

The Golf Club at Palmira, Inc.  
MANAGEMENT PLAN for  
STORM EMERGENCY

Palmira Golf & Country Club  
Bonita Springs, Florida  
May 2011

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## **I. INTRODUCTION**

The Golf Club at Palmira, Inc.  
Address: 28501 Matteotti View  
Bonita Springs, FL 34135  
Phone: (239) 949-4466  
Contact: Mark Neneman

Palmira Golf & Country Club Master HOA, Inc.  
Address: 28121 Palmira Blvd.  
Bonita Springs, FL 34135  
Phone: (239) 262-1396  
Contact: Ken Bloom, Master Association Manager

This booklet primarily addresses the threat of a widespread disaster that would normally be expected with the occurrence of a hurricane. However, this booklet will also be used as a basic guide for the club's response and recovery from the more limited, yet just as serious, disasters such as tornadoes, fires, maintenance shed chemical or fuel explosions, toxic spills, etc.

Disaster planning is used to anticipate potential emergencies and to develop a plan to prepare and recover from these emergencies. This planning will help serve as a means to reduce employee injuries and protect property, as well notify residents of preparations being made. In addition, disaster planning will provide for a quick recovery so that operations can be resumed.

The management team at The Golf Club at Palmira, Inc. understands the need for disaster planning, and is committed to making preparations for the response to and recovery from disasters.

The General Manager or Master Association Manager (hereinafter referred to as "Manager") will act as the coordinator for hurricane preparedness activities within Palmira. The Manager will be assisted by Palmira staff. Provisions are in place for updating the hurricane emergency preparedness plans continuously.

Participation by all residents in the hurricane preparedness programs is encouraged. Any resident is welcome to pickup or call to receive a copy of the preparedness programs.

The Lee County Emergency Management Office is another great resource for hurricane and disaster preparedness. Their current publication, All Hazards Guide, can be viewed at this following web site:

<http://www.leeecoc.com/Preparedness/Documents/2010-2011%20All-Hazards%20Guide-English.pdf>

## **II. HAZARD ANALYSIS**

The Palmira community is vulnerable to acts of nature, such as hurricanes and tornadoes. Fixed facilities maintained by golf course maintenance, are vulnerable to hazardous material incidents. The club has storage tanks and chemical buildings on premises.

A variety of individually bagged or containerized fertilizer, herbicide, pesticide, and fungicide products - numbers of individually bagged items changes constantly. Nothing is stored in bulk, nothing is unwrapped or uncontainerized.

A Palmira community area location map and street map are included in plan's attachments.

The Palmira community build out is projected at \_\_\_\_\_ residential units. The estimated year-round population is \_\_\_\_\_ residents. The maximum Palmira community population is estimated at \_\_\_\_\_ residents.

### **III. CONCEPT OF OPERATIONS**

If a Tropical Storm Watch, Tropical Storm Warning, Hurricane Watch, or Hurricane Warning is issued and potentially threatens the Southwest Florida area, the following Management Plan for Storm Emergency will be implemented at Palmira.

Upon the issuance of a Tropical Storm Watch, Tropical Storm Warning, Hurricane Watch, or Hurricane Warning for the Palmira area, by the National Weather Service, the Manager will assume the position of Team Coordinator of the Palmira Emergency Management Team for implementation of the Hurricane Emergency Action Program.

The Palmira property contains no critical emergency or health maintenance facilities (nursing homes, fire stations, etc.).

All Palmira utilities are public (reference property providers attachment). All Palmira condominium associations are private.

Palmira has no designated employee shelter under consideration.

#### **Section 1 - Tropical Storm Watch Definition**

Tropical Storm Watch conditions include winds of 39-73 miles per hour and a possible strike in a specific coastal area within 36 hours.

#### **Section 2 - Tropical Storm Warning Definition**

Tropical Storm Warning conditions include winds of 39-73 miles per hour, which are expected to strike a specific coastal area within 24 hours.

#### **Section 3 - Hurricane Watch Definition**

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 24-36 hours in advance of a hurricane landfall. Hurricane Watch conditions mean a violent storm has originated over tropical water with sustained (constant) winds over 74 miles per hour.

#### **Section 4 - Hurricane Warning Definition**

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.

#### **Section 5 - Tropical Storm Actions**

At the issuance of a Tropical Storm Watch, the following information and actions will be taken with the Palmira property owners by the Palmira Emergency Management Team.

##### **5-1. Emergency Management Team Coordinator**

5-1-1. Immediately upon receiving notification of a Tropical Storm Watch, the Emergency Management Team Coordinator will contact and notify each member of the

designated Emergency Management Team to assemble at the clubhouse for a review and possible direction to execute the Palmira Management Plan for Storm Emergency. Each Emergency Management Team Area Manager may have already notified their staff to make preliminary preparations to implement the Management Plan for Storm Emergency.

