



Recreation District
2024 Emergency
Preparedness Plan

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Clubhouse Address: 2250 Herons Glen Blvd., North Fort Myers, FL 33917
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Emergency Preparedness Plan on the HGRD Website

<https://heronsglencc.com/documents/10184/95681627/Emergency+Preparedness+Plan/96321e78-ff12-4f9a-908e-7752caf68aed>

Heron's Glen Homeowners Association Hurricane Plan for the Community:

http://hgcc.com/hghoa/pdfs/community_info/emergency_plan.pdf

Lee County Emergency Management Website:

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

HGRD Emergency Reaction Team (ERT) Plan

This plan primarily addresses the threat of a widespread disaster that would normally be expected with the occurrence of a hurricane. However, this plan will also be used as a basic guide for the district's response and recovery from the more limited disasters such as tornados, fires, maintenance shed chemical or fuel explosions.

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

The HGRD General Manager (hereinafter referred to as 'Manager') is the ERT coordinator and will lead the preparedness activities within Herons Glen. The Assistant General Manager will assume the leadership role in the absence of the GM. The Manager will develop overall emergency response plans and objectives for the ERT and ensure that those plans are updated regularly. All plans, including those from each department, will be coordinated with and approved by the HGRD Board.

Per the attached Organizational Chart, the Manager will direct Departments to develop Emergency Plans for their areas of responsibility. Plans will be comprehensive for each area of responsibility and be coordinated with the other departments to avoid conflicts or duplication of efforts.

Per the attached Organizational Chart, the Manager and staff will be responsible to the HGRD Board and continually communicate planning actions with them.

When notified that a Tropical Storm Watch, Tropical Storm Warning, or Hurricane Warning is issued and potentially threatens the Southwest Florida area, by the National Weather Service the Manager will begin to implement the Emergency Preparedness Plan.

The Manager and staff will begin coordination with the HOA SSEP to ensure that preparation planning for the Herons Glen community is in sync.

The Manager will ensure that an Emergency Headquarters is established to direct operations before, during, and after the disaster and that adequate equipment and supplies are readily available. Items to be considered are tables, desks, communication equipment, generators, fuel, water, food, possibly beds, vehicles, etc.

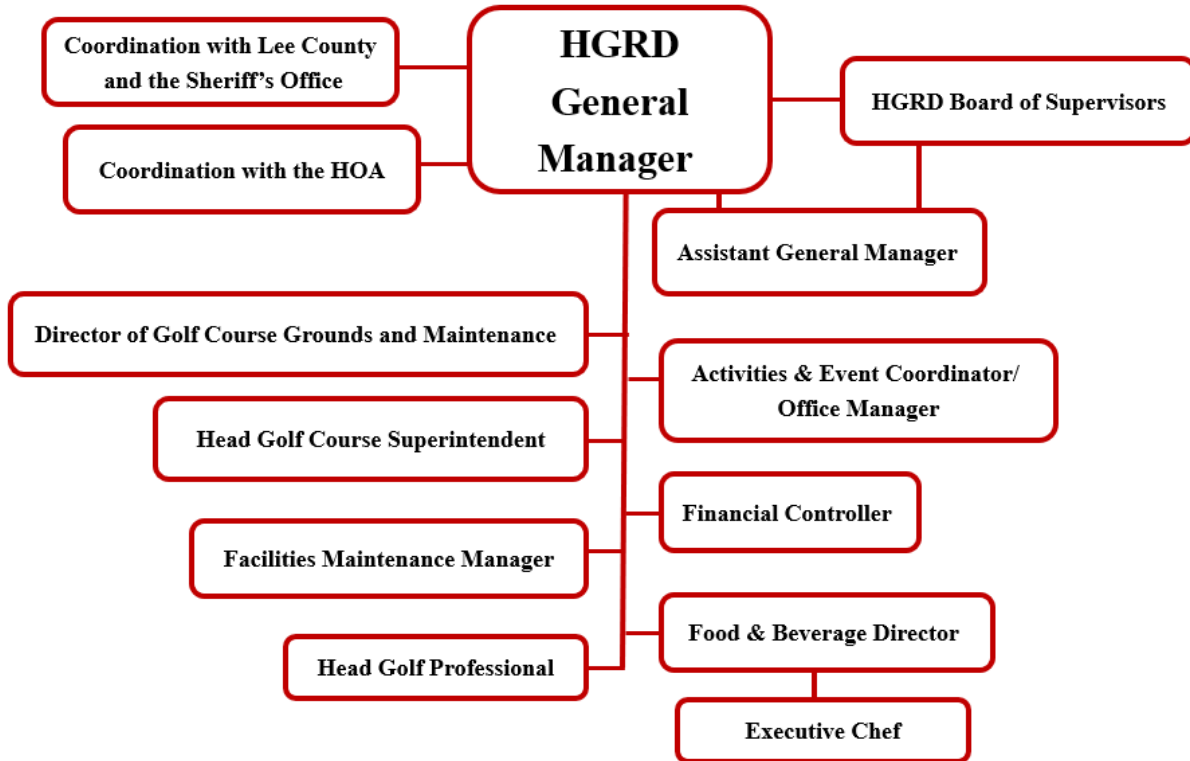
On notification from Lee County Management or the media that the immediate storm threat has passed, the Manager and ERT will convene a meeting to determine such things such as our contractor's need and availability for necessary repairs.

