



City of Plantation Pre-Incident Preparation Program

*Business Owners'
Responsibilities & Roles*

Introduction

“It is the City’s responsibility before, during, and after an emergency to act quickly and decisively.”

City of Plantation Severe Weather
Emergency Operations Plan

However ...

Business owners have responsibilities, as well.

- ◆ The City and its businesses are Partners
- ◆ We must work together before, during and after an incident to ensure a safe, efficient and productive recovery effort

"The battle against a hurricane is won during the off season."

The keys are *Preparation*
and *Planning!*



- ◆ Be Informed
- ◆ Be Knowledgeable
- ◆ Be Prepared

Let's Call It Luck!

- ◆ South Florida has been spared during the last two hurricane seasons
- ◆ 2006 and 2007 have NOT been quiet
- ◆ South Florida has been LUCKY!

2006 Storm Season

10 Named Storms

2 US Strikes

2007 Storm Season

17 Named Storms

5 US Strikes

Luck Tends To Run Out

2008 Storm Predictions

- ◆ 15 Named Storms
- ◆ 8 Hurricanes
- ◆ 4 Intense Hurricanes - Category 3 or higher
- ◆ 45 percent chance of striking East Coast - including Florida

Information obtained from National Oceanic and Atmosphere Association (NOAA) and National Hurricane Center websites

Definition

- ◆ **Significant Event** – any incident or situation that has direct implications for the City and its citizens, generates media interest and involves a multi-agency response.
 - ◆ Hurricane or other severe weather occurrence
 - ◆ Hazardous material incident
 - ◆ An act of terrorism
 - ◆ Severe water main break

The Reality is ...

What we don't know:

- ◆ Every event is different.
- ◆ Recovery efforts and times will vary.

What we do know:

- ◆ How to prepare in advance
- ◆ Where to get information
- ◆ How to stay informed

What we can
expect:
Successful
Recovery

Before a Hurricane

Emergency Plan

How long should you plan to be completely self-sufficient?

**For An Extended
Period of Time**

Your Business Emergency Plan

*“Preparation and
planning are key!”*

That goes for your business as well.

It's much less expensive to perform a few
simple preventive measures NOW,
then to have to pick up the pieces later.

Your Business Emergency Plan

Prioritize

- ◆ Identify equipment, materials, documents and files which are most important.
- ◆ Assess their vulnerability to flooding, torrential rains and wind, and the cost to replace or repair them.

Make Your Business Storm-ready NOW!

- ◆ Move heavy equipment to lower shelves
- ◆ Raise computers/servers above flood level
- ◆ Secure equipment that could move or fall during high winds or a tornado

General Preparation

- ◆ Review insurance policies - know what is covered and what is not
- ◆ Maintain written and photographic inventory of all important material and equipment
- ◆ Have an electronic back-up system in place; back up files daily (off-site location is preferable)
- ◆ Protect doors and windows and, if possible, install an emergency power generator

Business Emergency Plan

A **Business Emergency Plan** should include:

- ◆ Continuity of operations – What operations, staff, supplies, etc. are critical? Where can you do business if your building is not accessible?
- ◆ Establish plans for succession management, emergency payroll, individual responsibilities, crisis management, etc.
- ◆ Define plans and individual responsibilities for communication with employees, shippers, suppliers, vendors, media, shareholders, etc.

Business Emergency Plan

- ◆ Stay in touch with local public safety officials
- ◆ Ensure that your business is registered with City of Plantation Dialogic/Reverse 911 system
- ◆ Talk to employees about what supplies the company can feasibly provide and ensure employees are ready
 - ◆ Visit Plantation.org for complete emergency checklists
- ◆ Review your plan annually

Personal Emergency Plan

A **Personal Emergency Plan** should include:

- ◆ Emergency Supply Kit
- ◆ Evacuation plans if needed
- ◆ Contact plan for out-of-state relatives and a "safe spot" for family members
- ◆ Debris and loose material cleanup
- ◆ Extra medicine, equipment, oxygen
- ◆ Secure records (insurance information, identification)

