



**TOSCANA WEST CONDOMINIUM
ASSOCIATION**

**RESIDENT EMERGENCY INFORMATION
PACKAGE 2017**

TOSCANA WEST CONDOMINIUM ASSOCIATION, INC.

DISCLAIMER

This “Emergency Plan” (Plan) was developed, designed and specifically intended for use by Toscana West Condominium Association, Inc.

This Plan is solely a good faith attempt by the Association to plan and prepare, as best as possible, a series of organized responses to a number of potential perils to Toscana West, located at 3720 South Ocean Boulevard, Highland Beach, Fl. 33487.

This Plan is not intended, nor authorized, to be used or adopted for any other building, property or for any purpose for which it was not intended or designed.

Therefore, please be advised that Toscana West Condominium Association, Inc. will not take responsibility for any liabilities, claims, actions, damages, etc. that may occur as a result of any use of the Plan, the unauthorized use of this Plan, or portions contained herein, by any other property, entity, etc.

Please be advised that the Plan may change from time to time. Therefore, the Plan that is being examined is likely to have changed since the time it was printed. The Toscana West Condominium Association, Inc. has no responsibility to update in any way the contents of the Plan.

TABLE OF CONTENTS

This "Hurricane Section" of the Resident Information Package contains important information for all Residents whose cooperation is critical for the smooth implementation of the plan. In the event an emergency should arise, an efficient response could not only save the Association tens of thousands of dollars in property damage, most importantly it literally could mean the difference between life and death for someone in the building.

Therefore, as a matter of self interest, we strongly urge all residents and owners to carefully review the information contained in the package and ask questions well before a hurricane is on its way...

We have broken this section into four parts:

PART ONE:

- Executive Summary
- Hurricane Information Sources
- Prior to the active part of hurricane "season"
- Pre-Season checklist, preparations & planning
- Pre-Season personal evacuation checklist
- Pet Safety

PART TWO:

- What happens as a storm is identified, develops & approaches & what happens once the storm has passed
- Shut down procedures & process
- Unit owner evacuation checklist
- After the storm has passed
- *PUBLIX* stores with generators in Boca Raton & Delray Beach
- *Gas stations with generators*

PART THREE:

- Frequently asked questions
- Release & Hold Harmless form
- Mandatory Evacuation Notice
- Emergency Plan Contact Information Form
- Important Definitions
- Tornado
- Hurricane Shelter locations
- Palm Beach County Special Care Unit or Special Needs Shelter
- Special Needs Application
- Town of Highland Beach "Emergency Preparedness Guide"

PART FOUR:

- Fire Procedures

PART ONE

TOSCANA WEST CONDOMINIUM ASSOCIATION, INC.

EXECUTIVE SUMMARY

RESIDENT EMERGENCY INFORMATION PACKAGE

The EMERGENCY PREPAREDNESS TASK FORCE (EPTF), which was formed by the Toscana West Board of Directors on September 9, 2004, formulated an initial Emergency Plan which was presented to the Board and formally adopted on June 21, 2005. This plan has been amended since its initial publication.

Some of the important highlights of this plan, include, but are not limited to:

- During an emergency situation (for which there is a specific definition) control of the building and critical decision making authority is turned over to Building Management.
- In order to reasonably assure that the Plan is properly implemented during actual emergencies; regular training sessions of staff and thorough inspections of emergency stairwells, unit fire exit doors, etc. will be conducted on a monthly basis. A specific schedule will be posted in the mail room and in the elevator lobbies.
- The staff has a responsibility to execute the emergency plan which includes primarily assisting and directing responding officials and other external resources to the emergency location as quickly and efficiently as possible.
- The staff is to take the necessary course(s) of action, as per the Plan, to protect lives and property and, to the best of the staff's ability, return the building to a normal condition as quickly as possible.
- The staff is to communicate as efficiently as possible all pertinent information to affected residents once the immediate emergency has either passed or is under control.
- The staff is to thoroughly document the emergency and review the response effort with the goal of improving upon the existing plan.

The successful implementation of this plan requires the cooperation of the Board, Building Management, and most importantly you, the residents of the building.

Residents have a responsibility to do their own homework and to know what to do to protect their homes and families. This "Resident Information Package" consists of two sections: Hurricanes and Fires, which represent the two most likely perils. Therefore, your attention and cooperation in becoming prepared for a possible emergency is both anticipated and appreciated, as it is the wise and proper thing to do.

Respectfully submitted,
THE BOARD OF DIRECTORS

Toscana West Condominium Association, Inc.

HURRICANE INFORMATION SOURCES

- www.noaa.gov – National Weather Service
- The Weather Channel www.weather.com
- Highland Beach Emergency Information Hotline 330-RAIN (7246)
- Police/Fire/Medical Emergencies 911
- Police – non-emergency 266-5800
- Fire Rescue – non-emergency 243-7400
- Highland Beach Town Hall 278-4548
www.ci.highland-beach.fl.us
- Palm Beach County Emergency Management 561-712-6400
www.pbcgov.com/pubsafety/eoc
- Federal Emergency Management Association (FEMA)
800-621-3362
- American Red Cross 994-2060 www.redcross-pbc.org
- Florida Dept. Financial Services (Dept. of Insurance)
800-342-2762
- Florida State Emergency Response Team
www.floridadisaster.org

The Town of Highland Beach has a new emergency notification system called **CODE RED**. Emergency notification may be sent to land line and cellular telephones; residents may even sign up to receive text or e-mail notifications. Therefore, if you have an unlisted telephone number or if you would like to add a mobile telephone number to be included in the database, please visit or call the Town Hall to add your information, or visit the Town's website to register. This system will enable the Town to initiate a mass calling with a single recorded message informing residents of emergency information in a timely manner.

Toscana West Condominium Association, Inc.

PART ONE:

PRIOR TO THE ACTIVE PART OF HURRICANE “SEASON”

Important components of the plan you need to know:

- **Communications is one of the key components of this plan.**
The “plan” emphasizes communications to residents so there should be no last minute surprises. This includes, before, during and after a storm is first identified, develops into a tropical storm or hurricane, and passes the area.

The following steps will be taken by the Association **before the active part of the hurricane season** to assure that if a major storm hits our area, the efforts of Management will be organized, efficient, and effective

- **During emergencies, control of the Association and the building will be turned over to the Manager.**

In making this decision, along with developing and implementing a procedural approach to safeguarding the residents and the building, it is anticipated that professional judgment will be exercised in prioritizing the protection of life and property at every step. In an emergency, the Manager’s authority over matters of safety and/or evacuation will be superseded only by governmental authority.

- **Prior to a Hurricane, all of the building’s vital systems will be shut down in order to protect them from damage.**
This shut-down includes elevators, air conditioning, domestic water supply, pumps, and the sanitary “lift station”. The reasons for taking these steps are explained in detail in the “*Frequently Asked Questions*” pages contained in section three of this package.
- **After any emergency, a thorough review will be conducted to review events.**
The Board, through a standing committee, will review the efforts of the Manager, who will be accountable for the performance of all of the staff. The Committee will make recommendations for adjustments or changes to the plan, or staff, if it is warranted.
- **Hurricane Shutters will not be installed on the first three floors.** This decision is based on legal research and engineering opinions obtained during the research conducted for this plan. For more details, please refer to the “*Frequently Asked Questions*” sheet.

Toscana West Condominium Association, Inc.

- Accommodations will not be made for Residents who choose to stay regardless of whether or not a mandatory evacuation order is issued by authorities. After consulting with town, police and fire officials, it is the unanimous consensus that it is an unsafe and dangerous practice for Owners to stay in the building or to leave any of the building's vital systems operational during the extreme conditions of a hurricane.
- Residents must accept the reality that if they choose to stay they will probably not have access to emergency services for an undetermined time both during and after the storm. Once the winds reach a certain level during the storm, Fire and Police are also ordered off of the island. If it is not safe for them, it will not be safe for you.
- The building will not be re-opened until a controlled assessment of the building's condition and systems has been made, and assuming everything is in order, the completion of a step-by-step process of starting up the building's vital systems. Management will communicate to residents through our emergency broadcast system when it is considered safe to return to Toscana West, regardless of the lifting of evacuation orders, etc. Please do not just show up and expect to be accommodated.
- The Staff is being trained on a regular basis both individually and as a group in order to insure they are prepared for their roles in emergency situations.

OTHER IMPORTANT CONSIDERATIONS AND REASONS NOT TO STAY ...

- You can expect, with a fair degree of certainty, that at some point the electricity will go out for an extended period of time. You will, in essence, be a prisoner in your unit for an unknown period of time.
- Although there is an emergency generator system, it will not provide power to the units, only to common areas and only for a limited period of time. You will have no lights, no electricity, water, no elevator service, and no air conditioning.

COMMUNICATIONS PLAN:

- To ensure communications is effective and efficient to ALL residents, the Association will utilize the established and automated "call-out" service, utilized by municipalities, school systems, camps, etc. which will be used to keep everyone informed and up to date on critical events.
- The system can dial up to 5 phone numbers and 2 email addresses for each Unit, and will continue to call you until it connects with one of the numbers you have provided. There are 14 call out centers located throughout the U.S. to ensure that messages will be delivered to Owners.
- The information residents provide on the "Annual Emergency Contact Information" form will be used by the call out system and by Management as well.

Toscana West Condominium Association, Inc.