The Team Coordinator will go over any changes or questions that the Area Managers might have. After this briefing all Area Managers will execute their Emergency Check List, as required, within 36 hours.

5-1-2. The Emergency Management Team Area Managers shall submit their Supplemental Procedures, tailored to specific circumstances, to the Emergency Management Team Coordinator for incorporation into this plan.

5-1-3. The Emergency Management Team Coordinator and Emergency Management Team Area Managers, as appropriate, will collect, secure, and maintain the necessary emergency supplies and equipment on-site.

#### 5-2. Advisory Flags

Palmira will display at each gatehouse an advisory flag:

#### PALMIRA STORM ADVISORY FLAGS

<u>Step</u>	<u>Gatehouse Operation Performed</u>
1	Hang storm ADVISORY FLAG YELLOW FLAG WATCH Tropical Storm Watch or Hurricane Watch RED FLAG WARNING Tropical Storm Warning or Hurricane Warning WHITE FLAG ALL CLEAR No Storm Threat

#### 5-3. Staff Release Criteria

5-3-1. With Lee County Emergency Management notification to the Palmira Emergency Management Team Coordinator that a Tropical Storm or Hurricane is predicted to strike the Southwest Florida coastal area within 48 hours and this strike area encompasses the Palmira property, all non-essential staff may be released from all job assignments and duties. All staff will be directed to seek safe shelter.

5-3-2. The Emergency Management Team and essential emergency staff will continue to operate, as required, until one of the following criteria are met:

5-3-2-1. The storm WATCH condition is upgraded to a storm WARNING condition. At this point all staff will be released from job assignments until further notice.

5-3-2-2. The storm sustained winds reach 30 miles per hour. At this point all staff will be released from job assignments until further notice.

5-3-2-3. Upon notification by Lee County Emergency Management or the National Weather Service to the Emergency Management Team Coordinator that the storm is

accelerating in speed, a decision to release the staff earlier than the storm condition upgrade notification or the 30 mile per hour sustained winds constraint will be made.

5-3-2-4. When sustained storm winds reach 40-45 miles per hour the Lee County Emergency Governmental Agencies, by procedure, will not respond to any 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.

#### 5-4. Access Control to Palmira

5-4-1. The Team will continue to staff each gatehouse entry point to the property and operate a 24-hour vehicle patrol during minimal storm conditions until the Staff Release Criteria are implemented. At this point all entry and exit gates barrier arms will be removed, the gatehouses secured, and the staff released from duty tours until further notice. The patrol vehicle will be parked and locked at the Association Office.

#### 5-4-2. Communication within the Palmira Emergency Management

Team will be maintained through the use of (1) cellular phones and/or (2) the Team's radio system. 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.

#### 5-5. Protective Actions by Residents

5-5-1. The Master Association shall ensure the availability to all residents a hurricane awareness information package, which includes a letter introducing the Storm Emergency Plan for Residents, the plan, and a copy of the Lee County Emergency Management All Hazards Handbook (see link above). Extra copies of this information package will be kept on-site at the Master Association Office.

5-5-2. Palmira residents will be informed by the Emergency Management Team to take the listed minimal precautions as protective actions before a Tropical Storm landfall.

5-5-2-1. Stay tuned to a local radio or television station or listen to NOAA Weather Radio at 162.475 MHz or 162.55 MHz.

5-5-2-2. Secure any loose objects outdoors, or move them inside to avoid windstorm damage. Tie down what can not be moved inside.

5-5-2-3. Maintain an awareness to take necessary precautions for possible flooding.

5-5-2-4. Ensure personal supply of medication, pills, and prescriptions.

5-5-2-5. Check battery operated radio and flashlight.



## 5-6. Recall Action

On notification from Lee County Emergency Management or through the media that the immediate storm threat is passed, the Emergency Management Team Coordinator will convene a meeting of the Emergency Management Team. The Emergency Management Team will determine that it is safe to return to the property and initiate the post storm recovery phase.

The Emergency Management Team will coordinate and prioritize clean-up and repairs with the area managers and staff.

Once all Emergency Area Managers are able to return to their areas, clean-up emphasis should be placed on allowing safe re-entry to units.

The Emergency Management Team will assess each area of the property and determine 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. The Emergency Management Team will return to their areas of responsibility and will assist returning residents with information and other assistance as needed. The Emergency Management 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.

All Area Managers should photograph all damage for insurance purposes.

## Section 6 - Hurricane Watch Actions

If a Hurricane Watch is issued and time allows, the following information and actions will be taken with the property owners by the Emergency Management Team.

### 6-1. Emergency Management Team Coordinator

6-1-1. Immediately upon receiving notification of a Hurricane Watch for the area, the Emergency Management Team Coordinator will contact and notify each member of the designated Emergency Management Team to assemble for a final review and direction to execute the Management Plan for Storm Emergency. Each Emergency Management Team Area Manager may have already notified their staff to make preliminary preparations to implement the Management Plan for Storm Emergency.

