

COMMUNITY INFORMATION

*The community has two addresses and two entrances,
Main Entrance (University DR.) and West Entrance (Hawes RD.), located in East Mesa.*

COMMUNITY: 797000 (7960)

Viewpoint RV & Golf Resort
8700 E. University DR
Mesa, AZ 85207

Phone: 480-373-8700
email: www.viewpointrv.com

650 Hawes Road
Mesa, AZ 85207

County:
Maricopa County

Lot:
332 – Acre lot (14,461,920) sq.ft

Built in 1983 - 1984

Areas are identified as follows:

Phase I	From site #102 to #2681
Phase II	From site #4901 to #5627
Phase III	From site #2732 to #4838

MEDICAL ASSISTANCE

CALL 911

OCCUPATIONAL CENTER --- WC

**NextCare Urgent Care
1066 S. Power RD Ste#101
Mesa, AZ 85206
Phone: 480-808-0130**

LOCAL HOSPITALS

**Banner Baywood
6644 East Baywood
Mesa, AZ
Phone: 480-321-2000**

**Banner Gateway
1900 N. Higley RD.
Mesa, AZ
Phone: 480-543-2000**

LOCAL DISASTER RELIEF SHELTER FOUNDATION

**550 W. Baseline Road
Mesa, AZ 85210
Phone N/A**

Note: A group of staff members have trained on CPR.

FEMA

FEMA – The Federal Emergency Management Agency.

Supports citizens and emergency personnel to build, sustain, and improve the nation's capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

After a disaster, if you are contacting **FEMA**, you must have the following information available:

1. Description of the loss;
2. Insurance information;
3. Directions to your damaged property; and
4. A phone number where you can be contacted.

What can FEMA do for you?	
1. Aging Services Crisis Counseling	6. Home and personal loan programs
2. Emergency Assistance	7. Social Security checks
3. Legal Services	8. Consumer Services
4. Price Gouging Assistance	9. Insurance information
5. Disaster Unemployment Assistance	10. Veterans Benefits

MICROBURST, MOONSOON, HIGH WINDS, STORM, FIRE, FLOOD, SEVERE WEATHER

Microburst

A microburst is a small, very intense downdraft that descends to the ground resulting in a strong wind divergence. The size of the event is typically less than 4 kilometers across. Microbursts can produce winds of over 100 mph, causing significant damage. The life span of a microburst is around 5-15 minutes.

Monsoon

A wind blowing part of the year from one direction, alternating with a wind from the opposite direction; a term applied particularly to periodical winds, which blow from the southwest from the latter part of May to the middle of September, and from the northeast from about the middle of October to the middle of December.

High Winds

60+ miles per hour.

Storm

Storms are regularly in the months of July and August.

Viewpoint has had damage occur during storm season. Therefore, awareness/preparedness is necessary. The Management Team has been provided with the necessary information regarding preventive measures.

Fire

Fire is the most common of all hazards. Fires may erupt without warning and can cause immediate and irreversible damage. Fires are common during summer months when lightning strikes occur during thunderstorms.

Flood

Floods are common and the most widespread of all natural disasters. Communities can experience flooding after heavy rains.

Weather – Average Indicators

Weather Forecasts - 602-265-5555

MONTH	AVG-MAX-TEMP	AVG.MIN.TEMP
JAN	64.9	35.6
FEB	69.3	38.5
MAR	73.6	42.9
APR	83.0	49.5
MAY	92.1	56.8
JUNE	100.8	64.4
JULY	104.3	74.1
AUG	101.8	72.9
SEPT	98.5	65.9
OCT	88.3	54.4
NOV	75.4	42.7
DEC	66.9	36.8
YEAR AVG	86.4	52.9

Temperature – PHOENIX, ARIZONA

○ Hot Season

May to September Above 98°F.

Hottest month: **July** with an average high of **106°F** and a low of **85°F**.

Cool Season

November to February

- Average daily high temperature: Below 74°F.

Coldest Month:

December with an average low of 46°F and a high of 66°F.

VIEWPOINT RV & GOLF RESORT

General Information

Location Details 7960 – East Mesa, Arizona

3 Acre lot – areas:

Phase I, II and III --- Current MAP available.

Phase I- from site #102 to #2681

Phase II – from Site #4901 to #5627

Phase III – from Site #2732 to #4838

The resort has two (2) entrances:

Main Entrance

VIEWPOINT RV & GOLF RESORT
8700 E. University DR
Mesa, AZ 85207

West Entrance

VIEWPOINT RV & GOLF RESORT
650 N Hawes RD
Mesa, AZ 85297

PH: 480-373-08700

FAX: 480-373-5757

Departments:

Main Office, Security Team – Garda- Golf, Activities, Mailroom- Rentals,
Home Sales, Housekeeping, Communications, Restaurant-Fat Willy's, 2 Gates. The Activities
Building has a second floor with a large office space area. Northpoint is a second-floor building
with an elevator.

CHECKLISTS

DISASTER/EMERGENCY RELIEF PLAN OF ACTION

Items to accomplish immediately

ELS provides the community with **CHECKLISTS** for the different areas referring to an emergency:

The **CHECKLISTS** are part of the plan.

