



PLYMOUTH HARBOR ON SARASOTA BAY



Hurricane Season 2017 Handbook for Residents

June 1 -- November 30, 2017

Dear Resident:

The information in this packet is provided to inform you of the process we will follow if we experience a storm event during Hurricane Season 2017, as well as to provide helpful hints intended to assist you in your personal planning and preparations.

Plymouth Harbor will respond to a storm event with the process described below. Please keep in mind that the Five Phases listed may not occur in sequential order.

Phase One: Preparation

- ◆ Assumes that a potentially threatening storm has developed and may travel in our direction.
- ◆ A Command Center is established and key Plymouth Harbor employees begin meeting to review available information and prepare for implementation of the next Phase(s), if necessary.
- ◆ All departments/employees prepare to shift to storm mode.
- ◆ The facility and grounds are secured (i.e., hurricane shuttering, clearing balconies and garden corridors, securing outdoor furnishings and other items).
- ◆ Designated employees are notified to prepare to remain on-site throughout the event or to be ready if there is a mandatory evacuation.
- ◆ Residents will be asked to complete final hurricane kit preparations (see page 10).
- ◆ Residents are free to move about within the buildings.
- ◆ Regular services such as housekeeping and scheduled activities/events may be temporarily suspended.
- ◆ Dining Services continues normal operation.
- ◆ Meal service remains available in Smith Care Center and Callahan Center.
- ◆ Dining Services will be prepared to switch from regular service to a disaster menu *should the need arise*.

Phase Two: Sheltering in Place or Voluntary Evacuation

- ◆ Assumes that the storm has reached a wind velocity which may necessitate the closing of John Ringling Bridge.
- ◆ Sarasota County Emergency Management will most likely call for voluntary evacuation in Zone One (includes Plymouth Harbor).
- ◆ Plymouth Harbor will request that residents or employees who plan to leave do so at this time.
- ◆ Dining Services will provide meals during this Phase, but from a limited menu.

While evacuation is not required at this time, residents planning to shelter with friends/family or at hotels on the mainland may elect to depart at this time to avoid traffic congestion or flooded roadways that may occur later.

Phase Three: Internal Evacuation

- ◆ Assumes that Phase Two has already been implemented and due to the storm's pattern Sarasota County Emergency Management has determined that storm surge is not an imminent threat and mandatory evacuation is not anticipated.
- ◆ However, the storm's wind velocity has reached an intensity that dictates moving all residents and staff to the safest areas of Plymouth Harbor (see page 7 for examples).
- ◆ An Internal Evacuation will be announced over the public address system.
- ◆ You will need to follow instructions and report to the location within Plymouth Harbor designated for your Colony.
- ◆ You will need to bring your Hurricane Kit with you.

Phase Four: Mandatory Evacuation

- ◆ Assumes that mandatory evacuation has been ordered by Sarasota County Emergency Management.
- ◆ **If mandatory evacuation is ordered, then everyone must evacuate Plymouth Harbor.**
- ◆ Residents and support employees will be evacuated to predetermined destinations.

Please be sure to have your Hurricane Kit (see pages 10 & 11) ready to go at all times during Hurricane Season.

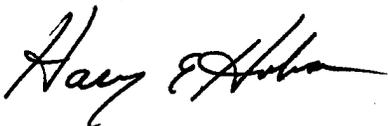
Phase Five: Re-Entry

- ◆ Assumes that Sarasota County Emergency Management has given the all-clear for return to the coastal islands and that Plymouth Harbor has been inspected and determined safe for re-entry.
- ◆ Re-Entry for the barrier islands and for Plymouth Harbor are described on page 13.

Please be assured that our plan for Hurricane Season 2017 is in place and Plymouth Harbor's Management Team is prepared to respond quickly if the need arises. You will receive clear and concise instructions over the public address system throughout a storm event. Instructions will also be communicated on Plymouth Harbor's in-house TV station.

In the meantime, let's all enjoy the summer.

Sincerely,



Harry Hobson
President/CEO

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Please keep this handbook in a convenient location throughout Hurricane Season and bring it with you in the event of mandatory evacuation.

Page 13 contains important information regarding re-entry to the coastal islands.