The Team Coordinator will go over any changes or questions that the Area Managers might have. After this briefing all Area Managers will execute their Emergency Check List and be prepared to leave the community after completion.

6-1-2. The Emergency Management Team Area Managers shall submit their Emergency Check List tailored to specific circumstances, to the Emergency Management Team Coordinator for incorporation into this plan.

6-1-3. The Emergency Management Team Coordinator and Emergency Management Team Area Managers, as appropriate, will collect, secure, and maintain the necessary emergency supplies and equipment on-site.

## 6-2. Advisory Flags

Team will display at each gatehouse an advisory flag:

### PALMIRA STORM ADVISORY FLAGS

#### Step Gatehouse Operation Performed

1	Hang storm ADVISORY FLAG YELLOW FLAG WATCH Tropical Storm Watch or Hurricane Watch RED FLAG WARNING Tropical Storm Warning or Hurricane Warning WHITE FLAG ALL CLEAR No Storm Threat
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## 6-3. Staff Release Criteria

6-3-1. With Lee County Emergency Management notification to the Emergency Management Team Coordinator 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 storm. A community's evacuation recommendation/order will depend on the characteristics of a storm.

6-3-2. The Emergency Management Team and essential emergency staff will continue to operate, as required, until one of the following criteria are met:

6-3-2-1. The storm WATCH condition is upgraded to a storm WARNING condition. At this point all staff will be released from job assignments until further notice.

6-3-2-2. The storm sustained winds reach 30 miles per hour. At this point all staff will be released from job assignments until further notice.

6-3-2-3. Using the above evacuation storm criteria, the Emergency Management Team Coordinator may release the staff earlier than the storm condition upgrade notification or the 30 miles per hour sustained winds constraint.

6-3-2-4. When sustained storm 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.

## 6-4. Access Control to Palmira

6-4-1. The Team will continue to staff each gatehouse entry point to the property and operate a 24-hour vehicle patrol during minimal storm conditions until the Staff Release Criteria are implemented. At this point all entry and exit gates barrier arms will be removed, the gatehouses secured, and the staff released from duty tours until further notice. The patrol vehicle will be parked and locked at the Association Office.

6-4-2. Communication within the Emergency Management Team will be maintained through the use of (1) cellular phones and/or (2) the Team's radio system. 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.

#### 6-5. Protective Actions by Residents

6-5-1. The Master Association shall ensure the availability to all residents a hurricane awareness information package, which includes a letter introducing the Storm Emergency Plan for Resident's, the plan, and a copy of the Lee County Emergency Management All Hazards Handbook (see above link). Extra copies of this information package will be kept on-site at the Association Office.

6-5-2. Residents will be informed by the Emergency Management Team to take the listed minimal precautions as protective actions before a hurricane landfall.

6-5-2-1. Stay tuned to a local radio or television station or listen to NOAA Weather Radio at 162.475 MHz or 162.55 MHz.

6-5-2-2. Maintain an awareness to take necessary precautions for possible flooding.

6-5-2-3. Ensure personal supply of medication, pills, and prescriptions.

6-5-2-4. Check battery operated radio and flashlight.

6-5-2-5. Prepare an emergency water supply.

6-5-2-6. Put important papers and valuables in waterproof containers. Store them in a high place or be prepared to take them with you.

6-5-2-7. Secure any loose objects outdoors, or move them inside to avoid windstorm damage. Tie down what can not be moved inside.

6-5-2-8. Close and cover all windows with shutters, storm panels, plywood or other materials.

6-5-2-9. Plan ahead for the safety of the family pet. Public hurricane emergency shelters will not accept pets. Gather the pet's proper identification, proof of current vaccinations, and a carrying case.

6-5-2-10. Plan an evacuation route out of the property and coastal area or select a designated public hurricane emergency shelter. Resident's with special needs, e.g., a wheel chair requirement, need to be selective of a public hurricane emergency shelter.

#### 6-6. Recall Action

On notification from Lee County Emergency Management or through the media that the immediate storm threat is passed, the Emergency Management Team Coordinator will convene a meeting of the Emergency Management Team. The Emergency Management Team will determine that it is safe to return to the property and initiate the post storm recovery phase.

The Emergency Management Team will coordinate and prioritize clean-up and repairs with the staff. Once all Emergency Area Managers are able to return to their areas, clean-up emphasis should be placed on allowing safe re-entry to units.

The Emergency Management Team will assess each area of the property and determine 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. The Emergency Management Team will return to their areas of responsibility and will assist returning residents with information and other assistance as needed. The Emergency Management 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.

All Area Managers should photograph all damage for insurance purposes.

