

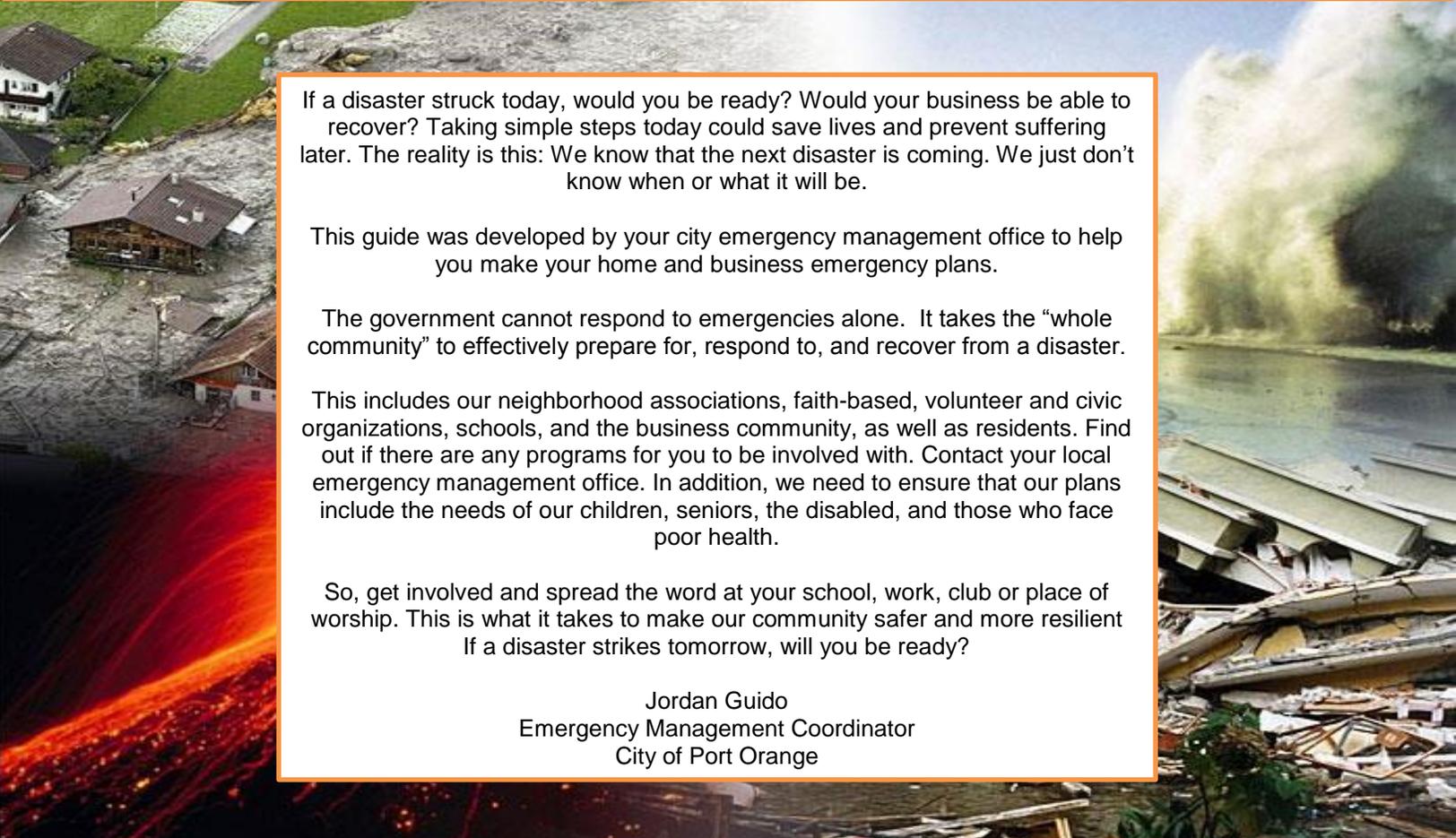


Disaster Planning Guide

Official Guide for the City of Port Orange



PLANNING FOR EMERGENCIES



If a disaster struck today, would you be ready? Would your business be able to recover? Taking simple steps today could save lives and prevent suffering later. The reality is this: We know that the next disaster is coming. We just don't know when or what it will be.

