



City of Plantation Pre-Incident Public Education Program

*Citizen Rights,
Responsibilities & Roles*



Agenda

- ◆ Welcome & Introduction
- ◆ Background
- ◆ Before an Hurricane
 - Personal emergency plan, supply kit, evacuation guidelines, debris pick-up, resources
- ◆ During an Hurricane
 - Watch vs. Warning, what to do and not to do
- ◆ After an Hurricane
 - City's Emergency Plan, what you'll need to know, resources for information, generator safety tips, hiring a contractor
- ◆ Questions & Answers

Introduction

“It is the City’s responsibility before, during, and after an emergency to act quickly and decisively.”

City of Plantation Severe Weather
Emergency Operations Plan

However ...

Residents and businesses have responsibilities, as well.

- ◆ The City and its residents are Partners
- ◆ We must work together before, during and after an incident to ensure a safe, efficient and productive recovery effort

“The battle against a hurricane is won during the off season.”

The keys are *Preparation* and *Planning!*



- ◆ Be Informed
- ◆ Be Knowledgeable
- ◆ Be Prepared

Significant Event – any incident or situation that has direct implications for the City and its citizens, generates media interest and involves a multi-agency response.

- ◆ Hurricane or other severe weather occurrence
- ◆ Hazardous material incident
- ◆ An act of terrorism
- ◆ Severe water main break

The Reality is ...

- ◆ Every storm/event is different
- ◆ No way to predict how long recovery efforts will take

What do we know:

- ◆ How to prepare in advance
- ◆ Where to get information
- ◆ How to stay informed

That is what
**Public
Education**
is all about

Before a Hurricane

Emergency Plan

How long should you plan to be completely self-sufficient?

~~72 HOURS~~

New guidelines are suggesting five to seven days or as long as possible!

Your Business Emergency Plan

*“Preparation and
planning are key!”*

That goes for your business as well.

It's much less expensive to perform a few simple
preventive measures NOW,
then to have to pick up the pieces later.

Your Business Emergency Plan

Prioritize

- ◆ Identify equipment, materials, documents and files which are most important
- ◆ Assess their vulnerability to flooding, torrential rains and wind, and the cost to replace or repair them

Make Your Business Storm-Ready **NOW!**

- ★ Move heavy equipment to lower shelves
- ★ Raise computers/servers above flood level
- ★ Secure equipment that could move or fall during high winds or a tornado

General Preparation

- ◆ Review insurance policies
 - Know what is covered and what is not
- ◆ Maintain written and photographic inventory of all important material and equipment
- ◆ Have an electronic back-up system in place; back up files daily (off-site location is preferable)
- ◆ Protect doors and windows and, if possible, install an emergency power generator

Your Business Emergency Plan

A **Business Emergency Plan** should include provisions for:

- ◆ Continuity of operations – What operations, staff, supplies, etc. are critical? Where can you do business if your building is not accessible?
- ◆ Establish plans for succession management, emergency payroll, individual responsibilities, crisis management, etc.
- ◆ Define plans and individual responsibilities for communication with employees, shippers, suppliers, vendors, media, shareholders, etc.

Your Business Emergency Plan

- ◆ Stay in touch with local public safety officials
- ◆ Ensure that your business is registered with City of Plantation Dialogic/Reverse 911 system
- ◆ Talk to employees about what supplies the company can feasibly provide and ensure employees are ready
 - Visit Plantation.org for complete emergency checklists
- ◆ Review your plan annually

Personal Emergency Plan

Pre-event Preparation and Planning should include:

- ◆ Emergency Supply Kit
- ◆ Evacuation plans if needed (location and limitations)
- ◆ Contact plan (out-of-state relative, “safe spot”)
- ◆ Debris and loose material cleanup
- ◆ Entertainment for children and adults
- ◆ Infant care needs (diapers, formula)
- ◆ Pet needs (food, shelter in case of evacuation, proof of vaccination)
- ◆ Medical needs (medicine, equipment, oxygen)
- ◆ Family records (insurance information, identification)

