



# **Mercy Professional Building I & II**

Holladay Properties  
Medical Office Buildings  
Tenant Manual

Prepared by:

Holladay Property Services  
*3661 & 3659 South Miami Avenue*  
Miami, FL 33133  
Phone: 305-858-0417  
Fax: 305-858-2335

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***I. LETTER OF INTRODUCTION***

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Welcome Letter

On behalf of Holladay Property Services, we would like to welcome you to the Mercy Professional Building I. We very much appreciate your tenancy and want to do everything in our power to see that your needs are met while you occupy our property.

The Tenant Handbook contains useful information on our company and Mercy Professional Building I. You will find that this is a valuable reference tool and we urge you to keep this information available for your use. If you need additional copies, please contact this office.

If you should have questions concerning any aspect of your occupancy now or in the future, please don't hesitate to give our office a call.

Sincerely,

HOLLADAY PROPERTY SERVICES

Randy Ziegler  
Director of Property Management



## ***II. MISSION STATEMENT***

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Holladay Properties provides complete property management services for the Mercy Professional Building I. Our real estate services are tailored to the healthcare industry, including design and development, property/asset management, financial structuring, consulting, and brokerage services. At Holladay, we not only develop real estate for the health care industry, we develop long-term client relationships. We believe that making our customer successful will in turn make us successful.



***III. KEY PERSONNEL AND  
EMERGENCY NUMBERS***

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## **Holladay Property Services Contact Personnel**

### **Contact**

**Henry A. Rodriguez**  
Senior Property Manager  
Phone: (305)858-0417  
Fax: (305) 858-2335  
Cell: (786) 975-6799  
e-mail: hrodriguez@holladayproperties.com

**Junior Hernandez**  
Maintenance Engineer  
Cell: (321) 522-9808  
e-mail: jhernandez@holladayproperties.com

**Brian Wilcox**  
Leasing Agent  
Phone: (321) 663-3953  
Fax: (321) 972-3904  
e-mail: bwilcox@holladayproperties.com

**Healthcare Property Services**  
Phone: (888) 774-2446  
Fax: (888) 887-4342

**Holladay Property Services (Main Office)**  
**2710 Old Lebanon Road Suite 5**  
**Nashville, Tennessee 37214**  
**Phone: 615-244-9620**  
**Fax: 615-872-1034**

**Miami Police**  
Phone: 305-603-6640

**Miami Fire Department**  
Phone: 305-416-1600

### **Responsibility**

The Senior Property Manager oversees building operations for all of the medical office buildings at Mercy Professional Medical Buildings.

**Antonio Betancurt**  
Chief Maintenance Engineer  
Cell: (305) 801-8831  
e-mail: abetancurt@holladayproperties.com

Place all maintenance calls to this telephone number.

### **Please visit our website**

<https://mercypbi.medicaloffice.info/toc.cfm>  
(3661 building)

<https://mercypbii.medicaloffice.info/toc.cfm>  
(3659 building)

- submit work orders via internet
- view this manual electronically
- see emergency plans
- view tenant listings
- pay rent





#### ***IV. RENTAL REMITTANCE PROCEDURES***

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## RENTAL REMITTANCE

- Rent payments are due on the 1<sup>st</sup>.
- Rent payments are considered late on the 10<sup>th</sup>.
- Please make checks payable to: HCP MOB Miami, LLC
- Please mail the rent to Lock Box address to:  

c/o Holladay Property Services, Inc.  
P.O. Box 404485  
Atlanta, GA 30384-4485
- Call your Property Manager with any invoice questions.
- Late fees and interest penalties are assessed in accordance with the lease terms.
- Failure to receive an invoice/statement does not relieve Tenant's obligation to pay rent per the terms of the lease.
- Rent payments can also be made via our tenant web portal:
  - Mercy Professional Building 1 Tenants (3661):  
<https://mercytpbi.medicaloffice.info/main.cfm?sid=operations&pid=rpayment>
  - Mercy Professional Building 2 Tenants (3659):  
<https://mercytpbii.medicaloffice.info/main.cfm?sid=operations&pid=rpayment>



***V. MOVE-IN INFORMATION AND PROCEDURES***

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## MOVE-IN INFORMATION FOR NEW TENANTS

Holladay Property Services, your property management company, will be happy to assist you in any way we can to see that you will have a smooth transition. We hope the following information will answer some questions you may have.

- Move-In Date: Please inform your property manager listed in the Key Personnel section for Holladay Property Services, at (305) 858-0417 of your anticipated move-in date and time.
- All emergency maintenance requests need to be directed to our Call Center at **(888) 774-2446**. They provide 24-hour service 7 days a week.
- For Non-Emergency maintenance requests, please register and utilize the website at <https://mercybpi.medicaloffice.info/toc.cfm> or <https://mercybii.medicaloffice.info/toc.cfm>
- Rent checks should be made payable to Health Care Property Investors and forwarded to the following address:

c/o Holladay Property Services, Inc.  
P.O. Box 404485  
Atlanta, Georgia 30384-4485

- Hazardous Waste: Please arrange for proper disposal of all hazardous waste.
- Tenant Profile: In an effort to set up your file with the most current information, please copy and complete the attached form and return it to this office via fax at 305-858-2335 or email it to [Hrodriguez@holladayproperties.com](mailto:Hrodriguez@holladayproperties.com) at earliest convenience. Please update this information when necessary.
- Building Signage: Enclosed is a form requesting signage information and information for the tenant directory. Please complete and return to this office via fax at 305-858-2335. If you have any questions related to the same, don't hesitate to contact your property manager at the number listed above.
- Low Voltage Wiring: If you are having telephone or data wiring installed in your suite, you will typically need a permit.
- Keys: Please inform your property manager as to how many keys you will require at the number listed above.

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Finally, it is necessary for our office to have a current Certificate of Insurance on file for each tenant, evidencing liability and personal injury coverage. The limits should be in accordance with your lease documents. Please contact your insurance carrier and have them forward a copy to our office as soon as it becomes available.

Any information we are requesting to be returned to this office via fax or email should be sent to the attention of your property manager.

Once again, we look forward to working with you and if we can be of any assistance, please don't hesitate to contact this office.

Please refer to the attached sample request letter to ensure that all of the critical information is included with your certificate.

# INSURANCE CERTIFICATE REQUEST



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

**SAMPLE TENANT COI**

ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS  
ND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES  
ITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED  
R.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b>		<b>CONTACT</b>		
Insurance Agency and Address		NAME:		
		PHONE (A/C, No, Ext):	FAX (A/C, No):	
		E-MAIL ADDRESS:		
INSURED Tenant name, address and all suite #'s occupied		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A:		List insurers here. Each must have an AM Best rating of A-;IX or better
		INSURER B:		
		INSURER C:		
		INSURER D:		
		INSURER E:		
INSURER F:				

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		LIMITS		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.								
INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURER	WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	X	X				EACH OCCURRENCE \$ <b>\$1,000,000</b> DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ <b>\$2,000,000</b> PRODUCTS - COM/PROP AGG \$ \$	
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> Hired AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$	
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$	
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A				WC STATU-TORY LIMITS \$ OTH-ER \$ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$	
<b>DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES</b> (Attach ACORD 101, Additional Remarks Schedule, if more space is required)				property insurance required per lease				no limit on property insurance, any amount is acceptable
This area must list (1) HCP MOB Miami, LLC, a Delaware limited liability company (2) Healthpeak Properties, its subsidiaries and affiliates, (3) Holladay Property Services Midwest Inc. as additional insured with respect to general liability, auto liability, umbrella/excess liability insurances and (4) 3661 South Miami Avenue, Miami FL 33133  IF TENANT HAS LEASES WITH MORE THAN ONE ADDRESS FOR THE SAME PARENT COMPANY, THEN THE TENANT CAN LIST ALL ADDRESSES HERE.								