This guide was developed by your city emergency management office to help you make your home and business emergency plans.

The government cannot respond to emergencies alone. It takes the "whole community" to effectively prepare for, respond to, and recover from a disaster.

This includes our neighborhood associations, faith-based, volunteer and civic organizations, schools, and the business community, as well as residents. Find out if there are any programs for you to be involved with. Contact your local emergency management office. In addition, we need to ensure that our plans include the needs of our children, seniors, the disabled, and those who face poor health.

So, get involved and spread the word at your school, work, club or place of worship. This is what it takes to make our community safer and more resilient. If a disaster strikes tomorrow, will you be ready?

Jordan Guido
Emergency Management Coordinator
City of Port Orange

1 Your Disaster Plan

Prevent panic and confusion by making sure everyone knows where to go and what to do in an emergency, whether at home or work.

KNOW YOUR RISK. Learn what disasters might affect your area. Are you in a Hurricane Evacuation Zone or FEMA Flood Zone? Take first aid and CPR courses.

PICK TWO MEETING PLACES. One should be just outside your home or business for sudden events such as a fire. The second should be outside your neighborhood, in case you can't get home or family members get separated.

CHOOSE A CONTACT PERSON. Ask someone out of the area to coordinate communications in a disaster. Family members should call this person to report their location. Send your contact copies of important papers (ID, insurance, etc.)

KEEP YOUR CONTACT INFORMATION UP-TO-DATE. Include contact information in your phones and make emergency contact cards to carry with you.

THINK AHEAD ABOUT EVACUATION. Determine if and when you would have to evacuate, where you would go and how you will get there. Ask friends or family if you could stay with them. If you are in a safe area, invite them to stay with you.

For more disaster planning information, contact your local emergency management agency, local chapter of the American Red Cross, or go online to www.floridadisaster.org or www.ready.gov.

2 Supplies

Here are the most important items for your Supply Kit. Stock up today (or a little at a time) & store where you can get them quickly.

REPLENISH FOR FRESHNESS:

Medicines: Keep an updated list of family medicines and dosages along with doctor and pharmacy phone numbers. Keep two weeks supply of prescription medicines.

Food: Keep enough food to feed the whole family for three to seven days. Choose things that don't need refrigeration or cooking (canned foods, protein bars, peanut butter, etc.). Don't forget any special dietary foods or baby food and formula, if needed. Replenish every six months.

Drinking water/containers - 1 gallon of water per person for drinking water plus water for cooking and washing (minimum 7 days). Stock up on a few cases of bottled water at home and office in the event that there is a "boil water" order.

Extra batteries for camera, flashlights, radio, portable TV & lamps, etc.

Infant items (medicine, sterile water, diapers, ready formula, bottles), if needed.

STOW UNTIL NEEDED:

First aid book and kit including bandages, antiseptic, tape, compresses, aspirin and aspirin-free pain reliever, anti-diarrhea medication, antacid, and important numbers

Flashlights and batteries for each member of the family

Portable radio and batteries

Non-electric can opener

Fire extinguisher (small canister, ABC type)

Instant tire sealer

Whistle and/or distress flag

Mosquito repellent

Plastic tarp, screening, tools and nails, etc.

Water purification kit (tablets, chlorine (plain) and iodine)

Clean-up supplies (mop, buckets, towels, disinfectant)

Camera

Garbage can or bucket with tight-fitting lid and kitty litter (for emergency toilet)

Plastic trash bags

Toilet paper, paper towels and pre-moistened towelettes or baby wipes

IF YOU EVACUATE YOU ALSO SHOULD TAKE:

Pillows, blankets, sleeping bags or air mattresses

Extra clothing, shoes, eyeglasses, hearing aids (and batteries), etc.