The ERT both during and after an event will continuously assess any damages and develop plans of action for recovery efforts and coordinate those plans with the HOA SSEP recovery planning. Residents should be continuously notified of all plans and how best they can expect normal operations to begin.

The ERT should compile records of actions taken throughout the event, and document all damage with pictures, written assessments, recordings, etc. for insurance purposes as well as for recovery planning.

**Always prioritize the safety of employees and residents,
and be prepared to adapt plans based on the evolving situation.**

Attachment A
Emergency Management Team Organizational Chart



Attachment B
**Emergency Management Team Staff,
Contact Information, and Areas of Primary Responsibility.**

*Each Staff Member Listed is Required to Provide the GM with a Written Update
Following any Event Considered an Emergency. This will be noted in Attachment L.*

CONTACT INFORMATION	RESPONSIBILITY
HGRD GENERAL MANAGER Office: 239-731-4569 hgrdgm@hgrdnfm.com	Plan Coordinator. All Recreation District Facilities and Management Staff.
ASSISTANT GENERAL MANAGER Office: 239-731-4566 AssistantGM@hgrdnfm.com	Support the GM and Board with Misc Assignments and Update the Emergency Preparedness Plan in May of each year. Attachment C.
ACTIVITIES & EVENTS COORDINATOR/OFFICE MANAGER Office: 239-731-4533 wendyshea@hgrdnfm.com	Member Communication, Office Equipment, and Emergency Supplies Attachment D
DIRECTOR OF GOLF COURSE GROUNDS & MAINTENANCE Office: 239-731-4541 TKortanek@hgrdnfm.com	Secure the Golf Course, Comfort Stations Along the Golf Course, and the Golf Maintenance Facility. Cleanup and Restoration. Attachment E
EXECUTIVE CHEF (Assigned to F&B Director) Office: 239-731-4544 ExecutiveChef@hgrdnfm.com	Kitchen Equipment, Food, Beverages, and Non-perishable Food and Water. Attachment F
FACILITIES MAINTENANCE MANAGER Office: 239-731-4535 fmm@hgrdnfm.com	Facility and Utilities Inspection. Cleanup and Restoration. Clubhouse, Pool, Spa, Pool Deck, Fitness and Bocce, Pickleball, Shuffleboard, and Tennis Courts. Attachment G
FOOD & BEVERAGE DIRECTOR Office: 239-731-4581 Email: FBDir@hgrdnfm.com The F&B Director will fill the role of the Executive Chef until the position is filled and fully trained in emergency preparations.	Restaurant, Lounge, Private Dining Room, and Ballroom Security. Attachment H
FINANCIAL CONTROLLER Office: 239-731-4547 controller@hgrdnfm.com	Employee Evacuation, Sheltering, Communications and Tracking of Damages. Attachment I
HEAD GOLF PROFESSIONAL Office: 239-731-4557 hgrdhp@hgrdnfm.com	Meteorological Monitoring Golf Shop/Cart Barn/Range Security. Cleanup and Restoration. Attachment J

Attachment C
ONGOING PREPAREDNESS, PLAN REVIEW AND REVISION CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

Facility Inspection

- Conduct an annual review of the plan.
- Revise the plan based on lessons learned and changing conditions.
- Ensure everyone knows their roles and responsibilities.
- Take photos or videos of the property, equipment, and inventory for insurance claims if needed.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

- Meet with the staff to note any conflicts that arose during the emergency.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.
- Communicate any needs for equipment to management.

