



Jacksonville Beach/Ponte Vedra 904-246-6118
Mandarin 904-636-0044

HURRICANE PREPAREDNESS GUIDE



WATER DAMAGE



CONSTRUCTION SERVICES



FIRE DAMAGE



STORM RESPONSE



MOLD REMEDIATION



**EMERGENCY
READY PLANS**



2022 HURRICANE GUIDE



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Emergency Contacts, Duval County

IN CASE OF EMERGENCY, DIAL 911

RECOVERY ASSISTANCE

INFORMATION & REFERRAL HOTLINES

City Customer Service
(904) 630-CITY (2489)
630CITY.coj.net

JaxReady
(904) 255-3110
jaxready.com

FOOD & SHELTER

United Way (211)
FREE Helpline: 2-1-1
(904) 632-0600
nefl211.org or
unitedwaynefl.org

American Red Cross
1-800-768-8048
(904) 358-8091
redcross.org
(Shelter Information)

Feeding Northeast Florida
feedingnefl.org
(Food Distribution
Location Information)

The Salvation Army
(904) 356-8641
salvationarmyusa.org/usn
(Food and Shelter Information)

Salvation Army Relief Drive:
Items often needed include non-perishable food, dry goods, diapers, formula and hygiene items. NO CLOTHES. Drop off at 41 North Davis Street, Jacksonville, FL 32204.

PROPERTY CLEANUP

Crisis Clean-Up Hotline
1-800-451-1954

- Free services (debris removal, muck-out work, and tree cutting) by volunteers
- Services are dependent on availability
- Call to register for services

SCAM WARNING: The Northeast Florida Builders Association warns that people posing as licensed contractors may approach homeowners about doing repairs. Citizens can verify a contractor's license by contacting the Florida Department of Business and Professional Regulation at (850) 487-1395 or at myfloridalicense.com. Also, anyone can report unlicensed activity at (866) 532-1440.

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA
1-800-621-FEMA (3662)
1-800-462-7585
fema.gov

TRANSITIONAL SHELTERING ASSISTANCE: Please visit femaevachotels.com.

PROPERTY DAMAGE AS A RESULT OF A HURRICANE: Contact FEMA at the phone numbers listed above or visit disasterassistance.gov.

SUBSTANTIAL DAMAGE: If a building is in a floodplain and is substantially damaged (50% or more of the building value), it MUST be brought into compliance with local floodplain management regulations. All property owners should check with local building officials to determine if permits for repair are required BEFORE beginning work. There can be serious consequences for not complying with the permitting process.

TRANSPORTATION

JTA
(904) 630-3100
jtafla.com

UTILITIES

JEA
1-800-683-5542
(904) 665-6000
jea.com

FPL
1-800-468-8243
fpl.com

CABLE TV & PHONE

Comcast
1-800-934-6489

AT&T
1-800-288-2020

VOLUNTEER OPPORTUNITIES

If you are an organization with volunteer interests, email Jenny O'Donnell at jennyo@uwnefl.org. For individual volunteer opportunities, please visit uwnefl.galaxydigital.com or call (904) 330-3962.



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Emergency Contacts, St. John's County

IN CASE OF EMERGENCY, DIAL 911

Be Prepared. Get Connected.

When emergencies happen where do you get local information?

Public Works

- Debris Pickup •
- Solid Waste •
- Water/Sewer •
- Wastewater •
- Streets •

904.825.1040





CITY OF ST. AUGUSTINE
EST. 1565

@CityStAug
@CityStAugFire
@CityStAugMarina
@STAUGPD



Public Safety

Fire Department
904.825.1098

Police Department
904.825.1074

Non-Emergency



info@CityStAug.com **www.CityStAug.com**



ST. AUGUSTINE BEACH POLICE DEPARTMENT

Chief Robert A. Hardwick



The SABPD wants you to be prepared for any and all natural disasters. Don't wait until the last minute, stock up on supplies, make sure your personal affairs are in order, protect important paperwork, and make sure you have a full tank of gasoline. Don't put yourself, your family, or our community at risk. Follow all instructions of your local authorities and continuously monitor all media resources.

Important Resources During and After a Natural Disaster

<p><u>In Case of an Emergency</u></p> <p>St. Augustine Beach Police Department Emergency: Dial 911 Non-Emergency: 904-471-3600</p> <p><u>General Information</u></p> <p>City of St. Augustine Beach www.staugbch.com or 904-471-2122</p>	<p><u>Trash Debris Pick-Up Road Damage</u></p> <p>Public Works: 904-471-1119</p> <p><u>Hurricane Updates Shelter Locations</u> <u>Bridge Closing Information</u></p> <p>Emergency Operations Center (EOC) www.sjcemergencymanagement.org or 904-824-5550</p>
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WWW.SABPD.ORG  



2022 HURRICANE GUIDE

Emergency Contacts, Clay County

IN CASE OF EMERGENCY, DIAL 911

CONTACT INFORMATION

Department	Phone Number
Clay County Emergency Management Office	904-284-7703
Clay County Fire Rescue	904-284-7703
Clay County Health Department	904-529-2800
Clay County Sheriff's Office	904-264-6512
Orange Park Fire Department	904-264-3411
Orange Park Police Department	904-264-5555
Green Cove Springs Police Department	904-529-2220
Emergency	911

ALERT CLAY COUNTY

- What is my evacuation zone?
- Where are my evacuation routes?
- How do I develop a disaster plan?
- What needs to be in my emergency supply kit?
- How do I register for a special needs shelter?
- How can I get emergency alert notifications?