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES** (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

This area must list (1) HCP MOB Miami, LLC, a Delaware limited liability company (2) Healthpeak Properties, its subsidiaries and affiliates, (3) Holladay Property Services Midwest Inc. as additional insured with respect to general liability, auto liability, umbrella/excess liability insurances and (4) 3661 South Miami Avenue, Miami FL 33133

IF TENANT HAS LEASES WITH MORE THAN ONE ADDRESS FOR THE SAME PARENT COMPANY, THEN THE TENANT CAN LIST ALL ADDRESSES HERE.

<b>CERTIFICATE HOLDER</b>	<b>CANCELLATION</b>
Healthpeak Properties, its subsidiaries and affiliates c/o Holladay Properties Services Midwest, Inc. 2710 Old Lebanon Road, Suite 5 Nashville TN 37214	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

ACORD 25 (06/01/05)

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## **TENANT INFORMATION AND EMERGENCY CONTACT**

TENANT: \_\_\_\_\_

SUITE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

OFFICE MANAGER / AUTHORIZED REPRESENTATIVE:

\_\_\_\_\_ DATE: \_\_\_\_\_

EMERGENCY CONTACTS:

1. Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

2. Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

3. Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

Submitted by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **PLEASE FAX IMMEDIATELY TO HOLLADAY PROPERTIES**

### **MOVING AND DELIVERY GUIDELINES**

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have. Please contact your property manager by referencing the Key Personnel Section for Holladay.

1. Notify us as soon as possible as to the date and time of your scheduled move. All moving arrangements must be cleared by the Property Manager. All moves will be scheduled on a first come, first served, basis.
2. All office moves should occur on the weekends or Monday through Friday, before 7:00 am or after 6:00 pm. Large deliveries may be taken by elevator before 7:00 a.m. or after 6:00 p.m. Monday through Friday or on weekends.
3. Large moves must be handled through the elevator. The moving contractor shall be responsible for supplying pads to protect the elevator cab interior.
4. The rear entrance is the only building entrance permitted for large moves. We strongly encourage you to reserve this area for all large moves and deliveries. Any exceptions to this entry point must be authorized by property management. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
5. The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance as well as Workers Comp in Statutory limits. We suggest that you secure a Certificate of Insurance for your firm as well, if you have not already done so.
6. Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
  - Pad or otherwise protect all entrances, doorways, and walls affected by the move.
  - Cover all floors traversed during the move with appropriate material.
7. Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. They are also responsible for removing all trash and bulky packing cartons.
8. Our building has a strict No Smoking policy. Moving crew members are not permitted to smoke in any area of the building.
9. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby or hallway. Do not park moving vehicles in marked Fire Lanes.





***VI. LIFE AND SAFETY INFORMATION***

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# Atlantis Medical Center I

## FIRE PLAN

### PREVENT FIRES

Good housekeeping is the best guarantee against fire. Do all you can to maintain order and cleanliness in the interest of fire prevention. Make it a habit to watch for and report fire hazards.

### BE PREPARED FOR A FIRE EMERGENCY

-Never lock fire exit doors, halls or stairways. Fire doors provide a way out during the fire and slow the spread of fire and smoke. Never prop stairway or other fire doors open.

-Learn your building evacuation plan. Make sure everyone knows what to do if the fire alarm sounds. Plan and practice your escape plan together.

-Be sure you know the location of the fire alarm pull stations, the fire fighting equipment and exits in your area.

### INITIAL INSTRUCTIONS

The first person to discover a fire must remain calm and react in a calculated manner. If you see or smell smoke, initiate this fire plan immediately. Early detection means prompt extinguishing of fires. Be especially alert at night and early morning hours when fewer personnel are on duty. Remember the following steps upon discovering a fire:

- a. RESCUE – call aloud “Code Red” then rescue any patient in immediate danger due to fire or smoke.
- b. ALARM – Pull nearest fire alarm pull station and call 911 with follow up notification to **Healthcare Property Services @ 1-888-774-2446, the property management’s 24-hour telephone number.****
- c. CONFINE – Confine the fire and smoke as much as possible. Close doors and windows of any room that contains smoke or fire.
- d. EXTINGUISH – Know the location of the nearest fire extinguisher in your area. Secure fire extinguisher and fight the fire.

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## **EXTINGUISHING FIRES**

- All hand-held extinguishers operate in essentially the same manner. Each has a pin (which secures the discharge handle), a discharge handle, and a hose. To use the extinguisher, remove the pin, straighten the hose, point it at the base of the fire, and squeeze the discharge handle. Always move the extinguisher discharge from side to side across the fire. Remove, and use short, repeated bursts.
- Never attempt to put out any sort of electrical fire with water. Only a Dry Chemical or Carbon Dioxide fire extinguisher should be used on electrical fires. All extinguishers in the building are ABC type and can be used on all fires.

Remember, **RACE** the fire to turn a potential catastrophe into a controllable event!

**R**escue  
**A**larm  
**C**onfine  
**E**xtinguish

## **GENERAL ALARM**

The general alarm for a fire in the facility consists of an automated audible alarm and flashing lights. **DO NOT ATTEMPT TO USE THE ELEVATOR----USE THE STAIRS OPPOSITE THE ELEVATOR OR THE REAR GLASS DOORS TO EXIT THE BUILDING.** When the alarm is sounded, the elevator will immediately descend to the ground floor and the doors will automatically open.

## **SPECIFIC INSTRUCTIONS FOR MEDICAL OFFICE SUITES**

If the fire is in another department or suite:

1. If treatment is underway, take protective measures for the patient.
2. Turn off oxygen and electrical machines as soon as possible.
3. Calmly see that patients in the waiting area are moved to a safe location.
4. Close all doors. If smoke or gases are seeping into a treatment area, place wet towels around the doors.
5. Cashiers should place all cash and valuables in one receptacle and safeguard it.
6. Secure all files.
7. Station one person at the telephone to relay instructions.
8. Prepare suite for evacuation.

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## **EVACUATION INSTRUCTIONS**

### **(If so directed by Fire Department)**

Before you try to leave your office, feel the door with the back of your hand. If the door feels warm to the touch, do not attempt to open it. Stay in your office. If the door is not warm to the touch, follow these evacuation instructions:

- If you do attempt to open the door, brace your body against the door while staying low to the floor and slowly open it a crack. What you are doing is checking for the presence of smoke or fire in the hallway.
- If there is no smoke in the hallway or stairwells, follow your building's evacuation plan.
- If you encounter smoke or flames on your way out, immediately return to your office.

## **GENERAL EVACUATION**

Move all patients, employees, and visitors from the building in a safe, orderly manner. Direct people to the nearest stairwell and instruct them to descend to the ground floor and exit the building to a safe distance outside. As part of the fire safety plan for your office, designate a meeting area where a quick count can be taken to ensure that all employees and patients are accounted for.

## **HANDLING OF PATIENTS FOR EVACUATIONS**

Order of evacuation – this should be determined according to patients' physical condition.

- 1<sup>st</sup> Ambulatory: – Assemble these patients first. Appoint a helper to accompany them to the safest part of the same floor near an exit. The fire department will evacuate these patients to a safer area upon arrival.
- 2<sup>nd</sup> Wheelchair: – Use wheelchairs to remove these patients to a safe place on the same floor near an exit. Once the fire department arrives, inform them of the number and location of these patients or employees.
- 3<sup>rd</sup> Stretcher and Helpless: - Some patients may be able to walk, with support, to a safer part of the building. Others must wait for stretcher-bearers. If a patient is helpless, roll him in a blanket and drag along the floor by holding the corner of the blanket. Give the patient a wet towel to cover the face. The area near the floor is the safest and most comfortable in a smoke-filled atmosphere.

**Please review the evacuation routes and become familiar with your escape route.**

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## **IF YOU ARE UNABLE TO EVACUATE**

- Stuff the cracks around the door with towels, rags, bedding or tape and cover vents to keep smoke out.
- If there is a phone in the room where you are trapped, call the fire department again to tell them exactly where you are located. Do this even if you can see fire apparatus on the street below.
- Wait at a window and signal for help with a flashlight or by waving a sheet.
- If possible, open the window at the top and bottom, but do not break it, you may need to close the window if smoke rushes in.