Attachment D

ADMINISTRATION OFFICES CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

- Establish an emergency communication plan to keep employees informed before, during, and after the hurricane. Ensure all staff members' contact information (phone & email address) is up-to-date.
- Distribute Emergency Preparedness Plans to all managers and assistant managers.
- Send Updates from the GM to all residents and staff
- Secure important documents, equipment, and property by moving items away from windows. (and covering if necessary)
- Unplug all computers in each office.
- Pick up all the computers on the floor.
- Cover all computers and other electronics with plastic.
- Cover or store all papers and important documents.
- Unplug all equipment, i.e., copier, printer, mail machine, and paper shredder.
- Obtain phone numbers of all staff and distribute them to everyone.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

- Keep residents informed about recovery progress.
- Facilitate access to club facilities as they become safe.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

Attachment E
GOLF COURSE GROUNDS AND MAINTENANCE FACILITIES CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

Facility Inspection

- Conduct a pre-hurricane inspection of all buildings, utilities, and equipment.
- Identify potential hazards and take corrective actions.
- Identify high-risk areas prone to flooding, falling trees, or other hazards.
- Trim and prune trees to reduce potential damage from falling branches.
- Ensure drainage systems are clear and functioning properly to mitigate flooding.
- Lower water levels in ponds or water features to prevent overflow.
- Fuel all machinery and vehicles, as gas stations may be unavailable after the storm.
- During hurricane season ensure that gas and propane tanks are full on a weekly basis.
- Perform monthly maintenance on the generators in preparation for any possible emergency.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

A. Damage Assessment

- Assess damage to the golf course, buildings, and utilities.
- Repair any damage to infrastructure, irrigation systems, or greens as quickly as possible to resume operations.
- Report findings to the General Manager.

B. Cleanup and Restoration

- Organize cleanup crews for debris removal from pathways, greens, and fairways.
- Coordinate repairs and restoration efforts.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

LIST ITEMS THAT MUST BE COMPLETED BASED ON THE TIMING AND MOVEMENT OF THE STORM – For example, taking down shade structures.

Attachment F
EXECUTIVE CHEF CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

- Ensure an adequate supply of non-perishable food and water during the emergency and aftermath.
- Cancel service from necessary vendors.
- Secure or move equipment to prevent damage.
- Unplug electrical appliances to avoid potential electrical hazards.
- Plan to use perishable items first. Consider using dry ice or moving perishable items to a different location if power loss is expected.
- Ensure a well-stocked first aid kit is available in case of injuries or medical emergencies.
- Freeze any food possible.
- Secure any items on the back dock.
- Cut the main gas to the kitchen.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

- Turn the gas on and relight the pilot lights.
- Take inventory of any perishables that were lost due to an emergency.
- Thaw any food possible.
- Give an estimated timetable for resuming food service.
- Contact staff and make a schedule accordingly.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

Attachment G

FACILITIES & UTILITIES CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

Facility Inspection

- Conduct a pre-hurricane inspection of all buildings, utilities, and equipment.
- Identify potential hazards and take corrective actions.
- Check the facility's structure, roofs, windows, and doors for vulnerabilities. Repair any damage and reinforce weak areas.
- Ensure generators are in good working condition, with enough fuel to last through the storm. Test them beforehand.
- Secure or remove any outdoor items that could become projectiles in high winds, such as signs, furniture, and equipment.
- Instruct staff on how to shut off gas, electricity, and water in case of emergency.
- Safeguard critical documents, contracts, and equipment manuals in waterproof containers or off-site storage.
- Ensure that gas and propane tanks are full on a quarterly basis.
- Perform monthly maintenance on the generators in preparation for any possible emergency.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

Damage Assessment

- Assess damage to the golf course, buildings, and utilities.
- Report findings to the General Manager.