Your Home Emergency Supply Kit

- ◆ Water: at least one gallon per person per day for three days
- ◆ Nonperishable food— sufficient for the entire family for one week.
- ◆ First aid kit
- ◆ Medical needs (extra prescription medicines, oxygen cylinders, spare batteries for ventilators, wheelchairs, etc.)
- ◆ Battery-operated radio
- ◆ Blankets and pillows
- ◆ Manual can opener
- ◆ Extra cash
- ◆ Flashlight with extra batteries and bulbs
- ◆ Garbage bags (blue Plantation bags and regular clear lawn bags) and plastic ties
- ◆ Cell phone and extra charged battery
- ◆ Hygiene products, moist towelettes and several towels
- ◆ Plastic sheeting and duct tape
- ◆ Special supplies for infants including diapers and formula
- ◆ Special supplies for pets including pet food and proof of vaccinations
- ◆ Crayons, coloring books and small toys for kids
- ◆ Toilet paper
- ◆ Tools, utility knife and work gloves
- ◆ Pens, pencils and writing paper
- ◆ Photos of valuables
- ◆ Copies of insurance documents, personal ID, credit card and bank account numbers placed in sealed plastic bags
- ◆ Other items specific to your family

Evacuation Guidelines

- ◆ Evacuation areas are determined based upon a storm's projected path and intensity
- ◆ If you live in a mobile home, or you don't feel your home is storm-worthy, **NOW** is the time to locate the nearest shelter; plan on going when a Hurricane Warning is posted
- ◆ Listen to the radio for the location of emergency shelters; follow instructions of local officials
- ◆ Wear protective clothing (rain gear) and sturdy shoes and eat a good meal before you leave your home

Evacuation Guidelines

- ◆ Take your Emergency Supply Kit along with pillows, blankets, changes of clothes, a porta-crib &/or air mattress to sleep on
- ◆ Lock your house and shut off water main and electricity (main circuit breaker); shut off gas if instructed to do so
- ◆ Use travel routes specified by local officials; travel during daylight hours if possible
- ◆ If time permits, let others know when you left and where you are going
- ◆ *Keep in mind that public shelters are the location of last resort – the best option is to relocate to a hotel outside the evacuation area, or to stay with family or friends, if possible*

Evacuation Guidelines

Pre-registration Contact Information

- ◆ Special needs shelter
Broward County Elderly & Veterans Services Division
954-537-2888
- ◆ Pet-friendly shelter
Humane Society of Broward County
954-989-3977
- ◆ Large animal registration
Broward County Large Animal Disaster Planning Committee
954-370-3725

Debris & Loose Material Clean-up

- ◆ Perform a critical assessment of your property; make note of anything that could become airborne in high winds
- ◆ Hurricane season is not the time to trim your trees
- ◆ Branches and other waste cause additional damage if the material cannot be picked up and becomes airborne
- ◆ The best time to perform this type of maintenance is between December and June
- ◆ You can bring landscape material to the City's horticultural recycling center located at 750 NW 91st Avenue (nominal charge, Plantation residents only, proof of residency required)

Before A Hurricane – Resources

Resident & Business
Emergency Hotline

954-585-2363

City AM Radio Station

1620 AM

Before A Hurricane – Resources

Plantation Fire Department
www.Plantation.org

Broward County
www.broward.org

State of Florida “Get a Plan!”
www.floridadisaster.gov

Department of Homeland Security
www.Ready.gov

Before A Hurricane – Resources

- ◆ “Town meeting” events
- ◆ *Plantation Quarterly*
- ◆ Letters to HOAs
- ◆ Plantation InfoLine (954-587-4456)
- ◆ Utility bills

Additional Business Resources

- ◆ Ready.gov
- ◆ Redcross.org
- ◆ Score.org
Service Corps of Retired Executives
- ◆ *Institute for Business & Home Safety:*
www.ibhs.org/business_protection
- ◆ Disasterhelp.gov
Office of Management & Budget website
- ◆ Sba.gov
Small Business Administration

During a Hurricane

During a Hurricane

Hurricane Watch

- ◆ Hurricane conditions possible within 36 hours
- ◆ Time to prepare: Install shutters, get out your supply kit, pull out your generator, gas up your car, etc.

