloves	
5.	First Aid Kits	
6.	Rain suits	
7.	Caution tape	
8.	Duct tape	
9.	Sandbags	
10.	Plastic Sheeting (Visqueen)/Traps	
11.	2" or 3" Gasoline Trash Pumps and Hoses	
12.	Gasoline cans with gas and diesel	
13.	Rain boots	
14.	Floor squeegees	
15.	Mop bucket	
16.	Chainsaw	
17.	1/2" Plywood Sheets, Nails/Screws & Topcons	
18.	2'x4'x8'	
19.	Signal Flair	
20.	Portable Generator	
21.	Electric Extension Cord.	

BOD Approval Signature

BOD Approval Signature

MESSAGE FROM THE BOARD - PROTECTION OF RESIDENTS

While our resort and other physical facilities represent an enormous emotional and financial investment, the most precious commodity and the only one irreplaceable is you yourself. Do not think you can somehow protect property if you “ride it out” on your lot. It should not be done. Seriously consider all mandatory evacuations when advised to do so. Adequate preparations will ease this decision if the time should come.

Remember coastal residents are particularly vulnerable to storm surge and flooding because of proximity to the water. For example, in a Category 5 hurricane, where winds exceed 155 miles per hour, the storm surge may rise to 25 feet and submerge the area as far as 20 miles.

Refer to the NOAA’s web site for updated surge predictions for a named storm approaching our area.

<https://forecast.weather.gov/MapClick.php?lat=26.7639&lon=-81.4335>

This plan outlines some approaches to protecting physical property. First, and of highest priority, this section of the plan addresses the protection of people.

1. Please ensure the following information has previously been provided to the Management Office:
 - Your residency status during hurricane season (June 1 – November 30).
 - Your phone numbers and email address.
 - Emergency contact name and number.
 - Home Watch or person locally that checks your condo.

2. Before the Storm

Not every potential disaster situation requires evacuation. Whether you have to evacuate or not, it is prudent to prepare for personal safety and readiness.

Initial Preparation:

- Units without shutters must remove all furniture and decorative wall fixtures from any open balcony or lanai. (Note: Association documents provide that any furniture or accessories left on an open balcony will be brought inside by the Association and the owner will be billed (at a minimum of \$100.00) for this labor.
- If your unit has hurricane shutters, close and securely latch the hurricane shutters.
- Units without shutters that have ceiling fans in their lanai must remove the fan blades.
- Close and firmly lock all sliding glass doors and windows.
- Place towels at the inside bottom of all doors leading to balconies and lanai to limit water intrusion.
- Prepare for the loss of utility services.
- Turn off water at master valve (if not already done).
- Stay tuned to radio, TV and internet for weather updates and evacuation mandates.

- Refill prescriptions to have a four-week supply on hand.
- Fill up the gas tank in your car, check the oil and tires.
- Let friends, and family know if you plan to stay or evacuate.
- Charge camera, cell phone, portable TV, radio, laptop, tablet, flashlight and have extra batteries.

Have on Hand:

- Cash, credit cards, passport, birth certificate, insurance cards, driver's license.
- Listing of important contracts (make duplicates).
- Medical information, insurance policies (including Declaration pages).
- Proof of Ownership of your condo or lease agreement.
- Pictorial and listed property inventory of your property.
- Family and emergency contact information.
- Medical information

Groceries:

- Special nonperishable dietary foods, if needed.
- Peanut butter, jelly, canned fruit, dried fruit, fruit drinks, bread, crackers, cookies, snacks, canned meat and fish, canned beverages, packaged granola bars, milk in boxes, etc.
- Bottled water (1 gallon/per day/per person) up to 3 days for evacuation and 2 weeks if you stay) and water purification tablets.

Paper Goods:

- Paper plates and cups
- Plastic trash bags
- Plastic ware
- Paper towels and napkins
- Toilet paper

Miscellaneous:

- Manual can opener
- Insect repellent
- Children's toys, books, cards, quiet games
- Eyeglasses
- Extra clothing and shoes
- First Aid Kit
- Towels (Have on hand to soak up water that may penetrate window and door frames. High winds will drive water in and around window frames and doors, be prepared to deal with this issue).
- Maps of the area (It is helpful to have a map that includes counties as many weather watches/warnings are by county).

3. Staying in Your Condo

If a Mandatory Evacuation is ordered, the earlier you evacuate, the better. A Mandatory Evacuation means just that, if circumstances are such that remaining in your condo is your only choice, the probability of rescue/emergency needs will likely not be available.

