Dear Friends:

The best defense against an emergency is being prepared. While hurricane season officially begins June 1, it's important that you plan in advance to ensure your safety year-round against all potential hazards. I encourage you to explore this informative guide and make use of the tools it offers to help you stay safe this hurricane season and throughout the year.

Should disaster strike our community, Duval County Emergency Management is your resource for up-to-date, critical information. Visit JaxReady.com for severe weather updates, and to learn in advance about emergency preparedness measures specific to our area. You can also sign up for Jacksonville’s emergency telephone notification system. Don’t wait until the forecast is threatening – take the time now to identify the evacuation routes in your community, as well as the designated shelters in your area. Be sure your hurricane kit is fully stocked, and most importantly, develop and discuss a disaster plan with your family.

Knowing what to do before, during and after an emergency is a vital part of being prepared, and could make all the difference when seconds count. Let’s work together to ensure all of our citizens are safe this hurricane season and throughout the year.

Sincerely,

Mayor Alvin Brown

This guide would not have been possible without the generous support of our two media sponsors:

Additional resources and content provided by these agencies:
This is my 32nd hurricane season on the First Coast. Maybe you’re a native, or perhaps 2013 is your first hurricane season. Either way, the best way to lower your stress level about the threat of tropical activity is to be prepared before the first storm is ever named. And to truly be prepared, you have to know what you are preparing for. That is the purpose of this 2013 Emergency Preparedness Guide.

Most of us can start by asking this question: “Will I stay or will I go when a storm threat materializes?”

If you live in an area that can be flooded by a storm surge, I would recommend placing yourself in the “go” category. If we are predicting a direct hit, you will most likely be asked to evacuate.

Please make a plan now, and consider the following:

• What do you need to protect your property?
• What will you take with you?
• Who will you notify that you will be gone?

Where you decide to evacuate should be dependent on where our First Coast News team is forecasting the hurricane will go. If you are not concerned about the storm surge impacting you – and remember that most of our rivers and creeks are in some way connected to the ocean – then you might elect to stay.

To stay, however, means you need to prepare for losing utilities and possibly being stuck in your home for days, perhaps longer. The simplest advice is to make sure you have anything you would need for camping at home. If you don’t camp, keep the following in mind:

• If we have winds over 70 miles per hour, you could be without power for days.
• You will need batteries.
• You will need food and water.

Also remember that even a tropical depression can cause major flooding from rainfall, so you need to prepare for the possibility that your local roads may be flooded. Every storm is different and has its own characteristics, but having a solid checklist now could save lives in the future.
Although this guide’s distribution coincides with the beginning of Hurricane Season, it offers much more than just details about hurricanes. It’s about being ready for all types of potential hazards that can impact Northeast Florida and Southeast Georgia.

Let’s start with the conditions of a dry season. It starts in late October and continues into May. This can make for great weather, but as the months go on, the dry weather can lead to wildfires. Last year, more than 3,000 acres burned in the greater Jacksonville area alone. Some homes were destroyed and many more were threatened. Smoke was a major factor in reducing driving visibility and air quality.

From late winter into spring, severe thunderstorms, some with tornadoes, arrived despite the dry weather. Some of these storms formed in less than 30 minutes and moved more than 60 miles per hour.

Last year, before the official start of the tropical season, two named storms formed. Tropical Storm Beryl was a direct hit and arrived as one of the strongest May storms ever. Beryl’s effects closed numerous businesses and lead to the cancellation of many Memorial Day events. Ports were also closed and more than 50,000 people lost power. Our area bridges once again drew focus to the reality of our vulnerability as winds gusting to more than 70 miles per hour forced a closure of the Mathews Bridge.

Beryl helped with rainfall initially, but the storm eventually set the stage for a major flood event known as Tropical Storm Debby. Though “just” a tropical storm, she arrived a few weeks after Beryl, and the combination of the two produced 27 inches of rain in Jacksonville. Thus, we had half of our 2012 rainfall in just five weeks!

Debby alone drenched some areas with 2 feet of rain. Some of the hardest hit areas included the St. Mary’s and Suwannee rivers. Lake City and Live Oak experienced the worst flooding since 1964, when Hurricane Dora made a direct hit on the First Coast.

Fortunately for us, we did not get hit by a hurricane last year, but these incidents should serve as reminders that we must be ready as another hurricane season unfolds.
Right on cue, the tropical waters are heating up, and upper-level winds are decreasing. These two factors are the driving force behind the potential punch of the 2013 Hurricane Season.

The easiest part of making storm predictions is foreseeing the inevitable formation of tropical cyclones throughout the season. This year, meteorologists expect our oceans to be warmer than average. Combine that with the upper level winds, and tropical cyclones are more likely to form, and with greater intensity. However, the tough part is trying to determine where and how severe the impact will be.

Defining the hurricane season outlook is an attempt to determine whether the amount of energy within tropical cyclones will be above or below normal and their frequency. This involves monitoring indicators all over the globe.

Normal seasons used to consist of 11 named storms, with six becoming hurricanes, two of those major. This season, according to numerous experts, could deliver twice what we previously considered average.

Who will actually be hit and how hard? The cone of concern is your best predictor. But before those cones become part of the forecast, please get prepared and be ready.
‘Watch’ vs. ‘Warning’ Defined

Hurricane Watch: Hurricane conditions are a threat within 48 hours. Review your hurricane plans. Get ready to act if a warning is issued, and stay informed.

Hurricane Warning: Hurricane conditions are expected within 36 hours. Complete your storm preparations and leave the area if directed to do so by authorities.

Advance Preparations

• Know if you live in an evacuation zone. Decide where to go if ordered to evacuate. Have a backup plan ready.

• Put together a disaster kit as recommended on page 11.