## **SUMMARY OF EVACUATION**

**Constant training, drill, and study should prepare personnel to remember all these important points:**

1. Get patients away from immediate danger zone.
2. Move all exposed patients horizontally, away from the danger zone to a safer place on the same level whenever possible.
3. Communicate with non-English speaking patients by using hand gestures.
4. Patients and employees who are wheelchair bound should be moved as far away from the danger zone as possible and placed in a stairwell or other safe place to await rescue from trained professionals.
5. Move patients off the floor if there is immediate danger to the entire floor, or if indicated to do so by the first responders.
6. Always evacuate patients downward toward the ground level, unless a way is cut off. If so use the nearest alternate fire safe stairway.
7. Before sending patients to the stairway have someone check to be sure the stairway is clear of smoke, overcrowding, or panic.
8. Unless instructed to move patients outside the building, go to a safer lower level. This may save dangerous exposure in the case of bad weather.
9. Do not use elevators during a fire evacuation. The only exception to this is if you are instructed to do so by a member of the fire department.

**Review the evacuation routes and become familiar with your escape route.**

## **APPOINT SAFETY WARDENS**

This person should be someone who commands the respect of fellow employees, stays calm in emergencies, and is very familiar with appropriate exits, pull stations, and fire extinguishers.

- Each Suite Warden is responsible for knowing the designated exit stairway for their suite in the event of an emergency evacuation.
- Suite Wardens should search their suite and make sure everyone is accounted for and report their findings to the stairwell warden at their assigned exit stairwell.
- If, upon reaching the exit stairway, a Suite Warden finds the stairway warden is not in position, he or she should assume the duties of the Stairway Warden.
- Ensure that all occupants are clear from their areas.
- Lead occupants from their area into the designated exit stairway, be sure that the stairway door is not hot and that the stairway itself does not contain heavy smoke.
- Ensure that evacuees proceed down the exit stairway single file keeping to the right.

We will need one person to volunteer from each floor to be a Floor Warden. Floor Wardens ensure their group stays together and should take a head count once the evacuation is complete.

**Please complete the attached form and fax back to our office no later than \_\_\_\_\_.**

---

### **Floor Warden Designation**

Building: **M**ercy Professional Building I

Tenant Name: \_\_\_\_\_ Suite No. \_\_\_\_\_

Who is the Safety Warden in your suite? \_\_\_\_\_

Would someone from your office be interested in serving as a Warden for your floor?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, what is the name of that person? \_\_\_\_\_

**Please Fax to** \_\_\_\_\_  
\_\_\_\_\_

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## WHAT YOU CAN DO TO PREVENT FIRES

- ❖ Keep all trash or waste material in fireproof trash receptacles, and empty them frequently so waste does not accumulate.
- ❖ This is a smoke free building. Please do not allow employees or visitors to smoke in the building.
- ❖ Limit smoking to designated areas equipped with appropriate receptacles in which to dispose of cigarette waste.
- ❖ Keep all trash cans away from drapes or other flammable window coverings.
- ❖ If a fire does ignite in a trash receptacle and no water is nearby, turn an empty trash can over the fire. This should help smother the fire.
- ❖ Turn off all electrical appliances in kitchen areas, and all computers, copying machines, and other business machines at the close of each business day.
- ❖ Do not overload electrical circuits.
- ❖ Check all electrical cords for fraying to prevent sparks that might ignite a flammable item.
- ❖ Do not store cleaning chemicals in a warm enclosed location that might promote spontaneous combustion.
- ❖ Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.
- ❖ Do not allow portable space heaters in the suite as they are definite fire hazards.

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## ***POWER FAILURE***

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The Mercy Professional Building has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically will affect either an isolated area of the building or a large surrounding geographic area of which this building is a part.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period, usually 45 minutes.

In the event of an electrical failure, please observe the following guidelines:

1. Contact the Property Manager at (305) 975-6799 or the Call Center at (888) 774-2446.
2. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
3. If you are instructed to evacuate the building, lock all areas of your premises.
4. Do not congregate in the lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator telephone to contact building management for information and to notify them of your location.
6. Building management will notify you as soon as possible when power will be restored.



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## **TORNADO PREPAREDNESS AND INFORMATION MANUAL**

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This document was created as a plan in the event of a tornado. We wanted to provide you with this information about the dangers and necessary steps that should be taken during tornado season. Tornado "season" occurs during April, May and June. However, it is still possible for them to also occur other times during the year.

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## What is a Tornado?

A tornado is defined as a violently rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be in excess of one mile wide and 50 miles long.

### What causes Tornadoes?

Thunderstorms develop in warm, moist air in advance of eastward-moving cold fronts. These thunderstorms often produce large hail, strong winds, and tornadoes. Tornadoes in the winter and early spring are often associated with strong, frontal systems that form in the Central States and move east. Occasionally, large outbreaks of tornadoes occur with this type of weather pattern. Several states may be affected by numerous severe thunderstorms and tornadoes.



Tornadoes occasionally accompany tropical storms and hurricanes that move over land. Tornadoes are most common to the right and ahead of the path of the storm center as it comes onshore.

## Tornado Variations

- Some tornadoes may form during the early stages of rapidly developing thunderstorms
- Tornadoes may appear nearly transparent until dust and debris are picked up.
- Occasionally, two or more tornadoes may occur at the same time.



## Waterspout

- Waterspouts are weak tornadoes that form over warm water.
- Waterspouts are most common along the Gulf Coast and southeastern states. In the western United States, they occur with cold late fall or late winter storms, during a time when you least expect tornado development.
- Waterspouts occasionally move inland becoming tornadoes causing damage and injuries.



## Tornadoes – Weak – Strong - Violent

### Weak Tornadoes

- 69% of all tornadoes
- Less than 5% of tornado deaths
- Lifetime 1-10+ minutes
- Winds less than 110 mph

### Strong Tornadoes

- 29% of all tornadoes
- Nearly 30% of all tornado deaths
- May last 20 minutes or longer
- Winds 110-205 mph

### Violent Tornadoes

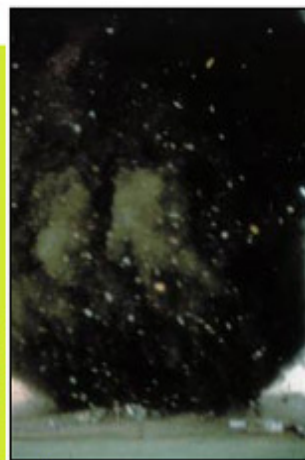
- Only 2% of all tornadoes
- 70% of all tornado deaths
- Lifetime can exceed 1 hour
- Winds greater than 205 mph



Charles Dwyer II



Mary Hurley



Peter Willing

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## Tornado Myths:

**MYTH:** Areas near rivers, lakes, and mountains are safe from tornadoes.

**FACT:** No place is safe from tornadoes.

**MYTH:** Low pressure from tornados causes buildings to "explode" as it passes overhead.

**FACT:** Violent winds and debris slamming into buildings cause most structural damage.

**MYTH:** Windows should be opened before a tornado approaches to equalize pressure and minimize damage.

**FACT:** Opening windows allows damaging winds to enter the structure. Leave the windows alone; instead, immediately go to a safe place.

## Frequency of Tornadoes:

☞ In the southern states, peak tornado occurrence is in March through May.

☞ Tornadoes can occur at **any time** of the year.

☞ Note, in some states, a secondary tornado maximum occurs in the fall.

☞ Tornadoes are most likely to occur between 3 and 9 p.m. but have been known to occur at all hours of the day or night.

☞ The average tornado moves from southwest to northeast, but tornadoes have been known to move in any direction. The average forward speed is 30 mph but may vary from nearly stationary to 70 mph.

