

COMMUNICATION PLAN



- ❑ Make a list of family, friends and others who will be part of your plan.
- ❑ Consider a plan where each family member calls or emails the same friend or relative in the event of an emergency. A friend/relative who lives out of town, and out of the storm's path may be the best choice.
- ❑ Watch and listen to local TV and radio for official instructions as they become available.
- ❑ If you plan to evacuate your home, make sure those in your support network know when and where you plan to go. Be sure someone locally has an extra key to your home.

HOMEOWNER'S ASSOCIATIONS

During a Watch

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

After the Storm

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



SERVICES SCHEDULE - DURING A STORM

PUBLIC SAFETY

Response continues until it is no longer safe to be in the storm; personnel remains in stand-by mode. As calls for Public Safety are received, they are prioritized and handled when it is safe for personnel to respond.

SANITATION

Waste collection services will stop when the SWA closes the landfills - approximately 12-24 hours prior to a storm.

PUBLIC TRANSPORTATION

Once winds reach a sustained level of 40-45 mph, Palm Tran bus service will be discontinued.

PARKS

All parks will be closed after a hurricane until the park is free of debris and is safe to open to the public. Signs will be posted in the City announcing park openings and closings.



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Greenacres CITY LINK

HURRICANE PREPAREDNESS GUIDE

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Hurricane Preparedness
Review hurricane preparedness information on our website at: www.ci.greenacres.fl.us/dept_administration/Hurricane_Prep.htm

Palm Beach County Hurricane Survival Guide
For additional information to assist residents and businesses, access the *Palm Beach County Hurricane Survival Guide* at www.pbcgov.com/dem/hurricane/pdf/hurricane_guide.pdf

ARE YOU READY?

Hurricane season is June 1st through November 30th; although hurricanes can occur outside this time frame. Communities can cope with and recover from the aftermath of a hurricane if residents and businesses plan and prepare for emergencies like hurricanes. Being prepared means having a plan and knowing what to do before, during, and after a hurricane moves through an area. It is one of the most effective things each of us can do to protect our homes, businesses, and loved ones.

Each year, on average, ten (10) tropical storms develop over the Atlantic Ocean, Caribbean Sea or Gulf of Mexico, of which six (6) become hurricanes. Florida is known as the most hurricane-prone state in the nation, however, there are many severe weather threats that require all Floridians to be prepared year-round such as storm surges, heavy rainfall, flooding, high winds, tornadoes, and rip currents. The National Weather Service is responsible for protecting life and property through issuance of timely watches and warnings, but it is essential that you and your family are ready before a storm approaches.

As part of preparing for emergencies, the Palm Beach County Division of Emergency Management encourages all residents to "Know Your Zone." Knowing your storm surge evacuation area, flood zone, nearest shelter location, grocery, and building supply stores with emergency generators, and gas stations with transfer switches to emergency power is an important step to ensure that you and your family are prepared for a hurricane. This information is readily available by downloading the PBC DART application (*Disaster Assessment and Resource Tool*), on your smart phone and entering your home address.

PBC DART provides residents with information and tools used to prepare for a disaster with the ability to report damage to their home and/or business in the immediate aftermath of a disaster. Damage reports will help Emergency Managers get an immediate Countywide "picture" within hours of a disaster event to help prioritize response efforts. The application is an additional outreach method to keep the public safe and informed before, during, and after disasters. It is available for immediate download at no charge from Apple's iTunes Store and the Android Google Market.

The information presented here is intended to provide a general overview of actions to be taken as part of the planning and preparation phase. City employees also follow procedures to best prepare the City. By everyone taking the time to plan and prepare, we can all work together to deal with emergencies that impact our area.