EXHIBIT A	Post-Disaster/Emergency Checklist
EXHIBIT B	Disaster/Emergency Checklist for Hurricane/Flood/Tsunami
EXHIBIT C	Disaster/Emergency Checklist for Fire
EXHIBIT D	Disaster/Emergency Checklist for Tornado
EXHIBIT E	Disaster/Emergency Checklist for Earthquake
EXHIBIT G	Protecting Computers and Network Equipment

Note:

Available at the end of the document

****Power Outage Tips**

****Heat Protection Illness**

EVACUATION INFORMATION

(During a crisis **DO NOT PANIC**)

Refer to MAP

EXIT POINTS:

- | | |
|---------------------------|--|
| 1. Main Gate | University Drive |
| 2. West Gate | Hawes Road |
| 3. Emergency Gate | 88 th Street is located on the East Side of Property |
| 4. Walking | Walls are not too high to jump over |
| 5. Elevator at Northpoint | Do not use elevator if there is a (power failure)
Emergency Phone in the elevator – Extension 5775 |

PHASE 1

EXIT – through Main Gate (University DR), or 88th Street Gate
Maintenance Manager and Security Team have keys to the gate to open it.

PHASE 2

EXIT – through West Gate (Hawes RD) - Terrace Green – Golf Area.

PHASE 3

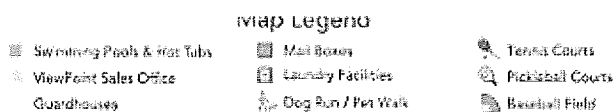
EXIT through West Gate (Hawes RD) There are new homes in that area that are occupied, and the Home Sales Department is situated there are site #2739.

IMPORTANT:

If the police or fire departments are providing instructions for evacuation follow their instructions. If the Main Street becomes congested due to an emergency, try Option 2 or 3.

Issue	Action
Easy traffic flow in/out street	Use any of the three exits
Difficult Exit Main Street	Use Option 2 and 3 (West Gate, 88 th Street)
Police/Fire Departments not at exits directing traffic when difficulty in/out resort	Assign 2 or 3 people from the resort to direct the traffic for easy exit – detour, etc.
Flood not allowing EXIT.	Try to exit through gates 1,2,3 and try 4 or follow instructions from rescue team.
Make sure police/fire departments are aware of flood situations/status - not easy exit from the resort.	Call the Fire Department/Police/City of Mesa and follow instructions, do not panic.

Below is the map of the property that outlines the evacuation routes.



IMMEDIATE EMERGENCY ACTION PLAN FIRE, SEVERE WEATHER (HIGH WINDS, STORM, FLOOD, LIGHTNING, MICROBURST, MONSOON)	
Assess the impact of the emergency/crisis.	
Track the impact on the business (Sales, occupancy, customer relations, rent collection, bank transaction and all other significant issues)	
Implement security related issues and keep people calm.	
Meet with police and fire department, personnel as needed throughout the timeline of the emergency.	
Gather information about the damage – business and residents for insurance.	
Assess computer equipment status and data.	
Notify residents of property damage and preventive measures when returning to their property	

The Security Team – Garda and assigned Viewpoint staff play a key role in an emergency. The combined team must know what their roles are and be informed of the plan. Cell phones will be important tools in case of an emergency. Leadership and good communication are vital to be able to control the situation.

WHAT TO DO IN CASE OF A DISASTER/EMERGENCY AT VIEWPOINT

Identify Crisis:

Storm, fire, flood, monsoon, loss of power and water for a long period of time.

Incidents **occur during the day or night**. Depending on the time different approaches are taken.

Identify affected area(s) – assessment.

Refer to the Instructions Manual and follow a **CHECKLIST**, to be able to act and give information based on emergency guidelines.

Community Manager with Maintenance Manager to assess the situation, along with other Department Heads to action and delegate responsibilities as necessary and report to REGIONAL/ELS.

Patrol the areas walk through – drive through - the security team will be assigned to check rows to make sure residents are OK or immediate help is required.

Call 911 for help immediately if necessary.

Keep residents, guests, staff members **CALM**.

Notify immediately individuals or agencies listed on the contact list. Community Manager, Maintenance Manager, and if necessary 911 for police or fire departments.

Gathering Point – If gathering is necessary, it has been determined that the Activities Ballroom, or outside by the parking lot to receive information and instructions.

Gates – make sure all gates are open in case of an evacuation.

MAIN GATE, WEST GATE, 88TH STREET. The Security Team and Maintenance Manager has keys for the gate located on 88th Street.

Delegate responsibilities

Assign a person to check each business area to gather information and ensure the **computers and data are protected**. *Front Desk, Pro-Shop, Activities, Mailroom, Finance, Rentals, Home Sales, Communications, Housekeeping.*

Make sure the Front Desk and accounting – **cash – checks – safes(s) are protected**.

Incident Report - Pad and pencil available to start writing general information on the incident and damages. Create an Incident Report. If the power is on, an Incident Report can be completed online. (**Time, date, location, describe incident, damage, injuries, and photos**).

Photos – take photos of damage to submit with the final report.

Emergency kit and defibrillators - defibrillators are available in the **BALLROOM, TENNIS COURTS, SOFTBALL FIELD, GATE (West)**. Flashlights, batteries, heavy work gloves, disposable camera or cell phones, roll of yellow/construction tape, masks, pen and paper.