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## STAY INFORMED ABOUT THE STORM



**Listen to NOAA Weather Radio, commercial radio, and television for the latest tornado WATCHES and WARNINGS.** When conditions are favorable for severe weather to develop, a severe thunderstorm or tornado **WATCH** is issued. Weather Service personnel use information from weather radar, spotters, and other sources to issue severe thunderstorm and tornado **WARNINGS** for areas where severe weather is imminent.

Severe thunderstorm warnings are passed to local radio and television stations and are broadcast over local NOAA Weather Radio stations serving the warned areas. These warnings are also relayed to local emergency management and public safety officials who can activate local warning systems to alert communities.

### NOAA WEATHER RADIO IS THE BEST MEANS TO RECEIVE WARNINGS FROM THE NATIONAL WEATHER SERVICE

The National Weather Service continuously broadcasts updated weather warnings and forecasts that can be received by **NOAA** Weather Radios sold in many stores. The average range is 40 miles, depending on topography. Your National Weather Service recommends purchasing a radio that has both a battery backup and a tone-alert feature, which automatically alerts you when a watch or warning is issued.

You can also receive weather warning updates from [weather.com](http://weather.com), [www.tnema](http://www.tnema), [www.srh.noaa.com](http://www.srh.noaa.com) and most local TV Channel's web sites.

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## What To Listen For...

When a tornado is possible, there are different types of alerts you may hear on the television or radio. Such as...

**TORNADO WATCH:** Tornadoes are possible in your area. Remain alert for approaching storms.

**TORNADO WARNING:** A tornado has been sighted or indicated by weather radar. If a tornado warning is issued for your area and the sky becomes threatening, move to your pre-designated place of safety.

**ADVISORY:** Hurricane and storm information is disseminated to the public every six hours.

When the situation changes, you will hear a...

**SPECIAL ADVISORY:** Information is disseminated when there is significant change in storm-related weather conditions.

When the situation worsens to severe, you could hear a...

**SEVERE THUNDERSTORM WATCH:** Severe thunderstorms are possible in your area.

**SEVERE THUNDERSTORM WARNING:** Severe thunderstorms are occurring.

**GALE WARNING:** Sustained winds of 35-54 mph and strong wave action are expected.

Remember, tornadoes occasionally develop in areas in which a severe thunderstorm watch or warning is in effect. Remain alert to signs of an approaching tornado and seek shelter if threatening conditions exist. Also, remember that flooding is also possible.



## Environmental Clues

### Look and Listen for:

- Dark, often greenish sky
- Wall cloud
- Large hail
- Loud roar; similar to a freight train

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## Other Thunderstorm Hazards

### These dangers often accompany thunderstorms:

- Flash Floods: Number ONE weather killer - 146 deaths annually
- Lightning: Kills 75-100 people each year
- Damaging Straight-line Winds: Can reach 140 mph
- Large Hail: Can reach the size of a grapefruit - causes several hundred million dollars in damage annually to property and crops.



Center Photo by Bill Durkin

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## BE SAFE!

Each year, many people are killed or seriously injured by tornadoes despite advance warning. Some did not hear the warning while others received the warning but did not believe a tornado would actually affect them. The information herein is to inform you of the dangers and to encourage you to listen to severe weather watches and warnings that could save your life in the event a tornado threatens your area. After you have received the warning or observed threatening skies, YOU must make the decision to seek shelter before the storm arrives. It could be the most important decision you will ever make!

## EMERGENCY PLAN

### Tornados: What to Do Before, During & After!

#### Before Severe Weather:

- **Develop an emergency plan for your office workers.**
- Have drills and inform your employees of the safest place in your building to congregate. Ensure you have a place large enough for all employees to safely gather.
- Do not leave the building.
- Have employees move away from all glass windows and doors.
- Keep a map nearby to follow possible tornado movement from weather bulletins.
- Observe threatening skies. Look for dark clouds, hail and high winds.
- Have several flashlights with plenty of extra batteries.
- Have a NOAA Weather Radio with a warning alarm tone and battery back-up to receive warnings.
- Listen to radio and television for up-to-the-minute information. Have extra batteries for the radio.
- If you have any items outside, bring them in to reduce flying debris.
- Turn off and unplug all computers and all other valuable equipment to protect it from power surges.
- If you are in a high-rise building, move to an interior room or hallway on the lowest floor possible.
- Make sure you have your computer data backed up. It is advisable to have a nightly backup of all vital business and patient information kept either on an off site server or a physical tape or disk copy is made that is stored off site to insure your ability to recover this information and limit any interruption to your business.

#### During Severe Weather:

- Sometimes storms develop so fast there is no time for an alert, remain alert for signs of an approaching tornado.
- Keep personnel and equipment away from windows and exterior glass areas.
- Take shelter in an interior room (one without windows) until the warning has ended.
- The designated office warden should instruct personnel to avoid fallen wires, electrical cords, water leads and broken glass. Overall, the warden should keep everyone calm.
- Flying debris causes many deaths, stay in a safe place until the tornado has passed. The force of the wind alone can cause tremendous devastation by toppling trees and down power lines.
- After severe weather, report damages directly to Holladay Properties via the Call Center (888) 774-2446. **DO NOT REPORT DAMAGES DIRECTLY TO HOSPITAL ENGINEERING.** Holladay Properties will contact various service providers to assist in emergency repairs.



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**After Severe Weather:**

- Listen to radio/television to ensure that all threats have passed.
- Be aware of debris and careful for down power lines.
- Take pictures of any damage for insurance claims and contact your agent
- When checking for damage, use a flashlight. Do not use candles in case of a gas leak.
- Report downed power lines and gas leaks to the appropriate vendor. Be aware of possible electrical dangers. Watch for sparks or frayed wires.

**Links For Additional Weather-Related Information:**

[www.tnema.org](http://www.tnema.org)

[www.redcross.org](http://www.redcross.org)

[www.srh.noaa.gov](http://www.srh.noaa.gov)

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## Hurricane Preparedness

The official Hurricane Season begins June 1<sup>st</sup> and ends November 30<sup>th</sup>. Today, the National Hurricane Center is able to predict severe weather patterns with sufficient time for us to prepare for a storm. This year the National Hurricane Center anticipates an active season in the Atlantic Basin. The key to minimizing damage is to implement a previously prepared plan.

A separate, more comprehensive Hurricane Preparedness Checklist has been prepared and is included with this material to assist you in making preparations, should it be required in the near future.

### **ACTIONS TO TAKE DURING SEVERE WEATHER:**

1. Keep personnel and equipment away from windows and exterior glass areas.
2. Direct personnel and relocate equipment to protected corridors or the interior of your office.
3. Move important documents to cabinets or other protected areas.
4. The decision to release or retain employees depends on organizational policy, severity and nature of weather and other present conditions.
5. Holladay Properties will issue a notice, if necessary, as to when the building will be secured and what time all personnel should be out of the building.
6. After severe weather, report damages directly to Holladay Properties. Holladay Properties will contact various service providers to assist in emergency repairs.
7. The designated office representative should instruct personnel to avoid fallen wires, electrical cords, water leaks and broken glass if flooding has occurred in your offices.

Severe weather conditions can usually be anticipated and each office should prepare their own independent plans and courses of action to be taken, based on their policies and upon severe weather information provided. Each type or form of emergency or disaster requires special planning, instructions to staff and procedures for preparation and implementation.

When a hurricane threatens, Holladay Properties will initiate evacuation of all buildings. For this reason, it is important that all employees are familiar with evacuation routes and the procedures during such operations. Each "office representative (warden)" should identify any employees with special needs in the **Tenant Information and Emergency Contact Form**. This will allow us to quickly assist personnel that need additional assistance during an evacuation.

Holladay Properties will maintain communication with Tenants and provide the most up to date information obtained from local police authorities and the County or City Offices of Emergency Management. The contact numbers for the Office of Emergency Management within your county is contained within the **Hurricane Map and Guide** provided.

Instructions during a severe weather alert or emergency will be provided by direct contact with the office by Holladay Properties. In general, individual office planning should include:

An internal notification system. You may need a means to communicate with employees before and after a storm. Considering staffing needs, some employees may not be available because of travel restrictions or damage to personal property.