Your Business Emergency Supply Kit

- ◆ Water; at least one gallon per person per day
- ◆ Nonperishable food – sufficient for the entire family for one week
- ◆ First aid kit
- ◆ Medical needs (extra prescription medicines, oxygen cylinders, spare batteries for ventilators, wheelchairs, etc.)
- ◆ Battery-operated radio
- ◆ Blankets and pillows
- ◆ Manual can opener
- ◆ Extra cash
- ◆ Flashlight with extra batteries and bulbs
- ◆ Cell phone and extra charged battery
- ◆ Hygiene products, moist towelettes and several towels
- ◆ Plastic sheeting and duct tape
- ◆ Toilet paper
- ◆ Tools, utility knife and work gloves
- ◆ Pens, pencils and writing paper
- ◆ Photos of valuables
- ◆ Copies of insurance documents, personal ID, credit card and bank account numbers placed in sealed plastic bags
- ◆ Other items specific to your business

Evacuation Guidelines

- ◆ Evacuation areas are determined based upon a storm's projected path and intensity
- ◆ Communicate with your employees about their evacuation plans
- ◆ Arrange for a contact number where they can call
- ◆ Listen to the radio for the location of emergency shelters; follow instructions of local officials

Inspect Your Property

- ◆ **Trusses & beams** - repair or replace trusses or beams that have cracks, large knots or insect damage
- ◆ **Hurricane straps** - hold the roof frame to the walls and are found where trusses meet walls; look for loose rusting or missing straps
- ◆ **Gable ends** - inspect wood gable ends
- ◆ **Nails & plywood** - poorly attached plywood is likely to blow off

Inspect Your Property

- ◆ **Shutters** - Inspect shutters to make sure they work properly and that all hardware is present
- ◆ **Doors** - Make sure they are in good condition; add extra locks or dead bolts to inward swinging doors.
- ◆ **Garage doors** - Protect with hurricane panels; or reinforce from within with wood studs or metal braces.
- ◆ **Tiles & shingles** - Repair cracked or missing tiles or asphalt shingles.
- ◆ **Roof edges** - Inspect boards along roof edges and gables for signs of decay caused by leaks.

Debris & Loose Material Clean-up

Perform a critical assessment of your property; make note of anything that could become airborne in high winds

- ◆ Branches and other waste cause additional damage if the material cannot be picked up and becomes airborne
- ◆ The best time to perform this type of maintenance is between December and June
- ◆ Bring landscape material to the City's horticultural recycling center located at 750 NW 91st Avenue (nominal charge, Plantation residents only, proof of residency required)

Special Hurricane Inspections

Florida Building Code FS:109.12

“During such periods of time as are designated by the National Weather Service as being a hurricane watch, all furniture, display racks, material and similar loose objects in exposed outdoor locations shall be lashed to rigid construction or stored in buildings. The Building Official shall issue orders to secure all sites.”

During a Hurricane

Hurricane Watch

- ◆ Hurricane conditions possible within 36 hours
- ◆ Install shutters, get out your supply kit, test run your generator, gas up your vehicles, backup your data, secure your documents.

Hurricane Warning

- ◆ Hurricane conditions expected within 24 hours
- ◆ Preparations should be complete
- ◆ Stay indoors and stay tuned to radio and television

During a Hurricane

- ◆ Listen for information and instructions on radio or television newscasts –

1620 AM (Plantation)

610 WIOD (Broward)

- ◆ Make sure employees know your contact plan
- ◆ Stay indoors and away from windows

Beware!

- ◆ Do not go outside during the eye of the storm (calm, clear weather, slowing of winds); winds will pick up again suddenly and without warning.
- ◆ Avoid using the telephone except for serious emergencies; local authorities need first priority on telephone lines

After a Hurricane

Post Disaster Management Plan *Safety Inspection* *Team*

- ◆ Building Official will direct a Safety Inspection Team to evaluate all damaged buildings for safety hazards.
- ◆ Any property that is substantially damaged will be deemed unsafe to occupy, and directions will be given to secure the site.

