



# Emergency Response Plan

# Table of Contents

<b>Phases of Operation:</b> .....	<b>5</b>
<i>Planning</i> .....	6
Mayor and Village Council shall: .....	6
Village Manager shall:.....	7
Deputy Village Manager shall: .....	8
Village Clerk/Executive Assistant to Village Manager shall: .....	9
Public Works Director shall:.....	10
Community Development/Building Official shall:.....	11
Information Technology Department (IT) shall:.....	11
Finance Director shall: .....	12
Village Attorney shall: .....	12
Communications Specialist Contractor shall:.....	12
Village Staff shall:.....	12
<i>Order of Succession</i> .....	13
<i>Activation</i> .....	14
Mayor and Village Council shall: .....	14
Village Manager shall:.....	14
Deputy Village Manager shall: .....	15
Village Clerk/Executive Assistant to Village Manager shall: .....	15
Public Works Director shall:.....	15
Information Technology Department (IT) shall:.....	16
Finance Director shall: .....	16
Village Attorney shall: .....	16
Communications Specialist Contractor shall:.....	17
Village Staff shall:.....	17
<i>Response</i> .....	18
Village Manager shall:.....	18
Deputy Village Manager shall: .....	18
Public Works Director shall:.....	19
Community Development Director shall: .....	19
Information Technology Department shall:.....	19
Communications Specialist Contractor shall:.....	20
Staff shall: .....	20
<i>Deactivation Phase</i> .....	20
<i>Recovery Phase</i> .....	20
<i>Appendix A</i> .....	22
<i>Appendix B</i> .....	25
<i>Appendix C</i> .....	26

# MISSION STATEMENT

The primary mission of the Village of Estero and all its employees is to work together with the Lee County Emergency Management and our local partners to coordinate a comprehensive emergency response to protect the lives and property of the citizens of the Village of Estero, Florida.

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The Village of Estero is a government entity that contracts with outside agencies and entities to accomplish many of its operational tasks.

The Village of Estero participates with Lee County Emergency Management and its partners to prevent, prepare for, respond to, recover from, and mitigate against both natural and man-made hazards.

Village employees and elected officials play a major role in the community education and communication elements of the preparation and response phases related to disaster events. Such involvement can include issuing hazard warnings, proclamation of local disasters, and assisting first responder and other disaster response agencies in determining the need for evacuations and road closures. All staff shall, if so noted in their job descriptions or designated in code or resolution, be considered essential to the efforts made by the Village in emergency situations and all designated staff may be called on to assist others in positions outside their normal daily duties. In accordance with Florida Statutes § 252.38(3) and Article II of Chapter 10 of the Village Code, the Village is authorized to declare a state of local emergency and to waive procedures and formalities otherwise required of municipalities to take whatever prudent action is necessary to ensure the health, safety, and welfare of the Village in the event of a state of local emergency.

- Yearly, prior to hurricane season, the Village Manager will meet with Department Directors and senior staff, to discuss the various responsibilities and to determine any changes that have arisen since the previous year.
- All staff members are responsible for reviewing this plan and for the information contained within. Directors will establish and maintain a list

of personnel and their contact information, as well as a list of any employees who might require emergency or temporary lodging.

- Directors will make sure that any special needs of their employees are considered and addressed, and any required equipment or services are obtained and/or available if needed.
- Unless otherwise noted or communicated, the Village office, located at 9401 Corkscrew Palms Circle Estero, Fl 33928, operate as the Village Emergency Operations Center. The Village EOC will serve as the central point of operations for the Village to ensure timely and accurate communications, and decisive actions that may be needed to protect the Village and its citizens.
- This plan can be activated at any time deemed necessary if an event is going to impact the Village, i.e. parade, festival, large structure fire or collapse or any other event that will tax village staff, impact traffic patterns or any other event deemed applicable by the Village Manager or designee.

