# How to Use this Guide

*The Palm Beach County Hurricane Survival Guide is broken down into four sections; Before the Storm, Landfall, After the Storm and General Information. Each section is divided into topics which are listed in the index. Each section is color coded and bulleted for ease of use. Pages 6-A, 6-B and 22-A, 22-B tear out will assist you in preparing your disaster kit, as well as providing other important information and phone numbers.*

*This guide is prepared with the most current information available at the time of printing, and any of the information could change. For more information about hurricane preparedness, call Palm Beach County Emergency Management at 561-712-6400, or contact the city in which you live.*

# IMPORTANT PHONE NUMBERS

*** Emergency ..... 911**
*** Emergency Management ..... 561-712-6400**
*** TDD (Hearing Impaired) ..... 561-712-6343**
*** Resource & Crisis Counseling ..... 211**

Animal Care & Control ..... 561-233-1200
American Red Cross ..... 561-833-7711
Code Enforcement ..... 561-233-5500
Consumer Affairs ..... 561-712-6600
Consumer Assistance Hotline ..... 800-227-8676
Contractor Certification ..... 561-233-5525
Engineering & Public Works ..... 561-684-4000
FEMA ..... 800-621-3362
Fire Rescue – Non-Emergency ..... 561-712-6550
Insurance Commissioner ..... 561-681-6392
FPL Power Outages ..... 561-697-8000
Health Department ..... 561-840-4500
Palm Tran ..... 561-841-4200
Palm Tran Connection ..... 561-649-9838
Price Gouging Hotline ..... 866-966-7226
Public Affairs Department ..... 561-355-2754
Public Safety Department ..... 561-712-6470
Roads, Drainage, Bridges ..... 561-684-4018
Salvation Army ..... 561-686-3530
School Board ..... 561-357-7500
Sheriff (PBSO) – Non-Emergency ..... 561-688-3000
Solid Waste Authority ..... 561-640-4000
Traffic Signal Repair ..... 561-683-6885
United Way ..... 561-375-6600
*PBC Water Utilities ..... 561-493-6000
Emergency Repairs 24 hrs. ..... 561-740-4600

***Check your water bill to determine who provides your water.***

In accordance with ADA, the information contained in this hurricane guide can be requested in an alternate format.
This guide is also available in Spanish.
Please call 561-355-2754 to request your copy.

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# HURRICANE PREPARATION IS A YEAR-ROUND JOB IN SOUTH FLORIDA

## *USE THE INFORMATION BELOW TO PUT TOGETHER YOUR HURRICANE SURVIVAL PLAN*

**3 Months Before Hurricane Season:**

- ☐ Begin purchasing supplies for your Emergency Supply Kit. (This can be done a little at a time over three months.)
- ☐ Inspect your window protection for rust, missing bolts, damage, etc. (Repair immediately.)
- ☐ Inspect your walls, windows, garage door and roof for conditions that may allow wind damage.
- ☐ Use the Surge Area Mapping System (SAMS) on **pbcgov.com** to see if you are in an evacuation area.
- ☐ If you are in an evacuation area, make an evacuation plan for you and your family. (See page 5.)

**1 Month Before Hurricane Season:**

- ☐ Check your utility bills to see who provides your water, gas and electric. (Write them down on page 6-B.)
- ☐ Contact your city or the Solid Waste Authority of PBC to determine who picks up your trash and yard debris.
- ☐ Complete the assembly of your Emergency Supply Kit. Purchase non-perishable foods and medicine last.
- ☐ Check with your doctor and/or pharmacy to determine how best to assure your prescriptions will last through a storm.
- ☐ If you need to register for the Special Needs Shelter, contact the Special Needs Coordinator at 561-712-6400.
- ☐ If you live in an evacuation zone, mobil/manufactured home, are physically handicapped, or have no other means of transportation, you can pre-register for transportation assistance with Palm Tran Connection 561-649-9838
- ☐ Assess your landscaping to determine if trees need to be trimmed or ornaments removed before a storm.
- ☐ Establish a contact number with your employer if you may need to report to work immediately following a storm.
- ☐ Make arrangements in advance for your pets; either contact Animal Care and Control about pet sheltering, or ask your vet. (See page 16.)

**1 Week Before Hurricane Season:**

- ☐ Review your family plan with your family and establish who will be your out-of-town contact.
- ☐ Double-check what shelters are located near your home; do not wait until you need to go to the shelter.

**June 1 through November 30:**

- ☐ Stay alert to radio and television to receive updates on any tropical systems.
- ☐ Periodically check your Emergency Supply Kit to make sure you still have the proper items.

**During a Hurricane Watch**

- ☐ Turn to page 4.

**During a Hurricane Warning**

- ☐ Turn to page 5.

**Landfall**

- ☐ Turn to page 18.

**After the Storm**

- ☐ Turn to pages 19-23.

# Your Official Information Sources

**Beginning June 1, Palm Beach County will launch its annual Hurricane Preparedness Web site. Click on the Hurricane Preparedness banner on the pbcgov.com home page. Information includes:**

- Surge Area Mapping Systems (SAMS)
- FEMA hurricane fact sheet
- Damage prevention checklist for homeowners
- Hurricane tracking chart

**When a hurricane threatens our area, the Hurricane Preparedness banner on the pbcgov.com home page becomes a Hurricane Activation banner. Clicking the Hurricane Activation banner will lead you to the Hurricane Activation web site.**
**Information you can get before a storm includes:**

- Closings
- Evacuations
- News Briefings
- Palm Beach International Airport Information
- Shelters
- Situation Reports
- Latest media briefs video

**Keep listening to NOAA Weather Radio or local radio or TV stations for instructions.**
**Watch PBC-TV Channel 20 for news briefings and information.**
**Keep checking the pbcgov.com Web site for information on:**

- Boil water notices
- Closings/Openings
- Curfews
- FPL Info - power restoration
- Garbage pickup
- Public transportation
- Shelters
- Waste/sewer systems

## Local News Coverage

**Local television stations have established agreements for rebroadcasting their telecasts with area radio stations. These stations will carry EOC briefings live as well as their own news coverage. Listed below are the stations and their radio partners.**

**WPBF Channel 25:** ***104.3 FM WEAT, 107.9 FM WIRK, 103.1 FM WPBZ, 106.3 FM WNEW, 102.3 FM WMBX***

**WPEC Channel 12:** ***93.7 FM WGYL, 97.1 FM WOSN, 89.3 FM WRMB, 1490 AM WTTB, 1590 AM WPSL, 1450 AM WSTU, 740 AM WSBR, 1470 AM WWNN, 980 AM WHSR***

**WPTV Channel 5:** ***105.5 FM WOLL, 95.5 FM WLDI, 98.7 FM WKGR, 92.1 FM WRLX, 92.7 FM WAVW, 94.7 FM WSYR, 94.3 FM WZZR, 101.7 FM WCZR 103.7 FM WQOL, 1290 AM WJNO***

# DURING A WATCH

**DEFINITION:** ***A HURRICANE WATCH MEANS HURRICANE CONDITIONS (SUSTAINED WINDS OF AT LEAST 74 MPH) ARE POSSIBLE IN THE AREA WITHIN 48 HOURS.***

## GENERAL PREPARATIONS

- ☐ Turn on TV or radio and listen for continuing updates
- ☐ Review your evacuation plan
- ☐ Check your Emergency Supply kit and gather any missing items
- ☐ Contact family members to coordinate storm preparations
- ☐ Notify your out-of-area contact that you may be evacuating
- ☐ Place important documents and photos in waterproof plastic bags
- ☐ Turn refrigerator and freezer to coldest settings; open only when necessary and close quickly
- ☐ Freeze plastic jugs or cartons of water
- ☐ Fill up drinking water containers
- ☐ Scrub bathtub and fill with water; keep bucket handy for flushing toilet
- ☐ Fuel up vehicles and propane tanks; obtain fuel for generators
- ☐ Prep and test portable generator if you have one (Do not operate during storm.) (See page 23.)
- ☐ Stow or cover irreplaceable items; move breakables away from windows
- ☐ Put up shutters if you have them
- ☐ Buy roof turbine cap(s) before a storm is imminent. Remove turbine and cap vent hole when storm is approaching.
- ☐ Bring in outdoor furniture, wind chimes, flags, trash cans, etc; anchor antennas, grills, etc.
- ☐ Tie down or stabilize boat
- ☐ Secure outdoor gates
- ☐ Reinforce garage door

# During a Warning

**Definition:** ***A Hurricane WARNING means hurricane-force conditions (sustained winds of at least 74 mph) are expected in your area in 36 hours or less.***

**Mandatory Evacuation:** ***All residents living in a mobile home must evacuate in a hurricane warning. Even if an evacuation order is not issued, consider leaving anyway — even tropical storm-force winds can topple a mobil home. Residents in low-lying areas and on barrier islands may be required to evacuate depending upon the storm's projected path and flooding potential.***

## If You Leave:

- ☐ Notify your family members that you are evacuating
- ☐ Bring along your pre-assembled evacuation supply kit including water, snacks, cash and medications
- ☐ Bring driver license, photo ID, proof of address, proof of insurance, loan papers, deeds and important documents, family photos, pets (unless other arrangements were made), an address book and a list of important phone numbers including family contacts
- ☐ Gas up your vehicle (Do not enter an evacuation route on less than a full tank.)
- ☐ Put up shutters, if you have them
- ☐ Secure patio/yard furniture
- ☐ Secure all doors and windows
- ☐ If boarding pets, take them to their destination
- ☐ Lock up your home and allow at least twice the usual travel time. Avoid flooded roads and beware of washed out bridges and canals.
- ☐ Go to your predetermined host home or an emergency shelter, if necessary. (Note: Pets are not allowed at Red Cross shelters – only official service animals.)
- ☐ Notify your prearranged family contact when you arrive at your storm-safe location
- ☐ Never leave without having a clear destination.

## If You Stay:

- ☐ Finish putting up shutters (Do not attempt to go buy plywood at this point.)
- ☐ Leave radio or TV on an emergency information station
- ☐ Do laundry
- ☐ Move vehicle(s) into a garage or next to a building; avoid parking near trees and utility poles
- ☐ Get out your emergency supply kit and keep handy
- ☐ Fill water containers, bath tub and sinks
- ☐ Freeze water jugs and fill ice chest
- ☐ Turn refrigerator to lowest setting and lower A/C (Turn their circuit breakers off after power goes out.)
- ☐ Recharge batteries
- ☐ Place flashlights and batteries throughout the house and keep one with you (Do not use candles.)
- ☐ Secure all doors and windows
- ☐ Double-check safe room

# Home Safety Checklist

- ☐ Check metal and wood support columns on patios for rust and wood decay.
- ☐ Check the anchoring of the air-conditioning compressor to see if it feels loose.
- ☐ Check tie beam for crumbling concrete and rusted steel rods.
- ☐ Look for cracks in your exterior walls as well as the foundation. Cracks are caused by shifts in the ground below the house, typically caused by rotting vegetation. Cracks less than one-half inch wide are common in walls and do not mean that the wall is weak. (Only wide cracks indicate a problem.)
- ☐ Replace old or damaged garage doors with a stronger model.
- ☐ Replace old or damaged doors with stronger ones. For doubled-sided entry doors, add a heavy-duty dead bolt or replace the existing dead bolt with a stronger one.
- ☐ Anchor storage sheds and other outbuildings to a permanent foundation or with straps and ground anchors.
- ☐ Keep your property clear of debris and other items that can become wind-borne missiles.
- ☐ Check for loose rain gutters and moldings.
- ☐ Check in your attic for diagonal 2-by-4s between the gable end and the roofing trusses. Gable-end bracing in an 'X' pattern makes the roof stronger. You should also have truss bracing running the length of the roof. Install it if you don't have it.

# Safe Room

**If you don't live in an evacuation zone or a mobile home, you should probably stay home if your house is secure, shuttered and can withstand a hurricane. Make sure family members or a neighbor know that you will be there. Gather all supplies you will need early. As part of your family plan, determine a "safe room" in your residence where you can ride out the storm. During the storm, stay in rooms without windows such as a bathroom, pantry, laundry room, stairwell, hallway or large interior closet. Stay away from exterior windows and doors.**

**Stock the safe room with:**

- ☐ Food
- ☐ Water
- ☐ Flashlights
- ☐ Battery-operated radio or TV
- ☐ Medication
- ☐ Clothing
- ☐ Mattress, blankets and pillows
- ☐ Cell phone (precharged)
- ☐ Games or books
- ☐ Important papers
- ☐ Baby supplies if needed
- ☐ Extra batteries
- ☐ Pet supplies if needed

## Hurricane Tips

Have a corded phone in storage. Cordless phones don't work without electricity.

Ceramic tile stays cool in hot weather. So after long hours without air conditioning or fans, try lying on the tile to cool off.

After a storm there is a lot of debris on the roadways that can puncture a tire. It's smart to have a can of seal-in-air in your car so you can quickly and easily repair a flat.