Folding chairs, lawn chairs or cots

Personal hygiene items (toothbrush, toothpaste, deodorant, etc.)

Quiet games, books, playing cards and favorite toys for children

Important papers and irreplaceable keepsakes (driver's license, special medical information, insurance policies and property inventories, photographs)

PRECIOUS COMMODITIES BEFORE & AFTER A STORM:

Emergency charger for cell phones and other mobile devices (consider a solar powered alternative)

Cash (With no power, banks may be closed; checks and credit cards unaccepted, and ATMs may not be operational)

Charcoal, matches, and grill (Do not use indoors)

Ice

An old-fashioned corded telephone (i.e. not a cordless or cell phone) that does not require electricity

3 Bracing for a Hurricane

As the Storm Approaches

- Listen for weather updates on local stations and on NOAA Weather Radio. Stay tuned to the latest information.
- **REMEMBER:** Hurricanes can be unpredictable. There is always potential error in the forecast track from the National Hurricane Center. Don't focus on the exact forecasted track, listen to local officials.
- Check your Disaster Supplies. Get any needed items.
- Clean and fill bathtubs and sinks before a storm so you'll have extra clean water.
- Turn refrigerator and freezer dials to the coldest settings and avoid opening the doors to help keep perishable food in case of a power outage.
- Refill prescriptions. Maintain at least a two-week supply of medication during hurricane season.
- Clear your yard of lawn furniture, potted plants, bicycles, trash cans and other potential airborne missiles. Leave the swimming pool filled and super-chlorinated. Cover the filtration system.
- Protect your windows and glass doors with plywood or storm shutters. Brace double entry and garage doors at the top and bottom.
- If there is a chance flooding could threaten your home, move important items such as electronics, antiques and furniture off the floor.

YOU WILL GET SOME WARNING WITH A TROPICAL STORM OR HURRICANE.

- Fill your car's gas tank and check oil, water and tires. Gas pumps won't operate without electricity.
- Secure your boat early. Drawbridges will be closed to boat traffic after an evacuation order is issued.
- Get cash. Banks and ATMs won't work without electricity and few stores will be able to accept credit cards or personal checks.
- Never sweep or blow yard leaves, pine needles, grass clippings or soil into the street or storm water system. This clogs up the storm water pipes and prevents water from draining.
- If you own a business, follow your Business Continuity Plan.

IF YOU CAN STAY HOME, SHELTER-IN-PLACE

If you live in a sound structure outside the evacuation area and do not live in a mobile home or RV, stay home and take these precautions:

- Make sure your windows, doors and garage doors are protected.
- Clean containers including your bathtub for storing water. Plan on three gallons per person, per day, for at least seven days for drinking and other uses.
- Offer your home as shelter to friends or relatives who live in vulnerable areas or mobile homes.
- Check your **Disaster Supplies**. Make sure you have at least a 7-day supply of non-perishable foods. Don't forget a non-electric can opener.
- During the storm, stay inside and away from windows, skylights and glass doors.
- Find a Safe Room in your home, usually an interior, windowless reinforced room such as a closet or bathroom on the lower floor.
- Wait for official word that the danger is over.
- If flooding threatens your home, turn off electricity at the main breaker.
- If you lose power, turn off major appliances, such as the air conditioner and water heater to reduce damage from surge when power is restored.
- Monitor your battery-operated radio, NOAA weather radio or TV for the latest advisories and other emergency information.
- Do not travel until you are told it is safe to do so.

IF YOU MUST EVACUATE

If you live in an evacuation area or a mobile home or RV, when an evacuation order is given, don't panic. Move at a steady pace and ensure you leave enough time to get to where you will weather the storm. **DO NOT** take chances with your life by staying at home or waiting until it's too late!