- **IMPORTANT: IF YOU HAVE NOT YET COMPLETED AND RETURNED THE FORM, YOU MUST DO SO AS SOON AS POSSIBLE. THE FORM IS AVAILABLE IN PART THREE OF THIS PLAN AS WELL AS THE FRONT DESK.**
- **If there is an evacuation, it is important that we know where you will be staying. Please email Bruce Berman, Bldg. Mgr: Bruce.berman@fsresidential.com or before you leave the building stop at the front desk and we will complete a form with your information.**

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HURRICANES:

PRE-SEASON CHECKLIST UNIT OWNER PREPARATIONS & PLANNING:

As per rule #10 of the Condominium's Rules and Regulations: "A Unit Owner or occupant who plans to be absent during the hurricane season must prepare his Unit prior to his departure by designating a responsible firm or individual to care for his Unit should a hurricane threaten the Unit or should the Unit suffer hurricane damage, and furnishing the Association with the name(s) of such firm or individual. Such firm or individual shall be subject to the approval of the Association.".....

- Be sure the balcony is completely cleared off well ahead of an evacuation order or hurricane warning, or have a plan to clear the balcony in advance. If you can't do it yourself, find someone who can do it for you in advance.
- Have your personal evacuation plan ready ahead of time. Know where you are going.
- Be familiar with the evacuation routes, have your route picked out, and have a map with some alternate routes should the need arise.
- If you do decide to evacuate before the staff leaves the building, notify the front desk so it is on record.
- If you decide to stay in the building (bad idea!) the Association will require you to sign a hold harmless/waiver form. Also, the Town has a mandatory evacuation notice form, which you must sign as well.
- Take videos, photos, etc. of your unit, furnishings, valuables, etc. for insurance purposes. Keep them in a safe place along with your insurance policies (if possible, off premises). If not possible, keep them off the ground, in a waterproof plastic bag.
- Keep an out of state phone number for your insurance carrier. It may be difficult to file a claim locally due to calling volume.
- Prepare a personal evacuation package (see pgs 10 & 11 for suggestions)

Toscana West Condominium Association, Inc.

PRE-SEASON PERSONAL EVACUTION CHECKLIST

Suggested things you may want to take with you when you leave Toscana...
(Remember it's better to have it and not need it, than to need it and not have it.)

- At least one gallon of bottled drinking water daily per person for 3-7 days. (You may want to consider 2 gallons daily per person for bathing and cooking purposes.)
- Non-perishable packaged or canned food which does not require cooking (enough for 3 -7 days). Some suggested items include, but are not limited to:
 1. Food for infants or elderly or those with special diets
 2. Non perishable foods: canned or packaged foods not requiring cooking
 3. Snack foods and drinks
 4. Non-electric can/bottle opener
 5. Sterno & appropriate cooking pot/utensils
 6. Plastic utensils
 7. Plastic bags and ties to secure garbage
- Blankets/Pillows, etc.
- Take appropriate: seasonal/rain gear/sturdy shoes
- Have a two-week supply of all medicines available, first aid, etc.
- Have a suitable amount of cash on hand. Electrical outages could render banks and ATM's inoperable.
- Keys: to your unit, cars, cash deposit box, etc.
- Special needs items: for babies, elderly, those with medical conditions, etc.
- Toiletries/Hand soap & towels/Hygiene items/toilet paper/Baby wipes, etc.

Toscana West Condominium Association, Inc.

- Flashlights/portable lanterns/portable fan/supply of batteries.
- A battery operated radio or television.
- Books, portable games, toys, etc.
- Important documents unless you have a safe and secure location within the unit.
- Small tool kit (just in case)
- Have your bag(s) packed and ready to go if evacuation orders are given. It is one less thing to worry about.
- Maintain a full tank of gas in your vehicle(s). NOTE: It is possible that flooding could occur in the garage area. You may wish to plan to move additional vehicles off premises if possible.
- Make prior arrangements for pets in case you need to go to a temporary shelter.
- Household Bleach (without lemon scent, etc.) to purify water, or water purification tablets
- Matches or a lighter and a fire extinguisher
- Mosquito repellent
- 100 ft. of rope or heavy cord.

PET SAFETY

Disaster shelters cannot accept pets because of health and safety regulations. Service animals for people with disabilities are an exception. A pet-friendly shelter is now available to county residents living in an evacuation zone or in a mobile home.

Pre-registration with Animal Care and Control, is required, 233-1266 or www.pbcgov.com/pubsafety/animal.

Plan:

- Arrange for a neighbor to check on your pets and take care of them if a disaster occurs while you are not at home.
- Plan ahead for a friend or relative outside the affected area to shelter your animals, if necessary.
- Keep your pet's ID and rabies license tags up to date. Call 561-233-1271 to update records.
- Make sure your pet has a collar with a contact name and phone number.

Make a disaster Go-Bag for each of your pets, include the following:

- Sturdy leashes and/or carriers to transport pets. Most animal shelters require owners to provide a pet carrier large enough for animals to stand and turn around.
- Current photos of your pets in case they get lost. Pictures with the pet and owner are more valuable when trying to provide proof of ownership.
- Food and potable water, for at least one week. Bowls, cat litter and pan, plastic bags, manual can opener, medicines and pet toys. These items may not be immediately available in animal shelters.
- Information on feeding schedules, medical conditions, behavior problems, current immunization records, photographs of the pet with the owner and the name and number of your veterinarian in case you have to board your pets.

Response:

- Be prepared, make arrangements for your pet to be housed at a pet boarding facility or call motels/hotels in advance for reservations. Most hotels take pets during a hurricane evacuation. A deposit is usually required.
- Outside your home and in the car, keep dogs securely leashed at all times. Transport cats in carriers. The most trustworthy pets may panic, hide, and try to escape or even bite or scratch.
- Animals react differently under stress. Pets do much better when they are with their owners during a stressful event such as a hurricane.

Pet-Friendly Shelter Requirements:

- The pet friendly shelter is for pets and people living in mandatory evacuation zones or in mobile homes.
- Pet owners are required to bring a kennel or carrier, food for two to three days, bedding, bowls, toys, and any special medications for their pet(s).
- Birds must have a health certificate and a carrier cage with cover.
- No livestock or reptiles will be accepted.
- All dogs and cats must have a current rabies vaccination and license tag, microchip, and provide date of last application of flea and tick preventative medication.
- No aggressive animals or animals classified as dangerous or potentially dangerous will be accepted.

When you return home, give your pets time to settle back into their routines.
Consult your veterinarian if any behavioral or medical problems persist.

PART TWO

Toscana West Condominium Association, Inc.

PART TWO:

WHAT HAPPENS AS A STORM IS IDENTIFIED, DEVELOPS AND APPROACHES...

AND WHAT HAPPENS ONCE THE STORM HAS PASSED.

- Once a **TROPICAL DEPRESSION** (see definitions in section three) is detected by the National Weather Service, a “Hurricane Information Center” with display boards will be set up in the lobby and will be updated as new information is received. Management will then initiate contact with Town officials, monitor the storm’s progress, via the NOAA, and Palm Beach EOC websites, news media, etc. and communicate important information via the information center.
- If the tropical depression becomes a **TROPICAL STORM** (see definitions) notices will be posted in the mail room, front desk, elevator lobbies, and at the information center. Satellite tracking photos will be posted, as well as updated information as it is received.
- When a **HURRICANE “WATCH”**(see definitions) is issued, Management will issue an **automated call out message**, advising residents of the developments, and instruct everyone to prepare for a possible storm and to prepare to leave the building. We will also include any available information from the Town of Highland Beach regarding access to and from the island prior to the storm.
- When a **HURRICANE “WARNING”** (see definitions) is issued, a new **automated call out message** will be issued advising that a storm is expected to hit the area within 24 hours. If a mandatory evacuation order is issued, the building will be shut down regardless of whether it is a tropical storm or a hurricane warning, the building shut down procedures (see below for details) will commence shortly. Once a hurricane warning is issued, the building will also be shut down, even if no evacuation order is issued. The call out system will keep you informed of events and actions taken by both authorities and the Association. Finally, we will give an **estimated** time of final building shut down (see below).

TO SUMMARIZE: The most important change to note from last year is...

- If a mandatory evacuation order is issued, the building will be shut down regardless of whether it is a tropical storm or a hurricane.
- Once a hurricane warning is issued, the building will be shut down even if no evacuation order is issued.
- The call out system will keep you informed of events and actions taken by both authorities and the Association.

Toscana West Condominium Association, Inc.

This shut-down will include the following steps...(Also, please consult the "*Frequently Asked Questions*" sheet for more details on the steps being taken to protect both the residents and the property.)