Suggested actions:

- Fill bathtubs to store water for flushing toilets. Do not use tap water for drinking until you know it is safe. If tap water is your only source, boil it before drinking or use water purification tablets.
- Freeze several plastic jugs of water and leave in freezer.
- A refrigerator will remain cool only for a few hours after a power loss, so be cautious about spoiled food. Freezers may keep food for several days if not opened.
- If electric power is lost, turn off the circuit breakers to prevent a power surge that may damage appliances and equipment, until the power is restored.
- Pull electrical plugs if there is danger of flooding.
- If you have a telephone service, limit use as much as possible, preferably for emergencies only.
- Prepare food a few days in advance that does not require refrigeration in case of power loss.
- Lock sliding doors to prevent wind blowing them open.
- During the storm, stay inside and away from windows, interior rooms are the safest. Do not venture outside until an “all clear advisory” is given. Going outside to test the wind is foolhardy; not only can you not withstand hurricane force winds, but also a roof tile or coconut airborne at more than 100 miles per hour is a lethal missile.
- Keep tuned to weather advisories on your battery powered radio or TV. Remember, if the eye of a hurricane passes directly overhead, the wind may cease, and the sun may shine briefly before the hurricane resumes with enormous and renewed intensity.
- When you do go outside, be very careful of downed power lines. Although some power cables are underground, there are places where power lines are above ground. Be particularly careful about puddles and fallen trees; a live wire may be concealed beneath them.
- Be cautious when walking outside after the storm, poisonous snakes and insects may infest our area.
- Use of your car may also be very hazardous because of fallen trees and power lines. Bridge structures may be weakened by washouts.
- Use only pool side grills, if available (gas will be turned off during the storm). No grilling allowed on balconies or in your condo per Fire Code/Rules and Regulations.

4. Mandatory Evacuation (Note: Particular areas will be restricted to prevent injury & looting. Reentry will only be allowed with proper ID.)

When the National Weather Service announces you are in the predicted path of a hurricane Category 3, 4, or 5, consider evacuation mandatory, preferably at least 48 hours before the storm's arrival. Plan well in advance where you would go in case of evacuation. Issues to be considered in making this decision include the following:

- Know Evacuation Routes & Zone
<https://www.leegov.com/publicsafety/emergencymanagement/plan/ahg>
- The earlier one evacuates the better. The roads will become jammed with traffic at a total halt when the rush is greatest as the storm arrives.
- Staying safe but close to home and heading inland from the water are the best alternatives. Seek out friends or family in such locations to help in the selection of a suitable site. Do not go farther than necessary but get away from the water. Efforts to flee north may be impossible with main highways turning into parking lots with jammed traffic.
- Travel should be in the daylight and well in advance to beat the rush. Consider air travel away from the Florida area, well in advance.
- Before you vacate your condo, empty the refrigerator and freezer (remove all ice from ice maker), turn off power at the circuit breaker to air conditioner, water heater, refrigeration, turn off main water supply, and remove all furniture/other items from all balconies. Leave ceiling fans on. Lock your doors, including sliding doors, when leaving.

5. People with Special Care Needs

- Plan on taking care of yourself without electricity. Remember that the person taking care of you and your electrical devices may not be available right before and directly after the storm. If you are not available to do so, make other arrangements beforehand.
- If you are elderly, frail, or a person with disabilities and have friends or relatives that can help you with your housing and welfare, contact them now so that they can include your needs as part of their hurricane planning. They will need to include the time it will take for you to gather items you need and transportation time.
- Make a list of prescribed medications and get a month's supply. You should also make copies of the prescriptions. If you normally require a special diet, make sure you take along three days' supply of it in containers that will be easy to open.
- Transfer to a manual wheelchair if you are in a battery operated one. You may not be able to recharge the batteries.
- Make sure you are wearing an I.D. bracelet with your name, medications, allergies, and contact information.

If someone in your home requires special attention or medical care, contact your county's "special needs centers". Call the Emergency Management Center for instructions.