## **Phases of Operation:**

1. Planning
  - a. Roles and responsibilities
  - b. Order of succession
2. Activation
  - a. Notification process
  - b. Employee tasks
3. Response
  - a. Search and Rescue
  - b. Initial Damage Assessments
  - c. Debris Operations
4. Recovery
  - a. Debris Monitoring
  - b. Public Assistance (PA) program
  - c. Incident response critique and any updates needed
5. Deactivation

## **Planning**

During the Planning phase, the following shall be completed prior to the start of hurricane season. Each shall be completed yearly, or more frequently if conditions warrant:

1. Village Manager or designee shall meet with department directors, and senior staff, to discuss the various responsibilities to determine any changes that have arisen since the previous year.
2. All staff members shall review this plan's content. It is each Village staff member's responsibility to keep her or his contact information updated.
3. Directors shall establish and maintain a list of personnel that report to them, along with their contact phone numbers.
4. Supplies shall be checked for completeness, and ensure nothing is expired, broken or damaged.
5. Review personal family plans, supply kits, etc., not forgetting any pets and their needs.
6. Review evacuation zones and routes and locations you and your family will evacuate to.

During the Planning phase, Village staff shall complete the following task under their title.

### **Mayor and Village Council shall:**

- a. Keep Village Manager or designee advised of your intentions to stay or evacuate contact information, and any evacuations planned during activation.
- b. Cancel all nonessential appointments, meetings, workshops and special functions that could conflict with the anticipated duration of the incident. Keep in mind, you may be able to keep a scheduled appointment or meeting, but staff and the public may

need you or other attendees to concentrate on the emergency event.

- c. Advise the Village Manager of any necessary emergency policies related to the upcoming incident. The Village Manager shall then work with the Village Attorney to determine if the policy is appropriate and if it can be implemented by the Village Manager by carrying out the emergency management powers pursuant to Florida Statute Chapter 252 and Article II of Chapter 10 of the Village Code, or whether Village Council will need to adopt an emergency declaration pursuant to § 10-23 of the Village Code.
- d. Ensure all press releases and statements associated with an emergency event are prepared by the communications consultant, in coordination with the Village Manager, or designee. Care should be taken to ensure the message is specific to the Village, but also follows the message produced by Lee County Emergency Management. All press releases shall be approved for final content by the Village Manager or designee prior to publishing.
- e. Begin personal preparations associated with your household.

**Village Manager shall:**

- a. Follow Chapter 252, of the Florida Statutes and Article II of Chapter 10 of the Village Code, and, if necessary, request a declaration of a local state of emergency. This request may be made whenever a natural or manmade disaster or emergency has occurred, or whenever the occurrence or threat of an occurrence is imminent and requires immediate action. The Village shall attempt to coordinate and be consistent with emergency response communications issued by Lee County Emergency Management.
- b. The emergency resolution shall have the content required in Village Code § 10-.
- c. Cancel all nonessential appointments, meetings, workshops and special functions that could conflict with the anticipated duration

of the incident. Keep in mind, you may be able to keep a scheduled appointment or meeting, but staff and the public may need you or other attendees to concentrate on the emergency event.

- d. Keep apprised of weather conditions and all other pertinent information and events utilizing the briefings from Lee County Emergency Management, local weather forecast, etc.
- e. Maintain communications with the Mayor, Council and Directors as well as Lee County Emergency Management and, and issue pertinent public service announcements regarding volunteer evacuations as deemed necessary.
- f. Ensure each council member has been assigned a contact person for each gated community within their District for updates on electricity, water, flooding.
- g. Maintains communication with Lee County Emergency Operations Center and the Lee County Sheriff's Department to inform of their location if needed.
- h. Meet with all Village Directors to give updates and to activate this plan.
- i. Begin personal preparations associated with your household.

**Deputy Village Manager shall:**

- a. Maintain a close dialog with the Village Manager and Mayor, and perform duties as required.
- b. Participate in conference calls and engage in other communication with Lee County Emergency Management and shall advise Village Manager and Mayor accordingly.
- c. Maintain close communications with the Village Manager regarding staff oversight and assist Department Directors with overseeing staff.



- d. Begin personal preparations associated with your household.

**Village Clerk/Executive Assistant to Village Manager shall:**

- a. Ensure that all employees have essential I.D. badges showing they are response personnel for the Village.
- b. Identify, organize, and make safe, all-important files and paperwork, i.e. fireproof and waterproof safe or similar and elevated off the floor.
- c. Ensure emergency contact information for all employees is up to date and available to Village Staff.

