



Greenacres CITY LINK

HURRICANE PREPAREDNESS GUIDE

A PUBLICATION OF THE CITY OF GREENACRES

MAY 2013

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During a storm,
tune in to
AM Radio 1650
for
City of Greenacres
current
Hurricane Information

Hurricane Preparedness:

Review hurricane preparedness information on our website at:
www.ci.greenacres.fl.us

Presentations:

City Staff is available to make Hurricane Preparedness Presentations at Homeowner's Association meetings, call 561-642-2060 to schedule an appointment.

Are You Ready for a Hurricane?

Hurricanes are a threat to Palm Beach County and preparing for them is a year-round process. Each year, on average, ten (10) tropical storms develop over the Atlantic Ocean, Caribbean Sea or Gulf of Mexico, of which six (6) become hurricanes. Florida is known as the most hurricane-prone state in the nation, however, there are many severe weather threats that require all Floridians to be prepared year-round.

Hurricane season is June 1 through November 30; however hurricanes can occur outside this time frame. Communities can cope with and recover from the aftermath of a hurricane if each resident and business take individual responsibility for planning and preparedness. Being prepared means having a plan and knowing what to do before, during, and after a hurricane moves through an area and is one of the most effective things each of us can do to protect our homes, businesses and loved ones.

Hurricane hazards come in many forms, including storm surge, heavy rainfall, flooding, high winds, tornadoes, and rip currents. The National Weather Service is responsible for protecting life and property through issuance of timely watches and warnings, but it is essential that you and your family be ready before a storm approaches.

History teaches that a lack of emergency awareness and preparation are common threads among all major hurricane disasters. By knowing your vulnerability and what actions you should take, you can reduce the effects of a hurricane disaster.

The information presented here is intended to provide a general overview of actions to be taken as part of planning and preparation. City employees also follow procedures during each phase to best prepare the City. By everyone taking responsibility and preparing, we can all work together to keep our community safe. The first and most important thing anyone should do when facing a hurricane threat is to use common sense and after a storm, remembering that recovery is a gradual process.

The Palm Beach County Hurricane Survival Guide is available at the website indicated below and contains more detailed information to assist residents and businesses of Palm Beach County.

www.pbcgov.com/dem/hurricane/pdf/hurricane_guide.pdf



Make a Plan

Make a plan (*personal, family, pet*). Establish out-of-state emergency contact.

- Build an emergency supply kit; (*see insert or visit www.ready.gov/build-a-kit*). If evacuating, prepare a Hurricane Evacuation Supply Kit.
- Know the disaster plan of your child's school or day-care and know the expectation of your employer for before and after a hurricane.
- Locate your water meter and electrical shutoff.
- Purchase materials to protect windows. If you have shutters, be sure you know how to install or operate and have all tools/equipment necessary to do so.
- Subscribe to free wireless emergency alerts.
- Add emergency contact information in your cell phone. Obtain cell phone car charger.
- Stock and store medications, and as necessary, obtain extra prescriptions.
- Test generator (*do not operate during storm*).
- Properly prune trees to make them more wind resistant.

Shelter Information

Not all shelters will be opened at the same time. Stay tuned to local TV and radio stations for shelter opening announcements. Locations in or near the City of Greenacres:

John I. Leonard High School
4701 10th Avenue North
Greenacres, Florida 33463

Palm Beach Central High School
8499 Forest Hill Boulevard
Wellington, Florida 33411

- Check your shelter information and location, and plan accordingly if you have a pet.
- If you have medical needs and need a Special Needs Shelter, call 561-712-6400 to pre-register.
- Register with Palm Tran Connection for the special Transportation Assistance Program. Call 561-649-9849 or 877-870-9849 to pre-register.

City's Pre-Storm Activities

- Evacuation orders are implemented in mobile home parks which are mandatory evacuation zones in the City.
- EMS Units transport pre-registered special needs citizens to critical care shelter.
- Roadway inlets are checked for debris.
- Construction job sites are inspected to ensure that construction materials are secure.
- City buildings and grounds are secured.
- Public Safety response continues until it is no longer safe to be in the storm; personnel remain in stand-by mode. As calls for public safety are received, they are prioritized and handled when it is safe for personnel to respond.

Stay Informed

Listen to NOAA Weather Radio, local radio or TV stations for information and instructions. (*City information - AM 1650*).