# EMERGENCY SUPPLY KIT

***Perishable items should be changed or replaced every six months.***

## Essentials:

- ❑ Battery-operated radio
- ❑ Flashlight
- ❑ Extra batteries

## Water:

- ❑ 5 gallons per person, minimum, in a food-grade plastic container
- ❑ Additional water for sanitation

## Food:

- ❑ Minimum 5 to 7 day supply of non-perishable food that requires no preparation
- ❑ Dry cereal
- ❑ Peanut butter
- ❑ Canned fruits
- ❑ Canned vegetables
- ❑ Canned juice
- ❑ Ready-to-eat canned meats
- ❑ Ready-to-eat soups
- ❑ Quick energy snacks

## First-Aid Kit:

- ❑ Scissors
- ❑ Sun screen
- ❑ Thermometer
- ❑ Tweezers
- ❑ Needle
- ❑ Cleansing agent/soap
- ❑ Latex gloves (2 pairs)
- ❑ Moistened towelettes
- ❑ Assorted sizes of safety pins
- ❑ Two-inch sterile gauze pads (4-6)
- ❑ Two-inch sterile roller bandages (3 rolls)
- ❑ Triangular bandages (3)
- ❑ Tube of petroleum jelly
- ❑ Sterile adhesive bandages
- ❑ Laxative
- ❑ Anti-diarrhea medication
- ❑ Aspirin or non-aspirin pain reliever
- ❑ Antacid (for stomach upset)
- ❑ Antibiotic ointment

## Sanitation:

- ❑ Disinfectant
- ❑ Household chlorine bleach
- ❑ Soap, liquid detergent
- ❑ Personal hygiene items
- ❑ Feminine supplies
- ❑ Plastic bucket with tight lid
- ❑ Toilet paper, towelettes, paper towels
- ❑ Plastic garbage bags, ties

## Tools and Supplies:

- ❑ Whistle
- ❑ Aluminum foil
- ❑ Crowbar
- ❑ Compass
- ❑ Paper, pencil
- ❑ Plastic sheeting
- ❑ Medicine dropper
- ❑ Needles, thread
- ❑ Signal flare
- ❑ Matches in a waterproof container
- ❑ Assorted nails, wood screws
- ❑ Pliers, screwdriver, hammer
- ❑ Plastic storage containers
- ❑ Heavy cotton or hemp rope
- ❑ Cash or traveler's checks, change
- ❑ Map of the area (for locating shelters)
- ❑ Non-electric can opener, utility knife
- ❑ Paper plates and plastic utensils
- ❑ Tape, duct and plumber's tape
- ❑ Patch kit and can of seal-in-air for tires
- ❑ Wrench to turn off gas and water

## Clothing and Bedding:

- ❑ Sunglasses
- ❑ Rain gear
- ❑ Hat and gloves
- ❑ Sturdy shoes or work boots
- ❑ Blankets or sleeping bags

## For Baby:

- ❑ Formula
- ❑ Diapers
- ❑ Bottles
- ❑ Medication
- ❑ Powdered milk

## For Pets:

- ❑ Food
- ❑ Leash, harness and carrier
- ❑ Records of vaccinations
- ❑ Non-tippable food and water bowls

## Important Family Documents:

- ❑ Important telephone numbers
- ❑ Record of bank account numbers
- ❑ Family records
- ❑ Inventory of valuable goods
- ❑ Copy of will, insurance policies, contracts, deeds, stocks and bonds
- ❑ Record of credit card accounts
- ❑ Copy of passports, Social Security cards, immunization records

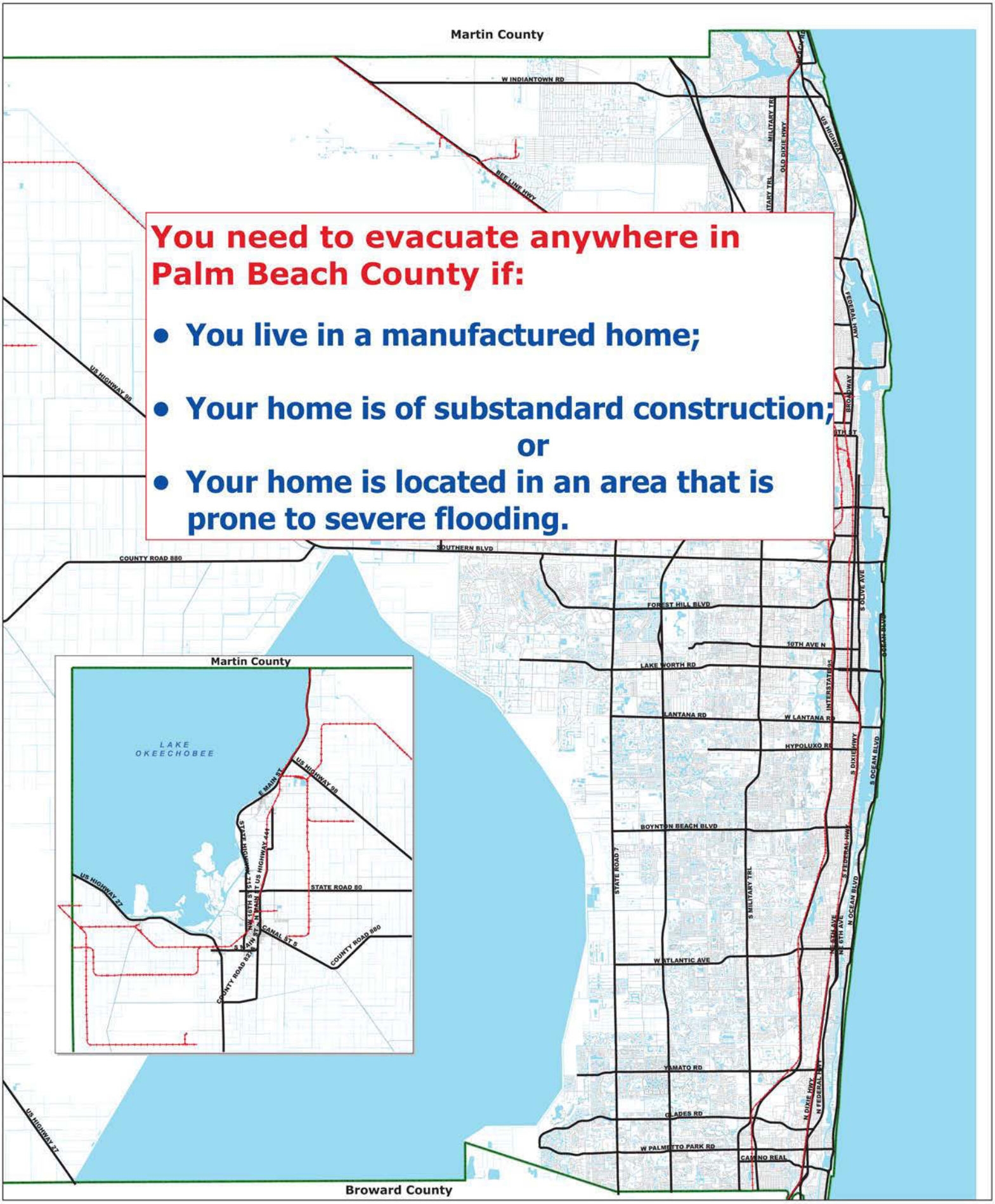
## Family Medical Needs:

- ❑ Insulin
- ❑ Prescription drugs
- ❑ Denture needs
- ❑ Extra eye glasses
- ❑ Contact lenses and supplies

## IMPORTANT PHONE NUMBERS:

- ❑ My water provider is_____
  phone #_____*(check water bill)*
- ❑ My electric provider is_____
  phone #_____*(check electric bill)*
- ❑ My gas provider is _____
  phone #_____*(check gas bill)*
- ❑ My garbage and debris pick-up is provided by
  _____
  phone #_____*(call SWA page 13)*

# Evacuation Zone A - Anticipated Category 1 Hurricane




**You need to evacuate anywhere in Palm Beach County if:**

- **You live in a manufactured home;**
- **Your home is of substandard construction;**

**or**

- **Your home is located in an area that is prone to severe flooding.**

**Legend**

Railroad

County Boundary

N W E S

Public Safety Department
GIS Services 561-712-6400
Evacuation Plans
Date: April 11, 2012
Data Source: Division of Emergency Management; Countywide GIS

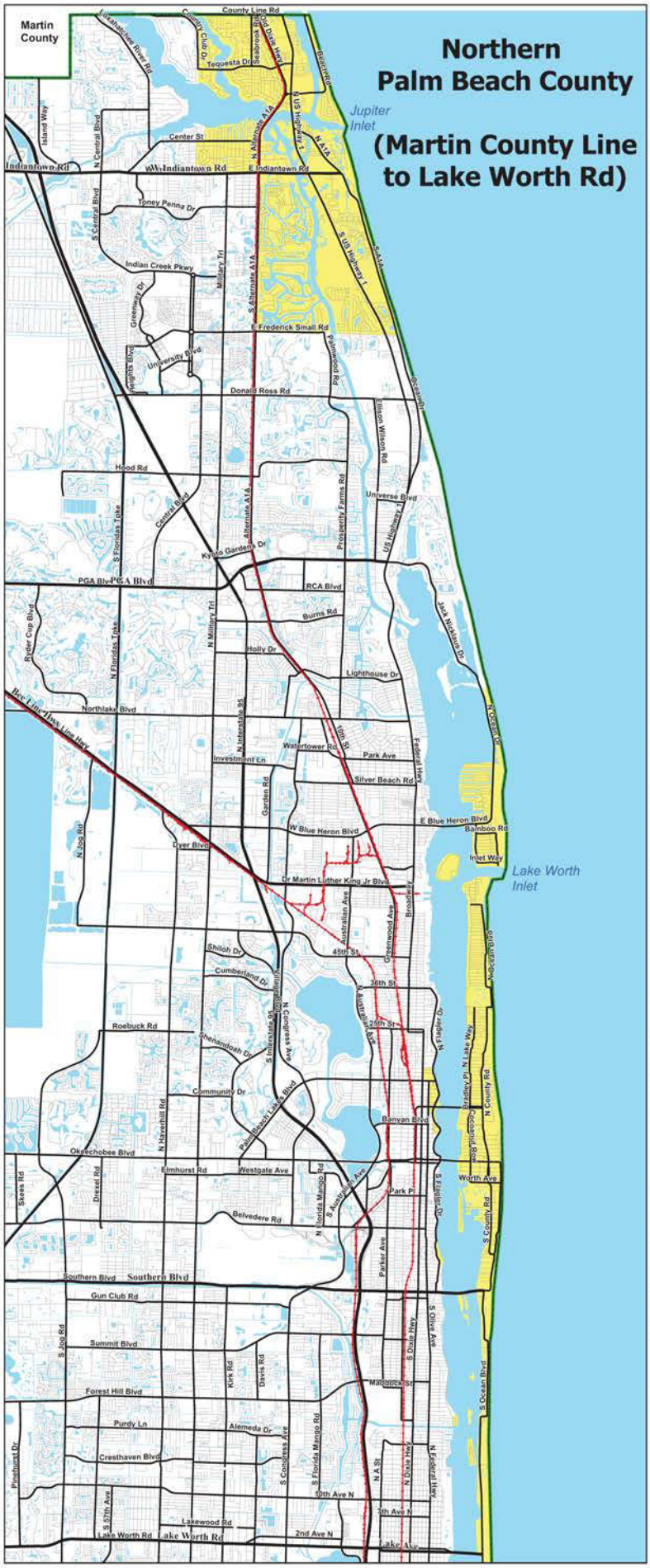
# Evacuation Zone A
(Anticipated Category 1 Hurricane)

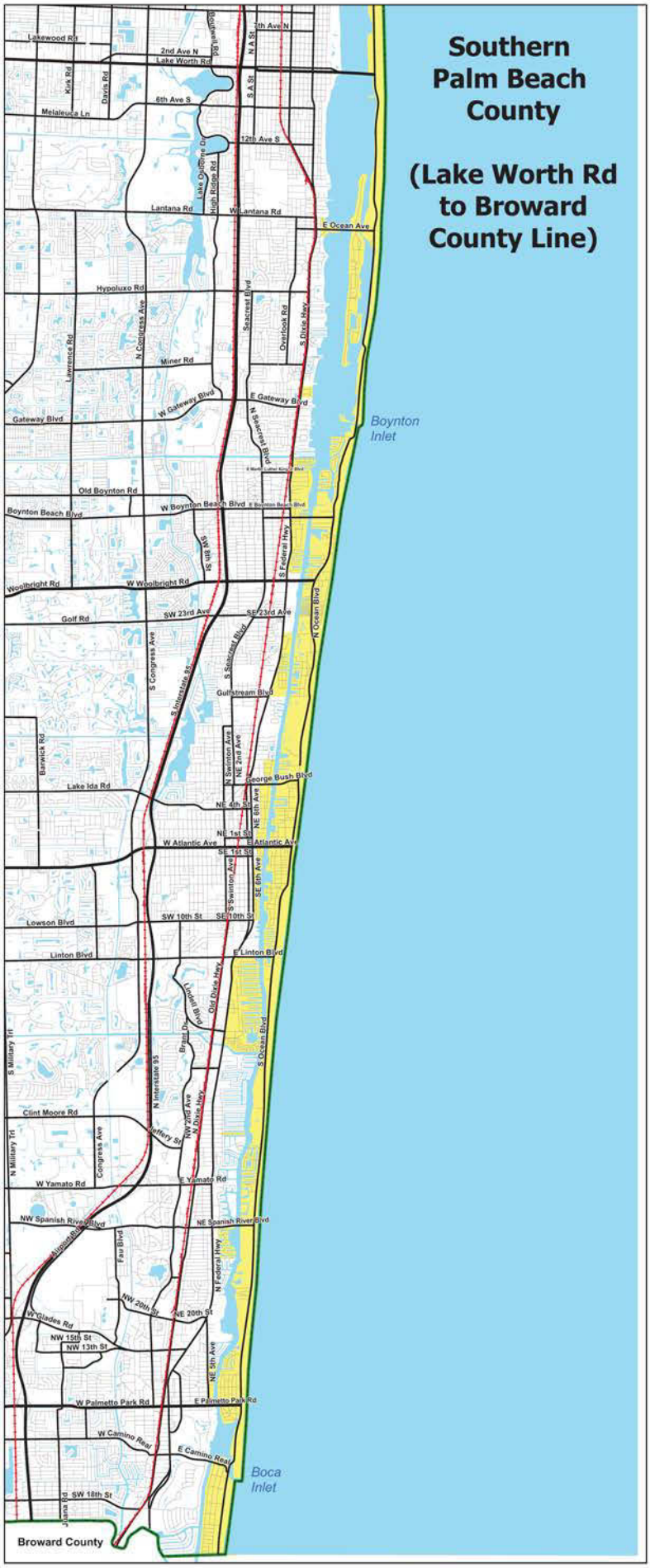
You need to evacuate anywhere in Palm Beach County if:

- You live in a manufactured home;
- Your home is of substandard construction;
- Your home is located in an area that is prone to severe flooding; or

Please listen to local media outlets and follow the instructions of public safety officials for evacuation information. When informed of the specific evacuation plan to follow, if you meet the above criteria, evacuate when told to do so. Seek refuge at an inland location (e.g., family, friend, co-worker's home, public shelter, etc.), within Palm Beach County. For further information, go to www.pbcgov.com/dem/evacuate

# Evacuation Zone B - Anticipated Category 2 Hurricane




**Legend**

Railroad | County Boundary | Evacuation Plan B

N W E S

Public Safety Department
GIS Services 561-712-6400
Evacuation Plans
Date: April 11, 2012
Data Source: Division of Emergency Management; Countywide GIS

# Evacuation Zone B
## (Anticipated Category 2 Hurricane)

You need to evacuate anywhere in Palm Beach County if:

- You live in a manufactured home;
- Your home is of substandard construction;
- Your home is located in an area that is prone to severe flooding; or

If you live in one of these locations:

**Tequesta, Jupiter**

- South of County Line Road and east of Country Club Drive, south across the Loxahatchee River
- East of Pennock Lane on a line south to Indiantown Road
- South of Indiantown Road the line extends east of Alternate A1A south to Frederick Small Road

**Singer Island, Riviera Beach**

All barrier islands from John D. MacArthur State Park south to the Lake Worth Inlet, including Phil Foster Park and Peanut Island

**West Palm Beach, Town of Palm Beach**

All barrier islands from the Lake Worth Inlet to the Lake Avenue Bridge (Lake Worth Bridge). Also, the following areas east of US 1 south of 15th Street to 4th Street:

- East of Narcissus Avenue from Banyan Boulevard to Datura Street
- East of Flagler Drive from Monceaux Road south to Greenwood Drive
- Flagler Court east of Flagler Drive