6. Pet Survival – Before the Season Begins:

- Prepare a pet disaster kit.
- Have a resource that lists motels/hotels that allow pets. Information is available through AAA or local bookstores and <http://www.floridapets.net/>.
- Make sure all your pets have current vaccinations. Keep their immunization records, medical and special needs lists and current pictures on hand. Store the information in water-resistant containers. Make two sets of information, one to accompany you and one to fasten to their carriers.
- Make sure that each pet has an appropriately sized carrier. The carrier should be big enough for your pet to stand up and turn around in. Airline-approved carriers tend to work best, as they are more impact-resistant than crates.
- Each pet and each carrier should have proper identification. Use microchips, license tags, and separate IDs on your pet's collar. Barrel IDs or emergency IDs are appropriate ID's and should contain the pet owner's name, address, phone number, an out-of-state contact, a list of medications, and list of special needs; and
- A last minute, but very effective, form of ID is to write all pertinent information on a strip of paper, seal the paper strip between two pieces of clear tape, and make a loop of the ID so the collar can slip through it.

7. A Few Words About Tornadoes

Hurricanes are the focus of this Disaster Procedure Plan since they generally affect the widest areas and the most people. Further, there is generally enough advance warning to do something to protect person and property. However, although these are more local phenomena than hurricanes, a tornado is the most violent of nature's storms and may produce winds up to 300 miles per hour.

If the National Weather Service issues a tornado watch, it means conditions are right for a tornado. Keep tuned to local radio or TV for further bulletins.

What to do in case of a Tornado Warning:

- A poor place to be in a tornado is in a motor vehicle. Stop your vehicle and seek shelter elsewhere; do not try to outrun the tornado in your car. A ditch or ground depression may provide some protection, if a better shelter is not immediately available.
- From inside your condo, go to the fire exit stairwell and take a flashlight, proceed down, near the ground floor, which may be more comfortable (less building movement).
- Avoid windows.
- Do not open windows to "equalize pressure" if a tornado is approaching. If a tornado gets close enough for a pressure drop to occur, the damage has already been done, it is possible opening windows can increase damage in a tornado.

Note: TORNADOS are also associated with hurricanes and are usually located in the right front quadrant of these storms. On the brighter side, here in Southwest Florida, tornados are generally of less intensity than you would experience in the Midwest. Usually F-0 or F-1 (on the Fujita scale) tornados can happen in this area.

8. General Information

- **Please remember the Association's Rules and Regulations require that during the hurricane season (June 1 to November 30), all unsecured objects on: porches, patios and lanais, e.g., chairs, tables, lamps, potted plants, wall decorations, bicycles, etc., must be placed inside to prevent damage caused by them becoming flying objects. Make arrangements well in advance to have all items removed if not done prior to your departure. Management has the option to remove all items (at your cost) to help avoid damaging/injuring your neighbors or their property and/or the Association's property.**
- The generators will power the common area lighting and one elevator in each tower during a power outage. On sight fuel capacity is approximately ONLY two-three days. It is unknown if additional fuel can be sourced, if not, fuel conservation may be implemented by limiting access to the elevators. After a mandatory evacuation is announced, the Board & Management will determine a notice for when the elevators will be shut down. Please ONLY use the stairwells if you must leave your unit. Do NOT use the elevators until the Hurricane is past the area and property maintenance and Thyssenkrupp have deemed the elevators safe.
- In the event of a strong hurricane impacting our area, the fire exit stairwell may be the most protected area in our building.
- If you choose to stay in the stairwell area during the hurricane, please remember to bring only a small stadium seat sized cushion to sit on, a small bottle of water and a flashlight. Your personal items must not block the stairwell, in case of an emergency alarm. The lower floor stairwell area in our buildings may be the most comfortable in our building due to less movement.
- Inventory the contents of your home and document the inventory with photographs or video.
- Keep copies of important records and documents stores in a safe location such as a bank safe deposit box, copy to your computer hard drive or flash drive.
- Review insurance coverage with your insurance agent and update coverage as required every year before April. (Once a tropical storm forms, most insurance carriers prohibit changes to coverage).
- Be sure your policy includes Loss Assessment Coverage that does not exclude association policy coverage deductible in case of loss. Do not leave yourself uninsured.

TROPICAL STORM & HURRICANE TERMINOLOGY

Tropical Disturbance: This is the first stage of unstable weather that could escalate. No strong wind, but there is rotary circulation.

Tropical Depression: Clearly defined low-pressure area with highest wind speed of 38 miles per hour.

Tropical Storm: This is a low-pressure area with a defined rotary circulation. Winds range from 39 to 73 mph.

Tropical Storm Watch: An announcement that a tropical storm or one that might be developing poses a threat to an area, generally within 36 hours.

Tropical Storm Warning: An announcement that tropical storm conditions with 39 to 73 miles per hour sustained wind may hit a specific area within 24 hours.