- Make sure your destination is not within a zone that has been ordered to evacuate.
- Take enough supplies for your family.
- Take your pets. Don't forget their supplies.
- Take important papers, including your driver's license, special medical information, insurance policies and your insurance agent's name and number and property inventories.
- Also take irreplaceable items, such as photos or keepsakes.
- Let friends and relatives know where you are going.
- Make sure your neighbors have a safe ride.
- Turn off your electricity, water and gas if officials tell you to do so.
- Lock your windows and doors.
- Stay tuned to your local radio and television station for emergency broadcasts.



LEAVING COASTAL AREAS

If you are leaving the area, remember to take supplies with you. Move inland away from the storm surge and inland flooding, but it is not recommended that residents try to leave the region. Roads will be heavily congested and you run the risk of being caught on the highway without a safe refuge or running into the storm if it takes a different track.

HOTEL OR MOTEL

If you plan to go to a hotel or motel, you will need to check for availability and make your reservation well in advance. Some hotels/motels have standing reservation hurricane programs and some relax their pet restrictions in an emergency. Again, make sure your destination is not in an evacuation zone.

Help Your Neighbor 5

- People who are disabled or in poor health (either mentally or physically) or those who are without the support of family or friends should plan ahead for an emergency. They may need special assistance from family members, friends, neighbors or social service agencies. Please ask for help if you need it and volunteer to help those who do.

- Remember, too, that 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 illnesses.

- If an older adult lives in a nursing home, assisted living facility (ALF) or residential facility, the administrator should be contacted to learn about the disaster plan for that facility.

Home Healthcare & Homebound Patients

- Tell your health agency and oxygen company where you will be during a hurricane. Ask them about their plans to provide care.

- If you are homebound, but not under the care of a home health agency, contact your physician to determine your best plan of action.

- If you require respirators or other electric-dependent medical equipment, you should make medical arrangements with your physician. You should also register with your local power company.

If you evacuate, remember to take medications, written instructions regarding your care, special equipment and bedding with you.

- **If you will need assistance in an evacuation or need to go to a special needs shelter, please register NOW with the Volusia County Emergency Management Agency.**

- Special needs shelters do not provide hands-on medical care, only medical monitoring. Bring one caregiver with you.

- If you require hospitalization, you must make prior arrangements through your physician.

6 Keep Your Pets Safe

Don't leave your pet and don't use your pet as an excuse not to evacuate. Don't put yourself, your family and your pet at risk! You are responsible for planning for your pet.

If you are ordered to evacuate, take your **Pet Disaster Supplies** if you go to friends, relatives or a hotel. Unless there are pet-friendly shelters in your county, shelters cannot accept pets. As a pet owner, you must plan ahead. Check out your options. **For more information, call your local SPCA, Animal Control or Humane Society. If you plan to go to a hotel or motel, go online to www.petswelcome.com.**

After the storm has passed, be careful allowing your pet outdoors. Familiar scents and landmarks may be altered and your pet could easily be confused and become lost. Downed power lines, other animals and insects brought in with high water could present real dangers to your pet. Take care not to allow your pet to consume food or water which may have become contaminated. Nearly 80 percent of pets displaced by a storm are never reunited with their owners.



Pet Disaster Supplies

Proper ID collar and rabies tag/license
Vaccination paperwork*

Carrier or cage (large enough for your pet to move around)

Leash

Ample food supply (at least two weeks)

Water (minimum of 7-day supply)

Water/food bowls

Any necessary medication(s)

Specific care instruction

Newspapers, cat litter, scoop, plastic trash bags for handling waste

Proper ID on all belongings (including emergency contact information if you evacuate)

Photo of you and your pet

A comfort item such as a favorite toy or blanket

Non-electric can opener

Microchipping your pet is strongly recommended

*****Make sure your pets have had all their shots within the past 12 months. Pet-friendly shelters and boarding facilities will require proof of vaccinations*****

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Protect Your Home and Business

There are some specific actions you should take to make your home and business safer. To make some of these improvements, you will have to get up in the attic or crawl space with a flashlight. You may feel more comfortable with an experienced and licensed inspector, architect, engineer or contractor.

