



Hurricane  Procedures  
For The  
Royalton At River Oaks

# 1. HURRICANE PREPARATION

This is basic Hurricane Preparation information. In the event of an actual hurricane warning, communication from the Royalton would be posted in the elevator, at the Concierge Desk, by telephone or email. Please make sure the Concierge has all your pertinent information to best reach you.

- Weather information: <http://www.wunderground.com/tropical/>

According to the strength of the storm, the City of Houston may issue a "Mandatory Evacuation". If local authorities recommend evacuation, you should leave. Their advice is based on knowledge of the strength of the storm, historical data and its potential for death and destruction. The staff will assist you in finding lodging in or near a designated evacuation destination. As we experienced with Ike, hurricanes are unpredictable.

## **The Resident is responsible for securing your residential area --**

- **Before evacuating, please make sure your balcony is completely cleared of all furnishings, plants, etc... Articles left on the balcony and/or terrace could become dangerous projectiles damaging your residence or the building.**
- **Please dispose of any items that may spoil quickly in your refrigerator.**
- **Please empty ice from freezer. Water from melted ice was a major cause of damage in the residences after Ike.**
- **If you find you will be away for any long period of time during hurricane season, we asked you prepare your residence before leaving.**

**Hurricanes can happen quickly and the staff will be focused on preparing the Royalton for the storm. If you need assistance, please inform the Concierge.**

The Royalton at River Oaks has an Emergency Generator. The generator will provide power for approximately 72 hours before refueling will be required. The generator will operate the following only:

- Emergency lighting on each residential floor
- Stairwell lighting of each emergency stairwell
- Public Address System for the building, which transmits to each individual unit
- Passenger/Service elevator
- Emergency lighting on the first floor/lobby
- Domestic water/fire pumps

**Note:** The emergency generator will not provide power to the individual units.

Thank you for your attention to these matters. Your safety is important to us. If you have any further questions, please contact the Management Offices.

## 2. WHAT IS A HURRICANE

A hurricane is a type of tropical cyclone, the generic term for a low pressure system that generally forms in the tropics. A typical cyclone is accompanied by thunderstorms, and in the Northern Hemisphere, a counterclockwise circulation of winds near the earth's surface.

All Atlantic and Gulf of Mexico coastal areas are subject to hurricanes or tropical storms. Parts of the Southwest United States and the Pacific Coast experience heavy rains and floods each year from hurricanes spawned off Mexico. The Atlantic hurricane season lasts from June to November, with the peak season from mid-August to late October.

Hurricanes can cause catastrophic damage to coastlines and several hundred miles inland. Winds can exceed 155 miles per hour. Hurricanes and tropical storms can also spawn tornadoes and micro-bursts, create storm surges along the coast, and cause extensive damage from heavy rainfall.

Hurricanes are classified into five categories based on their wind speed, central pressure, and damage potential (see chart). Category Three and higher hurricanes are considered major hurricanes, though Categories One and Two are still extremely dangerous and warrant your full attention.

### How are the Hurricane Categories Determined?

Saffir-Simpson Hurricane Scale			
Scale Number (Category)	Sustained Winds (MPH)	Damage	Storm Surge
1	74-95	Minimal: Unanchored mobile homes, vegetation and signs.	4-5 feet
2	96-110	Moderate: All mobile homes, roofs, small crafts, flooding.	6-8 feet
3	111-130	Extensive: Small buildings, low-lying roads cut off.	9-12 feet
4	131-155	Extreme: Roofs destroyed, trees down, roads cut off, mobile homes destroyed. Beach homes flooded.	13-18 feet
5	More than 155	Catastrophic: Most buildings destroyed. Vegetation destroyed. Major roads cut off. Homes flooded.	Greater than 18

## KNOW THE STORM TERMS:

Familiarize yourself with these terms to help identify a hurricane hazard:

**Tropical Depression:** An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 38 MPH (33 knots) or less. Sustained winds are defined as one-minute average wind measured at about 33 ft (10 meters) above the surface.

**Tropical Storm:** An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39–73 MPH (34–63 knots).

**Hurricane:** An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 74 MPH (64 knots) or higher.

**Storm Surge:** A dome of water pushed onshore by hurricane and tropical storm winds. Storm surges can reach 25 feet high and be 50–1000 miles wide.

**Storm Tide:** A combination of storm surge and the normal tide (i.e., a 15-foot storm surge combined with a 2-foot normal high tide over the mean sea level created a 17-foot storm tide).

**Hurricane/Tropical Storm Watch:** Hurricane/tropical storm conditions are possible in the specified area, usually within 36 hours. Tune in to NOAA Weather Radio, commercial radio, or television for information.