1. Establish a procedure for patients to contact the doctor should the building be without power. Most answering systems have limited battery back-up but if power is out for an
2. extended period or phone lines are down, there should be an alternative method of reaching the physician.
3. Provisions for emergency supplies and equipment in the event of a power failure (flashlights, lanterns, batteries, lap-top computers, cellular phones, etc.). The use of candles or open flames is prohibited because of potential fire hazard or explosion as the result of undetected gas leaks.
4. Move important documents and equipment away from possible vulnerable areas; low areas where flood/heavy waters may accumulate, etc. Keep people away from windows and identify specific "protected areas" for assembly purposes.
5. A policy regarding release or retention of employees during such emergencies.
6. An up-to-date account of inventory, equipment and documentation.
7. Provisions for backing up computer files, doing payroll, getting supplies and obtaining emergency power.
8. If necessary have plans to move records and other items to an alternate site.
9. Ensure that Holladay Properties has the most up to date tenant information and contact numbers for your office.

### **HURRICANES:**

When a hurricane warning is announced, Holladay Properties will advise all tenants to begin hurricane preparations and complete them before excusing personnel. Please refer to the Hurricane Preparedness Checklist provided for more detailed suggestions. The following are minimum precautions:

1. Check all doors, windows, vents, and other openings, to secure against wind and water. Taping windows is not recommended. While it may reduce flying glass, it will not prevent the window from breaking and may provide a false sense of security. Remember it is each office's responsibility to secure their space.
2. When possible, move furniture, equipment, plants, papers, etc. away from windows that are not shuttered or prone to leakage or breakage during heavy winds or rains.
3. Records, valuables, furniture, etc. should be removed or raised off the floor on first floor locations where windblown water and rain can penetrate around or under doors, windows and other openings.
4. Protective plastic covering should be provided to cover desks, equipment, files, etc. in case of roof damage or broken windows; movement of furniture and equipment from vulnerable locations is preferred.
5. Electrical equipment (copiers, faxes, data processing equipment, computers, TVs, radios, medical equipment, etc.) should be disconnected to avoid power surges and subsequent damage.
6. Keep tuned to local broadcast stations. They have excellent advice and direct access to the most accurate and up to date information.

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## **DEFINITIONS:**

1. Hurricane Advisory – Formal message giving location and characteristics of a tropical cyclone, disturbance, etc. Action = Review Plans.
2. Hurricane Watch – Formal announcement that a hurricane poses a threat to a coastal or inland community within 24 to 48 hours. Action = Begin preparations for possible hurricane landfall.
3. Hurricane Warning – Warning that either winds of 74 MPH or higher or dangerously high wind driven water and waves, or both, are expected in a specified coastal area in 24 hours or less.
4. Hurricane Landfall – Period of time when winds, rain and storm tides approach land and pass through an area. Action = Seek shelter immediately.
5. Recovery – Actions necessary to restore essential services after a hurricane in two stages (a) Emergency actions (search and rescue, mass feeding and housing, removal of live wires, etc.) and (b) Restoration (repair of utilities, housing, road clearance, actions to return to normalcy).
6. Be prepared for recovery efforts to take twice as long as you might first expect. Plan for emergency needs and supplies to last a minimum of three weeks and possibly up to several months or more after a major storm. Make provisions to work with limited cash, water and sewer, and no power. Store emergency supplies at the office in case it is difficult to get around after the storm. Remember while your office may not sustain damages serious enough to prevent you opening for business, many of your suppliers may be unable to operate or make deliveries and pick-ups.

## **PRECAUTIONS TO BE TAKEN PRIOR TO A HURRICANE:**

The following are suggested minimum precautions each office should take before excusing personnel:

1. Check all exterior suite doors, windows, vents and other openings to make them as secure as possible against wind and water.
2. Whenever possible, move furniture, equipment, plants, papers, business records and valuables away from windows and up off the floor. Cover with protective plastic coverings or tarps and secure.
3. Back-up all computer programs. Make a second copy and remove it from the premises.
4. Make a copy of licenses, Articles of Incorporation, insurance policies, computer software, accounts receivable, tax records, personnel and administrative documents and remove these from the premises as well. Be sure to have your insurance agent's name, policy number and the claim telephone number accessible.
5. Disconnect all electrical equipment including telephones. Turn off your HVAC if you have control of the unit. Make sure all lights are off. It is prudent to turn off the breakers in your electrical panel.
6. Check refrigerators for any food, medical supplies and specimens that will spoil if without refrigeration for a prolonged period. Discard or make alternate arrangements as appropriate.
7. If you have a security system, contact your central station for instructions on preparing your system in the event of a prolonged power failure which battery back up cannot handle.
8. Within your organization, assign individuals to be responsible for specific tasks, such as contacting insurance companies, contacting employees regarding work schedules and carrying on essential operations.

9. Upon exiting the building, lock all entry doors to your suite.
10. Be prepared for recovery efforts to take twice as long as might first be expected. Plan for emergency needs and supplies to last a minimum of three weeks. Remember electricity and telephones may not be operational for an extended period of time. It is suggested each office have a battery powered AM/FM radio, flashlights or battery powered lanterns, a supply of fresh batteries, a cellular phone and fully charged cellular batteries and an AC adapter for a car cigarette lighter. Without electricity, you cannot charge cellular batteries. (If you already have supplies on hand, double check to insure they are still usable.)
11. Take pictures of the interior of your premises. Have Polaroid film available to take pictures of any damage after the storm. If the power is out, you may not be able to get standard film developed.
12. All vehicles must be removed from the property.

Prior to the storm, Holladay Properties will:

1. Inspect the property and secure all outdoor equipment to minimize possible damage to personnel, buildings or the public.
2. Make a roof inspection, remove or secure antennas, as necessary.
3. Check trees and palms for branches that might cause potential problems in high winds.
4. Remove any signage that might pose a potential problem.
5. Holladay Properties will issue a notice stating a time when the building will be secured. All exit/entry doors will be locked, mechanical/electrical systems may be shut down. The elevators and main power supplies may be disconnected. **UNDER NO CIRCUMSTANCES SHOULD ANYONE REMAIN IN THE BUILDING AFTER THE BUILDING IS SECURED. THE BUILDING IS NOT DESIGNATED AND CANNOT BE USED AS AN EMERGENCY SHELTER. NEITHER HOLLADAY PROPERTIES NOR THE HOSPITAL ASSUMES ANY RESPONSIBILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE.**

Even if all these precautions are taken, there is no guarantee your office will avoid damage. Any damage to furniture, equipment, business records, etc. should be covered by your insurance. It would be prudent to review your policies now to insure proper coverage. Some items to verify are:

1. Does the policy provide replacement value coverage on all property including contents? Do you have a current inventory?
2. What is the deductible?
3. Are there any exclusions?
4. Does the policy cover flooding, wind or storm damage?

If you have any questions or suggestions, please feel free to contact Holladay Properties.

#### **ACTIONS TO TAKE AFTER A HURRICANE:**

1. Report directly to the local utility provider any downed utility wires. Under no circumstances try to move or touch any utility wires. DO NOT call FP&L to report power outages after a storm. FP&L has a sophisticated computer system that identifies what areas are without power. Everything possible will be done to restore service as quickly as possible. Only call FPL to report power outages if offices or buildings in the immediate area have had power restored and you are still without power.
2. If you suspect there may be structural damage to the building, wait until qualified personnel have given permission to re-enter the building. Holladay Properties will re-enter the building and contact tenants once the building has been deemed safe.