Whatever choice you make, take time to do this well before the storm threatens. To withstand the forces of wind associated with severe weather, **REMEMBER your ABCs:**

ANCHOR YOUR ROOF

BRACE YOUR ENTRY & GARAGE DOORS

COVER YOUR WINDOWS

SAFE ROOM - DO NOT stay in a room which does not have shielded windows/glass doors. Find an interior room – a bathroom, hallway or closet which will help buffer you from the storm's winds and any flying debris. Safe rooms can also be site-built or manufactured and can be installed in new or existing homes. For more information, visit www.flash.org or www.highwindsaferooms.org. Make sure all family members know where the safe areas are in your home. Be sure to take your disaster supplies with you into your safe room.

BUILDING OR REMODELING?

For tips on how to make your home safer, go to www.flash.org (Federal Alliance for Safe Homes), call Toll-Free (877) 221-SAFE (7233) or visit www.mysafeflorida.org.

FOR MOBILE HOME OR RV RESIDENTS

All mobile home and RV residents must evacuate for any hurricane evacuation order given in the county, regardless of

location within the county. Never stay inside a mobile home or RV to ride out the storm. Always evacuate to a friend or relative's home, hotel or motel or nearby designated storm shelter.

Anchor mobile homes or RVs with tie downs. Inspect tie downs annually.

PROTECTING YOUR PROPERTY FROM FLOOD

Anchor and Elevate: If vulnerable, electrical panel boxes, heat pumps, washers and dryers and water heaters, fuel tanks, etc. should be elevated or relocated to areas less likely to be subjected to flood waters.

Retrofit: There are things you can do to minimize the flood risk to your home. Options to consider: elevation, flood barriers, dry flood proofing, and wet flood proofing.

For more information, go to:
www.Flash.org or www.FloodSmart.gov.



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Let's Talk About Flood Insurance

Understanding what is – and is not – covered in your homeowner's or renter's insurance policy is a necessity. Take time now to learn about the risks you may face and build confidence that you are properly protected. Read your policy. Talk with your agent. Reviewing your insurance coverage annually is an important step to maintain the level of insurance protection necessary to be able to rebuild your home and replace your personal belongings. Ask your agent if there are any possible discounts for performing mitigation measures to your home or business.

6 STEPS TO PROPER INSURANCE PROTECTION

1. **Insure your home for its reconstruction cost, not its real estate value.**
2. **If you rent, you need insurance to protect your belongings.**
3. **Know your flood risk.** Standard homeowner's policies do not cover damage from floods, including storm surge from a hurricane. Remember, there is a 30-day waiting period for flood insurance to go into effect. Don't wait until a storm is threatening.
4. **Set aside funds to pay your hurricane deductible.**
5. **Get covered for the costs of building code upgrades.**
6. **Inventory your home's contents to accurately price coverage and speed the claims process.** There is free, secure online home inventory software available from the Insurance Information Institute at www.KnowYourStuff.org.

FLOODS

1. **If flooding threatens**, get to higher ground. Stay away from flood-prone areas, including low spots, ditches, etc. Take dry clothing, a flashlight and a portable radio with you.
2. **TURN AROUND; DON'T DROWN.** Avoid flooded areas or those with rapid water flow. Do not attempt to cross a flowing stream or drive in water. The depth is not always obvious. It takes only six inches of fast flowing water to sweep you off your feet.
3. **Do not allow children to play in or near high water**, storm drains or ditches! Flood waters may be contaminated with oil, gasoline or raw sewage.
4. **Purchase Flood Insurance.**

TERRORISM OR VIOLENT CRIME

1. **See Something - Say Something.** Call local law enforcement, then Florida's toll-free hotline 1-855-352-7233 (1-855-FLA-SAFE) to report any suspicious activity. If it is an emergency, CALL 911!
2. **Your Family Disaster Plan** should include emergency contacts and a designated meeting place. Be prepared to respond to official instructions, such as the evacuation of the building or the area.
3. **Disaster Supplies** - If you need to evacuate your home or are asked to "shelter-in-place", having some essential supplies on hand will make you and your family more comfortable.

