

Emergency Preparedness Guide

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The Hamptons CERT

1094 Highway 92 West Auburndale, Florida 33823

This guide outlines things to help you prepare for weather-related disasters, i.e., hurricanes, tornadoes, and flooding, and it attempts to address many questions you may have as you prepare for the emergency. However, this is only a guide, it is not all-inclusive, and most importantly, **remember the ultimate responsibility for emergency preparedness rests with YOU.**

The following topics are presented in this guide.

- A. Develop a Family Preparedness Plan
- B. Keep Informed About the Approaching Storm
- C. Important Telephone Numbers
- D. Prepare a 72-Hour Disaster Survival Kit
- E. Have a Place to Go If You Evacuate
- F. Public Shelters Within Polk County
- G. Develop a Plan for Your Pets
- H. Secure Your Home
- I. Returning to Your Home
- J. Preparedness at The Hamptons – Who Does What and When

A. Develop a Family Preparedness Plan

1. Know your home's vulnerability to storm surge, flooding, and wind. Living inland does not guarantee protection from a hurricane as residents of Central Florida discovered last September when Hurricane Irma passed over us.
2. Know the safest place in your home during a hurricane or tornado. This is generally an interior closet or hallway, away from windows. Sometimes the safest area may not be in your home, but somewhere else within your community.
3. Determine escape routes from your home. If you decide to evacuate your home or community, do so in time to avoid the major traffic jams that will surely develop, and do not try to travel any further than necessary. Remember also to have a full tank of gasoline before you leave because fuel supplies will be limited along evacuation routes.
4. Stock non-perishable emergency supplies, and prepare a disaster survival kit. **See Part D.**

5. If you or a member of your family has a special medical need or physical condition that will require assistance during an emergency, you should seriously consider evacuating to a location that can provide necessary services. The Polk County Emergency Management Division operates a limited number of Special Care Shelters, admittance to which requires pre-registration by submitting a personal information form. **See Parts E and F.**
6. Identify a person living out-of-state as the primary contact person so all your family members and friends have a single point of contact.
7. Have a list of important phone numbers near your telephone, and take the list with you if you decide to evacuate. Remember to charge your cellular phone and take your charger with you when you evacuate.
8. If you have pets, plan also for their safety. **See Part G.**
9. Check your insurance coverage. Flood damage is usually not covered by homeowners insurance.
10. Take photographs of your home (inside and outside including pictures of the inside of your refrigerator – if the power is off for any length of time and you lose food, you can prove what was in the refrigerator at that time) in case you need them for insurance settlements.
11. If you have a propane gas grill, be sure you have a full tank of gas. The grill may be the only way you can heat food if you lose electricity.

B. Keep Informed About the Approaching Storm

TV Stations

WFLA-TV	Tampa	Channel 8
BayNews9-TV	Tampa	Channel 9
WTSP-TV	Tampa	Channel 10
WTVT-TV	Tampa	Channel 13
Polk County TV	Bartow	Channel 644 (Cable Only)

Radio Stations

WPCV	Winter Haven	97.5 FM
FLF	Pine Hills	540 AM/102.5 FM
WONN	Lakeland	1230 AM/107.1 FM
WLKF	Lakeland	1430 AM/196.7 FM
Travelers Information		1640 AM

Also, National weather Service Frequencies:

Tampa Bay Area (from Ruskin, FL) 162.550 MHz (Shortwave only)

Orlando Area (from Melbourne, FL) 162.475 MHz (Shortwave only)

NOTE: Receivable on many shortwave and emergency radios.

Websites

Lakeland Ledger	www.theledger.com
National Hurricane Center	www.nhc.noaa.gov
Orlando Sentinel	www.orlandosentinel.com
Polk County Emergency Mgmt.	http://www.polk-county.net/boccsite/Departments/Emergency-Management
Polk County Sheriff's Office	www.polksheriff.org

C. Important Phone Numbers

American Red Cross	863-294-5941
Citizens Information Line*	863-534-0321
FEMA	800-621-3362
Polk County Animal Services	863-499-2600
Polk County Communications Center	863-534-0360
Polk County EMS/Fire/Sheriff's Office	911
Polk County Neighborhood Services	863-534-5915
Salvation Army	863-682-8179

(*) Available **ONLY** during emergency activation

Additional Numbers _____

D. Prepare a 72-Hour Disaster Survival Kit

You should plan to be self-sufficient for at least 72 hours during and after a disaster. Be prepared also for the fact that you may not have water, electricity, or other utilities for several days. Therefore, to ensure your comfort, it is recommended that you assemble the following items and have them readily available. **IMPORTANT:** If you evacuate, always take the survival kit with you, even if you are going to the home of a friend, family member, motel or emergency shelter.