All of these important questions and more can be quickly answered by visiting Clay County Emergency Management's quick reference webpage:



Alert.claycountygov.com



2022 HURRICANE GUIDE

Emergency Contacts, Nassau County

IN CASE OF EMERGENCY, DIAL 911

It's NOT A MATTER OF IF, BUT WHEN DISASTER STRIKES! ARE YOU READY?

IMPORTANT CONTACTS

Our Vision

A county that is aware, prepared, and resilient to potential disasters!

Our Mission

To provide Nassau County residents the education and support necessary to reduce risks and protect lives and property from natural and man-made hazards, through coordination of mitigation, preparedness, response, and recovery activities using a whole-community approach.

9-1-1 is for Emergencies Only

Nassau County Sheriff's Office
904-225-5174 or 904-548-4009

Fernandina Beach Police Department
904-277-7342

Nassau County Fire Rescue
904-530-6600

Fernandina Beach Fire Rescue
904-277-7331

Florida Dept. of Health - Nassau County
904-875-6100

American Red Cross
904-358-8091

Baptist Medical Center Nassau
904-321-3500

Nassau County Animal Services
904-530-6150

Nassau County Board of Commissioners
904-530-6010

Nassau County Humane Society
904-321-1647

City of Fernandina Beach
904-310-3100

Town of Callahan
904-879-3801

Town of Hilliard
904-845-3555

www.FloridaDisaster.org
www.fema.gov

**Nassau County Emergency Management
Emergency Operations Center**

77150 Citizens Circle
Yulee, FL 32097

904-548-0900

www.NassauFL-EM.com

NASSAU COUNTY SHERIFF'S OFFICE- EMERGENCY MANAGMENT

CITIZEN DISASTER PREPAREDNESS GUIDE





2022 HURRICANE GUIDE

Emergency Contacts, Military

IN CASE OF EMERGENCY, DIAL 911

MILITARY INFORMATION

ACCOUNTABILITY AND ASSESSMENT SYSTEMS

Following a declared disaster, all active duty military, reserve, and civilian employees, are required to log in to their respective web-based Accountability and Assessment System to muster, identify their new location, and provide updated contact information. If your family is impacted by a disaster, complete a needs assessment. A family support representative will contact you.

MUSTER INSTRUCTIONS FOR ARMY, NAVY, AIR FORCE, AND COAST GUARD

1. Upon reporting to your new unit or if any of your information changes, log in to your Accountability and Assessment System and update it.
2. During an emergency or displacement, proceed to your designated safe haven as directed.
3. Once danger has passed and you have arrived at your safe haven, log in to your system website and muster. Contact your chain-of-command regarding your safety. If you cannot log in, report to your chain-of-command via any available means of communication or call the applicable helpdesk for assistance.
4. USCG personnel respond to alert message and provide status.
5. Complete the needs assessment in the applicable system website. Continue efforts to muster until accounted for.

Army (ADPAAS): adpaas.army.mil
Navy (NFAAS): navyfamily.navy.mil
Air Force (AFPAAS): hafpaas.af.mil
Coast Guard (CGPAAS): cgpaas.uscg.mil

MUSTER INSTRUCTIONS FOR THE MARINE CORPS

1. Before departing, log in to MOL at mol.usmc.mil and update your information.
2. During an emergency or displacement, proceed to your designated safe haven as required by evacuation protocol. Once you arrive, log in to MOL and select the applicable disaster event code, accountability code, and adjust the planned location address. Contact your chain-of-command to let them know you are safe.
3. After the storm, terminate the accountability requirement and return to your home. The Marine will select the "000" disaster event code and update the planned location address if applicable.

NAVY AND MARINE CORPS CONTACTS

- Ready Navy: ready.navy.mil
- Ready Marine Corps: ready.marines.mil
- Navy Personnel Command Emergency Coordination Center: 1-877-414-5358
- DON Civilians, Dependents Helpline: 1-877-689-2722
- Individual Augmentee Family Helpline: 1-877-364-4302
- Navy-Marine Relief Society: (361) 961-3482 or nmcrs.org
- N.S. Mayport Info: 1-855-891-6306
- N.A.S. Jacksonville Info: 1-800-849-6024
- N.S.B. Kings Bay Info: (912) 573-4513
- Marine Corps Support Facility Blount Island Information Line: (904) 696-4810

COAST GUARD SECTOR JAX AND NATIONAL GUARD CONTACTS

- Coast Guard Mutual Assistance: cgmahq.org; 1-800-881-2462
- Coast Guard Sector Jacksonville Command Center: (904) 714-7561 or (904) 714-7558
- Florida National Guard Family Programs: fl.ng.mil or 1-800-226-0360
- National Guard Bureau Family Program Hotline: 1-877-777-7731
- Florida Army National Guard, Headquarters, St. Augustine Information Line: (904) 823-0364
- Florida Air National Guard, 125th Fighter Wing Command Post: (904) 741-7125

ARMY AND AIR FORCE CONTACTS

- Ready Army: ready.army.mil
- Ready Air Force: beready.af.mil
- Army Well-Being Division Helpline: 1-800-833-6622
- Air Force Personnel Center: afpc.af.mil
- Air Force Helpdesk: 1-800-525-0102
- Army Emergency Relief: aerhq.org
- Army and Air Force Mutual Aid Society: aafmaa.com

TRICARE CONTACTS

- General Website: tricare.mil
- East Region: Humana Military; tricare-east.com; 1-800-444-5445
- West Region: Health Net; tricare-west.com; 1-844-866-9378





2022 HURRICANE GUIDE

Storm Terms

TROPICAL STORM WATCH

Tropical storm conditions are possible and may affect your area within the next 48 hours.