- Review your family plan. Decide where to ride out the storm.
- If you stay during a hurricane, check family emergency supply kit for sufficient supplies and gather any missing/additional items.
- Inventory your household items. Photo/video contents and record the make, model, serial number, and keep information in a safe place or send by mail or electronically to a friend/relative who lives out of town, and out of the storm's path.
- Compile important documents (*insurance policies, bank documents, mortgages, phone numbers of family and friends, medical information etc.*) Make a copy and store or place important documents and photos in waterproof plastic bags.
- Obtain cash or travelers checks.
- Charge cell phones, even if cell towers are down, cell phones can be used as a camera to document damage, provide light if power goes out as well as keep you updated based on phone services subscribed to.
- Fuel up vehicles and propane tanks; obtain fuel for generators.
- Move vehicle(s) into a garage or next to a building; avoid parking near trees and utility poles. Tie down or stabilize boat.
- If you have an electric garage door opener, find the manual release lever and learn how to operate it in case of power outage.
- Secure all doors and windows and close storm shutters. Brace garage door. Remove roof turbine and cap vent hole.
- Secure/move outdoor objects or bring indoors.
- Fill water containers, bath tub and sinks. Freeze water jugs and fill ice chest.
- Turn refrigerator to coldest setting and lower A/C (*turn their circuit breakers off after power goes out*).
- Ensure the inlets in the roads and parking areas in your community are not clogged with a buildup of leaves or debris on the surface.
- If you evacuate, allow at least twice the usual travel time. Shut off water and gas to home. Take photo ID and proof of address.

Stay Indoors

- ❑ Stay inside a well constructed building or home only if you have NOT been ordered to leave.
- ❑ If you are in a two-story house or multi-story building, go to an interior first-floor room, such as a bathroom or closet.
- ❑ Take refuge in a small interior room, closet or hallway if conditions warrant.
- ❑ Keep a flashlight with you.
- ❑ Stay away from windows. Do not open doors or windows.
- ❑ Do not operate gas grill or portable generator.
- ❑ Stay off phones (*both cell and land-lines*) unless absolutely necessary, (*voice calls increase traffic stress on local networks which delays emergency communication*).
- ❑ Turn off propane tanks.
- ❑ Unplug small appliances; turn off utilities as directed by authorities.
- ❑ Do not go outdoors until the storm has completely passed; winds calm down as the eye of the storm passes, however then winds change direction and return to hurricane force.

If your home is damaged during the storm:

- ❑ Stay away from windows and doors even if they are covered.
- ❑ Lie on the floor under a table or another sturdy object.

Generator Safety

According to the Centers for Disease Control, over 500 people die each year from accidental Carbon Monoxide (CO) poisoning. Many of these deaths could have been avoided if the following safety guidelines were followed:



- Never use a portable generator indoors; only use a portable generator outside and away from any doors or windows or vents that could allow CO to enter your home.
- Do not use a portable generator in the rain; consumer-grade generators are not weatherproof and there is a risk of electrocution or shock.
- Follow the manufacturer's instructions; plug appliances into heavy-duty extension cords and then plug the cords into the generator.
- Purchase a carbon monoxide detector and ensure the unit is functioning correctly.
- Never power the electric to the house wiring by plugging the generator into a wall outlet; this is called "backfeeding" and presents a serious risk to both utility workers and neighbors served by the same transformer.

Safety Measures

- ❑ If you evacuated, return only when local officials announce it is safe to do so.
- ❑ Roads may be closed for your protection. If barricaded or flooded, turn around. Do not drive into flooded areas.
- ❑ Standing water may be electrically charged from underground or downed power lines; report downed lines to FPL or Public Safety.
- ❑ Look for fire hazards such as flooded electrical circuits or submerged appliances. Look for electrical system damage. If you see sparks or frayed wires, turn off the electricity at the main fuse box or circuit breaker.
- ❑ Check for gas leaks. If you smell gas or hear a hissing noise, open a window and leave quickly. Turn off the gas at the outside main valve, and call the gas company.
- ❑ Check for sewage and water line damage. If you think sewage lines are damaged, don't use toilets, call a plumber. If water pipes are damaged, don't use tap water, call the Palm Beach County Water Utilities Department.
- ❑ Check on neighbors.
- ❑ When it is safe to do so, assess any damages to your property (*take photos to document*). Begin taking steps to minimize further damage from rain or standing water. If the street or parking area is flooded, check the inlets for debris and clear leaves and other vegetation, which will allow storm water to drain.
- ❑ Open windows/doors to ventilate and dry out your home and safely make immediate repairs that are feasible and will stop further damage.
- ❑ Call 9-1-1 for emergencies only.
- ❑ During power outages, running water and flushing toilets should be limited as lift stations could overflow. (*If wastewater starts backing up inside the house, locate and remove plug on the clean-out outside the house. Reinstall after power is restored*).
- ❑ Use flashlights in the dark, **DO NOT** use candles.