SHUT DOWN PROCEDURES AND PROCESS:

- Once a Hurricane Warning and/or a Mandatory Evacuation order is issued by authorities, the building's staff will begin the shut down procedures in order to give them time to prepare their own homes and families. **Once again, the shut down of the vital systems will start when either a) a mandatory evacuation order is issued or b) a hurricane warning is issued (even if no evacuation order is issued).**
- When the hurricane warning or evacuation order is issued by authorities, the building's public address system will be utilized on a regular basis to remind residents to evacuate the building.
- Elevators will be shut down and "parked" on the third floor.
- The Domestic Water supply and pumps will be turned off.
- The building's cooling towers will be shut down.
- The building's elevator access control computer will be shut down and removed from the front desk, as well as important Association records and documents.
- Each apartment will be checked for occupancy. Anyone who intends on staying in their apartment will be required to sign hold harmless forms from the Association and from the Town of Highland Beach.
- After all doors from the roof all the way down to the garage have been secured, the front doors will be locked and sandbags placed in front of the entrance.
- If possible, a security guard will stay in the lobby of the building until the building can be re-opened. However, no security firm can compel an employee to work in the building during a hurricane.
- **WHEN THE FINAL CALL IS MADE ON THE PUBLIC ADDRESS SYSTEM, THE BUILDING "LOCK DOWN" PROCEDURE WILL COMMENCE. IT IS ESTIMATED THAT THIS PROCESS WILL TAKE ABOUT 2 TO 3 HOURS TO COMPLETE ONCE IT BEGINS. ONCE COMPLETED, THE STAFF WILL IMMEDIATELY LEAVE THE PREMISES. NO ONE FROM MANAGEMENT WILL BE LEFT TO ASSIST ANY RESIDENTS STILL IN THE BUILDING UNTIL AFTER THE STORM HAS PASSED AND THE STAFF HAS RETURNED.**

Toscana West Condominium Association, Inc.

HURRICANES

UNIT OWNER EVACUATION CHECKLIST:

- BALCONIES: Make sure the “weep holes” (drains) on your balconies are clear and free of any debris. Remove all objects... including plants and furniture...from the balconies.
- WINDOWS AND DOORS: Tightly close and lock all glass doors and windows. Lay heavy towels at balcony doors and on window sills.
- ELECTRICAL APPLIANCES: Unplug appliances from electrical outlets, especially televisions, computers, fans, washers/dryers, etc.

OR,
- BREAKER PANEL: Shut off the circuit breakers in the electrical panel in the laundry room.
- AIR CONDITIONING: Turn your A/C units to the off position in order to prevent potential damage from power shorts and/or surges.
- WATER SUPPLY: Shut off main water supply to prevent flooding due to pipe or hose failure.
- HOT WATER HEATER: Turn water and electrical breakers off.
- FURNISHINGS AND VALUABLES: Move valuable furnishings to closets or away from windows. Remove valuables from the storage bins in the garage and take them to your unit.
- REFRIGERATOR/FREEZER: Remove ice from the ice tray in the freezer and shut off the ice maker. To the extent possible, throw as much of your perishable food in your refrigerator out before you leave. Try to use your disposal as much as possible.
- UNIT SECURITY: Before you leave, make sure the fire exit doors are securely closed, along with your glass sliders, windows, and front door.

Toscana West Condominium Association, Inc.

AFTER THE STORM HAS PASSED....

RE-OPENING THE BUILDING AFTER THE STORM...

As previously mentioned, the building will not be re-opened, and residents will not be allowed into the building until...

1. The Management Team arrives to inspect and assess the building and its systems.
2. A controlled start-up procedure is implemented, all of the systems are operating properly, and the building is deemed safe for occupancy.
3. The Front Desk systems are made operational and the front desk position is staffed.
4. Once the above steps have been completed, **an automated call out system message** will be sent to each of you stating that the building is re-opened and it is alright to return to Toscana.

IMPORTANT POINTS TO REMEMBER....

5. If problems are discovered after the storm that precludes the building from being opened in a timely fashion, a call out message will be sent to that effect. Further updates will be sent as information becomes available.
6. Therefore, just because Highland Beach allows residents back onto the island, do not assume the building is open.

WAIT FOR THE CALL OUT MESSAGE WHICH WILL CONFIRM THE BUILDING IS OPEN!

CONCLUSION

All of the procedures and policies described in this section are intended to protect the lives and safety of Toscana West Residents and to protect the building's vital systems.

Keep in mind that an evacuation order is mandatory, but even if no such order is issued, it is still recommended that everyone leave Toscana West as the building's vital systems will be shut down in any event.

It is the consensus of the Board of Directors, the Emergency Preparedness Task Force, Management, and local officials, that the procedures and policies as outlined above are the prudent courses of action to take and are in the best interests of the Association and all of its individual members.

We trust that after reviewing all of the information provided, you will agree with this assessment and the resulting plan and will immediately start to prepare your own individual emergency plan should we again be faced with an approaching hurricane.

Publix Stores with Generators in Boca Raton

- Boca Valley Plaza located at 7431 N. Federal Highway (at Hidden Valley Rd)
- Garden Shops at Boca located at 7060 Palmetto Park Road (at Powerline Rd)
- Lakeside Square@ Logger's Run located at 11650 W. Palmetto Park Road
- Mercado Real located at 1001 South Federal Hwy
- Palmetto Park Square located at 1339 W. Palmetto Park Rd (at 1-95)
- Polo Shoppes located at 5050 Champion Blvd. (Military Tr. north of Clint Moore Rd)
- Spanish River located at 4141 N. Federal Hwy (at Spanish River Rd)
- The Reserve located at 9720 Clint Moore Rd (at SR7/Route 441)
- West Boca Plaza located at 22973 State Road 7 South
- Westwinds of Boca located at 9846 Glades Road
- Woodfield Plaza located at 3003 Yamato Rd (at Jog Rd.)

Delray Beach (South)

- The Plaza at Delray located at 1358 S. Federal Hwy (at Linton Blvd)
- Addison Centre located at 16130 Jog Rd (at Linton Blvd)

Gas Stations with Generators

Boca Raton

Athletic Club Mobil Mart - 1459 NW 51st Street (Yamato Rd)
Camino Real Mobil - 1 E Camino Real
Chevron - 801 Yamato Road
Chevron - 7176 Beracasa Way
Chevron - 690 Glades Road
Mobil (corner 20th St_) - 1990 N Dixie Hwy
Mobil (Mission Bay Plaza) - 20385 SR 7/Rt 441
Shell - 7950 Glades Rd
Sunoco - 1930 N Federal Hwy
Sunoco - 299 W. Camino Real
U-Gas (at Yamato Rd)- 5101 N Federal Hwy

Propane Gas

Lee's Barbeque Grill Center (propane) - 19575-1 State Road 7
Lee's Grill Center (propane)- 1603 NW Second Ave

Delray Beach

Mobil - 3199 S Federal Hwy (corner of Lindell)
Gas One (at Baiwick Rd) - 4525 W Atlantic Ave
Mobil - 13555 S. Military Trail
Valero - 1001 S. Congress Ave
Mobil - 4970 W. Atlantic Ave

Boynton Beach

Valero - 1601 S Federal Hwy
Mobil - 850 NW 22nd Ave
Shell - 2360 N. Federal Hwy
U-Gas (at Woolbright Rd)- 1520 N Federal Hwy
American Freedom - 6555 W. Boynton Beach Rd
Hagen Ranch Marathon (at Hagen Ranch Rd)- 7450 Boynton Beach Blvd

PART THREE

Toscana West Condominium Association, Inc.

HURRICANES: FREQUENTLY ASKED QUESTIONS

DO WE HAVE TO LEAVE TOSCANA OR CAN WE STAY?

When a Hurricane Warning is issued and/or mandatory evacuation order is given to all residents of the “barrier islands” everyone living east of the intra-coastal waterway is mandated to leave the island. Highland beach is located on a barrier island. Again, even if no evacuation order is given, the building will be without basic services so you would be best served to leave.

WHAT WILL HAPPEN IF I REFUSE TO LEAVE?

Officials cannot force you to leave. However, the building will be without elevator service, air conditioning, water, or personnel, all before the storm even arrives. Once the storm does arrive, it is very **probable** that power be out for a prolonged period. It is also likely that you will be without any emergency fire protection or the protection of police, fire and rescue personnel during the height of the storm. Simply put, it is a bad idea to ignore the evacuation order and stay on the island.

HOW WILL WE BE KEPT INFORMED ABOUT WHAT IS GOING ON?

In addition to this residential informational package, Management will communicate in several ways.

Once a storm has been identified, an “information center” will be set up in the lobby and timely information will be posted. As the final shut down of the building approaches, the public address system will also be utilized.

However, most important means of communication will be the use of an automated call out system. This system will call every resident who has provided the required information, and will call up to five phone numbers per resident (plus two emails) until a connection is made and a message left. There are 14 call centers located throughout the U.S. to ensure that messages are sent.

By utilizing this call out system, residents will have timely, pertinent, and accurate information, which should eliminate the need for calls to the front desk. This is especially true for Owners or Residents who are not in South Florida when a storm develops. The effect will be to provide information to residents efficiently, and to allow the Staff to concentrate on other vital tasks when preparing the building for an approaching storm.

WHY ARE THE BUILDING’S ELEVATORS, A/C, AND WATER SHUT DOWN BEFORE THE STORM EVEN ARRIVES?

These are prudent actions taken in advance to A) protect human lives and B) the building’s very expensive machinery and electronic systems.

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ELEVATORS: During a hurricane elevator pits could fill up with water, thus exposing anyone in an elevator to electrocution and/or potentially cause damage to the elevator's mechanical and/or electronic components. During a prolonged power outage the limited fuel supply to the emergency generator could be exhausted. Someone could be in a totally dark, powerless elevator cab without the ability to communicate and with no easy prospect for rescue. Finally, a more likely occurrence is damage to the elevator's VERY expensive electronic resulting from power surges and electrical shorts. Any such damage could take weeks to repair.

