

Phone Call Log

Summary of Call and/or Verbal		Date		Time		Location		Summary of Call and/or Verbal	
Governor Scott Cell 239-451-0450	Natasha anderson, CEO of Larkin Behavioral Health Services	5:34pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	verizon phone record	I left a message informing that I was calling on behalf of Larkin Behavioral and The Rehabilitation Center of Hollywood Hills, in the message I stated that our AC transformer located on the FPL pole was tripped during Hurricane and we needed immediate assistance to reset it, as we did not have AC. Further I informed that FPL had been contacted but not came out. In this message I also explained the population served Adults, Adolescent Behavioral Health individuals and, in the nursing home elderly individuals (some on oxygen). I left my cell phone number.			
Florida Emergency Information Line 1-800- 342-3557	Natasha anderson, CEO of Larkin Behavioral Health Services	5:36pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I identified myself as Natasha Anderson, CEO of Larkin Behavioral, informed that I was also calling on behalf of the Nursing Home. I informed the representative that the buildings AC transformer was struck. The representative gave me an emergency Tallahassee number (850-815-4925) to call to report. At no time during this phone call did anyone inform me to call 911. I spoke to the person who answered the phone (Jorge). I explained to Jorge the situation and expressed that we needed to be made a priority as we were a hospital and nursing home with over 162 patients, many of them elderly and on oxygen, as well as adult mental health and adolescent mental health patients. Jorge informed me that this matter would be escalated. I also informed him that we had contacted FPL and that our work order number was #4301. At no time during this phone call did anyone inform me to call 911.			
Florida Emergency Line 850-815-4925 (Tallahassee)	Natasha anderson, CEO of Larkin Behavioral Health Services	5:39pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I spoke to Jorge; I asked if he had any new updates regarding our emergency, and he informed me that there were no new updates. He reassured me that this has been reported and escalated and that he would continue to follow-up. At no time during this phone call did anyone inform me to call 911.			
Florida Emergency Line 850-815-4925 (Tallahassee)	Natasha anderson, CEO of Larkin Behavioral Health Services	6:57pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I spoke to Jorge; I asked if he had any new updates regarding our emergency, and he informed me that there were no new updates. He reassured me that this has been reported and escalated and that he would continue to follow-up. At no time during this phone call did anyone inform me to call 911.			

EXHIBIT
12-19-17
Cele Anderson
Lynda Royer, RPR

Florida Emergency Line 850-245-4444 (Tallahassee)	Natasha anderson, CEO of Larkin Behavioral Health Services	7:29pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I received a call from the emergency center in Tallahassee informing me that they were working on our emergency. At this time, I provided information on both facilities. I also explained that we had over 162 patients between both facilities serving both elderly (some on oxygen) and adult and adolescent mentally-ill individuals. I was informed that I will be provided with an update. At no time during this phone call did anyone inform me to call 911.
Florida Emergency Line 850-245-4882	Natasha anderson, CEO of Larkin Behavioral Health Services	9:24pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I contacted the emergency line again to inform that I have yet to receive an update.
Florida Emergency Line 850-544-1457	Natasha anderson, CEO of Larkin Behavioral Health Services	9:57pm	9/11/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I received a call from the emergency line informing me that they were still working on my request but that there were no new updates to provide. I expressed once again the urgency of getting FPL to come reset the AC Chiller transformer. At no time during this phone call did anyone inform me to call 911.
Florida Emergency Line 850-245-4882	Natasha anderson, CEO of Larkin Behavioral Health Services	9:58am	9/12/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I contacted the Tallahassee emergency number to inquire if there were any updates as the problem had not yet been resolved. I was informed that there were many hospitals and healthcare facilities with FPL problems due to the hurricane such as Broward Health System and Memorial Healthcare and that they were also waiting to get issues resolved. I informed the representative that I understood, but I really just wanted to make sure that we are also made a priority since we had frail, elderly patients. At no time during this phone call did anyone inform me to call 911.
Governor Scott Call 239-451-0450	Natasha anderson, CEO of Larkin Behavioral Health Services	9:59am	9/12/2017	1201 North 37th Avenue Hollywood FL 33021	Verizon phone record	I identified myself, Natasha Anderson CEO of Larkin Behavioral, I left a message informing him that this was my second time calling his cell to report our emergency related to the AC transformer. I informed him that the issue had not been resolved despite many calls and follow-ups to FPL. I informed him that I was calling on behalf of the Behavioral Health Hospital and the nursing home serving elderly (some on oxygen) patients and adults and adolescent mentally ill clients. I left my cell phone number for him to return my call.