• Plan for pets. See page 10 for details.

• Teach children how to call for help and to memorize important family information (family name, address and phone numbers). Establish a meeting point if you get separated.

• Learn about your community’s hurricane response plan. Become familiar with routes to local shelters, register family members with special medical needs (details on next page) and make plans for the care of your pets.

Register for Emergency Notifications

By registering with Duval County Emergency Management, you can receive automated phone notifications in the event of a potential or pending emergency, such as severe weather warnings. The system will automatically contact Duval County residents who have published residential phone numbers and those who have registered. To register your Duval County cell phone, unpublished residential or business phone numbers for emergency notifications, visit www.jaxready.com or call 630-CITY (2489). Residents outside Duval County should contact their local Emergency Management offices to learn if they have similar services. See regional contact information on pages 22 and 23.

As the Storm Approaches

• Listen to a NOAA Weather Radio for critical information from the National Weather Service (NWS).

• Check your disaster supplies. Replace or restock as needed.

• Bring in anything that can be tossed about by the wind.

• Close windows, doors and hurricane shutters. If you don’t have shutters, close and board up windows and doors with plywood.

• Set your refrigerator/freezer to the coldest setting. Keep them closed as much as possible to preserve food if the power goes out.

• Turn off any propane tanks.

• Unplug small appliances.

• Fill your vehicle’s gas tank.

• Obey evacuation orders.
Duval County Emergency Management maintains a registry of clients who have been identified as persons with Special Medical Needs. These individuals require assistance during evacuations and sheltering.

**What is a Special Needs Client?**

A person qualifying for special needs is someone who is medically dependent on electricity, such as life-supporting equipment. This may also include a person with regular need for assistance with medications and/or observation, dementia, chronic conditions that require assistance and persons with contagious health conditions that require minimal precautions or isolation (rare in shelter).

**How to Register**

Any person who meets the above criteria and plans to use a public shelter during an evacuation should register by completing the form located at www.JaxReady.com or by contacting Duval County Emergency Management at (904) 630-2472.

Please note that a new registry is created each year, starting in January. **It is important to remember that each client must re-register every year to remain in the system.** Each individual’s registration form is reviewed by a health care professional and categorized by the assistance required. Registrants are then assigned to a shelter, hospital, and transportation agency, if applicable. Individuals will be notified by mail with information regarding what to bring to the shelter.

**Transportation & Special Needs**

If you require transportation to the Special Needs Shelter, please make contact with your normal transportation provider to advise them that you will need transportation to a shelter. The Emergency Operations Center (EOC) will be assisting with the coordination of the different transportation providers. The EOC maintains a list of those special needs clients who require transportation during an evacuation. This list is shared with the transportation providers for scheduling. It is important that you are ready when they arrive since these providers may be transporting a large number of people. If you arrive at a shelter by special transportation, you will be returned home in the same manner.

**What to Expect at the Shelter?**

Special medical needs shelters are refuges of last resort, intended to house residents with special medical needs. Shelters may be crowded and uncomfortable. There is no guarantee of electricity and there may be no privacy. Amenities are limited to basic nursing assistance, first-aid care, bathroom facilities, food and water. An evacuation kit should be prepared to make the stay more comfortable. Some contents of this kit should include, special dietary needs, important paperwork, and comfort items.

**What Happens During Evacuation?**

Special Needs clients requiring transportation will be contacted by phone to coordinate a pickup time. Please be ready when transportation arrives and make sure you have packed all essential items. Caregivers and/or family members are welcome to accompany Special Needs clients to the shelter.

Once the storm has passed, individuals are returned home by the same mode of transportation in which they arrived. Program officials will verify that the individual’s residence is safe and habitable prior to his or her return.
Duval County has three types of shelters that may be opened during an incident: General Population, Special Needs, and Pet-Friendly. Some of these shelters are co-located at a single facility. Most of these shelters are managed by the American Red Cross, while the Duval County Health Department is responsible for the Special Needs Shelters. City of Jacksonville’s Animal Care and Protective Services facilitates the Pet-Friendly Shelters.

If you anticipate relocating to a Special Needs Shelter, emergency management officials encourage pre-registration as detailed on the previous page. Pre-registration is not required to take refuge in a General Population or Pet-Friendly Shelter, but it is important that you plan for where you will go and what you will need. For information on which types of animals allowed in a Pet-Friendly Shelter, please visit www.jaxready.com.

Local emergency management officials will determine which shelters will be opened during an incident and will communicate this information through pre-existing media relationships and through social media outlets like Twitter and Facebook.

What to Bring

If you choose to go to a shelter, regardless of the type, there are certain items you should remember to take with you.

• First aid kit
• Identification
• Food and water
• Special diet food
• Over-the-counter medicine (aspirin, antacids, decongestants)
• Prescriptions in original bottles (one to two-week supply)
• Baby food, diapers and other baby supplies
• Cards, games, books, snacks
• One complete change of clothing
• Bedding: blankets, sleeping bags, pillows, air mattresses
• Toiletries/personal hygiene items
• Flashlights and extra batteries
• Battery-operated radio
• Phone charger

Note: Before going to a shelter, secure your home and eat something if time permits.

A shelter is a place of safety for those whose homes are unsafe. There is very little privacy in a shelter, and the conditions are often crowded. For health and safety reasons: NO smoking, firearms, weapons, or alcohol are allowed in ANY shelters.
A Vital Voice in Times of Crisis

The devastation of natural disasters like flooding in the Midwest, the 2010 earthquake in Haiti, and Hurricane Sandy still haunt us through powerful images of destruction and stories from survivors. While unfortunate, we cannot overlook the high-risk regions that carry a greater potential to experience natural disasters. For Florida residents and visitors, each June marks the beginning of hurricane season and prompts us to take precautions for tropical cyclones and their effects: widespread flooding and tornadoes.