AIR CONDITIONING: The A/C systems are shut down because the main components of the system, (the "cooling towers"), are located on the roof of Toscana West. If the system were allowed to operate during a storm, hurricane force winds could actually reverse the spin of the large fans and cause severe damage to the motors as well as a variety of complex other electrical components that cool the common areas of the building. This equipment has a value well in excess of a million dollars. Also to consider is the likely delay in repairs after a hurricane, thus exposing the building to an environment conducive to the creation of mold.

WATER: The water system is shut down in advance of a storm because of the potential for damage to the electric pumps, the possibility of a pipe break when the building is vacant with no maintenance personnel present to react to a flood situation. There is also the very real possibility of a breach in the Town's water supply which could expose Toscana West residents to water contamination.

WHAT ABOUT THE EMERGENCY GENERATOR?

The emergency generator was not intended, nor designed, to sustain normal life in the building. Its sole purpose is to operate the elevators and provide emergency lighting to the common areas (lobbies and stairwells) on a limited basis, in order to allow residents in the building to evacuate. The generator cannot run the building's air conditioning, nor supply power to the individual units. There is but a limited amount of time that the generator can operate. It is imperative that the diesel fuel supply not be allowed to run out. Without any means to have even minimal electricity, the building is unsafe for occupancy.

WHY IS THE BUILDING SHUT DOWN SO FAR IN ADVANCE OF THE STORM?

Toscana West is a modern, complex building that requires trained professionals to operate. None of these personnel live on site, Consequently the staff, after attending to their duties here, require sufficient time to leave the building and prepare their own homes for the storm. This will allow them to be with and take care of their families before the storm hits the area.

WHAT ABOUT SECURITY?

When a hurricane warning is issued, the plan is to have a security guard volunteer stay in the lobby during the storm. HOWEVER, there can be NO assurance or guarantee that this will actually occur. Especially during a mandatory evacuation order by Officials, the security firm cannot compel its employees to report to Toscana West, let alone stay for the duration of the storm.

Toscana West Condominium Association, Inc.

WHAT ABOUT HURRICANE SHUTTERS?

It has been determined that although hurricane shutters were provided by the Developers when the building opened, there is no legal obligation to install the shutters prior to a storm. Further investigation has confirmed that even if the shutters are not installed, our building would still meet the applicable code requirements. We also have on file confirmation from our insurance carrier that even if we did not install the shutters and there was a damage claim as a result of a named storm, there would be no denial of coverage resulting from not putting the shutters up. Just as important, given that we do not have the internal manpower resource to install nearly 2,000 panels, and no outside contractor is willing to take on this job, the decision has been made to forego the installation of the shutters.

WHAT HAPPENS AFTER THE STORM PASSES?

Do not rush back to the building!!! The plan is for the emergency communications system to call or email residents with progress messages. The staff needs adequate time to travel to the building, gain entrance on to the island, open the building, and assess damage (if any).

Once it is deemed safe to attempt to restart the systems, the staff will undertake specific, ordered procedures to re-start the building's systems. A deliberate step-by-step start-up procedure is important to minimize unintentional damage to the building's vital systems. Once the systems are operational, and there is sufficient staff to resume operations, all residents will be notified.

TOSCANA WEST CONDOMINIUM ASSOCIATION, INC.

PLEASE READ CAREFULLY BEFORE SIGNING RELEASE AND HOLD HARMLESS

The undersigned having been informed that it will be dangerous to property and person, and possibly life threatening to remain in the Toscana West building at this time, hereby releases and holds harmless Toscana West Condominium Association, Inc., its officers, First Service Residential, it's employees and agents from any and all liability and damages, including but not limited to, death or injury resulting or arising from my refusal to evacuate the building when directed to do so by any government authority having jurisdiction during the present emergency situation or by the Toscana West Condominium Association, Inc. as described in the Emergency Plan.

The undersigned further understands and acknowledges that following a mandatory evacuation order the Association may choose to discontinue essential services including electricity, water, and the running of the emergency generator.

The undersigned also acknowledges that as is normally the case during the existence of any evacuation order, the undersigned shall be liable and responsible for any damage which he/she may cause to the common elements of or unit in the condominium either by use of those common elements or any other unit or units.

PRINTED NAME: _____

UNIT #: _____

NAME, ADDRESS & PHONE NUMBER OF NEXT OF KIN:

Signature _____ Witness _____

Date _____

MANDATORY EVACUATION NOTICE

I understand and acknowledge that following a mandatory evacuation order, the Town of Highland Beach may choose to discontinue essential services including police and fire protection, emergency medical services, and water and sewer utilities.

Furthermore, I understand and acknowledge that my refusal to adhere to a mandatory evacuation order could result in my injury or death.

Resident's Name _____

Address _____

Telephone _____

Nearest
Living Relative _____

Address _____

Telephone _____

Signature

Date

TOSCANA WEST CONDOMINIUM ASSOCIATION, INC.
2015 EMERGENCY PLAN CONTACT INFORMATION FORM

Unit # _____ Date _____

Owner(s) Name(s) _____

Other Occupant(s) _____

Pets: _____

Primary Residence Mailing
Address: _____

Primary Home Phone # _____

Cellular Phone # _____

Alternate Phone # _____

Fax # _____

Email Address: _____

Secondary Residence Mailing
Address: _____

Secondary Home Phone# _____

Secondary Fax # _____

IN A TRUE Emergency – List names, relationship and phone numbers of who to contact in order of importance.

1. _____
2. _____
3. _____
4. _____
5. _____

List special needs or disabilities (i.e. wheelchair, oxygen):

Toscana West Condominium Association, Inc.

IMPORTANT DEFINITIONS

TROPICAL DEPRESSION

Winds of less than 39 mph.

TROPICAL STORM

Sustained winds of 39 to 73 mph.

HURRICANE

Sustained winds of 74 mph or higher

TROPICAL STORM WARNING

A Tropical Storm as defined above is expected within 24 hours

HURRICANE WATCH

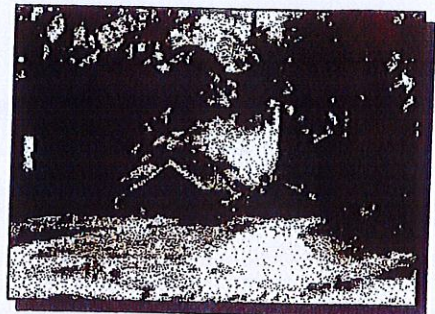
A "Hurricane Watch", which is issued by the National Weather Service, means that Hurricane conditions are possible within 36 hours. Both building preparations by the staff and individual unit preparations by Unit Owners should be under way and be completed by the time a Hurricane Warning is issued by the County. Once the "Watch" has been issued, hourly announcements over the building's P.A. System will commence, depending on the time of day the "Warning" is issued, and will progress to ½ hour and 15 minute periodic announcements as the storm nears.

HURRICANE WARNING

A "Hurricane Warning" issued by the National Weather Service means that a tropical storm or Hurricane conditions are expected within 24 hours. At this time, the County will issue an evacuation order for the "barrier islands". All Resident preparations should be completed by this time, and the evacuation of the building by residents should commence. Once the "Warning" has been issued, the building's staff will commence their final building shut down procedures which will take approximately two hours.

Tropical depressions and tropical storms, while generally less dangerous than hurricanes, still can be deadly. The winds of tropical depressions and tropical storms are usually not the greatest threat. Heavy rains, flooding and severe weather, such as tornadoes, create the greatest threats from tropical storms and depressions.

On average each year, 10 tropical storms, 6 of which become hurricanes, develop in the Atlantic Ocean, Caribbean Sea or Gulf of Mexico. In a typical 3-year span, the U.S. coastline is struck on average five times by hurricanes, two of which will be designated as major hurricanes.



*Hurricane Camille, Category 5
Hurricane/NOAA*

Tropical cyclones are sometimes steered by weak and erratic winds, making forecasting a challenge. Warnings issued from the National Oceanic and Atmospheric Administration's (NOAA) National Hurricane Center and Central Pacific Hurricane Center continue to improve and have greatly diminished hurricane fatalities in the United States. Despite improved warnings, property damage continues to increase due to growing population on our coastlines. Federal agencies, such as the Federal Emergency Management Agency (FEMA), and organizations such as the American Red Cross, have combined with state and local agencies, rescue and relief organizations, the private sector and the news media to improve preparedness efforts.

Saffir-Simpson Hurricane Scale

The *Saffir-Simpson Hurricane Scale* is a 1 to 5 rating based on the hurricane's intensity. This scale estimates potential property damage. Hurricanes or typhoons reaching Category 3 and higher are considered *major* hurricanes because of their potential for loss of life and damage. Category 1 and 2 storms are still very dangerous and warrant preventative measures. In the western North Pacific, the term "Super Typhoon" is used for tropical cyclones with sustained winds exceeding 150 mph. For more information on the Saffir-Simpson Hurricane Scale, go to www.nhc.noaa.gov/aboutsshs.html.