Governor Scott Call 239-451-0450	Natasha anderson, CEO of Larkin Behavioral Health Services	12:41pm	9/12/2017	1201 North 37th Avenue Hollywood Fl 33021	Verizon phone record	I identified myself, NATASHA ANDERSON CEO OF LARKIN Behavioral calling on behalf of the hospital and nursing home, in the message I informed that we have yet to receive help from FPL. In the message, I informed him that FPL needed to make us priority and, regardless of my many attempts and follow-ups, they had yet to show up. I left my cell phone number for him to return my call.
Yanet Lopez, Director of Safety for Larkin Behavioral Health Services 305-796-0532	Natasha anderson, CEO of Larkin Behavioral Health Services	12:48pm	9/12/2017	1201 North 37th Avenue Hollywood Fl 33021	Verizon phone record	I requested that Yanet contact the Director of Engineering from Memorial Regional Hospital to inquire whether or not they had AC spot coolers that we could borrow in order to maintain temperature and also as a backup just in case ours stopped working.
Yanet Lopez, Director of Safety for Larkin Behavioral Health Services 305-796-0532	Natasha anderson, CEO of Larkin Behavioral Health Services	12:55pm	9/12/2017	1201 North 37th Avenue Hollywood Fl 33021	Verizon phone record	I received a call informing me that Memorial had 4 spot coolers that we could borrow. I requested that Yanet coordinate delivery of spot coolers as soon as possible.
Agency for Healthcare Administration (AHCA) 850-412-4426	Natasha anderson, CEO of Larkin Behavioral Health Services	4:41pm	9/12/2017	1201 North 37th Avenue Hollywood Fl 33021	Verizon phone record	I received a call from AHCA on behalf of the emergency operation center to get updated information. At this time, I informed Susan that Larkin Behavioral Health Services (the psychiatric hospital in the same building as the nursing home) had stopped receiving patients as of 9/12/17 at 10:00 a.m. due to the FPL AC transformer being struck. I further informed Susan of all our efforts and everyone that we have contacted. Susan requested our FPL account number for the facility. I conferred James Williams, Director of Engineering, on the call and he provided Susan with all of the account numbers for the facility and also the FPL work orders. Susan informed us that she would note that we still needed assistance for Behavioral Health and for the nursing home. At no time during this phone call did anyone inform me to call 911.
FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	3:50pm	9/10/2017	1200 North 37th Avenue Hollywood, Fl 33021	phone record	Spoke to a live person. FPL was informed of AC issue and the urgency of the request.
FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	4:07pm	9/10/2017	1200 North 37th Avenue Hollywood, Fl 33021	phone record	Automated Message.

FPL 1-800-226-3545	Joselin Rosario, Director of Environmental Services for Nursing Home/Larkin Behavioral	1:14am	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Spoke to a live person and informed that AC issue was not resolved, she informed that we had electric but needed AC issue resolved because it was a nursing home with elderly frail individuals, some on oxygen. She was told by FPL representative that nursing home was not priority because we had electric and that those without electric are being made priority. She proceeded to inform that we must be made priority as we were a nursing home with elderly, some on oxygen and residents needed AC.
FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	1:17am	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	1:18am	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-468-8243	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	7:00am	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-468-8243	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	11:00am	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-468-8243	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	11:02am	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	2:52pm	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-468-8243	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	2:57pm	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.

FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	11:04pm	9/11/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-468-8243	Joselin Rosario, Director of Environmental Services for Nursing Home/Larkin Behavioral	5:51am	9/12/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-226-3545	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	8:36am	9/12/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
FPL 1-800-468-8243	James Williams, Director of Engineering for Nursing Home/Larkin Behavioral	8:44am	9/12/2017	1200 North 37th Avenue Hollywood, FL 33021	phone record	Automated Message.
Mark Early, Corporate CFO	Sandy Sosa-Guerrero, Corporate CEO	12:30pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Automated Message. Sandy Sosa-Guerrero requested that I work with team to locate additional spot coolers for Larkin Behavioral and Nursing Home.
Jorge Carballo, Nursing Home Administrator	Mark Early, Corporate CFO	1:59pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Call was made to follow up. Was not able to reach anyone.
Jorge Carballo, Nursing Home Administrator	Mark Early, Corporate CFO	2:04pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Call was made to follow up. Was not able to reach anyone.
Jorge Carballo, Nursing Home Administrator	Mark Early, Corporate CFO	2:16pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Followed up with Jorge to make sure that follow up had been made with FPL and Governor.
Jorge Carballo, Nursing Home Administrator	Mark Early, Corporate CFO	2:01pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		texted Jorge Carballo requesting him to call me asap to explore alternative options if any with generator to power chiller.
James Williams, Director of Engineering	Mark Early, Corporate CFO	2:21pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Followed call to make sure that follow up had been made with FPL and Governor, was not able to reach due to phone services down.
James Williams, Director of Engineering	Mark Early, Corporate CFO	2:33pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Followed call to make sure that follow up had been made with FPL and Governor.
Crystal Culbertson, Regional Director Field Services	Hary De La Cruz, Larkin Community Hospital Director of Purchasing	2:53pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Left an URGENT message requesting 4-6 spot coolers for Nursing Home.
Governor Scott Call 239-451-0450	Mark Early, Corporate CFO	4:00pm	9/12/2017	5996 SW 70th Street South Miami, FL 33143		Automated Message stating that no one was available.