Cleanup and Restoration

- Organize cleanup crews for debris removal.
- Coordinate repairs and restoration efforts.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

LIST ITEMS THAT MUST BE COMPLETED BASED ON THE TIMING AND MOVEMENT OF THE STORM – For example, taking down shade structures.

POOL AREA:

- Stack pool furniture and strap them together. Move some into the restaurant. If those options aren't available, then place pool furniture in the pool.
- Remove orange cones in front of the pool house.
- Place all umbrellas, including from the picnic area, in pool house restrooms.
- Place all small end tables in pool house restrooms.
- Secure all body hooks, floats, and dip nets to the fence.
- Place both mosquito magnets in the ballroom.
- Place all trash cans in pool house restrooms.
- Remove the clock and thermometer from the wall.
- Put pool cleaning equipment in the pool house.

TENNIS, BOCCE AND SHUFFLEBOARD:

- Place all trash cans in the restroom.
- Place all umbrellas in the shed.
- Remove all windscreens and place them in storage.
- Secure all plastic benches to bleachers.
- Place all scrapers and drags in storage.
- Remove clock.
- Remove the bocce sunshade and put it in storage.

CLUBHOUSE:

- Place all walkway trash cans in the restroom walkway.
- Remove and secure all hanging plants along the walkway.
- Move all lobby furniture over in front of the alcove area.
- Place all plants from the portico into the lobby.
- Take down both flags.
- Move ballroom foyer furniture to the ballroom.
- Place all trash cans and Veranda furniture in the ballroom.
- Remove and secure hanging prints from the ballroom foyer.
- Place all Gazebo furniture in Activities Room A
- Secure lids and trays on gas grills.
- Place both newspaper machines in the foyer.
- Secure all loose items around the dumpster and rear area.
- Secure bicycle rack.
- Place all door mats inside.
- Place plastic covering on windows which have had problems.
- Obtain the phone numbers of all staff.

Attachment H

DINING FACILITIES CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

- Conduct a pre-hurricane inspection of all dining areas and equipment.
- Identify potential hazards and take corrective actions.
- Secure all outdoor furniture, signage, and equipment that could become projectiles in high winds.
- Stock up on essential safety supplies like first aid kits, flashlights, batteries, and portable radios.
- Communicate with customers about any changes in operating hours or closure due to the hurricane. Utilize social media, websites, and local media for updates.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

- Hold a post-hurricane inspection to assess damages and ensure safety before reopening.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

Attachment I
HUMAN RESOURCES and FINANCE CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Emergency Preparations

ADMINISTRATION:

- Back up important data and store it off-site or in the cloud.
- Take photos or videos of the property, equipment, and inventory for insurance claims if needed.
- Unplug all computers in each office.
- Pick up all computers off the floor.
- Cover all computers and other electronics with plastic.
- Cover or store all papers and important documents.
- Unplug all equipment, i.e., fax machine, copier, printer, mail machine, and paper shredder.
- Cover all equipment with plastic, i.e., fax machine, copier, printer, mail machine, and paper shredder.
- The computer room – make sure all equipment is off the ground. If leaving the server power on, then do not cover it with plastic due to the heat, otherwise, if power is off, then cover it with plastic.
- Obtain phone numbers of all staff (see Human Resources' checklist).
- Maintain a communication system for employee updates.

FINANCE:

- Ensure insurance policies are up-to-date and cover potential damage (hurricane, flood, etc.)
- Contact Northstar, AvidXchange, Paychex, etc. to inform them of the HGRD office closure due to the storm or emergency event.
- Contact sub-association board members to inform them of the HGRD office closure and communicate with them regarding any potential processing delays for AP invoices and/or sub-association financial reports if necessary.
- Take the HGRD laptop home in case it is necessary to resume operations remotely following the emergency.
- Needed – create a plan as to how to handle ACH payment uploads if a disaster occurs at the end of a month as it did with Hurricane Ian*

HUMAN RESOURCES:

- Provide all department managers and administration with an updated email and phone list for employees.
- Share Lee, Charlotte, and Collier County evacuation plans and designated shelters with employees.
- Coordinate transportation for H-2B staff if evacuation is necessary.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

ADMINISTRATION:

- Inform staff when it is safe to return to work following the GM's instructions.
- After the hurricane, assess the damage and safety of the property before allowing anyone to re-enter.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

FINANCE:

- Contact insurance providers and begin the claims process promptly.
- Contact AvidXchange to update the AP contact on the current status of operations and make necessary arrangements if the disaster creates issues for the timely processing of AP invoices.