Defibrillators must always be checked to work (**Cintas**) – check batteries and function.

CPR – identify individuals that have been trained for CPR.

Injuries – if any injuries occur, try to keep the injured protected until help arrives. Create an injury report. Have a First Aid kit handy.

Areas – dangerous, working areas, damaged areas, etc. place signs, and use caution tape where needed. Do not allow residents to congregate and “watch”.

Pets – residents to secure pets and prepare if an evacuation is required.

Transportation – Golf Carts, other vehicles available.

Water Supply – check water supply

Power – Check power – available not available and contact SRP.

SRP and High Voltage contact information must be handy.

Cell phones – communicate with cell phones if the system is down.

Elevator at Northpoint – check to make sure nobody is there.

Bathrooms – saunas – check all bathrooms to make sure there is nobody there.

Phone room – check to make sure the temperature is adequate for the phone system.

Generator – have a generator handy or contact information to obtain one soon if needed.

Temperature – be aware of the temperature cold or hot to take necessary measures for cooling or heating.

**STORM SEASON
STORMS EXPECTED DURING JULY & AUGUST
AWARENESS & PREPAREDNESS**

**MAIN GATE: X5702
University Drive**

**WEST GATE: X8702
Haws Road**

Communicate effectively with **Safety Team, Key Staff, General staff, Residents/Guests, and Regional/Corporate Management**

Assess needs, plan and execute

Use **ELS checklists:**

EXHIBIT A	Post-Disaster/Emergency Checklist
EXHIBIT B	Disaster/Emergency Checklist for Hurricane/Flood/Tsunami
EXHIBIT C	Disaster/Emergency Checklist for Fire
EXHIBIT D	Disaster/Emergency Checklist for Tornado
EXHIBIT E	Disaster/Emergency Checklist for Earthquake
EXHIBIT G	Protecting Computers and Network Equipment

Check areas that have been affected by a storm before

Make sure **VENDORS** on your preferred vendor list

Plumbers/Electricians/others are complaint

Have a rate sheet ahead of time for services or request rate before committing for service

Store **sandbags** for billiard room/other rooms that have flooded in the past.

Have **FUSES** available. They are very expensive and there should always be **extras available**.

Identify measures to communicate effectively/immediately to coordinate and execute.

Report incident in detail to RISK MANAGEMENT in Chicago.

Report incident in detail to REGIONAL VICE-PRESIDENT in PHX Office.

Issue a **CAPEX** if needed for expenses for the damage/repairs.

Take photos to attach to the incident report.

Account for staff work hours for insurance reports and overtime.

Report developments, progress being made to Corporate.

Be aware of **MEDIA** and comply with policy.

Monitor and follow up closely on recuperation process and expenses with the finance department and VP Regional.

Plan for transportation.

STORM THINGS-TO-DO AFTER A STORM

GAS:

Do not attempt to turn gas back on yourself. If you have a natural gas connection, you will need to contact your local gas company for instructions on how to handle the connection in case of an emergency.

POWER:

Viewpoint/ELS will be in touch with local utility companies and will endeavor to expedite the return of electricity to your area as soon as possible. Please be patient, as the most serious and life-threatening areas will be handled first.

WATER SERVICE:

Viewpoint/ELS will be in touch with the local water/sewer providers to attempt to have this service returned as quickly as possible. After any major storm event, please follow boil water guidelines as directed by country agencies as a precaution until utilities are restored to normal working condition.

DOWNED/DAMAGE TREES:

Viewpoint/ELS will arrange to remove downed trees and tree limbs. Please be patient, as we will handle the most dangerous situation first. Staff and volunteers to ensure all streets are clear to make way for emergency vehicles.

COMMUNICATION:

Viewpoint will continuously try to communicate with residents and staff on the situation and will attempt to contact homeowners that are currently away from the community (caretakers). The community manager will also meet with **ROVA** representatives to keep them informed on the daily progress of clean-up efforts or any other matters that might arise.

REPAIRS:

If any damage is done to property, contact your Insurance Company and take plenty of photos. If maintenance staff is involved with the repairs and cleaning, etc. A document of hours worked in the repairs must be issued with date, area, hours, etc.

SYSTEMS:

Assess company hardware and software to make sure there is no damage the system is working properly.

EXHIBIT A

POST – DISASTER/EMERGENCY CHECKLIST

Items to accomplish immediately after a Disaster/Emergency

Take care of your personal needs first! Do not report to help at a community until you are satisfied that all emergencies are handled at your personal residence. Before leaving your home, be sure to pack rain gear if appropriate, rubber boots, water, a portable radio with extra batteries, a flashlight and a working cell phone with car charger and charged digital camera and/or disposable cameras. Wear comfortable clothing and tennis shoes or work boots, not open-toed shoes. It is recommended that you bring an extra change of clothing and shoes.

