



# CITY OF JACKSONVILLE PREPAREDNESS & RESPONSE GUIDE

# 2020-2021



Dear Citizens:

If 2020 has shown us anything so far, it's that preparation is key. As hurricane season begins and our community continues to respond and recover from the effects of COVID-19, we must also look ahead and prepare for other emergencies that may head our way.

Every year, the City of Jacksonville publishes this Emergency Preparedness Guide to provide important information and tools to citizens that help them prepare for all types of emergencies—natural or man-made. It includes tips, checklists, and step-by-step instructions for what to do before, during, and after an emergency.

Public safety is my top priority, and that commitment extends to ensuring that our first responders and emergency managers have the training, tools, and resources they need to prepare our community for all hazards. Our Emergency Preparedness Division works year-round with law enforcement, fire & rescue, utility providers, federal agencies, and other community partners to develop plans, tools, and strategies to prepare, mitigate, respond, and recover from whatever comes our way.

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

Stay Safe,

  
Lenny Curry  
Mayor



CUSTOMER SERVICE CENTER

[myjax.custhelp.com](http://myjax.custhelp.com)



904-630-2489

# FOR EMERGENCIES ONLY CALL OR TEXT 911

THE OPERATOR WILL GATHER INFORMATION TO GET HELP STARTED



WHAT IS THE ADDRESS OF THE EMERGENCY?



House?



Business?



Apartment?

WHAT IS THE PHONE NUMBER?



( ) - - - - -

TELL THE OPERATOR EXACTLY WHAT HAPPENED



Accident?



Fire?



Medical?



Crime?

THE OPERATOR NEEDS TO GATHER INFORMATION TO ASSIST EMERGENCY PERSONNEL FOR THE MOST ACCURATE RESPONSE



THE OPERATOR WILL ASK A SHORT SERIES OF QUESTIONS TO DETERMINE IF ANY PRE-ARRIVAL INSTRUCTIONS ARE REQUIRED



Cardiac?



Choking?



Childbirth?

ANSWER THE QUESTIONS TO THE BEST OF YOUR KNOWLEDGE AND FOLLOW ANY INSTRUCTIONS YOU ARE GIVEN



HELP IS ON THE WAY



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## THE CITY OF JACKSONVILLE AND JEA - PARTNERS IN PREPAREDNESS

### WEATHERING ANY STORM TOGETHER

Each hurricane season brings with it both challenges and opportunities. The City of Jacksonville partners with JEA each year to ensure our community is prepared for whatever storm may come our way.

For more than 125 years, JEA has provided essential utility services for everyone who lives in, works in, and visits Jacksonville. In recent years, JEA has continued its significant investment in critical infrastructure to strengthen Jacksonville's electric, water, and wastewater systems and make them more resistant to storm-related disruptions. These critical repairs and improvements help JEA restore these vital services and return the community to normal more quickly after a major storm.

JEA teams prepare extensively for all types of hazards as part of annual planning with the City. Before hurricane season, we conduct a weeklong exercise to test collective capabilities, including communication, coordination, operational response, and disaster recovery. These exercises have brought about real-world improvements in how we prepare and coordinate with each other.

The coronavirus pandemic opened the door for the formation of a JEA COVID-19/Hurricane Preparedness Task Force. This group is responsible for putting plans in place for logistics, security, mutual aid, and staging to ensure a smooth post-hurricane restoration process should we continue to operate under COVID-19 safety guidelines, while protecting our employees, customers and community.

JEA's Restoration 1-2-3 process is designed to restore power as quickly and safely as possible across our 900-square-mile service territory. Once the storm moves on, our crews move in to assess our facilities, making critical repairs to our power plants, transmission lines, substations, and water and wastewater facilities. We then restore power to local hospitals, shelters, and police and fire stations, and make repairs to the "backbone" of our electric grid that will restore the majority of customers as quickly as possible. Next, we begin repairs to electric "circuits" – a typical circuit can be approximately 2,500 homes -- before moving on to another circuit. Our crews prioritize repairs that will restore power to the most customers. Finally, after all circuits are repaired, we move in to the final stage of restoration and target the isolated outages that remain.

JEA and the City of Jacksonville are proud partners, working together year-round to prepare for menacing storms. As a result, our city is stronger and can bounce back quickly while keeping residents safe and essential services available as long as possible.

# BASIC FIRST AID

## CPR EMERGENCY PROCEDURE



Check if alert, breathing & pulse.



Call 911.



CPR if needed. Push hard and fast in center of chest.



Continue until help arrives.

## HEAD, NECK, AND BACK INJURIES



Call 911.



Hold still.



Watch for vomiting.



May have unequal pupils.

## CONTROLLING BLEEDING



Call 911.



Apply direct pressure.



Elevate injured area.



Wrap with bandage.



TIP: Use tourniquet if needed.

## AIDING FRACTURES



Help/support area.



Check pulses & sensation.



Apply ice or a cold pack.



Immobilize the area.



Treat for shock.

## COVID-19 EMERGENCY WARNING SIGNS

Trouble breathing

Persistent pain or pressure in the chest

New confusion or inability to arouse

Bluish lips or face





# ACTIVE SHOOTER RESPONSE

## CALL 911



**RUN**

**HIDE**

**FIGHT**

**TEXT 911 ONLY WHEN SAFE**

### RUN AND ESCAPE IF POSSIBLE



GETTING AWAY IS YOUR TOP PRIORITY



HELP OTHERS IF YOU CAN, BUT YOU MUST ESCAPE



LEAVE BEHIND ANY BELONGINGS



WARN OTHERS TO STAY AWAY FROM THE AREA

### HIDE IF ESCAPE IS NOT POSSIBLE



Stay out of the shooter's view



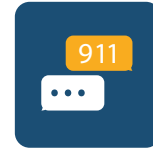
Silence your electronics



Block entrances & turn off lights



Groups should spread out when hiding



Text to 911 & text message others to silently communicate



Stay in place until given the all-clear signal

### FIGHT AS A LAST RESORT



Commit to your actions. **FIGHT.** Do not hesitate



Rally others and attack together



Be prepared to inflict severe injury to the shooter



Throw objects or improvise weapons

### INFORMATION TO GIVE TO 911

Location of the active shooter(s)

Number and type of weapons held by shooter(s)