HURRICANE WARNING

Hurricane conditions are expected in the area. Warnings are issued up to 36 hours in advance.

HURRICANE WATCH

Hurricane conditions are possible in the area. Watches are issued up to 48 hours in advance of the anticipated storm-force winds.

EYE

This is the clear center of the storm that arrives with calmer conditions. Remember, an eye passing over you signals that the storm is only half over.

TROPICAL STORM WATCH

The Hurricane's Eye Wall is a ring of thunderstorms swirling around the eye of the storm. The wall of the Hurricane holds the strongest winds and heaviest rain.

RAIN BANDS

Spiraling bands of clouds, rain, and thunderstorms extend out from a hurricane's eye wall. These bands stretch for hundreds of miles and sometimes even contain tornados.

STORM SURGE

A deadly rush of ocean or gulf water that occurs when a storm makes landfall. This often floods coastal areas and sometimes areas further inland.

TROPICAL STORM WARNING

Tropical storm conditions are expected in your area within the next 36 hours.



2022 HURRICANE GUIDE

Hurricane Categories

Hide from the wind:

The Saffir-Simpson Hurricane Wind Scale estimates potential property damage based on a hurricane's sustained wind speed. Hurricanes reaching Category 3 and higher are considered major because of their potential for significant loss of life and property damage. Category 1 and 2 storms are still dangerous and require preventative measures.

SAFFIR-SIMPSON HURRICANE WIND SCALE

CATEGORY	SUSTAINED WINDS	TYPES OF DAMAGE
1	74-95 mph	Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled.
2	96-110 mph	Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads.
3 MAJOR	111-129 mph	Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads.
4 MAJOR	130-156 mph	Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas.
5 MAJOR	157 mph or higher	A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas.



2022 HURRICANE GUIDE

Prepare your Home & Vehicle

Prepare Your Home

- Stay informed about approaching storms by monitoring NOAA Weather radio or local television and radio stations for updates and evacuations.
- Become familiar with your community's disaster preparedness plan and know your evacuation route. Select a common meeting place or single point-of contact for all family members. If you have pets, have a plan for their evacuation as well.
- Fill your gas tank and charge your cell phone so you're ready in case of evacuation.
- Keep important documents, such as legal papers, birth certificates, marriage license, financial papers and insurance policy information, as well as valuables such as jewelry, in waterproof containers.
- Maintain an emergency supply kit that will sustain you and your family for a 72-hour period.

Prepare Your Vehicle

- Fill up with fuel before you leave town. You should keep your tank at least half full during the entire hurricane season.
- Check your vehicles fluid levels and ensure there is adequate coolant in the radiator.
- Check your tire pressure.
- Ensure you have a jack, a lug wrench, and know where they are in the vehicle.
- Carry enough water and non-perishable food for you and your passengers in case you become stranded.
- Have a working flashlight and extra batteries.
- If you are stranded, stay with your vehicle and use emergency flashers. Tie a white cloth on the antenna or door handle and raise the hood.

Before You Leave

- Move outside items to safety, such as patio furniture, plants, and grills.
- Turn off electricity at the main circuit breaker or fuse box.
- Turn off gas at the appliances.
- Remove perishable items from your refrigerator and freezer.
- Close all interior doors in your home.
- Trim large trees and shrubs. Close and secure all awnings and tie down any loose items that may become projectiles in a high wind.
- For cars left at home in your garage, park them against the garage doors to keep them from buckling inward and potentially blowing them off the tracks.

If you're traveling with children, be sure to pack items to help keep them entertained

- Reading materials, puzzle, games, coloring books, and electronics with extra chargers and batteries.
- Fun road games like Highway BINGO and I Spy. Go Online to find lists and ideas.
- Low sugar snacks and sugar free drinks.
- A change of clothes and additional pair of shoes.

SERVPRO®

2022 HURRICANE GUIDE

Disaster Supply Checklist

Essentials

- Cell phone and charger
- This guideline
- Battery operated radio
- Flashlight
- Extra batteries
- Cash
- Map of the area

Baby Needs

- Formula, diapers, bottles, medication and powdered milk.

Medical Needs

- Insulin
- Prescription drugs in original containers
- Heart and blood pressure needs
- Dentures needs
- Extra glasses
- Contact lenses and supplies
- Doctors phone numbers

Clothing and Bedding

- Insulin
- Prescription drugs in original containers
- Heart and blood pressure needs
- Dentures needs
- Extra glasses
- Contact lenses and supplies
- Doctors phone numbers

Pets & Entertainment

- Food, leash, collar/ harness, carrier, food and water containers
- Books, games, and portable electronics.

Safety

- First Aid Kit (one of your home and one for each car)
- Fire extinguisher
- Whistle
- Compass

Food

- Minimum 7-day supply of nonperishable food that requires no refrigeration and little or no water
- Dry cereal peanut butter
- Canned fruit
- Canned vegetables
- Canned juice
- Ready to eat canned meals
- Ready to eat soups (non concentrated)
- Quick energy snacks
- Graham crackers

Cooking Preparation

- Mess kits or paper cups, plates and plastic utensils
- Non-electric can opener, utility knife
- Barbecue for outdoor use only with charcoal and lighter
- Pot or pan
- Manual can opener
- Barbecue utensils and cooking utensils

Water

- RR 7 gallons per person, minimum, in a food-grade, plastic container
- RR Additional water for sanitation

You may want to include

- Family photos, jewelry and select irreplaceable personal items.