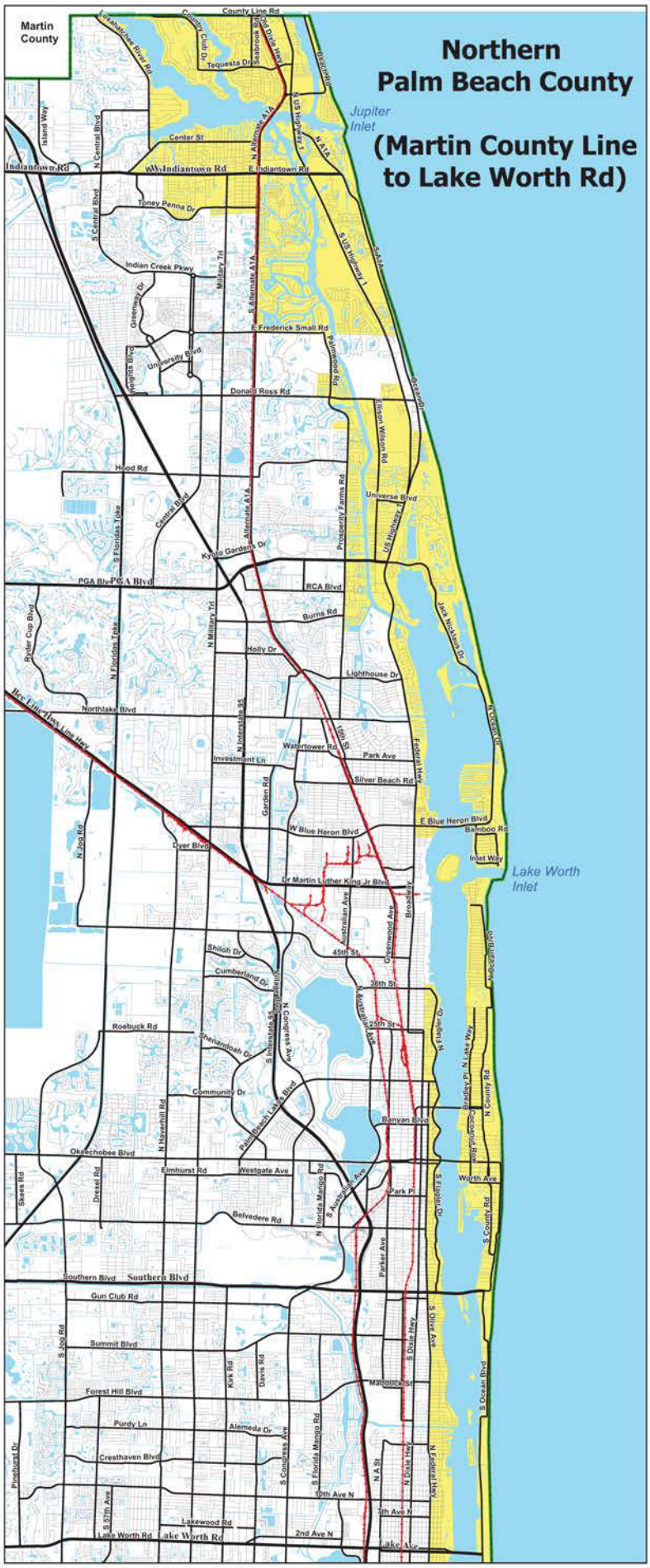
**Lake Avenue Bridge south to Broward County Line**

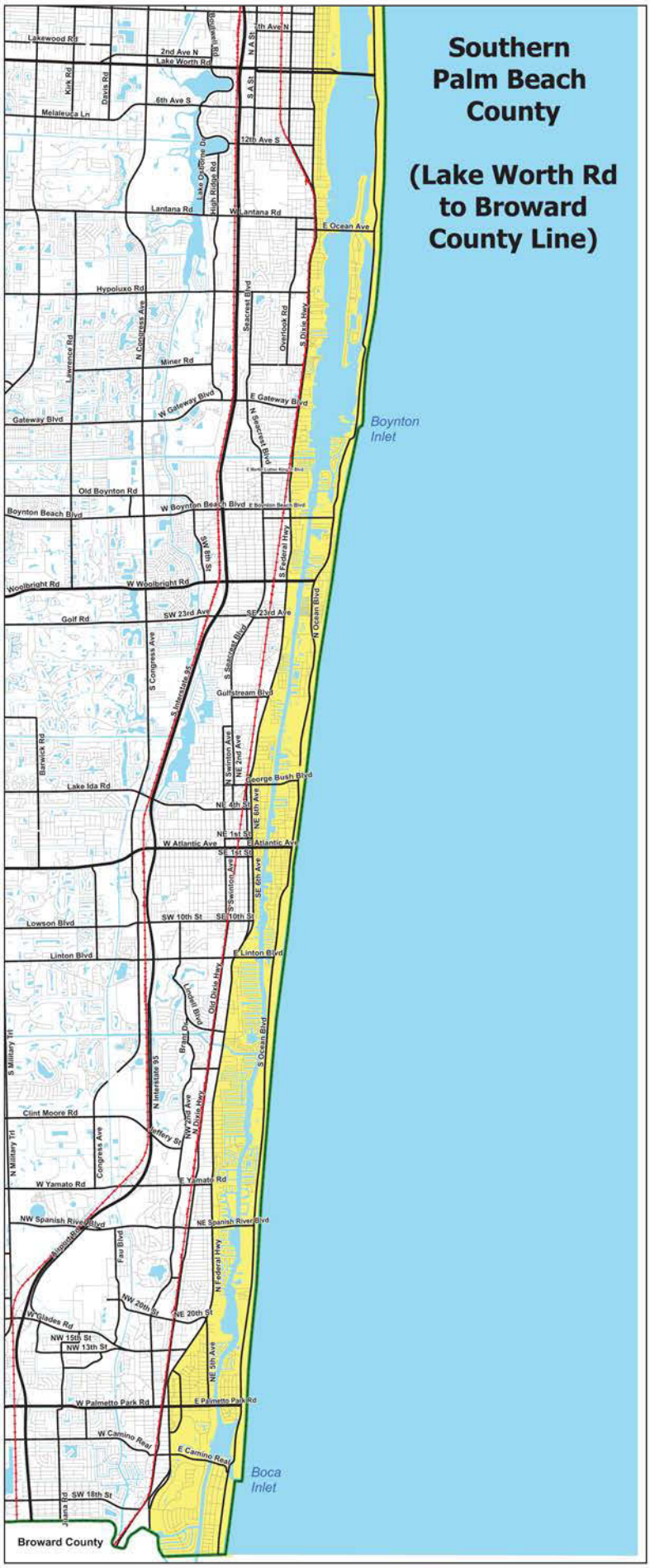
All barrier islands from the Lake Avenue Bridge in Lake Worth south to the Broward County line. Also, areas:

- East of Oak Street from Lantana Road to Pine Street
- Dimmick Road, Potter Road and North Lake Drive east of US 1
- East of US 1 from North Road south to Snug Harbor Drive
- East of US 1 south of Colonial Club Drive to a point east of Gulfstream Boulevard
- East of NE 9th Avenue south from South Lake Avenue to George Bush Boulevard
- East of NE 8th Avenue south to NE 3rd Street
- East of NE 7th Avenue south to SE 2nd Street
- East of US 1 south from SE 2nd Street to SE 10th Street
- East of US 1 from Linton Boulevard south to the C-15 Canal
- Gloucester Street east of NE 7th Avenue
- East of NE 6th Drive from Spanish River Boulevard south to NE 32nd Street
- East of NE 5th Avenue south from Silver Lane to east Palmetto Park Road

Please listen to local media outlets and follow the instructions of public safety officials for evacuation information. When informed of the specific evacuation plan to follow, if you meet the above criteria, evacuate when told to do so. Seek refuge at an inland location (e.g., family, friend, co-worker's home, public shelter, etc.), within Palm Beach County. For further information, go to www.pbcgov.com/dem/evacuate

# Evacuation Zone C - Anticipated Category 3 Hurricane




**Legend**

Evacuation Plan C — Railroad — County Boundary

N W E S

Public Safety Department
GIS Services 561-712-6400
Evacuation Plans
Date: April 11, 2012
Data Source: Division of Emergency Management; Countywide GIS

# Evacuation Zone C
(Anticipated Category 3 Hurricane)

You need to evacuate anywhere in Palm Beach County if:

- You live in a manufactured home;
- Your home is of substandard construction;
- Your home is located in an area that is prone to severe flooding; or

If you live in one of these locations:

**Tequesta, Jupiter and Palm Beach Gardens**

- South of County Line Road and east of Loxahatchee River Road, south across the Loxahatchee River, to Center Street and south to Indiantown Road. This includes the following areas south and east of Center Street:
    - South of Indiantown Road and east of Delaware Boulevard to Toney Penna Drive, east to Alternate A1A
    - An area 1,000 feet south of Toney Penna Drive from Radio Road east to Alternate A1A
    - East of Alternate A1A south from Toney Penna Drive to Frederick Small Road
    - East of Palmwood Road from Frederick Small Road south to Donald Ross Road
    - All areas north of Donald Ross Road and east of The Bear's Club, and east of Prosperity Farms Road south from Donald Ross Road to Burns Road

**North Palm Beach, Lake Park, Singer Island and Riviera Beach**

- East of the Intracoastal Waterway to the Parker Bridge
- East of US 1 south to East 22nd Court (just south of Blue Heron Boulevard). This area also includes all of John D. MacArthur State Park, Singer Island, and Phil Foster Park

**Town of Palm Beach, West Palm Beach and Lake Worth**

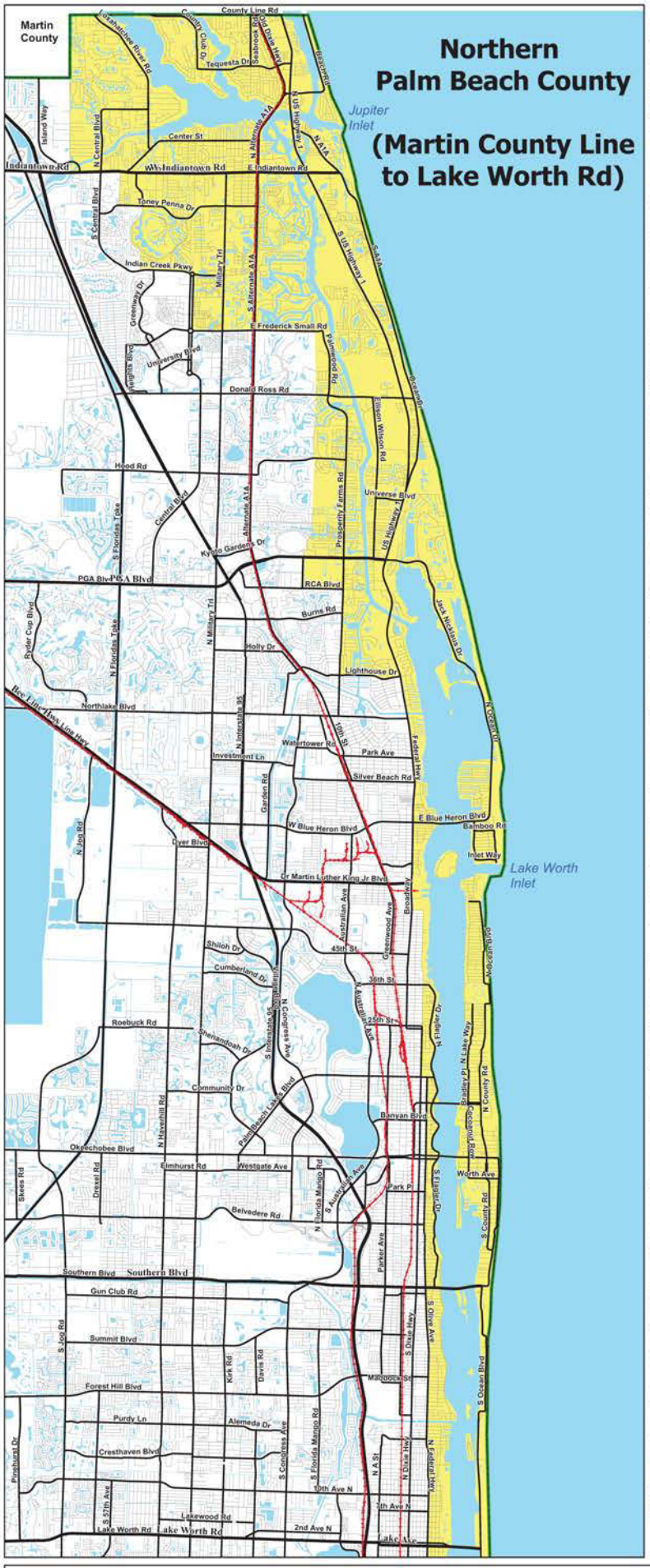
- All barrier islands south from the Lake Worth Inlet to the Lake Avenue Bridge in Lake Worth.
- All areas east of US 1 south from Flagler Lane (just north of 36th Street) to the Town of Lantana's north boundary

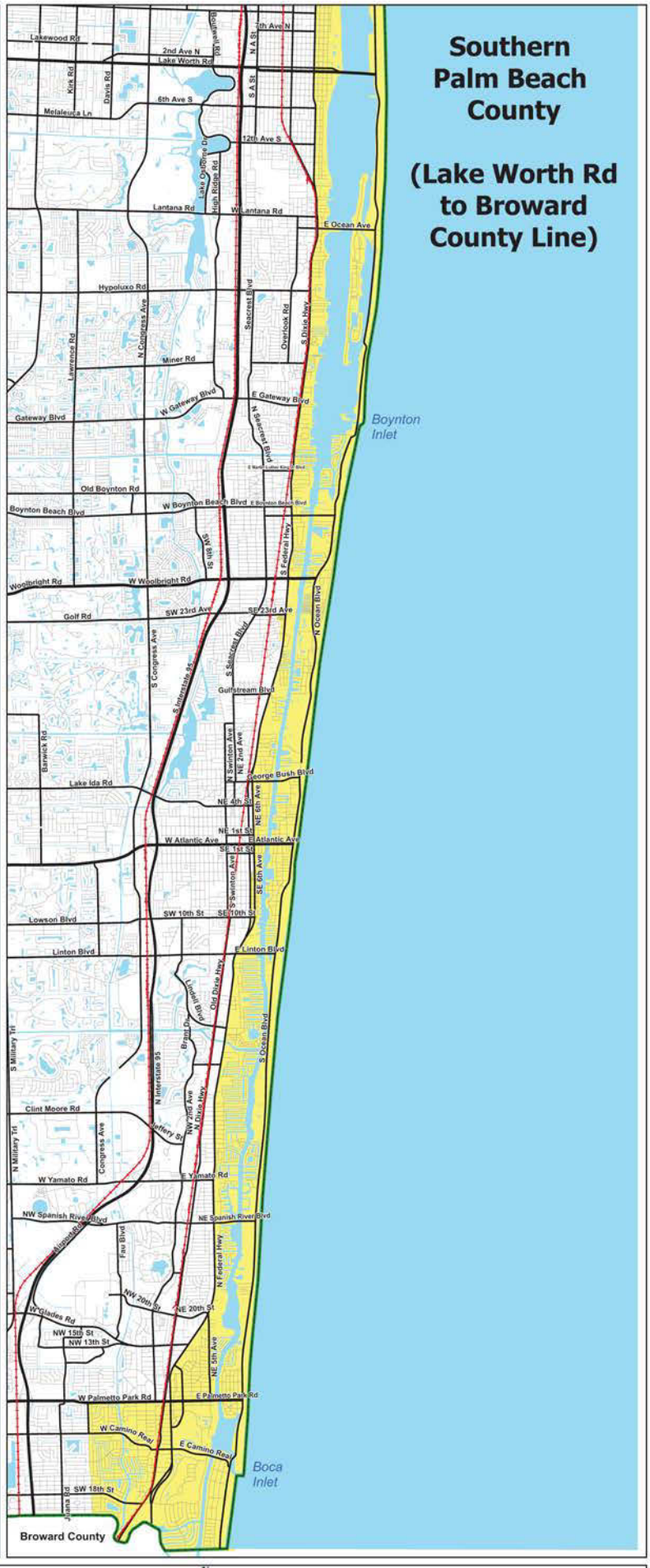
**Town of Lantana south to Broward County Line**