STORM THINGS-TO-DO AFTER A STORM	
If you experience a loss, contact your Regional Manager. If you do not receive instructions with specific claims handling instructions, then please notify Risk Management via the electronic incident reporting tool, if electricity is available. Keep track of all expenses (e.g., invoices, receipts, man hours for significant property losses, etc.)	
If your community is gated, open all access gates to the community ASAP.	
Community Managers drive through your community to get a quick assessment of the emergency needs and damage and prioritize your plan of action. Your first communication, if applicable, will be to the major utility companies who service your community and to emergency response personnel (e.g., fire, police, and paramedics). Take pictures of debris, damage to buildings, community infrastructure, company-owned homes, and resident' homes. Contact your Regional Response Team 9RRT) lead member to report results of this initial tour. Let the representative know of any immediate needs you have. (IF THIS IS A FLOOD EVENT, WAIT UNTIL THE WATER RECEDES ENOUGH TO SAFELY DRIVE IN YOUR COMMUNITY.)	
Remove accumulated debris from on top of and around all storm drains so that water does not continue to back up in the streets. This should be done as soon as possible, as the situation warrants.	
The RRT Director of Asset Management, if assigned, will work with the Regional and Community Managers to review damage and prepare a Plan of Action for recovery. The Community Manager will meet with local authorities (fire, police, EMS) if necessary to assist in their initial recovery efforts.	

EXHIBIT A

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<p>The Community Manager will assemble a team of resident volunteers to go door to door if the community was severely damaged, to help locate neighbors in distress. Contact local authorities. If you find a victim in need of medical or other assistance, do not attempt to move an injured person yourself. If you have a CERT TEAM (Certified Emergency Response Team) at your property, use this group as they are trained specifically in this area.</p>	
<p>Assemble in-house crews to clear all roadways and main entrances to ensure EMS and emergency equipment can enter and exit the community safely. Direct tree removal and debris removal vendors to the most critical areas. Coordinate vendors for ground clean-up, pool area clean-up, and restoration efforts on damaged buildings. At this point only emergency work is to be performed for the health and safety of the community and infrastructure. Use the site map that was developed before the storm as your guide. This job may have been delegated to your RRT Director of Asset Management, if assigned, during emergency planning.</p>	
<p>Secure all dangerous areas. Rope off areas that are deemed dangerous, using caution tape. Put security personnel in unsecured areas that are off-limits to residents.</p>	
<p>Meet with community employees at the pre-determined area, if safe, in case the phone service is not working. If possible, have your RRT lead member at the meeting.</p>	
<p>Once the initial emergency clean-up has been coordinated, the Community Manager, Maintenance Supervisor, and RRT Director of Asset Management, if assigned, will take a detailed tour of all common area buildings and facilities to determine specific damage.</p>	
<p>Set up in the community an EMERGENCY INFORMATION STATION as visible as possible and have post-emergency information available.</p>	
<p>If applicable, arrange a meeting with your HOA representatives on your block captains to start the communication process.</p>	
<p>Control your environment. Watch for fatigue or emotions not normal with your employees. Stress can cause severe health conditions. During an emergency, many times people do not notice when they are having a “melt down”. Appoint someone you trust to do the same for you.</p>	
<p>Do not let the media onto the property to cover the story. Direct them to contact our Corporate Media Representative at (312)279-1400.</p>	
<p>If you have a wastewater treatment plant, lift station, septic tank, and/or leach/spray field, etc., check immediately after the disaster to ensure there has not been any adverse environmental impact and that they work properly. If there is a problem, notify your Regional Manager and RRT Environmental contact.</p>	
<p>In severe devastation, contact the Red Cross and/or local fire department. Try to arrange meals, water and ice deliveries through these agencies. Have the CERT TEAM (if you have one) assist in this process.</p>	

EXHIBIT B

DISASTER/EMERGENCY CHECKLIST FOR HURRICANE/FLOOD

ITEMS TO ACCOMPLISH IMMEDIATELY:	
Prepare an emergency preparedness information letter for your community that can be handed out to residents before an event (<i>see EXHIBIT F</i>). Outline an Action Plan for residents' use that can be placed in their homes and referred to in an emergency. Meet with local emergency management agencies for your specific area and get a clear understanding of the evacuation routes for your community. Specify an evacuation plan for your buildings and community and state the most up to date storm shelter information. Have this information sheet copied and in boxes in case your area loses power. This should be prepared NOW, before the busy storm season hits.	
Designate a local employee to do the initial post storm review; tr to make this person the Community Manager. This person coordinates directly with the Regional Response Team ('RRT') leads and Regional Manager for property.	
Post signage stating that no ELS buildings on the property are authorized designated hurricane shelters. Post information for shelters in your area.	
Emergency call list: The list should contain all persons on and off site who would be involved in responding to an emergency. This list should contain the person's name, location (local, regional, corporate), their specific assignment, and 24-hour emergency number. This list would typically contain employee phone numbers, Community Managers' numbers, Regional Managers' numbers and corporate numbers from the Risk Management and Accounting Departments. Please refer to the EMERGENCY CONTACT LIST of the Disaster/Emergency Relief Plan of Action.	
Location of buildings and site maps that indicate the following: Utility shut off valves, water hydrants, main water and sewer lines, lift stations, main gas lines, main phone boxes, electrical shut offs, storm drains, fire alarm systems and codes, fire extinguishers, hazardous materials (storage of chlorine), pool/spas-pumps and heaters shut off valves, location of master building keys and security codes. Know who can shut down the utilities, water, electrical, sewer and gas. If this is not someone on the property, contact the correct entity. Have these telephone numbers available.	
Location of emergency first aid kit: Along with the normal first aid equipment, this kit should include flashlights, batteries, radio, head gear with night vision light, several sets of goggles, several sets of heavy work gloves, 4 disposable cameras, whistle, tape measure, siphon device, one roll of yellow/orange caution tape, pen and paper, crowbar, screwdriver, and a hammer and nails. (Bullhorn and flares are also a good idea but not a necessity).	
Key lifeline services call list: Police Department, Fire Department, and local Emergency Management Agency, Electric Company, Water Company, Sewer Company, Phone Company, Gas Company, Waste Disposal Service, Post Office and Transportation (e.g. buses, taxi service). Ensure you have contact person listed for easy access. Obtain alternate cell phone or email address.	