Battery Operated Items

- ___ Radio
- ___ Flashlights
- ___ Fresh batteries

Clothing

- ___ Rainwear
- ___ Shoes
- ___ Two changes of clothing

Food and Water

- ___ Canned foods and non-perishable items (canned tuna/chicken/ham, vegetables, crackers, snacks)
- ___ Water in non-breakable containers (1 gallon per day per person)
- ___ Special dietary foods, if required
- ___ Manual can opener
- ___ Paper plates, hot drink cups, and plastic utensils

Entertainment/Stress Relievers

- ___ Books
- ___ Cards
- ___ Games
- ___ Magazines
- ___ Music/earbuds/headphones

Personal Items

- First Aid Kit
- Toiletries and personal hygiene items
- Toilet Paper
- Towels (including bath, kitchen and paper towels)
- Soap and Shampoo
- Medications (remember to store according to label instructions)

Valuables

- Identification, e.g. driver's license
- Cash
- Credit Cards
- Extra set of house and car keys
- Insurance policies
- Valuable papers that are not in a safe deposit box
- Memorabilia, i.e., photographs and video tapes

Other Items

- Maps
- Ice chest and ice packs
- Plastic bags for storage and waste
- Pillows *
- Blankets *
- Air Mattress *
- Air Pump *
- Folding Chairs * * Essential if you evacuate to a public shelter

E. Have a Place to Go If You Evacuate

The Polk County Emergency Management Division recommends the following evacuation/shelter options during an emergency:

1. Remain in your own residence during the emergency, if possible. If this option is not possible or you believe your manufactured home may not be safe, consider the following options, in order of preference.
2. Evacuate to the residence of a friend or relative. If you are forced to evacuate, it is less traumatic for all concerned to be sheltered in familiar and comfortable surroundings.
3. Evacuate the area. Many people will be on the highways and, therefore, it is best to leave 48-72 hours before the storm is expected to strike.
4. Evacuate to a motel or hotel. Make arrangements early because rooms will quickly fill, and remember that many motels and hotels will not accept pets.
5. Evacuate to a public shelter within Polk County. **See Part F.**
6. If you evacuate, always notify your family members and neighbors, and leave a key with someone in case there is a need to enter the home in your absence.

NOTE: The main clubhouse does **NOT** meet the stringent structural guidelines required for certification by Polk County as an emergency shelter and, therefore, will **NOT** be used for that purpose.

F. Public Shelters within Polk County

1. Public shelters are opened as they are needed, as determined by the Polk County Emergency Management Division, Polk County School Boards, and American Red Cross. Shelters are not preassigned, they are open on a first come basis, and they have limited capacity. Therefore, DO NOT GO TO ANY SHELTER UNTIL YOU CONFIRM THAT IT IS OPEN AND OPERATING. Check the TV stations, radio stations or websites to find out what shelters are open. **See Part B.** A map showing the locations of shelters within Polk County is available at all Polk County libraries, Publix grocery stores and The Hamptons' management office. Several shelters within short driving distance of The Hamptons that may be opened are as follows:
 - a. Tenoroc Senior High School
4905 Saddle Creek Road, Lakeland
 - b. Stambaugh Middle School
226 N. Main Street, Auburndale
 - c. Combee Elementary School
2805 Morgan Combee Road, LakelandNo pets, weapons, or alcoholic beverages are allowed in any public shelter at any time.
2. Always plan to take a 72-hour disaster survival kit with you. Emergency shelters may provide limited meals for evacuees, but they will not provide bedding. Therefore, you must always take folding chairs, pillows, blankets, and air mattresses with pumps, in addition to the 72-hour survival kit.

G. Develop a Plan for Your Pets

1. If you evacuate, do not leave your pets behind.
2. For health reasons most emergency shelters and motels will not accept pets. There may be a few exceptions but you should always inquire before you try to check in. The Polk County Sheriff's Office website (<http://www.polksheriff.org/InsidePCSO/LE/SOD/BOSO/AC/Pages/PetAccomm.aspx>) has Disaster Planning Tips for Pets near the bottom of the banner on the left.
3. Be certain that identification and rabies tags are current and securely fastened to your pet's collar. If possible, also attach the location of your evacuation site.
4. Be certain you have a pet carrier or leash so the pet will not escape if it panics.
5. Pack a pet survival kit containing food, water, veterinary records, and medications and keep it with you at all times.
6. If you must board your pet before, during, or after a storm be aware that most boarding kennels, pet shelters or veterinarians will not accept animals without their medical records.
7. If you have no alternative and must leave your pet at home when you evacuate, there are certain precautions you must take.
 - Confine your pet to a safe area inside the home. Never leave the pet outside.
 - Be certain the pet has adequate food and water for 2-3 days.
 - Place a notice outside your home advising people what pets are in the house and where they are located.
 - Provide a location and phone number where you can be reached, as well as the phone number of your veterinarian.