Craig Fugate encouraged residents of the affected areas to make sure they had battery or crank-up radios, saying that during a significant weather crisis, “radio would be the only reliable source of information.”

Media platforms, including televisions, cell phones and the Internet, can be greatly disrupted during a hurricane, which typically takes down power. Also, cell and smart phones can be vulnerable if cell towers are damaged or there are limited means of charging cell phones. When power is lost, people tend to go back to the very basic way of getting information, and public radio is a trusted and reliable resource that provides access to much needed information.

Public radio has a long history of serving the millions of citizens and visitors throughout Florida during times of crisis, including severe weather threats. In 1999, the Florida Department of Transportation installed road signs along statewide evacuation routes noting Florida’s public radio stations as the “go to” media outlets for the public to tune to for emergency management information.

As a delivery medium, radio is of particular importance during an emergency. Prior to the landfall of Hurricane Sandy, FEMA Director

\[
\text{Public radio is a trusted and reliable source of information in times of crisis.}
\]
Consider All Family Members

The best way to protect your household from the effects of a disaster is to have a plan. If you are a pet owner, that plan must include your pets. Being prepared can save their lives.

If you must evacuate, the most important thing you can do to protect your pets is to evacuate them, too. If it's not safe for you to stay behind, then it's not safe to leave pets behind either.

In the event you choose not to evacuate, plan for your pet to stay in your identified safe room and include your pet disaster supply kit and other resources to accommodate them.

Pet-Friendly Shelters

Pet-friendly shelter locations will be identified in the event of an evacuation and released via the media.

The following animals will be allowed: dogs, cats, ferrets, pocket pets (such as hamsters, gerbils, guinea pigs), rabbits and birds (no exotics). **No reptiles will be allowed in the shelters.**

You may register three pets per family. All pets must have proof of vaccination and registration, be properly crated/caged and maintained by their owners. No pets may be dropped off. Certain supplies must accompany your pet(s) to the shelter. See list at www.coj.net.

Know a Safe Place to Take Your Pets

- Unless otherwise identified as “Pet-Friendly,” local and state health and safety regulations do not permit the Red Cross to allow pets in disaster shelters. (Service animals are allowed in all Duval County shelters). See “Pet-Friendly Shelters” section on this page.

- Contact hotels and motels outside your local area to check their policies on accepting pets and restrictions on number, size and species. Ask if "no pet" policies can be waived in an emergency. Keep a list of "pet friendly" places, including phone numbers, with your disaster supplies. Visit www.petswelcome.com for a listing.

- Ask friends, relatives or others outside the affected area whether they could shelter your animals.

- Make a list of boarding facilities and veterinarians who could shelter animals in an emergency, and include 24-hour phone numbers.

Pet Emergency Preparedness Kit

Assemble a Pet Emergency Preparedness Kit. Keep your pet’s essential supplies in sturdy containers that can be easily accessed and carried (a duffle bag or covered trash containers, for example).

Your pet emergency preparedness kit should include:

- Medications, medical records, proof of current shots (stored in a waterproof container) and a first aid kit.
- Sturdy leashes, harnesses, and/or carriers to transport pets safely and ensure that your animals can’t escape.
- Current photos of your pets in case they get lost.
- Food, drinkable water, bowls, cat litter/pan, manual can opener.
- Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to foster or board your pets.
- Pet bed or toys, if easily transportable.
Build a Kit

Being prepared also means being equipped with the proper supplies you may need in the event of an emergency. Keep your supplies in an easy-to-carry emergency preparedness kit that you can use at home or take with you in case you must evacuate.

At a minimum, you should have these supplies:

- **Water** – one gallon per person, per day
  (72-hour supply for evacuation, two-week supply for home)
- **Food** – non-perishable, easy-to-prepare items
  (72-hour supply for evacuation, two-week supply for home)
- **Flashlights**
- **Battery-powered or hand-crank radio (NOAA Weather Radio)**
- **Extra batteries**
- **First aid kit – Anatomy of a First Aid Kit**
- **Medications (seven-day supply) and medical items**
- **Multi-purpose tool**
- **Sanitation and personal hygiene items**
- **Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)**
- **Cell phone with charger(s)**
- **Family and emergency contact information**
- **Extra cash**
- **Emergency blanket**
- **Map(s) of the area**

Consider the needs of all family members and add supplies to your kit. Suggested items to help meet additional needs are:

- **Medical supplies** (hearing aids with extra batteries, glasses, contact lenses, syringes, etc.)
- **Activities and games for children**
- **Baby supplies** (bottles, formula, baby food, diapers)
- **Pet supplies** (collar, leash, ID, food, water carrier, bowls)

Make a Plan

- **Identify responsibilities for each member of your household and plan to work together as a team.**
- **If a family member is in the military, plan how you would respond if they were deployed.**
- **Plan what to do in case you are separated during an emergency.**
- **Choose an out-of-area emergency contact person. It may be easier to text or call long distance if local phone lines are overloaded or out of service. Everyone should have emergency contact information in writing or saved in their cell phones.**
- **Decide where you will go and choose a primary and alternate route to your destination. You may choose to go to a hotel/motel, stay with friends or relatives in a safe location or go to an evacuation shelter, if necessary.**

When You Evacuate

- **Grab your supply kit and take it with you.**
- **Lock the windows and doors.**
- **Turn off electricity, water and gas at the main valves and switches.**
- **Never attempt to turn utilities back on after returning home. Call the utility company if necessary.**
- **Contact friends or relatives to share your evacuation plan**
- **During a mandatory evacuation, all residents of manufactured homes must evacuate for all hurricane force winds and seek safe shelter.**

