

Hurricane Irma 09-09 to 09-11-2017

With the threatening forecast for Hurricane Irma preparations for member shelter began the 3-4 days prior to the expected date.

Wednesday, Sept. 6, 2017 All members suspected to be in residence during the time of the Hurricane arrival were personally contacted via house phone or cell phone. If a member could not be reached Security assisted with Welfare checks to ensure the status of member / resident is safe.

- Thursday and Friday, rooms were confirmed, some members were able to get on flights north
- Members requested to bring their local families to stay through the Hurricane, due to the large number of requests some members families we were not able to accommodate:  
Fenner Family, Family of Helene Katz, Family of Linda Gross, Family of Eric Becker,  
Family of Norman Eisdorfer.

1. A clear procedure for guests who are eligible to stay with members during Hurricane situation needs to be put in place and communicated to staff and membership.
  - Allowing some families to stay and some not, created some discussions, i.e.: Pomerantz Family of 9 vs. Fenner Family of 7 who was denied.

Thursday room set up began;

- **Living Room** and Lounge total of 46 Chaise Lounges were placed along with divider walls. Members who wanted to be accommodated alongside their pets were assigned to this area.
- **The Grille Bar** 7 Sofas from the LR were relocated to this area, plus 18 air mattresses. Members with various Special Needs and their Nurses were located here.
- **The Grille** accommodated 46 air mattresses
- **Men's Locker Room** 25 air mattresses
- **Ladies Locker Room** 28 air mattresses plus 1 couch for Special Needs (Harriett Caplan)
- **Ladies Card Room** 46 air mattresses
- **Salon 3** – 14 chaise lounges, single ladies residents were accommodated in this area
- **Library** – Mrs. Gerber and Mrs. Dixon requested the new Library area
- **Salon 4** – 6 Chaise Lounges for Special Needs Mr. Opici with Nurses and Mr. and Mrs. Kaufman with their Nurse
- **Salon 2** – The Pomerantz Family of 9 was accommodated here.
- **Marketing Office** was reserved with 4 Chaise Lounges (Mr. and Mrs. Goldstein and Mr. and Mrs. Gersten)

- **IT Office** – Mr. and Mrs. Goldberg and their dog on air mattresses (as per their request)
- **Art Room** – was used to sleep back of the house staff
- **FCTV office** –reserved for Chief of Security
- **Creek Club** – Pet Kennel

A total of 252 beds were available for members during the storm.

The Housekeeping Department did an amazing job setting up the beds in each room including fitted sheets, flat sheets, pillows and blankets were available for each bed.

Friday morning as the rooms became available, members started reserving beds. For better overview of which member goes where, we assign each bed to the members. All areas were co-ed, except for Salon 3 with only single ladies.

- -Printed name cards on beds will be better and could be improved for the next one

Friday Evening Room Assignment information was posted in the Lobby

- 🚗 Saturday member transportation was scheduled between 12:00 p.m. and 3:00 p.m. and members were notified. 4 Frenchman's Creek Vans and 2 SUV's through Security were available to transport members from their Homes to the Club.

Check-in station was set up in the lobby. Everyone was welcomed and greeted and escorted with their luggage to their assigned areas.

Drivers were assigned by zones to pick up residents from door to door.

Security Drivers assisted with pick up of primarily residents requiring a lot of assistance.

THANK YOU to Mrs. Lynn Byrd who also assisted in picking up residents (Parc Drive and Chateau Lane)

Pick up of all residents was completed by 3:30 p.m. **175 members and their guests took advantage of staying at the club during Hurricane IRMA**

Entertainment was set up in the Main Dining West with Movies, Ted Talks, etc. in the Lobby we set up board games for the families.

- Will add Bingo
- Turn Down service with Sweet Dreams card and chocolate was prepared and placed by Jackie and added a nice touch to make everyone as comfortable as possible.
- Breakfast was served in the 19<sup>th</sup> Hole, Brunch and Dinner in the Main Dining Room (Dinner \$24.95 plus drinks). During Dinner we utilized all screens to play a music concert (Bee Gees) and turned up the volume.

Sunday Night 9:30 p.m. once Security Chief Hall gave the all clear, we started transporting members back home.

We were able to use one van, several security vehicles and the security Rental SUV's which came in very handy since not all of Frenchman's Creek Drive was passable and the Verdun Cut had to be utilized.

By 11:30 p.m. only 41 members who chose to stay overnight until Monday a.m. remained and were returned to their homes in the morning.

#### **COMMENTS:**

- ✚ Beds too low, many members have difficulties in getting up off the floor
- ✚ Privacy, many members who need special assistance (Changing diapers, etc.)
- ✚ Lighting, emergency lighting in many locations doesn't allow for members to sleep. Identify these areas prior to the event and remove some bulbs (Marketing Office, Men's Locker Room Front, Library, etc.)
- ✚ Guest Policy during this emergency situation has to be clarified and better communicated
- ✚ Pets; allowing the members to stay with their pets was difficult, since the pets did not remain in the areas assigned to them. The animals were wandering off in all directions and on all upholstery even in the Dining Room
  - A clear pet policy during this emergency situation is needed.