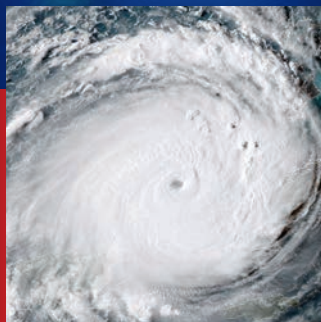


# CITY OF JACKSONVILLE EMERGENCY PREPAREDNESS GUIDE 2018-2019



BE PREPARED FOR STORMS, HURRICANES, FLOODING, WILDFIRES, AND OTHER NATURAL DISASTERS



# BE JAXREADY

Dear Citizens:

When it comes to emergency response, our city has learned a lot in recent years. Hurricanes Matthew and Irma brought difficult but defining moments for our community, demonstrating the resilience of our city and people.

These storms' powerful winds and record-setting storm surges affected many First Coast families, with homes damaged and possessions lost to dangerous gusts, fallen trees, and rising tides.

Yet, the strong character of our citizens shined brightly throughout these challenges. I felt inspired as I visited neighborhoods following the storms and saw countless examples of communities and neighbors coming together to assist those in need. I heard numerous tales of friends sharing supplies and offering refuge in their homes.

And I witnessed this character in the actions of our dedicated public servants: the first responders who braved harsh conditions to rescue citizens from danger, the linemen and women who worked tirelessly to restore power, the volunteers who provided shelter for those in need, and the workers who helped clean up the debris and restore normalcy in the months following the storms.

As we enter a new season, we must remember the lessons of previous years and be ready as early as possible. This emergency preparedness guide



provides important information and tools to help you and your family prepare for emergencies. It includes tips, checklists, and step-by-step instructions advising what to do before, during, and after an emergency.

I encourage you and your family to be JaxReady and use this guide as a resource throughout the year.



Sincerely,

Lenny Curry  
Mayor

## CONTENTS

### 2 Know the Hazards

Thunderstorms and Lightning | Tornadoes |  
Wildfires | Warm & Cold Weather |  
Beach Safety | Hurricanes & Tropical Storms |  
Flooding

### 6 Before the Storm

6 Sign Up for Alerts and  
Emergency Notifications

7 Protect Your Home from Storm Damage |  
Make a Disaster Preparedness Plan

9 Build an Emergency Supply Kit

### 10 During the Storm

10 Should You Evacuate or Stay?

11 Evacuation Shelters

12 Special Needs Registration |  
Storm Safety for Your Pets

### 13 After the Storm

13 Post-Disaster Safety Tips

14 Separating Storm Debris

15 Recovery Resources

16 Military Information

17 Restoring Power

### 18 FAQs






## THUNDERSTORMS AND LIGHTNING

Thunderstorms can develop any time of the year in Duval County, but they are most frequent in late spring through early fall. All thunderstorms produce lightning. On average, Florida has 1.45 million lightning strikes per year. If you hear thunder, lightning is close enough to strike. During a thunderstorm, you should take the following precautions:

- Go inside or seek shelter immediately
- Avoid objects that conduct electricity
- Get as far away from water as possible
- Avoid open areas and high ground



### SEVERE THUNDERSTORM RISK CATEGORIES

1 - MARGINAL (MRGL)	2 - SLIGHT (SLGT)	3 - ENHANCED (ENH)	4 - MODERATE (MDT)	5 - HIGH (HIGH)
Isolated severe storms possible  Limited in duration and/or coverage and/or intensity	Scattered severe storms possible  Short-lived and/or not widespread, isolated intense storms possible	Numerous severe storms possible  More persistent and/or widespread, a few intense	Widespread severe storms likely  Long-lived, widespread and intense	Widespread severe storms expected  Long-lived, very widespread and particularly intense
				
<ul style="list-style-type: none"> <li>• Winds 40-60 mph</li> <li>• Hail up to 1"</li> <li>• Low tornado risk</li> </ul>	<ul style="list-style-type: none"> <li>• One or two tornadoes</li> <li>• Reports of strong winds/wind damage</li> <li>• Hail ~1", isolated 2"</li> </ul>	<ul style="list-style-type: none"> <li>• A few tornadoes</li> <li>• Several reports of wind damage</li> <li>• Damaging hail, 1-2"</li> </ul>	<ul style="list-style-type: none"> <li>• Strong tornadoes</li> <li>• Widespread wind damage</li> <li>• Destructive hail, 2"+</li> </ul>	<ul style="list-style-type: none"> <li>• Tornado outbreak</li> <li>• Derecho (widespread, long-lived wind storms)</li> </ul>

## TORNADOES

A tornado is a column of violently rotating air that extends from a thunderstorm to the ground. Lightning and hail are common in thunderstorms that produce tornadoes. The extent of destruction caused by a tornado depends on its intensity, size, path, and amount of time it is on the ground.

If a tornado warning is issued and you are in a mobile home, vehicle, or outdoors, get to the closest substantial shelter. Move to an interior room on the lowest level of a sturdy building.

**TORNADO WATCH:** Storm conditions indicate tornadoes are possible in your area. Monitor radio and television reports for further updates.

**TORNADO WARNING:** A tornado has been sighted or indicated by weather radar. Proceed to safe shelter immediately.





# WILDFIRES

A wildfire is an unplanned, unwanted fire. Wildfires often occur in wilderness areas, but they can occur anywhere. Wildfires can start by natural causes, such as lightning, but most are caused by humans. While wildfires are a year-round risk in Florida, peak activity usually occurs January through June. Some ways that you can protect your home from wildfires include:

- Creating and maintaining a defensive space (30 ft. area around your home that is free of anything that will burn)
- Regularly cleaning your roof and gutters
- Regularly mowing grass and disposing of dead, dry plant matter
- Thinning out trees so there is at least 10 to 15 ft. between tree crowns
- Adhering to year-round burn ban



## JACKSONVILLE FIRE & RESCUE DEPARTMENT SMOKE DETECTOR PROGRAM

Smoke detectors help save lives by warning residents of a fire.