Sanitation

- Disinfectant
- Household chlorine bleach
- Soap, liquid detergent
- Toilet paper, towelettes, paper towels
- Personal hygiene items
- Cloth towels (at least 3)
- Feminine supplies
- Plastic bucket with tight lid Plastic garbage bags, ties (for personal sanitation use)
- Hand Sanitizer

Important Documents

- Telephone numbers
- Record of bank account numbers
- Family records (birth, marriage, death certificates)
- Inventory of household valuables with digital pictures and videos
- Copy of will, insurance policies
- Records of credit card account numbers and companies
- Copy of passport , social security cards , and immunization records
- current utility bills

Tools

- Assorted nails, wood screws
- Pliers, screwdriver, hammer
- Paper, pencil
- Heavy rope
- Tape, duct tape and plumber's tape or strap iron
- Patch kit and can of seal-in-air for tires
- Shut off wrench to turn off household gas & water



2022 HURRICANE GUIDE

Prepare Your Pets

SMALL ANIMAL PREPAREDNESS

 <p>Be sure all dogs and cats are wearing collars with securely fastened current identification that includes the telephone number and address.</p>	 <p>Train both dogs and cats to feel comfortable in being in a crate for fast transportation during a disaster.</p>	 <p>Always bring pets indoors during the first sign or warning of a storm or disaster.</p>
 <p>Keep an emergency pet kit with leashes and ensure that it is easy to carry and in an accessible place.</p>	 <p>Have current photos of your pets in case they get lost during a disaster.</p>	 <p>TIP: Identification microchips are highly recommended for all pets. For more information visit coj.net/pets</p>

LARGE ANIMAL PREPAREDNESS

 <p>Make sure your horse is identifiable with a bracelet or microchip.</p>	 <p>Train horses to lead and trailer so they become comfortable with the process.</p>	 <p>Identify evacuation routes where you can board your horses outside of an evacuation zone.</p>
 <p>Have a surplus of feed available. Don't get to the last bale when disaster strikes.</p>	 <p>Never turn your horse or livestock loose. You never know how they will react and they could be a danger to you and others.</p>	 <p>TIP: If there is an emergency in Duval County and you have been ordered to evacuate, please contact Animal Care and Protective Services to get current information on large animal evacuation sites in our area. 904-630-CITY (2489)</p>



2022 HURRICANE GUIDE

Evacuate

How do I know when to evacuate?

Don't wait! It is NOT safe to wait. Plan to leave early. Mandatory evacuation orders will come from your local officials. Evacuations will be based on flood zones. Please be prepared to leave immediately.

Should I evacuate?

Do not wait until a mandatory evacuation is issued. Monitor conditions and be conservative in your judgement, especially if travelling with small children, the elderly, or someone with special needs. Hurricanes and disasters can be extremely unpredictable and can become much more dangerous in a matter of hours.

Where should I go?

You may evacuate to any city you choose. If you do not have hotel reservations or family you can stay with, you may evacuate to the public shelters.

What route should I take?

There are no mandatory routes you must take when evacuating from your city. In fact, there are several different routes you may take. When weather is good, take your family on an outing to check routes and become familiar with roadways and fuel locations.

When evacuating you should:

- Coordinate your departure with the people who will be traveling with you.
- Notify an out-of-area person of your evacuation plans.
- Plan for your pets.
- Pack your disaster supply kit into your vehicle.
- Secure your home.
- Double check your evacuation route and leave.

Should I carry food and drinks in my car?

Yes! Stopping for food or drinks during a large-scale evacuation may significantly delay you in getting to your destination. Some restaurants and stores along hurricane routes may be closed and those that are open are likely to be very crowded. Additionally, once you leave the evacuation route to purchase food or drinks, it may be difficult to re-enter the flow of traffic.