Number of shooter(s)

Number of potential victims at the location

Physical description of shooter(s)



 **TIP: The very first officers on scene will not stop to help the injured, their top priority is to end the incident. Rescue teams will move in after the first officers. They will treat and move the injured to safety.**

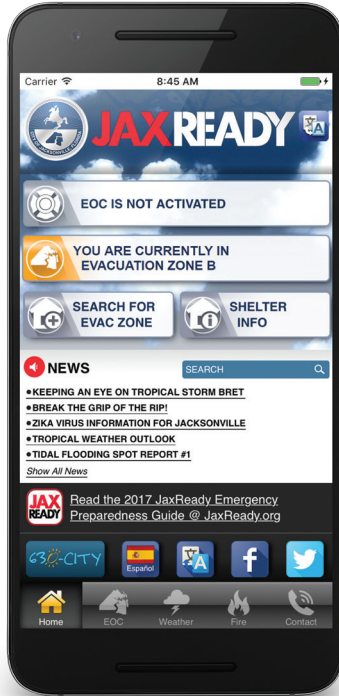
Special acknowledgement to the Los Angeles Fire Department for sharing creative content.

# IMPORTANT ALERT SYSTEMS

It is important to know how the City of Jacksonville will notify the community before, during, and after an emergency. Below are some of the ways you can expect to find important emergency information.

## 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 Medical Needs registration
- Weather information and maps
- Wildfire and drought indexes
- Up-to-date weather forecasts
- Live weather satellite imagery
- Current emergency activation level
- Translation into 78 languages

**Download the JAXREADY app today!**

*Available for iOS and Android devices*

## WIRELESS EMERGENCY ALERTS (WEA)

Authorized government agencies can send short text-like alerts directly to your phone based on your current location. These alerts happen automatically and do not require you to sign up. To manage these alerts, check your phone's messenger settings. Though most new phones receive these alerts, they are not yet available on all devices. Learn more by visiting [ready.gov/alerts](http://ready.gov/alerts).

## 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. Register for an account today by visiting [coj.net/alertjax](http://coj.net/alertjax).

## COMMERCIAL MEDIA

Listen to local broadcast stations for Duval County emergency alert information. Power failures are likely during a severe weather event, keep at least one battery powered radio in your household.

## SMARTPHONE ALERTS

Certain apps available on your smartphone have the capability of notifying you during a disaster or emergency. Make sure that you check your app preferences and have the alerts turned on so you will receive timely warnings.

## ALERT SYSTEMS



[weather.gov/alerts](http://weather.gov/alerts)



**FEMA**

[fema.gov](http://fema.gov)



[ready.gov/alert](http://ready.gov/alert)



[bit.ly/AlertJax](http://bit.ly/AlertJax)

## STAY CONNECTED



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



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



## WEBSITES

[www.JaxReady.com](http://www.JaxReady.com)

Look for Duval County essential emergency information before, during, and after disasters.

[www.nws.noaa.gov](http://www.nws.noaa.gov)

Sign up for weather related web feeds that are sent directly by text or email.

# HAVE A PLAN

Though it may seem difficult or time-consuming to plan for the unexpected, planning ahead is the number one way to stay safe in the event of a disaster. It is important to plan for all hazards that could impact you, especially large-scale disasters like hurricanes that may affect the entire community.

**Prior to hurricane season**, develop or update your **Family Emergency Plan**. Hold a meeting with your family to discuss what you will do in an emergency. Ask the following questions:

- WHAT IS YOUR ESCAPE PLAN?** When planning for hurricanes, understand your evacuation zone and establish an evacuation route (see back cover).
- DO YOU HAVE AN EMERGENCY SUPPLY KIT?** The kit should have enough supplies to last three days for every person in your family, including a plan for yearly maintenance (see Page 7).
- WHERE WILL YOU MEET?** Your family should have a set meeting location in the event that you become separated. Also consider where you would meet if you evacuate.
- HOW YOU WILL COMMUNICATE WITH YOUR FAMILY IN THE EVENT OF AN EMERGENCY?** You cannot always count on your cell phone to work, especially if towers are down.
- WHO IS YOUR OUT OF TOWN CONTACT?** Pick someone that each of your family members can contact to check-in with and report their statuses.
- DO YOU HAVE A PLAN FOR YOUR ENTIRE HOUSEHOLD?** This includes children, pets, and individuals needing additional assistance.
- DID YOU SHARE YOUR PLAN?** Your Family Emergency Plan should be shared with friends, co-workers, and out of town family members. Encourage them to develop Emergency Plans of their own. Disasters can affect everyone in the community!



## EVACUATION CHECKLIST

### EMERGENCY SUPPLY KIT



### CASH AND CREDIT CARDS



### CONTACT LIST



### FAMILY PHOTOS



### IMPORTANT DOCUMENTS

Social security card, drivers license, passport, medical and homeowners insurance documents



### CHANGE OF CLOTHING

Enough for each member of your household



### PERSONAL HYGIENE ITEMS

Toothbrush, toothpaste, shampoo, soap, lotion, deodorant, and tissues, face coverings and gloves



### MEDICAL NEEDS

Wheelchair, canes, walkers, medications, hearing aids and extra batteries



### BABY NEEDS

Diapers, formula, food, change of clothing



### PET CARE

Identification and immunization records, carrier or cage, muzzle, leash, food and water

 **TIP:** Prior to evacuating consider taking photos or videos of your residence to assist in documentation of property. This may help provide information for potential insurance claims.



# 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 seven 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, plastic cups, and utensils)

## COVID - 19 SPECIFIC SUPPLY KIT ITEMS

- Hand sanitizer
- Gloves
- Face coverings
- Disinfecting wipes



## 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 pets
- 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.

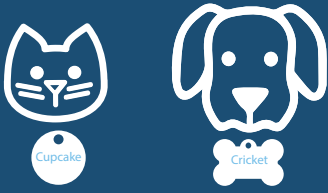


**CHECK AND REPLACE:** Regularly check the date on items in your kit, such as food, medications, and batteries, and replace expired items as needed.