The Jacksonville Fire & Rescue Department provides and installs a **FREE SMOKE DETECTOR** for any qualifying\* Jacksonville resident living in a single family or multi-family residence. For a FREE smoke detector or replacement batteries, call (904) 630-CITY (2489).

\*Some exclusions apply. Businesses, contractors and rental properties do not qualify for the smoke detector program.



**LEARN MORE AT MYJFRD.COM**

### PREPARE YOUR FAMILY AND HOME

- Install smoke detectors on every level of your home and test them at least every six months
- Install carbon monoxide detectors and test the batteries regularly
- Make sure everyone in your home knows how to use the fire extinguisher and knows where it is located
- Identify and practice escape routes from each room in your home
- Make sure everyone in your home knows how to shut off the gas, water and electricity at the main switches
- Designate a rallying point to meet in the event of a house fire
- Remember to include your pet(s) in your plan(s)

## WARM & COLD WEATHER

**HEAT ADVISORY:** Issued when the heat index ranges between 108°F and 112°F for any duration of time

**EXCESSIVE HEAT WARNING:** Issued when the heat index reaches or exceeds 113°F for any duration of time

**FREEZE WARNING:** Issued when temperatures are expected to drop below 32°F for at least two hours

**HARD FREEZE WARNING:** Issued when temperatures are expected to drop below 28°F for at least two hours

Protect the **4 P's** during cold weather:

1. **People** should dress warmly and in layers.
2. **Pets** should be brought indoors or given a warm place to sleep.
3. **Pipes** that run outside should be insulated.
4. **Plants** should be covered or brought indoors.

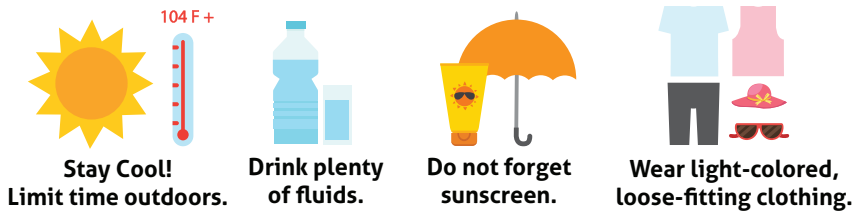


# BEACH SAFETY

The beaches in Duval County use a flag system to inform swimmers of the current ocean conditions. Flags are located along the beach at various boardwalk cross-overs. In the absence of flags, swimmers should use extreme caution when entering the water.

## HEAT EMERGENCIES

Heat emergencies pose significant dangers. The body's temperature can rise dangerously high when humidity combines with hot air temperatures. Make sure to stay cool, drink lots of fluids, apply sunscreen, and wear proper clothing to prevent a heat emergency.



## TIPS TO STAY SAFE IN THE WATER

- Never swim alone
- Always swim with a lifeguard on duty
- Heed warnings from lifeguards
- Never underestimate the ocean's ability
- Never swim if lightning or a storm is approaching

## BEACH WARNING FLAGS

### Banderas De Advertencia En La Playa



### Water Closed to Public

Agua Cerrada al Público



### High Hazard

High Surf and/or Strong Currents

Peligro Alto, Resaca Alta y/o Corrientes Fuertes



### Medium Hazard

Moderate Surf and/or Currents

Peligro Medio, Resaca Moderada y/o Corrientes Fuertes



### Low Hazard

Calm Conditions, Exercise Caution

Peligro Bajo, Condiciones Calmas, Tenga Cuidado

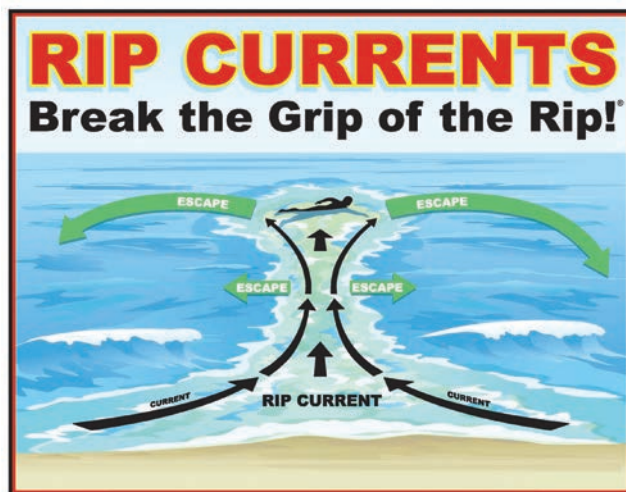


### Dangerous Marine Life

Vida Marina Peligrosa

**Absence of Flags Does Not Assure Safe Waters**

La Ausencia de Banderas No Asegura Aguas Seguras



### IF CAUGHT IN A RIP CURRENT

- ◆ Don't fight the current
- ◆ Swim out of the current, then to shore
- ◆ If you can't escape, float or tread water
- ◆ If you need help, call or wave for assistance

## RIP CURRENTS

**What are rip currents?** Rip currents are powerful channels of fast-moving water that usually flow away from the shore. Rip currents can occur during both calm and rough conditions.

**Where do rip currents form?** Typically, rip currents form at breaks in the sandbar, and also near structures such as jetties and piers.