#### Section 7 - Command Center

The Manager as the Emergency Management Team Coordinator will ensure implementation of the Management Plan for Storm Emergency from a Command Center, located at the clubhouse.

A Storm Emergency Action Log will be maintained by the Team duty supervisor in the Command Center. In the event of a storm condition upgrade notification or sustained winds reach 30 miles per hour, all members of the command post staff will be dismissed to locate a safe shelter. All staff should report to safe shelter prior to the storm reaching sustained winds of 40 miles per hour, otherwise driving conditions are unsafe. Recall actions for the Emergency Management Team and its staff will be coordinated from the Command Post, located at the clubhouse.

#### Section 8 - Management Plan for Storm Emergency Updates

This Management Plan for Storm Emergency is provided to all designated Emergency Management Team Area Managers and appropriate staff. Should any questions arise, please seek clarification immediately. **DO NOT WAIT** until a Tropical Storm Watch or Hurricane Watch is issued to ask questions or seek solutions. The success of this Management Plan, and subsequently, the prevention of personal and property damage,

depends upon the complete cooperation of every staff member. Each designated Emergency Management Team Area Manager is expected to review their area of responsibility, select and notify the number of individuals required to implement the Management Plan for Storm Emergency, and be ready to execute it in a timely manner.

## Section 9 - Authorized Personnel

Prior to notification from Lee County Emergency Management to the Emergency Management Team Coordinator that it is safe to return to the property only Authorized Personnel will be allowed to enter the property. Authorized Personnel include all members of the Emergency Management Team listed in Table 1 of this document. Anyone else attempting to enter the property must first be authorized by the Manager.

### 9-1. Emergency Management Team

Emergency Management Team members and designated staff are authorized personnel with unrestricted access to the property.

### 9-2. Governmental Agencies

Governmental Agencies authorized to enter the property with unrestricted access are:

9-2-1. Lee County Sheriff Department

9-2-2. Bonita Springs Fire Department

9-2-3. Estero Fire Department

9-2-4. Lee County Emergency Medical Services (EMS)

9-2-5. Bonita Springs Utilities

9-2-6. Florida Power and Light

9-2-7. Lee County Emergency Management

9-2-8. Florida Division of Emergency Management

9-2-9. Federal Emergency Management Agency

### 9-3. Unrestricted Entry with Access Control Procedures

Following notification from Lee County Emergency Management to the Emergency Management Team Coordinator that it is safe to return to the property the following individuals will be allowed unrestricted entry per access control operating procedures.

9-3-1. Property owners, residents, and guests

9-3-2. Employees

9-3-3. Commercial service and maintenance contractors

9-3-4. Single Family Builders

9-3-5. Parcel Developers

9-3-6. Management Companies

9-3-7. Insurance Company Personnel

9-4. News Media

News media will NOT be allowed access to the property without prior authorization.

**9-4-1. DO NOT ALLOW ANY NEWS MEDIA ON THE PROPERTY WITHOUT PRIOR AUTHORIZATION**

Should any event occur that attracts media attention, the following procedures will be followed with regards to ALL media inquiries:

**\* YOU HAVE NO COMMENT!**

Do not allow any news media to enter unless they have been approved by:

1. A resident.
2. The Management of the Golf Club at Palmira.

If any member(s) of any news organization gain unauthorized access to the property request that the Sheriffs Department or Fire Department Scene Commander have the person or persons removed from the property. Palmira is Private Property. The news media has no right to be here unless we give that right to them. The news media has no right to know what happens on property unless we want them to know.

**Attachment: A-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>
GM/COO	Mark Neneman	760-641-1263	Club
Golf Course Sup.	Bob Volpe	239-405-5136q	Golf Course
F&B Director	Will Halsey	239-292-2611	Club Operation
House Maint.	OD O'Donnell	239-580-8845	Systems (Club)
Head Golf Pro	David Reynolds	239-465-9077	Golf Shop/Cart Barn/Range
Property Mgr.	Ken Bloom	(230) 580-8844	Community Property & RCC