City's Response & Recovery Activities

- Preliminary damage assessment of residences and businesses are conducted to report the extent of damage as part of the State Damage Assessment process.
- Rescue operations begin / Curfew regulations are enforced.
- City maintained streets and drainage systems are cleared of debris.
- City buildings, parks and grounds are secured for safety during the recovery process as clean-up efforts begin.
- Residential debris collection is coordinated.

Communication Plan

- Make a list of family, friends and others who will be part of your plan.
- Consider a plan where each family member calls or emails the same friend or relative in the event of an emergency. A friend/relative who lives out of town, and out of the storm's path may be the best choice.
- Watch and listen to local T.V. and radio for official instructions as they become available.
- If you plan to evacuate your home, make sure those in your support network know when you plan to evacuate your home and where you will go. Be sure someone locally has an extra key to your home.



During a Watch

- Confirm arrangements for debris/vegetation removal with landscaping company or contractor.
- Establish contact list of board members/management company.
- Clear drainage systems including inlets, pipes, and outfall structures.
- Compile list of residents that may need assistance before and after a hurricane.
- Close storm shutters on common area buildings.
- Remove or secure loose items on common property. Secure/move outdoor objects or bring indoors. Close lids of dumpsters.

After the Storm

- Conduct a quick damage assessment (*buildings, flooding, fallen trees*); take pictures of damage and coordinate with insurance carrier.
- Contact management company and arrange for clearing and debris removal.

Services Schedule during a Storm



PUBLIC SAFETY	Response continues until it is no longer safe to be in the storm; personnel remains in stand-by mode. As calls for public safety are received, they are prioritized and handled when safe for personnel to respond.
SANITATION	Waste collection services will stop when the SWA closes the landfills - approximately 12-24 hours prior to a storm.
PUBLIC TRANSPORTATION	Once winds reach a sustained level of 40-45 mph, Palm Tran bus service will be discontinued.

For more information please visit:

www.ci.greenacres.fl.us

www.ci.greenacres.fl.us



Important Phone Numbers

These emergency and informational contacts are offered to assist residents during the hurricane season.

City of Greenacres Emergency Radio AM 1650

Animals	
PBC Animal Care & Control	561-233-1200
Business Support	
Small Business Administration	800-827-5722
Contractor Licensing	
Florida Dept. of Business & Professional Regulation	850-487-1395
Florida Division of Workers Compensation	800-742-2214
Emotional Support	2-1-1 or
PBC Crisis Line/Information/Referrals	www.211palmbeach.org
United Way of PBC	561-375-6600
Fire/Medical/Police	
City of Greenacres Emergency	9-1-1
City of Greenacres Non-Emergency	561-642-2160
Food/Water Pick-up	
PBC Emergency Management <i>(Check local news for distribution sites)</i>	561-712-6400
Food/Mass Feeding	
Salvation Army	561-686-3530
Health Issues	
PBC Health Department	561-840-4500
Housing Assistance	
Dept. of Housing & Urban Development <i>(Federal)</i>	202-708-1112
Insurance Complaints	
Florida Department of Financial Services	800-227-8676
Price Gouging	
Office of Attorney General	866-966-7226
Recovery Assistance	800-333-4636
Federal Government	www.USA.gov

Recovery Information	
FEMA <i>(Federal Emergency Management Agency)</i>	800-621-3362
Schools	
PBC School Board <i>(Emergency Line)</i>	561-357-7500
Senior Assistance	2-1-1
PBC Crisis Line	561-383-1112
	www.211palmbeach.org
Shelter	
American Red Cross <i>(Palm Beach Area)</i>	561-833-7711
Traffic Signals	
PBC Repairs	561-683-6885
Transportation	www.pbcgov.com/palmtran
Palm Tran Bus & Transportation	561-841-4287
	<i>(toll free)</i> 877-930-4287
Palm Tran 'Connection' Service	561-649-9838
	<i>(toll free)</i> 877-870-9849
Tri-Rail	800-874-7245
	www.tri-rail.com
Utility Interruptions	
AT&T <i>(Bellsouth)</i>	<i>(Residential)</i> 877-737-2478
	<i>(Business)</i> 866-620-6900
AT&T U-verse <i>(Digital TV)</i>	800-288-2020
Comcast Cable	800-266-2278
	<i>(Out of State)</i> 561-266-2278
Florida Power & Light <i>(FPL - Electric)</i>	<i>(Power Outage)</i> 800-468-8243
	800-226-3545
PBC Water Utilities <i>(Water/Sewer)</i>	561-740-4600
Florida Public Utilities <i>(Gas)</i>	561-832-0872

For site locations of Supermarkets/Gas Stations with generators in our area please visit:

www.ci.greenacres.fl.us