**What are some clues that a rip current may be present?**

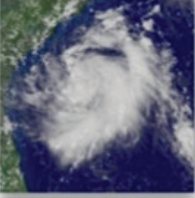
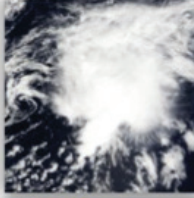
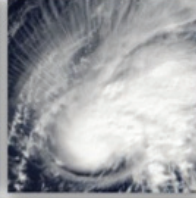
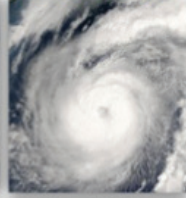
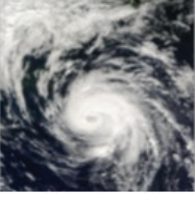
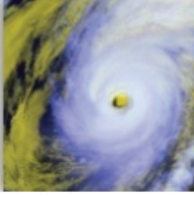
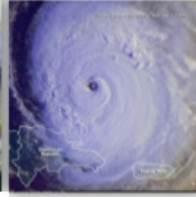
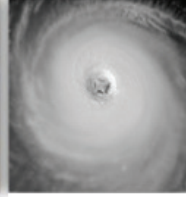
- No waves breaking in the area
- Unusual chopiness
- Discoloration of water
- A line of foam, seaweed, or debris moving seaward



# HURRICANES & TROPICAL STORMS

Tropical disturbances, tropical depressions, tropical storms, and hurricanes are all different types of tropical cyclones, which are classified by their maximum sustained surface wind speed. Tropical cyclones are rotating low-pressure systems that form over warm tropical water.

Tropical storms and hurricanes are among the most dangerous risks to Duval County. Hurricane season is June 1st through November 30th, but storms can form any time throughout the year.

Tropical Disturbance Wind Speed < 23 mph	Tropical Depression Wind Speed 23-38 mph	Tropical Storm Wind Speed 39-73 mph	Hurricane – Cat. 1 Wind Speed 74-95 mph
			
			
Hurricane – Cat. 2 Wind Speed 96-110 mph	Hurricane – Cat. 3 Wind Speed 111-130 mph Major Hurricane	Hurricane – Cat. 4 Wind Speed 131-155 mph Major Hurricane	Hurricane – Cat. 5 Wind Speed 156+ mph Major Hurricane

**WATCH:** TROPICAL STORM OR HURRICANE CONDITIONS ARE POSSIBLE WITHIN 48 HOURS IN WATCH AREA.

**WARNING:** TROPICAL STORM OR HURRICANE CONDITIONS ARE EXPECTED WITHIN 36 HOURS IN WARNING AREA.

## FLOODING

Flooding is the most common natural disaster in the United States. With many low-lying areas, the St. Johns River, and other waterways, Duval County is always at risk for flooding regardless of whether a tropical cyclone is affecting our area. The impact of a tropical cyclone can vary depending on the amount of rainfall, wind intensity, high or low tide, storm surge, and wave characteristics.

The St. Johns River flows north towards the Atlantic Ocean. As a storm approaches, water begins to back up the river, slowing down its flow into the Atlantic. When paired with high tides and rainfall, widespread flooding is a major threat.

### FLOODWATER FACTS

- Six inches of moving water can knock over an adult
- Two feet of moving water can carry away most vehicles
- Floodwater can be electrically charged and very dangerous if there are downed powerlines
- Floodwater can contain debris, sharp objects, sewage, and microorganisms
- Floodwater can hide holes or other hazards under its surface



**VISIT [JAXREADY.COM](http://JAXREADY.COM) FOR FLOOD ZONE INFORMATION**



### HURRICANE MATTHEW - OCTOBER 2016

Although Hurricane Matthew did not make direct landfall in our area, it was a wake-up call to residents about the potential impact of destructive storms. Hurricane Matthew's destructive forces hit the hardest along the coastline, where storm surge significantly affected Jacksonville Beach.



### HURRICANE IRMA - SEPTEMBER 2017

Although Hurricane Irma had weakened to a tropical storm when it passed to the west of Duval County, it caused historic flooding throughout the city. Hurricane Irma was a demonstration of what happens to the St. Johns River when a tropical storm pairs with high tide and heavy rains. The water reached record levels and left many low-lying areas flooded for days.

## SIGN UP FOR ALERTS & EMERGENCY NOTIFICATIONS

### JAXREADY APP

Download the JAXREADY app on your smart phone to monitor weather threats and plan to evacuate in the event of a natural disaster. Some of the features of the JAXREADY app include:

- Evacuation zones based on current location or address
- Shelter locations and openings
- Link to special needs registration
- Weather information and maps
- Wildfire and drought indexes
- Up-to-date weather forecast
- Live weather satellite imagery
- Current emergency activation level
- Translation into 78 languages



Download the **JAXREADY** app today! Available for iOS and Android devices

### ALERTJAX EMERGENCY NOTIFICATIONS

#### WHAT IS ALERTJAX?

AlertJax is an emergency notification system that alerts Duval County residents in the event of an emergency. This system provides time-sensitive information for local and county-wide emergencies, including severe weather warnings from the National Weather Service. AlertJax is a free service available to Duval County residents.

#### SIGN UP FOR NOTIFICATIONS

Register for an account today by visiting [coj.net/alertjax](http://coj.net/alertjax). Once your account has been created, you can select how you would like to receive notifications. AlertJax is powered by Everbridge technologies. You can download the Everbridge app for your mobile device in the app store for both iOS and Android devices.