**Attachment: A-2.**

**KEY TELEPHONE NUMBERS**

Emergency - Sheriff, Fire, EMS (Medical Assistance)	911
Lee County Sheriff - Six Mile Cypress Parkway Office	477-1200
Lee County Sheriff - Bonita Springs Substation	477-1840
Lee County Sheriff - Marine Patrol	332-2737
Lee County Sheriff - South District	477-1840
Florida Highway Patrol	278-7100
Fort Myers Police Department	461-2111
Bonita Springs Fire Department	949-6200
Estero Fire Department	947-3473
Lee County Emergency Management	477-3600
Storm Information Hotline (only when activated)	477-1900, or 211
Collier County Emergency Management	774-8000
Charlotte County Emergency Management	941-505-4620
Florida Marine Patrol	466-7768
Florida Marine Patrol after 5:00 PM	1-800-324-5367
Florida Power and Light	334-7754
American Red Cross	278-3401
Century Link Service and Repair	611
Century Link Customer Service	1-800-829-8009
Bonita Springs Utilities	992-0711
US Coast Guard	463-1496
Lee Convenient Care (Bonita Beach Road)	997-9733
Gulf Coast Hospital (Off Metro at Daniels)	768-5000
Lee Memorial Hospital Health Park Medical Center	433-7799
North Collier Hospital	597-1417
American Red Cross Lee County Chapter	278-3401
The Salvation Army in Fort Myers	278-1551
Lee County Health Department	332-9501
Lee County Humane Society	821-3222
Lee County Emergency Medical	335-1600



**Attachment: A-3.**  
**RADIO FREQUENCIES**

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



**Attachment: A-5.**

**PRIVACY/GATEHOUSE HURRICANE EMERGENCY CHECK LIST**

**Step    Operation Performed**

- 1        Hang storm ADVISORY FLAG as storm condition requires
- 2        Storm WATCH condition. Facility securing priority: Tennis center, Main gate.
- 3        Patrol staff becomes member of the storm prep team.
- 4        Main gate - Operations will continue until storm WARNING condition.
- 5        Take any operational materials and equipment: radar gun, tool box, and files in storage boxes and place OFF the floor if necessary.
- 6        All keys are to be collected and turned over to a supervisor at the office. Keys placed in privacy office.
- 7        Patrol will make sure that the any loose equipment is secure.
- 8        Contact clubs for closure status.
- 9        If necessary acquire rental satellite phones

Storm WATCH-to-storm-WARNING condition - perform the following:

- 1        Main gate: Operation will continue until the manager releases the staff. (1) Remove gate arms and store in gatehouse. (2) Disconnect all electrical equipment and turn OFF power at circuit breaker panel in gatehouse. (3) Turn OFF water. (4) Lock doors.
- 2        Park and lock patrol vehicle at Association Office. Place vehicle keys in privacy office. Leave property for safe shelter.

**Attachment: A-6.**  
**RENAISSANCE CENTER**  
**HURRICANE EMERGENCY CHECK LIST**

**Step    Operation Performed**

- 1        Any trash containers on the outside of the building need to be brought inside the building.
- 2        Any umbrellas or chairs need to be brought inside and stacked in the building.
- 3        Computer and office equipment located near any window should be moved if possible, if not it needs to be secured and covered up. Any equipment on floor should be placed on raised surface.
- 4        Dumpster lids need to be closed and gates should be closed and locked.
- 5        Any other loose equipment should be brought inside and secured.
- 6        American Flag to be taken down and folded.
- 7        Disconnect all other electrical equipment and turn OFF power at circuit breaker panels.
- 8        Manager or Assistant Manager will remove server back up tape from property until safe to return.
- 9        Turn OFF water.
- 10       Close interior doors and blinds.
- 11       Secure all exterior doors.
- 12       Leave property for safe shelter.
- 13       Staff call Association Manager after storm passage for return to work orders.

**Attachment: A-7.**  
**HURRICANE EMERGENCY PLAN**

**OBJECTIVES**

1. To assure that the club is secured in such a manner as to minimize losses and allow adequate time to safely evacuate the area.
2. To be back in operation as quickly as possible after the storm.

**RESPONSIBILITY**

1. Club's General Manager
2. Golf Course Superintendent
3. Head of Maintenance
4. Controller
5. Director of Golf
6. Food/Bev

Emergency Coordinator:

Grounds:

Buildings:

Controller:

Golf:

**CLUBHOUSE**

Upon notification that the weather service has issued a hurricane warning for this area, the following procedures will be followed to secure and evacuate the buildings of The Golf Club at Palmira:

**GENERAL**

1. Not less than 24 hours notice after a hurricane warning has been issued, the Club's General Manager will issue the order to secure the buildings and grounds.
2. All furniture and loose fixtures on the golf terrace will be moved into the cart barn by the golf staff.
3. All dining patio furniture will be moved into the dining room and placed as close as possible to the inside wall by the dining room staff.
4. Dining Room staff:
  - A. Remove all dishes, etc., from tables and store in kitchen.
  - B. Move all tables and chairs to inside walls of dining room.
  - C. Move all plants and planters to inside walls of dining room.
  - D. Move sliding wall into stored position.
  - E. Move all gallery and foyer furniture to the inner most area of foyer.
  - F. Put all window blinds in the up position and secure sash cords.
  - G. Move all bar stock to storage room and secure.
  - H. Shut down all Point of Sales equipment and move to servers' stations.
  - I. Lock all doors and secure.
5. Kitchen Staff:
  - A. Move all refrigerated foods to main cooler in the lower level.