City Post Disaster Management Plan

- ◆ Catastrophic Emergencies place extraordinary demands on City services
- ◆ Resources may be limited
- ◆ City resources will be stretched to their limits
- ◆ ALL demands may not be met at the same time
- ◆ The City has set priorities to deal with limited resources

City Post Disaster Management Plan

- ◆ City officials will complete a safety assessment
- ◆ The City will initiate its Recovery Plan
 - ◆ maintain public safety
 - ◆ decrease the time residents are inconvenienced
 - ◆ restore normalcy to the community

City Post Disaster Management Plan

City recovery priorities:

1. Stabilize the community
 - ◆ Provide essential public safety and health-related services
2. Provide basic necessities
 - ◆ Food, water, sanitation, shelter and clothing
3. Restore road network and utilities
4. Provide public information
5. Research and identify residual hazards
6. Resume routine government operations
7. Restore public property
8. Assist in restoring private property
9. Review plan and improve future response capabilities



Time

What You'll Need to Know

- ◆ Boil water notices
- ◆ Street clearing
- ◆ Flooding
- ◆ City & County operations
- ◆ Recovery information
 - ◆ FEMA, 211, Blue Roof, City "Point of Need" distribution centers
- ◆ Postal service
- ◆ Transportation (bus, airport, Port Everglades, gas)
- ◆ Hospitals & pharmacies
- ◆ Business and City facility re-openings

After a Storm - Resources

- ◆ 1620 AM - Plantation Information Radio
- ◆ News media outlets
 - ◆ (television, radio, newspapers)
- ◆ Plantation InfoLine
- ◆ Flyers distributed via businesses and door to door



City of Plantation
HURRICANE WILMA INFORMATION
Saturday, October 29, 2005

The following information was compiled for City of Plantation residents, updated as information becomes available. **Please continue to call to the Resident Emergency Hotline (954-585-2363) for the most current information.**

- The City of Plantation is closed until further notice.
- All City facilities, parks and activities, including City Council meetings, are cancelled until further notice.
- Daylight Savings Time begins Sunday, October 30 at 2:00 AM. Don't forget to set your clocks back one hour before you go to bed tonight.
- Waste Management began regular solid waste/garbage pickup on Tuesday, October 25. No recycling pickup at this time.
- Plantation Train community bus service is running. Train may be late due to road blockages.
- Broward County schools are closed. A determination as to when schools will reopen will be made on Sunday.
- There continues to be a curfew imposed on Broward County residents. Individuals are not allowed out of their residence or temporary residence from 11:00 PM through 6:00 AM. City of Plantation Police Officers will be enforcing this curfew.
- Fort Lauderdale/Hollywood International Airport opened Thursday, October 27, 2005, within the confines of the curfew (take-off and landings will be between 6:00 AM and 11:00 PM).
- Fort Everglades generators are being used to pump gas onto tankers for distribution to local gas stations.
- US postal service resumed Thursday, October 27.
- The Boil Water Order has been lifted. Tap water is now safe for consumption.
- The Broward County EOC has established a point of distribution for ice and water at Heritage Park. The entrance to the park is on SW 54th Avenue, north of Peters Road. Distribution is from 9:00 AM to 6:00 PM while supplies last.
- The City has begun a safety assessment of all residential, commercial and municipal structures. City officials with appropriate identification are canvassing neighborhoods. They may be accessing private property. We ask for your cooperation during this time.
- The City will begin collecting hurricane debris today, Saturday, October 29, and will continue 7 days a week, working dawn until dusk. **Place all landscape debris separate from construction debris. Small yard waste should be placed in clear bags and set alongside the larger debris.** Do not place your debris next to mailboxes, signs, power poles, sewer drains or other structures or objects. The city encourages residents to bring landscape debris to the Public Works horticulture transfer station located at 750 NW 91st Avenue, FREE OF CHARGE. Proof of residency is required. Hours of operation: 7:00 AM - 5:00 PM.
- Stoplights at most intersections within the City continue to be non-operational and should be treated as 4-way stops. It is imperative that drivers who approach these intersections use extreme caution, even when approaching a stoplight that appears to be working.
- Individual assistance to private homeowners/residents: FEMA: 800-462-9029 or 800-621-FEMA (TTY 800-462-7585); Broward County's 211 First Call for Help for referrals; Operation Blue Roof, 888-ROOF-8LU; If you are having trouble contacting your insurance company, visit Insurance Village: 6901 W. Sunrise Blvd. Representatives are available to file claims.
- If you see trees with pink plastic ribbons, please do not remove the ribbon or the tree. We are making all best efforts to right these trees and preserve them. Also, if you tree has blown over and you wish to try and save it, keep the root ball and foliage moist by gently watering it with a garden hose (on a very light sprinkler mode) or by covering the root ball with a moist towel.
- Businesses that wish to report they are open for business may contact the City at 954-797-2227. The City will communicate business openings through this flyer distribution to every extent that is possible. Businesses recently reopen: Central Broward Animal Hospital; Finchouse Sub; Free Phone Factory; Lisa Friedman, Clinical Social Worker; Manee Thai, Shanghai Garden II, Guacamole Restaurant; La Azteca Meats & Grocery; Antiquanira Bakery. Most Publix & Winn Dixie stores are open and carry ice and water.
- The City of Plantation will continue to communicate with residents through distribution flyers such as this, as well as via local radio and newspaper outlets. Informational flyers may be picked up at City Hall, 400 NW 73rd Avenue and at many businesses, including local supermarkets, throughout the city. For the most up to date information, please call the city's Resident Emergency Hotline, 954-585-2363.