Severe Weather



Flooding



Emergencies



Events

## STAY CONNECTED

**facebook**

[facebook.com/JaxReady](https://facebook.com/JaxReady)

**twitter**

[twitter.com/jaxready](https://twitter.com/jaxready)

# PROTECT YOUR HOME

There are a number of things you can do to protect your home during a storm. One of the most important precautions you can take is to protect the areas where wind can enter your home. The following are some tips on how to protect your home from wind and flood damage:

## WIND

**CONSIDER STORM SHUTTERS** for all large windows and glass doors.

**CONSIDER A NEW ROOF** with hurricane-rated shingles.

**MAKE SURE THE ROOF IS FASTENED** to the structure with hurricane straps and clips.

**INSTALL HEAD AND FOOT BOLTS** on double entry doorways.

**USE A SECURITY DEADBOLT** with a one-inch minimum bolt on all exterior doors.

**CONSIDER A REINFORCED GARAGE DOOR** or a hurricane-resistant garage door.

## FLOOD

**CLEAN GUTTERS AND DRAINS** to ensure they are free of debris.

**STOCKPILE** emergency protective materials such as plywood and tarps.

**ELEVATE** your heating and cooling systems, water heater, and electric panel if susceptible to flooding.

**DRY FLOODPROOFING:** Making a building watertight through the use of waterproof membranes, backflow valves, and other measures.

**WET FLOODPROOFING:** Modifying uninhabited portions of your home to allow floodwaters to enter and exit.

# GET AN INSURANCE CHECKUP

**Check in with your insurance agent well before hurricane season.** Most property insurance policies do not cover flood losses. You will need to purchase a separate flood insurance policy if your property is at risk for flooding. Flood insurance is available through the National Flood Insurance Program in participating communities. Consider the following:

**ASK YOUR AGENT** about coverage for the cost of building code upgrades.

**INVENTORY THE CONTENTS** of your home to speed up the claims process.

**TAKE PHOTOGRAPHS** and save receipts of items or valuables.

**SET ASIDE FUNDS** to pay your hurricane deductible.

**TO LEARN MORE** about flood risks and flood insurance options, visit [floodsmart.gov](http://floodsmart.gov).

# MAKE A PLAN

**Before hurricane season, develop or update your Family Emergency Plan.** Hold a meeting with your family to discuss what you will do in an emergency. Practice your plan with your family. You should address the following in your Family Emergency Plan:

**KNOW YOUR EVACUATION ZONE** and establish an evacuation route (*see back cover for map*).

**KNOW WHERE YOU WILL MEET** if you are separated and where you will stay if you must evacuate.

**PICK AN OUT-OF-TOWN CONTACT** family members can call to check-in and receive statuses.

**PLAN FOR YOUR ENTIRE HOUSEHOLD** including children, pets, and individuals needing additional assistance.

# ARE YOU READY? JAX READY



# 630-CITY

Where to go when you need to know.

Whether you are a resident, business owner, or visitor, help is just a click or call away. To better assist us in responding to your request, gather as much info as possible concerning your issue or complaint prior to contacting 630-CITY.

630CITY.coj.net or  
MyJax Mobile App



click  
-or-  
Call



(904) 630-CITY (2489)



**During an emergency weather event...**

630-CITY extends its hours to provide answers to your questions and help keep you and your loved ones safe!



ONE CITY. ONE JACKSONVILLE. | SCAN THIS QR CODE TO LEARN MORE ABOUT 630-CITY.

## OPEN BURNING IS PROHIBITED

**DO NOT BURN YARD WASTE OR STORM DEBRIS.**

The City of Jacksonville's **YEAR-ROUND BURN BAN** prohibits the open burning of yard waste and storm debris. This rule is in addition to the year-round state ban on the burning of household garbage. Burns contained within the confines of a BBQ grill or similar device used solely for cooking purposes are permitted. Report violations by calling (904) 630-CITY (2489) or visiting 630city.coj.net.



NEIGHBORHOODS DEPARTMENT | ENVIRONMENTAL QUALITY DIVISION | (904) 255-7100 | COJ.NET/AIRQUALITY

# BUILD AN EMERGENCY SUPPLY KIT

In the event of an emergency, you may need access to food for several days. Being prepared means having your own food, water, and other essential supplies to last for at least three days. To assemble a supply kit, store items in airtight plastic bags and put your entire supply kit into one or two easy-to-carry containers.



## BASIC EMERGENCY SUPPLY KIT ITEMS

- ☐ Water (one gallon per person, per day for at least three days)
- ☐ Non-perishable food
- ☐ Manual can opener
- ☐ Radio (battery-operated or hand crank and a NOAA Weather Radio)
- ☐ Flashlight (battery-operated or hand crank)
- ☐ Extra batteries
- ☐ First aid kit
- ☐ Cell phone (charger, portable charger and inverter)
- ☐ Prescription medications
- ☐ Eyeglasses/contacts
- ☐ Sanitation items (moist wipes, garbage bags, and plastic ties)
- ☐ Important documents (identification, insurance policies, and account records saved electronically or in a waterproof, portable container)
- ☐ Important telephone numbers

## ADDITIONAL EMERGENCY SUPPLIES

Consider adding the following items to your emergency supply kit based on your individual needs:

- ☐ Personal hygiene items
- ☐ Infant needs (formula, food and diapers)
- ☐ Non-prescription medications
- ☐ Matches or firestarter
- ☐ Cash or traveler's checks
- ☐ Whistle
- ☐ Local and regional maps
- ☐ Clothing (complete change of clothes appropriate for the weather)
- ☐ Sturdy shoes
- ☐ Sleeping bags and extra blankets

