

**BANYAN STREET**

CAPITAL

**2019  
HURRICANE  
MANUAL**

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*Information obtained from the following manuals: U.S. Department of Commerce (National Oceanic and Atmospheric Administration), American Red Cross Pamphlets, and Miami-Dade Office of Emergency Management*

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## **Is Your Company Prepared for a Disaster?**

Businesses need to be aware of measures they can take to insure the safety of their facilities and their employees. Your primary objective should be to provide assistance to employees so they can put their lives back in order and return to work as quickly and as productive as possible. However, this will not be possible unless you develop a written plan to protect and guarantee a quick recovery after a hurricane. A successful written plan should include the following three stages:

- I.) Pre-Hurricane Planning
- II.) Post Hurricane Planning
- III.) Hurricane Plan Updates

### **I.) Pre-Hurricane Planning**

Pre-Hurricane planning is probably the most crucial stage of a company's plan. Every step needs to be as specific as possible so that each procedure will flow smoothly. Following are items that should be addressed in the written plan. A time-frame for each step should also be developed.

#### **Employee Responsibilities**

- ◆ Develop a personal hurricane plan for their family
- ◆ Secure a work area and important papers (i.e. accounts receivable, customer records, tax records, insurance records, personnel and administrative papers)
- ◆ Protect electronic equipment and store files (backup files) in a safe place.

#### **Management Team**

- ◆ Key person to know weather update
- ◆ If key employees will be staying at the company location during the hurricane, a time and location should be determined and measures should be taken to ensure their safety
- ◆ A backup plan is needed for key employees in case duties cannot be fulfilled
- ◆ Employees should be notified as to when they will be released from work and when they should return

#### **Communication Lines**

- ◆ Hurricane Plan and Emergency Instructions should be easily accessible for all employees
- ◆ Develop a 24-hour Emergency Contact List with phone numbers of key employees
- ◆ All employees should be provided with the name and phone number of a contact person to call in an emergency
- ◆ Each contact person should be provided with the name, address and phone number of each employee in their group
- ◆ Inform customers of changes – Where will you be located if facilities are damaged?

## **I.) Pre-Hurricane Planning (continued)**

### **Physical Facilities**

- ◆ Type and location of materials needed to protect company facilities
- ◆ Company vehicles should be secured from the storm and available for use afterward
- ◆ Consider lost supplies and services required for operation
- ◆ Emergency equipment (generators, etc.) should be functional
- ◆ A safe room should be determined prior to the hurricane so employees who are at the facility during the hurricane will know where to go
- ◆ Emergency supplies (flashlights, radio, batteries, first-aid kit, tool kit, food and water supplies) need to be on hand for employees who are staying at the facility

### **Insurance**

- ◆ Do you have adequate coverage?
- ◆ Know your policy – what it covers and what it does not cover! Does your insurance cover you if your business is interrupted? What if your suppliers' business is interrupted or your customers do not require your product or service directly after a hurricane? These points should definitely be considered
- ◆ Update your inventory list

### **Customer Satisfaction**

- ◆ Provide ample supply of products before the storm
- ◆ Changes in customer purchasing policies

## **II.) Post-Hurricane Planning**

After the hurricane is over, it is extremely important to assess the damage of the building before allowing employees to return to work. Companies need to remember to not only think of themselves after a hurricane, but also their employees, customers, and the community.

### **Employee Responsibilities**

- ◆ Every employee should notify their contact person and report their immediate needs
- ◆ Should help in whatever possible

### **Management Team**

- ◆ One person should be in charge
- ◆ Assess the status of the damage to equipment and building

## **II.) Post-Hurricane Planning (Continued)**

### **Communication Lines**

- ◆ Several options need to be available in case phone lines are down
- ◆ Provide some form of communications with customers to keep them informed (i.e. telephone recording, advertisements, etc.)

**Insurance**

- ◆ Report all damage to your agent
- ◆ Document emergency repairs

**III.) Hurricane Plan Updates**

It is important to remember that planning for a hurricane is a year-round task, and the plan needs to be updated regularly. Several items must be considered when updating the plan.

**Employees**

- ◆ New employees – Have new employees been hired since the plan was updated last?
- ◆ Management Team – Are there any changes regarding the management team?