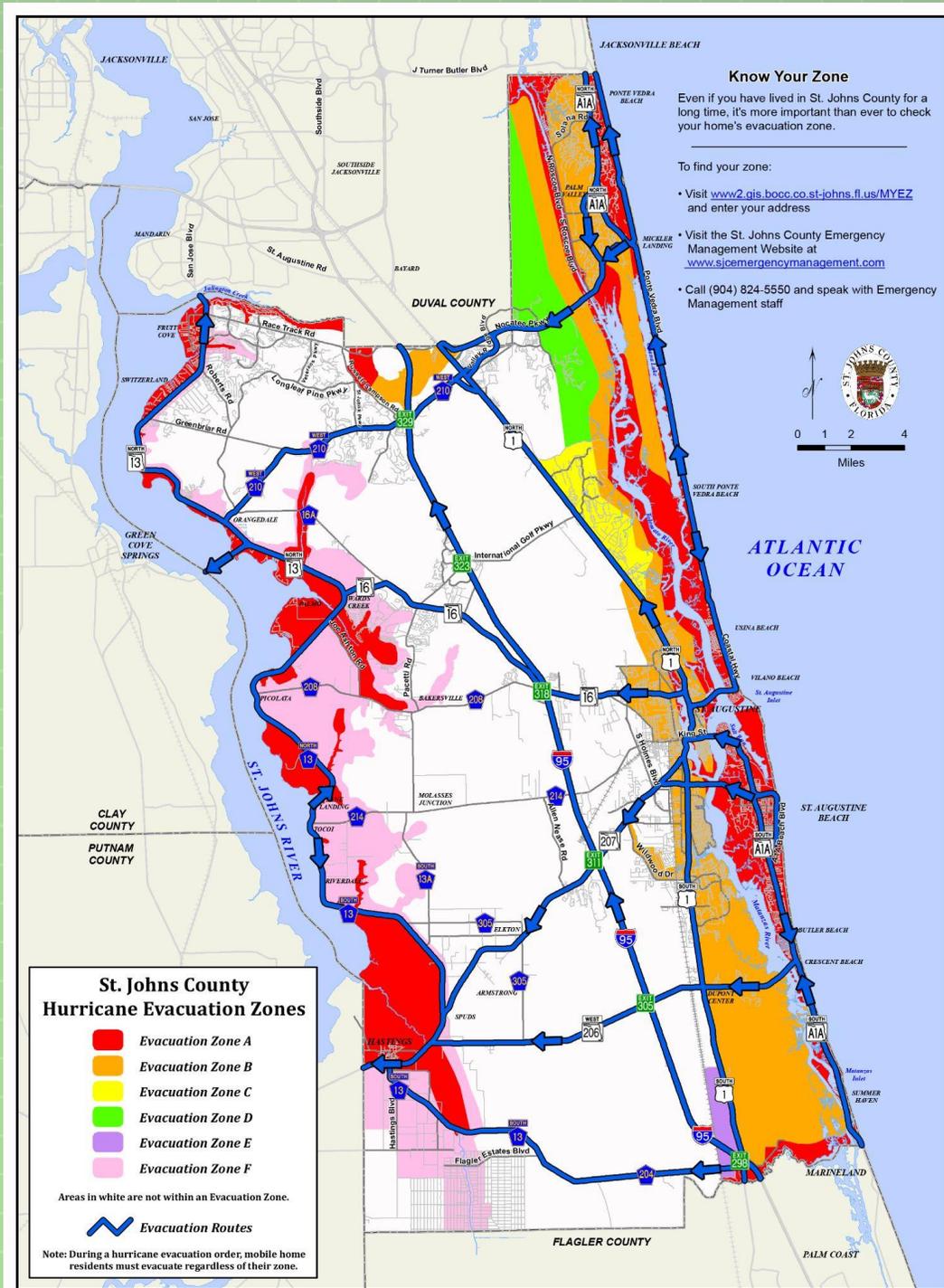
What can I do to help others?

Check on friends and neighbors and assist them if you can make sure they can evacuate. If you cannot, help them contact the local emergency management office.