When You Stay at Home

- **Select an interior room or hallway on the first floor with no windows to shelter during the storm.**
- **Keep your disaster supply kit with you.**
- **Stay inside, away from windows.**
- **Wait for official word that the danger has passed. Don’t be fooled by the storm’s eye.**
**Evacuation Routes**

**Nassau County**
- Florida A1A west to U.S. 17, Interstate 95, U.S. 1 and U.S. 301.

**Duval County**
- Heckscher Drive: Drive west to Florida 9A to points west and north.
- North of Atlantic Boulevard: Drive south and turn west on Wonderwood Drive or Atlantic Boulevard, proceed to Florida 9A North across the Dames Point bridge (Broward Bridge) to points west via Interstate 295 and north by Interstate 95.
- Between Atlantic and Beach boulevards: Drive south and turn west on Beach Boulevard, proceed to Hart Bridge Expressway to Interstate 95 to Interstate 10 or points west.
- Between Beach and Butler boulevards: Drive south and turn west on to Butler Boulevard, proceed to Interstate 95 and points west.

**St. Johns County** (Northern)
- Ponte Vedra Beach/Sawgrass: North on Florida A1A, turn west onto Butler Boulevard, proceed to Interstate 95 or points west.
- Palm Valley area: Proceed southeast to County Road 210, proceed to Interstate 95 or points west.
- On the coast halfway between Mickler’s Landing and South Ponte Vedra Beach: North of Guana Dam, go north to Florida A1A, proceed west across Palm Valley Bridge on County Road 210. South of Guana Dam, go south on Florida A1A, proceed west across Vilano Bridge. Continue west on Florida 16 to Interstate 95 or points west.

**Mandatory Evacuations**

During hurricane season, the Mayor of the Consolidated City of Jacksonville has the authority to issue a local state of emergency. Depending on the severity of the event, and the best information available from subject matter experts, the state of emergency could include a mandatory evacuation order. Residents should seek shelter in an alternate location safe from flooding and high wind impacts. Information regarding the evacuation order will be communicated through television, radio, social media and other outlets to ensure all citizens covered by the mandatory evacuation order receive word of the need to leave the area.

The City of Jacksonville provides shelters for those residents who do not have another strategy in place for safe shelter. These shelters are often crowded and noisy, and may not be the best solution for every person. This reality is why each resident is urged to develop a personal preparedness plan. Sit down with your family and work out the details when the sun is shining and not when the storm’s impact is upon us.
Using Public Transportation During an Evacuation

In the event of a hurricane, when the city issues an evacuation order, the Jacksonville Transportation Authority will begin emergency evacuation services. This includes JTA Connexion and regular JTA routes. For safety, JTA services will be discontinued before the storm hits the area.

For Those With Any Special Needs

During an evacuation, JTA provides transportation to residents with medical or special needs through regular JTA bus service and JTA Connexion. Pre-registration for this service is required. Take action now. Call 630-CITY (2489) to register for this medical/special needs evacuation service. Anyone who needs JTA’s medical/special needs evacuation assistance and transportation must register with the city each year.

If You Cannot Evacuate

If an evacuation order is issued and you do not have your own personal vehicle, or you cannot leave the area with family members or friends, JTA provides evacuees free transportation to open public shelters only. You can go to any JTA bus stop and wait to be picked up. Once a bus arrives, you will then be transferred to a shelter shuttle, which will take you to a public shelter. Evacuees using JTA public transportation cannot choose their shelter destination.

For more information:
If you don’t know where a bus stop is or if you do not know whether you have bus service in your area, please call 630-CITY (2489) for assistance.

Areas Not Part of Regular Routes
If there is no JTA bus service in your area, call 630-CITY (2489) for instructions on evacuating.
When the Power Goes Out

Generator Safety

JEA recommends that you not use a generator unless you know how to use it safely. If you do use a generator, do so outside your home in a well-ventilated area. Fumes from a running generator can be deadly.

Electrical Safety

If you plan to evacuate, turn off the circuit breakers for the water heater, the power to your home at the main electrical panel, and your water at the home’s main service valve.

If you rely on electricity to operate necessary medical equipment, make arrangements now to ensure your safety in the event of a loss of power. You should also contact Duval County Emergency Management at (904) 630-2472.

Should your home or business sustain water or flood damage, consult a private electrician to determine if it is safe to restore power.

Please call 9-1-1 immediately to report a downed electric line. STAY AWAY from all downed power lines because they may be energized. If you get close enough to an energized power line, you risk being electrocuted — even without actually touching the wire.

JEA’s Restoration Process

Our plan focuses on first returning power to the facilities that deliver power to the largest number of affected customers. First, we repair damage to the JEA facilities that produce power and the lines that carry it from our plants. Then, we focus on restoring power to customers who provide essential services to your community, such as hospitals, police, and fire stations. Next, we repair damage that will return power to the greatest number of customers in the least amount of time. Once major repairs are done, we begin working to restore individuals and small groups of customers. We then begin the process of going street by street and house by house to make the final repairs to restore everyone’s power.

Water and Sewer Safety

Stay away from any raw sewage and contact JEA at (904) 665-6000 to report sewer overflows.

If boil water notices are declared in your neighborhood and you cannot boil water, use regular (not concentrated) bleach to purify water for drinking, as specified by the American Red Cross.

- Add 16 drops of liquid chlorine bleach per gallon of water, or eight drops per 2-liter bottle of water. Stir to mix. A sodium hypochlorite concentration of 5.25 to 6 percent should be the only active ingredient in the bleach. There should not be any added soap or fragrances.
- Let stand 30 minutes.
- If it smells of chlorine, you can use it. If it does not smell of chlorine, add 16 more drops of chlorine bleach per gallon of water (or eight drops per 2-liter bottle of water), let stand 30 minutes, and smell it again. If it still does not smell of chlorine, discard it and find another source of water.