FIRE

1. **Plan** - The time to plan for a fire emergency is now. Take a few minutes to discuss with your family or colleagues what actions you will need to take as you make your Disaster Plan for your family or business. Contact numbers are extremely important.
2. **Evacuation Plan** - Decide where you will go and how you will get there. Unlike evacuating for a hurricane, with fire you may only have a moment's notice. Two escape routes out of your home and out of your neighborhood are preferable. Have a plan for evacuating your pets or service animals.
3. **Fire Drills** - Practice. Make sure everyone knows at least two escape routes from your home or business.

HAZARDOUS MATERIALS INCIDENT

IF YOU'RE TOLD TO EVACUATE: You should move to the place/ shelter designated by public officials.

1. **Stay calm.** Quickly gather what you will need, unless you are told to leave immediately.
2. **Keep car windows/air vents closed.** Do not use the air conditioner until you are out of the evacuation area.

IF YOU ARE TOLD TO STAY INDOORS AND SHELTER-IN-PLACE:

1. **Stay inside** until local officials say you can leave safely. **Bring pets indoors.**
2. **Close all doors and windows.** Seal all gaps under doorways and windows with damp towels and duct tape. Turn off heating, cooling or ventilation systems.
3. **If you are told to protect your breathing**, cover your nose and mouth with a damp handkerchief or other cloth folded over several times.

Keep important documents in a fireproof safe or box and a copy in a secure location away from your home or business. Inventory your property and possessions and take a video survey of your property.

- Proof of Residence /Ownership
- Birth and Marriage Certificates
- Passports
- Social Security Cards
- Bank and Credit Card Information
- Wills, Deeds and copies of recent tax returns
- Stocks and Bonds
- Copy of Driver's license
- Special medical information
- Insurance policies
- Property inventories or photos of your home or business
- Business Tax License
- Business Supply/Vendor Lists

TORNADO

1. **Purchase a NOAA Weather Radio** and/or a battery-powered commercial radio and extra batteries.
2. Many mobile phones are capable of receiving **Wireless Emergency Alerts (WEAs)**. These alerts can inform you about life-threatening weather conditions in your immediate area.

Know the terms used to describe tornado threats: **Tornado Watch** - Tornadoes are possible. Remain alert for approaching storms.

Tornado Warning - A tornado has been sighted or indicated by weather radar. Take shelter immediately if a Tornado Warning is issued for your area.

- **If a tornado threatens**, seek shelter in a small, windowless interior room or hallway on the lowest level of a sturdy building.
- Mobile homes are not safe during tornadoes. **Abandon mobile homes and go to the nearest sturdy building** immediately.
- **If you are caught outdoors**, seek shelter in a sturdy building, NOT a mobile home or portable structure.
- **If you cannot quickly walk to a sturdy building**, immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy building.

If flying debris occurs while you are driving, pull over and park. Now you have the following options as a **last resort**: Stay in your vehicle with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible. If you can safely get noticeably lower than the level of the roadway, exit your car, and lie in that area, covering your head with your hands.

DISEASE OUTBREAK

Prevention is key. Get your flu shot and other vaccinations.

Wash hands often and thoroughly.

Stop the spread. Stay home when you are ill. Employers and schools should encourage this policy.

10 What to Expect After a Disaster

After a disaster, you may be without power and many of the other services you rely on (water, sewer, phone, cell phone, and businesses). Immediate response may not be possible, so you must be prepared to be self-reliant.