**Implementation**

- ◆ All employees must feel comfortable with the hurricane plan otherwise it will be difficult for them to respond automatically
- ◆ Annually review and rehearse your company's hurricane plan for everyone's safety – make sure new employees are aware of the plan

**Insurance**

- ◆ Update coverage

## PREPARATION FOR HURRICANE SEASON

Hurricane Season is from June 1<sup>st</sup> to November 30<sup>th</sup>. Make plans for action now:

- ◆ Learn the storm surge history and flood zones of your area
- ◆ Learn safe routes inland
- ◆ Determine where to move your boat in an emergency
- ◆ Check for loose rain gutters and down spouts
- ◆ Check insurance coverage (it is best to have coverage for replacement cost, no case value)
- ◆ Consult with a contractor for advice on securing your home
- ◆ Check first aid kit
- ◆ Obtain plastic containers for storage of important papers, valuables and medical supplies
- ◆ People with special needs who would require evacuation assistance should register with the Dade county Office of Emergency Management at (305) 468-5400
- ◆ If you have a generator, keep it maintained year round. To keep moisture out of gas, start your generator monthly. Test generators, lanterns, portable stove, grill and flashlights
- ◆ Check your electrical meter. Make sure that the pipe connecting cable into your home is securely attached
- ◆ Trim tree limbs that grow near power lines. Call FPL at (305) 442-8770 to have power turned off before cutting tree limbs. \*Press 1 for Residential and \*Press 2 for Business customers
- ◆ Trim back dead wood from trees
- ◆ Prepare hurricane supplies

## **PREPARATION FOR HURRICANE SEASON (CONTINUED)**

### **HURICANE SUPPLIES**

- ◆ Portable cooler with ice
- ◆ Canned / pre-packaged foods (non-perishable) – two (2) week supply
- ◆ Canned / pre-packaged beverages (non-perishable) – two (2) week supply
- ◆ Baby foods / juices / milk (non-perishable) – two (2) week supply
- ◆ Baby diapers – two (2) week supply
- ◆ Bottled water – two (2) quarts per person per day
- ◆ Manual can opener and disposable eating utensils
- ◆ First Aid Kit
- ◆ Medicines (prescription / over-the-counter) – two (2) week supply
- ◆ Toiletries / personal hygiene items / toilet paper / soap – two (2) week supply
- ◆ Pre-moistened wiping towels
- ◆ Extra clothing
- ◆ Portable radio / extra batteries
- ◆ Flashlights / extra batteries
- ◆ Birth and marriage certificates
- ◆ Medical and immunization records
- ◆ Insurance policies (property, health / dental)
- ◆ ID cards: driver's license / Medicare (if applicable) health / dental member cards
- ◆ Plastic bags (heavy duty)
- ◆ Cards / games / books

## WHEN A HURRICANE THREATENS

**A Hurricane Watch** is issued for a coastal area when there is a threat of hurricane conditions within 24 - 36 hours.

**A Hurricane Warning** is issued when hurricane conditions are expected in a specified coastal area in 24-hour or less. Hurricane conditions include winds of 74 miles an hour (64 knots) and/or dangerously high tides and waves. Actions for protection of life and property should begin immediately when the warning is issued. If local authorities recommend evacuation, you should leave!! Their advice is based on knowledge of the strength of the storm and its potential or death and destruction.

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### When a Hurricane Watch is Issued:

- ◆ Check often for official bulletins on radio, TV, or NOAA Weather Radio
  - ◆ Fuel care, fill propane gas tanks. Fill coolers with ice.
  - ◆ Get cash from bank or ATM
  - ◆ Moor small craft or move to safe shelter.
  - ◆ Secure lawn furniture and other loose outdoor materials (i.e. trash cans, plants).
  - ◆ Take TV antenna and satellite dish down. Remove and cover chimney caps and wind turbines.
  - ◆ Drain swimming pool one food and add extra chlorine.
  - ◆ Turn off electricity to pool equipment and cover pool pump.
  - ◆ Tape, board or shutter windows to prevent shattering.
  - ◆ Wedge sliding glass doors to prevent their lifting from their tracks.
  - ◆ Have hurricane supplies ready.
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### When a Hurricane Warning is Issued:

- ◆ Stay tuned to radio, TV or NOAA Weather Radio for official bulletins and information about shelter locations.
  - ◆ Board up garage and porch doors.
  - ◆ Move valuables to upper floors
  - ◆ Bring in pets
  - ◆ Fill containers (bathtub) with several days' supply of drinking water
  - ◆ Turn up refrigerator to maximum cold and don't open unless necessary
  - ◆ Use phone only for emergencies
  - ◆ Make arrangements with friends or family if you will need to evacuate
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## WHEN A HURRICANE THREATENS (CONTINUED)

### **If you stay in your home during a hurricane:**

- ◆ Take refuge in a small, interior room with no windows, or in a closet or hallway. Close all interior doors.
  - ◆ Beware of the hurricane eye. When the eye passes, wind and rain may stop for a few minutes to more than an hour. The wind will then suddenly begin again from the opposite direction.
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### **If you are in an evacuation area – LEAVE**

Dade County recommends that: all residents east of Ingraham Highway and Old Cutler Road should evacuate for hurricanes of Category 2 or greater.