- ☐ Fire extinguisher
- ☐ Multi-purpose tool
- ☐ Two-way radios
- ☐ Activities (books, games, and puzzles)
- ☐ Mess kit (paper towels and plates, and plastic cups and utensils)

## EMERGENCY PET SUPPLY KIT

- ☐ Food and water
- ☐ Food and water bowls
- ☐ Medications
- ☐ Vaccination and registration records
- ☐ Collar or harness with ID tag, rabies tag and leash
- ☐ Plastic bags for pet waste
- ☐ Cat litter and litter tray
- ☐ Paper towels and disinfectant
- ☐ Current photo of you and your pet(s)
- ☐ Comfort items (toys, treats, and bedding)

## MAINTAIN YOUR KIT

**FOOD STORAGE:** Store canned food in a cool, dry place and boxed food in plastic or metal containers.

**CHECK AND REPLACE:** Regularly check the date on items in your kit, such as food, medications, and batteries, and replace expired items as needed.

**UPDATE:** Re-think your needs every year and update your kit as your family's needs change.



## EVACUATE OR SHELTER IN PLACE?

### PREPARATION TIPS WHEN A HURRICANE IS EXPECTED

- Review your family emergency plan
- Refill prescription medications
- Trim or remove trees that are close enough to fall and cause damage to your home or property
- Check for weather updates regularly on your TV, radio, or online
- Bring loose, lightweight objects indoors, such as patio furniture and garbage cans
- Anchor objects that are unsafe to bring indoors
- Purchase supplies to board-up windows if you do not have storm shutters
- Gas and service your vehicles

### DECIDING TO STAY OR GO

If you are in a Mandatory Evacuation Zone, **take action immediately**. If you are not in a Mandatory Evacuation Zone, you may choose to stay in your home. Keep in mind, you may only need to travel a short distance to safely evacuate. Moving to a non-evacuation zone may be sufficient.

### IF YOU DECIDE TO EVACUATE

When an evacuation is ordered, I-95 and I-10 may be your routes away from the storm. Beaches residents and visitors may use the Wonderwood Expressway, Atlantic Boulevard, Beach Boulevard, and J. Turner Butler Boulevard to reach I-95 and I-10 (*see back cover for map*). Evacuation routes may be crowded as individuals from neighboring counties also use these routes to evacuate.

### FINAL ACTIONS IF EVACUATING

- Turn off propane tanks and/or gas
- Turn off power at main electric panel using main switch or flip all circuit breakers to the "off" position
- Turn off the main water valve at the street or inside your unit if in an apartment or condominium
- Secure all doors and windows
- Take your Emergency Supply Kit with you



### FOOD SAFETY

Whether you are evacuating or sheltering in place, the coin in freezer trick can be used to determine if the contents of your freezer thawed during a storm. Fill a cup with water and place it in the freezer. Once the water is frozen solid, place a coin on top and store the cup in the freezer. Upon return to your home, the coin's location in the cup will determine if your freezer items stayed intact (at the top), partially defrosted (in the middle) or completely defrosted (at the bottom). As a general rule, when in doubt throw it out!

### IF YOU DECIDE TO STAY

Keep in mind that you may not be able to leave your home for several days. Surrounding conditions may impede emergency officials from getting to you even if floodwaters and winds do not directly impact your home. Frequently check for weather updates on your TV, radio, or online.

### FINAL ACTIONS IF STAYING

- Move your vehicle to higher ground, a garage, or another safe location
- Fully charge your cell phone in case you lose power
- Turn your refrigerator and freezer to the coldest settings and only open when necessary
- Close storm shutters and stay away from windows and exterior doors

**Safety Reminder:** Never use a generator, gasoline-powered equipment, grill, camp stove, or charcoal burning device inside or in any partially enclosed area. Keep such devices outside and at least 20 ft. from doors, windows, and vents.

# EVACUATION SHELTERS

Evacuation shelters are a refuge of last resort and should only be considered if you need to evacuate and have no other options. If you can safely shelter in place, stay with friends or family, or stay in a hotel, it is recommended that you do so.

If your only option is to stay at a shelter, bathe and eat before securing your home and relocating. Citizens are encouraged to bring their own food, pillows, and bedding. Do not bring any valuables with you. Smoking and/or alcohol consumption is not permitted at any shelter. Additionally, childcare is not provided at any shelter; you are required to supervise your children.

Keep in mind, shelter locations may change from year to year, so do not go to a shelter until it has been announced that it is open.



## GENERAL POPULATION SHELTERS

General population shelters are managed by the American Red Cross and are filled on a first-come, first-served basis.



### What Should You Bring to a Shelter?

- ☐ Air mattress, blankets, pillows, or other bedding
- ☐ Food, water, and medication
- ☐ Important papers
- ☐ Games, toys, and books
- ☐ Flashlight and batteries
- ☐ Additional safety, hygiene or comfort items
- ☐ Your emergency supply kit (*see page 9*)

## PET-FRIENDLY SHELTERS

Pet-friendly shelters provide shelter to evacuees and their pets. Only household pets, including dogs, cats, birds and rabbits, are allowed in pet-friendly shelters.



- Pets must be current on vaccinations
- Pets must be properly caged or crated
- Pets may be sheltered separate from owners
- Owners are required to care for pets

**PLEASE NOTE: NO REPTILES ARE ACCEPTED**

### What Should You Bring for Your Pet?

- ☐ Your pet emergency supply kit (*see page 9*)
- ☐ A carrier, crate, kennel, or cage
- ☐ Current vaccination records for your pet
- ☐ A collar on each pet with current ID, city license, and rabies tags

## SPECIAL NEEDS SHELTERS

A special needs shelter is a designated structure that has backup power and is capable of providing safe refuge for evacuees who have health conditions that require basic assistance or supervision from a medical professional during a disaster. These shelters are managed by the Florida Department of Health in Duval County.