2022 HURRICANE GUIDE

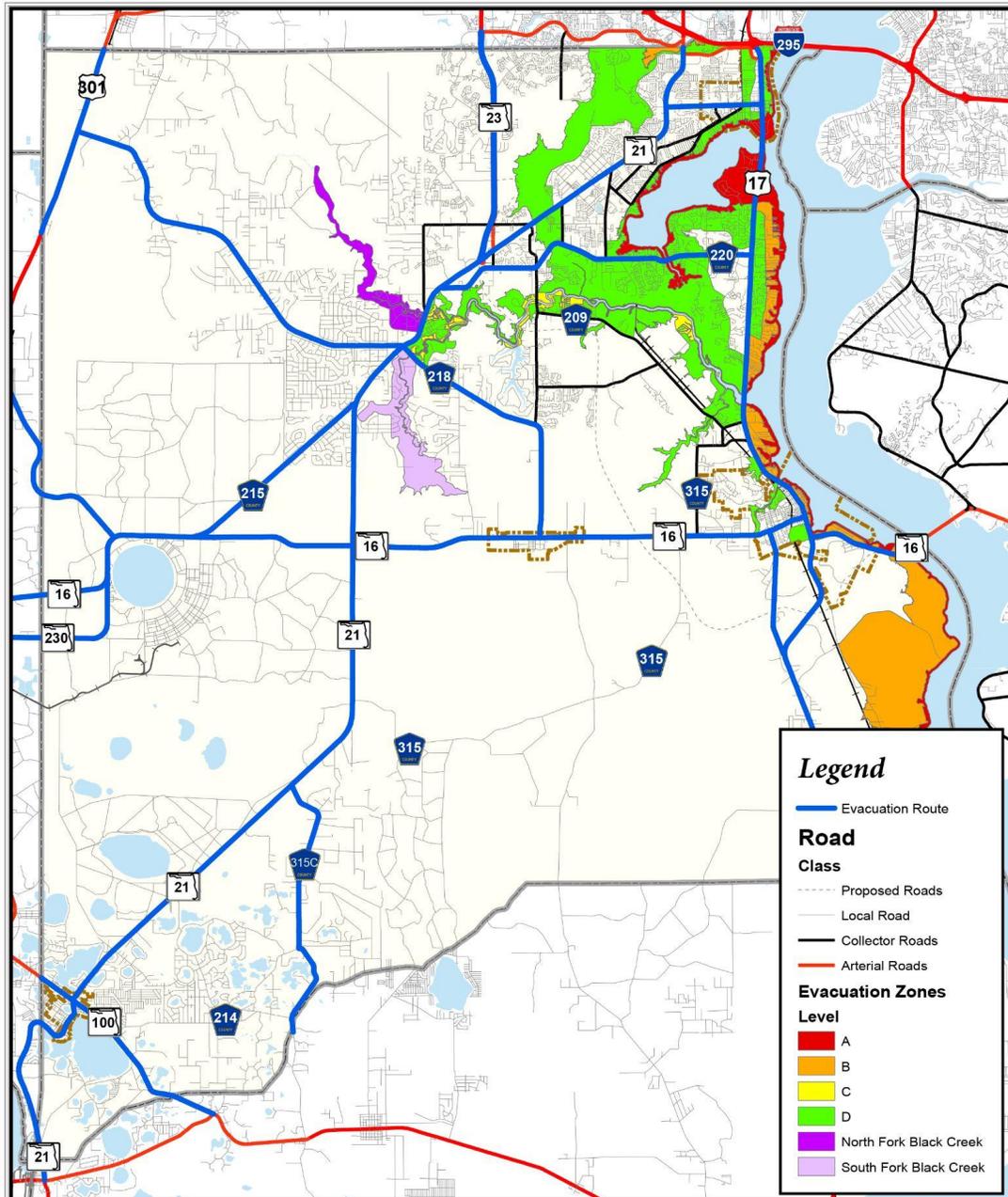
Evacuation Zones, St. John's County





2022 HURRICANE GUIDE

Evacuation Zones, Clay County



Evacuation Zones

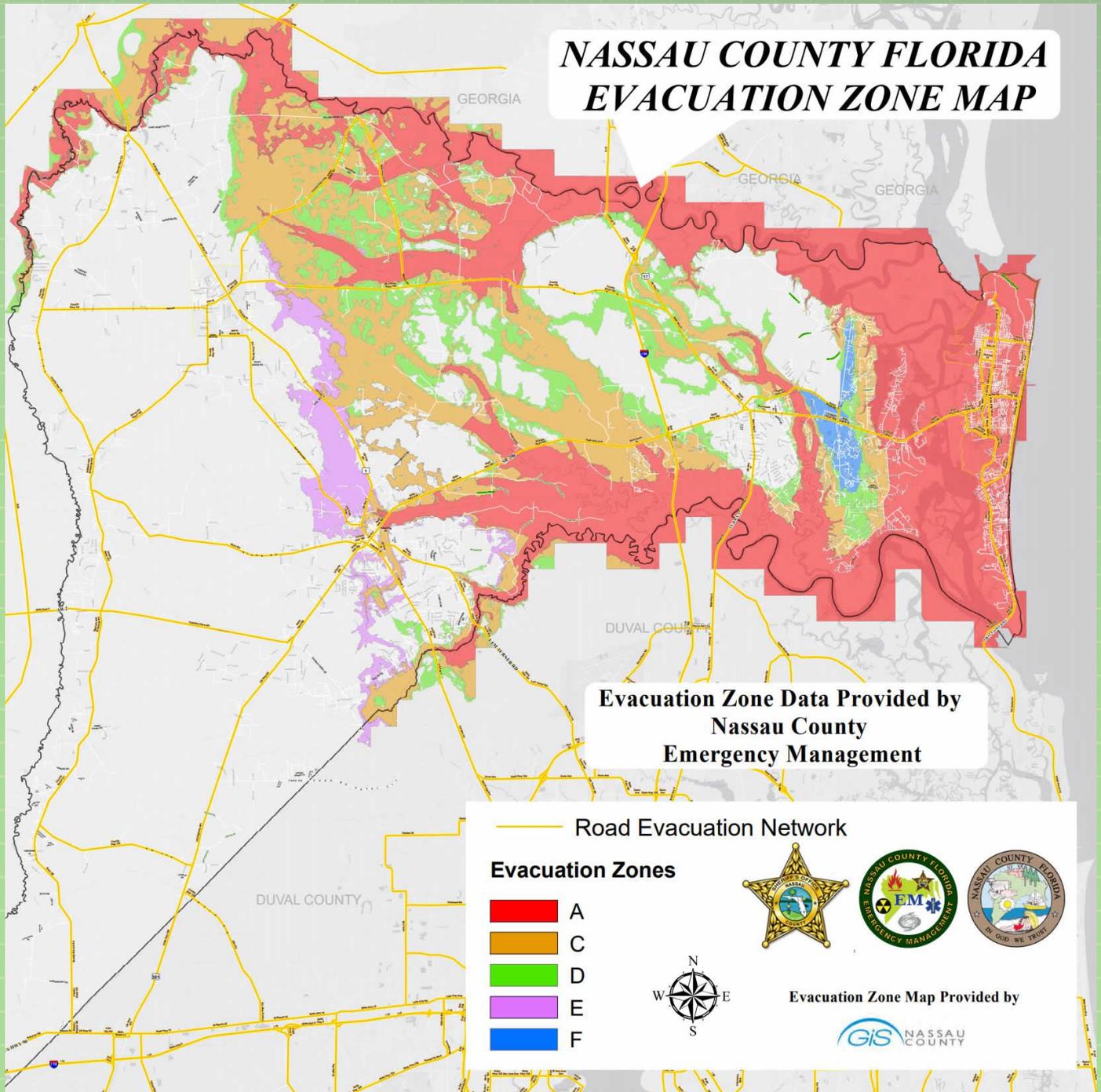


Created By: GIS Department
Map Prepared: 2/23/2021



2022 HURRICANE GUIDE

Evacuation Zones, Nassau County





2022 HURRICANE GUIDE

The Storm Is Here

Emergency management officials typically recommend that **Florida** residents who do not live in an evacuation zone stay home during most tropical storms and hurricanes, except for those who are in poor health, elderly, or in the last trimester of pregnancy.