Page 14 is a letter from Plymouth Harbor to facilitate your re-entry.

Tracking the Storm

Entity	TV Channel	Website
Sarasota County Storm Center		www.scgov.net/stormcenter/stormcenterhome.asp
The Weather Channel	31	www.weather.com
WWSB/ABC Sarasota	7	www.mysuncoast.com
WTVT/MyFOXTampaBay	13	www.myfoxtampabay.com

Plymouth Harbor's Toll-Free Emergency Communication Hotline

1-844-744-7007

This toll-free number is available for residents, family members, employees and business suppliers to call for information pertinent to Plymouth Harbor should mandatory evacuation be necessary.

The message will include information regarding the mandatory evacuation as well as re-entry when it is permissible. You may also leave a message -- just listen for the prompt at the end of the message.

Please be sure to provide this number to your friends and family members so that they can put this with their important #s.

Your Apartment & Personal Property Preparations

- ◆ If you have a balcony, then please assess the items on it and consider discarding any items you are no longer using. Be prepared to bring all items on your balcony into your apartment. If you will be away for more than 30 days during Hurricane Season, the E-techs will bring in your balcony furnishings upon your departure and put them back prior to your return.
- ◆ If you live in a garden apartment, then be prepared to bring all items outside your front door (including plants) into your apartment.
- ◆ If you have personal watercraft, then you are responsible for assuring that it is adequately secured and/or moved to a safe location.
- ◆ Please be prepared to move any important items that you store in a Ground Floor locker to your apartment. In the event of storm surge, the Ground Floor may flood.

Assistance with any of the above is available by calling Ext. 489

If You Are Directed to Leave Your Apartment

- ◆ Unplug all lamps, household appliances (except refrigerator) and computers.
- ◆ Turn off all lights.
- ◆ Leave your apartment and go to the location which has been announced.
- ◆ Take your Hurricane Kit & this Hurricane Handbook with you.
- ◆ Bring your hurricane lamp and/or flashlight(s) if you have these.
- ◆ Check to be certain your apartment door is securely locked.

Personal Identification

Be sure to bring a photo ID such as a driver's license!

Safety Tip for Refrigerated/Frozen Food

A loss of power while you're away could leave you with a refrigerator and freezer full of spoiled food. But if the power has been restored by the time you return, how would you know? **Here's an easy trick:** Place a bowl full of ice cubes in your freezer. When you return and the bowl is a solid block of ice, you'll know the power was off long enough for the ice cubes to melt. If this occurs, it is strongly recommended that you discard all food items to avoid food poisoning.

Internal Evacuation

What is an Internal Evacuation and under what circumstances would this type of evacuation be implemented?

Plymouth Harbor will implement an 'Internal Evacuation' if we are in Phase Two, *sheltering in place*, and Sarasota County Emergency Management is not expected to call for mandatory evacuation, but the storm is predicted to have a wind intensity that may cause damage. Residents and employees will be directed to the safest areas of Plymouth Harbor.

What areas in Plymouth Harbor are used for an Internal Evacuation?

If we call for an Internal Evacuation, then it is important to listen for direction over the Public Address System and move to the location indicated for your Colony.

Initially, we will ask that:

- ◆ Tower residents move to their Colony Floor
- ◆ East, West & North Garden residents move to the Mezzanine
- ◆ Callahan Center residents remain on the Callahan Center floor
- ◆ Residents with special needs move to the Callahan Center floor
- ◆ SCC residents move from their rooms to the inner areas of the SCC

Depending on the progression of the storm, there may be a need for all Tower residents to move down to the lower floors (Main Floor & Mezzanine), which are fully shuttered.

How long will we stay in these areas?

After the storm has passed, all apartments and common areas will be inspected for possible damage. Once your Colony has been given an "all clear," you will be free to return to your apartment.

What if my apartment becomes uninhabitable?

We will work with you to relocate to another apartment either here or off campus.

Mandatory Evacuation

All residents are strongly encouraged to have a plan and be prepared for mandatory evacuation should it become necessary. We are aware that some residents may need assistance with hurricane preparations and making evacuation plans.

For 2017, we have made arrangements with several hotels located in non-flood zones for evacuation sites. The procedure for hotel sheltering follows on Page 9.