RE-ENTRY

BE PATIENT. You won't be able to return to your home or business until search and rescue operations are complete and safety hazards, such as downed power lines, are cleared. It may take time for emergency crews to reach your neighborhood.

- Residents – Have valid ID with your current address.
- Businesses – Have a valid picture ID, documents showing proof of ownership/rental, County business tax license, names of individuals authorized to be given access on business letterhead.
- Avoid driving, especially through water. Roads may have debris which can puncture your tires!

Once you arrive back, walk around your home or business from the outside first to survey damage and enter with caution.

- Open windows and doors to ventilate and dry your home or business. If you suspect a gas leak, leave immediately and call 9-1-1 or your natural gas provider from a safe location.
- If your home or business has been flooded, have a qualified licensed electrician inspect the electrical system and appliances before turning the power back on.
- Be extremely careful with fire.
- Let your out-of-town contact know you are alright.

POST-STORM SAFETY PRECAUTIONS

- Keep grills and generators outdoors in a well-ventilated area. Carbon monoxide poisoning is a frequent killer.
- Avoid candles. Use battery-operated flashlights and lanterns instead.
- Stay tuned to your local media for up-to-date emergency information.
- Avoid driving and phone use. Keep lanes and lines open for emergency workers.
- Avoid downed or dangling power lines. Be especially careful when clearing fallen trees.

- Always supervise children-DO NOT WADE IN FLOOD WATERS.
- Be aware of snakes, insects, alligators or animals driven to higher ground by floods.
- Be extremely careful with a chain saw and follow all safety precautions.
- Call professionals to remove large, uprooted trees, etc.
- Always use proper safety equipment such as heavy gloves, safety goggles, heavy boots, long-sleeve shirts and long pants. Tie back long hair, wear a hat and sunscreen.
- Drink plenty of fluids, rest and ask for help when you need it.
- Don't burn trash.

CLEAN-UP & REPAIRS

- Know what your homeowner's or renter's insurance policy covers and what you will need to submit a claim.
- Take photographs of all damage before repairs and keep all receipts.
- Make temporary repairs to correct safety hazards and minimize further damage.
- Contact your local building department for information on required building permits. Permits are always required for any kind of demolition or permanent repairs, reconstruction, roofing, or filling.

PROTECT YOURSELF FROM CONTRACTOR FRAUD

- Hire only licensed contractors. Be cautious of anyone coming to your home uninvited and offering to do home repairs.
- Obtain a written estimate or contract. Insist on start/completion dates and payment terms in the contract. Do not pay in full before work begins and do not pay the final balance until the work is completed to your satisfaction. NEVER pay with cash.
- Don't pull the permits for the contractor. This may be an indication they are not properly licensed.
- If you suspect a contractor of potential fraud, contact the State of Florida Consumer Fraud hotline at 1-866-966-7226.

GENERATORS

Generators can provide power to your home or business in case of a power outage or shortage.

1. Determine the appliance or equipment you want to use.
 2. Determine if a portable or stationary generator is required.
 3. Determine if you will need multiple outlets or multiple types of outlets on your generator. **NEVER** connect a portable generator to building wiring. There is an extreme danger of generator back-feed for the general public (downed wires etc.) and utility workers. Plug appliances, etc., directly into the generator.
- Place generator outdoors and away from doors, windows, and vents that could allow carbon monoxide (CO) to come indoors. Exhaust fumes are deadly.
 - Before refueling your generator, turn it off and let it cool down. Don't forget to check the oil every time you add gas. Keep generator dry.
 - Conserve fuel by alternating appliances.
 - Store fuel safely outside in labeled approved storage containers.
 - Stationary (whole house) Generators run off gas utility lines or an LP tank and supply electrical power to pre-selected circuits. They **MUST** be professionally installed by a licensed electrician.