IMPORTANT PHONE NUMBERS

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

City of Greenacres Emergency Radio	AM 1650
Animals	
PBC Animal Care & Control	561-233-1200
Business Support	
Small Business Administration	800-827-5722
Contractor Licensing	
Florida Dept. of Business & Professional Regulation	850-487-1395
Florida Division of Workers Compensation	800-742-2214
Emotional Support	2-1-1 or
PBC Crisis Line/Information/Referrals	www.211palmbeach.org
United Way of PBC	561-375-6600
Fire/Medical/Police	
City of Greenacres Emergency	9-1-1
City of Greenacres Non-Emergency	561-642-2160
Food/Water Pick-up Location Information	
PBC Emergency Management	561-712-6400
<i>(Check local news for distribution sites)</i>	
Food/Mass Feeding	
Salvation Army	561-686-3530
Health Issues	
PBC Health Department	561-840-4500
Housing Assistance	
Dept. of Housing & Urban Development <i>(Federal)</i>	202-708-1112
Insurance Complaints	
Florida Department of Financial Services	800-227-8676
Price Gouging	
Office of Attorney General	866-966-7226
Recovery Assistance	
Federal Government	800-333-4636 www.USA.gov
Recovery Information	
FEMA <i>(Federal Emergency Management Agency)</i>	800-621-3362
Schools	
PBC School Board <i>(Emergency Line)</i>	561-357-7500
Senior Assistance	2-1-1
PBC Crisis Line	561-383-1112 www.211palmbeach.org
Shelter	
American Red Cross <i>(Palm Beach Area)</i>	561-833-7711
Traffic Signals	
PBC Repairs	561-684-4030 www.pbcgov.com/palmtran
Transportation	
Palm Tran Bus & Transportation	561-841-4200 <i>(toll free)</i> 877-930-4287
Palm Tran 'Connection' Service	561-649-9838 <i>(toll free)</i> 877-870-9849
Tri-Rail	800-874-7245 www.tri-rail.com
Utility Interruptions	
AT&T <i>(Bellsouth)</i>	<i>(Residential)</i> 877-737-2478 <i>(Business)</i> 866-620-6900
AT&T U-verse <i>(Digital TV)</i>	800-288-2020
Comcast Cable	800-266-2278 <i>(Out of State)</i> 561-266-2278
Florida Power & Light <i>(FPL - Electric)</i>	<i>(Power Outage)</i> 800-468-8243 800-226-3545
PBC Water Utilities <i>(Water/Sewer)</i>	561-740-4600
Florida Public Utilities <i>(Gas)</i>	561-832-0872

For site locations of Supermarkets/Gas Stations with generators in our area visit:
www.ci.greenacres.fl.us

6 BEFORE THE SEASON BEGINS

Make a Plan

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

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

Shelter Information

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

- Check your shelter information and location, and plan accordingly if you have pets.
- If you have medical needs and need a Special Needs Shelter, call 561-712-6400 to pre-register.
- Register with Palm Tran Connection for the special Transportation Assistance Program. Call 561-649-9838 or 877-870-9849 to pre-register.

Shelter locations in or near the City of Greenacres:

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

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

City's Pre-Storm Activities

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

6 DURING A WATCH/WARNING

Stay Informed

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



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

6 LANDELL

Stay Indoors

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

If your home is damaged during the storm:

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

Generator Safety

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



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

6 SAFETY MEASURES

Safety Measures

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



City's Response & Recovery Activities

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



BASIC EMERGENCY SUPPLY KIT:

FOOD

- Water, one gallon of water per person per day for at least five (5) days, for drinking and sanitation.
- Food, at least a five-day supply of non-perishable food:
 - Small containers of canned fruits, meats, vegetables and fish not requiring cooking
 - Crackers, dry cereal, granola bars
 - Canned or bottled juices
 - Nuts, peanut butter
 - Dry Milk
- Mess kits, paper cups, plates, plastic utensils, and paper towels.
- Matches/lighter in a waterproof container.
- Can opener for food (*if kit contains canned food*).

TOILETRIES

- First Aid Kit (*include sunscreen, insect repellent*).
- Personal hygiene items:
 - Soap
 - Toothbrush, toothpaste
 - Washcloths, towels, etc.
 - Shampoo, deodorant
 - Shaving kit
 - Feminine items



- Moist towelettes, garbage bags and plastic ties for personal sanitation.
- Sleeping bag or warm blanket for each person.
- Complete change of clothing including long sleeved shirt, long pants and sturdy shoes.
- Unique family needs, such as daily prescription medications, eye glasses, infant formula or diapers.

PETS

- Pet Supplies:
 - Pet food and extra water.
 - Collar with ID tag, harness or leash.
 - Important documents – pet registration information, vaccination documents and medical records.
 - Crate or pet carrier.
 - Sanitation-pet litter, litter box, newspapers, paper towels, plastic trash bags, etc.
 - A photo of you and your pet(s) together.
 - Familiar items-favorite toys, bedding, etc.

HOUSEHOLD ITEMS

- Flashlight and extra batteries, sternos, lanterns.
- Whistle, to signal for help.
- Battery-powered radio, TV, fan (*or hand crank radio*) and a NOAA Weather Radio with tone alert and extra batteries for both.
- Wrench or pliers to turn off utilities.
- Water purification tablets or household chlorine bleach and medicine dropper – for disinfecting, dilute nine parts water to one part bleach. In an extreme emergency for drinking purposes, you can use 16 drops of regular household bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.
- Fire extinguisher.
- Dust mask, or cotton t-shirt, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place.
- Emergency reference material such as a first aid book or information from www.ready.gov
- Local maps.



OTHER

- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container.
- Cash or traveler's checks and change.
- Paper and pencil.
- Books, games, puzzles or other activities for children.
- It is recommended to have two (2) emergency kits - one full kit at home and a smaller portable kit in your vehicle.