H. Secure Your Home

1. Remove all items (i.e., plants, chairs, gas grills, bicycles, address signs, flags, etc.) from all exterior areas and store them inside. This includes satellite dishes mounted on your patio or common area.
2. Unplug televisions, stereo equipment, and computers. Backup important computer files and store them in a safe place.
3. Place important items you cannot take with you into the washer, dryer, dishwasher, or oven.
4. Close and lock all windows, and close all blinds, shades, and drapes.
5. Remove heavy or valuable wall hangings, and place them on the floor.
6. Fill the bathtub with water for later use for drinking and/or flushing toilets if you lose water service.
7. If you evacuate your home, turn off the water at the main valve, turn off electricity to the hot water heater, turn off the air conditioning unit on the thermostat control, and lock all doors.

I. Returning to Your Home

1. Return home only after authorities advise you that it is safe to do so.
2. If electrical service was interrupted for more than four hours, refrigerated foods could be spoiled and should be discarded.
3. Enter your home with caution and make sure the structure is stable before entering. Never touch downed or dangling power lines, and avoid areas that have natural gas odors.
4. Beware of snakes, insects, and animals driven to higher ground, and do not walk in water or over piles of debris.
5. If you exhaust your personal water supply, the local supply is contaminated, there are three acceptable water purification methods:
 - Boiling – rolling boil for 10 minutes
 - Chlorination – 8 drops of non-scented chlorine bleach per gallon and let stand for 30 minutes.
 - Purification tablets – available at some pharmacies and many sporting goods stores.
6. If your home sustains damage, do the following:
 - Immediately report damage to your insurance company.
 - Make emergency repairs and document them with pictures (before and after the storm and any repairs) and receipts.
 - Beware of fly-by-night businesses. Hire only licensed, insured, reputable, and preferably local service people.
 - If your home is destroyed, your insurance company must take possession of the salvage and send the title to the Department of Highway Safety.
 - Beware of unscrupulous adjusters who urge disaster victims to fraudulently overstate their insurance claims.

J. Preparedness at The Hamptons – Who Does What and When

1. If a hurricane watch is issued (i.e., approximately 48 hours before the expected arrival of the storm), all residents should review their family preparedness plan and be ready to act. **See Part A.** The Hamptons Management will go into their “storm alert mode”, at which time they will establish continuous communication with The Hamptons Homeowners Association, CERT, CAP and all utility companies.
2. If a hurricane warning is issued (i.e., approximately 24 hours before the expected arrival of the storm), the CERT team will be activated and the management office, clubhouse, golf course, swimming pool, spa, tennis courts, shuffle board courts will be secured and closed. The pump houses, RV and maintenance storage areas will be secured.
3. If an evacuation order is issued by Polk County Emergency Management Office, members of the Polk County Sheriff’s office will drive through the community and announce the evacuation order over loudspeakers, as time and personnel permit. Members of the CERT team and CAP team will also pass through the community and inform residents of the emergency. NOTE: The management of The Hamptons has no authority or responsibility for issuing an evacuation order.
4. As the storm approaches, the security gates at the main entrance will be opened and will remain open and unattended until the storm passes.
5. During the storm, no maintenance staff or management personnel will be on site.
6. The top priority of the maintenance staff and CERT, immediately after the storm passes, is to clear the roads so residents can move about and emergency vehicles can move through the community if they are needed. In addition, the staff and CERT will be doing the following:
 - Assist residents who have sustained damage to their homes due to fallen trees or flooding.
 - Remove fallen trees in the common areas. NOTE: Residents are responsible for removing damaged and destroyed trees and other vegetation located on their properties.
 - Clear storm drains of debris so water can drain.
 - Inspect the clubhouse for damage (roofing, windows, electrical and gas). These structures will reopen only after they pass inspection by management and are deemed safe for occupancy.
 - Replace fallen or damaged street signs.

No one has control over the storms but everyone has control over being prepared.

Resources:

- Federal Emergency Management Agency (FEMA)
- Federation of Manufactured Home Owners of Florida (FMO)
- Florida Department of Insurance
- Florida Division of Emergency Management
- Florida Manufactured Housing Administration
- National Hurricane Center
- National Weather Service
- National Ocean and Atmospheric Administration
- Polk County Emergency Management Division