- B. Move all frozen foods to the freezer on the lower level.
  - C. Lock all coolers and freezers and give keys to Chef.
  - D. Store all dishware and cooking utensils.
  - E. Remove all trash from kitchen and put in trash storage room. Double bag and tie or tape all bags shut. **DO NOT PUT TRASH IN DUMPSTERS.**
  - F. Shut off all gas appliances and disconnect all electrical units.
  - G. Shut down computer after backing up files to disks (give to Accounting staff member), disconnect computer and Point of Sales and store in servers' stations.
6. Cart Barn:
- A. All loose items are to be stored in the Dirt Room, i.e., tees, pencils, etc.
  - B. Cart charges are to be unplugged from electrical box and hung securely.
  - C. Golf bags are to be stored on the top shelf.
  - D. Leave room on the side of the Cart Barn to store tables and other items from the club.
  - E. All items in the office need to be stored in another part of the Cart Barn.
  - F. Radios and charges will be relocated in the Golf Shop.
  - G. All items in the cabinets are to be stored on the top shelf.
  - H. Ice machines, drinking water, ball washer, and air compressor need to be unplugged and stored properly.
  - I. All range supplies are to be stored in the Dirt Room.
  - J. In electrical box, all breakers are to be turned to off position.
7. Golf Shop:
- A. Computers are to be backed up and stored properly.
  - B. Give disk copies to staff member in Accounting.
  - C. Place all merchandise on the top shelves.
  - D. All fixtures are to be located in a secure area of the shop.
  - E. Pictures are to be taken off the walls.
  - F. Blinds are to be put in the up position.
  - G. Phones are to be unplugged and stored properly.
  - H. All doors that have locks are to be locked and secured.
  - I. Plants and other loose items are to be stored in the dressing room.
8. Accounting Department:
- A. The Accounting Department will have the following supplies on hand:
    - 1) Waterproof storage boxes, heavy tape, plastic bags or large roll of heavy plastic wrap.
  - B. Accounting Department will:
    - 1) Monitor storm status to keep staff updated on conditions and possible closing.
    - 2) Check with department heads for possible purchasing requirements.
    - 3) Print most current employee phone list and have ready for department heads, if needed.
  - C. Actions the Accounting Department is to take if a storm approaches:
    - 1) Have all departments forward any invoices to Accounts Payable.
    - 2) Have all departments close all Point of Sale shifts and forward work to Accounts Receivable.
    - 3) If possible, enter all invoices into Accounts Payable system.

- 4) Update all Point of Sale shifts (if possible).
- 5) Store any unrecorded and all unpaid invoices in a waterproof storage box.
- 6) Print preview reports and/or store all that have not been updated in a waterproof storage box.
- 7) Print reports for Accounts Receivable, Accounts Payable (including vendor list), General Ledger, and Payroll.
- 8) Count all cash on hand. If needed, add to petty cash to take care of startup needs after the storm has passed. Deposit all other cash and checks in the bank.
- 9) Clear all desks and floors of paper, reports, and any other loose objects.
- 10) Lock all desks and storage cabinets.
- 11) Distribute current employee phone list to department heads.

D. Actions the Accounting Department will take if storm is imminent:

- 1) Secure all office equipment (including phones), unplug copiers and fax machines from electrical outlets, as well as phone and data lines.
- 2) Log out and shut down all workstations. Secure by unplugging from electrical outlets as well as phone and data lines.
- 3) Remove all credit card terminals and secure in a locked cabinet in the Controller's office.
- 4) Remove exposed terminals and place in the Accounting office.
- 5) Cover all computers, phones, fax machines, printers, and any other electrical equipment with plastic and secure with heavy tape.
- 6) Place all critical files including, but not limited to Personnel, Payroll, Accounts Receivable, Accounts Payable, insurance coverage, detailed listing of fixed assets, and any other critical files in waterproof storage boxes.
- 7) Run three (3) complete back-up tapes. One is to be stored in the fireproof filing cabinet at the Club, one is to be taken to the Club's bank for safekeeping, and the Controller will take one.
- 8) Shut down all file servers, unplug from electrical outlets as well as phone and data lines.
- 9) Make sure all employees have contact phone number(s) to know when to return to work. Controller is to take master phone list for all club employees.
- 10) The Club's main telephone voice mail message will be changed to indicate that the Club will be closed until there is no further threat from the storm. When the Club is reopened, the voice mail message will be returned to the general informational voice mail message.

E. Returning to the Club the Controller will:

- 1) Be in contact with the Club's General Manager to determine when it is safe to return to the Club.
- 2) Keep staff updated on status and when they will need to return to work.
- 3) Note any damage to the Club and document as needed with both a written description and photos.

