

ST. MARK'S TOWERS, INC. HURRICANE EVACUATION AND RE-ENTRY PROCEDURES

1. Hurricane Preparedness

As with most things in life, advance preparation for events is critical to success and greatly reduces anxieties. As such, if you have not already done so, you should prepare a “things to do” list in case you must evacuate St. Mark’s Towers. First, identify and maintain a list of items that you will want to take with you. Most importantly, you will want to make sure you have an adequate supply of your medications (including prescriptions) and any medical equipment supplies. Additionally, identify what clothing, shoes, hygiene, and personal items you will want to take if required to evacuate. This should include any important personal papers, your driver’s license or other forms of identification, and health insurance documents.

Understanding that you cannot take all your belongings with you, consider now how best to secure, and protect those items you anticipate leaving behind. Perhaps, if an evacuation order is issued, move fragile items away from the windows, relocate electronics to a closet or shelf, and unplug all electronics. The key is to have a plan in place in advance to reduce potential stress when an evacuation order is announced.

2. Evacuation Transportation and Lodging Plans

Evacuation transportation and lodging arrangements are each resident’s personal responsibility. With the beginning of hurricane season, it is critical that you have confirmed plans/arrangements in place for evacuation transportation and accommodations. Whether family, a friend or your sponsor, it is important to verify now (and annually) who will commit to being available to assist you in an emergency. You are encouraged to have back-up arrangements in place as well...just in case. This topic is so important, and to avoid any possible misunderstanding, you are reminded, and we emphasize again, that St. Mark’s does not arrange for evacuation transportation or lodging, including return transportation to St. Mark’s when re-entry is permitted.

If you anticipate not having someone available to assist you with evacuation transportation and lodging, please notify St. Mark’s staff immediately to assure your name appears on St. Mark’s list of those residents who will be taken to Lanier Plaza to utilize public transportation from the area to public shelters. This limited transportation is provided as a courtesy and should not be interpreted as St. Mark’s otherwise providing or arranging evacuation transportation and accommodations.

3. Storm Monitoring and Pre-Evacuation Announcements

Should a storm’s predicted path and related conditions pose a threat to St. Mark’s Towers and the surrounding community, St. Mark’s will monitor the storm’s track and intensity using local and regional resources including, television, radio, and internet media. In any event, St. Mark’s will comply with directives issued by the Governor and Glynn County’s Emergency Management Agency (EMA) and its Director.

If a hurricane watch is issued for the area, St. Mark's will make periodic intercom and written announcements regarding the storm's path and conditions. If you have not already done so by this time, you should contact your sponsor and begin readying yourself for a possible evacuation. This includes finalizing pick-up, transportation, and emergency housing arrangements.

4. Evacuation Orders and Procedures

Evacuation directives are **MANDATORY** for all St. Mark's Towers residents and visitors. Should weather conditions deteriorate and/or the Governor and/or EMA Director issue an Evacuation Order, you must evacuate the property. There are **NO** exceptions. St. Mark's staff will be on site to assist in the evacuation of St. Mark's residents.

a. Announcements

St. Mark's personnel will announce by intercom the commencement of the evacuation process and will provide periodic announcements thereafter. Evacuation information will also be posted on St. Mark's website and Facebook pages.

b. Evacuation Timing

St. Mark's has no control over how much advance notice will be given to evacuate the property. You should reasonably anticipate having no more than six (6) hours to evacuate the premises. As such, if you have not already done so by the time an evacuation order is announced, you should immediately contact your sponsor, person(s) providing transportation and emergency accommodations to coordinate your timely departure before the evacuation deadline. **Do not** wait until the last moment.

c. Evacuation Assistance

Should residents need assistance confirming the adequacy of their medication supplies, identification documentation and emergency contact information, St. Mark's Life Enhancement Director, Tresena Bowe will be in St. Mark's Recreation Room to assist.

d. Resident Evacuation Checkout

At the time of evacuation, the St. Mark's personnel, identified below, will be stationed in the North and South Tower lobbies. Please make the time to inform these representatives that you have vacated your unit and are departing the property. At the time of check out, Residents will receive materials including evacuation route directions, emergency contact lists and re-entry information. You should also provide St. Mark's staff any updated/revised contact information at this time.

- i. North Tower
 - a. Melinda Massey, Finance Director

b. Christina Aki, Occupancy Specialist

ii. South Tower

a. Jenna Lightfoot, Executive Director

b. First Responder

e. Evacuation Of St. Mark's Administrative Personnel

Once all St. Mark's residents are evacuated, and St. Mark's property is secured, all St. Mark's personnel will evacuate the property. As such, be mindful that no one will be available to grant access or retrieve any items you may have mistakenly left behind.

f. Communications while Evacuated

St. Mark's will do its best to keep you informed of relevant events concerning the property while you are away, including its condition, however, since St. Mark's personnel will also evacuate, there may be little to report. During this time, it is best to visit St. Mark's web and Facebook pages to obtain whatever information that may be available. Additionally, St. Mark's may send pertinent information via email and/or cellular texts. Alternatively, St. Mark's will seek to disseminate current information by way of its automated telephone system and/or area media such as The Brunswick News and WAY Radio. Please, however, be patient during this time and know that St. Mark's personnel is doing all that is possible to assure a timely and safe return to the property.