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

# ANIMAL PREPAREDNESS

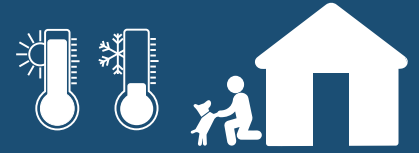
## SMALL ANIMAL PREPAREDNESS



Be sure all dogs and cats are wearing collars with securely fastened current identification that includes the telephone number and address.



Train both dogs and cats to feel comfortable in being in a crate for fast transportation during a disaster.



Always bring pets indoors during the first sign or warning of a storm or disaster.



Keep an emergency pet kit with leashes and ensure that it is easy to carry and in an accessible place.



Have current photos of your pets in case they get lost during a disaster.



**TIP:** Identification microchips are highly recommended for all pets. For more information visit [coj.net/pets](http://coj.net/pets)

## LARGE ANIMAL PREPAREDNESS



Make sure your horse is identifiable with a bracelet or microchip.



Train horses to lead and trailer so they become comfortable with the process.



Identify evacuation routes where you can board your horses outside of an evacuation zone.



Have a surplus of feed available. Don't get to the last bale when disaster strikes.



Never turn your horse or livestock loose. You never know how they will react and they could be a danger to you and others.



**TIP:** If there is an emergency in Duval County and you have been ordered to evacuate, please contact Animal Care and Protective Services to get current information on large animal evacuation sites in our area. 904-630-CITY (2489)

# DISEASE OUTBREAK

## BEFORE A PANDEMIC

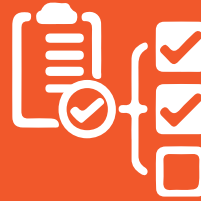
Have supplies on hand: pain relievers, stomach remedies, cough and cold medicines, and vitamins.



Store two weeks worth of supplies



Refill your prescription medications



Maintain health records in a safe place



Consider vaccinations

## DURING A PANDEMIC

Practice good health habits.

Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious foods.



### Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.



### Avoid close contact

- Avoid close contact with people who are sick.
- Stay home as much as possible.
- Put distance between yourself and other people.
- Remember that some people without symptoms may be able to spread virus.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.



### Cover your mouth and nose with a cloth face cover when around others

- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.



### Cover coughs and sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.



### Clean and disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use a household disinfectant. Most common EPA-registered household disinfectants will work.



To learn more about disease outbreak visit the following sites

[www.cdc.gov](http://www.cdc.gov)  
[www.flu.gov](http://www.flu.gov)  
[www.hhs.gov](http://www.hhs.gov)  
[www.redcross.org](http://www.redcross.org)  
[www.floridahealth.gov](http://www.floridahealth.gov)





# DISEASE OUTBREAK

## WHAT TO DO IF YOU ARE SICK

### Stay home except to get medical care

- Stay home.
- Take care of yourself.
- Stay in touch with your doctor.
- Avoid public transportation, ride-sharing, or taxis.

### Separate yourself from other people and pets in your home

- As much as possible, stay in a specific room and away from other people and pets in your home.
- Use a separate bathroom, if available.

### Monitor your symptoms

- Common symptoms include fever and cough.
- Follow care instructions from your healthcare provider and local health department.
- Your local health authorities may give instructions on checking your symptoms and reporting information.

### Call ahead before visiting your doctor

- Many medical visits for routine care may be postponed or done by phone or telemedicine.
- If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have the illness.

### If you are sick wear a cloth covering over your nose and mouth

- You should wear a cloth face covering, over your nose and mouth if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone.

### Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw away used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 20 seconds.

### Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Use hand sanitizer if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

## HOW TO WASH YOUR HANDS THE RIGHT WAY



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds.



Rinse your hands well under clean, running water.



Dry your hands using a clean towel or air dry them.

# COVID-19

The City of Jacksonville Emergency Preparedness Division has been closely monitoring updates related to the coronavirus disease 2019 (COVID-19). COVID-19 is thought to spread mainly through close contact from person-to-person in respiratory droplets from someone who is infected. People who are infected often have symptoms of illness. Some people without symptoms may be able to spread virus.

COVID-19 is a new disease and we are still learning about how it spreads and the severity of illness it causes.

**It is important to remember that risk of getting the disease is directly related to exposure to the virus.**

## WATCH FOR SYMPTOMS

People with COVID-19 have had a wide range of symptoms reported, from mild symptoms to severe illness. **The following symptoms may appear 2 - 14 days after exposure to the virus:**

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills or repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell



**If you have any of these emergency warning signs for COVID-19 get medical attention immediately:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

This list does not include every symptom. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency. Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.

## IF YOU HAVE BEEN TOLD YOU HAVE COVID-19



### TAKE CARE OF YOURSELF

- Stay home
- Stay in touch with your healthcare provider and follow their advice
- Stay away from others



### NOTIFY YOUR CLOSE CONTACTS

- Alert people that you have been in close contact with while ill that you have tested positive
- Tell them to self-isolate for 14 days
- Ask them to monitor their health for signs of COVID-19







### CALL THE DUVAL COUNTY HEALTH DEPARTMENT

- Contact the Duval County Health Department at 904-253-1850
- You can also contact the COVID-19 Call Center at 866-779-6121 for questions and additional guidance

## HOW TO PROPERLY UTILIZE PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required; e.g., Standard and Contact, Droplet or Airborne Infection Isolation.

Type of PPE	How to Put On (Donn)	How to Remove (Doff)
 Gown	<ul style="list-style-type: none"> <li>Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back</li> <li>Fasten in back of neck and waist</li> </ul>	<ul style="list-style-type: none"> <li>Gown front and sleeves are contaminated!</li> <li>Unfasten ties</li> <li>Pull away from neck and shoulders, touching inside of gown only</li> <li>Turn gown inside out</li> <li>Fold or roll into a bundle and discard</li> </ul>
 Mask or Respirator	<ul style="list-style-type: none"> <li>Secure ties or elastic bands at middle of head and neck</li> <li>Fit flexible band to nose bridge</li> <li>Fit snug to face and below chin</li> <li>Fit-check respirator</li> </ul>	<ul style="list-style-type: none"> <li>Front of mask/respirator is contaminated — DO NOT TOUCH!</li> <li>Grasp bottom, then top ties or elastics and remove</li> <li>Discard in waste container</li> </ul>
 Goggles or Face Shield	<ul style="list-style-type: none"> <li>Place over face and eyes and adjust to fit</li> </ul>	<ul style="list-style-type: none"> <li>Outside of goggles or face shield is contaminated!</li> <li>To remove, handle by head band or ear pieces</li> <li>Place in designated receptacle for reprocessing or in waste container</li> </ul>
 Gloves	<ul style="list-style-type: none"> <li>Extend to cover wrist of isolation gown</li> </ul>	<ul style="list-style-type: none"> <li>Outside of gloves is contaminated!</li> <li>Grasp outside of glove with opposite gloved hand; peel off</li> <li>Hold removed glove in gloved hand</li> <li>Slide fingers of ungloved hand under remaining glove at wrist</li> <li>Peel glove off over first glove</li> <li>Discard gloves in waste container</li> </ul>