We continue to seek viable options for residents who need assistance in making arrangements and/or would prefer the security of being with other Plymouth Harbor residents and support staff, as well as for our Callahan Center and Smith Care Center residents.



Do You Have a Special Need or Require Assistance

SPECIAL NEED? Are you on oxygen or do you have another special need?

DO YOU NEED SOMEONE TO ACCOMPANY YOU? If you require assistance with personal care you may need someone (i.e., a spouse, other family member, friend or private duty) to accompany you to whatever location you choose to evacuate. If you currently have a private duty you most likely will need to have someone accompany you.

Please contact Liz Clark, Director of Home Care Services, at Ext. 245 to discuss the option that will be best suited for you.

Sheltering at a Hotel for Mandatory Evacuation

We have initiated our pre-season communications with hotels located in a non-flood zone in the event of mandatory evacuation. If you do not have another option or prefer to shelter with other Plymouth Harbor residents at one of the hotels below, then please be sure to indicate this on your resident questionnaire.

Our goal is to relocate all residents and support staff to as few locations as possible to facilitate communication, transportation, and return to Plymouth Harbor.

Our first contact will be the Courtyard Marriott. If the Courtyard Marriott cannot accommodate everyone, the second location we will contact is the nearby Hampton Inn & Suites. Both hotels, located just off of University Parkway to the west of I 75, are under the same ownership/management.

Courtyard Marriott
Sarasota/University Park
8305 Tourist Center Drive
University Park, FL 34201
941-360-2626

Hampton Inn & Suites
Sarasota/University Park
8565 Cooper Creek Boulevard
University Park, FL 34201
941-355-8619

Your Automobile



Should mandatory evacuation be required, we recommend that you remove your automobile from Plymouth Harbor due to the potential for storm surge.

If you go to one of the hotels listed above, there will be plenty of parking available.

Suggested Preparations for All Residents

Prepare a Hurricane Kit

- ◆ Your Hurricane Kit should be ready for use for either an internal evacuation (within Plymouth Harbor) or a mandatory evacuation (leaving Plymouth Harbor).
- ◆ A suitcase on wheels is especially useful for this purpose.
- ◆ Be sure that your name is clearly marked on your Hurricane Kit.

Items to keep in your Hurricane Kit at all times:

- _____ Updated list of phone numbers, addresses and other contact information for family, friends and institutions you may need to contact
 - _____ Sheet, blanket & pillow
 - _____ Two or three sets of comfortable clothing that can be layered, plus a sweater & raincoat
 - _____ Comfortable, safe walking shoes
 - _____ Personal hygiene items (do not include items that require electricity, e.g., shaving equipment)
 - _____ Moist towelettes/disposable facial cleansing cloths
 - _____ Entertainment items: books, cards, portable radios, magazines, games
 - _____ Flashlight with fresh batteries
 - _____ Food for special diets (non-perishable; no heating required)
 - _____ Snacks, beverages (including water) & non-perishable food items that do not require heating
 - _____ Trouble sleeping? Consider earplugs & eye covers
 - _____ Vitamins
 - _____ Medications
- Suggestion: Fill two 7-day pill organizers. Store one organizer in your Hurricane Kit. Use the second one throughout the week. When the one you are using is empty, re-fill it and 'trade it' with the organizer in your Kit. Rotating the two organizers will ensure that you'll never be caught with out of date medications in your Kit. Please consider also bringing your prescription pill bottles in the event you need to re-fill a prescription during your time away from Plymouth Harbor.

Suggested Preparations for All Residents

Last minute items to add to your Hurricane Kit:

- _____ Photo I.D.
- _____ Glasses (and a spare pair if available)
- _____ Hearing aid(s) & extra battery
- _____ Fully-charged cell phone & extra battery
- _____ Cash or traveler's checks; change
- _____ Credit cards (be aware that power outages may disable ATM machines)
- _____ Portable radio (battery operated; check batteries)
- _____ *Plymouth Harbor Hurricane Season 2017 Handbook for Residents*
(includes letter from Harry E. Hobson, CEO, for re-entry)

Secure Your Important Documents in a Safe Location

- _____ An inventory of your personal property with photographs (for insurance purposes)
- _____ A list of important information including account numbers and phone numbers of your financial institutions and insurance agents
- _____ Insurance policies
- _____ Birth/Marriage/Death certificates
- _____ Vehicle registrations
- _____ Wills
- _____ Social Security cards
- _____ Divorce decrees
- _____ Titles
- _____ Trusts
- _____ Passports

FAQs About Our Mechanical Systems

How many generators do we have? Where are they located? What backup power do they provide? How long can they operate?