Hurricane Warning

- ◆ Hurricane conditions expected within 24 hours
- ◆ Preparations complete
- ◆ Stay indoors and stay tuned to radio and television

During a Hurricane

- ◆ Listen for information and instructions on radio or television newscasts – 1620 AM (Plantation); 610 WIOD (Broward)
- ◆ Make sure family members know your contact plan
- ◆ Listen for evacuation information (if you live in an evacuation zone, in a mobile home, or in a home that may be unstable)
- ◆ Stay indoors and away from windows

During a Hurricane

- ◆ Do not go outside during the eye of the storm (calm, clear weather, slowing of winds); winds will pick up again suddenly and without warning
- ◆ Avoid using the telephone except for serious emergencies; local authorities need first priority on telephone lines

After a Hurricane

City Post Disaster Management Plan

- ◆ Catastrophic Emergencies place extraordinary demands on City services
- ◆ Resources may be limited
- ◆ City resources will be stretched to their limits
- ◆ ALL demands may not be met at the same time
- ◆ The City has set priorities to deal with limited resources



City Post Disaster Management Plan

- ◆ After a storm has passed, the National Hurricane Center and the City's Response Director will give an "all clear" signal
- ◆ City staff will complete a safety assessment
- ◆ The City will initiate its Recovery Plan
 - maintain public safety
 - decrease the time residents are inconvenienced
 - restore normalcy to the community

City Post Disaster Management Plan

City recovery priorities:

1. Stabilize the community
 - ◆ Provide essential public safety and health-related services
2. Provide basics necessities
 - ◆ Food, water, sanitation, shelter and clothing
3. Restore road network and utilities
4. Provide public information
5. Research and identify residual hazards
6. Resume routine government operations
7. Restore public property
8. Assist in restoring private property
9. Review plan and improve future response capabilities



Time

What You'll Need to Know

- ◆ Boil water notices
- ◆ School closings & re-openings
- ◆ City & County operations
- ◆ Recovery information
 - FEMA, 211, Blue Roof, City “Point of Need” distribution centers
- ◆ Postal service
- ◆ Transportation (bus, airport, Port Everglades, gas)
- ◆ Road closures, intersections and street signs
- ◆ Hospitals & pharmacies
- ◆ Local business openings

After a Hurricane – Resources

Resident & Business
Emergency Hotline

954-585-2363

City AM Radio Station

1620 AM

After a Storm – Resources

- ◆ Flyers distributed via businesses and door to door
- ◆ Plantation InfoLine
- ◆ News media outlets (television, radio, newspapers)



City of Plantation
HURRICANE WILMA INFORMATION
Saturday, October 29, 2005

The following information was compiled for City of Plantation residents, updated as information becomes available. **Please continue to call to the Resident Emergency Hotline (954-585-2363) for the most current information.**