Preparation

- Check your disaster supplies and bring them into a central “safe room.”
- Install your aluminum hurricane shutters. If you do not have aluminum hurricane shutters, board up windows and doors (including garage doors) with plywood.
- Turn your refrigerator and freezer to the coldest setting. Keep them closed as much as you can so your food will last longer if the power fails.
- Fill bathtubs and large containers with water for sanitation purposes (e.g., to flush toilets).
- Turn off and properly secure propane tanks. Place tanks in an easily accessible location, as you may need to use them after the storm to heat canned goods, cook food and/or boil water.
- If you own a generator, fill gas containers and secure them in a safe, easily accessible location.
- Top off your gas tank in case of a shortage after the storm.
- Unplug small appliances (e.g., lamps and electronics) in rooms you do not plan to use during a storm. This will help to protect your belongings from harmful surges when power is restored.
- Charge all cell phones.

During the Storm

- Listen to a NOAA Weather Radio or your local emergency news station for information on the progress of the storm from the National Weather Service.
- Avoid using mobile devices except for emergencies. Consider turning them off to conserve power.
- Always stay indoors. Keep away from windows and any glass doors.
- Close all your interior doors, as well as blinds and curtains.
- Move to an interior room or hallway in the lowest level of your home. Sleep here if possible.
- Bring a smoke detector and carbon monoxide detector into the room or hallway.
- If any damage occurs, extinguish candles or other light sources that use flames and generate heat.
- Immediately switch to flashlights in the dark to avoid harm from potential gas leaks.
- Never use an elevator during a storm.

Designate a “**safe room**” in your home. Select an interior room with no windows, such as a bathroom or walk-in closet. If your roof develops a hole or completely blows off, have a mattress readily available in the safe room to function as a barrier against flying debris and wind.



2022 HURRICANE GUIDE

Important Utility Tips

If...the power goes out

You will need a battery-powered radio, flashlight, batteries, cell phone and battery charger, nonperishable food and water. Check your emergency kits to make sure you can make it at least a week without power. You will need a way to cook and boil water in the weeks to follow so having an outside grill or camp stove will be useful. You will want items to keep you occupied: books, board games, etc.

If...the power stays out for six hours

If there is food in the refrigerator, move perishable foods into an ice-filled cooler. Put a thermometer in the cooler to make sure it stays below 40°F. Meats and other perishable foods can stay above 40°F without spoiling for two hours.

If...the power stays out for two days

If there is food in the freezer, it can be stored safely for two days if you keep the freezer door shut. Once the storm passes, cook any unspoiled food outside and consider sharing with your neighbors. From this point forward you will need nonperishable food. (When you know a hurricane is coming, if you have a lot of frozen food, use it to prepare your meals. Otherwise, you risk having it spoil in a power outage.)

If... the water supply is affected

It is always possible that the drinking water supply could be affected during a disaster. Monitor the news for boil water notices, which means there is a possibility of contamination. In this case you should be prepared to disinfect the water.

Boil —Bring a pot of water to a rolling boil for one minute to ensure bacteria, viruses or parasites are gone.

Bleach —Add 1/8 tsp. of unscented bleach per gallon of water and let stand for 30 minutes; bleach should contain 5.25 percent sodium hypochlorite. This is less effective than boiling but will work if there is no way to boil water. Bleach can also be used as a disinfectant for cleaning by mixing nine parts of water to one part bleach.

If...there is a sewer outage

If a sewer outage is announced, DO NOT flush your toilet. Powered sewer lift stations may be down, which could cause a sewage backup in your home. Use a portable toilet, like one used on a boat or camper, or set one up by using one of the following methods:

- **5-gallon bucket**—Line with heavy-duty trash bag and use household bleach as disinfectant. Make sure it has a tight lid.
- **Toilet bowl**—Turn off your outside water supply first and flush once to empty before lining with a trash bag. Do not use cat litter. It cannot be flushed after the sewer system is running. Once given the OK by officials, dispose of the emergency toilet's contents into your household commode. Thoroughly sanitize your emergency toilet with bleach before storing or disposal.

If...phone, cable & cell service is down

Use a battery- or crank-powered radio. Radio broadcasts are usually the last communication source to go down. Get a portable radio and lots of batteries. Mobile Text Messaging—Texting often works when other services do not. If your phone's digital clock works, then you can send and receive texts.



2022 HURRICANE GUIDE

Portable Generator Safety

**WHEN THE POWER GOES OUT,
KEEP YOUR GENERATOR
OUTSIDE**



Portable back-up generators produce the poison gas carbon monoxide (CO), an odorless, colorless gas that kills without warning.

ALWAYS

- Keep children away from generator.
- Run a generator in an open, well ventilated area.
- Use good condition electrical cords, rated for the current required by your connected devices.
- Use an isolation device between your generator and your power company's service conductor.
- Read and follow the generator owner's manual.
- Have a qualified, licensed electrician make any electrical wiring modifications.
- Call your local electrician if you have any questions.
- Perform proper generator maintenance.

NEVER

- Operate a generator indoors, within an enclosed space. Generator engines emit deadly carbon monoxide fumes that are odorless and can kill.
- Feed power from a generator directly into your electrical system or any wall outlet. This type of connection can cause a dangerous electrical back feed into the power company's power distribution system that can cause serious injury or death to repair personnel.
- Operate a generator near combustible materials or expose it to water or rain.
- Leave excessive lengths of cord coiled while carrying current. This can cause a fire!
- Refuel a generator while it is running; allow it to cool before refueling.
- Store fuel indoors.
- Leave a running generator unattended.