**Hurricane/Tropical Storm Warning:** Hurricane/tropical storm conditions are expected in the specified area, usually within 24 hours.

**Short Term Watches and Warnings:** These warnings provide detailed information about specific hurricane threats, such as flash floods and tornadoes.

## 3. PRE-HURRICANE PLANNING

Before hurricane season begins, experts agree that one of the best things to do is prepare a hurricane plan. - an outline that specifies what every member of the family will do before, during and after the storm. A hurricane supply kit should be put together long before a hurricane threatens your area (information on preparing a kit is located in section 5).

Some general guidelines:

- Know all emergency numbers
- When a hurricane threatens the immediate area, you will have to make the decision whether you should evacuate or whether you can ride out the storm. If local authorities recommend evacuation, you should leave. Their advice is based on knowledge of the strength of the storm and its potential for death and destruction. Decide in advance where you /your family will stay during a hurricane –a friend’s home, a shelter or a hotel. Pick a back-up location in case there is a problem with your first choice. Make sure everyone knows the

location, address, and phone number (including the Concierge). Ask an out-of-town relative or friend to be your emergency contact, and make sure everyone knows that person's phone number. Tell your contact where you will be during the hurricane

- Select in advance a specific direction in which you will evacuate. Options in evacuating the Houston area would be to go North (I-45) or North (59) or northwest (290). Listen to the television or radio for evacuation information.
- Keep your vehicle's gas tank full incase you need to evacuate. Many service stations run out of fuel quickly during an evacuation.
- Determine your means of travel in advance. If traveling by automobile, determine alternate routes when preparing your evacuation. Remember that the volume of traffic evacuating the Gulf Coast area will cause significant delays, therefore it would be prudent to allow additional time to travel to your destination.
- Practice and review your plan
- NOTE: Residents with disabilities or residents requiring special assistance are urged to evacuate to a more secure ground level dwelling and/or shelter prior to final hurricane warnings.

#### **4. ACTIONS RECOMMENDED TO RESIDENTS IN HIGH-RISE BUILDINGS**

- Know your floor plan
- Be familiar with the location of all exit stairways. Count how many steps you are from the door to the exit door lights are out in the hall.
- Do not use elevator
- Choose a location outside the building where residents and/or family will meet if asked to evacuate
- Rehearse your evacuation plan
- Remove all loose items from your terrace or patio. Make sure patio storage doors are shut tight.
- Close and lock all sliding glass doors (during Ike, some of the unlocked glass doors were blown open).

*Residents of high-rise buildings should be aware that winds are stronger at higher elevations. It is believed that winds increase a category every 100 feet.*

- If you live on a high-floor, you should re-locate to a lower floor.
- You are responsible for securing your residential area – please make sure your balcony is cleared of all furnishings, plants, etc... Nothing should be on the balcony or your terrace. Articles left on the balcony and/or terrace could become dangerous projectiles damaging your residence or the building.
- Make sure your personal property is insured

## 5. INSIDE YOUR RESIDENCE:

### Make sure you have prepared your Hurricane Supply Kit

#### Basic Disaster Supplies Kit

- Three-day supply of non-perishable food.
- Three-day supply of water - one gallon of water per person, per day. The water pump to the Royalton should be operational but, the Houston water supply could become contaminated.
- Portable, battery-powered radio or television and extra batteries.
- Flashlight and extra batteries.
- First aid kit and manual.
- Sanitation and hygiene items (moist towelettes and toilet paper). Stores maybe closed.
- Whistle.
- Extra clothing.
- Kitchen accessories and cooking utensils, including a can opener.
- Photocopies of credit and identification cards.
- Cash and coins (Banks and ATMs may not be operating due to electrical outages).
- Special needs items, such as prescription medications, eye glasses, contact lens solutions, and hearing aid batteries. Make sure you have enough medication for two weeks.
- Items for infants, such as formula, diapers, bottles, and pacifiers.

#### For Baby

- Formula, bottles, powdered milk, jarred baby foods
- Diapers, moist towelettes and special medications

#### Pets

- Newspapers or cat litter
- Moist canned foods (to preserve water)
- Plastic sheets to cover floor of pet's room
- items to meet your unique family needs
- Local shelters do not accept

#### Inside Your Residence:

- Prepare a "safe room" if you plan to stay in your residence. This room or closet should be small and away from all windows and outside doors.
- Turn-up refrigerator and freezer to maximum cold and don't open it unless necessary. Fill the freezer with extra water jugs to use later for cooling purposes if needed.
- Take televisions and pictures off walls and store in a protected area
- Put as many loose objects as possible in drawers for safe keeping
- Again, keep all sliding glass doors closed and locked

- If window breakage occurs, please notify the Concierge Desk immediately at 713-533-0240. Should we experience a loss of telephone service, use the elevator phone to call the desk or come to the lobby and advise accordingly.