Saffir-Simpson Hurricane Scale

Scale Number (Category)	Sustained Winds (MPH)	Types of Damage	Hurricanes
1	74-95	<i>Minimal: Damage primarily to shrubbery, trees, foliage and unanchored mobile homes. No real damage to other structures.</i>	<i>Irene, 1999</i>
2	96-110	<i>Moderate: Some trees blown down. Major damage to exposed mobile homes. Some damage to roofing materials, windows and doors.</i>	<i>Georges, 1998 Floyd, 1999</i>
3	111-130	<i>Extensive: Large trees blown down. Mobile homes destroyed. Some structural damage to roofing materials of buildings. Some structural damage to small buildings.</i>	<i>Betsy, 1965 Alicia, 1983</i>
4	131-155	<i>Extreme: Trees blown down. Complete destruction of mobile homes. Extensive damage to roofing materials, windows and doors. Complete failure of roofs on many small residences.</i>	<i>Andrew, 1992</i>
5	>155	<i>Catastrophic: Complete failure of roofs on many residences and industrial buildings. Extensive damage to windows and doors. Some complete building failure.</i>	<i>Camille, 1969</i>

NOTE: Damage can vary greatly and may not apply to all areas, such as Hawaii.

TORNADO'S

Tornados are also possibilities for our area. Here is what to do in case of a *tornado warning*:

Stay away from all windows. Go directly to an enclosed, windowless area such as your laundry room or the room off of your elevator foyer that opens to the stairwell. Interior stairwells are enclosed and are good places to take shelter. Please do not use the elevators as you could be trapped if the power is lost.

HURRICANE SHELTER LOCATIONS

HERE ARE THE AMERICAN RED CROSS HURRICANE SHELTERS IN PALM BEACH COUNTY. LISTEN TO LOCAL MEDIA WHEN A STORM IS APPROACHING TO LEARN WHICH SHELTERS WILL OPEN.

NORTH AREA: JUPITER TO RIVIERA BEACH

- 1 Independence Middle School, 4001 Greenway Drive, Jupiter
- 2 William T. Dwyer High School, 13601 N. Military Trail, Palm Beach Gardens
- 3 McCleod Bethune Elementary School, 1501 Avenue U, Riviera Beach

CENTRAL AREA: WEST PALM BEACH, WELLINGTON, ROYAL PALM BEACH, LOXAHATCHEE

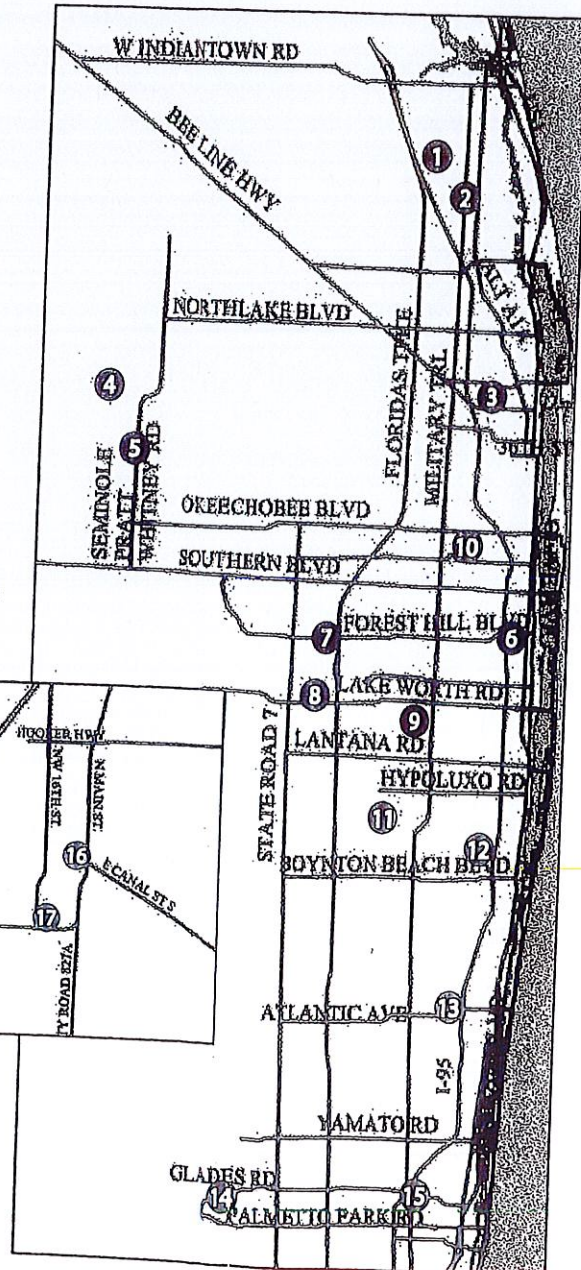
- 4 Frontier Elementary School
6701 180th Ave. N., Loxahatchee
- 5 Seminole Ridge High School
Seminole Pratt-Whitney Rd., Loxahatchee
- 6 Forest Hill High School
6901 Parker Ave., West Palm Beach
- 7 Palm Beach Central High School
8499 Forest Hill Blvd., Wellington
- 8 Discovery Key Elementary School
3550 Lyons Rd., Lake Worth
- 9 Heritage Elementary School
5100 Melaleuca Ln., Greenacres
- 10 Westgate Elementary School
1545 Loxahatchee Dr., West Palm Beach

SOUTH AREA: BOYNTON BEACH, DELRAY BEACH, BOCA RATON

- 11 Park Vista High School
7900 Jog Rd., Boynton Beach
- 12 Boynton Beach High School
4975 Park Ridge Blvd., Boynton Beach
- 13 Atlantic High School
2455 W. Atlantic Ave., Delray Beach
- 14 West Boca Raton High School
12811 Glades Rd., Boca Raton
- 15 Boca Raton High School
1501 NW 15th Ct., Boca Raton

WEST AREA: BELLE GLADE, SOUTH BAY, PAHOKEE, CANAL POINTE

- 16 Lake Shore Middle School
425 W. Canal St. N., Belle Glade
- 17 Glades Central High School
1001 SW Avenue M., Belle Glade



Toscana West Condominium Association, Inc.

PALM BEACH COUNTY SPECIAL CARE UNIT OR SPECIAL NEEDS SHELTER

In the event that Palm Beach County is threatened by a hurricane, the normal environment of a hurricane shelter does not lend itself to the proper care of citizens that have medical problems.

With the support of area hospitals, the Palm Beach County Health Department and Red Cross have developed a Special Program. Prior to the arrival of a hurricane, citizens who meet the specific medical criteria may be taken to one of two centrally located facilities where they will be under medical supervision of physicians and registered nurses. Admittance to these facilities may be restricted to the following:

1. Persons who cannot be without electricity because they depend on their own electrically energized life support equipment within the home, ie: oxygen, nebulizers, c-pap, bi-pap, etc.
2. Persons that are too immobile and/or have a chronic stable illness but are not suitable for regular shelter placement or do not require hospitalization.
3. People with minor health/medical conditions that require professional observation, assessment and maintenance.
4. People with the need for medications and/or vital sign monitoring and are unable to do so without professional assistance.
5. Persons who are bedridden and require custodial care. Caregivers must accompany their patients.

All other persons not meeting the above criteria will be referred to a Red Cross shelter.

All persons must bring with them their own medication and equipment. Please include oxygen concentrator for the time they will occupy the Special Care Unit or Special Needs Shelter. The County will try to assist anyone who needs transportation to the best of their ability. However, the County needs to know if you are transportation dependent.

If you or a member of your family meets medical criteria for sheltering in the Special Care Unit or Special Needs Shelter, the County needs to know your circumstances.

You must complete a PALM BEACH COUNTY SPECIAL NEEDS APPLICATION (attached). Any questions you may contact 561-712-6400. Copies of this application will also be available at the Front Concierge Desk.

PALM BEACH COUNTY SPECIAL NEEDS APPLICATION

PLEASE COMPLETE AND SIGN THE APPLICATION WITH YOUR PHYSICIAN.

Name _____

Address _____ City _____ APT# _____

Zip Code: _____ Phone #: _____ Age: _____ DOB: _____ Sex: _____ Weight _____

If you live in a mobile home park, condominium, or apartment, indicate the name, address, and telephone number # of the complex:

Do you have a Caregiver? (Circle one) Yes or No _____ Name of Caregiver _____

If yes, does your caregiver have special needs? Please explain:

Does your caregiver need special accommodations? (circle one) Yes or No

If yes, please explain: _____

Please list the name and phone number of a relative, neighbor, or an emergency contact:

DO YOU NEED ASSISTANCE IN THE FOLLOWING: (check those that apply)

Using the restroom _____

Taking your medication _____

Feeding yourself _____

Walking greater than 50 feet _____

Getting in or out of bed _____

****If you checked any of the above, you may need a caretaker with you in the shelter.**

DISABILITY: (check those that apply)

Visually Impaired _____

Hearing Impaired _____

Mobility _____

Bedridden _____

****If you checked any of the above, you may need a caretaker with you in the shelter.**

SPECIAL EQUIPMENT: (Check those that apply):

Walker _____

Cane _____

Electric Scooter _____

Feeding Tube _____

IV equipment _____

Dialysis _____ How many times a week _____

Which Dialysis Center do you use _____

Have you discussed your emergency treatment plan with your Dialysis Center? _____

****If you checked any of the above, you may need a caretaker with you in the shelter.**

ELECTRIC DEPENDENT: (Check those that apply):

Oxygen ___

Nebulizer ___

C-Pap ___

Bi-Pap ___

Oxygen supplier and phone # _____

TRANSPORTATION: (Check the one that applies):

You will provide your own transportation ___

Or

You will need transportation:

Palm Tran Bus Service ___

Stretcher type transportation ___

Stretcher type of transportation is only provided if you are unable to transfer into a wheelchair.