Continue to use bottled or disinfected water for drinking and cooking until JEA’s water supply has been declared safe.

JEA Updates and Communications

JEA will communicate via jea.com, Twitter (@newsfromjea), Facebook (NewsFromJEA) and the media during any type of emergency. In the case of a hurricane, please refrain from calling during the brunt of the storm to report an outage. JEA crews and personnel will ride out the storm for safety purposes until danger has passed. Once our damage assessment is done and restoration begins, JEA will communicate when calls to report outages can start via the channels listed above.
Flooding Can Happen Anywhere

Flooding is the one natural hazard that affects all 50 states. Flooding may occur due to an accumulation of rainwater on saturated ground and paved surfaces such as streets. It can also occur in rivers when the flow rate exceeds the capacity of the river channel, particularly at bends in the waterway. Some floods develop slowly, while others such as flash floods can develop in just a few minutes and without visible signs of rain. The primary effects of flooding include damage to buildings and other structures, including bridges, sewerage systems, roadways, and canals. Loss of life can also occur.

Turn Around, Don’t Drown

Annually, more deaths occur due to flooding than from any other severe weather hazard. According to the Centers for Disease Control, more than half of all flood-related drownings occur once a vehicle enters hazardous flood water. The next highest percentage of flood-related deaths is due to walking into flood waters. Flood waters can be very swift and powerful. Many of the deaths occur in automobiles as they are swept downstream. Of these drownings, many are preventable, but too many people continue to drive around the barriers that warn you the road is flooded.

National Flood Insurance Program

It is recommended to identify if you live in a flood zone and to determine your flood insurance requirements. Most homeowners' insurance, even if it includes a hurricane policy, does NOT cover flood damage. There is a 30-day waiting period for a flood policy to go into effect after it is purchased. Call the National Flood Insurance Program (NFIP) at 1-800-767-4341 or go online at www.floodsmart.gov.

Debris Management

As the community begins to rebuild following a disaster, there is likely to be a large collection of debris in the area. From refrigerators that have become contaminated, to tree limbs on your roof or blocking your roads, as well as downed power lines or spilled gasoline or home detergents and chemical additives that have entered the water supply, this is all considered debris.

Report Damage

Property owners are encouraged to call 630-CITY (2489) to report the extent of damage to their property and the amount of debris in the area. The City of Jacksonville needs to know about the extent of damages in the community, so officials can contact the State of Florida and FEMA to start the declaration process, if the damage is severe enough to warrant a Presidential Declaration. Unless this information is e-mailed or called into 630-CITY, you may not receive the additional assistance you may be eligible for following a significant disaster. When in doubt, call!
What Do I Do After a Hurricane?

• Continue monitoring to a NOAA Weather Radio or the local news for the latest updates.
• Stay alert for extended rainfall and subsequent flooding, even after the hurricane or tropical storm has ended.
• If you evacuated, return home only when officials say it is safe.
• Drive only if necessary and avoid flooded roads and washed out bridges.
• Keep away from loose or dangling power lines and report them immediately to 9-1-1.
• Stay out of any building that has water around it.
• Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
• Do NOT use candles in the dark; instead, use flashlights.
• Avoid drinking or preparing food with tap water until you are sure it’s not contaminated.
• Check refrigerated food for spoilage. If in doubt, throw it out.
• Wear protective clothing and be cautious when cleaning up.
• Watch animals closely and keep them under your direct control.
• Use the telephone only for emergency calls.

As you rebuild ...

• Secure double entry doors at the top and the bottom.
• Strengthen existing garage doors to improve the wind resistance, particularly double-wide garage doors.
• Protect windows with permanent storm shutters or 1/2-inch marine plywood that is pre-cut to fit your doors and windows.
• Clear loose and clogged rain gutters and downspouts to prevent flooding and unnecessary pressure on the awnings.
• Select trees that are less prone to uprooting to replace damaged ones. A landscaping professional can give you excellent advice.
• Identify a place to store lawn furniture, toys, gardening tools and trash cans that is away from stairs and exits to prevent them from being moved by high winds and becoming missiles.

Ask a professional to ...

• Ensure roof sheathing is properly installed.
• Ensure end gables are securely fastened to the rest of the roof.
• Fasten the roof to the walls with hurricane straps.
• Elevate your home if it is near the coast and subject to flooding from storm surge.

Food Safety During Outages

Power outages of any length can be frustrating and troublesome, and prolonged ones can also be dangerous. When your refrigerator goes out, special food safety measures must be taken.

Perishable foods, including milk, meat and eggs, should not be stored above 40 degrees for more than two hours. If a power outage is two hours or less, you don’t need to be concerned, but you should know how to save your food when the refrigerator is out for longer periods of time. Being prepared can help. By planning ahead, you can save your perishables and safeguard your family’s health.

What Do I Need?

• One or more coolers. Styrofoam coolers can do an excellent job.
• Shelf-stable foods, such as canned goods and powdered or boxed milk. These can be eaten cold or heated on the grill.
• A digital quick-response thermometer. You can quickly check the internal temperatures of food for safety.

What Should I Do?

• Do not open the refrigerator or freezer. An unopened refrigerator will keep foods cold enough for a couple of hours at least. A freezer that is half full will hold for up to 24 hours and a full freezer for 48 hours. Instead, eat shelf-stable foods.
• If it looks like the power outage will be for more than two to four hours, pack the important items in your refrigerator, such as milk, dairy products, meats, fish, poultry, eggs, and left-overs into your cooler surrounded by ice. Keep temperature at or below 40 degrees. Throw away any items that have been exposed to temperatures greater than 40 degrees for more than two hours.
What is Recovery?