## CLOTH FACE COVERINGS

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain such as grocery stores and pharmacies.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

### Face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape



BANDANAS



SCARVES



CLOTH



## PREPARE YOUR BUSINESS AND EMPLOYEES FOR THE EFFECTS OF COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as prepare to protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and prepare your business for disruption:

**Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.**

**Examine policies for leave, telework, and employee compensation.**

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- When possible, use flexible worksites (e.g., telework) and flexible work hours (such as, staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.

**Prepare business continuity plans** for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.

**Review your leave policies with all employees** and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

**Identify essential employees and business functions, and other critical inputs** such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.

**Establish an emergency communications plan.** Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.

**Share your response plans with employees and clearly communicate expectations.** It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.

## 10 TIPS TO PROTECT EMPLOYEES' HEALTH

Encourage sick employees to stay home



Have conversations with employees about their concerns



Develop flexible policies for scheduling and telework



Talk with companies that provide your business with contract or temporary employees about their plans



Promote etiquette for coughing and sneezing



Implement practices to minimize face-to-face contact



Perform routine environmental cleaning



Consider the need for travel and explore alternatives



Provide education and training materials in an easy to understand format



Separate sick employees



## RECOVERY RESOURCES

### LOCAL HELP LINES

- **MyJax** is your connection to city services and information. Submit a request for service, check the status of your request or find answers to city related questions by calling the 630-City Help Line at 904-630-2489 or by visiting [myjax.custhelp.com/](http://myjax.custhelp.com/)
- **United Way** of Northeast Florida's 211 Helpline is available 24/7 to connect Northeast Florida callers to health, social, and human services and more than 4,000 community programs. To contact a 211 call center specialist, dial 2-1-1 or 904-632-0600 from any landline or cell phone. To search the 211 database, visit [nefin.myresourcedirectory.com](http://nefin.myresourcedirectory.com)

### FINANCIAL RECOVERY RESOURCES

(Individuals/Families)

- **Disaster Unemployment Assistance:** Disaster Unemployment Assistance is a federally funded benefit program that assists individuals who become unemployed because of a disaster. Visit [floridajobs.org](http://floridajobs.org) to learn more.
- **Reemployment Assistance:** Individuals who may be eligible for Reemployment Assistance include: (1) those who are quarantined by a medical professional or government agency; (2) those who are laid off or sent home without pay for an extended period by their employer due to COVID-19 concerns; (3) those who are caring for an immediate family member who is diagnosed with COVID-19. Visit the DEO website, [floridajobs.org](http://floridajobs.org) for additional resources.
- **Career Source Northeast Florida (NEFL):** The regional workforce development organization, will be making available paper Reemployment Assistance (unemployment) applications from the Florida Department of Economic Opportunity (DEO) Call 904-356-JOBS for more information.

### FINANCIAL RECOVERY RESOURCES

(Businesses)

- **Small Business Relief and Employee Retention Grant Program:** In partnership with VyStar Credit Union, the City of Jacksonville's COVID-19 Small Business Relief and Employee Retention Grant program will provide low-cost loans with less stringent underwriting requirements and flexible repayment terms. To apply, interested businesses and nonprofits should visit [VyStarCU.org/CoronaVirus](http://VyStarCU.org/CoronaVirus) and fill out the application.
- **SBA Economic Injury Disaster Loan Program:** The U.S. Small Business Administration (SBA) provides low-interest disaster loans to help businesses and homeowners recover from declared disasters. Visit [disasterloan.sba.gov](http://disasterloan.sba.gov) to learn more.

### MENTAL HEALTH RESOURCES

- **Family Foundations:** Counseling for families and individuals and a comprehensive set of mental health services to youth, adults, seniors, individuals, and families in need of affordable mental health and family counseling services. Please call 904-396-4846.
- **Jewish Family & Community Services:** Counseling for families, couples, and individuals as well as mental health services to children, adults, seniors and families coping with challenges. Please call 904-448-1933.
- **Mental Health Resource Center:** Psychiatric medication management and counseling for adults; short-term psychiatric stabilization services for adults and children who are experiencing a mental health crisis; comprehensive assessments, psychiatric evaluations, physical examinations, medication management and individual and group therapy. Please call 904-695-9145 or 904-642-9100.
- **Northwest Behavioral Health:** Mental health outpatient counseling, day treatment, and case management for children and adults. Please call 904-781-0600 or 904-781-7797.
- **The Steven A. Cohen Military Family Clinic at Centerstone in Jacksonville:** Mental health services via televideo or telephone to post-9/11 veterans, their families, and active duty families. The clinic telephone number, 904-431-3500 will be available during business hours, as before, and veterans, military families and outside organizations can continue to call directly to the clinic for an appointment.

### SENIORS

- **ElderSource:** Seniors in need of assistance or with questions can call the ElderSource Helpline at 904-391-6699 or 888-242-4464. For more information, individuals can also visit the ElderSource website: [myeldersource.org](http://myeldersource.org)
- **Senior Services Division:** The City of Jacksonville Senior Services Division administers community-wide social service programs serving older adults in Jacksonville/Duval County. For assistance, call the 630-City Help Line at 904-630-2489 to access resources and services.

### VETERANS

- **The Fire Watch:** The Fire Watch is Northeast Florida's fight to end veteran suicide and to reinforce Northeast Florida as the most military and veteran friendly region in the United States. Social isolation driven by COVID-19 is a major source of stress for at-risk Veterans. To view the Northeast Florida Military & Veterans Resource Guide visit: [www.thefirewatch.org](http://www.thefirewatch.org).