### Things to Consider:

- A caregiver must accompany any individual requiring more than basic assistance
- Individuals with special dietary needs should bring their own food
- You must PRE-REGISTER every year if you plan to stay at a special needs shelter



# BE PREPARED BEFORE DISASTER STRIKES SPECIAL NEEDS REGISTRATION



If you have a health condition and require basic assistance during a disaster, contact us today to see if you qualify for Special Needs.

Visit our website at [coj.net/specialneeds](http://coj.net/specialneeds) to complete the special needs registration online or call (904) 630-CITY (2489).

**YOU MUST PRE-REGISTER** if you plan to stay in a Special Needs Shelter during an emergency.

**REMINDER: YOU MUST REGISTER EVERY YEAR TO MAINTAIN YOUR SPECIAL NEEDS STATUS.**

**COJ.NET/SPECIALNEEDS OR (904) 630-CITY (2489)**

## STORM SAFETY *for your pets*



**Animal Care & Protective Services**

NEVER STRAY FROM HOPE.

- DO NOT SET PETS LOOSE. They will not "be OK."
- Bring your pets indoors at the first signs of a storm. Conditions could deteriorate quickly.
- If you have animals that are likely to run and hide, keep them on a leash or in a carrier so that they are safe, secure, and ready to go should you need to evacuate.
- Put together a grab-and-go emergency pet supply kit. In addition to medications, vaccination records, leash, and favorite toy, include three to four days of pet food and a gallon of bottled water per pet, per day.
- Understand that at pet-friendly shelters, you will be responsible for the care of your pet.



**BE PART OF THE SOLUTION... *Spray OR Neuter.* | 2020 Forest St. | (904) 630-CITY (2489) | [coj.net/pets](http://coj.net/pets)**

# AFTER THE STORM

## RECOVERING FROM A HURRICANE

## POST-DISASTER SAFETY TIPS

### STAY SAFE

If you evacuated, wait for public officials to announce that it is safe before you return home. Each year, there are a significant number of injuries while cleaning up after a storm. Consider the following tips to stay safe after a storm:

**AVOID DRIVING:** Following a storm, traffic signals may not be working or there may be downed powerlines and trees. Only drive if necessary.

**AVOID FLOODWATERS:** Avoid driving or wading through floodwaters as they may be electrically charged, contain dangerous debris, or be covering places where the ground has washed away.

**CHECK FOR DANGER:** Check the outside of your home for loose powerlines, gas leaks, or structural damage. Do not enter a building until it has been inspected.

**PROTECT YOURSELF:** Wear appropriate protective gear, such as gloves and masks, to shield yourself from debris and airborne hazards.

**PREVENT FURTHER DAMAGE:** Do what you can to prevent further damage to your home, such as placing a tarp over a hole in the roof or covering a broken window.

**AVOID ELECTRICAL EQUIPMENT:** Do not use electrical equipment if it is wet or if you are standing in water.

### WHAT TO DO IF A TRAFFIC SIGNAL IS NOT OPERATING



#### FLASHING RED

Light should be treated as a four-way stop.

#### FLASHING YELLOW

Drivers should proceed with caution only when traffic permits.

#### NO SIGNAL LIGHTS

Light should be treated as a four-way stop.

### STAY HEALTHY

**CLEAN AND DISINFECT** everything that got wet as floodwaters can contain sewage, bacteria, and chemicals.

**THROW AWAY** any food that was not maintained at a proper temperature or may have been exposed to floodwaters.

**REMEMBER THE COIN IN FREEZER TRICK.** If the coin is on top of the frozen cup of

water, then the contents of your freezer stayed frozen and are safe for consumption. If the coin has moved, the contents may be questionable and should be thrown away.





# SEPARATING STORM DEBRIS

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

**WHERE TO PLACE DEBRIS:** Debris should be placed curbside, without blocking the roadway or storm drains. Place debris at least three feet away 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.

**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.

**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 [630city.coj.net](http://630city.coj.net).



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

## POST-STORM CLEAN-UP

**AIR OUT** your home by opening doors and windows whenever you are present and conditions are safe.

**MOVE OUT** saturated, porous materials such as upholstered furniture or mattresses, especially if there is visible fungal growth.

**CLEAN OUT** and disinfect any remaining debris and mud in your home.

If your home is damaged from a storm, first contact your insurance company or agent. You may need to contact a professional to dry out your home or tear out flooring, drywall, insulation, or other materials that were saturated by floodwaters.

Scam artists are known to target areas that have been impacted by storms. Be cautious of potential scams such as people posing as licensed contractors. *See page 15 for more information.*

## MOSQUITO CONTROL

The City of Jacksonville Mosquito Control Division expects an increase in mosquitoes, usually one week after a major storm event. In response, the City provides effective mosquito control while protecting public health and the environment. Follow these tips to protect yourself from mosquitoes after a storm:

- Cover bare skin with insect repellent
- Wear long sleeves and pants when outside
- Consider staying indoors
- Check and repair screens on windows and doors
- Drain standing water to prevent mosquito breeding sites
- Remove debris and water from rain gutters and downspouts



**VISIT [COJ.NET/MOSQUITO](http://COJ.NET/MOSQUITO) FOR MORE INFORMATION**

# RECOVERY RESOURCES

## 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 service (debris removal, muck-out work, tree cutting, etc.) 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](http://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