Hurricane Watch: Weather bulletin warning of hurricane conditions which pose a threat to the coastal or inland communities. This is the first notice; means the eye of a hurricane may threaten within 36 hours. Preparations should begin for coping with storm impacts and possible evacuation.

Hurricane Warning: A warning has been issued that dangerous effects of hurricane are expected in a specified area in 24 hours or less.

CATEGORIES

Category One Hurricane: Winds of 73 to 95 mph. Damages to include: low-lying escape routes located inland will be cut off by rising water two to four hours before the arrival of the center of the hurricane; marinas flooded; some damage to windows, doors and roofing is expected; major damage to mobile homes; storm surge 5 to 7 feet above normal.

Category Two Hurricane: Winds of 96 to 110 mph. Damages include low-lying escape routes located inland will be cut off by rising water two to four hours before the center of the hurricane arrives; mobile homes expected to be destroyed; some structural damage to small buildings; serious coastal flooding; storm surge 8 to 10 feet above normal.

Category Three Hurricane: Winds of 111 to 130 mph. Damages include low-lying escape routes located inland will be cut off three to four hours before the center of the hurricane arrives; mobile homes destroyed; some structural damage to small buildings; serious coastal flooding; storm surge 11 to 12 feet above normal.

Category Four Hurricane: Winds of 131 to 150 mph. Low-lying escape routes located inland will be cut off three to four hours before the center of the hurricane arrives. Major damage to lower floors of buildings adjacent to shorelines due to wave battering and flooding. Collapse of roofs of many small residences. Storm surge 13 to 18 feet above normal.

Category Five Hurricane: Winds more than 156 mph. Low-lying escape routes located inland will be cut off three to four hours before the center of the hurricane arrives. Small buildings will be overturned or blown away. Extensive shattering of glass in windows and doors. Collapse of roofs of

many residential and industrial buildings. Some buildings will collapse. A storm surge greater than 18 feet above normal.

Storm Surge: An abnormal rise in sea level accompanying a hurricane or other intense storm. A surge may be up to 20 feet High.

- Keep tuned to communications since storms can change quickly.
- NOAA: National Oceanic and Atmospheric Administration provides daily weather forecasts, severe storm warnings and climate monitoring to fisheries management, coastal restoration and supporting marine commerce.
- www.noaa.gov
- www.weather.gov

Notice of Tropical Storm

A Tropical Storm advisory has been issued for the South Florida area, which includes Lee County/Fort Myers.

TROPICAL STORM means a cyclone with winds from **39 to 73 mph**.

For your safety, please listen to the radio or TV reports for further information. Please prepare early for any possible developments.

BE SURE TO:

- 1) Remove all furniture and loose objects from balconies
- 2) Close your hurricane shutters.

Do not delay your preparation.

Notice of Hurricane Watch

A *Hurricane Watch* is in effect for the area of South Florida, which includes Lee County/Fort Myers.

HURRICANE WATCH means sustained wind of **74 mph or greater**.

Hurricane watch is issued **48** hours in advance.

Be alert to further developments which may require you to take immediate safety precautions. Please prepare NOW by:

- 1) Removing all furniture and loose objects from balconies.
- 2) Stay in tune with local weather stations for updates.

Do not leave preparations for the last minute.

Notice of Hurricane Warning

A Hurricane Warning has been issued for the South Florida Area Including Lee County/Fort Myers.

A HURRICANE WARNING. A hurricane is expected to strike the area within **36** hours.

Please be prepared for a possible mandatory evacuation order. If a mandatory evacuation is ordered by the appropriate governmental agency, you must be prepared to leave the building and go to a safe area inland. Please also note that within two hours of a mandatory evacuation, certain measures will be taken by Management that will affect the building operation.

- 1) Only 5 elevators will be operational. All other elevators will be shut down on the top floor to prevent damage during a flood.
- 2) The air conditioning system to the entire building may be shut down to avoid damage during a severe storm.
- 3) Certain exits and areas will be shut down and limited access will be in effect for these areas.

Please make the following immediate preparations.

- 1) Remove all furniture and loose objects from balconies.
- 2) Stay tuned to your local weather channels for further updates.

Prepare Now!

Important Telephone Numbers and Websites

☐	General Emergency	911	<i>(May not be available during Hurricane)</i>
☐	LaBelle Fire Department	863.675.1537	
☐	Clewiston Police	863.983.1474	
☐	LaBelle County Sheriff	863.674.5600	
☐	Clewiston County Sheriff	863.805.5000	
☐	Lee County Emergency Operations	239.533.0622	www.leeecoc.com

(This web site provides links to Special Needs Program, Family Emergency Plans, Evacuation Routes, Transportation, Emergency Supply Check List, Hurricane Preparation List, and other informative information.)