# SEVERE WEATHER

## 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

### 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.

### 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 toward the Atlantic Ocean. As a storm approaches, water begins to back up the river, slowing down its flow into the Atlantic ocean. When paired with high tides and rainfall, widespread flooding is a major threat.

### SEVERE THUNDERSTORM RISK CATEGORIES

<b>Marginal Risk (MRGL)</b>	<i>Isolated severe thunderstorms possible</i> Limited in duration and/or coverage and/or intensity Wind to 40-60 mph, hail up to 1", and low tornado risk
<b>Slight Risk (SLGT)</b>	<i>Scattered severe storms possible</i> Short lived and/or not widespread, isolated intense storms One or two tornados Reports of strong winds and wind damage Hail -1", isolated 2"
<b>Enhanced Risk (ENH)</b>	<i>Numerous severe storms possible</i> More persistent and/or widespread, a few intense A few tornados Several wind damage reports Damaging hail 1'-2'
<b>Moderate Risk (MDT)</b>	<i>Widespread severe storms likely</i> Long-lived, widespread and intense Strong tornados Widespread wind damage Destructive hail, 2" or greater
<b>High Risk (HIGH)</b>	<i>Widespread severe storms expected</i> Long-lived, very widespread and particularly intense Tornado outbreak Derecho (widespread, long-lived wind storms)

### 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 power lines
- Floodwater can contain debris, sharp objects, sewage, and microorganisms
- Floodwater can hide holes or other hazards under its surface

### EVACUATION ZONES AND FLOOD ZONES ARE **NOT** THE SAME THING!

**Evacuation Zones** are calculated using many factors such as wave action, precipitation, drainage systems, and areas that could become isolated from emergency services.

**Flood zones** are geographic areas that FEMA has defined according to varying levels of flood risk. Flood zones are used for flood insurance ratings and building code requirements.

# SEVERE WEATHER

## HURRICANES AND 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.

### SAFFIR-SIMPSON HURRICANE WIND SCALE

**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.

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

## 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

## WARM AND COLD WEATHER



### EXTREME HEAT

**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



Hydrate



Stay in an air conditioned area



Avoid unnecessary exertion



Wear light, loose-fitting clothing.

### EXTREME COLD

**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.



# HURRICANES

## PREPARE



### PROTECT YOUR PROPERTY

One dollar invested in protecting your home can save up to six dollars in damage expenses. Wind, flood, and storm surge are three hazards that are common to coastal and river communities. Below are some things you can do to address these hazards:

#### WIND

- Consider installing storm shutters for all large windows and glass doors
- Consider a new roof with hurricane-rated shingles
- Make sure roof is fastened to the structure with hurricane straps or clips
- Install head and foot bolts on double entry doorways
- Use a security dead bolt with one-inch minimum bolt on all exterior doors
- Consider a hurricane-resistant or reinforced garage door

#### FLOOD & STORM SURGE

- Keep gutters and drains free of debris
- Stockpile emergency protective materials
- Elevate water heater, electric panel, and heating/cooling systems if susceptible to flooding
- Dry Floodproofing, which means making a building watertight through the use of waterproof membranes, backflow valves, and other measures
- Wet Floodproofing, which means modifying uninhabited portions of your home to allow floodwaters to enter and exit



### MINIMIZE FINANCIAL HARDSHIP

Financial preparedness is critical. Take time to organize your financial documents and keep extra copies with your supply kit. Contact your insurance agent and ensure you are covered for hurricane related hazards. Flood insurance must be purchased separately! **PLEASE NOTE: a flood insurance policy generally takes effect 30 days after purchase. Do not wait until the last minute to obtain this coverage!**

Make an inventory of your personal assets and keep it in a safe dry place. If possible, take photos and video of your belongings and keep them with you during the event of an emergency.

Be sure that you keep cash on hand as power outages may prevent access to ATM's and may limit the use of credit/debit cards.



### ORGANIZE DISASTER SUPPLIES

Your emergency supply kit should have enough supplies to last three days for every person in your family, including a plan for yearly maintenance. For a list of suggested items to include in your kit see page 7.



### PLAN TO BE SAFE

Planning ahead is the best way to stay safe from disasters. Plan for all hazards that could affect you, especially large-scale disasters like hurricanes. Every family is unique, so be sure to consider everyone's needs. Get together with your family and review your plan every year. Some things to consider are:

- Who is your out of town contact?
- Does your plan incorporate your entire household?
- Have you shared your plan with others?
- What is your escape plan?
- Where will you meet?
- How will you communicate with your family in the event of an emergency?



**TIP: Don't forget to set aside funds to pay your hurricane deductible.**



## RESPONSE

### EVACUATE OR SHELTER IN PLACE?

#### PREPARATION TIPS WHEN A HURRICANE IS EXPECTED



Review your family emergency plan



Refill prescription medications



Check for weather updates regularly on your TV, radio, or online



Trim or remove trees that are close enough to fall and cause damage to your home or property



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

I-95 and I-10 are the main evacuation routes out of the county. Beaches residents and visitors should connect from 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 so plan ahead.

#### IF YOU DECIDE TO STAY

Keep in mind that you may not be able to leave your home for several days. Emergency responders may not be able to get to you if conditions are poor. Frequently check for weather updates on your TV, radio, or online.

#### FINAL ACTIONS IF EVACUATING



Turn off propane tanks and gas



Turn off power at main electrical panel using main switch to 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

#### 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 TIP: Never use a generator inside or in a partially enclosed area.**

# HURRICANES

## RESPONSE

### 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 alcohol consumption are not permitted at any shelter. Additionally, childcare is not provided at any shelter; you are required to supervise your children.

- **Do not go to a shelter until it has been announced that it is open.**
- **Pay attention to special instructions related to COVID-19.**

### GENERAL POPULATION SHELTERS



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

### 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.

#### What Should You Bring to a Shelter?

- Air mattress, blankets, pillows, or other bedding
- Food, water, and medication
- Important papers
- Your emergency supply kit (*see page 7*)

Visit [JaxReady.com/shelter](https://www.jaxready.com/shelter) for more information.