- From the Town of Lantana south and all areas east of Federal Highway, including barrier islands

Please listen to local media outlets and follow the instructions of public safety officials for evacuation information. When informed of the specific evacuation plan to follow, if you meet the above criteria, evacuate when told to do so. Seek refuge at an inland location (e.g., family, friend, co-worker's home, public shelter, etc.), within Palm Beach County. For further information, go to www.pbcgov.com/dem/evacuate

# Evacuation Zone D - Anticipated Category 4 Hurricane




## Legend

- Evacuation Plan D
- Railroad
- County Boundary

N W E S

Public Safety Department
GIS Services 561-712-6400
Evacuation Plans
Date: April 11, 2012
Data Source: Division of Emergency Management; Countywide GIS

# Evacuation Zone D
(Anticipated Category 4 Hurricane)

You need to evacuate anywhere in Palm Beach County if:

- You live in a manufactured home;
- Your home is of substandard construction;
- Your home is located in an area that is prone to severe flooding; or

If you live in one of these locations:

**Tequesta, Jupiter, Palm Beach Gardens, North Palm Beach, Lake Park, Singer Island and Riviera Beach**

- South of the Martin County line and east of Limestone Creek Road to Indiantown Road
- South of Indiantown Road, east of Bush Road to Toney Penna Drive, then east of Maplewood Drive south to Indian Creek Parkway
- South of Indian Creek Parkway and east of Central Boulevard to Frederick Small Road
- From Frederick Small Road south along Palmwood Road, including all neighborhoods adjacent to Palmwood Road and the eastern side of the Bear's Club Neighborhood
- From Donald Ross Road south, including all areas east of Frenchman's Creek Drive and south along a line a half-mile west of Prosperity Farms Road to PGA Boulevard
- All areas east from PGA Boulevard south along Campus Drive to RCA Boulevard
- East of Prosperity Farms Road south to Lighthouse Drive
- East of US 1 south to the West Palm Beach city limits, including Singer Island, Phil Foster Park and Peanut Island

**Town of Palm Beach, West Palm Beach and Lake Worth**

- All barrier islands south from the Lake Worth Inlet to the Lake Avenue Bridge in Lake Worth
- From Riviera Beach city limits, all areas east of Flagler Drive south to 25th Street in West Palm Beach
- From 25th Street, all areas east of US 1 south to the Town of Lantana's north boundary

**Town of Lantana south to North Boca Raton**

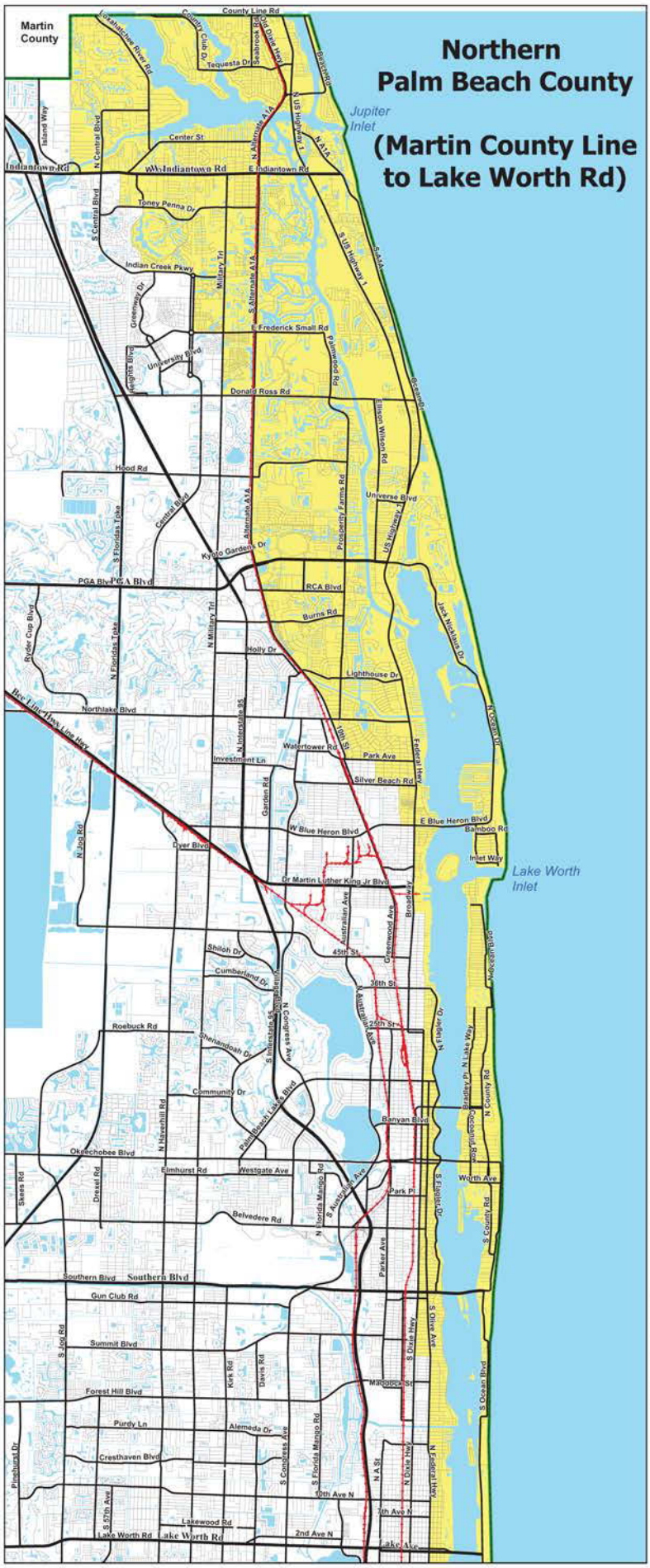
- From the Town of Lantana south, all areas east of Federal Highway south to Palmetto Park Road, including barrier islands

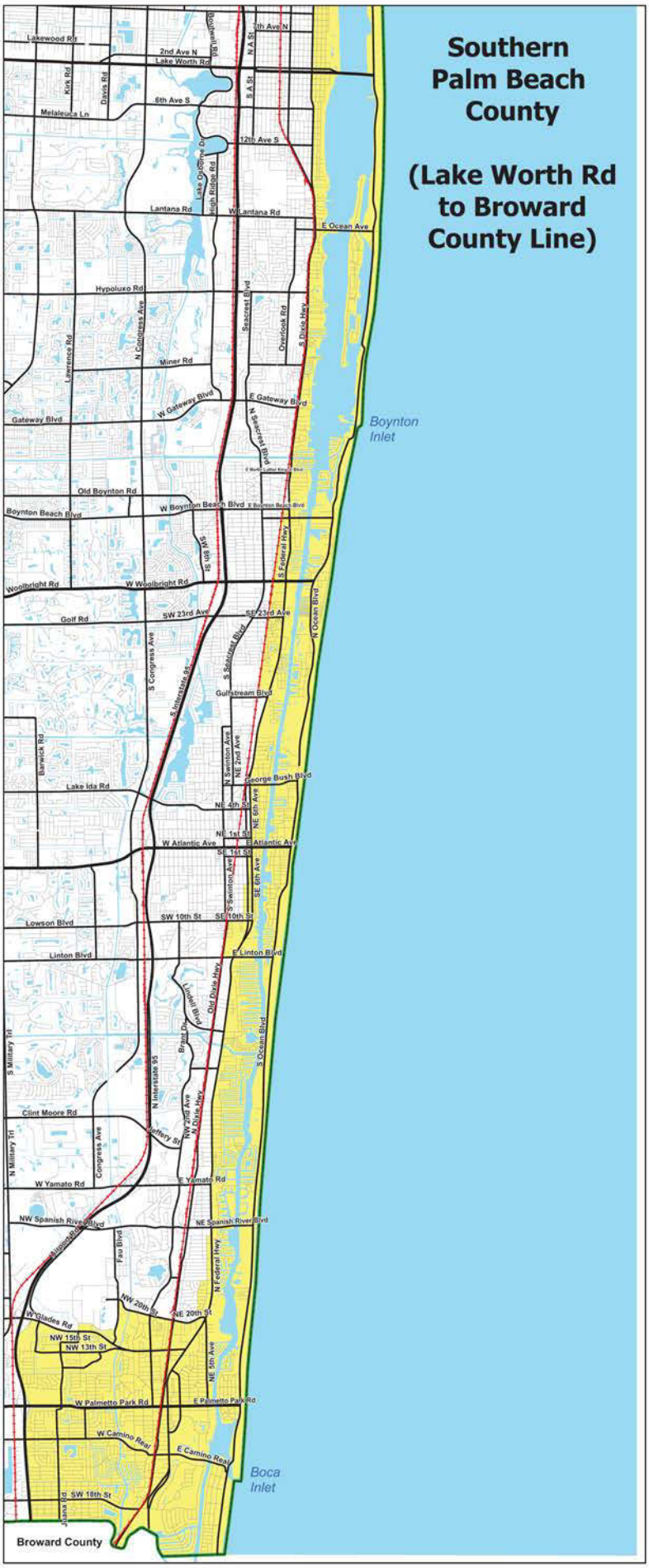
**South Boca Raton to Broward County line**

- From Palmetto Park Road south and east of Southwest 9th Avenue and Gonzalo Road to the Broward County line, including all barrier Islands

Please listen to local media outlets and follow the instructions of public safety officials for evacuation information. When informed of the specific evacuation plan to follow, if you meet the above criteria, evacuate when told to do so. Seek refuge at an inland location (e.g., family, friend, co-worker's home, public shelter, etc.), within Palm Beach County. For further information, go to www.pbcgov.com/dem/evacuate

# Evacuation Zone E - Anticipated Category 5 Hurricane




**Legend**

Evacuation Zone E — Railroad — County Boundary

N W E S

Public Safety Department
GIS Services 561-712-6400
Evacuation Plans
Date: April 11, 2012
Data Source: Division of Emergency Management; Countywide GIS

# Evacuation Zone E
(Anticipated Category 5 Hurricane)

You need to evacuate anywhere in Palm Beach County if:

- You live in a manufactured home;
- Your home is of substandard construction;
- Your home is located in an area that is prone to severe flooding; or

If you live in one of these locations:

**Tequesta, Jupiter, Palm Beach Gardens, North Palm Beach, Lake Park, Singer Island and Riviera Beach**

- South of the Martin County line and east of Limestone Creek Road to Indiantown Road
- South of Indiantown Road, east of Bush Road to Toney Penna Drive, then east of Maplewood Drive south to Indian Creek Parkway
- South of Indian Creek Parkway and east of Central Boulevard to Frederick Small Road
- From Frederick Small Road south along Military Trail to Donald Ross Road
- East of Alternate A1A south from Donald Ross Road to Park Avenue
- East of 6th Street from Park Avenue south to Silver Beach Road
- Avenue F from Silver Beach Road south to Blue Heron Boulevard
- East of US 1 from Blue Heron Boulevard south to the West Palm Beach city limit, including Singer Island, Phil Foster Park and Peanut Island

**Town of Palm Beach, West Palm Beach and Lake Worth**

- All barrier islands south from the Lake Worth Inlet to the Lake Avenue Bridge in Lake Worth
- From Riviera Beach city limits, all areas east of Flagler Drive south to 25th Street in West Palm Beach
- From 25th Street, all areas east of US 1 south to the Town of Lantana north boundary

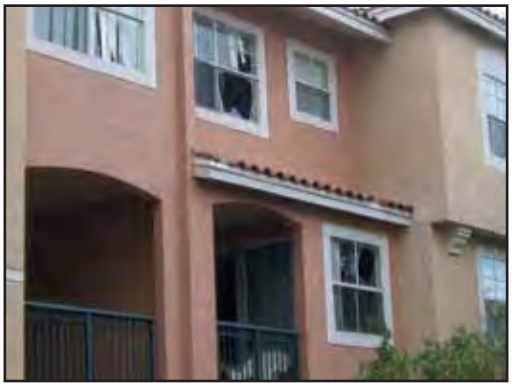
**Town of Lantana south to North Boca Raton**

- From Town of Lantana south, all areas east of Federal Highway south to Spanish River Boulevard, including barrier islands
- Exception for: east of Dixie Highway between SW 10th Street and Linton Boulevard; east of 5th Avenue between Spanish River and NE 28th Street; and east of NE 4th Way between NE 28th Street and NE 20th Street

**South Boca Raton to the Broward County line**

- East of FAU Boulevard south of NW 20th Street to Glades Road, including the far southern section of FAU Campus
- East of I-95 from Glades Road south to the Broward County line

Please listen to local media outlets and follow the instructions of public safety officials for evacuation information. When informed of the specific evacuation plan to follow, if you meet the above criteria, evacuate when told to do so. Seek refuge at an inland location (e.g., family, friend, co-worker's home, public shelter, etc.), within Palm Beach County. For further information, go to www.pbcgov.com/dem/evacuate



## ANTICIPATED HURRICANE DAMAGE *Saffir-Simpson Scale*

**Category 1---MINIMAL (74-95 mph winds)**
Damage primarily to shrubbery, trees, foliage and unanchored homes; no real damage to other structures; some damage to poorly constructed signs. Low-lying coastal roads inundated, minor pier damage, some small craft in exposed anchorage torn from moorings.

**Category 2---MODERATE (96-110 mph winds)**
Considerable damage to shrubbery and tree foliage; some trees blown down. Major damage to exposed mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials of buildings; some window and door damage. No major damage to buildings. Coastal roads and low-lying escape routes inland cut by rising water two to four hours before arrival of hurricane eye. Considerable damage to piers; marinas flooded. Small craft in unprotected anchorages torn from moorings.

**Category 3---EXTENSIVE (111-130 mph winds)**
Foliage torn from trees; large trees blown down. Many constructed signs blown down. Some damage to roofing materials of buildings; some wind and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at coast and many smaller structures near coast destroyed; larger structures near coast damaged by battering waves and floating debris. Low-lying escape routes inland cut by rising water three to five hours before hurricane eye arrives. Flat terrain five feet or less above sea level flooded inland eight miles or more.