**FEMA**

**TRANSITIONAL SHELTERING ASSISTANCE:** Please visit [femaevachotels.com](http://femaevachotels.com).

**PROPERTY DAMAGE AS A RESULT OF A HURRICANE:** Contact FEMA at the phone numbers listed above or visit [disasterassistance.gov](http://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](http://jtafla.com)



## UTILITIES

**JEA**  
1-800-683-5542  
(904) 665-6000  
[jea.com](http://jea.com)



**FPL**  
1-800-468-8243  
[fpl.com](http://fpl.com)



## CABLE TV & PHONE

**Comcast**  
1-800-934-6489

**AT&T**  
1-877-377-2478

## VOLUNTEER OPPORTUNITIES

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



# 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](http://adpaas.army.mil)

**Navy (NFAAS):** [navyfamily.navy.mil](http://navyfamily.navy.mil)

**Air Force (AFPAAS):** [hafpaas.af.mil](http://hafpaas.af.mil)

**Coast Guard (CGPAAS):** [cgpaas.uscg.mil](http://cgpaas.uscg.mil)

## MUSTER INSTRUCTIONS FOR THE MARINE CORPS

1. Before departing, log in to MOL at [mol.usmc.mil](http://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](http://ready.navy.mil)
- Ready Marine Corps: [ready.marines.mil](http://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](http://nmcrs.org)
- N.S. Mayport Info: (904) 270-5401
- 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) 714-6290

## COAST GUARD SECTOR JAX AND NATIONAL GUARD CONTACTS

- Coast Guard Mutual Assistance: [cgmahq.org](http://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](http://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](http://ready.army.mil)
- Ready Air Force: [beready.af.mil](http://beready.af.mil)
- Army Well-Being Division Helpline: 1-800-833-6622
- Air Force Personnel Center: [afpc.af.mil](http://afpc.af.mil)
- Air Force Helpdesk: 1-800-525-0102
- Army Emergency Relief: [aerhq.org](http://aerhq.org)
- Army and Air Force Mutual Aid Society: [aafmaa.com](http://aafmaa.com)

## TRICARE CONTACTS

- General Website: [tricare.mil](http://tricare.mil)
- South Region: [humana-military.com](http://humana-military.com); 1-800-444-5445
- North Region: [hnfs.com](http://hnfs.com); 1-877-874-2273
- West Region: [uhcmilitarywest.com](http://uhcmilitarywest.com); 1-877-988-9378



# RESTORATION 1 - 2 - 3

## HOW JEA RESTORES POWER AFTER A STORM AND HOW YOU CAN HELP

## Stay Safe:

### Know That We Are On It:

When repairs to all major circuits are complete, JEA will enter Phase 3, targeting the few remaining isolated outages. We know this phase can be the most frustrating for those few customers who are still without power, and we appreciate your continued patience as we direct all our resources toward completing the restoration process. Rest assured, we will not stop until everyone has power.

### If You Still Do Not Have Power:

## PHASE 2: INDIVIDUAL CUSTOMERS

## WHAT YOU CAN DO

If you have already registered for JEA alerts, you can also text "OUT" to MyJEA (69532).



### To Help Us Better Assist You:

- **Check your circuit breaker:** Have any switches been tripped? *Please note: If your home has any storm-related flooding, address this issue first before attempting to assess any home electrical problems.*
- **Make a visual inspection of the outside of your home:** Is there any visible damage to your weatherhead – the place where electric wires attach to your home? Are there any wires dangling on the ground that should be connected to your home? If so, stay clear and call (904) 665-6000 to report it.
- **If you are returning home after evacuating:** Enter cautiously and look for signs of flooding or other damage. Steer clear of any downed power lines and report them to (904) 665-6000.
- **Power up gradually:** Turn on your appliances one at a time to prevent power surges.



# FREQUENTLY ASKED QUESTIONS

**WHAT EVACUATION ZONE AM I IN?** The JAXREADY app will tell you which evacuation zone you are in based on your current location. You can also find your evacuation zone by entering your address on the JAXREADY app or at [jaxready.com](http://jaxready.com).

**WHEN SHOULD I EVACUATE?** Always follow evacuation orders from local officials. If you are in a Mandatory Evacuation Zone, take action immediately. If you do not feel safe, seek shelter elsewhere. If you do plan to evacuate, do so as early as possible. Keep in mind that you may not need to travel a far distance to safely evacuate. Moving to a non-evacuation zone may be sufficient.

**IF I DO NOT EVACUATE, CAN I STILL GET HELP?** Emergency responders may have difficulty reaching you during a disaster. Roads may be inaccessible due to water, debris, or other hazards. Emergency responders will follow mandatory evacuation orders and may not be able to help those who do not evacuate.

**WHERE ARE SHELTERS LOCATED?** Duval County has numerous evacuation shelters, most of which are located in schools. Keep in mind that not all shelters will be open. Do not go to a shelter until it is announced that it is open. Open shelter locations can be found on the JAXREADY app or by visiting [jaxready.com](http://jaxready.com).

**ARE CITY SERVICES INTERRUPTED?** Depending on the severity of the incident, services such as garbage

collection may be delayed. Check for announcements regarding potential interruptions.

**DOES HOMEOWNERS OR RENTERS INSURANCE COVER FLOOD DAMAGE?** No. Standard homeowners or renters insurance policies do not cover damages caused by flooding. A separate flood insurance policy is necessary to protect against flood losses. Flood insurance is available through the National Flood Insurance Program (NFIP). For more information on flood insurance, contact your insurance agent or the NFIP directly at 1-800-427-4661 or [floodsmart.gov](http://floodsmart.gov).