- d. Communicate with the Property Management Company:

AJS Realty Group  
5020 Tamiami Trail North Suite. 112,  
Naples, FL 34103  
Phone: 239-596-9500  
Emergency: 239-233-3388

- e. Distribute satellite telephones to assigned individuals as directed. These satellite telephone numbers are listed in Appendix C.
- f. Ensure Directors and other essential personnel have the access code for building external doors.
- g. Ensure that copies of the emergency Resolution are disseminated to all required parties.
- h. Unplug and protect electronic equipment not otherwise protected by surge protection and secure all paper and electronic files.
- i. Purchase supplies as needed, i.e. bottled water, snacks, nonperishable food items for staff. Preparations to supply meals for staff once the response phase begins, should also take place at this time. This is for the safety of staff and limit exposure to hazards on the roadway.

- j. Reserve Rental Cars for damage assessments by Village staff as needed, preferable SUVs to assist traversing in minor flooding. This is since the Village doesn't staff vehicles for daily use.
- k. Obtain and share Right of Entry Perpetual Agreement.
- l. Begin personal preparations associated with your household.

**Public Works Director shall:**

- a. Monitor tides, water levels and all incoming weather reports.
- b. Confer with FDOT, Lee DOT and Lee County Sheriff's South Division, regarding continuing conditions of roadways, especially evacuation routes and whether and when road barricades are required to allow traffic to flow freely as possible.
- c. Maintain dialog with contractors and confirm the general status, anticipated activity, and availability of the contractors.
- d. Evaluate and make plans for addressing any uncompleted projects and recommend measures both to protect the progress of those projects and sites are secured.
- e. Identify any areas of potential erosion in pertinent areas throughout the Village.
- f. Determine all required equipment that will be needed (such as sandbags, fuel, etc.)
- g. Review status of all Village buildings and properties. Identify and plan for work that may be necessary to secure buildings or properties.
- h. Prepare all Village equipment that may be needed for incident and or storm recovery.
- i. Report any disabled traffic signals and assist in maintaining all signs and barricades

- j. Begin personal preparations associated with your household.

**Community Development/Building Official shall:**

- a. Begin investigating of all areas of private residential and commercial property and, after the emergency period has passed, assist in the issuance/execution of expedited permits and inspections in accordance with FEMA and Village floodplain regulations.
- b. Coordinate with contractors to ensure availability for response to assist in code enforcement and damage assessments.
- c. Begin personal preparations associated with your household.

**Information Technology Department (IT) shall:**

- a. Review IT disaster recovery plans for any required updates.
- b. Ensure emergency laptop is set up with correct forms and files that might be needed if network communications are limited.
- c. Coordinate with all departments to ensure off-site connectivity and data communication availability by remote access and/or air card activations along with required documents are available offline
- d. Check and update equipment and software list.
- e. Contact vendors for availability of server, personal computers, and networking equipment.
- f. Assist with unplugging and protecting electronic equipment and secure all files.
- g. Work with Village Manager as directed.
- h. Begin personal preparations associated with your household.

**Finance Director shall:**

- a. Secure and locate all Village records, files, and financial software i.e. fireproof and waterproof safe or similar and elevated off the floor.
- b. Begin personal preparations associated with your household.

**Village Attorney shall:**

- a. Prepare templates for potential emergency resolutions, declarations, or emergency orders.
- b. Review ordinances for sufficiency and advise Village Manager of any changes that may impact or be implicated an incident or storm.
- c. Provide legal assistance for emergency ordinances, procurements, and other legal matters.
- d. Begin personal preparations associated with your household.

**Communications Specialist Contractor shall:**

- a. Work with the Village Manager, Mayor, and Lee County Emergency Management to coordinate public outreach.
- b. Review emergency communication protocols for uploading information to include reviewing the Village website, social media platforms and other media relations platforms.
- c. Work with Village Manager to develop any local messages as they relate to Village of Estero.
- d. Begin personal preparations associated with your household.

**Village Staff shall:**

- a. Begin personal preparations associated with your household.