Recovery consists of restoring and rebuilding the schools, roads, businesses and livelihoods after a disaster. The reason we plan for recovery is so that all of the partners involved – the school district, the city, the Beaches, the local businesses, and others – can ensure that we will address everyone’s concerns after a disaster. Every person has a voice in recovery. Recovery is not only a chance to return to normal, but a chance to make normal better.

As part of this process, the City of Jacksonville identifies short- and long-term alternative housing for residents and workers who may come to Jacksonville to help rebuild after a disaster. Presidential Disaster Declarations open the door for federal funds to help the people, property, businesses, and governments to recover after a disaster. Information on Individual Assistance and Small Business Administration disaster loans can be found in this guide as well as online at www.jaxready.com.

Governments, museums, community centers, low-income housing, homeless shelters, and many more facilities are eligible for Public Assistance funds after a disaster. However when working through this process, remember all damages must be from a declared disaster, and they must not be due to deferred maintenance. For a complete listing of facilities eligible for Public Assistance funds, please visit www.fema.gov.

How to Apply for FEMA Individual Assistance After a Disaster

FEMA currently operates a program that will assist in helping the citizens of Jacksonville recover after a disaster called the Individual Assistance Program. This program provides crisis counseling, disaster unemployment assistance, disaster legal services, and housing resources among other services. To be eligible for FEMA Individual Assistance, the President must make a disaster declaration authorizing it. This will be publicized. To apply for assistance, either visit a Disaster Recovery Center or go online to www.disasterassistance.gov.

Before applying for assistance, be sure to have a Social Security Number and be a U.S. Citizen, Non-Citizen National, or Qualified Alien. You should also have copies of your insurance documents and the coverage they provide, information on the damages sustained to your property, your family’s total annual household income (before taxes) at the time of the disaster, and contact information for where you can be reached. As part of the screening process for Individual Assistance, you must also complete a Small Business Administration (SBA) assistance package. FEMA will not process an Individual Assistance claim without the SBA application package.

Additionally, homeowners and renters may be eligible to apply for SBA disaster loans. For homeowners, these loans may be used to replace or repair your primary residence. For renters, these personal property loans may be used to replace or repair items such as clothing, furniture, cars, and appliances that were damaged or destroyed during the declared disaster. Visit www.sba.gov for more information on home and personal property loans.
Resiliency

When the Disaster is Not Presidentially Declared

Some disasters, though devastating, will not meet the federal requirements to be a Presidentially Declared Disaster. This is when we need to recover from the disaster on our own, whether “we” is a local government, a small business, a large corporation, or a local resident.

Regardless of whether you own the damaged property, you are responsible for documenting the damages and submitting the damages to your landlord and/or insurance company. While the physical property may be destroyed, you can still receive financial reimbursement for the value of that property. Prior to the disaster, you should gather all your important documents (such as birth and marriage certificates, deeds, loan information, bank account information, etc.) and photocopy them. Store these documents in a safe place. If you evacuate, bring the documents with you. You will need these documents to support your claims.

Personal resiliency is the ability to return to normal after a disaster. Planning for disasters, making sure you have enough food, water, medicines, and copies of important documents, and documenting the damages on your property will not only help you to recover faster, it will help you to recover stronger.

Business Recovery

As a business owner, what would you do if your business had 2 feet of water in it? What if all the roads to get to your building were blocked? What if you were out of power for several days or weeks? How will you resume business activities if your business suffered as a result of a disaster?

Critical to restoring Jacksonville’s economy is the business community. Every business, whether you have a staff of 500 or one, should have a Business Continuity Plan to recover after a disaster. Business Continuity Plans identify how you will resume your business’s activities in the event of a disaster. Topics covered include if you can continue operating from your location, if you need to buy a generator for your business, how you will make sure your insured losses are documented properly, and how you will recover.

In the event of a disaster, your business may be eligible for Small Business Administration (SBA) disaster loans. These loans may be used to repair or replace real property, machinery, equipment, fixtures, inventory, and leasehold improvements.

After a disaster, there will be a separate declaration made for SBA Disaster Assistance, in addition to the FEMA Individual Assistance and Public Assistance. Visit www.sba.gov for more information on home and personal property loans and www.jaxready.com for more information on business continuity and recovery.

Duval Prepares — A Public/Private Partnership

Duval Prepares is an innovative public/private partnership. It includes representatives from all five municipalities in Duval County (Atlantic Beach, Jacksonville, Jacksonville Beach, Neptune Beach, Baldwin) as well as local businesses, organizations and associations. Its mission is to make Duval County disaster resistant by preventing or reducing the personal and economic loss from natural or human-made hazards through a partnership between government, businesses, organizations, associations and citizens.

Duval Prepares identifies mitigation projects to be added to Duval County’s Local Mitigation Strategy (LMS) and assists in ranking projects for prioritization and funding. Past projects include assisting Atlantic Beach and Neptune Beach to improve their storm water drainage, protect fire stations from wind-blown objects, and improving other critical infrastructure sites throughout Duval County.

Duval Prepares also assists in adding residential property projects to the LMS. If eligible, the homeowner must elect to perform a flood mitigation project under one of these programs. Duval Prepares meets on a quarterly basis with meeting notifications posted in City Hall at 117 W. Duval St. For more information, visit www.jaxready.com.
Social media plays a tremendous role in both the preparation for, reaction and recovery following disastrous events such as severe weather, natural and manmade disasters.

New and emerging technologies offer applications such as YouTube and Vine, photo sharing technologies like Instagram, and social networking services such as Facebook, Twitter and LinkedIn.

Information and images can be shared instantly among thousands of people simultaneously – in most cases, quicker than a broadcast on radio or TV. In emergencies, news sources like First Coast News and WJCT count on your information and photos to help tell a story.

