



HURRICANE PREPAREDNESS GUIDE



ppines.com/hurricane



#PEMBROKEPINESPREPARED

B E F O R E T H E S T O R M



Develop a Hurricane Plan

STEP 1 Hold a Family Meeting

Discuss the hazards of hurricanes. Encourage children to talk about their fears and explain some of the things you'll be doing to keep everyone safe. Start a written list of things you'll need to take care of before hurricane season and encourage everyone in the family to contribute their ideas.

STEP 2 Discuss Whether You'll Need to Evacuate

Determine whether you live in an evacuation zone and, if so, where you will go if an evacuation order is given. Going to a family or friend's house or hotel outside the evacuation area is your best choice. If you choose to go out of town, do so well in advance of the storm. Since shelters provide for only basic needs, this should be your choice of last resort.

STEP 3 Ensure Your Assets are Protected

Inventory your home possessions and videotape, record or photograph items of value. Review your insurance policies before hurricane season starts to ensure you have adequate coverage. Once a hurricane watch has been issued, insurers will not issue new or additional coverage.

DON'T WAIT.
COMMUNICATE.
**MAKE YOUR
EMERGENCY PLAN TODAY.**

STEP 4 Assess Your Home for Vulnerable Areas

Do a walk-through of your home and property to evaluate your roof, windows, garage door, landscaping, etc. and determine what actions you will take.

STEP 5 Make a Plan to Protect Your Vehicles

Decide where you will store or park your vehicle, boat or RV. Check your vehicle insurance policy and keep it in the same safe place as your homeowner's policy.

B E F O R E T H E S T O R M



Develop a Hurricane Plan

STEP 6 Secure Your Home

Decide what actions you will need to take to protect your home and your property (shutters, generator, tree-trimming), and to keep as comfortable as possible during recovery.

STEP 7 Determine Vulnerable Persons in Your Home

Discuss whether anyone in your home has special needs in an emergency because of a medical condition, or because they are elderly or disabled. Make arrangements in advance to accommodate those needs.

STEP 8 Make a Plan for Your Pets

Determine how you will address your pet's needs and make a plan in case you have to evacuate. Be sure to plan for large outdoor animals as well, such as horses, pigs and cows.

STEP 9 Gather Your Supplies

Determine your family's food, water and medical needs and assemble your hurricane kit according to those needs. Make a checklist which includes essential items.

STEP 10 Notify Others of Your Plan

Let family or friends know what your hurricane plan is so they can check on you in the aftermath of the storm. Establish an out-of-town contact.



B E F O R E T H E S T O R M

Plan for the Storm's Approach

Every family in Pembroke Pines should be prepared to be self-sufficient for seven days after a major storm, so recovery efforts can focus on those who can't help themselves.

Plan in Advance – If you live in an evacuation zone and an evacuation is ordered, you are required by law to evacuate. Public shelters are a refuge of last resort. Remember, shelters are not designed for comfort, and only a limited amount of shelters accept pets. Service animals for the disabled are accepted at all shelters.

Identify a Safe Room – If you plan to stay at home, identify the safest room in your home. This is generally an interior room with no windows, such as a bathroom or closet. Make plans to take shelter in this room in the event of a direct hit.

Request Assistance if Needed – If you require special assistance in evacuating, or need to stay at a Special Needs shelter, call Broward County Human Services Department at 954-357-6385 (TTY 954-357-5608). If a member of your family is elderly, frail, or disabled and may become vulnerable in the aftermath of a storm. Register them with Broward County's Vulnerable Population Registry. Visit Broward.org/Hurricane and select RESIDENTS AT RISK, or call 311 or 954-831-4000.

Stock Your Hurricane Kit – Plan on supplies including food and water that will sustain your family for up to seven days, and a two-week supply of medicines.

If Evacuating Out of the Area, Leave Early – Plan to leave as early as 48 hours in advance, and no later than the issuance of a Hurricane Watch. Keep in mind that a hurricane's path is uncertain and you could inadvertently evacuate to an area where the storm may eventually strike. Take along your hurricane kit.

Document Assets – Make a visual or written record of your assets for insurance purposes. Photograph the exterior of your home, including landscaping or structures that may not be insurable but impact the value of your property.