EXHIBIT B

Page #2

DISASTER/EMERGENCY CHECKLIST FOR HURRICANE/FLOOD

Have an arrangement with an electrician and plumber for the same type of emergency service needs. Prepare an emergency impact map. Use this to direct vendors to key locations immediately after a storm. Set up standing order contracts through your designated RRT leader member. (Need to get insurers preferred vendor list).	
CERT TEAM (Certified Emergency Response Team) . If your company does not have this program in place, it should work on developing it immediately. This is a program that is designed to train residents on how to assist during a disaster/emergency situation. The program might be offered by your local Fire Department and is extremely valuable. This trained resident group is then qualified to assist the Red Cross.	
Sandbagging – For those communities anticipating flooding possibilities, please ensure that you are prepared for necessary sandbagging. This includes building a sandbag all height matching the anticipated water levels.	

EXHIBIT B

Page #3

ITEMS TO ACCOMPLISH WHEN A STORM IS IMMINET (24-48 hours away)

Put (RRT Leader) on notice.	
Key contractors: RRT lead member to arrange with local tree and debris removal companies where to meet you and what areas to make a priority in response to your emergency call. This should be done first so that other vendors can access the property.	
Key power sources: Have generators fueled and ready. Fill gas tanks and on all trucks and heavy equipment, trimmers, chain saws, and grills. Have extra gas available on site (if possible and cameras, and only if kept in OSHA approved containers). Keep all cell phones, blackberries, digital cameras, and two-way radios charged and ready for use.	
Protect all computers and network equipment (see Exhibit G).	
Designated assembly areas: Have pre-determined assembly areas and schedule of meeting times prepared and distributed to employees before the emergency if possible. This should be for key personnel and coordinated with RRT leads. If possible, have this meeting within 24 hours after the emergency.	

COORDINATE with HOA representatives: Pre-arrange a meeting to be held within 24 to 48 hours (about 2 days) after the emergency (if possible) to keep the residents updated on post emergency issues and advisories. Get a commitment from your HOA to assist your team in communicating accurate information to residents. Create a list of residents with their phone numbers willing to assist as volunteers after the emergency. Note whether they will be evacuating the area during a storm.

Assist local emergency management authorities if mandatory evacuation is ordered for your area. Find out how they notify residents in your area and have this information posted for your residents. Instructions needed for what you can or cannot do if someone will not leave the community.

EXHIBIT B

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PREPARE THE COMMUNITY FOR THE EMERGENCY EVENT

In the event of a Hurricane or Flood, the items listed below should be done at least 48 hours (about 2 days) prior to the predicted landfall.

Do not accept new home deliveries to your property. If you do have new homes that are not tied down, get this done immediately, even if it is a temporary tie down that we pay for over and above the set costs later. Protect our inventory. Coordinate this with your Construction Supervisor. Seal and tears or holes in home wrap.	
If you have new or used homes, be sure to secure any loose objects, and put down storm shutters.	
Pick-up trucks should be stocked with several flashlights, a high-power light, rakes, shovels, large broom, empty trash barrels and rubber boots. This will be necessary for clearing storm drains.	
Secure all storm shutters on community buildings.	
Remove pool furniture, tables and umbrellas from pool decks, store them indoors if possible. If there is no room, put the pool furniture in the pool.	
Turn off pool pumps and heaters. Disarm timers.	
Have extra chemicals on hand in a safe storage area to shock pool after storm passes.	
Fill power tools with gas.	
If it is required, secure a supply of sandbags and prepare them.	
Inspect RV sites to ensure the sewer drop has a cap in place.	
RV communities with the large "fun umbrella" pool umbrellas; remove canvas and store it until storm passes.	
Make sure the main building gutters are clear.	
Remove any loose containers around the property that can become flying objects during heavy winds (e.g. garbage cans, cigarette urns).	
Secure shuffleboard equipment, take down tennis court nets, remove volleyball nets and secure amenity items that could be compromised due to heavy winds of floodwaters.	
Take flags down. This includes sales and open house flags.	
Turn over picnic tables.	
Lock clubhouses and other shelter areas if your property is not a designated storm or emergency shelter. Be sure more than one person has keys to unlock buildings and key areas that require access.	
If you have a Community TV channel, be sure to put emergency information on this channel and keep it updated with changes as they occur in your area. Disable all other information, as most events will be cancelled for a short time.	
Keep a TV or a NOAA Weather Channel on to get clear and accurate updates as the storm approaches your area.	