- The City of Plantation is closed until further notice.
- All City facilities, parks and activities, including City Council meetings, are cancelled until further notice.
- Daylight Savings Time begins Sunday, October 30 at 2:00 AM. Don't forget to set your clocks back one hour before you go to bed tonight.
- Waste Management began regular solid waste/garbage pickup on Tuesday, October 25. No recycling pickup at this time.
- Plantation Tram community bus service is running. Tram may be late due to road blockages.
- Broward County schools are closed. A determination as to when schools will reopen will be made on Sunday.
- There continues to be a curfew imposed on Broward County residents. Individuals are not allowed out of their residence or temporary residence from 11:00 PM through 6:00 AM. City of Plantation Police Officers will be enforcing this curfew.
- Fort Lauderdale/Hollywood International Airport opened Thursday, October 27, 2005, within the confines of the curfew (take-off and landings will be between 6:00 AM and 11:00 PM).
- Port Everglades generators are being used to pump gas onto tankers for distribution to local gas stations.
- US postal service resumed Thursday, October 27.
- The Boil Water Order has been lifted. Tap water is now safe for consumption.
- The Broward County EOC has established a point of distribution for ice and water at Heritage Park. The entrance to the park is on SW 54th Avenue, north of Peters Road. Distribution is from 9:00 AM to 6:00 PM while supplies last.
- The City has begun a safety assessment of all residential, commercial and municipal structures. City officials with appropriate identification are canvassing neighborhoods. They may be accessing private property. We ask for your cooperation during this time.
- The City will begin collecting hurricane debris today, Saturday, October 29, and will continue 7 days a week, working dawn until dusk. **Place all landscape debris separate from construction debris. Small yard waste should be placed in clear bags and set alongside the larger debris.** Do not place your debris next to mailboxes, signs, power poles, sewer drains or other structures or objects. The city encourages resident to bring landscape debris to the Public Works horticulture transfer station located at 750 NW 91st Avenue, FREE OF CHARGE. Proof of residency is required. Hours of operation: 7:00 AM – 5:00 PM.
- Stoplights at most intersections within the City continue to be non-operational and should be treated as 4-way stops. It is imperative that drivers who approach these intersections use extreme caution, even when approaching a stoplight that appears to be working.
- Individual assistance to private homeowners/residents: FEMA: 800-462-9029 or 800-621-FEMA (TTY 800-462-7585); Broward County's 211 First Call for Help for referrals; Operation Blue Roof, 888-ROOF-BLU; If you are having trouble contacting your insurance company, visit Insurance Village: 6901 W. Sunrise Blvd. Representatives are available to file claims.
- If you see trees with pink plastic ribbons, please do not remove the ribbon or the tree. We are making all best efforts to right these trees and preserve them. Also, if your tree has blown over and you wish to try and save it, keep the root ball and foliage moist by gently watering it with a garden hose (on a very light sprinkler mode) or by covering the root ball with a moist towel.
- Businesses that wish to report they are open for business may contact the City at 954-797-2227. The City will communicate businesses openings through this flyer distribution to every extent that is possible. Businesses recently reopened: Central Broward Animal Hospital; Firehouse Subs; Free Phone Factory; Lisa Friedman, Clinical Social Worker; Manee Thai, Shanghai Garden II, Guacamole Restaurant; La Aurora Meats & Grocery; Antiquetrina Bakery. Most Publix & Winn Dixie stores are open and carry ice and water.
- The City of Plantation will continue to communicate with residents through distribution flyers such as this, as well as via local radio and newspaper outlets. Informational flyers may be picked up at City Hall, 400 NW 73rd Avenue and at many businesses, including local supermarkets, throughout the city. For the most up to date information, please call the city's Resident Emergency Hotline, 954-585-2363.

Additional Resources

- ◆ Ready.gov
- ◆ Redcross.org
- ◆ Score.org
Service Corps of Retired Executives
- ◆ *Institute for Business & Home Safety:*
www.ibhs.org/business_protection
- ◆ Disasterhelp.gov
Office of Management & Budget website
- ◆ Sba.gov
Small Business Administration

Generator Safety Tips

- ◆ When installing a permanent generator, be sure to obtain necessary permits and have a licensed electrician do the installation
- ◆ Use the generator according to manufacturer's directions
- ◆ Assemble the generator and learn to use it BEFORE a watch or warning is issued
- ◆ Run the generator outside in a well-ventilated area away from doors, windows and vents
- ◆ Never run a generator in your home or in a garage, basement or condo/townhome patio

Generator Safety Tips

- ◆ Connect appliances to the generator using heavy-duty, three-prong, outdoor extension cords
- ◆ Never connect a portable generator directly to the house wiring
- ◆ You cannot see or smell carbon monoxide – if you start to feel sick, dizzy or weak while using the generator, get outside in fresh air immediately
- ◆ Install battery-operated or plug-in carbon monoxide detectors with battery back-up
- ◆ Do not refuel a generator while it is running
- ◆ Do not store fuel indoors

Contractor Requirements

When choosing a contractor for repairs:

- ◆ Does not have to have a City of Plantation Occupation License
- ◆ Must be registered with Broward County (not hold Occupational License)
- ◆ Must be licensed to do business in Florida

Contractor Requirements

- ◆ Ask for references and check them
- ◆ Ask how long the contractor has been in business
- ◆ Get any contract in writing and read the fine print
- ◆ Obtain a current copy of the contractor's insurance
 - ◆ Workers' compensation, property damage and liability
- ◆ Avoid any contractor that requires large advance payments
- ◆ Avoid paying cash, and make check payable to the company contracted to do the work

Important Reminders...

- ◆ Preparation & planning are the keys
- ◆ Know where to find the information you need
- ◆ Know what the City **Can** and **Can't** do for you
- ◆ Understand what you have to do for yourself



Questions?



This program is presented as a service of the Plantation Joint Information Team:
the Police and Fire Departments
and the Office of the Mayor



Your Business Emergency Plan