### SHELTER HEALTH AND SAFETY RULES

- **Treat everyone with respect**
- **Respect all health and safety protocols—they protect everyone**
- **Maintain 6 feet of separation at all times (except immediate family)**
- **Sanitize your own belongings regularly (electronics, toys)**
- **Avoid touching high-touch surfaces, such as handrails, as much as possible. Regularly wash your hands with soap and water for 20 seconds**
- **No weapons, illegal drugs, alcohol or smoking**
- **Place all tissues and waste items into trash bins**
- **Comply with health checks at entry and while in shelter**
- **If you feel ill, see a staff member immediately**
- **The shelter is subject to quarantine by public health officials**

### SPECIAL MEDICAL NEEDS SHELTERS



A special medical 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 medical needs shelter
- If you are staying at a special medical needs shelter, turn on a porch light before you leave your house so workers can tell when your power has been restored and it is safe for you to return home



**REMINDER: You must register every year to maintain your Special Medical Needs status.**

### SPECIAL MEDICAL NEEDS REGISTRATION

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

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

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



## RECOVERY

### POST DISASTER SAFETY TIPS

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.



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



**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.



**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.

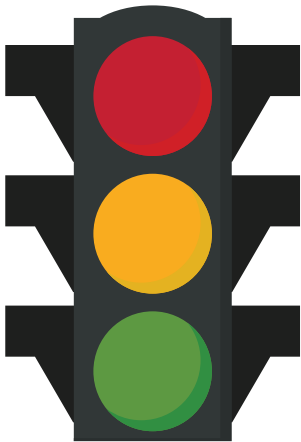


**CHECK FOR DANGER:** Check the outside of your home for loose powerlines, gas leaks, or structural damage. Do not enter a building until it has been inspected.



**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 stop sign.

#### FLASHING YELLOW

Drivers should proceed with caution only when traffic permits.

#### NO SIGNAL LIGHTS

Light should be treated as a four-way stop.



**PLEASE NOTE:** The driver of a vehicle approaching an intersection in which the traffic lights are inoperative shall stop in the manner indicated in FL Statute 316.123(2) for approaching a stop intersection. A violation of this section is a non-criminal traffic infraction, punishable as a moving violation as provided in chapter 318.

### 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.



### 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.

# HURRICANES

## RECOVERY

### SEPARATING STORM DEBRIS



#### WHITE GOODS/APPLIANCES



#### CONSTRUCTION & DEMOLITION/ BULKY WASTE DEBRIS

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



#### VEGETATIVE DEBRIS

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



#### ROUTINE HOUSEHOLD WASTE

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

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

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

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

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

### 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**



# STORM SEASON IS HERE. WE ARE READY. ARE YOU?

## RESTORATION 1.2.3

### PHASE 1

#### Public Safety

Hospitals, shelters, police  
and fire stations

### PHASE 2

#### Individual Customers

Neighborhoods and businesses

### PHASE 3

#### Final Repairs

All remaining outages

Download the fact sheet at [jea.com](http://jea.com)

The JEA logo is located in the bottom right corner of the page. It features the letters 'JEA' in a bold, white, sans-serif font. The 'J' and 'E' are connected, and the 'A' is separate. A registered trademark symbol (®) is positioned to the right of the 'A'. The logo is set against a background of three large, overlapping, chevron-shaped arrows pointing to the right, colored red, yellow, and teal from left to right.





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



## BEFORE THE STORM

### STORM HARDENING:

In the past five years, JEA has invested hundreds of millions of dollars in hardening our electric, water and sewer systems to make them more resistant to storm-related disruptions. These critical repairs and improvements help us restore power and return to normal operations more quickly after a major storm.

### YEAR-ROUND TREE TRIMMING:

While strong winds and heavy rains cause their share of storm damage, most storm-related power outages result from tree branches falling on power lines. That makes some sections of our city – those with the most mature trees – more susceptible to service interruptions when a major storm hits. To reduce the risk of downed branches causing outages during a storm, JEA trims trees across the city all year long, working on a 2.5-year cycle to cover JEA's 900-square-mile service territory.

### WATER AND SEWER UPGRADES:

We've invested millions in upgrading our water and sewer facilities, and have installed backup generators to reduce the risk of storm-related service interruptions.



## DURING THE STORM

At the height of a major storm, JEA personnel are in place, monitoring the weather and assessing the impact on our facilities. Our Emergency Operations Center works around the clock. Key personnel are deployed out in the field to alert us to any serious system failures. And our linemen are in position, waiting for weather conditions to improve to the point that it is safe for them to begin restoring power.



## AFTER THE STORM

Once the height of the storm passes and weather reports indicate it is safe, JEA immediately enters the restoration phase of our emergency operations. Our "Restoration 1-2-3" process is designed to assess and repair our facilities and restore power across our service territory as quickly and safely as possible.



## PHASE 1: PUBLIC SAFETY

As soon as weather conditions permit, JEA begins assessing our facilities, making critical repairs to our power plants, transmission lines, substations, and water and sewer facilities. We then restore power to our local hospitals, shelters, and police and fire stations, and make repairs to the “backbone” of our electric grid that will bring the majority of our customers back into power as quickly as possible.

### WHAT YOU CAN DO:



#### STAY SAFE:

Phase 1 is our public safety phase, and we appreciate your patience as we restore these critical services first. If possible, stay off the roads and avoid downed power lines.

#### KNOW WE'RE ON IT:

Just as you'd pull over on the highway to let an ambulance pass, you can help us save lives and restore power to everyone faster by waiting for the announcement that JEA is accepting outage reports from individual customers.

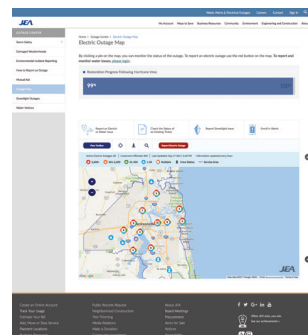
## PHASE 2: INDIVIDUAL CUSTOMERS

With public safety repairs complete, JEA will move to Phase 2 and encourage individual customers to report their power outages. Utility crews now begin making repairs by electric “circuits” – repairing an entire circuit of approximately 2,500 homes before moving on to another circuit. Priority is given to making repairs that will restore power to the most customers.

### WHAT YOU CAN DO:

#### REPORT YOUR OUTAGE:

Call (904) 665-6000 or visit [jea.com/outage](http://jea.com/outage) to report your power outage. If you've already registered for JEA alerts, you can also text “OUT” to MyJEA (69532).