- b. Assist with move items off the floor, unplug all unnecessary equipment and cover equipment with plastic sheeting.

### **Order of Succession**

The following is the order of succession for managerial oversight of Village operations and shall be followed if required:

1. Village Manager
2. Assistant or Deputy Village Manager
3. Public Works Director
4. Planning Director
5. Finance Director
6. Mayor
7. Vice Mayor
8. Council Member designated by the Village Council

## **Activation**

The Village of Estero will move into Activation Phase after a local state of emergency has been declared by resolution of the Village Council and will activate the Village EOC. Once activated, normal work assignments will transition into final preparations for the emergency. If the emergency is a hurricane, this means prior to wind speeds reaching 40 miles per hour, sustained. With the centralized workforce, and to commit to the safety of Village staff, and complete the following tasks:

### **Mayor and Village Council shall:**

- a. Declare a local state of emergency.
- b. Finalize any personal preparations associated with your household.
- c. Inform Village manager of intent to evacuate or shelter in place.

### **Village Manager shall:**

- a. Confirm with Communications Specialist Contractor that pertinent public service announcements regarding evacuations are published.
- b. Report to Lee County Emergency Operations Center, becoming primary Point of Contact (POC) between the Village and the EOC. The Village Manager may designate someone else for this position.
- c. Release all Village staff not reporting to Village EOC, of their normal duties, to ensure their personal emergency plans are completed.
- d. Maintains continuous communication with the Mayor, Village Council, outside agencies, media, and any organizations, as updates come from Lee County Emergency Management.

- e. Ensure all personal preparations associated with your household are completed.

**Deputy Village Manager shall:**

- a. Maintain close dialog with the Village Manager and Mayor, and perform duties as required.
- b. Maintain close communications with the Village Manager and assist Department Directors with overseeing staff.
- c. Ensure all personal preparations associated with your household are completed.

**Village Clerk/Executive Assistant to Village Manager shall:**

- a. Confirm availability of any prearranged rooms at local hotels if required, to allow staff that reside outside the village, or have long commutes, to have a safer response to the Village EOC, to be readily available for their activation duties.
- b. Ensures that copies of Local State of Emergency Resolution are disseminated to all required parties.
- c. Ensure all personal preparations associated with your household are completed.

**Public Works Director shall:**

- a. Continue to confer with FDOT, Lee DOT and Lee County Sheriff's South Division, regarding traffic flow, especially evacuation routes and whether and when road barricades are required to allow traffic to flow freely as possible.
- b. Observe and assess roadway conditions and advise the mayor, and the Village Manager who will relay this information to Lee County Emergency Management.

- c. Confirm all county and Village construction projects are secure as possible.
- d. Report any disabled traffic signals and assist in maintaining all signs and barricades until winds exceed 40 miles per hour sustained.
- e. Perform any duties as requested by the Village Manager.
- f. Ensure all personal preparations associated with your household are completed.

**Information Technology Department (IT) shall:**

- a. Ensure all computer equipment is secured, i.e. powered off, elevated off floors, and covered to protect from debris and water.
- b. Assist staff with any remote communication issues as necessary.
- c. Ensure all personal preparations associated with your household are completed.

**Finance Director shall:**

- a. Ensure Village credit cards have appropriate spending limits and increase any that are needed for emergency purchasing.
- b. Ensure all personal preparations associated with your household are completed

**Village Attorney shall:**

- a. Assist Communications Specialist Contractor with preparing public service announcements.
- b. Ensure all personal preparations associated with your household are completed



**Communications Specialist Contractor shall:**

- a. Works with Village Manager and attorney to coordinate public outreach.
- b. Maintains contact and engages with other Public Information outreach efforts as directed.
- c. Ensure all personal preparations associated with your household are completed.

**Village Staff shall:**

- a. Ensure all Village emergency procedures are completed, and all equipment is secured.
- b. Ensure all personal preparations associated with your household are complete.

## **Response**

In the case of a hurricane, the response phase will begin once the wind speed decreases to under 40 miles per hour sustained, or otherwise when deemed safe by the Village Manager.