**Category 4---EXTREME (131-155 mph winds)**
Shrubs and trees blown down; all signs down. Extensive damage to roofing materials, windows and doors. Complete failures of roofs on many small residences. Complete destruction of mobile homes. Flat terrain 10 feet or less above sea level flooded inland as far as six miles. Major damage to lower floors of structures near shore due to flooding and battering by waves and floating debris. Low-lying escape routes inland cut by rising water three to five hours before hurricane eye arrives. Major erosion of beaches.

**Category 5---CATASTROPHIC (155+ mph winds)**
Shrubs and trees blown down; massive damage to roofs of buildings; all signs down. Very severe and extensive damage to windows and doors. Complete failure of roofs on many residences and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes. Major damage to lower floors of all structures less than 15 feet above sea level within 500 yards of shore. Low-lying escape routes inland cut by rising water three to five hours before hurricane eye arrives.

# Hurricane Shutters

**Shutters should be attached to the structural framing of the house and not the window or door frames. Install second-story and difficult shutters first. Make sure all exposed metal fittings (including screws, embedded anchors, etc.) are weather (corrosion) resistant.**

## Types of shutters:

### Storm Panel Shutters:

Shutters attach to the walls around windows and doors on bolts or tracks. Storm panels are corrugated, and each piece overlaps the next for maximum strength. These are the least expensive of the permanent shutter systems, but time consuming to install.

### Accordion Shutters:

These one or two-piece hurricane shutters are housed beside the windows or doors when not in use. They unfold accordion-style to cover and protect during a storm. Accordions are very easy to close in the event of a storm, but much more expensive than panel shutters.

### Colonial Shutters:

These are two-piece louvered shutters that attach to the wall beside each window. They fold together to protect the window and can easily be made storm ready by one person, but are expensive.

### Bahama Shutters:

These one-piece louvered shutters attach directly above the windows and prop open to provide shade for the window. Bahama shutters are storm ready when lowered and secured to the wall. Bahamas can easily be made storm ready by one person, but are expensive and have traditionally been weaker than other systems.

### Roll-down Shutters:

These shutters attach above the window. They roll up and store in an enclosed box when not in use. They are lowered either manually by a hand crank or automatically by push button, and lock in place for storm protection. Roll-downs offer some of the best protection and can easily be made storm ready by one person, but are the most expensive shutter system.

# Plywood

**Plywood panels do not meet most building codes, yet many homeowners who lack more permanent storm shutter systems cover their homes with them. If you decide to use this system, it is important to install the plywood correctly.**

- ☐ Buy plywood ahead of time, before the rush.
- ☐ A minimum thickness of 5/8-inch is recommended.
- ☐ Buy three-inch or four-inch barrel bolts, enough for one bolt for a minimum of every 12 inches of plywood.
- ☐ Don’t nail down the plywood, as frantic homeowners are often shown doing during televised news broadcasts of approaching storms. Fasten plywood panels with screws or lag bolts long enough to penetrate the wall studs around the window, not just the siding or wall covering.
- ☐ Ensure a safe exit route in the event of a fire during or after the storm or other situation requiring safe exit.

# SPECIAL NEEDS RESIDENTS

**Palm Beach County maintains a *Special Needs Program* to provide specialized care for people with medical needs during a disaster event. Physicians and nurses are assigned to the Special Needs Shelters by the Palm Beach County Health Department.**

**Space at these shelters is limited and is based on need and established criteria.**

- ☐ You must pre-register with the County Emergency Operations Center at 561-712-6400 and have physician authorization.
- ☐ Your eligibility will be determined by the Health Department

**You may be eligible if:**

- ☐ You are dependent upon electricity for oxygen or other related medical devices
- ☐ You have minor health/medical conditions that require professional assistance
- ☐ You are immobile and/or have a chronic but stable illness

**If you are accepted, you will be notified and provided transportation to the shelters if, you need it.**
**You will need to bring:**

- ☐ Full and up-to-date prescription medications
- ☐ Medical supplies and equipment, including oxygen
- ☐ Books, cards or board games to occupy yourself
- ☐ If you bring a caregiver, he/she has to bring a chair, something to sleep on, pillow and personal items

**NOTES:**

- ☐ No pets are allowed in the Special Care Units. Make pet shelter arrangements in advance.
- ☐ If you are unable to return home, assistance will be provided for you.
- ☐ Food is provided. Please bring your own dietary food.

**For further information about the Special Needs Program, call 561-712-6400 and ask to speak to the Special Needs Coordinator.**

## TRANSPORTATION ASSISTANCE

If you do not qualify for the Special Needs Program and need transportation ONLY to a *regular* shelter, the County will provide transportation but you must be pre-registered and live in an evacuation zone or mobile home, be physically handicapped, or have no other means of transportation. Call Palm Tran Connection to register – 561-649-9838.

# ADVICE FOR OLDER ADULTS

**People who are elderly, frail or disabled (either mentally or physically) may need special assistance from family members, friends or social service agencies. Older adults who are also caregivers may require outside assistance. Excessive stress and anxiety can contribute to increased episodes of illness, particularly for persons with heart disease and other conditions.**

***If an older adult lives in a skilled nursing home or assisted living facility (ALF), the administrator should be contacted to learn about the evacuation plan for that facility which is required by Florida State Statutes.***

**Home Health Care and Home-Bound Patients**

- ☐ Notify your health agency where you will be during a hurricane and when care can be re-established.
- ☐ If you are home-bound and under the care of a physician, but not a home health agency, contact your physician.
- ☐ If you require oxygen, check with your supplier about emergency plans.
- ☐ If you evacuate, remember to take medications, written instructions regarding your care, your bedding and your walker, wheelchair, cane or any other special equipment.
- ☐ If you will need assistance in an evacuation, please register NOW with the County Emergency Operations Center.
- ☐ If you require hospitalization, you must make prior arrangements through your physician.
- ☐ Determine if and when you would have to evacuate. REMEMBER: All mobile home residents must evacuate, regardless of location.
- ☐ Decide NOW where you would go if ordered to evacuate (a friend or relative, a hotel, out of the region or, as a last resort, to a shelter). If you are going to leave the region or go to a hotel, you must leave early. Determine your route.
- ☐ Keep your home in good repair. Obtain assistance to tack down loose roofing and siding and to trim dead or broken branches from trees.

## Hurricane Tips

Take detailed videotape/pictures of the outside of your home and the belongings inside your home. This is proof for the insurance companies of what you own inside and out, and will be helpful to them and you.

If a storm is approaching, soak as many washcloths as you have in water, put them in plastic bags and freeze them. To cool down, take a frozen washcloth and place it on your forehead.

# MOBILE HOMES

**Mobile homes are particularly vulnerable to hurricane-force winds. Anchor the mobile home with over-the-top or frame ties. When a storm threatens, do what you can to secure your home, then take refuge with friends, relatives or at a public shelter.**

**Before you leave, take the following precautions:**

- ☐ Pack breakables in boxes and put them on the floor.
- ☐ Remove mirrors and tape them. Wrap mirrors and lamps in blankets and place them in the bathtub or shower.
- ☐ Install hurricane shutters or pre-cut plywood on all windows.
- ☐ Shut off utilities and disconnect electricity, sewer and water lines. Shut off propane tanks and leave them outside after anchoring them securely.
- ☐ Store awnings, folding furniture, trashcans and other loose outdoor objects.

## INSPECT TIE-DOWNS ANNUALLY

**First you'll need to know the basics of the three parts of the anchoring system:**

- ☐ First are the anchors, steel rods several feet long that screw into the ground. Only a few inches of the anchors should be above ground level; otherwise, they won't have the holding power they're designed for.
- ☐ Second are the steel straps. They fasten around the frame of the mobile home and are attached to the anchors with adjustable bolts. Almost all homes should have at least eight, and sometimes more than 24 steel straps, depending on the size and when the home was built and installed. The straps themselves shouldn't be loose. They should have some tension to keep the home from rocking and working loose in high winds. If you can reach the straps, give them a tug to make sure they're tight. Otherwise, poke them with a long stick or board to make sure they're not loose.
- ☐ Last are the piers that the home sits on. They're usually made of concrete blocks stacked on a concrete pad, although a few homes may be on solid concrete piers, especially if they're elevated several feet above the ground. Make sure the piers are straight and stable and that the blocks aren't crooked or broken. If there are wooden shims or spacers between the piers and the home, make sure they're set firmly and not rotted or damaged.

# PREPARING YOUR YARD

**The Solid Waste Authority (SWA) has prepared the following list to help you get ready for hurricane season.**

## PRE-HURRICANE SEASON MAINTENANCE (DECEMBER THROUGH APRIL)

- ☐ All major cutting of vegetation (i.e., tree removal) should be completed long before June 1, the beginning of hurricane season. Do all major cutting/tree removal from December through April.
- ☐ Cut back all trees and weak branches that could contact buildings.
- ☐ Thin your foliage so wind can flow freely through branches, decreasing the chance that trees/plants will be uprooted.
- ☐ Place tree trimmings at the curb on your regular scheduled collection day and follow the 6/50 rule (i.e. six feet in length and each piece cannot exceed 50 lbs. in weight).
- ☐ Containerize small pieces of vegetation such as pine needles, leaves, twigs, etc., in bags or cans that weigh less than 50 lbs. when full and place at the curb on your scheduled day.
- ☐ Clean your yard of any items that could become missiles in a storm such as old lumber, broken lawn furniture, etc., and place curbside on your bulk waste collection day.

## ONCE A STORM HAS BEEN NAMED

- ☐ Do not cut down trees or do major yard work.
- ☐ Do not begin construction projects that produce debris.
- ☐ Once a watch or warning has been issued, do not trim vegetation of any kind.
- ☐ Mass cutting places a tremendous burden on the normal collection process and there is not enough equipment or manpower to collect the additional material before the storm makes landfall. You could put not only yourself at risk but your neighbors as well.
- ☐ Do not take materials to the curb, transfer stations or landfill during a watch or warning period. Services may be suspended and facilities closed early to prepare for the storm.

## AFTER THE STORM HAS PASSED

- ☐ Please be patient.
- ☐ Keep household garbage, recycling and vegetative and /or construction storm debris in separate piles.
- ☐ SWA's number one priority is the collection of household garbage.
- ☐ Securely containerize all household garbage in plastic bags or cans to be placed curbside on your scheduled day.
- ☐ Don't place any debris near or on a fence, mailbox, powerline equipment, poles, transformers, downed electrical wiring, water meters or storm drains.
- ☐ Be prepared to repair possible damage to swale areas from the specialized equipment used to collect storm debris.
- ☐ Contact SWA Customer Information Services at 561-697-2700 or 1-866-792-4636 (toll-free) or visit www.swa.org for updates on your collection services.

***We ask all residents of the unincorporated county to be our partners in restoring the area to its pre-storm state. Your cooperation and support enables us to complete the entire process in the quickest, safest and most efficient manner possible. We will provide regular updates on the progress of debris collection.***

***There is no reimbursement provided to any individual resident or homeowner association who hires a private contractor to remove and dispose of storm-related debris.***

***For additional information, contact SWA Customer Information Services at 561-697-2700 or 1-866-792-4636 (toll-free). www.SWA.org***

# Hurricane Shelters

**There are approximately 15 shelters throughout Palm Beach County, and they are managed and maintained by the American Red Cross. Shelters should be used as a last resort. You should choose one near your residence. Be sure you know the route, and do not go until you hear from officials that your shelter has opened. Also, be sure to advise family members or friends that you have evacuated and where you will be. Shelters have a limited capacity and will be available on a first-come, first-served basis. Shelters are not intended for comfort or convenience. They are intended primarily for residents living in mandatory evacuation areas or mobil homes.**

## Prepare a Personal Evacuation Plan

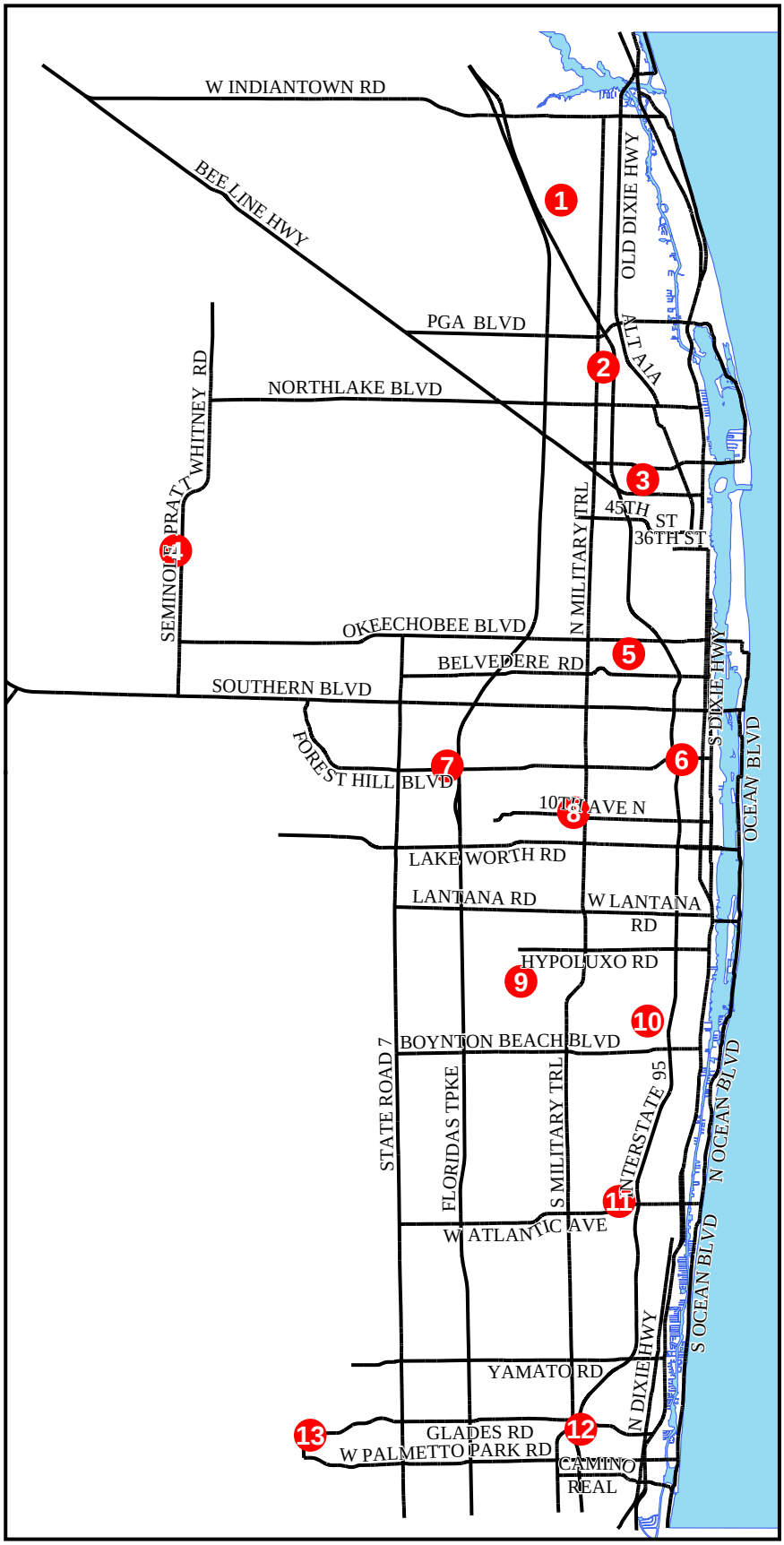
- ☐ Identify ahead of time where you could go if you are told to evacuate.
- ☐ Choose several places—a friend's home in another town, a motel or a shelter.
- ☐ Keep the telephone numbers of these places handy as well as a road map of your locality.
- ☐ You may need to take alternative or unfamiliar routes if major roads are closed or clogged.
- ☐ Listen to NOAA Weather Radio or local radio and TV stations for evacuation instructions.
- ☐ Never leave without having a clear destination.