Please be advised that currently both Special Needs Shelters are located in the West Palm Beach area. If you are unable to drive or have difficulty driving, please check the "Need Transportation Option".

By choosing that you need transportation, you will be receiving assistance from the bus drivers with supplies that you are required to bring with you to the shelter. You will also receive a call from the bus service giving you an approximate time of your pick-up.

If you choose to drive yourself, then you will have the freedom to immediately leave the shelter when the all clear is given. You will not receive a call and will have to watch or listen to media announcements advising the opening of Special Needs Shelters. This is a very important decision, so please take the time to consider it.

STATEMENT OF UNDERSTANDING

The information contained herein is true and correct to the best of my knowledge. I have read the Special Needs Program Applicant Information sheet accompanying this request and I understand the limitations on the services and level of care available.

I understand that if accepted and space is available, assistance will be provided only for the duration of the emergency, and that alternative arrangements should be made in advance in case I am unable to return to my home. If you are unable to make arrangements, then you will be placed in a facility that can accommodate you medical issues (Assisted living facilities or Nursing Homes) until other options become available.

I understand that I may or may not be assigned to the Special Care Unit/Special Needs Shelter based on the criteria stated in the information provided.

I grant permission to medical providers and transportation agencies and others, as necessary, to provide care and disclose any information necessary to respond to my needs.

I understand that this registration is voluntary and hereby request registration in the Palm Beach County Special Needs Program.

I understand registration is updated twice a year. If I do not respond to requests to contact the county, I will be removed from the registration list. I will notify the county of any changes in my address or condition.

Person registering for Special Needs or Special Care Unit Program:

Print Applicant Name

_____ Date _____
Applicant Signature

Name of person filling out the application if different than applicant:

Signature of person filling out the application if different than applicant:

Send completed application and statement to:

Palm Beach County Division of Emergency Management
Special Needs Program
20 S. Military Trail, West Palm Beach, FL 33415

TO BE COMPLETED BY PHYSICIAN:

The following medical criteria are used to evaluate placement eligibility for your patient to be accepted in the Special Care Unit or the Special Needs Shelter. Please complete this form if you think that your patient would benefit from a medical shelter.

1. Persons who cannot be without electricity because they depend upon their own electrically energized life support equipment within the home. i.e.: oxygen, nebulizers, c-pap, bi-pap, etc.
2. Persons that are too immobile and/or have a chronic stable illness but are not suitable for regular shelter placement or do not require hospitalization.
3. People with minor health/medical conditions that require professional observation, assessment and maintenance.
4. People with the need for medications and/or vital sign monitoring and are unable to do so without professional assistance
5. Persons who are bedridden and require custodial care.

Caregivers must accompany their patients if they are unable to care for themselves.

Diagnosis :(Please print clearly)

Allergies: _____

Does your patient depend upon life support equipment within his or her residence? Yes ___ No ___

Is your patient on Dialysis? Yes ___ No ___ How often? _____

Is the patient insulin dependent? Yes ___ No ___ If yes, please discuss other options for cooling and storage of the insulin with your patient.

Does your patient need assistance with Activities of Daily Living? If yes, please explain

In your opinion, would your patient require assistance in a shelter environment? Yes ___ No ___

(For example, would your patient need assistance walking greater than 50 feet for bathroom access, getting in and out of a cot which is two feet tall, dosing personal medications, etc?)

If Yes, please explain: _____.

Does the patient have any Mental Deficiencies (i.e. Alzheimer's, Dementia)? Yes ___ No ___

Is your patient under Hospice Care? Yes ___ No ___ If Yes, which Hospice organization? _____

List the patient's medications and the dosages or attach a separate sheet:

***Physician's name, address, phone & fax # (Please print clearly)**

Physician's signature: _____ Date: _____

Applicant's Signature: _____ Date: _____



TOWN OF HIGHLAND BEACH EMERGENCY PREPAREDNESS GUIDE

A Continued Culture of Preparedness

Hurricane season is here and the predictions have been made – “16 named storms predicted.” Whether or not such predictions are reliable, only time will tell. When mentioning names such as Frances, Jeanne and Wilma, we have personally experienced nature’s fury; it should now be a routine this time of year to **prepare, prepare, prepare**. Government agencies at the local, federal and state level provide assistance, but such assistance should never be a substitute for our individual safety, planning and preparedness. Each and every one of us should take personal responsibility for ourselves and that of our families.

Emergencies can and do happen, and we must make every effort to plan ahead making as many preparations as possible, well in advance. People who take personal responsibility for themselves and their families, and who are prepared in advance with a plan in place, will be in a much better position to deal with an emergency than those who do not plan ahead.

A New Emergency Notification System is on the way



Communication is Critically Important in Times of Emergency

The Town is currently under contract review for a new emergency notification system-**CodeRed™**. This new emergency notification system is expected to be brought online in early fall of this year. Emergency notifications may be sent to land line and cellular telephones; residents may even sign up to receive text or e-mail notifications. Utilizing this system will allow the Town to have a more advanced and efficient system to get the word out in the event of an emergency.

CodeRed™ combines its calling data and utilizes GIS mapping technology to geographically target and notify affected individuals. The Town simply outlines the targeted area on the online map, records a voice message, and then launches the call. Simultaneously, **CodeRed™** dials all phone numbers in the designated calling zone. Alternatively, the Town can launch calls from lists of numbers that can be pre-built.

Nevertheless, in order to reach out to as many residents as possible, the Town must begin collecting their contact information. As with the old notification system, the database only contains telephone numbers that are listed phone numbers from various commercial data. Using such data will leave out a significant number of residents that may have unlisted numbers or may use mobile devices as their main point of contact. Therefore, if you have an unlisted telephone number or if you would like to add a mobile telephone number to be included in the database, please visit or call Town Hall to add your information, or visit the Town’s website to register. Having such a system will enable the Town to initiate a mass calling with a single recorded message informing residents of emergency information in a timely manner.

CodeRed™ will prove to be an invaluable tool to the Town of Highland Beach.

CERT



Following a disaster, community members may be on their own for a period of time because of the size of the area affected, lost communications, and impassable roads.

The Community Emergency Response Team (CERT) program supports local response capabilities by training volunteers to organize themselves and spontaneous volunteers at the disaster site. They provide immediate assistance to victims and collect disaster intelligence to support responders’ efforts when they arrive.

In the classroom, participants learn about the hazards they face and ways to prepare for them. CERT members are taught basic organizational skills that they can use to help themselves, their loved ones, and their neighbors until help arrives.

The Town sponsors CERT training in the community which consists of 20 hours of instruction on topics that include disaster preparedness, fire safety, disaster medical operations, light search and rescue, team organization, and disaster psychology. Upon completion of the training, participants are encouraged to continue their involvement by participating in training activities and volunteering for projects that support their community’s disaster preparedness efforts.

For additional information on CERT please visit, www.townofhighlandbeach.com/cert or contact Delray Beach Fire Rescue CERT at 561-243-7456.



Plan Ahead

You should plan in advance what you will do in an emergency. Emergency events can occur quickly and without any warning. Planning for any emergency requires considering all likely scenarios. Remember, you may not have time to shop or search for the supplies you need. Be prepared to assess the situation, use common sense, and make a mental inventory of whatever you have on hand to take care of yourself and your loved ones.



Always...

- Keep a full tank of gas in your car if an evacuation seems likely
 - Gas stations may be closed during emergencies and unable to pump gas during power outages. Plan to take one car per family to reduce congestion and delay.
- Make transportation arrangements with family and/or friends if you do not own a car.
- Listen to battery-powered radio and follow local evacuation instructions.
- Gather your family and go if you are instructed to evacuate immediately.
- Leave early enough to avoid being trapped by severe weather.
- Follow recommended evacuation routes. Do not take shortcuts; they may be blocked.
- Be alert for washed-out roads and bridges. Do not drive into flooded areas.
- Stay away from downed power lines

If time permits...

- Gather disaster supplies kit.
- Wear sturdy shoes and clothing that provides some protection, such as long pants, long sleeved shirts, and a cap.
- Secure your home:
 - Close and lock doors and windows.
 - Unplug electrical equipment, such as radios and televisions, and small appliances, such as toasters and microwaves. Leave freezers and refrigerators plugged in unless there is a risk of flooding
- Let others know where you are going.

Should you have questions about emergency evacuation routes, please contact Town Hall.

Evacuating to a public shelter should be your absolute last resort. Shelters will be crowded and uncomfortable; with no privacy. Should you need to go to a public shelter, be sure to take with you: pillows, blankets, supplies of food, water, prescription medications, games and toys for small children. Do not go to a shelter until you hear official word that it has been opened. Stay tuned to local news stations or call the Town's emergency information number for possible locations of shelters.

If You Choose to Ignore an Evacuation Order

The Town of Highland Beach expects its residents to heed evacuation orders. If you choose to ignore an evacuation order and stay in your home, you must understand that there will come a point in time when you are **on your own**. Police and fire-rescue personnel will not be available or able to assist you if you have chosen to ignore the evacuation order. Consider the fact that if there is no electricity to run elevators in high-rise buildings following a storm, residents of upper floors may find themselves trapped in their apartments with no way up or down but the stairs. If you refuse to leave, you may be asked by the police department or your building manager to sign an affidavit to that effect.