- 4) When determined by the Building Engineer that the Club's electrical system is operational, begin to bring computer network online. Begin with the file servers, and then back office, Golf and Food and Beverage Points of Sale, and then any others.
- 5) Begin to call back staff as needed.
- 6) Deposit excess petty cash in the bank if not needed.
- 7) Send roster of authorized employees to security.

9. Building Maintenance:

- A. Oversee that all areas are secured as outlined. Recruit extra personnel from other departments to assist in areas that need help.
- B. Turn off all A/C units at breaker panels.
- C. Shut off water at service yard.
- D. Shut off electricity in mechanical room.
- E. Shut down water heaters.
- F. Shut down phone system in mechanical room.
- G. Secure dumpsters.
- H. Move CO2 bottles into storage room.
- I. Shut down elevator and lock doors open on ground floor.
- J. Remove outside signs (removable) to inside storeroom.
- K. Lock down building - all doors, windows, including inside doors.  
The Building Engineer and General Manager will be the last people to leave the building.
- L. Notify Sheriff of evacuation. Get stickers (if available) for all employees to return after storm.
- M. Notify Fire Department of evacuation.
- N. Notify Security of evacuation.

## **GROUNDS MAINTENANCE**

Hurricane checklist for course:

Upon notification, the Superintendent and Assistant Superintendents will meet at the shop. Additional volunteers will be needed to help with hurricane preparation.

### **AREAS OF CONCERN**

- A. Golf Course and Common Grounds
- B. Irrigation and Pump Station Systems
- C. Chemical Building Storage
- D. Fueling Station
- E. Maintenance Compound
- F. Maintenance Building

### **A. GOLF COURSE AND COMMON GROUNDS**

- 1) Remove all tee markers, ropes, signs, trashcans, stakes, flags, water coolers, planter boxes, and hanging baskets from golf course and restrooms. (Store in maintenance building)
- 2) Valve off all sinks and toilets of potable water supply and, if possible, outgoing sewer drainage.



- 3) Secure all trees that are most susceptible to high wind damage by standard 3 or 4 post staking with rope and hose around bark of trees.
- 4) Inspect and lock all irrigation satellites, both on golf course and common ground irrigation.

#### B. IRRIGATION PUMP STATION AND SYSTEMS

- 1) Valve off the butterfly hand valve at the pump station, as well as individual hand valves at each pump.
- 2) Valve off all in-line main line valves on course. Include all green valves and emergency valves to appropriate tracts.
- 3) Discharge all pressure in irrigation and hydraulic supply lines.
- 4) Disconnect hydraulic pump and place on shelf as high as possible. Cap all exposed pipe ends.
- 5) Disconnect fertilization injector pump and place on shelf as high as possible.
- 6) Disconnect all power at V.F.D. (Variable Frequency Drive) control panel, i.e., pump switches and service disconnect.
- 7) Disconnect all breaker switches powering system from breaker boxes outside of building. Lock and secure boxes thereafter.
- 8) Turn off all switches to the central control timer.
- 9) Remove any special equipment from floor and place on shelves as high as possible.
- 10) Place all hand tools in maintenance building bound and wrapped with rope in tight bundles.
- 11) Move all repair parts to highest possible positions.
- 12) Fill fertilization tank with water prior to discharging pump station.
- 13) Move all pipes to interior of maintenance building.
- 14) Do not leave any loose materials outside of building.
- 15) Secure and lock building.

#### C. CHEMICAL BUILDING STORAGE

- 1) Raise all products to highest level possible.
- 2) Inventory all products. The inventory is to be given to Management and kept in a secure, dry area.
- 3) Close and lock building using both dead bolt and doorknob lock.

#### D. FUELING STATION

- 1) Perform typical monthly inspection.
- 2) Take inventory of diesel and gasoline fuels.
- 3) Disconnect electricity to pumps at breaker box located on pump station building.
- 4) Lock and secure pumps at pump nozzles and pump drains.
- 5) Close and lock gate.

#### E. MAINTENANCE COMPOUND

- 1) 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.
- 2) Upon leaving facility close and lock all gates to compound.
- 3) Valve off all incoming and outgoing potable and sewer lines to building.

#### F. MAINTENANCE BUILDING

- 1) After all items from Golf Course, Common Grounds, and

- Maintenance Compound are secured, begin securing the Maintenance Building.
- 2) Cover all furniture and fixtures with plastic. Make sure the file cabinets with records are double secured with plastic.
  - 3) Tape all windows thoroughly.
  - 4) Valve off all sinks, toilets, and the hot water heater.
  - 5) Raise all parts, small tools, and hand-operated machinery in the parts rooms to highest level possible.
  - 6) Cap and secure oil waste tank.
  - 7) Bundle and tightly bind with rope all hand tools in the Hand Tool Storage Room.
  - 8) Move largest equipment to the bay doors. Have tires pressed lightly against the doors to help ease door wind vibrations from heavy external winds.
  - 9) Disconnect all cords from electrical outlets and secure with tape, or suitable fasteners, as high as possible.
  - 10) Move computer and printer to Clubhouse.
  - 11) Move all cleaning chemicals and toiletries to highest elevation possible.
  - 12) Park all equipment as close together as possible in the middle of the building. The larger equipment will be parked by the bay doors (see above).
  - 13) Turn off all lights.
  - 14) Disconnect all breaker switches to the building.
  - 15) Valve off all incoming and outgoing water and sewer valves.
  - 16) Close and lock all doors and windows.
  - 17) Get out of town fast!