5. Re-entry Procedures

Before St. Mark's residents will be able to reenter the property and occupy their units, the Towers must be inspected, and a property damage assessment report submitted and approved by HUD. Residents will be denied access to the property pending HUD approval and/or based on property and unit conditions. The extent of property damage will impact the length of time the Property will remain closed and off limits. Residents should assume that dangerous conditions exist and therefore they will not have ready access to their possessions. As such, do not just show up at the Property unless directed.

Know that St. Mark's will contact you as soon as possible when your unit is available for re-occupancy via the contact information provided. As such, it is critical that your contact information be up to date and St. Mark's informed of any changes.

Specific conditions may impact when you are granted reentry to the property. Therefore, just because a neighbor has been granted reentry does not necessarily mean residents with neighboring units or units on the same floor will be granted access at the same time.

a. Communications during Reentry Process

St. Mark's will provide periodic updates on reentry and the property's conditions as available. Updates will be sent/available via email, cellular texts, and St. Mark's automated telephone system and, as conditions permit, via St. Mark's website and Facebook pages, and

other media such as The Brunswick News and WAY Radio. You should not expect individual calls being returned while the property is being assessed and before HUD re-entry approval. During this time, St. Mark's staff will be occupied preparing for your return, including filing required governmental reports and making related submittals. Should the property sustain damage, St. Mark's staff will additionally be focused on coordinating and assisting in repairs and other activities to expedite your return to the property.

Should conditions prevent granting reentry to the property for an extended period, St. Mark's will contact you at the telephone number provided and/or your designated mail or email address(es). Depending on circumstances, you will be asked about your intentions regarding returning to the property when your unit is available, particularly if your unit will not be available for more than thirty (30) days. Residents must respond to St. Mark's within thirty (30) days of receiving this notice. You will also be asked to supply updated contact information at this time. If you do not intend to reoccupy your unit, you should immediately notify St. Mark's in writing in accordance with residency termination procedures.

b. Resident Responsibilities

It is impossible to anticipate everyone individual circumstances and/or needs or to act on each resident's personal behalf. Therefore, it is **your responsibility** to seek benefits that may be available to you following a natural disaster. The following are several things you can do to help yourself.

i. Applying for FEMA Benefits

Residents may register/apply for benefits with Federal Emergency Management Agency (FEMA). You can register for benefits in the following ways:

- a. Telephone:
 - a. 1-800-621-FEMA (3362) or
 - b. TTY 800-462-7585
- b. Online
 - a. www.fema.gov.
 - b. www.DisasterAssistance.gov. or
- c. In person:
 - a. by visiting a Disaster Recovery Center – location information available on FEMA's website (www.fema.gov) or by downloading the FEMA App. to your smart phone

You will need the following information when applying for FEMA benefits:

- 1. Social Security Number
- 2. Address of the damaged home or apartment
- 3. Description of the damage
- 4. Information about insurance coverage, if applicable

5. A current contact telephone number
6. An address where you can receive mail
7. Bank account and routing numbers for direct deposit of funds
8. HUD form 50059

Following application for benefits, residents will receive a letter of eligibility (or ineligibility) from FEMA, which specifically describes the type of eligibility.

NOTE: To obtain temporary rental housing, an applicant must present the FEMA letter and proof of existing assistance information such as the HUD form 50059 which will identify the resident as displaced and eligible for housing assistance. The Department will rely upon FEMA's eligibility determination when assessing housing assistance relief; however, residents are advised to check with the local FEMA office for ongoing guidance.

ii. Red Cross

Should you require time critical housing or other assistance you should contact the Red Cross at 1-866-GETINFO or register on-line at www.redcross.org/get-help/disaster-relief-and-recovery-services/contact-and-locate-loved-ones.

iii. Renter Insurance Claims

Residents must contact their insurance carrier to submit renters' insurance claims for damage to personal property caused by the disaster (if applicable). We recommend that you submit a claim with your insurer ASAP to avoid (or limit) payment delays or claim denial because you did not notify your insurer soon enough. You are reminded that St. Mark's does not insure your personal property so, if you do not have insurance, repair and/or replacement of any damaged or destroyed property is your sole responsibility. Therefore, if you do not have renter's insurance, you might consider purchasing a policy.

6. Summation

St. Mark's is here to assist as much as possible should a storm event impact the property. However, your advanced preparation and patience, before and after a storm event, are critical to successful evacuation and re-entry. We appreciate and recognize the impact such an event has on you and your family. Be mindful that others are similarly affected by events and that you may not always have current and accurate information. As such, avoid spreading rumors and rely only on the information St. Mark's provides directly to you or by way of official communications.

We hope this provides useful information that will reduce fears and concerns yet also causes you to consider your personal circumstances and ask questions. We always hope that evacuation will not become a reality, however, it is best to be prepared as much as possible to avoid unnecessary stressors.

In closing, St. Mark's highly recommends that you:

MAKE AN EVACUATION "THINGS TO DO" LIST ASAP

**MAKE EVACUATION TRANSPORTATION AND
ACCOMMODATIONS ARRANGEMENTS A PRIORITY**