Step 3 Inventory your valuables

Make a list and also videotape/photograph items of value. Insurance policies should be reviewed well in advance of a storm. Note: Once a hurricane watch has been issued, most insurers will not issue new or additional coverage (this includes flood insurance).

Step 4 Check your home for vulnerable areas

Walk around your home and evaluate the roof, windows, garage doors, patio doors, screen enclosed rooms, landscaping, etc., to see what protective measures you need to take if a storm is approaching.

Step 1

Discuss disasters as a family

Have a family meeting to talk about disasters. Children should be encouraged to talk about their fears, and parents should convey the steps they take to keep everyone safe. Together, develop a list of things to take care of in preparing.

Step 2

Make evacuation plans

Since the Town of Highland Beach is located on a barrier island, it lies in a **MANDATORY EVACUATION ZONE FOR ALL CATEGORIES OF HURRICANES**. Evacuation orders are issued by the Palm Beach County Division of Emergency Management, and will be enforced by the Town. The Town will provide evacuation notification by all means necessary for the welfare of its residents. The Town of Highland Beach strongly advises all residents to heed mandatory evacuation orders and respond responsibly and quickly. The amount of time you have to evacuate may be limited and major delays may be encountered. You are encouraged to plan your route and have an alternate - you and everyone else may be on the road at the same time. Leaving as early as possible is the key. Make your plans for your own evacuation well in advance of the storm season.



Step 5 Protect your vehicles

Identify where you would store or park your vehicle, boat or RV. Double-check your vehicle insurance policy and keep it in a safe place with your homeowner's policy.

Step 6 Reduce damage to your home and property

Roof

- Hire a licensed professional to check your roof. Checking the roof yourself is dangerous and can cause damage, or injury.
- Shingles, tiles and panels should be fastened tightly and loose ones replaced.
- Asphalt shingles should be attached using hot-dipped, galvanized nails.
- Roof trusses should have braces and hurricane straps installed. If you temporarily repair a roof leak with tarps, check to ensure tarps are secured to the roof with wood strips that are two inch by one inch, placed at 48 inches on center, especially to the edges.

Landscape

Trim trees and shrubs regularly. Remove weak branches, especially those resting on your roof, and thin the upper canopy. Do not trim trees once a storm warning has been issued.

Shutters

Consider installing window shutters. If you have shutters, now is the time to make sure they are in good working condition. For accordion or roll-down shutters, test to ensure they open and close easily and lubricate and clear the track of obstructions. For panel shutters, check for excessive wear or rust on the connectors.

Pool

- Shingles, tiles and panels should be fastened tightly and loose ones replaced.
- Keep water in the pool as it will protect the pool's finish from sand and flying debris. You can lower the water level, but no more than one to two feet; otherwise, hydrostatic pressure could cause the pool to pop out of the ground.
- Add chlorine to the water to prevent contamination.
- Turn off the power to the pool equipment.
- Remove the pool pump motor and store it indoors in a dry place, or wrap the motor in plastic material, such as a garment bag, and secure it tightly with tape or rope.
- Remove all loose items from the pool area (furniture, pool cleaning equipment, filter house tops, deck lids, etc.).
- After the storm: reinstall the pump, return water to a normal level, clean pool thoroughly, balance the chemicals, super-chlorinate, and run the filter until the water is clean.



Step 7 Identify special needs

Make arrangements well in advance of a storm to take care of infants, the elderly and those with special needs. Persons with special needs should register with Palm Beach County Emergency Management.

Palm Beach County has a Special Needs Program in place to assist those residents with certain serious medical problems during a major emergency. The Special Needs Shelter is a facility that has auxiliary electrical power, is wind resistant, is not flood prone, and has medical supervision. To be eligible for the Special Needs Program, you must *pre-register* with the County Division of Emergency Management, and meet one of several established criteria. Residents who are interested in applying for the Special Needs Program may pick up an application at the Highland Beach Police Department, download it from the Town's Website at www.ci.highlandbeach.fl.us, or call the Palm Beach County Division of Emergency Management directly at 561-712-6400. Any information provided will be used only to properly provide for your care during a serious hurricane and Florida law protects your confidentiality.

Step 8

Have a plan for your pets

Make sure you have a plan to address your pet's needs whether you evacuate or stay in your home.

Palm Beach County has provided a Pet Friendly Shelter for individuals living in mandatory evacuation zones with pets. Residents that need to utilize this shelter must register in advance either online or by mail. Registration forms may be found at: <http://www.pbcgov.com/publicsafety/animal-care/petshelter.htm>

Veterinary clinics and boarding facilities are other possibilities, but arrangements will need to be made well in advance. A list of boarding facilities may be found on the Town's website.

Additional information regarding the pet friendly shelter may be found on the Town's website or by calling Animal Care & Control at (561) 233-1266.

Step 9

Have a disaster supply kit



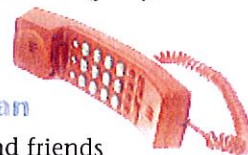
If you remain at home, electricity, water, heat, air conditioning, telephone service, and transportation could be cut off for a considerable amount of time or first responders may not be able to reach you right away.

Consequently, you should plan on having non perishable food, water, medications, and other essentials to get you through the emergency.

Step 10

Share your plan

Let your family and friends know of your disaster plan. Make sure they know how to reach you to check on you. Have an out-of-town family member or friend as a point of contact.





After the Storm

Town officials and emergency personnel will work as quickly as possible to conduct preliminary impact assessments, clear debris from the streets, and be sure the Town is safe for residents to return. Those who chose to ignore the evacuation order and stayed in their homes during the storm are asked to remain in their homes, and at least stay off the roads, until an official all clear has been given. We understand that residents will be anxious to get back to their homes, however, no residents will be allowed entry into the Town until the all clear has been given.

Information

The Town will make every effort to keep residents informed before, during and after an emergency event. The Town has a special telephone hotline – **561-330-RAIN (7246)** providing pre-recorded information specific to Highland Beach which will be updated at least once per day during an emergency event. Residents should also stay tuned to the Town’s own Channel 95 as well as area television and radio stations for current information.

Re-Entry

The police department will establish checkpoints at the northern and southern borders to the Town, so please be sure to have appropriate identification such as a driver’s license, property deed or utility bill to show as proof of residency. A part-time resident (a property owner or tenant) residing in Town who possesses an out-of-state driver license as a form of identification may apply for a “Florida Only” driver license without having to surrender their primary license from another state. Also, a resident can apply for a Florida Identification Card. In either case, a local address will allow a resident to proceed past an established check point during the re-entry period. For more information regarding these forms of identification, call the Florida Department of Highway Safety & Motor Vehicles at (561) 681-6333, or visit their website at www.flhsmv.state.fl.us

In lieu of one of these forms of identification, a part time resident (or a non-resident) who is a property owner can keep with them a copy of their current property tax statement which should identify them by name. This can be used as proof of residency (or ownership) in conjunction with another form of valid identification with photograph, such as an out-of-area driver license.

Curfews

Curfews may be imposed for a period of time after the storm, and will be strictly enforced by the police department. While curfews may be unpopular, they are necessary to help protect residents and their property, especially when there are widespread electrical outages. Your patience and cooperation is greatly appreciated.

Traffic Signals/Road Debris

Use extreme caution when driving after a storm has passed. There may be debris in roadways that reduces visibility or inhibits safe passage. If you approach an intersection that has a missing or non-functioning traffic signal, the law requires that motorists treat such intersections as a four-way stop.

Household Waste and Recycling Collection

Collection of household waste and recycling may be suspended immediately before or after a storm, but will return to normal as soon as possible. Residents should call the Town’s emergency information hotline, 561-330-RAIN (7246) for information on post-storm household waste and recycling pick-up.

Storm Damage and Debris Removal

If your home has suffered damage, be sure to check with the Town’s building department before hiring a contractor to be certain that the contractor has the appropriate licenses and is registered with the Town. A listing of currently registered contractors can be found on the Town’s Website. Go to www.ci.highland-beach.fl.us to access this list. This will serve to protect you, the homeowner, from getting stuck with shoddy repairs by a “fly by night” unlicensed contractor. The Town has contracted with an outside vendor to remove storm debris. This process will begin as soon as possible after the storm passes. All storm debris must be brought to the public right-of-way for removal. Neither the debris removal contractor, nor Town staff, will go on private property, including the beach, to remove debris.