Using a hurricane as an example, social media can help prepare residents for what is to come and how to cope. Emergency management offices can immediately relay information on when to evacuate and how. When power is out, social media may be the only available source for news, updates and information. If you lose power and cannot receive First Coast News on your TV, broadcasts will continue on select Clear Channel radio stations. When the incident is over, utility companies can tell residents when to expect power to return.

Make sure that you are connected through your social media accounts to friends and family. You can let them know where you are and that you are safe during emergency situations.

When using Twitter, hashtags are a very valuable tool. Hashtags provide a means for grouping messages. One hashtag that will be used during any incident will be #JaxReady. Below are some trusted social media resources that you can access today to help you prepare. Follow, “like” or bookmark these sites, profiles and handles today.

As precautionary measures, load the GPS on your electronic devices with evacuation routes; load Twitter handles and “like” Facebook accounts of news organizations, government, emergency and first-responder organizations and utility companies. You do not want to drain valuable power during a blackout surfing the web and social media sites to gather this information.

To truly remain connected, make sure your technologies (cell phones, tablets, etc.) have backup power sources to withstand power outages and the inability to charge batteries. External battery packs can be purchased in the electronics sections of local stores.

### Social Media Information for Local Organizations

<table>
<thead>
<tr>
<th>Organization</th>
<th>Description of Services</th>
<th>Twitter</th>
<th>Facebook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duval County EM</td>
<td>Emergency Management</td>
<td>@JaxReady</td>
<td>N/A</td>
</tr>
<tr>
<td>City of Jacksonville</td>
<td>Government</td>
<td>@CityofJax</td>
<td>CityofJacksonville</td>
</tr>
<tr>
<td>Jacksonville Sheriff’s Office</td>
<td>Law Enforcement</td>
<td>@jsopio</td>
<td>JacksonvilleSheriff’sOffice</td>
</tr>
<tr>
<td>JEA</td>
<td>Utilities</td>
<td>@newsfromJEA</td>
<td>NewsFromJEA</td>
</tr>
<tr>
<td>First Coast News</td>
<td>News</td>
<td>@FCN2Go</td>
<td>FirstCoastNews</td>
</tr>
<tr>
<td>WJCT (Public Radio)</td>
<td>News</td>
<td>@WJCTJax</td>
<td>WJCTPublicBroadcasting</td>
</tr>
<tr>
<td>The Florida Times-Union</td>
<td>News</td>
<td>@JaxDotCom</td>
<td>The-Florida-Times-Union</td>
</tr>
<tr>
<td>Federal Emergency Management</td>
<td>Emergency Management</td>
<td>@FEMA</td>
<td>FEMA</td>
</tr>
<tr>
<td>National Oceanic &amp; Atmospheric Administration (NOAA)</td>
<td>Weather</td>
<td>@usnoaagov</td>
<td>usnoaagov</td>
</tr>
<tr>
<td>U.S. National Hurricane Center</td>
<td>Weather</td>
<td>@nhc_atlantic</td>
<td>US.NOAA.NationalHurricaneCenter</td>
</tr>
<tr>
<td>The Salvation Army</td>
<td>Emergency Services</td>
<td>@salvationarmy</td>
<td>SalvationArmyUSA</td>
</tr>
<tr>
<td>American Red Cross, NE FL</td>
<td>Emergency Services</td>
<td>@RedCrossNEFL</td>
<td>RedCrossNEFL</td>
</tr>
</tbody>
</table>
630-CITY(2489) provides a responsive and effective method of receiving requests for city services and providing information about those services, whether you contact us online or by phone. 630-CITY (2489) is the one number to call. Before contacting 630-CITY (2489), gather as much information as possible concerning your request or complaint. The information you provide will assist us in responding to your request. Request a service online by visiting 630CITY.coj.net. For emergencies, please remember to call 9-1-1.

**Emergency Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Jacksonville Information</td>
<td>630-CITY (2489)</td>
</tr>
<tr>
<td>Florida Emergency Information Hotline</td>
<td>(800) 342-3557</td>
</tr>
<tr>
<td>National Weather Service (Jacksonville)</td>
<td>(904) 741-4370</td>
</tr>
<tr>
<td>Northeast Florida American Red Cross</td>
<td>(904) 358-8091</td>
</tr>
<tr>
<td>U.S. Naval Services</td>
<td>(800) 849-6024</td>
</tr>
<tr>
<td>Traffic Conditions on Major Roads in Northeast Florida</td>
<td>(800) 749-2967 or 511</td>
</tr>
<tr>
<td>Price Gouging</td>
<td>(866) 9-NO-SCAM (966-7226)</td>
</tr>
</tbody>
</table>

**Utilities:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>JEA</td>
<td>(904) 665-6000</td>
</tr>
<tr>
<td>Florida Power &amp; Light</td>
<td>(800) 4-OUTAGE (468-8243)</td>
</tr>
<tr>
<td>Florida Public Utilities</td>
<td>(904) 261-3663</td>
</tr>
<tr>
<td>Beaches Electric</td>
<td>(904) 247-6171</td>
</tr>
<tr>
<td>Comcast</td>
<td>(904) 374-8000</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>(877) 737-2478</td>
</tr>
</tbody>
</table>

**Shelters:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duval County Emergency Management</td>
<td>(630-2472), 630-CITY(2489)</td>
</tr>
<tr>
<td>or the Northeast Florida American Red Cross</td>
<td>(358-8091)</td>
</tr>
</tbody>
</table>