## If you go to a shelter, you should be prepared for an extended stay. What to bring:

- ☐ Prescription medications and medical supplies
- ☐ Bottled water, battery-operated radio and extra batteries, first-aid kit, flashlight
- ☐ Bedding, including sleeping bags and pillows
- ☐ Infant necessities
- ☐ Clothing (five days)
- ☐ Car keys and maps
- ☐ Documents, including drivers license, Social Security card, proof of residence
- ☐ Insurance policies, wills, deeds, birth and marriage certificates, tax records, etc.
- ☐ Personal hygiene products
- ☐ Light-weight folding chair/cot
- ☐ Personal items (books, toys, etc.)

**No smoking, alcohol, firearms or pets are allowed in shelters.**

# 2012 Shelters



**IMPORTANT: Not all shelters will be opened at the same time. Stay tuned to local TV and radio for shelter opening announcements.**

1. **Independence Middle School**
   **4001 Greenway Dr, Jupiter 33458**
2. **Palm Beach Gardens High School**
   **4245 Holly Dr, Palm Beach Gardens 33410**
3. **Dr Mary McLeod Bethune Elementary School**
   **1501 Avenue U, Riviera Beach 33404**
4. **Seminole Ridge High School**
   **4601 Seminole Pratt Whitney Rd, Loxahatchee 33470**
5. **West Gate Elementary School**
   **1545 Loxahatchee Dr, West Palm Beach 33409**
6. **Forest Hill High School**
   **6901 Parker Ave, West Palm Beach 33405**
7. **Palm Beach Central High School**
   **8499 Forest Hill Blvd, Wellington 33411**
8. **John I Leonard High School**
   **4701 10th Ave N, Greenacres 33463**
9. **Park Vista High School**
   **7900 Jog Rd, Boynton Beach 33427**
10. **Boynton Beach High School**
    **4975 Park Ridge Blvd, Boynton Beach 33426**
11. **Atlantic Community High School**
    **2455 W Atlantic Ave, Delray Beach 33445**
12. **Boca Raton High School**
    **1501 NW 15th Ct, Boca Raton 33486**
13. **West Boca Raton High School**
    **12811 Glades Rd, Boca Raton 33428**
14. **Lake Shore Middle School**
    **425 W Canal St N, Belle Glade 33430**
15. **Pahokee Middle School**
    **850 Larrimore Rd, Pahokee 33476**

## Legend

**Shelter**

N
W E
S

**Public Safety Department**
**GIS Services 561-712-6400**
**Date: April 12, 2012**
**Source: ARC Shelter Data**

# PET SAFETY

**Disaster shelters cannot accept pets because of health and safety regulations. Service animals for people with disabilities are an exception. A pet-friendly shelter is now available to county residents living in an evacuation zone or in a mobile home.**

**Pre-registration with Animal Care and Control, is required,**
**233-1266 or www.pbcgov.com/pubsafety/animal.**

**Plan:**

- Plan to take your pet if you evacuate the area.
- Arrange for a neighbor to check on your pets and take care of them if a disaster occurs while you are not at home.
- Plan ahead for a friend or relative outside the affected area to shelter your animals, if necessary.
- Keep your pet's ID and rabies vaccines and license tags up to date and attach to its collar at all times. Call 561-233-1271 to update records.
- Make sure your pet has a collar with a contact name and phone number.
- Get your pet micro-chipped.

**Make a disaster Go-Bag for each of your pets, include the following:**

- Sturdy leashes and/or carriers to transport pets. Provide a pet carrier large enough for animals to stand and turn around.
- Current photos of your pets in case they get lost. Pictures with the pet and owner are more valuable when trying to provide proof of ownership.
- Food and potable water, **for at least one week**. Bowls, cat litter and pan, plastic bags, manual can opener, medicines and pet toys.
- Information on feeding schedules, medical conditions, behavior problems, current immunization records, photographs of the pet with the owner and the name and number of your veterinarian in case you have to board your pets.

**Response:**

- Be prepared, make arrangements for your pet to be housed at a pet boarding facility or call motels/hotels in advance for reservations. Some hotels take pets during a hurricane evacuation. A deposit is usually required.

- Outside your home and in the car, keep dogs securely leashed at all times. Transport cats in carriers. The most trustworthy pets may panic, hide, and try to escape or even bite or scratch.
- Animals react differently under stress. Pets do much better when they are with their owners during a stressful event such as a hurricane.

**Pet-Friendly Shelter Requirements:**

- The pet friendly shelter is for pets and people living in mandatory evacuation zones or in mobile homes.
- Pet owners are required to bring a kennel or carrier, food for three to five days, bedding, bowls, toys, and any special medications for their pet(s).
- Birds must have a health certificate and a carrier cage with cover.
- No livestock or reptiles will be accepted.
- All dogs and cats must have a current rabies vaccination and license tag, microchip, and provide date of last application of flea and tick preventative medication.
- No aggressive animals or animals classified as dangerous or potentially dangerous will be accepted.

**When you return home, give your pets time to settle back into their routines.**

**Consult your veterinarian if any behavioral or medical problems persist.**

# PROTECTING YOUR BOAT

**Take action early — don't wait until a hurricane warning is declared. The storm's fringe activity will make preparations difficult. If your boat will remain in berth, before hurricane season check the strength of primary cleats, winches and chocks. They should have substantial back plates and adequate stainless steel bolts. Double all lines, with rig crossing spring lines fore and aft. Attach lines high on pilings to allow for tidal fall and rise or surge.**

**Boaters can take the following steps in preparation of severe weather:**

- ☐ Charge batteries for automatic bilge pumps.
- ☐ For a boat stored on a trailer, lash the boat and trailer down in a protected area. Let the air out of tires before tying the trailer down. Place blocks between the frame members and the axle inside each wheel. Secure with heavy lines to fixed objects from four directions, if possible. If you prefer, remove the boat from the trailer and lash down each separately.
- ☐ Hurricane moorings should be located in advance. Permission should be obtained from appropriate people.
- ☐ A practice run should be made to these moorings to check accessibility, depth of water, bridges and locating aids and/or obstructions to navigation and objects to secure lines to or drop anchors. **(Drawbridges will not open for boats when an evacuation has been ordered.)**
- ☐ Record and keep with you the vessel registration number, description and location where it is secured. Inform the local marine patrol or police officials of your secured vessel's identification and location.
- ☐ Check your lease or ownership contract with your marina. Know your responsibilities.
- ☐ Being out of town during hurricane season will require making plans with someone knowledgeable of the procedures to care for your boat.

**Securing vessel**

- ☐ Seal all openings with duct tape to make the boat as watertight as possible.
- ☐ Remove loose gear from the deck. Store it securely inside or at home.
- ☐ Reduce dock or piling crash damage by securing old tires along the sides of the boat.
- ☐ Tides can reach heights of 10 to 20 feet above normal, particularly when water backs up into waterways. When securing lines, remember that a boat could be pulled under or be damaged as the tide rises.
- ☐ Wind direction reverses itself in a hurricane. Secure the boat for all directions.
- ☐ If the boat is left on a davit, open the boat drains before securing.
- ☐ Be sure not to block the passage of other boats which have moorings farther inshore. Cooperate with other skippers in securing their boats, and assist them as long as it is safe and prudent to do so. Remember, there may not be room for your boat at the last minute.
- ☐ When a hurricane warning is issued and you choose to relocate your boat, leave early for safe harbor.
- ☐ Do not attempt to leave the area unless you have a fast boat and are prepared to travel long distances in rough weather.

**NEVER** stay with your boat during the storm. When you are securing your boat, remove boat documents, radios and other valuables from the vessel prior to the storm, since you never know how long it will take for you to get back to your boat once the storm passes.

# LANDFALL

- ☐ Stay inside a well constructed building or home only if you have NOT been ordered to leave
- ☐ Go to your safe room if conditions warrant
- ☐ Keep battery-operated radio or TV on an emergency information station
- ☐ Keep flashlight with you
- ☐ Do not open doors or windows, not even "just to take a look"
- ☐ Stay away from windows and doors
- ☐ Do not operate gas grill or portable generator
- ☐ Stay off the phone unless absolutely necessary
- ☐ Turn off utilities if told to do so by authorities
- ☐ Turn off propane tanks
- ☐ Unplug small appliances
- ☐ Do not go outdoors until the storm has passed; winds can die down and begin again at anytime
- ☐ Stay inside during the calm of the hurricane "eye." THE STORM IS NOT OVER.
- ☐ Be alert for tornadoes which are often spawned by hurricanes

## IF YOUR HOME BECOMES DAMAGED DURING THE STORM:

- ☐ Stay away from windows and doors even if they are covered
- ☐ Take refuge in a small interior room, closet or hallway
- ☐ Close all interior doors
- ☐ Secure and brace external doors
- ☐ If you are in a two-story house, go to an interior first-floor room, such as a bathroom or closet
- ☐ If you are in a multiple-story building and away from the water, go to the first or second floors and take refuge in interior rooms away from windows
- ☐ Lie on the floor under a table or another sturdy object

# WHO HELPS AFTER THE STORM?

## IF YOU NEED IMMEDIATE HELP:

### WITH ANIMALS
**Palm Beach County Animal Care and Control**
7100 Belvedere Road
West Palm Beach, FL 33411
561-233-1200

### CLOTHING
**The Salvation Army**
2100 Palm Beach Lakes Boulevard
West Palm Beach, FL 33409
561-686-3530
Referrals are made to other agencies for clothing or vouchers.

### EMOTIONAL SUPPORT
**United Way of Palm Beach County**
**DIAL 211**

### FOOD, WATER, ICE PICK-UP
**Palm Beach County Emergency Management**
**Check local news for distribution sites**

### FOOD - MASS FEEDING
**The Salvation Army**
2100 Palm Beach Lakes Boulevard
West Palm Beach, FL 33409
561-686-3530

### FOOD - SHELTER FEEDING
**American Red Cross**
825 Fern Street
West Palm Beach, FL 33401
561-833-7711

### MEDICAL
***In an emergency, call 911. If there is no connection, contact local police or fire.***

### SHELTER
**American Red Cross**
825 Fern Street
West Palm Beach, FL 33401
561-833-7711

### UTILITY INTERRUPTIONS
***Contact your local utility.***

## IF YOU CAN ASSIST:

### WITH ANIMALS
**Palm Beach County Animal Care and Control**
7100 Belvedere Road
West Palm Beach, FL 33411
561-233-1200

### BY DONATING CLOTHING
**The Salvation Army**
2100 Palm Beach Lakes Boulevard
West Palm Beach, FL 33409
561-686-3530

### TO PROVIDE EMOTIONAL SUPPORT
**United Way of Palm Beach County**
2600 Quantum Boulevard
Boynton Beach, FL 33426-8627
561-375-6600

### TO WORK AT A SHELTER
Mass care shelters in Palm Beach County are opened and operated by the **American Red Cross**

### TO VOLUNTEER
American Red Cross trained disaster volunteers report to:
**American Red Cross**
825 Fern Street
West Palm Beach, FL 33401
561-833-7711

United Way of Palm Beach County volunteers report to:
**United Way of Palm Beach County**
2600 Quantum Boulevard
Boynton Beach, FL 33426-8627
561-375-6600

**FINANCIAL ASSISTANCE** Disaster services stretch the limited resources of organizations. If you want to directly support disaster response and relief organizations, contact the United Way or American Red Cross at the numbers above, or refer to local media for information on where to direct contributions.

# ROAD SAFETY

**Palm Beach County Emergency Management officials urge residents to stay at home and not venture out in the hours immediately following a hurricane. More injuries and fatalities occur after a major storm event than as a result of the weather itself.**

- ☐ Driving is extremely hazardous with storm debris on the roads, traffic signals that aren't working, signs that are down, flooding and downed power lines. Do not drive unless absolutely necessary. Drive slowly and approach all intersections with extreme caution. Treat intersections with missing/ non-working traffic signals or missing stop signs as a four-way stop.

- ☐ Never drive through flooded roadways. The depth of the water is not always obvious. Also, the road bed may not be intact under flood waters.

- ☐ If there is danger of flooding and your vehicle stalls, leave it immediately and seek higher ground. Rapidly rising water may engulf the vehicle and its occupants, sweeping them away.

- ☐ Do not visit disaster areas. Your presence may slow down emergency operations.

- ☐ Obey curfews. They are mandatory and will be re-evaluated daily. Anyone out during curfew could be subject to arrest.

- ☐ When a traffic signal regains power, it may flash red or yellow. Drivers should stop at the flashing red light and proceed cautiously through a flashing yellow light.

- ☐ If the power is out and the signal lights are dark, the intersection should be treated as a four-way stop.

- ☐ The following four-way stop procedure should be used at intersections where traffic signals are not functioning or stop signs are missing:

  1. ***All vehicles must stop.***
  2. ***The driver of the first vehicle to stop at the intersection shall be the first to proceed.***
  3. ***If two or more drivers reach the intersection at the same time, the driver on the left shall yield to the vehicle on the right.***

# General Post-Storm Safety

- ☐ Keep listening to NOAA Weather Radio or local radio and TV stations for instructions.
- ☐ If you evacuate, return home only when local officials tell you it is safe to do so and be sure to have identification.
- ☐ Use flashlights in the dark; do not use candles.
- ☐ Roads may be closed for your protection. If you come upon a barricade or a flooded road, turn around and go another way!
- ☐ Avoid weakened bridges and washed out roads. Do not drive into flooded areas.
- ☐ Stay away from flood waters and stay on firm ground. Moving water only six inches deep can sweep you off your feet.
- ☐ Standing water may be electrically charged from underground or downed power lines.
- ☐ Check gas, water and electrical appliances for damage.
- ☐ Do not drink or prepare food with tap water until you are certain it is not contaminated.
- ☐ Use the telephone to report life-threatening emergencies only.
- ☐ Be especially cautious if using a chainsaw to cut fallen trees.
- ☐ Avoid loose or dangling power lines and report them to the power company, police or fire department.
- ☐ Enter your home or any building with caution.
- ☐ Wear sturdy shoes and do not enter if there is water around the building.
- ☐ If you feel a building is not safe, do not enter and call your contractor or engineer.
- ☐ Look for fire hazards such as flooded electrical circuits or submerged furnaces and appliances.
- ☐ 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 from a neighbor's home.
- ☐ 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 sewage and water line damage. If you think sewage lines are damaged, don't use toilets, and call a plumber. If water pipes are damaged, don't use tap water, and call the water company.
- ☐ Watch out for animals, especially poisonous snakes that may have entered the building with flood waters.
- ☐ Open windows and doors to ventilate and dry your home.

