

IX. EMERGENCIES AND SECURITY

A. Emergencies

- 1) Courtesy telephones are located throughout the Golf Courses and near Tennis Facilities, Pool Facilities and Pro Shops. Residents should familiarize themselves with the location of these telephones. **In the event of an emergency, residents should dial “9”, wait for the dial tone and dial 9-1-1.** Then notify Access Control at 666-2144.
- 2) If an accident or injury occurs on Community Property, TPCA staff members have been instructed to immediately call **9-1-1** for emergency help and notify Access Control.
- 3) All emergencies, accidents and injuries occurring on Community Property must be reported immediately by the involved parties to the Administration Office and Access Control. TPCA personnel are required to conduct an investigation and make a written report to the General Manager within 24 hours for due process.

Residents should call 9-1-1 for emergency response by fire and emergency services and law enforcement personnel. Access Control – 666-2144 – should be notified after calling 9-1-1.

B. Access Control

- 1) Access Control at Timber Pines is provided by a Florida licensed contractor with licensed officers who strive to provide the finest and most consistent access control services.
- 2) To gain access to Timber Pines, Members must stop at the gatehouse and use the bar-code reader lane. If they use the visitor lane, they must show their Member Identification Card, and/or photo ID. Renters must stop at the gatehouse to show their Renters' Pass and/or photo ID. Renters may also purchase a barcode decal for the length of their lease
- 3) Visitors must stop at the gatehouse to state name, purpose and destination. They may also be required to present a photo ID and vehicle registration. If the gatehouse has not been previously notified of an expected arrival, a telephone call is made to the destination of the visitor. Should there be no response; the visitor is NOT allowed entry. When a visitor is allowed entry, vehicle license number and time of entry is logged. The pass indicates the length of stay. All visitors must obey the Timber Pines Rules and Regulations. Residents are responsible for the actions of their guests.
- 4) Users of fraudulently procured entry passes shall be barred from entry or be charged with trespassing.

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- 5) Timber Pines has a web-based visitor management system. This system gives Residents the ability to maintain and modify visitor information via an online interface through the internet that will be accessible by any Timber Pines security gate.

In order to access the system online, Residents must pick up their temporary password and instructions from the Lodge or PAC front desks, Administration or Accounting. Residents will need to present their photo ID in order to receive their temporary password. Residents will then be able to edit their Resident's Profile and manage visitor information. Once your online account is established you may save it to your favorites or bookmark for ease of future access. Residents that do not have a computer can use one of the computers in the library at the Lodge or pick up a paper Visitor Management Form at the Lodge, PAC or any security gate. Once this form is completed you may turn it into the South Gate for processing.

- 6) If a Resident or Renter is expecting guests, salesmen, service or contractor personnel, deliveries, or any other individual, you should use the online Visitor Management System to schedule them or you should notify a gatehouse in advance by calling:

North Gate @ 666-1002 (Sales/Service/Contractor/Deliveries Gate*)

South Gate @ 666-2144

Abeline Gate @ 666-9882

*Residents should direct all service and contractor personnel/deliveries to the North Gate.

- 7) Sales persons, service personnel, contractors, commercial operators and commercial deliveries are allowed to enter the community Monday thru Saturday (including holidays) no earlier than 7:00 a.m. and exit the property no later than 7:00 p.m. They are not allowed to enter the community after-hours or on Sundays, except in emergencies or with pre-approved access.

Pre-approved access will be authorized by the General Manager or his designee in his absence.

- 8) Duties of Access Control personnel include:

- a) Controlling and monitoring ingress of vehicles and others entering the gates.
- b) Escorting emergency vehicles.
- c) Patrolling the community.
- d) Deterring solicitations.
- e) Securing community facilities at night.
- f) Identifying and removing trespassers.
- g) Enforcing TPCA Rules, Regulations & Policies.
- h) Conducting investigations.
- i) Performing vacant property inspections.
- j) Reporting accidents and violations.