## **6. WATER AND FOOD PREPARATIONS:**

### **Water**

You should store at least one gallon of water per person per day. A normally active person needs at least one-half gallon of water daily just for drinking.

Additionally, in determining adequate quantities, take the following into account:

- Individual needs vary, depending on age, physical condition, activity, diet, and climate.
- Children, nursing mothers, and ill people need more water.
- Very hot temperatures can double the amount of water needed.
- A medical emergency might require additional water.

To prepare safest and most reliable emergency supply of water, it is recommended you purchase commercially bottled water. Keep bottled water in its original container and do not open it until you need to use it.

Observe the expiration or “use by” date. = It is recommended you purchase food-grade water storage containers from surplus or camping supplies stores to use for water storage. Before filling with water, thoroughly clean the containers with dishwashing soap and water, and rinse completely so there is no residual soap. Follow directions below on filling the container with water.

**If you choose to use your own storage containers**, choose two-liter plastic soft drink bottles – not plastic jugs or cardboard containers that have had milk or fruit juice in them. Milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth when water is stored in them. Cardboard containers also leak easily and are not designed for long-term storage of liquids. Also, do not use glass containers, because they can break and are heavy.

**If storing water in plastic soda bottles, follow these steps** Thoroughly clean the bottles with dishwashing soap and water, and rinse completely so there is no residual soap. Sanitize the bottles by adding a solution of 1 teaspoon of non-scented liquid household chlorine bleach to a quart of water. Swish the sanitizing solution in the bottle so that it touches all surfaces. After sanitizing the bottle, thoroughly rinse out the sanitizing solution with clean water.

**Filling water containers** Fill the bottle to the top with regular tap water. If the tap water has been commercially treated from a water utility with chlorine, you do not need to add anything else to the water to keep it clean. If the water you are using comes from a well or water source that is not treated with chlorine, add two drops of non-scented liquid household chlorine bleach to the water. Tightly close the container using the original cap. Be careful not to contaminate the cap by touching the inside of it with your finger. Place a date on the outside of the container so that you know when you

filled it. Store the water in a cool dark place. Replace the water every six months if not using commercially bottled water.

## Food

The following are things to consider when putting together your food supplies:

- Avoid foods that will make you thirsty. Choose salt-free crackers, whole grain cereals, and canned foods with high liquid content.
- Stock canned foods, dry mixes, and other staples that do not require refrigeration, cooking, water, or special preparation. You may already have many of these on hand. (Note: Be sure to include a manual can opener.)
- **Include special dietary needs**

## 6. DURING THE HURRICANE

- **KEEP ALL DOORS AND SLIDING GLASS DOORS SHUT.** If the sliding glass door is opened during the storm, it could cause pressure in your residence and blow your windows out.
- Listen to a battery radio or TV for information
- Management will keep you informed and updated through the building's public address system. It is imperative that everyone cooperates as needed. It may be also be necessary to temporarily suspend certain resident services due to staffing and safety reasons such as valet services and non-emergency maintenance services.
- If the eye of the storm passes over the building, stay inside your "safe room". Hurricane winds will return from the other direction with the same or greater force.
- Use your cell or telephone only for emergency calls. This leaves lines free for those in an emergency situation.
- **PETS:** During the Hurricane all doors will be secured. These doors will not be opened unless of an emergency (fire / building damage). You will be able to walk your pets after the storm has completely passed. Please use the front entrance.

## 7. AFTER A HURRICANE STRIKES

- If you evacuated, don't return home until officials announce your area is safe. You may be required to present proof of residency in order to re-enter evacuation areas.
- Please contact The Royalton or check the website for updated information
- Re-enter your residence with caution. Check for structural damage.
- Use a flashlight.
- Make emergency repairs.
- If your residence has sustained structural damage, don't move back in until local officials check it. Each county has plans to certify buildings for safety



## 8. TELEPHONE COMMUNICATIONS

- Don't use the telephone unless it's absolutely necessary, so that people with emergencies have access to the system.
- Don't call 911 except for life-threatening situations.
- Don't report individual interruptions in electric, gas, water or telephone service. Utility companies have emergency plans to restore service after the storm clears the area. Call only after full service is restored in your neighborhood.
- Do call police or utility companies immediately to report hazards such as downed power lines, broken gas or water mains or overturned gas tanks.