- ◆ Residents of high-rise buildings should also consider evacuation. Storm surge can cause erosion that might undermine the supports of the building. High-rise buildings are susceptible to conditions that can cause uncontrollable fires. Unless your high-rise has an emergency generator, the elevator will not work in a power failure. Some emergency generators will run lights only and will not power the elevators.
  - ◆ Leave early – in daylight if possible
  - ◆ Shut off water and electricity at main stations and turn off gas appliances
  - ◆ Eat before leaving; shelters may not serve food in the first 24 hours.
  - ◆ Take hurricane supplies
  - ◆ If you have pets, take them to a kennel or a friend, or prepare a “safe room” for the pet. Shelters will not accept pets. (“Safe room” should be an interior closet or bathroom. Line floor with plastic, then newspaper. Place towel or blanket in a corner and leave plenty of food and water.)
  - ◆ Lock up house
  - ◆ Drive carefully to nearest designated shelter using recommended evacuation routes
  - ◆ Bring proof of residency (drivers’ license / utility bill) and other important papers.
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## **AFTER A HURRICANE**

### **After a Hurricane – Be Careful!!**

- ◆ Beware of outdoor hazards. Stay clear of downed power lines and adjacent puddles. Be alert for poisonous snakes, often driven from their dens by high water.
- ◆ Beware of weakened bridges and washed out roads. Look out for weakened limbs on trees or damaged overhanging boards.

## **WHEN A HURRICANE THREATENS (CONTINUED)**

- ◆ Guard against spoiled food and do not drink or prepare food with tap water until you are certain it is not contaminated. Do not use the telephone unless absolutely necessary. The system is usually jammed with calls during and after a hurricane.

## **RUMOR CONTROL PHONE LINES**

- Miami-Dade County Team Metro Answer Center: 305.468.5900 or 311 \*\*\*
- TTY/TDD: 305.468.5402 \*\*
- Broward County Customer Service: 954.831.4000 or 311\*\*
- Monroe County: 1.800.955.5504
- Palm Beach County: 561.712.6400

(\*\* It converts in an open line of 24 hours during hurricanes and in emergency situations only).

## **Emergency Management Offices**

- Miami-Dade County Emergency Management: 305.468.5400
- Broward County Emergency Management: 954.831.3900
- Monroe County Emergency Management: 1.800.427.8340
- Palm Beach County Emergency Management: 561.712.6400

## **Assistance programs in case of emergency evacuation**

The people that need help with their daily activities must sign in beforehand:

- Miami-Dade County: 305.513.7700
- TDD: 305.468.5402
- Broward County: 954.831.4000
- Monroe County: 305.292.4591
- Palm Beach County: 561.712.6400

## **To report problems with utilities' services**

- FPL: Miami-Dade, and Broward, 800.4OUTAGE (800.468.8243)
- AT&T: Repairs, 611(dial from cellphone)
- TECO Peoples Gas: Miami-Dade and Broward, 1.877.832.6747
- NUI City Gas: Miami-Dade, 305.691.8710; in other areas, 1.800.993.7546

## **American Red Cross**

- Miami-Dade and Monroe Counties: 305.644.1200
- Homestead: 305.248.2024
- Broward County: 954.763.9900
- Monroe County (Upper Keys)  
(Middle and Lower Keys): 305.644.1200
- Palm Beach County: 561.833.7711

## **Salvation Army**

- Miami-Dade County: 305.637.6700
- Broward County: 954.524.6991
- Monroe County, Key West: 305.294.5611
- Palm Beach County: 561.686.3530

## **Animal Control and Care**

- Miami-Dade: 305.884.1101
- Broward: 954.359.1313
- Monroe (Lower Keys): 305.294.4857
- Palm Beach: 561.233.1200

## **Animal Protection**

- Miami-Dade (Humane Society): 305.696.0800
- Broward (Humane Society): 954.463.4870
- Key Largo (Humane Animal Care Coalition): 305.451.0088
- Marathon (SPCA): 305.743.3779
- Big Pine Key (SPCA): 305.872.3412

## **Government Agencies**

- Miami-Dade County Building Code Compliance Office: 305.375.2901
- Broward County Building Permitting: 954.765.4927
- Florida Department of Insurance 1.800.342.2762 or 1.800.227.8676
- Federal Emergency Management Agency: 1.800.462.9029; TDD: 800.462.7585
- National Flood Insurance Program: 1.800.638.6620
- Write your own Flood Insurance: 1.800.368.7720