If evacuations have occurred, the Village will engage in a coordinated effort to conduct a Village wide inspection to determine when the residents will be allowed to return to evacuated areas of the Village. During this time, Village staff will carry out the following:

### **Village Manager shall:**

- a. Ensure personal household and family are safe.
- b. Communicate with Mayor and Village Council, Village Attorney with updated information from Lee County Emergency Management, to include any emergency actions or needs, very preliminary damages, etc.
- c. Communicate with Assistant Village Manager, and all other department directors with updated information from Lee County Emergency Management, to include any emergency actions or needs, very preliminary damages, etc.
- d. Assist the Communications Specialist Contractor with preparation of public communications coordinated through the Lee County Emergency Operations Center.

### **Deputy Village Manager shall:**

- a. Ensure personal household and family are safe.
- b. Assists Mayor and the Village Manager and Communications Director with any public address notices and communications if needed.
- c. Assist Mayor and the Village Manager with any evacuation orders that become necessary as situations change.

- d. Ensure any search and rescue missions needed in the Village are communicated to Lee County EOC.

**Public Works Director shall:**

- a. Ensure personal household and family are safe.
- b. Coordinate with Lee County EOC with maintaining evacuation routes as needed.
- c. Coordinate with contractors to initiate initial damage assessments of Village structures. Village offices and buildings shall be inspected and evaluated for safe use. Village facilities are reopened as conditions and staff availability warrants.
- d. Coordinate with contractors to start debris removal and monitoring operations.

**Community Development Director shall:**

- a. Ensure personal household and family are safe.
- b. Begin Village wide preliminary damage assessment with assistance from appropriate contracts to ensure all damages are accounted for and documented.
- c. Assess the need to implement post disaster emergency permitting or any post disaster emergency policies and procedures are in place.

**Information Technology Department shall:**

- a. Ensure personal household and family are safe.
- b. Perform any assigned duties from the Village Manager and Mayor.
- c. Start damage assessments of equipment after uncovering and powering on any Village equipment.

**Communications Specialist Contractor shall:**

- a. Ensure personal household and family are safe.
- b. Work with Village Manager and Mayor to continuously maintain and update messages through the various Village media outlets.

**Staff shall:**

- a. Ensure personal household and family are safe.
- b. Contact their director for response roll assignments.

**Deactivation Phase**

Deactivation of the Village EOC is accomplished as the response phase winds down and recovery phase starts and/or when the declaration is allowed to sunset or is canceled by resolution. At this time, all staff should return to regular work hours and assignments as directed by their director. It is important to remember, the emergency portion of the activation is completed but there may be several days, weeks or months of recovery work ahead and the deactivation of the Village EOC does not signal the end of the disaster.

In addition to regular work assignments, it may be necessary for various staff to assist in the recovery phase as needed.

**Recovery Phase**

The recovery phase will begin after all emergency operations have finished. During this time, Village staff, at the direction of their directors, will return to their normal work assignments.

Village of Estero will continue to coordinate with Lee County Emergency Operations Center to ensure the citizens are informed of any re-entry procedures, curfews, power and other utility restoration progress, road closures and detours, and any assistance available, i.e.

Points of Distribution (PODs), Disaster Recovery Centers (DRC's), emergency shelter locations, faith-based assistance, etc.

Individual Assistance (IA) and Public Assistance (PA) will begin during the recovery phase. IA is for individuals and families and will be available at the DRC's. PA is the assistance the Village will obtain directly from FEMA, with the assistance of their PA contractor, to assist in covering cost with the preparations for the disaster, the response to the disaster and the subsequent recovery.

Shortly after the start of the recovery phase, the mayor and the Village Manager shall conduct a post-storm briefing with the Village Council and Department Directors to review the Villages response to the disaster and to make any updates to this plan as needed.

**This Emergency Action Plan is subject to administrative revision by the Village Manager as the Village needs are determined and situations warrant.**

## Appendix A

### Personal Safety

One of the most important things you can do for the personal safety of you and your family is to have a disaster plan. The State of Florida, through the Florida Division of Emergency Management, offers an excellent website that can assist you in making a plan that will ensure you, your family, or your business associates will know what to do when an emergency occurs. The Federal Emergency Management Agency (FEMA) also maintains a helpful website.