## Hurricane Tips

Get a French press coffee maker. It doesn't need electricity so if you've got a gas stove (or gas grill), you can boil water and you've got coffee.

Always buy a gas grill with a side burner. It proves invaluable for heating water for coffee, soups and warming baby bottles. One note of caution: Use only in a well-ventilated area outdoors.

Use your dishwasher to store important papers. Dishwashers have a watertight seal, so if there's water damage to your house your documents will stay dry. Make sure to remove your documents before using the dishwasher.

# Secure Your Home

## Blue Roof Program

The Army Corps of Engineers implements the blue roof program on behalf of the Federal Emergency Management Agency (FEMA). Operation Blue Roof provides homeowners with free temporary blue plastic roof coverings for eligible homes damaged by a hurricane. This program allows victims back into their homes so that they can return to their routines as quickly as possible. It also greatly reduces the need for more expensive temporary housing. After a hurricane, registration sites will be established in the county. Registrants must fill out an application and sign a right-of-entry form. The Corps will employ contractors to install plastic sheeting on homes of pre-qualified applicants. The sheeting is for free-standing homes, not apartments or commercial establishments. The sheeting cannot be installed on tile or flat roofs. No individual tarps will be available for distribution at the registration sites.

**TOLL FREE NUMBER**
**1-888-ROOF-BLU (1-888-766-3258)**

## Secure Exposed Pools

**(CODE MAY VARY IN YOUR MUNICIPALITY)**

The Palm Beach County Code Enforcement Division will issue a fine if a swimming pool is not secure or if a fence or screen enclosure around the pool was knocked down by a hurricane. To temporarily cordon off the pool area, property owners can use orange plastic construction fencing supported by stakes or steel rods (rebar) driven into the ground. Rope or plastic tape is not adequate. Temporary barriers must be at least four feet high with no holes or gaps wider than four inches. County code requires barriers around all swimming pools; failure to comply could result in a fine of up to $1,000 per day. For more information, contact Code Enforcement at 561-233-5500.

## Repair Windows

**(CODE MAY VARY IN YOUR MUNICIPALITY)**

Repair broken windows as soon as possible after a hurricane. According to County code, glass is required in all windows. Immediately after a hurricane, Code Enforcement will allow ample time for residents to repair broken windows.

## General Purpose Tarps

Heavy gauge and extra-heavy gauge polyethylene waterproof tarps are available from hardware stores. They have sewn-in edges for extra strength and rust-proof aluminum grommets. These blue tarps can be used temporarily on a damaged roof but cannot be relied upon to provide protection during a hurricane.

## Food — Week 1

- ❒ 1 Gallon of water per person per day for at least 5 days, for drinking and sanitation
- ❒ Sandwich bread *(freeze until needed)*
- ❒ 3 Boxes of quick energy snacks *(i.e. granola bars or raisins)*
- ❒ 2 Cans of ready-to-eat-soup
- ❒ 1 Box of crackers
- ❒ Dry cereal
- ❒ 4 Cans of fruit
- ❒ 5 Cans of meat
- ❒ 4 Cans of vegetables
- ❒ 1 Jar of jelly or jam
- ❒ 1 Large can of juice
- ❒ Instant coffee/tea/ powdered drinks

## Water

Water will be needed for drinking, cooking, and bathing. Store enough bottled water for all members of your family and pets before the storm. Clean water that could be used for bathing & washing dishes is in your water heater.

## Storage — Week 2

- ❒ 2 Boxes of large plastic zip bags
- ❒ Plastic wrap
- ❒ 2 Rolls of aluminum foil
- ❒ Assorted plastic containers with lids
- ❒ 3 Boxes heavy-duty garbage bags
- ❒ Waterproof portable plastic container with lid

## Preserving Food & Important Documents

Electrical power can be off for several days after a storm, so plan for power outages. Also, use waterproof containers to protect important papers.

Palm Beach County
Board of County Commissioners

County Administrator
Robert Weisman

In accordance with the provisions of the ADA, this brochure can be made available in an alternate format. Contact Emergency Management at (561) 712-6400.

# Emergency Supply Kit Shopping List

Everyone needs to prepare for emergency situations, but shopping for supplies can be expensive and strenuous. Shopping for items a little at a time before an event, can reduce the stress of recovery by avoiding long lines and empty shelves.

***Get a Head Start & Be Prepared!***

## Health & First Aid — Week 3

- ❒ 1 Bottle of shampoo
- ❒ 1 Box sanitary hand wipes/liquid
- ❒ 1 Large tube of toothpaste
- ❒ Antiseptic
- ❒ Deodorant
- ❒ Tweezers
- ❒ Adhesive bandages, assorted sizes
- ❒ Rolls of gauze or bandages
- ❒ Hydrogen peroxide
- ❒ First Aid book
- ❒ First Aid tape
- ❒ Petroleum jelly
- ❒ Rubbing alcohol

## First Aid

During a storm, phone and electrical lines go down. Dangerous weather conditions prevent emergency vehicles from responding to emergency situations. Preparing yourself and your family with CPR and First Aid training can save the life of a loved one.

## Cleaning & Supplies — Week 4

- ❒ 2 Packages of eating utensils, paper cups, paper plates
- ❒ Facial tissues *(i.e. Kleenex)*
- ❒ 2 Rolls of paper towels
- ❒ 4 Rolls of toilet paper
- ❒ Liquid dish soap
- ❒ Mosquito repellent
- ❒ Matches
- ❒ 2 Pairs of latex gloves
- ❒ Broom, mop, and bucket
- ❒ Unscented liquid bleach

## Use What You Have

Stock up on personal care and cleaning items. Check your supplies now to make sure you have these supplies on hand. Don't forget disposable plates, cups and utensils, paper towels, and toilet paper. Insect repellent and sunscreen should be included. If you have an adequate supply on hand, you will not need to purchase them when you go shopping.

## TO DO LIST Before the Season Starts

- ❒ Make a family plan. Who does what and where will your family ride out the storm
- ❒ Locate your water meter and electrical shutoff
- ❒ Know the disaster plan of your child's school or daycare
- ❒ Trim trees and store loose objects
- ❒ Install/test your smoke detector
- ❒ Use a video camera to tape the contents of your home and store videotape with a friend who lives out of town
- ❒ Photocopy important papers and store safely
- ❒ Make plans to board your pet if you plan to go to a shelter
- ❒ Obtain cash or travelers checks
- ❒ Establish an out-of-state contact to call in case of emergency

## Keep in a Waterproof Portable Container

- Will, insurance policies, contracts, deeds, stocks, and bonds
- Passports, social security cards, immunization records
- Bank account numbers
- Credit card account numbers and companies
- Inventory of valuable household goods, important telephone numbers
- Family records *(birth, marriage, death certificates)*

## Medications — Week 5

- ❒ Extra supply prescription medication(s)
- ❒ Aspirin and/or acetaminophen
- ❒ Anti-diarrhea medicine
- ❒ Adult vitamins
- ❒ Thermometer

## Special Needs Shelter

The county Special Needs Shelter only accepts residents with a physical condition requiring medical or nursing care that cannot be provided for in a general population shelter. Individuals must be able to sleep safely on a cot or mat and meet one of the following criteria:

- **Need nursing assistance with medications or medical care administration**
- **Monitoring vital signs or medical conditions or activities of daily living but do not need hospitalization**
- **Need constant electrical power for medical equipment**

**Pre-registration is required** for individuals needing to use the Special Needs Shelter.

*To register call:* **(561) 712-6400**

## Common Tools — Week 6

- ❒ Battery operated radio
- ❒ Flashlights
- ❒ Flashlight batteries
- ❒ Assorted safety pins
- ❒ Scissors
- ❒ Screwdrivers
- ❒ Pliers
- ❒ Vise grips
- ❒ Hammer(s)
- ❒ Heavy-work gloves
- ❒ Stove fuel/charcoal, lighter fluid
- ❒ Camping or utility knife
- ❒ 1 Box disposable dust mask
- ❒ Plastic safety goggles

## Tune In

Local media are your primary source of information during disaster. They work with the Emergency Operation Center to provide up-to-date information that can keep you safe. Be sure to have a battery-operated radio and stock up on plenty of batteries. Stay informed about weather conditions, hazards, closed roads, curfews, and relief center locations.

## Heavy Tools — Week 7

- ❒ Plywood & fasteners to cover windows
- ❒ Tarpaulin, canvas for temporary roof repair
- ❒ Handsaw and/or chain saw & fuel
- ❒ Assorted nails
- ❒ Wood screws
- ❒ Hatchet
- ❒ Crowbar

## Safety

Most hurricane related injuries occur after the storm when people are cleaning up debris. Wear proper safety gear, make sure you know how to properly use power tools and machinery and never work alone. It may be best to hire skilled and insured professionals to do some work.

## Special Items — Week 8

- ❒ Special foods for special diets
- ❒ Extra hearing aid batteries
- ❒ Items for denture care
- ❒ Spare eyeglasses or contact lens supplies
- ❒ 1 Gallon of water per pet
- ❒ Leash or pet carrier
- ❒ Pet food
- ❒ Baby food
- ❒ Diapers
- ❒ Baby wipes

## What You Need

Only you know what you need. Some families will need special items added to their disaster list. These include baby food and baby care items as well as items for your pet. Make sure you have spare batteries for your hearing aid and a spare pair of eyeglasses. **Remember *pets are not allowed in general shelters.*** If you live in an evacuation zone, ***pets can be pre-registered for the Pet Friendly Shelter*** by calling **(561) 233-1266.**

**pbcgov.com/pubsafety/animals**

22-B

## Smart Supplies — Week 9

- ❒ Batteries for camping lantern
- ❒ Battery powered camping lantern
- ❒ Portable camp stove or grill
- ❒ Video or disposable camera

## Your Property

Before hurricane season, make a complete inventory of your valuables and personal property. Store important documents and valuables in a safe dry place. If you evacuate, take them with you if you can. Take a photo inventory before the storm and then take photos of any damage after the storm and then take photos of any damage after the storm for your insurance adjuster. Be sure that you are properly insured and understand all of the conditions of your policy prior to a disaster. This will save you from unfortunate surprises during recovery.

## Helpful Supplies — Week 10

- ❒ Games/activities for kids/family
- ❒ Extra radio batteries
- ❒ Local and state road maps
- ❒ Gas cans

## Have Patience

Damage after a hurricane is unpredictable. It can take several days, and in some cases, several weeks to restore power. Crews will begin work as soon as they can to clear roads and restore services. Be patient. Plan for loss of power, phones, water, and cable television. Have activities on hand for your family. Remember that everyone in the community is experiencing the same disaster. **DO NOT HOARD FUEL.** ***Work together and help your neighbor.***

## Everyday Safety — Week 11

- ❒ ABC certified fire extinguisher
- ❒ Smoke detector with battery
- ❒ Carbon monoxide detector

## Everyday Supplies

Disasters can happen without warning. It is a good idea to have disaster supplies on hand year-round. Make sure you always have a working fire extinguisher, smoke detectors, and a carbon monoxide detector. These items save lives and reduce property damage. To reduce risk of fire, **DO NOT USE CANDLES.** Never use a generator or charcoal grill inside your home or inside your garage.

Palm Beach County
Department of Public Safety
Division of Emergency Management

**www.pbcgov.com/eoc**

Palm Beach County
Department of Public Affairs

**www.pbcgov.com**

# Generator Safety

**To prepare for possible power outages, you may consider purchasing a generator before hurricane season begins. It can be helpful in restoring power to your refrigerator, lights, TVs and/or water pump.**

## Below are some generator tips:

- ☐ Ensure you have the correct cords and connectors.
- ☐ Don't fill the fuel tank until right before the storm. (It can grow stale and is unsafe in a hot garage.)
- ☐ If your generator uses a battery rather than a rope pull, ensure the battery is kept charged.
- ☐ Protect the generator from coming in contact with water, and don't let any protection impede air flow that cools the engine and generator.

Portable generators are useful when temporary or remote electric power is needed, but they also can be hazardous. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, and fire. Every year, people die in incidents related to portable generator use. Most of the incidents associated with portable generators involve CO poisoning from generators used indoors or in partially-enclosed spaces.

## Carbon Monoxide Hazards

**NEVER** use a generator indoors, including in homes, garages, basements, crawl spaces, and other enclosed or partially-enclosed areas, even with ventilation. Carbon monoxide is a colorless, odorless gas and is difficult to detect. Opening doors and windows or using fans will not prevent CO build-up in the home. Follow the instructions that come with your generator. Locate the unit outdoors and away from doors, windows, and vents that could allow CO to come indoors. Install battery-operated CO alarms or plug-in CO alarms with battery back-up in your home, according to the manufacturer's installation instructions. Test your CO alarms frequently and replace dead batteries.

## Electrical Hazards

**NEVER** try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

## Fire Hazards

**Follow these tips to prevent fires:**

**NEVER** store fuel for your generator in the home. Gasoline, propane, kerosene, and other flammable liquids should be stored outside of living areas in properly-labeled, non-glass safety containers that are strapped down securely prior to the storm's arrival. Do not store them near a fuel-burning appliance, such as a natural gas water heater in a garage. If the fuel is spilled or the container is not sealed properly, invisible vapors from the fuel can travel along the ground and can be ignited by the appliance's pilot light or by arcs from electric switches in the appliance.

**Before refueling the generator, turn it off and let it cool down. Gasoline spilled on hot engine parts could ignite.**

# HURRICANE MYTHS

***It will never happen here!***

That's probably what people in New Orleans, Homestead, and the Keys have said. But the entire coast from Texas to Maine is vulnerable to hurricanes. Hurricanes are forces of nature, and nature is not always predictable.

***My windows are ready. I have them taped.***

Taping windows to prevent breakage or limit the amount of shattering is not an effective form of window protection and can create airborne daggers of glass should the windows break. Window coverings made of 5/8-inch plywood or metal and fastened correctly can improve the chances of having your home survive the impact of a storm.

***I'm going to open the windows on the side opposite the wind so the air pressure doesn't explode my house.***

The best way to keep your home safe is to keep the wind OUT! Studies have shown that opening a window can increase the amount of damage done by wind. When a hurricane threatens, keep your home sealed up tight.

***Why should I prepare my house? When the big one comes, it's going to be destroyed anyway.***

While a hurricane's winds can destroy even the most solid structures, taking some basic precautions can significantly reduce damage from a storm. Pictures of areas devastated by hurricanes will often show one house standing while a neighbor's lies in ruins. The difference? The owners of the house in good shape took some basic precautions to safeguard their property. Shuttering windows, bracing garage and entry doors and bringing in yard items can mean the difference between destruction and minor damage.

***The storm surge is only going to be 15 or 20 feet and my condo is on an upper floor, so I'm riding the storm out.***

Vertical evacuation, or escaping the rising storm surge by going to the upper stories of a building, is a very bad idea. Wind speeds increase the higher you go, so you will be evacuating into a more dangerous place. Plus, the high winds and water will make getting help to you nearly impossible after the storm passes.