We have two generators, both located in the Energy Center. They provide power for 1) all elevators; 2) stairwell lighting; 3) emergency lighting in the common areas; 4) booster pumps for domestic water; 5) one electrical outlet (red) located in each Tower Colony near the north stairwell doors; 6) the fire alarm and sprinkler system; and, 7) the telephone and public address system. They will be able to provide this power for approximately 72 hours. **The emergency generators do not provide electric service for apartments including air conditioning. Also, they do not provide electric service for air conditioning in common areas.**

How is water pressure provided for Tower residents? Is water pressure dependent upon electrical power? What if the public water system fails?

Water pressure is provided by booster pumps that are dependent upon electricity. They will continue to operate on the emergency generator power as long as it is available. We do not have a reserve water supply if the public system fails.

In the event of mandatory evacuation what systems will be shut down?

The utility companies may lose the ability to provide services such as electric, water or gas. As a result, Plymouth Harbor could lose these services. Depending on the circumstances and the severity of the storm, once evacuation is completed Plymouth Harbor may need to shut down one or more services to protect the physical property.

Insurance

Plymouth Harbor carries \$84M in property insurance (this includes wind coverage).

Per the resident contract, "Resident is responsible for maintaining insurance coverage of Resident's own personal property and personal liability. Resident is specifically advised that Plymouth Harbor's insurance does not cover Resident's personal effects, furniture, clothing, jewelry, electronics, or other personal property or Resident's personal liability." Most residents have a 'Renters Insurance Policy' which is the correct policy to have. Residents are also advised to carry windstorm coverage because this is no longer included in renters insurance policies.

Re-entry to the Coastal Islands Following a Mandatory Evacuation

Following a mandatory evacuation, public safety officials must evaluate the evacuated area before re-entry is permitted. Once the area has been deemed safe, the re-entry process will be announced via local media. There will be no re-entry for anyone other than public safety officials prior to this time.

Business owners, employees and homeowners will be the first permitted to re-enter the coastal islands. Initially, anyone attempting to cross John Ringling Bridge will be directed to a checkpoint (nearby but not predetermined) to receive an armband after showing proper identification.

Proper Identification Includes All Three

- 1. Photo ID such as a driver's license**
- 2. The letter on the last page of this handbook**
(letter is on Plymouth Harbor letterhead and identifies you as a resident)
- 3. A bill showing your Plymouth Harbor address**
(ie Comcast bill -- attach a bill to this handbook so you will be ready)

When open re-entry is permitted, you will be able to return without stopping by a checkpoint for an armband.

A N D

Re-entry to Plymouth Harbor Following a Mandatory Evacuation

Once the storm has passed and Sarasota County Emergency Management allows re-entry to the barrier islands (per above), it will still be necessary to assure that Plymouth Harbor is safe and ready for your return. Harry Hobson, President/CEO, will make the determination when re-entry to Plymouth Harbor may begin. If you are with other Plymouth Harbor residents at a hotel or other shelter location, then Plymouth Harbor staff accompanying you will coordinate re-entry. If you are with family, friends, or at some other location, then please first call Plymouth Harbor's Toll Free Emergency Hotline at 1-844-744-7007 to check Plymouth Harbor's status before returning.



May 2017

To Whom It May Concern:

This letter is being provided to Plymouth Harbor residents who reside at 700 John Ringling Blvd. for the 2017 Hurricane Season. It is to be used for the purpose of re-entry following a mandatory evacuation.

If the barrier islands have been deemed safe by Sarasota County Emergency Management and other governing agencies for re-entry by homeowners, business owners and employees, please permit access to the bearer of this letter, a Plymouth Harbor resident.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Harry E. Hobson". The signature is written in a cursive, slightly slanted style.

Harry E. Hobson
President/CEO