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- k) Ensuring safe conditions.
 - l) Enforcing contractors and service providers to have proper signage and safety cones.
 - m) Maintaining the Visitor Management and Barcode Access Control System.
- 9) A Resident may help Access Control by:
- a) Calling Access Control (666-2144) immediately whenever anyone or anything of a suspicious nature is noticed.
 - b) Filing an “away notification” form when away from property for a period of time.
- 10) A Resident with questions regarding Access Control should call 666-2144 and ask to speak with the duty Patrol Supervisor and/or the Chief.

NOTE: During Power Outages, residents should direct their questions directly to WREC at 352-596-4000. The gatehouse telephone lines must be kept open for emergencies.

C. Resident Driving Rules and Regulations

- 1) Operators of motor vehicles and golf carts must exercise caution, obey the posted speed limit, double yellow no-passing lines and state traffic laws. Members must advise guests and renters to follow these rules and regulations.
- 2) Motor vehicles and golf carts must come to a full stop where signs indicate.
- 3) Drivers should not tailgate when entering and leaving the property.
- 4) Extreme care and caution must be used when operating a golf cart. Utilize hand signals and obey all traffic laws. Golf cart operation is restricted to people of 16 years of age or older. Children who are 16 and 17 years of age are permitted to drive with a valid driver's license or are permitted to drive with a Resident or Adult Guest present. For safety reasons a maximum of two (2) people are recommended in the front seat of a golf cart. No riding in or on the rear of a cart without a proper seat.

D. Emergency Preparedness Disaster Plan for Community Facilities

Upon notification from local, state or federal agencies of a threat to the health, safety and welfare of the community, the General Manager or his/her designee will make the decision whether or not to close the community facilities.

Facilities will not be reopened until they are inspected and indicated safe for occupancy.

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The following is the policy to be followed for bad weather:

1) Lightning / Severe Weather

- a) Golf courses are closed.
- b) Pools are closed.
- c) All outside activities should be discontinued.

2) Tropical Storm Warning

A tropical storm warning is issued when storm conditions, including winds from 39 – 73 mph, are expected in a specific area within 24 hours or less.

~~This is a FULL SHUTDOWN of facilities and release of all personnel. The General Manager or his/her designee will make the decision whether or not to close the community facilities.~~

3) Hurricane Warning

A hurricane warning is issued when sustained winds of 74 mph or higher are expected in a specific area in 24 hours or less.

This is a FULL SHUTDOWN of facilities and release of all personnel.

4) Other Warnings

For your information, a **Tornado Warning** is issued by the National Weather Service when sighted. It indicates where the tornado is located and which communities are in the anticipated path. A **Flash Flood warning** means that a flash flood is imminent and everyone should be aware of location to take action. **Hazardous Incident Warnings** are due to man-made accidents or incidents where evacuation may be required due to hazardous material exposures.

Note: **Unmanned Gates.** When winds are sustained at 39 mph or greater and/or the gatehouses are damaged or uninhabitable, Access Control will secure the gatehouse and depart the property leaving the gates open. Prior to departing, the TPCA General Manager and Hernando County EOC are notified. Access Control will return to the community when it is SAFE to do so.

5) Resident Emergency Information

Each resident is responsible for his or her own safety, disaster preparation and evacuations if ordered by the County. Timber Pines buildings are not classified as emergency shelters. Advanced planning is required to know where the shelters are located, prepare a safe place in your home, and a disaster survival kit. For all information, call County Emergency Management at 754-4088 or the American Red Cross at 799-3237.

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- a) Special Needs residents must notify the Hernando County Emergency Management at 754-4088, fill out a registration form and update it annually.
- b) Residents living alone can sign up for Care Line with the Hernando County Sheriff's office at 754-6830.
- c) Evacuations must be planned well in advance. Know where you are going and the direction you are going to take. Make contact with persons or place of your choice.

NOTE: Facilities will not reopen until they are inspected and indicated safe for occupancy. All outside activities will not resume until properties are declared SAFE.