## PHASE 3: FINAL REPAIRS

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 won't stop until everyone has power.

### WHAT YOU CAN DO:



#### IF YOU STILL DON'T HAVE POWER:

Sometimes, major storms can cause damage to your home that will prevent your power from coming back on even though JEA has made all necessary repairs to your circuit. If everyone else in your neighborhood has power and you don't, please call (904) 665-6000 so JEA can help you determine the cause of your continued outage. To help us better assist you:

#### CHECK YOUR CIRCUIT BREAKER:

Have any switches been tripped? **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'RE 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.

# BEACH SAFETY

The beaches of 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.

## BEACH WARNING FLAGS



**Water Closed to Public**



**High Hazard**  
High Surf and/or Strong Currents



**Medium Hazard**  
Moderate Surf and/or Currents



**Low Hazard**  
Calm Conditions, Exercise Caution



**Dangerous Marine Life**

## 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 STRENGTH**



**NEVER SWIM IF LIGHTNING OR A STORM IS APPROACHING**



**TIP: Absence of flags does not assure safe waters.**

## 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.

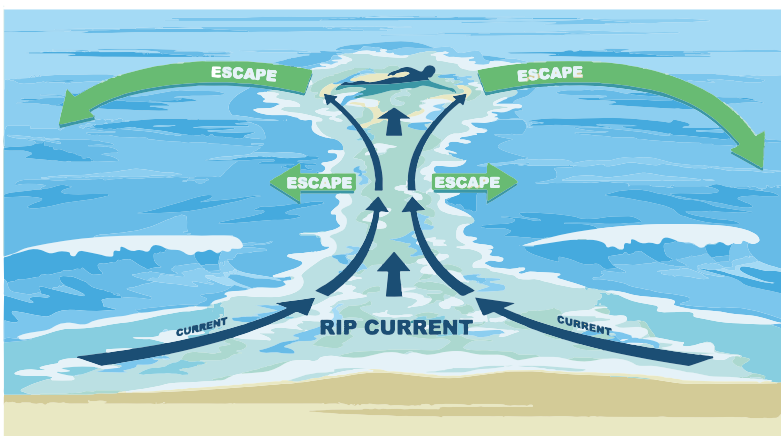
**Where do rip currents form?** Typically, rip currents form at breaks in the sandbar, and also near structures such as jetties and piers.

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

- No waves breaking in the area
- Unusual choppiness
- Discoloration of water
- A line of foam, seaweed, or debris moving away from the shore

## IF CAUGHT IN A RIP CURRENT

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



## BREAK THE GRIP OF THE RIP



Subscribe to ALERTJAX's Beach and Ocean Safety Notifications or text **DUVALBEACH** to 888-777.

# HOUSE FIRES

- 1 WINDOWS**  
Make sure that windows are not stuck, screens can be taken out quickly, and that security bars can be properly opened.
- 2 ESCAPE ROUTE**  
Find two ways to get out of each room (door or window).
- 3 CALL 911**  
If you can't get to someone needing assistance, call 9-1-1 for help.
- 4 SEAL DOORS & VENTS**  
If unable to evacuate, shelter in place, call 9-1-1 to report your location, seal doors or vents if possible.
- 5 FEEL THE DOOR FOR HEAT**  
Feel the doorknob with the back of your hand, if hot, leave door closed and use another way out.
- 6 UTILITIES**  
The fire department should see that utilities are either safe to use or are disconnected before they leave.
- 7 INVENTORY DAMAGES**  
Maintain an inventory of damaged property and items. Protect valuable documents and records.



## JACKSONVILLE FIRE AND RESCUE DEPARTMENT SMOKE DETECTOR PROGRAM



The Jacksonville Fire Rescue Department will provide and install a free smoke detector for any qualifying Jacksonville resident living in a single-family or two-family residence. The department also will install replacement batteries in existing smoke detectors at no charge.

Smoke detectors help save lives by warning residents of a fire in time to escape.

For a free smoke detector or to arrange to have the batteries in an existing device replaced, call 904-630-CITY (2489).

### PULL



Pull the pin

### AIM



Aim the nozzle or horn low at the base of the fire

### SQUEEZE



Squeeze the handle to release the agent

### SWEEP



Sweep from side to side at the base until the fire is out

## 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 pets in your plans



# TERRORISM

As we have seen over the last several years, terrorism remains a threat to our nation. People with political or social causes may use extreme violence to make a statement, or to achieve some other political goal. To combat the threat of terrorism, emergency service officials across all levels of government continue to work together to implement effective strategies for preventing and responding to incidents.

## TYPES OF TERRORISM



ARSON



BIOTERRORISM



CHEMICAL ATTACK



CYBERTERRORISM



SHOOTINGS



SUSPICIOUS PACKAGES

# SEE SOMETHING, SAY SOMETHING!

### OBSERVE SURROUNDINGS

Terrorists look for high visibility targets such as sporting events, political conventions, international airports, and high profile landmarks.

### REPORT THREATS

- Call or text to 911 or 1-877-A-THREAT
- Submit a tip, lead or threat to 888-FLA-SAFE



**TIP: Preparing for a terrorist attack is the same as preparing for fires, hurricanes and other emergencies.**

KEEP EMERGENCY SUPPLY KITS



LEARN HOW TO USE FIRE EXTINGUISHERS



PRACTICE EVACUATION DRILLS AND PROCEDURES



OBTAIN TRAINING IN CPR AND FIRST AID



ESTABLISH A FAMILY MEETING PLACE



CREATE AN EMERGENCY COMMUNICATIONS PLAN



## CYBER CRIME

Technology is an ever increasing part of our lives and while it makes many things easier, it also comes with risks. Protect yourself and your loved ones by doing the following

### KEEP A CLEAN MACHINE

- Keep operating system, anti-virus and firewall software current by turning on automatic updates
- Be sure all internet connected devices are protected
- Scan USB drives with your anti-virus software before opening files
- Make regular backups of your data, so you're protected in case files get lost or stolen



### PROTECT YOUR IDENTITY

- Use complex passwords that are at least eight characters long
- Do not use the same password with multiple accounts or give out your password to anyone
- Make sure you set privacy and security settings on websites you visit to keep your personal information private
- Be careful about asking websites to remember your passwords, especially on shared computers