**Websites**

<table>
<thead>
<tr>
<th>Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duval County Emergency Management</td>
<td><a href="http://www.jaxready.com">www.jaxready.com</a></td>
</tr>
<tr>
<td>American Red Cross</td>
<td><a href="http://www.redcross.org">www.redcross.org</a></td>
</tr>
<tr>
<td>JEA</td>
<td><a href="http://www.jea.com">www.jea.com</a></td>
</tr>
<tr>
<td>JTA</td>
<td><a href="http://www.jtafla.com">www.jtafla.com</a></td>
</tr>
<tr>
<td>National Hurricane Center</td>
<td><a href="http://www.nhc.noaa.gov">www.nhc.noaa.gov</a></td>
</tr>
<tr>
<td>National Weather Service (Jacksonville)</td>
<td><a href="http://www.srh.noaa.gov/jax">www.srh.noaa.gov/jax</a></td>
</tr>
<tr>
<td>Accuweather</td>
<td><a href="http://www.accuweather.com">www.accuweather.com</a></td>
</tr>
<tr>
<td>Intellicast</td>
<td><a href="http://www.intellicast.com">www.intellicast.com</a></td>
</tr>
<tr>
<td>Weather Underground</td>
<td><a href="http://www.wunderground.com/temperaturan.com">www.wunderground.com/temperaturan.com</a></td>
</tr>
<tr>
<td>Pet Friendly Lodging</td>
<td><a href="http://www.petswelcome.com">www.petswelcome.com</a></td>
</tr>
</tbody>
</table>
# Baker County

<table>
<thead>
<tr>
<th>Emergency Manager</th>
<th>Adam Faircloth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Management Phone Number</td>
<td>(904) 259-6111 or (904) 653-HELP (During Emergency)</td>
</tr>
<tr>
<td>Emergency Management Website</td>
<td><a href="http://www.bakerso.com/My-Baker_County_Sheriffs_Office/EOC.html">www.bakerso.com/My-Baker_County_Sheriffs_Office/EOC.html</a></td>
</tr>
<tr>
<td>County Website</td>
<td><a href="http://www.bakercountyfl.org">www.bakercountyfl.org</a></td>
</tr>
<tr>
<td>Utilities Located In County</td>
<td>Clay Electric, Florida Power &amp; Light (FPL), Okefenoke Rural Electric</td>
</tr>
<tr>
<td>County Manager</td>
<td>C.J. Thompson</td>
</tr>
<tr>
<td>Municipalities</td>
<td>Glen St. Mary, Macclenny</td>
</tr>
</tbody>
</table>

# Clay County

<table>
<thead>
<tr>
<th>Emergency Manager/Fire Chief</th>
<th>Lorin Mock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Management Phone Number</td>
<td>(904) 284-7703</td>
</tr>
<tr>
<td>County Website</td>
<td><a href="http://www.claycountygov.com">www.claycountygov.com</a></td>
</tr>
<tr>
<td>Utilities Located In County</td>
<td>Clay County Utility Authority, Clay Electric, Florida Power &amp; Light</td>
</tr>
<tr>
<td>County Manager</td>
<td>Stephanie C. Kopelousos</td>
</tr>
<tr>
<td>Municipalities</td>
<td>Green Cove Springs, Keystone Heights, Orange Park, Penney Farms</td>
</tr>
</tbody>
</table>
### Nassau County

<table>
<thead>
<tr>
<th>Category</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Manager</td>
<td>Danny Hinson</td>
</tr>
<tr>
<td>Emergency Management Phone Number</td>
<td>(904) 548-4980</td>
</tr>
<tr>
<td>County Website</td>
<td><a href="http://www.nassaucountyfl.com">www.nassaucountyfl.com</a></td>
</tr>
<tr>
<td>Utilities Located In County</td>
<td>Florida Power &amp; Light (FPL), Florida Public Utilities, Nassau Utilities, Okefenokee Rural Electric</td>
</tr>
<tr>
<td>County Manager</td>
<td>Ted Selby</td>
</tr>
<tr>
<td>Municipalities</td>
<td>Callahan, Fernandina Beach, Hilliard</td>
</tr>
</tbody>
</table>

### St. Johns County

<table>
<thead>
<tr>
<th>Category</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Manager</td>
<td>Ray Ashton</td>
</tr>
<tr>
<td>Emergency Management Phone Number</td>
<td>(904) 824-5550</td>
</tr>
<tr>
<td>Emergency Management Website</td>
<td><a href="http://www.sjcemergencymanagement.org">www.sjcemergencymanagement.org</a></td>
</tr>
<tr>
<td>County Website</td>
<td><a href="http://www.co.st-johns.fl.us">www.co.st-johns.fl.us</a></td>
</tr>
<tr>
<td>Utilities Located In County</td>
<td>Beaches Energy, City of St. Augustine Utilities, Florida Power &amp; Light (FPL), JEA, St. Johns County Utilities</td>
</tr>
<tr>
<td>County Administrator</td>
<td>Michael D. Wanchick</td>
</tr>
<tr>
<td>Municipalities</td>
<td>Hastings, St. Augustine, St. Augustine Beach</td>
</tr>
</tbody>
</table>
183 DAYS

That's how long hurricane season lasts.
But, a disaster can strike at any time.
Do you have a plan for staying safe?

Our plan includes keeping you informed.
The Florida Times-Union along with our All Access digital content and platforms including members.jacksonville.com (the premium version of Jacksonville.com), the iPad®, mobile apps and the e-Edition gives you access to breaking news and information before, during and after a disaster.

Times-Union media
The Florida Times-Union
jacksonville.com

The Florida Times-Union

Beryl dampens holiday

Lewis Turner
Steve Smith
Tim Deegan
Mike Prangle

First Coast News Weather Team

First Coast News
First For You
12 WTLV WJXX

FirstCoastNews.com
LIVE Doppler
Your 2 Minute Advantage