Important Telephone Numbers and Websites

Police/Fire/Medical Emergencies.....	911
Police – non-emergency	266-5800
Fire Rescue – non-emergency.....	243-7400
Town Hall	278-4548
	www.ci.highland-beach.fl.us
Highland Beach Emergency Information Hotline	330-RAIN (7246)
Palm Beach County Emergency Management.....	561-712-6400
	www.pbcc.gov.com/pubsafety/coc
Federal Emergency Management Association (FEMA)	800-621-3362
American Red Cross	994-2060
	www.redcross-pbc.org
Florida Power & Light	800-468-8243
Comcast Cable.....	800-COMCAST (266-2278)
Florida Dept. Financial Services (Dept. of Insurance).....	800-342-2762
The Weather Channel	www.weather.com
Florida State Emergency Response Team	floridastate.gov

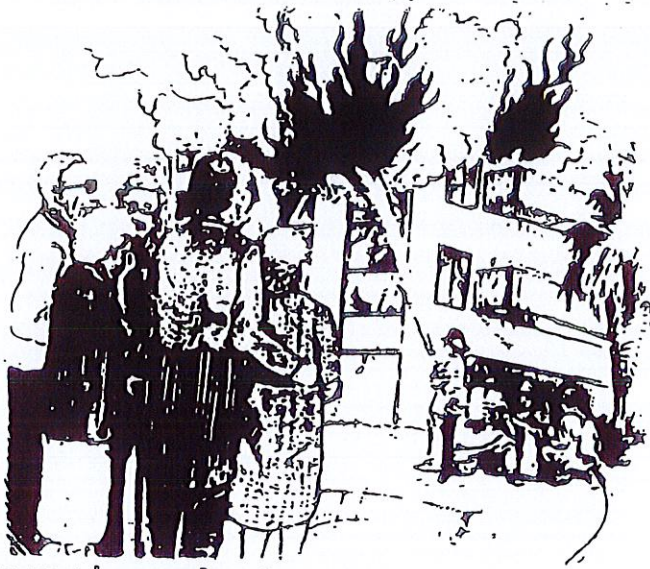
PART FOUR

FIRE PROCEDURES

IMPORTANT BACKGROUND INFORMATION

- By law, access to the emergency exit stairwells through the laundry rooms, elevator vestibules, etc. must be kept clear and free of trip hazards at all times. This is a Unit Owner responsibility. **DO NOT** block access to the fire exit doors by storing personal items which you or fire rescue personnel could trip over, etc.
- Residents may not change the locks to their front doors unless it is...
 - A) Keyed to the building's master key, or
 - B) If not keyed to the master, a copy is provided to the front desk.
- Residents may not, under any circumstances, either change or add locks to the emergency stairwells. This is a violation of fire code, and more importantly, very dangerous to not only you, but to fire rescue personnel.
- All residents must fill out and return the "emergency contact information" forms that were provided. If you have not already done so, please do so immediately.
- In the case of a fire, the elevators are programmed to automatically return to the lobby level. You will not be able to use the elevators if you are required to evacuate your unit. Therefore....
- Familiarize yourselves with the location of the emergency exits, stairwells, and fire pull stations near the emergency exit doors.
- It is recommended that as a precaution, you have operable flashlights positioned near the exit doors.
- If you hear an alarm, do not call the front desk, as the response procedures prevent them from answering the phones.
- The Delray Beach F.D. recommends that Residents remain in their units during a fire alarm, until an announcement is made over the P.A. system giving instructions to specific sections of the building.

PROCEDURES IN CASE OF FIRE RECOMMENDED BY THE FIRE DEPARTMENT



In case of a fire, you have only a few minutes...

- Your smoke detector will give you the warning time to prevent loss of life and property.
- Call the fire department immediately.
- Place a list of all emergency phone numbers (police, fire, ambulance, etc.) next to your phone. It is also a good idea to write down your name and address next to your telephone. In a state of panic, it is likely that you or your guest will forget. Fast reporting of a fire can make the difference in the number of people who are rescued. Alert our friends and neighbors in your building to any unusual occurrences.

Smoke...

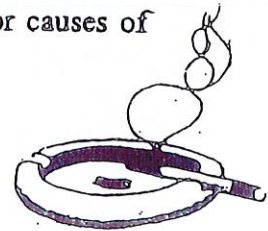
- Smoke is the first sign of a fire. In a high rise, air conditioning and air exchange systems will sometimes pick up smoke and carry it from room to room and floor to floor. Do not become alarmed at the first sign of smoke. Since smoke is warmer than air, it will rise, accumulate at the ceiling, and then make its way down toward the floor.
- As the smoke rises, breathable air will be nearer the floor. Get on your hands and knees and stay there as you exit.

***** PLEASE BE SURE TO IDENTIFY AND FAMILIARIZE YOURSELVES WITH THE LOCATIONS OF THE FIRE ALARM "PULL STATIONS" THAT ARE LOCATED EITHER DIRECTLY WITHIN YOUR LAUNDRY ROOM OR JUST OUTSIDE THE DOOR IN THE EMERGENCY STAIRWELL, AND IN MOST CASES AT THE OTHER STAIRWELL EXIT DOOR AS WELL.*****

- Check out all possible escape routes from your unit. In the middle of the night or in a dark, smoke filled corridor, you will not be able to see any signs pointing the way to safety. It is critical to know the direction in which to exit and the quickest avenue to safety.
- While walking through your escape route, stay along side the wall on the side of the corridor on which the exit is located. Count the number of doorways between your unit and the exits.
- It is easy to get disoriented in a smoky corridor. If you are on the wrong side of the hallway, you may crawl past the exit.
- Once inside the stairwell, hold the handrail tightly and walk carefully down the stairs. Fleeing occupants can be the biggest hazard at this time.
- Before beginning your safety drill, try to invent different situations and chart out the safest procedures to follow. Knowing where to go and the location of all safety equipment will help you remain calm in the event of a fire.

Fire inspection and safety:

- Make a careful inspection of your home. Check for the major causes of residential fires.
- Frayed electrical wires.
- Overloaded electric outlets.
- Flammable liquids near the stove or heater.
- Cigarettes left unattended.
- Appliances without F.M. or U.L. approval.
- Consider the safety of carpets, wall coverings and other furnishing. Plastics and synthetic fibers can burn with the intensity of gasoline. Plastics are found in upholstered cushions, simulated wood grain furniture, picture frames, clothing, drapes, dishes, and mattresses.
- Be sure that all safety equipment is working properly (fire alarms, smoke detectors, extinguishers, etc.).
- **REMEMBER, IN CASE OF A FIRE, CALL 911.**



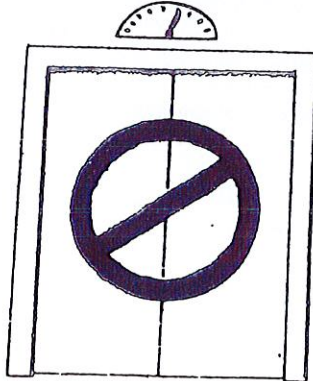
A fire has occurred...

1. Immediately exit your apartment and/or building to an area of safety and notify 911 of the address and type of emergency taking place.
2. If the fire is inside your apartment, wasting precious time trying to extinguish it could cost you your life! One good breath of noxious smoke can render a person helpless and cause unconsciousness, get out and save **YOUR LIFE!** Remember to take the stairwell.
DO NOT TAKE THE ELEVATOR!

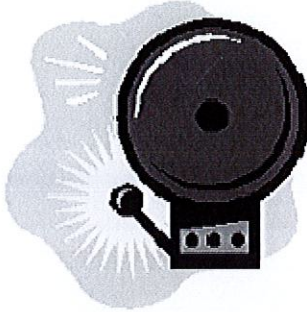




3. If the fire is in your building, but has not spread to your apartment, touch your front door to determine the extend of the fire outside your apartment. **IF THE DOOR IS HOT, DO NOT OPEN IT!** Remain calm. Put wet towels under the doorways to prevent smoke from entering. Hanging a bed sheet from your window will alert the fire department to your presence. However, this can be dangerous. Open and close the window quickly to prevent fire or smoke from entering the apartment. **NEVER BREAK A WINDOW, WHICH WILL NOT OPEN.** Wrap yourself in a wet towel or blanket and get on your hands and knees. In this position near the floor, you will be able to avoid smoke as it rises to the ceiling and find breathable air. **IF THE DOOR IS COOL,** open it slowly and check for immediate signs of fire. If it is clear, **GET OUT,** and close the door behind you – **DO NOT LOCK IT** – and proceed toward the exit. Pull the fire alarm and knock on your neighbors' door as you go along. Remember to stay on the side of the corridor of which the exit is located and to use the stairs and **NOT TO TAKE THE ELEVATOR!**
4. As you reach the stairs, close the door behind you. Stairwells are safe as long as the fire doors are closed. Hold the handrail tightly and walk down carefully. Panicky residents might come along and knock you down. When you reach the ground floor, stand clear of the building.



When you hear the fire alarm...Emergency instructions will be heard over the system and should always be followed unless residents receive other instructions from the Fire Department.



TOSCANA WEST FIRE ALARM PROCEDURES

When the FIRE ALARM goes off in the building you will hear this recording:

**“The Fire Alarm has sounded, please exit the building.
Do not use elevators, use the nearest stairwell exit.”**

This recording will be loud and clear inside the unit the alarm was set off by and each unit 4 floors above & 4 floors below. These units should be evacuated. If you are disabled or unable to use the stairwell, stay in unit and wait for fireman. The elevators shut down only in the stack where alarm was sounded.

The Front Desk has a list of residents who need help, have children or pets. Check with Front Desk to add names to this list.

If you hear the recording faintly from your foyer you do not have to evacuate at this time. You may stay in your unit and only evacuate if advised by the Highland Beach Fire Department, which will be audible inside your apartment.

The recorded alarm message can only be turned off by the fire department.

If you exit by the fire stairwell the emergency doors automatically lock and cannot be re-entered. Access to apartments can only be obtained when the elevators have been re-set by the alarm company, which could be as long as two hours.

The Front Desk will be coordinating efforts with the emergency responders and will not be able to answer phone calls until the process is completed.