MEDICAL SERVICES

☐	Lee Memorial Hospital	239.343.2000 / 239.343.2329	www.leememorial.org
☐	Cape Coral Hospital	239.424.2000 / 239.424.2354	
☐	Gulf Coast Hospital	239.343.1000	
☐	Health Department	239.332.9501	www.floridahealth.gov/chdlee/
☐	Health Park Medical Center	239.343.5000 / 239.343.5334	

OTHER ORGANIZATIONAL SERVICES

☐	American Red Cross	239.278.3401	www.RedCross.org
☐	Animal Services	888.404.3922	www.myfwc.com
☐	Lee County Humane Society	239.332.0364	www.gulfcoasthumanesociaty.org
☐	Fort Myers City Hall	239.321.7000	www.cityftmyers.com
☐	Florida Highway Patrol	239.344.1730	www.flhsmv.gov/fhp
☐	U.S. Coast Guard FM Beach	239.437.0090	www.uscg.mil/d7/staFtMyersBeach/
☐	FEMA (Federal Emergency Management Agency)	800.621.3362	www.fema.gov

WEATHER INFORMATION

☐	Florida Hurricane Hot Line	800.342.3557	www.flhurricane.com
☐	National Weather Service		www.nhc.noaa.gov

UTILITIES

☐	Florida Wi-Fi	954-858-5830	www.florida-wifi.com
☐	Florida Power & Light (FPL)	800.468.8243	www.fplmaps.com
☐	City of Fort Myers	239.332.6855	www.cityftmyers.com/utilities
☐	TECO Gas	877-832-6747	www.tecogas.com

Insurance

Before hurricane season starts each year, you should review your insurance coverage with your agent. For more information on insurance coverage, call Florida's toll-free Insurance Consumer Help line at 1-800-342-2762, or 1-800-528-7094. Remember, Section 718.111(11) (c) of the Florida Statutes requires that each unit owner acquire homeowner's insurance for those portions of the unit that are not covered by the Association's policy.

Evacuation Planning

Plan an evacuation route at the beginning of the hurricane season. If we receive orders that these buildings are in an evacuation area, **ALL PERSONS SHOULD LEAVE THE BUILDINGS AS SOON AS POSSIBLE AND PROCEED TO SHELTERS OR OTHER PREDETERMINED PLACES OF SAFETY.**

Reminders:

- Fully fuel your vehicle prior to evacuation.
- Activate your personal emergency evacuation plan. Evacuate using your chosen route. It is best to stay at a protected dwelling inland within your county.
- If you live alone, consider "teaming-up" with a neighbor to work out an evacuation plan.
- If you must go to a shelter, stay tuned to the radio or television for shelter information - shelter locations may change.
- Owners must turn off your water (turn off **all** icemakers to prevent damage), empty refrigerators of **all** perishables and ice, remove furniture, etc. from the balconies and lanais, lock sliding glass doors. Remove any loose objects such as furniture, planters, vulnerable lighting fixtures that are outside. Owners are also responsible for securing their unit interiors.
- Have evacuation plan for pets.
- Turn off small appliances that are not needed.
- Prepare boats, motorcycles, or scooters as appropriate.
- Get an extra supply of cash.
- Strongly consider the possibility of no electrical power or generator after a hurricane. Power could be off for weeks with no air conditioning, inoperable elevators, no water, and emergency vehicles not being able to get through. If you choose to stay, you will be on your own.

Post Hurricane

- Strong possibility of no electrical power. Emergency Diesel Generator will only power safety related equipment and will require refueling in 2-3 days. Diesel fuel suppliers do not guarantee fuel delivery. Limit use of elevators during power outage to save diesel fuel.
- Do not use the trash chute until further notice. Trash compactor cannot operate without power.
- Return to RiverBend when public notification is given by Hendry County Emergency Services that it is safe to return to the area and flooding is not an issue.
- Be aware of possible downed power lines and other debris which may pose real dangers/hazard to you and your pets.
- Be careful walking outside; be on the lookout for wild animals in the area (i.e., snakes, raccoons, alligators, etc.).
- Owners, Residents & Tenants, please refrain from calling the Management office. This drastically interferes with operations. We will call/email you after the storm with an assessment as soon as we are able. This may take at least two to five days. Check the association website <https://www.riverbendflorida.com> for updates.