CARBON MONOXIDE (CO) POISONING



SERVPRO®

2022 HURRICANE GUIDE

After the Storm

HURRICANES

RECOVERY



WHITE GOODS/APPLIANCES



CONSTRUCTION & DEMOLITION/ BULKY WASTE DEBRIS

Building Materials, carpet, drywall, fencing, furniture, lumber, mattresses, plumbing



VEGETATIVE DEBRIS

Leaves, logs, plants, tree branches, bag leaves for weekly pick-up (5 cubic yards/30 bags)
Do not put vegetative debris in City-issued trash or recycling carts



ROUTINE HOUSEHOLD WASTE

 **PLEASE NOTE:** Tree contractors are required to haul away resulting debris and properly dispose of it per Ordinance Sec. 380.206

DEBRIS SEPARATION: Separate debris into the four categories shown above. Failure to keep debris separated by type may prevent workers from collecting it.

WHEN TO PLACE DEBRIS: Debris should be placed curbside as soon as safely possible after the storm to ensure efficient removal. Storm recovery crews make multiple passes, targeting areas with the heaviest debris first.

WHERE TO PLACE DEBRIS: Debris should be placed curbside, without blocking the roadway or storm drains. Place debris at least three feet from all obstacles. Do not stack or lean debris against utility boxes/poles, mailboxes, fire hydrants, or other structures. Do not place debris under trees or power lines.

DO NOT BURN DEBRIS: Burning storm debris is a violation of Jacksonville's year-round burn ban. Citizens can report this violation to 630-CITY (2489) by phone or online at myjax.custhelp.com.



2022 HURRICANE GUIDE

Storm Recovery

Whether you are sheltered in place or returning home after evacuation, stay alert for potential damage and dangers that may arise after a storm. Subsequent rain can cause flooding after a hurricane has ended.

Returning Home from Evacuation

- Wait to return home until officials lift the evacuation order and give the all-clear.
- Do not use roads outside of the evacuation route unless told they are clear.
- Drive slowly and cautiously. Power lines and trees often fall during storms and can endanger drivers.
- Never drive into standing water; you may not know where the puddle ends, and a canal starts.
- Look at the outside of your home before reentering. You need an accurate assessment of potential damage in case the interior is dark due to a power failure.
- Leave immediately if you notice signs of danger (e.g., standing water, the smell of gas, fire damage). Contact emergency services if there is an immediate danger.

Exiting Your Home After Riding Out the Storm

- Venture outside only after officials say the storm is over and it is safe to be outside.
- Contact family and friends to let them know you're okay.
- Contact the American Red Cross if you are unable to reach friends or family. They maintain a shelter database to help you reconnect with loved ones.
- Do not use tap water for cooking or drinking until officials say it is okay.
- Only run your generator outside and away from all structures. Chain it to a large object, such as a tree, to protect it from thieves.
- If you have a carbon monoxide detector, bring it into the common room closest to your generator.



2022 HURRICANE GUIDE

Protecting Your Property

- Protect your property from further damage by making reasonable and necessary repairs.
- Maintain receipts of all expenses related to temporary repairs and for any expenses incurred that are to be considered for reimbursement, keep a journal or digital log.
- Make a list of your damaged personal property. If possible, include the manufacturer, brand name and place and date of purchase. Photos or video of your property before the loss are most helpful.
- Separate damaged property and keep it in a secure location. A claims adjuster will need to examine all damaged property to fully estimate your loss.

Protect Yourself From Unlicensed Contractors

The aftermath of a major storm can attract shady contractors seeking to take advantage of distressed homeowners. Watch out for these red flags when hiring a restoration contractor:

- They happen to “be in the area” and have leftover material.
- They are not affiliated with any recognized trade association.
- Their license or insurance information cannot be verified.
- They demand that you pay in full before they make any repairs.
- They won’t provide references for similar jobs in your area.
- They offer a large discount, but don’t state the total cost of the repair.

**Always verify the status of a contractors’ or remediators’ license.
Visit: myfloridalicense.com/dbpr/**



2022 HURRICANE GUIDE

Why Choose SERVPRO®

SERVPRO of Jacksonville Beach/Ponte Vedra, SERVPRO of Mandarin, and SERVPRO of St. Augustine professionals have the best training and equipment to restore your home or business.

At SERVPRO we're always here to help.

Planning is the most important step to staying safe. Please take the measures included in this Hurricane Guide to prepare your home, family, business, and employees this storm season.

Why Choose Us?

We're dedicated to responding immediately to hurricane damage with experienced cleanup crews. That response helps minimize damage, and reduces further costs.

We specialize in water, flood, and storm damage, including damage caused by hurricanes, tornadoes, rising flood waters, storm surge, wind, etc. Our SERVPRO Technicians have extensive training in water damage remediation, and are all IICRC certified.

We have the resources to handle storm damage 24/7, and a network of over 1,700 franchises nationwide to back us up, as well as Disaster Recovery Teams strategically placed throughout the country.

Did you know that we can assist you with your insurance claim?

In the aftermath of a storm or natural disaster the last thing you want to worry about is managing an insurance claim. Our office can assist you with processing paperwork and help oversee the processing of your claim if assistance is requested.

Call us at 904-636-0044