## **WEBSITES**

Before a power outage, the following are some internet websites that you can browse in order to prepare for a hurricane:

Office of Emergency Management  
[www.co.miami-dade.fl.us/oem](http://www.co.miami-dade.fl.us/oem)

American Red Cross of Greater Miami and the Keys  
[www.miamiredcross.org](http://www.miamiredcross.org)

American Red Cross of Broward Chapter  
[www.arbcc.org](http://www.arbcc.org)

Florida Division of Emergency Management  
<http://www.floridadisaster.org/index.asp>

Federal Emergency Management Agency  
[www.fema.gov](http://www.fema.gov)  
[www.fema.gov/spanish](http://www.fema.gov/spanish)

For interactive maps, other sites on the internet and last minute updates on the hurricane,  
National Hurricane Center: <http://www.nhc.noaa.gov/>

## GENERAL HURRICANE INFORMATION

**Hurricanes begin** as relatively small tropical cyclones which drift gradually to the west-north-west (in the Northern Hemisphere), imbedded in the westward-blowing, trade winds of the tropics. Under certain conditions these disturbances increase in size and intensity until they become full-fledged hurricanes.

The storms move forward very slowly in the tropics, and may remain almost stationary for short periods of time. The initial forward speed is usually 15 miles per hour or less. Then, as the hurricane moves farther from the Equator, its forward speed tends to increase; at middle latitudes it may exceed 50 miles per hour in extreme cases.

The great storms are driven by the heat released by condensing water vapor, and by external mechanical forces. Once cut off from the warm ocean, the storm begins to die, starved for water and heat energy, and dragged apart by friction as it moves over the land.

**Hurricanes are** tropical cyclones in which winds reach a constant speed of at least 74 miles per hour (mph) and may gust to 200 mph. Their heavy bands of spiral clouds may cover an area several hundred miles in diameter and generate torrential rains and tornadoes.

The eye or middle of the hurricane is deceptively clam, almost free of clouds, with light winds and warm temperatures. If the eye passes over your area, only half of the storm has passed, the latter half is yet to come.

**Hurricane Season** – June 1<sup>st</sup> to November 30<sup>th</sup> is officially designated as the hurricane season.

### Hurricane Categories -

<u>Category</u>	<u>Wind</u>
I	74 – 95 mph
II	96 – 110 mph
III	111 – 130 mph
IV	131 – 155 mph
V	156 + mph

### Weather Advisory:

A message released by the hurricane center, usually at 6 – hour intervals, updating information on the storm or hurricane, including watches and warnings whenever they are in effect.

- a) A special advisory is a message given any time there is a significant change in weather conditions or change in warnings previously released.
- b) An intermediate advisory updates information in advisories at 2 to 3 hours intervals, whenever a watch or warning is in effect.

## **Severe Weather Terms:**

**Tropical Wave or Disturbance:** A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves

**Tropical Depression:** An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.

**Tropical Storm:** An organized system of strong thunderstorms with a defined circulation and top winds of 39 to 74 mph. Tropical Storms can quickly develop into hurricanes. Storms are named when they reach Tropical Storm strength.

**Tropical Storm Watch:** Tropical Storm conditions are possible in the specified area of the Watch, usually within 36 hours.

**Tropical Storm Warning:** Tropical Storm conditions are expected in the specified area of the Warning within 24 hours.

**Hurricane:** An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.

**Storm Surge:** A dome of sea water up to 20 feet high that arrives with a hurricane, and can affect as much as 100 miles of coastline. Evacuation zones are identified by their likelihood of being flooded by the rising water.

**Hurricane Watch:** Hurricane conditions are possible in the specified area of the watch, usually within 36 hours. During a Hurricane Watch, prepare to take immediate action to protect your family and your property in case a Hurricane Warning is issued.

**Hurricane Warning:** Hurricane conditions are expected in the specified area of the Warning within 24 hours. Complete all storm preparations and evacuate dangerous low-lying locations as soon as possible.

**Gale Warnings:** May be issued when winds of 39 – 54 miles an hour are expected.

**Flash Floods:** Most flash flooding is caused by slow-moving thunderstorms, thunderstorms repeatedly moving over the same area, or heavy rains from hurricanes and tropical storms.

**Flash Flood Watch:** Means a flash flood is possible in the area; stay alert.

**Flash Flood Warning:** means a flash flood is imminent; take immediate action.

**Tornadoes:** Occasionally accompany tropical storms and hurricanes that move over land. Tornadoes are most common to the right and ahead of the path of the storm center as it comes onshore.