***We get high winds in our summer thunderstorms. A hurricane can't be much worse.***

While summer thunderstorms can produce wind gusts in excess of 60 miles per hour, the winds of a major hurricane can be twice as fast — or even faster. And, these winds will be sustained for hours, much longer than a brief thunderstorm. Remember, each time the wind speed doubles, the force it exerts is four times as strong. A Category 2 hurricane, with winds of 96 to 110 miles per hour, can do considerable damage to roof structures and trees.

***I've got my mobile home tied down and braced. It will be a safe place to ride out the storm.***

A mobile home is NEVER a safe place to weather a hurricane. In fact, once a mandatory evacuation is ordered, all mobile home residents are required to leave their dwellings, no matter how well secured they are.

***When I get the evacuation order, I'm leaving. There is no high ground here, and it will be much safer inland.***

Even with Palm Beach County's long coastline, not all near-coastal areas are subject to evacuation**.** In fact, in some locations, beach residents need travel no more than one mile to get to safe areas. Traveling a great distance to escape the effects of the storm may actually lead you into danger if you become stranded in evacuating traffic when the storm nears. And, the further you go to evacuate, the longer it will take you to get there and to your home after the storm passes.

***Why do I need an evacuation plan? When the order comes down, I'm going to go to an emergency shelter.***

Emergency shelters are safe places to ride out a hurricane, but they are not the most comfortable. They will be crowded and noisy, and, most likely, you will be sleeping on the floor. Your first and best option is to evacuate to a host home, the house of a friend, coworker or associate living in a non-evacuation zone.

***The weather looks great, I'm going to wait until the weather gets bad before I evacuate.***

This can be one of the most dangerous decisions you can make. Storm paths are extremely unpredictable, and waiting until the last minute can leave you with no place to go to escape a storm's fury. Evacuation orders are given based on the best information available and are issued early enough to allow sufficient time for people to get to shelters. Don't take chances with your life. Gather your important papers such as your homeowner's insurance policy, deeds to property and birth certificates, your hurricane survival kit, prescriptions and cash, as you may not be able to use credit cards after the storm. Secure your home and leave as quickly and safely as possible.

## Hurricane Tips

During extended power outages after a hurricane, you can take your garden accent lights that are solar powered and bring them into the house. They work well as night lights, stairway lights, or soft area lights. Don't forget they need to go out the next morning to recharge for the next night.

Consider using a clean trash can, filled with water, placed in the sun early in the morning. By afternoon you have warm water to bathe in instead of a cold shower. If you have no privacy fence, you might want to put the container on wheels in order to drag it into the house for your bath.

# Frequently Asked Questions

***1. Are there sufficient shelters for people if we're threatened by a Category 4 or 5 storm?***

Yes. Studies have shown that less than 10 percent of the people in evacuation zones go to local shelters. In Palm Beach County, we have shelter space for at least 60,000 people who live in the evacuation zone. If people do not live in the evacuation zones or mobile homes, they do not need to go to the shelters and should make plans to either leave the county or stay home or with friends. Shelters have a limited capacity and will be available on a first-come, first-served basis.

***2.Will the roads be jammed with traffic?***

Many people will leave the South Florida region if threatened by a Category 4 or 5 storm. The state has a plan to "reverse-flow" the turnpike at the direction of the governor. Included in that document is a plan to assure adequate fuel supplies and tow trucks to move vehicles. However, if people do not leave early enough, traffic tie-ups are likely. We do not want people stranded on roads when hurricane force winds are likely, so we have plans to open "refuges of last resort." These refuges are not "certified shelters" but are buildings near roadway exits that can be used to get people out of the wind. Such buildings as malls, retail stores, office complexes and governmental buildings may be used as these temporary refuges.

## Important Question

***Should I evacuate for a Category 4 or 5 storm?***

Mandatory evacuations are issued for people living along the coastal area and barrier islands subject to sea water surge; mobile homes regardless of location; and persons living in substandard housing. We encourage people to "run from the water and hide from the wind." **Evacuation is not required or recommended for persons living away from the coast or for persons living in structurally sound homes.** Stay home and stay off the roads. That's why we encourage people to have a hurricane kit that has sufficient food and water for at least seven days. However, if you plan to leave the county, you must leave early, at least three to five days before a storm's projected landfall.

Studies have been conducted that indicate storm surge in a Category 4 or 5 storm will be 10-12 feet. Our geography is different than New Orleans, Tampa, or Houston. In those areas, surge can penetrate many miles inland. In Palm Beach County, the area of possible surge inundation is limited to immediately along the coast and will not go miles inland.

***3. What if I can't drive and need transportation out of the county?***

If you live in an evacuation zone, mobile home, or substandard housing and do not have transportation, you need to register with Palm Beach County's Emergency Management (561-712-6400). You will be placed on a list and when evacuation orders are issued, you will be contacted and provided transportation to the nearest Red Cross shelter. We do not provide transportation out of the county or for those not meeting the above criteria.

***4. I have a "special need" and live outside of the evacuation zone. How do I get help?***

Persons with "special needs" (i.e. oxygen dependent, Alzheimer's or dementia, non-ambulatory, etc.) should register with Palm Beach County's Emergency Management (561-712-6400). Palm Beach County has two shelters for persons with special needs. Which shelter you go to is dependant upon your need. If you do not drive or have no means of transportation, you will be provided transportation to the appropriate shelter. These shelters are staffed with physicians, nurses and paramedics. However, you must pre-register.

***5. Is Palm Beach County prepared?***

Yes. Our hurricane response and recovery plans are well seasoned and our staff is prepared. We have contacted vendors to deliver food, water and ice even before the winds stop. The County and the cities have developed a well coordinated response to provide public safety and health services to those areas affected by a hurricane. Florida Power and Light representatives are at the Emergency Operations Center (EOC) and the County coordinates power restoration with them. State and federal response agency representatives will be housed at the EOC before, during, and after the storm to provide assistance to us. We have a dedicated staff whose sole purpose is to save lives and protect property after a storm and get us back to full operation as soon as possible.

***6. Who is in charge after a storm?***

Palm Beach County is in charge of evacuation and recovery actions. State and federal agencies and their staff provide necessary assistance, but the County will retain control over all evacuation and recovery actions.

# GLOSSARY

**Advisory** Official information issued by tropical cyclone warning centers describing all tropical cyclone watches and warnings in effect along with details concerning tropical cyclone locations, intensity and movement, and precautions that should be taken.

**CCOT – County Community Outreach Teams** The CCOT will be comprised of medical and mental health professionals, individuals representing county and community services agencies, volunteer agencies and security personnel.

**CERT – Community Emergency Response Team** The CERT program trains people to be prepared for emergency situations in their community and neighborhood. CERT members give critical support to first responders in emergencies, provide immediate assistance to victims and collect disaster information to support first responder efforts. For more program information, contact the CERT Coordinator at (561) 712-6400.

**Damage Assessment** Damage Assessment Teams are trained inspectors looking for damage to public infrastructure or to residential and business properties.

**DRC - Disaster Recovery Center** A facility established in, or in close proximity to, the community affected by the disaster where persons can meet face-to-face with represented federal, state, local and volunteer agencies to:

- Discuss their disaster-related needs
- Obtain information about disaster assistance programs
- Teleregister for assistance
- Update registration information
- Learn about measures for rebuilding that can eliminate or reduce the risk of future loss
- Learn how to complete the SBA loan application
- Request the status of their application for assistance to individuals and households

**EOA – Emergency Operating Area** An area for coordination of the post-disaster response and initial recovery activities within a defined geographic region of the county. County and service agency response and recovery efforts will be coordinated through the EOAs to ensure rapid identification of impacted populations (based on impact assessment) and to ensure the swift response of life-safety needs to the general and vulnerable populations.

**EOC - Emergency Operations Center** A central headquarters established by a government entity to coordinate efforts in response to a disaster event.

**Eye** The roughly circular area of comparatively light winds that encompasses the center of a severe tropical cyclone. The eye is either completely or partially surrounded by the eyewall cloud.

**Eyewall** An organized band or ring of cumulonimbus clouds that surround the eye, or light-wind center of a tropical cyclone.

**Fixed-Feeding Site** A fixed location where meals are served to affected populations after a disaster. These sites are used to support overall feeding operations.

**Gale Warning** A warning of one-minute sustained surface winds in the range 39 mph to 54 mph inclusive, either predicted or occurring and not directly associated with tropical cyclones.

**Hurricane / Typhoon** A tropical cyclone in which the maximum sustained surface winds reach 74 mph or more. The term hurricane is used for Northern Hemisphere tropical cyclones east of the International Dateline to the Greenwich Meridian. The term typhoon is used for Pacific tropical cyclones north of the equator west of the International Dateline.

**Hurricane Season** The portion of the year having a relatively high incidence of hurricanes. The hurricane season in the Atlantic, Caribbean, and Gulf of Mexico runs from June 1 through November 30.

**Hurricane Warning** A warning that sustained winds of 74 mph or higher associated with a hurricane are expected in a specified coastal area in 36 hours or less. A hurricane warning can remain in effect when dangerously high water or a combination of dangerously high water and exceptionally high waves continue, even though winds may be less than hurricane force.

**Hurricane Watch** An announcement for specific coastal areas that hurricane conditions are possible within 48 hours.

**Landfall** The intersection of the surface center of a tropical cyclone with a coastline. Because the strongest winds in a tropical cyclone are not located precisely at the center, it is possible for a cyclone's strongest winds to be experienced over land even if landfall does not occur. Similarly, it is possible for a tropical cyclone to make landfall and have its strongest winds remain over the water.

**Mobile Feeding Unit** Also known as a mobile feeding kitchen. These vehicles travel a set route providing hot meals for people affected by a disaster and are used to support feeding operations at emergency events.

**POD – Point of Distribution** A location managed by county or municipal personnel that provides for the distribution of water, ice and ready-to-eat meals to the general public on a drive-through basis.

**RIAT – Rapid Impact Assessment Team** Specially-trained teams that perform an evaluation, on the ground or airborne, following a disaster for the purpose of characterizing the extent and nature of damages to establish the response and recovery needs.

**Storm Surge** An abnormal rise in sea level accompanying a hurricane or other intense storm, and whose height is the difference between the observed level of the sea surface and the level that would have occurred in the absence of the cyclone.

**Storm Tide** The actual level of sea water resulting from the astronomic tide combined with the storm surge.

**Tropical Cyclone** Originating over tropical or subtropical waters, with organized deep convection and a closed surface wind circulation about a well-defined center. Once formed, a tropical cyclone is maintained by the extraction of heat energy from the ocean at high temperature and heat export at the low temperatures of the upper troposphere.

**Tropical Depression** A tropical cyclone in which the maximum sustained surface wind speed (using the U.S. one-minute average) is 38 mph or less.

**Tropical Disturbance** A discrete tropical weather system of apparently organized convection — generally 100 to 300 nautical miles in diameter — originating in the tropics or subtropics and maintaining its identity for 24 hours or more.

**Tropical Storm** A tropical cyclone in which the maximum sustained surface wind speed ranges from 39 mph to 73 mph.

**Tropical Storm Warning** A warning that sustained winds within the range of 39 to 73 mph associated with a tropical cyclone are expected in a specified coastal area within 24 hours or less.

**Tropical Storm Watch** An announcement for specific coastal areas that tropical storm conditions are possible within 36 hours.

**Tropical Wave** A trough or cyclonic curvature maximum in the trade wind easterlies. The wave may reach maximum amplitude in the lower middle troposphere.

# Palm Beach County Consumer Affairs Division

50 South Military Trail, Suite 201
West Palm Beach, FL 33415
**561-712-6600**, Boca/Delray/Glades call toll free: 1-888-852-7362
**www.pbcgov.com/consumer**

**So you need to hire a contractor…**
**Healthy doses of planning and precautions almost always beat predators**

**Take these precautions when considering hiring a contractor:**

- Unless you are actually going to do the work **DON'T** pull your own (building) permit
- Get references from friends
- Check with non-profit trade associations (who use an ethics code)
- Get at least 3 written bids
- Verify license (County or State). Note: Don't get confused with an "Occupational License" which is only a tax and NOT a permit to operate. (As of January 2007, it is now called a "Local Business Tax" not an "Occupational License")
  PBC Contractor's Certification: **www.pbcgov.com/pzb/Contractors**
  Florida Department of Business & Professional Regulation: **www.myfloridalicense.com**
- Verify insurance (especially Worker's Comp – ask for proof of actual insurance documents)
- You can check a company's Worker's Compensation coverage by going to the Florida Department of Financial Services website at: **www.fldfs.com/wcapps/compliance_POC/wPages/query.asp**
- Check with Consumer Affairs Division: **www.pbcgov.com/consumer** and the Better Business Bureau: **www.seflorida.bbb.org**
- **READ** and understand your contract (Remember contracts are primarily written to protect the contractor – not the customer)
- Request that any deposits required, be paid by credit card (or check)
- **Never pay cash** (or make a check out to "cash")
- Insist on performance clause(s):
- Under what circumstances will deposit be refunded?
- What happens if company fails to perform in specified period of time?
- Request a "waiver of lien" from the contractor BEFORE making your final payment. The waiver is a guarantee that the contractor has paid everyone and has no outstanding debt. This should prevent a supplier or sub-contractor from placing a lien against your property.

# American Red Cross

### *WHAT WE DO*

Your American Red Cross plays a vital role in relief and recovery from major storms. The Greater Palm Beach Area Chapter can provide literature and speakers to prepare you and your family for a hurricane.

### *MASS CARE*

American Red Cross manages mass care operations which include sheltering and feeding residents of Palm Beach, Hendry, Glades and Okeechobee counties. Our Emergency Response Vehicles travel into disaster-stricken areas providing food and beverages to residents and rescue workers alike.

### *HOW TO VOLUNTEER*

Disaster training courses and skill-honing drills for our volunteer staff are held on a continual basis throughout the year. Anyone interested in joining our disaster relief team should act now.
Our "Introduction to Disaster Services" course is designed to present the various functions available to new team members. Specific training courses are designed to prepare each newcomer to become a vital part of our elite volunteer team. If you wish to join our disaster relief team, please call us today at 561-833-7711 or 1-800-RED-CROSS. If you are impacted by disaster, always know that the American Red Cross will be here for you and your loved ones. All assistance provided by the American Red Cross is free.

### *FAMILY SERVICES*

Service centers will be opened after a hurricane to assist disaster victims with food, clothing and temporary housing.

Mobilizing Resources.

PALM BEACH COUNTY

# Disaster Recovery Coalition, Inc.

Rebuilding Futures.

**Mission**

To lead an organized and effective response effort in the aftermath of a disaster, and to address the preparedness and unmet recovery needs of individuals and families in Palm Beach County.

## Joining forces with a network of agencies and organizations to help rebuild after a disaster.

If you need assistance, please call

Palm Beach/Treasure Coast 2-1-1 Get Connected. Get Answers.

An initiative of United Way of Palm Beach County