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3. Inventory losses, damages and repairs needed are to be reported to your insurance company. Each office is responsible for appropriate actions to contain or minimize further damage. Remember you are responsible for furniture, equipment, etc.
  4. Limit the use of cellular phones. The airways need to be kept clear for emergency and clean-up communications.
  5. If there has been flooding or water damage in your office DO NOT turn on breakers until a qualified electrician has inspected the premises.
  6. If there is standing water around the building, DO NOT attempt to wade through the water. There is no way of knowing if there are live electrical wires charging the water, whether there are deep holes under the water, snakes, etc.
  7. Restore normal operations as the aftermath dictates.
  8. Establish and maintain good communication between insurance adjusters, Holladay Properties and other pertinent parties.

### **FLOODING:**

Flooding generally occurs during heavy wind driven rainstorms or hurricane type weather and usually occurs in lower level floors of the building. Accumulation of excess water in lower levels of the building can cause damage to utilities, equipment, furniture and other unprotected materials. Wind driven rain can also cause windows to leak that are otherwise okay during normal rainstorms. Consider removing important materials and documents that may be near windows. Remember, even if you are on an upper floor, flooding on a lower floor could impact you office if utilities, elevators, etc. are affected.

### **ACTIONS TO TAKE TO MINIMIZE DAMAGE FROM FLOODING:**

1. Check all areas (doors, windows, ground vents, door louvers, etc.) where flood waters can enter. We recommend you remove furniture, equipment, records, etc. in such areas or raise them at least two to four feet above the floor level or away from window areas.
2. Cover items with heavy plastic protective covering if they are in an area susceptible to wind blown rain or waters and cannot easily be moved.
3. Disconnect electrical equipment, wrap cords and tape up high, off the ground.
4. Stock supplies and materials useful for protection of equipment (i.e., heavy plastic drop cloths, masking tape, wooden boxes or pallets to raise items off the floor, plywood or other materials to block broken windows, sandbags to prevent seepage, flashlights and batteries, rubber boots, etc.) Report flooding, electrical damage, etc. immediately to Holladay Properties so remedial measures can begin.

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## **PRECAUTIONS AFTER A NATURAL DISASTER**

There may be considerable structural damage and people may be injured.

- Remain calm. Assess the situation.
- Tend to the injured. Cover them; administer first aid if necessary (only if qualified/certified in first aid, Red Cross certification). Call for medical assistance if severe injury needs immediate attention.
- Check for fires and other hazards. Put out any fires immediately if you can.
- Check for damage to utilities and appliances. Do not turn on electrical switches or appliances until you are sure there are not gas leaks. Turn off electricity if there is a potential danger from damaged wiring.
- Shut off water mains if breakage has occurred. In due time, report utility damage to the Building Management Office and follow their instructions.
- Do not light matches or use open flames. There may be gas leaks.
- Do not touch power lines, electric wiring, or objects that are in contact with power lines or wiring.
- Do not use the telephone except: to call for help; to report serious medical, fire or criminal emergencies; or to perform an essential service.
- Do not use toilets until you are certain sewer lines are unbroken.
- Listen to the radio for information about the event and disaster procedures.
- Be very cautious when entering or moving about a damaged building. Collapses can occur without warning. There is also danger from gas leaks, electric wiring, and broken glass.

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## **BOMB THREAT PLAN**

### PROCEDURES FOR PERSONS RECEIVING TELEPHONE/VOICE MAIL BOMB THREAT

Follow the procedures below when receiving a bomb threat:

- ❖ Do not hang up, remain calm and attempt to keep your voice at an even level. Immediately begin to write down everything the caller says using the bomb threat checklist.
- ❖ Attempt to quietly get someone's attention by passing a note or gesturing to the effect that you are receiving a bomb threat.
- ❖ Attempt to keep the caller on the phone as long as possible by asking questions; specifically, determine the location of the bomb and the time of detonation, if possible.
- ❖ Pay particular attention to any background noises, such as running motors, music or any other clue as to the origin of the call. Listen closely to the voice (male or female); voice quality (calm or excited); accents or possible speech impediments.
- ❖ Write down the exact time and estimate the amount of time you were on the phone with the caller.
- ❖ Immediately notify authorities by calling 911.
- ❖ Remain where you are. While waiting for authorities to respond, complete the ATF BOMB THREAT CHECKLIST. Do not repeat the details of the call to anyone other than property management staff, the Police or Fire Department personnel.
- ❖ **Do not make any public address announcement concerning the bomb threat.**



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## **BOMB THREATS**

### **Reacting to a Bomb Threat:**

Whoever receives the call that a bomb has been placed in a building or suite should:

- ❖ Remain calm and keep the caller on the line as long as possible so an attempt can be made to obtain as much information as possible.
- ❖ Use the ATF Bomb Threat Checklist to record what the caller said; identify as closely as possible the age, sex, and accent of the caller; identify any background noise and assess the validity of the call.
- ❖ Ask the caller where the bomb is located, when it is set to go off, and what the bomb is contained in.

Call 911 and provide name, building address, floor, and suite number. Repeat information from the caller.

Call the Property Management Office. The decision to evacuate will be made by either the Police or Fire Officials.

Follow floor warden's directives in the event an evacuation is announced.

Do not touch or handle any unusual items you might find. Report them to the authorities.

Be aware of suspicious persons entering your suite, or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.

### **Bomb Explodes:**

In the event of an explosion, there is a potential for fire and injuries. Therefore:

- ❖ Follow fire emergency instructions.
- ❖ Evacuate the premises in an orderly manner after announcement.
- ❖ Follow established procedures for evacuating physically impaired persons, and help injured people evacuate.

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## **ATF BOMB THREAT CHECKLIST**

Exact time of call: \_\_\_\_\_ a.m. Or p.m.

Exact words of caller:

### **QUESTIONS TO ASK:**

When is bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why?

Where are you calling from?

What is your address?

What is your name?

---

**Caller's Voice (circle)**

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Person receiving call:

Telephone number at which call was received:

Date:

Report call immediately to:      Police Department  
Management Office



## ***VII. SECURITY INFORMATION***

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## **SECURITY INFORMATION**

### **SOLICITATION**

Solicitation is not allowed in the building or on the building premises. Please notify the Management Office @ (305) 858-0417 or call our Call Center @ (888) 774-2446 immediately if you notice a solicitor within the building. Report as much specific information about the person's appearance and behavior as you can. Building staff will locate the person and as quickly as possible escort him/her off the premises.

### **THEFT**

Report any suspected theft, no matter how small, to Property Management at (305) 858-0417 or (888) 774-2446 immediately. You may also notify the Police Department. They may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively. The building's insurance policy does not cover the theft of tenant's personal belongings. Personal property insurance is the responsibility of each tenant.

### **INCIDENT REPORTS**

To record the details of any accident, theft, or injury that occurs on the property, incident reports must be filed. Please notify the Property Management Office at (305) 975-6799 as soon as an incident occurs so we can follow up with the appropriate record-taking. We appreciate your cooperation in answering any questions the building staff may have pertaining to the incident.

### **SUITE SECURITY MEASURES**

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

1. When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late.
2. Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
3. Keep all vault or safe combinations in a locked desk drawer. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place.

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4. Dial the Property Management Office @ (305) 858-0417 immediately (in their absence. Call 911) if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted, makes excuses that they are lost or looking for another company.
  5. Offices are most vulnerable to thieves during lunch time and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
  6. Occasionally examine your wastebasket contents at the end of the day to see if any equipment or valuables have been hidden for removal later.
  7. Put serial numbers on all business equipment and keep this information recorded in a safe place to aid police in locating the equipment if it is stolen.
  8. If an employee is terminated for any reason, consider changing cylinders on the locks and resetting any safe or vault combinations they may have been entrusted with. Additionally, cancel the employee's security access codes, if applicable.
  9. Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
  10. If your office will be closed when the rest of the building is normally open, arrange cancellation of newspaper delivery.
  11. If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
  12. Never leave your reception area unattended when your site entry door is unlocked.
  13. Consider having routine background checks done on prospective employees as an additional security precaution.
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***VIII. KEY AND SECURITY CARD  
ACCESS POLICY***

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## **KEYS/CARD ACCESS INFORMATION**

Each tenant shall be issued four (4) keys upon occupancy of the premises.