#### **AFTER THE STORM**

1. General Manager, Building Engineer, Course Superintendent, Controller, Director of Golf, and will assess damage, take pictures, and notify insurance company of damages.
2. They will then formulate a plan for clean-up, repair, and notification of employees to return to work.
3. Building Engineer will notify utilities, Sheriff, Fire Dept., etc., of needed services and re-opening of the Club.
4. General Manager will notify Board of Governors of damages and reopening plan.

**Attachment: A-8.**  
**MAIN CLUBHOUSE**  
**HURRICANE EMERGENCY CHECK LIST**

- | <b>Step</b> | <b>Operation Performed</b>  |
|-------------|---|
| 1           | Close all clubhouse interior doors and blinds   |
| 2           | Turn OFF and unplug all equipment   |
| 3           | Turn OFF power at circuit breaker panel, water, and gas   |
| 4           | Board up windows and secure all exterior doors  |
| 5           | Store outdoor furniture, trash cans, or other items in clubhouse or golf cart barn                |
| 6           | Secure golf cart barn   |
| 7           | Secure starter house  |
| 8           | Provide assistance to Food & Beverage Director in shut down and securing of the clubhouse kitchen |
| 9           | Leave property for safe shelter   |
| 10          | Staff - Call Manager after storm passage for return to work orders                                |

**Attachment: A-9.**

**TENNIS CLUB COMPLEX HURRICANE EMERGENCY CHECK LIST**

**Step    Operation Performed**

- 1        Roll up windscreens. Secure to fencing with tie straps.
- 2        Building furniture to be properly stored in elevated, dry place.
- 3        Court furniture to be stored in downstairs pro shop.
- 4        Miscellaneous court equipment (foot washers, cup holders, trash cans, score keepers, etc.) to be stored in restrooms.
- 5        Wind flags and American Flag to be removed and folded and stored in downstairs pro shop.
- 6        Nets to be rolled up and tied to net posts.
- 7        All outside stored equipment to be stored in downstairs garage.
- 8        All gates and cupboard doors to be tied shut.

**Interior Building**

- 1        Computers to be backed up, unplugged and stored in plastic on counters.
- 2        Unplug all electrical appliances and place as high off the floor as possible.
- 3        Close and lock all interior doors, including closets doors.
- 4        Turn off main power supply.
- 5        Turn off all breakers.
- 6        Turn off water to building and courts.
- 7        Upon exiting, post signs "facility closed"
- 8        Leave property for safe shelter
- 9        Staff call Association Manager after storm passage for return to work orders.



# MASTER SITE PLAN

- Homes in a neighborhood of 25 detached homes with private access to water and golf along both the Open and Epic Courses
- Homes by Palomira Custom Homes. Single family homes ranging from 1,800 to 2,400 square feet of unconditioned space
- Villa Villas by T&B Builders, Inc. Detached villa homes ranging from 2,500 to 3,700 square feet of unconditioned space
- Homes by Caruso Homes. Single family homes ranging from 1,800 to 2,400 square feet of unconditioned space
- Homes in a neighborhood of 15 detached homes with golf and lake views along the 3rd and 4th fairways of the Open Course
- Homes by Palomira Custom Homes. Single family homes ranging from 1,800 to 2,400 square feet of unconditioned space
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Notes: Homes and Villas neighborhood names are from a list of names from Builders' Choice from Palomira Development Group. Other Building A/B/C Designation, Color, Community (Corporate or Palomira Custom Homes)

- Ho Course
- Open Course
- Epic Course



This Plan is for conceptual purposes only, and is subject to change without notice. Building locations, landscaping, roadways, parking configurations and other features and amenities may change as planning and construction progress, as determined by architects, engineers and/or governmental authorities. Location and plan for recreational facilities are tentative and may change as construction progresses.

- ### Amenities
- 24 hour natural scenery gas
  - Grande Clubhouse with fine dining
  - 37 hole Grand Lawn designed championship golf course
  - Village Center featuring:
    - Renaissance Country Club with lap pool, tennis, fitness and wellness area, lounge and dining, spa
    - Tennis Center with lighted ProQuest tennis courts
    - Village park with handball, interactive fountain, play area and walking paths
    - Club
    - Village Center
    - Covered seating
  - Lake or Golf view with every home