# RECOVERY ASSISTANCE

## INFORMATION & REFERRAL HOTLINES

### City Customer Service

(904) 630-CITY (2489)  
630CITY.coj.net

### JaxReady

(904) 255-3110  
jaxready.com

## FOOD & SHELTER

### United Way (211)

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

### American Red Cross

1-800-768-8048  
(904) 358-8091  
redcross.org  
(*Shelter Information*)

### Feeding Northeast Florida

feedingnefl.org  
(*Food Distribution  
Location Information*)

### The Salvation Army

(904) 356-8641  
salvationarmyusa.org/usn  
(*Food and Shelter Information*)

### Salvation Army Relief Drive:

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

## PROPERTY CLEANUP

### Crisis Clean-Up Hotline

1-800-451-1954

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

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

**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

## UTILITIES

### JEA

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

### FPL

1-800-468-8243  
fpl.com

## CABLE TV & PHONE

### Comcast

1-800-934-6489

### AT&T

1-800-288-2020

## VOLUNTEER OPPORTUNITIES

If you are an organization with volunteer interests, email Jenny O'Donnell at [jennyo@uwnefl.org](mailto:jennyo@uwnefl.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: 1-855-891-6306
- N.A.S. Jacksonville Info: 1-800-849-6024
- N.S.B. Kings Bay Info: (912) 573-4513
- Marine Corps Support Facility Blount Island Information Line: (904) 696-4810

## COAST GUARD SECTOR JAX AND NATIONAL GUARD CONTACTS

- Coast Guard Mutual Assistance: [cgmahq.org](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)
- East Region: Humana Military; [tricare-east.com](http://tricare-east.com); 1-800-444-5445
- West Region: Health Net; [tricare-west.com](http://tricare-west.com); 1-844-866-9378



# 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 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.

# YOUR EMERGENCY INFORMATION

**EVACUATION ZONE:      EMERGENCY MEETING PLACES:**

**A B C D E F**

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

**OUT-OF-TOWN CONTACT:**

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

**IMPORTANT NUMBERS:**

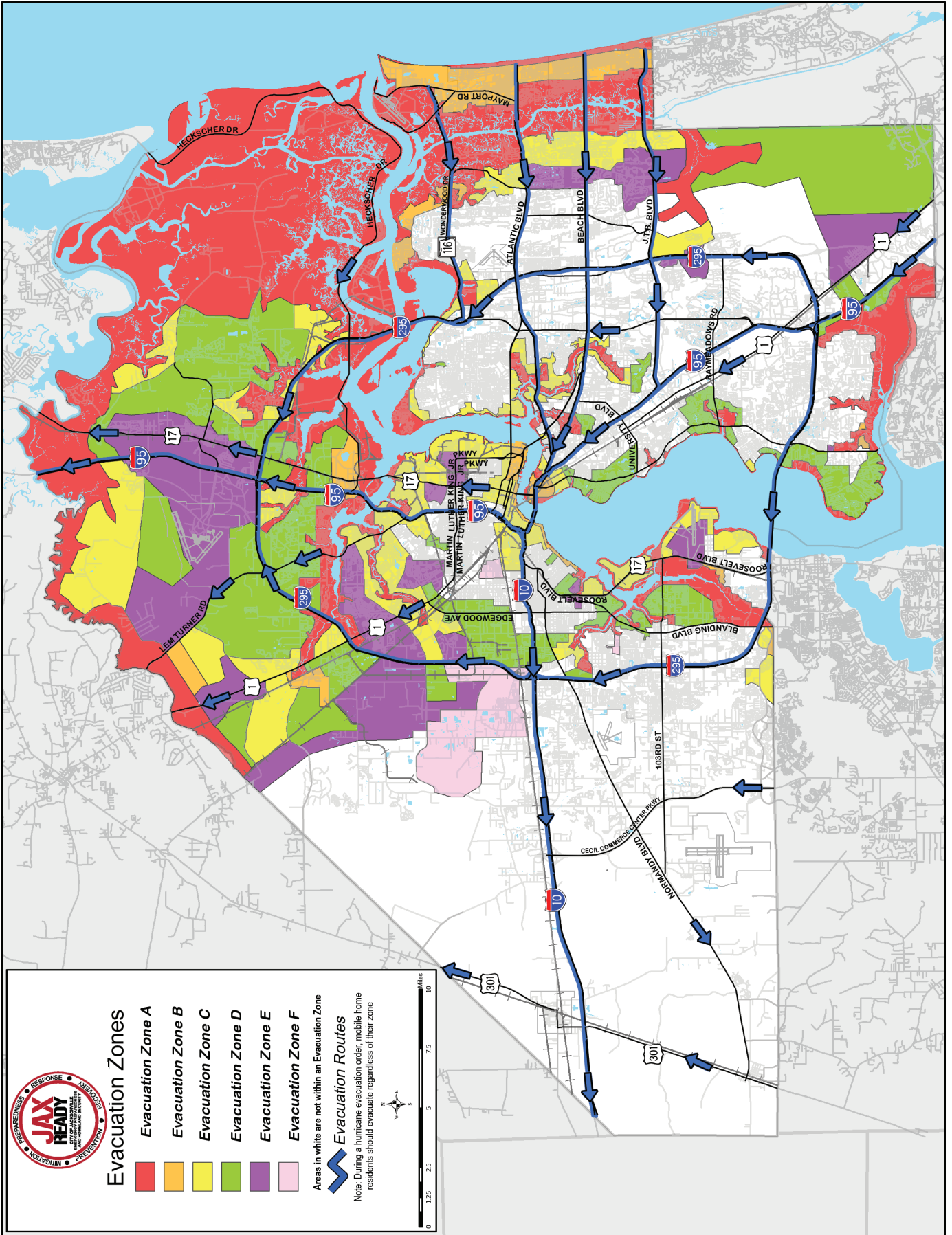
.....  
*Primary Care Doctor      Phone #      Address*

.....  
*Pharmacy      Phone #      Address*

.....  
*Medications/Prescriptions*

.....  
*Veterinarian      Phone #      Address*





**JAXREADY**

Emergency Preparedness Mobile App



**ALERTJAX**

Emergency Notification System