If you install an internal security system, a copy of the key, and/or appropriate security codes to grant access must be provided to the Property Manager. This allows personnel entry into your suite in the event of an emergency.

You will be issued a key for all exterior doors to your suite upon occupancy. If your practice should desire any additional locks, the cost will be billed to your Holladay Properties account. Any re-keying or lock modifications must be coordinated with Property Management. Please notify your Property Manager at 305-858-0417 or call 1-888-774-2446 to have this done. Please do not purchase doorknobs and/or locks at any home improvement store and plan to have them installed in your suite. **All work must be coordinated through Property Management and must meet building codes and policies established by Holladay Properties.**

It is our policy that we will only issue keys at the request of the Practice Administrator or Office Manager. Any request for keys will be verified with the Practice Administrator. No exceptions will be made.

**All locks must be keyed to the building standard.**





***VIX. SUITE SIGNAGE INFORMATION***

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**DIRECTORY AND SUITE SIGNAGE REQUEST FORM**

Practice Information: \_\_\_\_\_

Building Name: \_\_\_\_\_

Suite Number: \_\_\_\_\_

Names to be listed under practice. Please list in order you wish them to appear. Please limit main directory and floor directory to practice name only.

**Main Directory – Last Name, First Name          Floor**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Floor Directory – Last Name, First Name          (Specialty Suite)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Door Directory or Practice Name – Last Name, First Name          Floor**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_  
(Please Print)

Company: \_\_\_\_\_ Date: \_\_\_\_\_

**Please fax to Holladay Properties, Inc. ATTN: \_\_\_\_\_ (\_\_\_\_) \_\_\_\_-\_\_\_\_\_**



***X. BUILDING HOURS OF OPERATION  
AND AFTER HOURS ACCESS***

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## **BUILDING HOURS AND AFTER HOURS ACCESS**

Entrance doors are unlocked at 7:00 a.m. & locked at 8:00 p.m. Monday through Saturday.

The doors are closed all day on Sunday.

If you need public access to the building after normal business hours, please contact the maintenance service desk at 1-888-774-2446 so that arrangements can be made.



## ***XI. MAINTENANCE REQUESTS***

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**1-888-774-2446**

## **MAINTENANCE REQUESTS**

The following identifies the procedures that should be followed in order to process service and maintenance requests from tenants.

Holladay Property Services utilizes a national customer service center located in Greenville, SC. The customer service center operates as "Healthcare Property Services". The number is 1-888-774-2446. **(Note: All Priority One Requests should be called in and can registered on the website as a secondary option)**

You may also register online on the tenant web portals at <https://mercyypi.medicaloffice.info/toc.cfm> (3661 building) or <https://mercyypii.medicaloffice.info/toc.cfm> (3659 building) & click on the "service request" tab as a quick and easy way to have access to several important features. Once you register to use this website, you may place service requests, provide important feedback to us, and correspond with the Property Manager.

Maintenance calls go under five different types of priorities. The priorities are as follows: *(Please note: All maintenance requests must fall within the confines of the lease and cannot be construed in any way as a violation of Anti-Kickback rules).*

- ❖ A priority 1 call indicates that a person's life or property is in danger. These calls should be handled immediately and within a maximum time frame of two hours.
- ❖ A priority 2 call is a call that needs to be handled immediately, but no life hazard issues exist. These calls should be completed within five hours.
- ❖ A priority 3 call is a call that must be completed on the next business day, within 24 hours.
- ❖ A priority 4 call should be completed within three business days, a 72-hour response.
- ❖ A priority 5 call should be handled on the next visit the vendor/service provider makes to the site.

Any call that is not performed within these guidelines will be escalated within the work management system. This means that the Property Manager responsible for the building will become involved, as well as the senior contact for the service provider company.

Toll Free telephone number:	1-888-774-2446
Primary Contact:	Telephone Operator who answers phone
Call Center Supervisor:	Alysia Blakey, (864) 272-2506
Fax:	1-888-887-4342

Websites: <https://mercypbi.medicaloffice.info/toc.cfm> (3661 building)  
<https://mercypbii.medicaloffice.info/toc.cfm> (3659 building)

If you have any questions or issues with regards to any item contained herein, please call the Property Manager for your building referenced in the "Key Personnel and Emergency Numbers" section of your Tenant Manual.

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## ***XII. HVAC OPERATION***



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## **HEATING AND AIR CONDITIONING SERVICES**

All heating and air conditioning service requests should be placed through Healthcare Property Services at 1-888-774-2446 or your corresponding tenant web portal website. The maintenance engineer will then personally visit your suite. If he is unable to make the repair, he will contact our approved air conditioning company for further evaluation and repair.

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***XIII. ELEVATOR INFORMATION***

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## **ELEVATOR INFORMATION**

- ❖ Do not use the elevator during an emergency.
- ❖ Lock off procedures. Please contact the property management office to arrange for an elevator lock off.
- ❖ Moving procedures.
- ❖ Reporting a malfunction. Call Healthcare Property Services at 1-888-774-2446.
- ❖ If you are trapped in an elevator, use the phone to call for assistance.



***XIV. PARKING POLICIES AND PROCEDURES***

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## **PARKING**

- Deliveries: All deliveries are to be made through the Rear Entrance.
  - Employee parking: All employees are to park in the employee garage located closest to South Miami Avenue as dictated by Hospital Administration. Employees are prohibited from using the valet service unless it is an emergency.
  - Move-in: All moves should be made via rear entrance.
  - Vendor parking: Vendors should park in the guest parking garage or at the rear of the building if there are spaces available.
  - Physician Parking: Physicians must request hospital security (located in the hospital lobby) to grant them access to the gated physicians' lot inside the garage and/or the rear surface lot behind the buildings. Hospital security will also provide badge access to the rear door located at the 3661 building.
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***XV. MAIL AND OVERNIGHT  
PACKAGE INFORMATION***

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## **MAIL**

Information that should be reviewed regarding mail and express mail processing and delivery includes:

- Building Address: 3661 S Miami Avenue  
Suite [REDACTED]  
Miami, Florida 33133
- Mailboxes are located on the north side of the building.
- U.P.S. drop box: 3659 S Miami Avenue, Lobby Pick-up time is at 6:00 p.m.
- FedEx drop box: 3659 S Miami Avenue, Lobby.
- Location of nearest U.S. Post Office: 1800 Coral Way, Miami, FL 33145

Arrangements should be made during your normal business office hours for special deliveries, certified mail, large packages, overnight deliveries, etc. Building Management is not responsible for delivery or distribution of tenant mail.

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## ***XVI. TELEPHONES***



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## **TELEPHONES**

### Tenant Telephone Services:

- ❖ Your telephone vendor will be responsible for running the line from the telephone equipment room to your suite and making the appropriate connection.
- ❖ All tenant telephones, T1 lines and/or cable connections, telecommunications and other related services, will need access to the telephone equipment room. This must first be coordinated through the Property Management Office.
- ❖ All telephone vendors must supply the Property Management Office with a Certificate of Insurance prior to commencing installation.
- ❖ All telephone vendors must obtain all necessary permits from the local jurisdiction prior to commencing work.

Your cooperation in adhering to these policies will be appreciated.

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***XVII. REMODELING AND VENDOR  
PROCEDURES***

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## **REMODELING/VENDOR INFORMATION**

- ❖ Any and all remodeling must be coordinated through the Property Management Office in accordance with your lease.
- ❖ All vendors working in the office building during or after normal business hours must register with the Property Management Office.
- ❖ All vendors must have a Certificate of Insurance and a Business License on file in the Property Management Office with an approved amount of coverage.
- ❖ See attached Sample Certificate

# INSURANCE CERTIFICATE REQUEST



## CERTIFICATE OF LIABILITY INSURANCE

SITESP1

OP ID: PB

DATE (MM/DD/YYYY)

04/09/12

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement.