**SHOULD I PURCHASE FLOOD INSURANCE?** There is typically a 30-day waiting period following the purchase of flood insurance. Additionally, insurance policies cannot be written or modified once a storm impacts the Gulf of Mexico or western Atlantic. Contact your insurance agent today to ensure that you are covered.

**HOW CAN I PROTECT MYSELF FROM CONTRACTOR FRAUD?** Only hire a licensed contractor. Be cautious of anyone coming to your home uninvited and offering to do repairs. Obtain a written estimate or contract for work to be completed. Do not pay in full before work begins or pay the final balance until work is completed to your satisfaction. Do not pull permits for the contractor as this may be an indication that they are not properly licensed. Visit [myfloridalicense.com](http://myfloridalicense.com) to check if a contractor is licensed. Report potential fraud to the State of Florida Consumer Fraud hotline at 1-866-966-7226.

## EMERGENCY INFORMATION

EVACUATION ZONE:      EMERGENCY MEETING PLACES:

.....  
    *In your neighborhood*      *Outside of your neighborhood*      *Out-of-town*

OUT-OF-TOWN CONTACT:

.....  
*Name*      *Home Phone #*      *Work Phone #*      *Email Address*

IMPORTANT NUMBERS:

.....  
*Primary Care Doctor*      *Phone #*      *Address*

.....  
*Pharmacy*      *Phone #*      *Address*

.....  
*Medications/Prescriptions*

.....  
*Veterinarian*      *Phone #*      *Address*



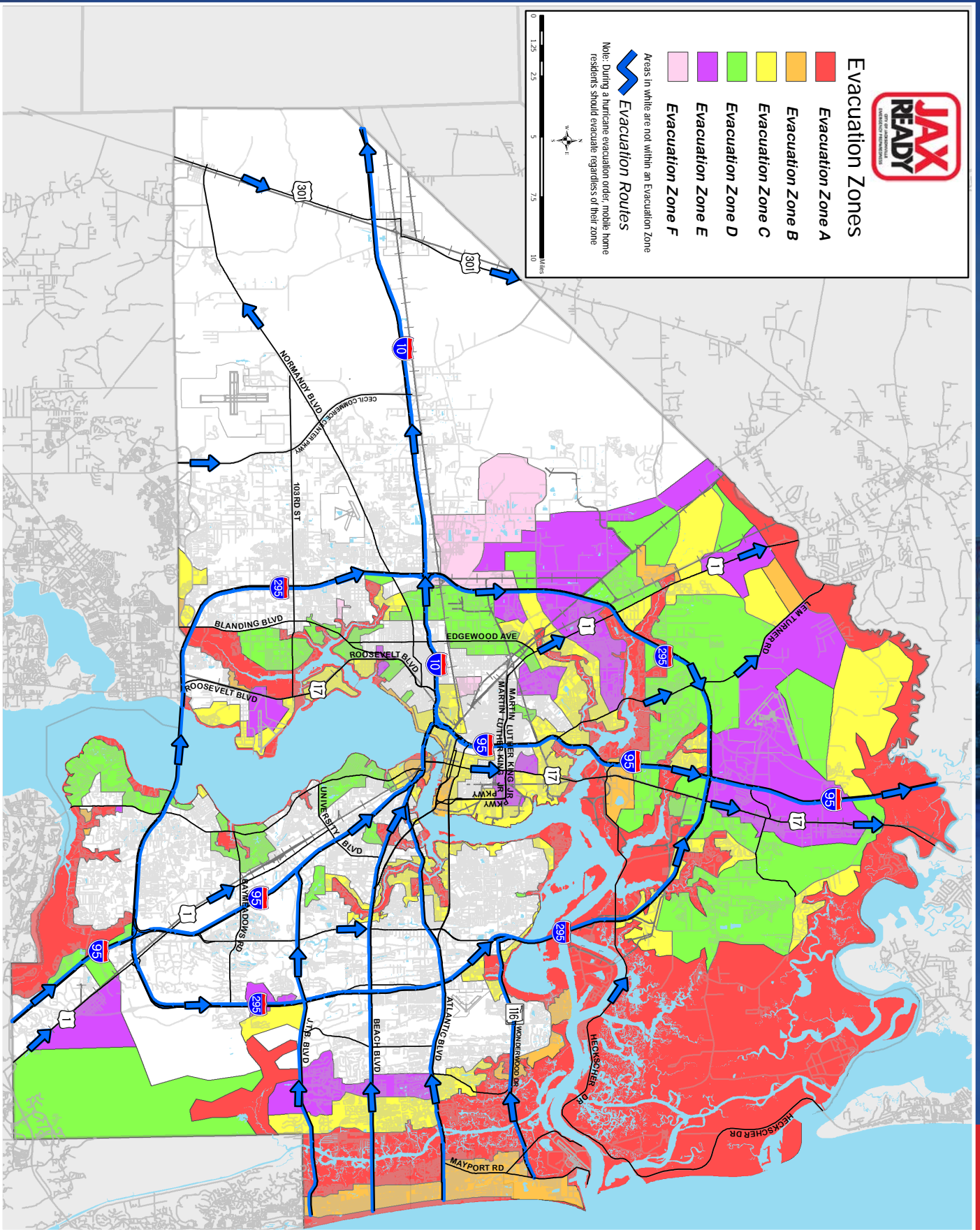
## Evacuation Zones

- Evacuation Zone A
- Evacuation Zone B
- Evacuation Zone C
- Evacuation Zone D
- Evacuation Zone E
- Evacuation Zone F

Areas in white are not within an Evacuation Zone

## Evacuation Routes

Note: During a hurricane evacuation order, mobile home residents should evacuate regardless of their zone



# EVACUATION ROUTES & ZONES