EXHIBIT C
DISASTER/EMERGENCY CHECKLIST FOR FIRE
CALL 911

<p>Before the Fire:</p> <p>Arrange with your local fire department a workshop on fire safety for your employees and residents. Be sure they can operate a fire extinguisher.</p>	
<p>Arrange to have community-owned landscaping, trees, shrubs and vegetation trimmed and free of unnecessary overgrowth prior to summer lightning storm events.</p>	
<p>Target danger areas that surround your community and work with the local fire department to have fire break lines dug if possible.</p>	
<p>Have an evacuation procedure in place for personnel in case of emergency in the workplace.</p>	
<p>Confirm that fire alarm systems and smoke detectors are in good working order in all buildings and new homes/models.</p>	
<p>Remind residents to keep shrubs and trees trimmed and away from their homes.</p>	
<p>Create a site map indicating the location of the following: Utility shut off valves, water hydrants, main water and sewer lines, lift stations, main gas lines, main phone boxes, electrical shut offs, storm drains, fire alarm systems and codes, fire extinguishers, hazardous materials (e.g., storage of chlorine, gasoline), pool/spa pumps and heaters shut off valves, and location of master building keys and security codes. Know who can shut down the utilities, water, electrical, sewer and gas. If this is not someone on property, contact the correct entity. Have these telephone numbers available. Be prepared to supply this information to the fire department.</p>	

EXHIBIT C

Page #2

IF A FIRE STRIKES - CALL 911

Don't try to extinguish a large fire or chemical fire yourself. Immediately call 9-1-1.	
Evacuate the building if a fire breaks out inside or close to the building itself.	
Have a staff member wait at the community entrance to direct the fire department to the emergency area.	
Instruct staff to rope off the immediate area and not allow residents to congregate and watch. Safety is the number one priority.	
Work directly with the fire department to assist in securing the immediate area and evacuating homes.	
Have your appointed Administrator team member assist residents in making phone calls, keeping them calm and attending to the immediate needs of residents/guests.	
Keep the Emergency First Aid Kit with you if possible. In addition to standard first aid supplies	

EXHIBIT D

DISASTER/EMERGENCY CHECKLIST FOR TORNADO

Though tornadoes can strike in an instant, there are precautions and preventative measures that people can take to increase the chances of surviving a tornado. Also, **OSHA** requires employers to have a written, comprehensive emergency plan. The plan should be maintained throughout the year to reflect changes, especially contact and regulatory information. **FEMA**, suggests conducting regular Tornado drills or tabletop exercises, as explained in FEMA's tornado playbook.

Before a Tornado:

1. Review the emergency plan to ensure it is current, including the communication plan and backup communication plan, referenced in Step 2 of the Disaster Emergency Relief Plan of Action – General, with employees and third parties, which may include cell phone, text messaging, emails, or announcements over and handheld radio system, intercom/loudspeaker.
2. Create a site or impact map indicating the location of the following:

Utility shut off valves, water hydrants, main water and sewer lines, lift stations, main gas lines, main phone boxes, electrical shut offs, storm drains, fire alarm systems and codes, fire extinguishers, hazardous materials (e.g., storage of chlorine, gasoline), pool/spa pumps and heaters shut off valves, and location of master building keys and security codes. For the utilities such as water, electrical, sewer, and gas, know who has approval to shut down/restart the utilities as well as the location of the written protocols. If this is not someone on the property, then contact the correct entity. The manager and lean maintenance person should have these phone numbers with them even when not at the property.
3. Pay attention to local weather via media reports, notifications from weather apps or emergency apps, such as the FEMA app, NOAA weather radio as well as local radio and TV broadcasts to find out if a tornado warning has been issued for your area. Listen for tornado warning sirens and take shelter when you hear them. Review the emergency plan with employees, including the appropriate shelters, communication plan, and the primary and backup gathering place after the emergency as outlined in the Disaster Emergency Relief Plan of Action – General. Keep employees informed about weather conditions by using multiple sources for warnings rather than relying on one source.
4. Ensure signs are posted stating that common areas and bathrooms are not designated tornado shelters, unless determined by a regulatory agency.

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DISASTER/EMERGENCY CHECKLIST FOR TORNADO

Before the Tornado:

5. After making sure no one is in the buildings, lock clubhouses and other shelter areas that are not designated storm or emergency shelters. Be sure more than one person has keys to unlock buildings. Post a copy of the community site map with evacuation route in a window of the building facing outside so people outside the building have the reference. If posted on outside of the building rather than in a window, then put map in plastic covering and secure. Determine if doors can be locked or if there is a legal reason to leave doors open.
6. In addition to weather reports, look for funnel clouds and other signs of tornados such as: dark and often greenish clouds or sky, appearance of wall/pedestal clouds, persistent and strong rotation in the cloud base, hail and/or heavy rain followed by a fast and intense wind shift or "dead calm", a roaring sound that doesn't fade after a few seconds, whirling dust and debris near the ground and under the cloud. *(Source: Roger Edwards, NOAA Storm Prediction Center).*

During a Tornado:

1. When a tornado warning is issued, employees should proceed to a previously designated area, an enclosed, windowless area on the lowest floor of a sturdy building, preferably as close to the center of the facility as possible and away from glass windows. Employees should crouch down as low as possible, with their face down and hands covering their head. *(Source: Roger Edwards, NOAA Storm Prediction Center).* **Note: employees in a manufactured home should leave the home and proceed to a previously designated area.**
2. For employees who are outside, if a tornado is nearby, quickly move to a sturdy building if one is available. If that's not an option, lie down in an area lower than the elevation of the road and cover your head with your hands. Never stay in a vehicle during a tornado or try to outrun a tornado in a vehicle. Experts caution that tornados often move in unpredictable paths. Bridges and overpasses are not good shelters, as they can become wind tunnels for debris. *(Source: Ernst Kiesling, National Storm Shelter Association of Texas Tech University).*
3. Unless a tornado is far away and highly visible, meteorologists advise that drivers park their vehicles at the side of the road (so as not to block emergency traffic) and find a sturdy shelter. As stated above, if no sturdy shelter is nearby, lie down in an area lower than the elevation, such as ditch, and cover your head with your hands.

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DISASTER/EMERGENCY CHECKLIST FOR TORNADO

After a Tornado:

The Center of Disease Control and Prevention advises:

1. Follow the emergency communication and post-event gathering plan or which employee were trained take headcount of employees at the gathering place and ensure everyone is accounted for.
2. Check employees for injuries. Don't move anyone who is seriously injured unless they are in immediate danger of further injury. Instead, seek medical assistance right away. Begin CPR (if trained) on anyone who has stopped breathing.
3. Check apps and other sources for additional emergency weather information.
4. Proceed with caution through damaged areas and watch out for hazards. Wear proper personal protective equipment when handling debris.
5. Cooperate with emergency personnel.

Also, see Exhibit A – Disaster/Emergency Checklist.

Additional resources:

OSHA EVACUATION PLANS AND PROCEDURES eTOOL:

<https://www.osha.gov/SLTC/etools/evacuation/eap.html>

FEMA SEVERE WIND TORNADO TOOLKIT:

https://www.fema.gov/media-library-data/1510690330564-1e6c4874b251c3022ac4b57b0369e2da/Severe_Wind_Tornado_Ready_Business_Toolkit_Interactive_Final_508.pdf

FEMA PREPARE YOUR ORGANIZATION FOR TORNADO PLAYBOOK:

https://www.fema.gov/media-library-data/1409936139924-14f8f593c82cf0ee0384701252b30995/prepareathon_playbook_tornado_final-090414_508.pdf

OSHA TORNADO PREPAREDNESS AND RESPONSE webpage:

<https://www.osha.gov/dts/weather/tornado/>

EXHIBIT E

DISASTER/EMERGENCY CHECKLIST FOR EARTHQUAKE

Preventive measures:

1. Lower heavy object or displays which could fall and injure or block an entrance/exit.
2. Keep drawers and cabinets closed/latched.
3. Create a site map indicating the location of the following:
Utility shut off valves, water hydrants, main water and sewer lines, lift stations, main gas lines, main phone boxes, electrical shut offs, storm drains, fire alarm systems and codes, fire extinguishers, hazardous materials (e.g., storage of chlorine, gasoline), pool/spa pumps and heaters shut off valves, and location of master building keys and security codes. Know who can shut down the utilities, water, electrical, sewer and gas. If this is not someone on property, contact the correct entity. Have these telephone numbers available. Be prepared to supply this information to the fire department.

During an earthquake:

1. Stay calm and remain where you are; do not enter or leave any building.
2. If indoors, immediately take cover under a desk, table, workbench, or in a doorway. If none is available, go to the nearest stairwell or to an inside wall and assume the “duck and cover” position by kneeling on the floor with your head tucked in front of your knees and your arms over your head. Protect your head and neck.
3. If outside, immediately go to a clear area away from all buildings, utility poles, trees and power lines.
4. If driving, pull over to the side of the road and stop the vehicle.
Do not park near overhead wires, tall buildings, overpasses or bridges, if possible.
Remain in the protective shell of your vehicle until the earthquake is over. After a severe earthquake, do not drive on an overpass or across bridges.
5. In a crowded public place, do not rush to a doorway. Stay calm and cover your head and face.
6. Do not use elevators.

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DISASTER/EMERGENCY CHECKLIST FOR EARTHQUAKE

After an earthquake:

Natural Gas Service:

Community Manager should see to it that the natural gas is turned off to the community at the location or location of service to the property, if the damage from the earthquake warrants. If in doubt, turn it off (or contact the local gas provider to do so). Community Managers should be aware that mobile/manufacture homes may fall off their "piers" which may cause a break in the natural gas service to the homes.

Water Service:

Water service to the property may need to be shut off. Turning off the water to the community should only be done if there are no fires or threats of fires within the community.

Electric Service:

The electric service to the property should be turned off (or call the electric service provider), if the emergency and conditions warrant.

Aftershock(s):

Be prepared for more than one aftershock. Aftershocks may occur for several minutes, hours or even days after the initial earthquake. Smaller aftershocks can be just as dangerous and do more damage than the initial earthquake because structures may be in a weakened condition.