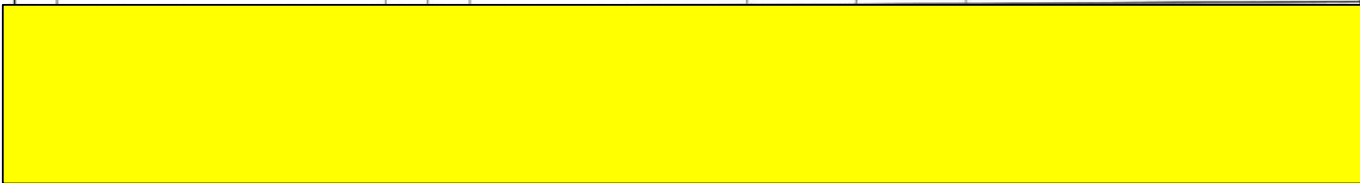
SAMPLE SERVICE CONTRACT COI

INSURED <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	ADDRESS: _____ INSURER(S) AFFORDING COVERAGE: _____ INSURER A: <b>Cincinnati Insurance Company</b> NAIC #: <b>10677</b> INSURER B: <b>Builders Mutual Ins Company</b> NAIC #: <b>10844</b> INSURER C: _____ INSURER D: _____ INSURER E: _____ INSURER F: _____
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COVERAGES      CERTIFICATE NUMBER:      REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
<b>A</b>	<b>X</b> GENERAL LIABILITY						EACH OCCURRENCE \$ <b>1,000,000</b>
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC	<b>X</b>	<b>X</b>				DAMAGE TO RENTED PREMISES (Ea occurrence) _____ MED EXP (Any one person) _____ PERSONAL & ADV INJURY _____ GENERAL AGGREGATE <b>2,000,000</b> PRODUCTS - COMP/OP AGG \$ _____
<b>B</b>	<b>X</b> AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident) <b>1,000,000</b>
	<input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	<b>X</b>	<b>X</b>				BODILY INJURY (Per person) \$ _____ BODILY INJURY (Per accident) \$ _____ PROPERTY DAMAGE (Per accident) \$ _____
<b>C</b>	<b>X</b> UMBRELLA LIAB						EACH OCCURRENCE <b>1,000,000</b>
	<input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____	<b>X</b>	<b>X</b>				AGGREGATE <b>1,000,000</b> \$ _____
<b>D</b>	<b>X</b> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						<b>X</b> WC STATUTORY LIMITS OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	<b>X</b>					E.L. EACH ACCIDENT \$ <b>100,000</b>
							E.L. DISEASE - EA EMPLOYEE \$ <b>100,000</b>
							E.L. DISEASE - POLICY LIMIT \$ <b>100,000</b>



CERTIFICATE HOLDER <div style="border: 1px solid black; height: 60px; width: 100%;"></div>	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. <div style="border: 1px solid black; height: 30px; width: 100%;"></div>
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***XVIII. BUILDING RULES, REGULATIONS  
AND OPERATING POLICIES***

## **RULES AND REGULATIONS**

1. CONDUCT:

Tenant shall not conduct its practice or business, or advertise such business, profession or activities of Tenant conducted in the premises in any manner, which violates local, state, or federal laws or regulations.

2. HALLWAYS AND STAIRWAYS:

Tenant shall not obstruct or use for storage, or for any purpose other than ingress and egress, the sidewalks, entrance, passages, courts, corridors, vestibules, halls, elevators and stairways of the building.

3. NUISANCES:

Tenant shall not make or permit any noise, odor or act that is objectionable to other occupants of the building to emanate from the premises, and shall not create or maintain a nuisance thereon.

4. MUSICAL INSTRUMENTS, ETC.:

Tenant shall not install or operate any phonograph, musical instrument, radio receiver or similar device in the building in such manner as to disturb or annoy other tenants of the building or the neighborhood. Tenant shall not install any antennae, aerial wires or other equipment outside the building without the prior written approval of Landlord.

5. LOCKS:

With the exception of Tenant's pharmaceuticals locker or storage facility, no additional locks or bolts of any kind shall be placed upon any of the doors or windows by the Tenant, nor shall any changes be made in existing locks or the mechanism thereof. Tenant must upon the termination of its tenancy restore to Landlord all keys to the Premises and toilet rooms either furnished to or otherwise procured by Tenant, and in the event of loss of any keys so furnished, Tenant shall pay to Landlord cost thereof.

6. OBSTRUCTING LIGHT, DAMAGE:

The sash doors, sashes window glass doors, lights and skylights that reflect or admit light into the halls or other places of the building shall not be covered or obstructed. The toilets and urinals shall not be used for any purpose other than those for which they were intended and constructed, and no rubbish, newspapers, feminine products or other substance of any kind shall be thrown into them. Waste and excessive or unusual use of water shall not be allowed. Tenant shall not mark, drive nails, screw or drill into, paint, nor in any way deface the walls, ceilings, partitions, floors, wood, stone or ironwork. The expense of any breakage, stoppage or damage resulting from a violation of this rule by Tenant shall be borne by Tenant. Tenant shall be permitted to hang pictures on office walls, but it must be done in a workman-like manner and in such a way as not to damage or deface such walls.

7. WIRING:

Electrical wiring of every kind shall be introduced and connected only as directed by Landlord, and no boring nor cutting of wires will be allowed except with the consent of Landlord. The location of the telephone, call boxes, etc., shall be subject to the approval of Landlord.

8. EQUIPMENT, MOVING, FURNITURE, ETC.:

Landlord shall approve the weight, size and position of all fixtures, equipment and other property brought into the building, and the times of moving which must be done under the supervision of Landlord. Landlord will not be responsible for any loss of or damage to any such equipment or property from any cause, and all damage done in the Building by moving or maintaining any such property shall be repaired at the expense of Tenant. All equipment shall be installed as required by law, and in accordance with and subject to written approval received on written application of Tenant.

9. REQUIREMENTS OF TENANT:

The requirements of Tenant will be attended to only upon application at the office of Landlord or its Property Manager. Employees of Landlord or its Property Manager shall not perform any work nor do anything outside their regular duties unless under special instructions from Landlord or its Property Manager. No such employees shall admit any person, Tenant or otherwise, to any other office without instruction from the office of Landlord or its Property Manager. All janitorial services personnel, guards or any outside contractors employed by Tenant shall be subject to the regulations and control of Landlord, but shall not act as an agent or servant of Landlord.

10. MEDICAL AND HAZARDOUS WASTES:

Your office will need to contract directly with a licensed hazardous and medical waste removal contractor for your medical waste removal (red bags). This contractor should supply the storage containers for your medical waste and schedule the removal from your office on a regular basis.

11. ACCESS TO BUILDING:

Any person entering or leaving the building may be questioned by the management company regarding his/her business in the building and may be required to sign in and out. Anyone who fails to provide a satisfactory reason for being in the building may be excluded.

12. VEHICLES, ANIMALS, REFUSE:

Tenant shall not allow anything to be placed on the outside window ledges of the premises or to be thrown out of the windows of the building. No bicycle or other vehicle, and no animal shall be brought into the offices, halls, corridors, elevator or any other parts of the building by Tenant or the agents, employees or invitees of Tenant, and Tenant shall not place or permit to be placed any obstruction or refuse in any public part of the building.

**13.EQUIPMENT DEFECTS:**

Tenant shall give Landlord prompt notice of any accidents to or defects in the water pipes, electric lights and fixtures, heating apparatus, or any other service equipment.

**14.PARKING:**

Unless otherwise specified by Landlord, Tenant and its employees may park automobiles only in spaces designated by Landlord for such purpose and shall in no event park in spaces reserved for public parking. Tenant agrees that Landlord assumes no responsibility of any kind whatsoever in reference to such automobile parking area or the use thereof by Tenant or its agents or employees.

**15.CONSERVATION AND SECURITY:**

Tenant will see that all windows and doors are securely locked, and that all faucets and electric light switches are turned off before leaving the building.

**16.SIGNAGE:**

Tenant shall not place any sign upon the Premises or the Building without Landlord's prior written consent.