Florida Division of Emergency Management: [www.floridadisaster.org](http://www.floridadisaster.org)

Federal Emergency Management Agency (FEMA): [www.fema.gov](http://www.fema.gov)

Lee County Emergency Operations Center produces an All-Hazards Guide that is loaded with information you and your family will need to maintain peace of mind during a stressful situation. Copies of this guide have been distributed to all Village employees and are also available in the lobby. Copies are produced in English, Spanish and Creole.

The federal government recommends gathering enough non-perishable supplies to last for a minimum of three to five days per person. A supply kit should also be prepared for family pets.

If you or any family members have medical concerns and are planning on going to a county special needs shelter, it will be necessary to pre-register. (Forms are available online at [www.leeecoc.com](http://www.leeecoc.com)).

NOTE: It is recommended that you discuss with your physician what precautions he/she wants you to take before any situation occurs.

We have created a list of important belongings/supplies that will help if you have to relocate to another area or if power is disrupted:

#### A minimum recommended supply list:

- Canned or non-perishable foods.
- Drinking water (one gallon per person per day) in sterile containers along with canned juices or non-alcoholic beverages.

- A manual can opener.
- Baby needs such as diapers, formula, etc.
- Medications and prescriptions.
- First Aid kit.
- Battery operated radio and flashlights with extra batteries.
- Blankets, pillows, sleeping bags, and beach chairs.
- Sanitary supplies.
- Playing cards, books, magazines and small portable games.
- Road maps.
- Additional clothing.
- Pet food and supplies. (It should be noted that many shelters and hotels do not allow animals. Early determination of which hotels and shelters allow pets is imperative.

Other important items to gather are your important documents:

- Birth certificates
- passports
- insurance policy
- mortgages, and deeds
- any paperwork that cannot be replaced or will be needed in a crisis).

These papers should be gathered and maintained together prior to a disaster and should be kept in a waterproof container or large plastic zipper style bags.

NOTE: pursuant to Florida Statutes Section 252.363, a declaration of a state of emergency by the Governor tolls the period remaining to exercise rights under certain permits or other authorizations. The tolling is effective for the duration of the emergency declaration, and the period remaining to exercise the rights under a permit or other authorization is also extended for 6 months in addition to the tolled period. Property owners must meet certain requirements to take advantage of this extension and should work with Community Development to ensure compliance.

NOTE: the Florida Post Disaster Relief Act (Florida Statutes Section 252.515) protects persons from certain liability if they provide free services in good faith to first responders or the immediate family of first responders.

Essentially, such persons will not be held liable for civil damages if they provide temporary housing, food, water, or electricity to first responders or their family in response to an emergency. However, this protection does not extend if the person is acting with reckless disregard for the consequences of another.



## Appendix B

### Hotels in Estero

Hampton Inn & Suites  
Pet Friendly  
10611 Chevrolet Way, Estero,  
Florida

Embassy Suites by Hilton  
Pets Allowed (conditions apply)  
10450 Corkscrew Commons Dr  
Estero Florida 33928  
833-449-1160

Hyatt Place Coconut Point  
Pet Friendly  
23120 Via Villagio  
Estero, FL 33928

SpringHill Suites by Marriott  
Pet Friendly  
10370 Corkscrew Commons Drive  
Estero, 33928

TownePlace Suites by Marriott  
23161 Via Coconut Point  
Estero, 33928

Residence Inn by Marriott  
Pet Friendly  
10054 Gulf Center Drive  
Estero, FL 33913

- State Assistance Information Line (SAIL) hotline is: 1-800-342-3557

Websites: [State Assistance Information Line](#) | [Florida Disaster](#)

## **Appendix C**

(exempt from public record)

### **Satellite Phones**

- Steve Sarkozy/Village Manager –1.417.614.5917
- Carol Sacco/Village Clerk/Executive Asst –1.469.552.2641
- Mary Gibbs/Community Development Director –1.470.517.6199
- David Willems/Public Works Director –1.360.685.7344
- Frank Canella/Public Works Tech –1.409.255.0575
- Robert Wiley/Public Works Program Mgr. –1.409.255.0575
- Kevin Greenville/Finance Director –1.409.255.0575