Generator Safety Tips

- ◆ When installing a permanent generator, be sure to obtain necessary permits and have a licensed electrician do the installation
- ◆ Use the generator according to manufacturer's directions
- ◆ Assemble the generator and learn to use it BEFORE a watch or warning is issued
- ◆ Run the generator outside in a well-ventilated area away from doors, windows and vents
- ◆ Never run a generator in an enclosed space or near an open window.

Generator Safety Tips

- ◆ Connect appliances to the generator using heavy-duty, three-prong, outdoor extension cords
- ◆ Never connect a portable generator directly to the building's breaker box.
- ◆ You cannot see or smell carbon monoxide - if you start to feel sick, dizzy or weak while using the generator, get outside in fresh air immediately
- ◆ Install battery-operated or plug-in carbon monoxide detectors with battery back-up
- ◆ Do not refuel a generator while it is running
- ◆ Do not store fuel indoors

Contractor Requirements

When choosing a contractor for repairs:

- ◆ Does not have to have a City of Plantation Occupation License
- ◆ Must be registered with Broward County (but does not need to hold an occupational license)
- ◆ Must be licensed to do business in Florida

Contractor Requirements

- ◆ Ask for references and check them
- ◆ Ask how long the contractor has been in business
- ◆ Get any contract in writing and read the fine print
- ◆ Obtain a current copy of the contractor's insurance
 - ◆ Workers' compensation, property damage and liability
- ◆ Avoid any contractor that requires large advance payments
- ◆ Avoid paying cash, and make check payable to the company contracted to do the work

Important Reminders...

- ◆ Preparation & planning are the keys
- ◆ Keep your contact information up to date with the Mayor's office, Police and Fire Departments
- ◆ Know where to find the information you need
- ◆ Know what the City Can and Can't do for you
- ◆ Understand what you have to do for yourself, and your employees

Recovery Resources

- ◆ Plantation Police - 954-797-2100
- ◆ Plantation Fire - 954-797-2150
- ◆ Plantation Building Department - 954-797-2250
- ◆ FPL Power Outage - 800-4-Outage
- ◆ Broward County Hurricane Hotline - 954-831-4000
- ◆ American Red Cross - 954-797-3800
- ◆ Federal Emergency Management Agency (FEMA) - 800-621-FEMA
- ◆ First Call For Help (Broward County 24-hour Helpline) - 211

Preparation Resources

Plantation Fire Department

www.Plantation.org

Broward County Emergency Management

www.broward.org

State of Florida

www.floridadisaster.gov

Department of Homeland Security

www.Ready.gov

Recovery Resources

Resident & Business
Emergency Hotline

954-585-2363

City AM Radio Station

1620 AM

Additional Business Resources

- ◆ Score.org
Service Corps of Retired Executives
- ◆ Institute for Business & Home Safety
www.ibhs.org/business_protection
- ◆ Disasterhelp.gov
Office of Management & Budget
- ◆ Sba.gov
Small Business Administration



Questions?

This program is presented as a service to the residents and businesses of Plantation by the Plantation Joint Information Team, the Police and Fire Departments and the Office of the Mayor.