HUMAN RESOURCES:

- Communicate with department managers regarding timekeeping for their employees for payroll (manual entry if they have internet access, submission of printed timesheets if internet has not been restored, etc.)
- Contact Paychex to update the payroll contact on the current status of operations and make necessary arrangements if the disaster creates issues for the timely processing of payroll.

Attachment J

GOLF SHOP AND PRACTICE FACILITY CHECKLIST

The General Manager will declare a state of emergency and activate the plan when a hurricane watch is issued. Each Manager is responsible for implementing their assigned tasks upon plan activation.

Pre-Hurricane Preparedness

A. Meteorological Monitoring

- Monitor weather updates from the National Hurricane Center.
- Alert the General Manager when a hurricane watch or warning is issued.

Emergency Preparations

- Secure golf carts, flags, and other loose items that could be blown away.
- Take inventory of all equipment, merchandise, and valuable items.
- Safeguard valuable items by storing them in waterproof containers or moving them to higher ground.
- Gather emergency supplies such as flashlights, batteries, first aid kits, non-perishable food, and water.
- Have a battery-powered radio to stay updated on weather conditions.

OUTSIDE:

- Clear all ball/club washers, signs, etc. of the driving range and other practice areas – secure in the cart facility.
- Secure all coolers and ice chests off the golf course and store them in the #1 starter facility.
- Secure all range balls and range baskets in the #1 starter facility.
- Secure all carts in the cart facility – ensure keys are removed and secured in the pro shop. Parking brakes should be set.
- Any other loose, flying objects such as bag drop, podium, cup, and straw dispensers in front of the cart facility and on holes 4, 7, 10, and 15 should be taken and secured in the cart facility. All golfer directional signs around the pro shop should also be secured.
- Secure the #1 starter public address system to pro shop. Wrap in plastic and secure off the floor.
- Check the #10 starter facility and secure it as needed. Unhook propane tank.
- Ensure the gas tank and any other items are locked down.
- Inspect all areas around the pro shop, starter facilities at #1 and #10, and cart facility to ensure any other loose objects are secured.

INSIDE

- Shut down all P.O.S. computers and unhook from the power source. Shut down the handicap computer and unhook it from the power source. Cover these areas with plastic. Make sure all CPUs are off the floor.
- Chelsea Computer – Take the system off phone operation. Back up files (ZIP) before turning the system off. Unhook from the power supply. Make sure the CPU is off the floor. Cover with plastic.
- Secure all office computers as above.
- Take cash out of the drawer in P. O. S. and secure money in the safe.
- Check and secure any other important items as needed.
- Obtain phone numbers of all staff.

The General Manager will declare the plan deactivated once the hurricane threat has passed, and it is safe to return to normal operations.

Post-Emergency Recovery

- Test the Lightning Detection System.
- Provide a report on the effectiveness of their assigned tasks during the recovery phase.

LIST ITEMS THAT MUST BE COMPLETED BASED ON THE TIMING AND MOVEMENT OF THE STORM – For example, taking down shade structures.

Attachment K
STORM EMERGENCY ACTION LOG

DATE	TIME	ACTIONS or REMARKS

Attachment L
POST EMERGENCY NOTES

*Each Staff Member Listed is Required to Provide the GM with a Written Update
 Following any Event Considered an Emergency.*

DATE	NOTES or LESSONS LEARNED

This Hurricane Preparedness Plan outlines the responsibilities of each department head and provides a structured approach to ensure the safety of our members, staff, and property during hurricane events. Regular training and plan reviews will help us adapt to changing conditions and improve our preparedness efforts.

References

A. [National Hurricane Center Guidelines](#)

B. All Hazards Guide

- [All Hazards Guide - English](#)
- [Text version accessible to screen readers](#)
- [Guía para todos los riesgos - Versión ADA](#)
- [Haitian Creole](#)