Stay calm and take time to assess the situation. The Community Manager should confer with the Regional Manager (RM) and a member of the Regional Response Team (RRT) regarding priorities of action items.

Do not smoke, light matches or use candles in any building or outside of any building until gas lines have been checked for damage and/or leaks.

Do not use the line telephone unless there is a serious injury, **use cell phone**, fire or significant property damage.

Check for **hazards** in your immediate area.

Report hazards to the Community Manager, Regional Manager or RRT Environmental resource (refer to Disaster/Emergency Relief Plan of Action – Internal Contact List).

Listen to a portable radio for emergency instructions, reports and procedures.

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DISASTER/EMERGENCY CHECKLIST FOR EARTHQUAKE

The Community Manager should check each room in all buildings for **injuries** as well as elevator(s), and assess the rooms and hallways for **damages**, if the manager determines it is safe to do so. If someone is injured, provide first aid if comfortable doing so; otherwise seek assistance. The Community Manager shall report any injuries or damage to the RM or a member of the RRT, if the RM is not available. If the injury is of a serious nature, call 911, and then report the situation to the RM. Do not move an injured person unless necessary and the magnitude of the emergency warrants to do so.

The Community Manager or maintenance personnel shall conduct a **visual inspection** of all mechanical rooms, boiler rooms, etc., and building exteriors. They shall also walk through all buildings to check for gas and water leaks, electrical problems, structural damage and other hazards. Any problems shall immediately be reported to the RM or a member of the RRT. If a gas leak is discovered, maintenance shall turn off the gas to the building (if qualified to do so) and inform the gas company of the leak. If an electrical problem is discovered, maintenance shall inform the electricity company and, if possible, cut off electricity to the problem area. If serious structural damage is discovered, maintenance shall inform the RM or member of the RRT. The damaged area or building shall remain vacant until the appropriate authorities authorize entrance.

Check doors for heat before opening with the back of the hand. **DO NOT OPEN** if the door is warm/hot at touch.

Watch for falling lass or debris.

See Exhibit A – Post Disaster/Emergency Checklist for more tasks.

POWER OUTAGE TIPS

In case of a planned or unplanned power outage, **PLEASE DIAL 911 in an emergency.**

You may contact the business office at 480-373-8700 during business hours, which are Monday – Friday 9:00 AM – 4:00 PM, or contact Security at 480-373-8702.

Security will be updated and will be your line of communication if it is after hours.

If the power goes out after business hours, security notifies the maintenance manager who immediately contacts the General Manager.

The Activities Building and Northpoint Building will remain open during an outage for residents to stay cool if it has not affected those buildings.

Please note:

- **POWER DOWN** – turn off lights and appliances to avoid a power surge when your power comes back on.
- Keep flashlights in handy locations along with a supply of fresh batteries.
- Keep important numbers handy-let family members, friends or neighbors know if your power has gone out.
- Keep your mobile phones, alert electronics etc. Charged when expecting a rainstorm or high winds.
- Bottled water - have at least 1 gallon per person available.
- Coolers or ice chests: You will need these if the outage is lengthy.

PREVENT HEAT ILLNESS

Outdoor and Indoor heat exposure can be dangerous.

Arizona temperatures rise significantly during the summer, and residents in East Mesa must be aware of heat illnesses for prevention.

Viewpoint RV & Golf Resort is interested in the well-being of its residents and guests during high temperatures in the summer, therefore, we strongly recommend that you are aware of the hazards involved and what an emergency incident would be at Viewpoint.

An emergency incident during this time of the year would be if we experienced a power outage that would interrupt the cooling systems in the homes. It would be a priority to make sure we took the necessary actions to assess the problem and time factor to repair.

We would ask our residents to go to an assigned cool place immediately such as the Activities Ballroom or any other Viewpoint cool area, where water would be available, and if other steps would be necessary, like facilitating refrigerators for food. Communication to our residents/guests would be vital until the situation has been resolved.

Things to do during heat temperatures:

Be aware of the daily temperatures during the summer.

Stock up on drinking water.

Drink cool water steadily even if you are not thirsty.

Make sure your Air Conditioner works.

Ventilation – use cooling fans.

Check with your doctor if you need to add electrolytes, or salt tablets to your water.

Dress for heat – wear a hat a light-colored - loose-fitting, and breathable clothing.

Avoid physical exertion.

Please note signs of heat illness:

BE ALERT

It is important to act quickly, and when in doubt call 911.

HEAT EXHAUSTION	HEAT STROKE – Medical Emergency
Heat exhaustion occurs when the body can't replace fluids and/or salt lost in sweating.	Heat stroke occurs when the body no longer sweats and holds so much heat that body temperature reaches dangerous levels.
Heat Cramps - (drink water)	Dry, hot reddish skin, and lack of sweat.
Loosen clothing and use wet compresses to skin	Monitor breathing. Do not give fluids if the person is unconscious.
Move to a cool place immediately	Cool person down while medical help arrives
Pale or flushed appearance	Chills
Sweating, moist and clammy skin	Confusion
Weakness, dizziness, nausea	High body temperature and strong, rapid pulse.
Drink water or an electrolyte fluid slowly	Move to a cool place and call 911
Elevate feet 8 – 12 inches	