Protect Important Papers – Photocopy important papers such as insurance policies and store them with a friend or in a safe deposit box outside of the hurricane area. Or, protect important family and financial documents inside a waterproof container or watertight re-sealable plastic bag. If you evacuate, take these documents with you.

Secure Your Home – Shutter windows and glass doors, and anchor loose yard objects or bring them inside.

Prepare a Water Supply – Know who your water service provider is so you will know if a "boil water" order applies to your home. Check your water bill if you are unsure. As the storm approaches, fill pre-sanitized sinks and tubs with clean water for bathing and flushing toilets.

Set Appliances – Turn refrigerators and freezers to the coldest settings in anticipation of a power outage.

Get Cash & Gas – Banks, ATMs, and gas pumps do not operate without electricity.

Charge Phones – Charge your cell phone and wireless phone batteries.

Check on Neighbors – Check on your neighbors — especially the elderly and those with special needs.

Notify Others of Your Plans – Have an out-of-state friend as a family contact, so all family members have a single point of contact. Notify this contact and other family members and friends of your plans.

Plan for Your Pet — Specialized pet shelters, pet-friendly hotels, veterinary clinics, and friends and relatives out of harm's way are ALL potential refuges for your pet during a disaster. For a list of pet-friendly hotels and boarding kennels, visit Broward.org/Animal. If you plan to go with your pet to a pet-friendly shelter, keep in mind that space is limited. Preregistration is required. Call the Broward County Humane Society at 954-989-3977 for more information.

HURRICANE KIT CHECKLIST

- Drinking Water: At least one gallon per person, per day, for at least seven days. Extra water is needed for food preparation and personal hygiene. Use food-grade containers to store drinking water. You can use clean, airtight containers such as two-liter soda jugs, but not milk containers. If you re-use disposable plastic bottles, do not keep them for more than a month.
- Food: At least enough for seven days, including non-perishable packaged or canned food, canned or shelf milk, cereal, etc.; and snack foods
- Special Needs Supplies: Keep a seven-day supply of special items for babies and the elderly. This includes formula, food, wipes, diapers, etc., as needed.
- Toiletries: Have enough toilet paper, soap, toothpaste, etc., to accommodate your family for a week.
- A manual can opener and bottle opener
- Paper and plastic goods such as plates, bowls, napkins, paper towels and eating utensils
- Unscented household bleach and medicine dropper. (For water purification needs.)
- Extra bedding such as blankets, pillows, sleeping bags, etc., in case you must evacuate.
- Clothing, including rain gear and sturdy shoes.
- First Aid Kit
- Medicines and prescription drugs – at least a two week supply
- Hand Sanitizer
- Flashlight and extra batteries
- Disposable batteries, car charger, or solar charger for your cell phone
- Hardline telephone with jack (NOT cordless)
- Books, games, and/or toys
- Pet food, cat litter, and other pet care items that will last for at least a week
- Toolkit including cord, rope, a hammer, wood nails, a saw, a hatchet or axe, a crowbar, chainsaw blades, a tarp, duct tape, and heavy work gloves
- Plastic trash bags and ties
- Extra re-sealable plastic storage bags, heavy-duty aluminum foil, and disposable aluminum pans
- Extra charcoal or propane gas for outdoor cooking. Sterno can also be used. Never cook with any of these items inside your home, as the smoke and fumes are deadly.
- Fire Extinguisher (ABC Type)
- Matches in a waterproof container
- Mosquito repellent with DEET, and sunscreen
- Any special equipment or items you may need



B E F O R E T H E S T O R M



IMPORTANT REGISTRATIONS



SHELTER REGISTRATION: Develop a shelter plan, even if your plan is to shelter at home. If you plan to evacuate to a shelter, preregistration is not required; however, preregistration is encouraged if you plan on going to a Special Needs Shelter. Call Human Services Department at 954-357- 6385 (TTY 954-357-5608). If you preregister, you are not obligated to go to the shelter in an emergency. You can change your plans without notice if you make other arrangements.

TRANSPORTATION REGISTRATION: Preregister for paratransit transportation, if you think you may need it. As with shelter registration, you are not obligated to take advantage of the service if your plans change. To preregister, call Human Services Department at 954-357-6385 (TTY 954-357- 5608).

VULNERABLE POPULATION REGISTRY: Residents who are disabled, frail, or have health issues should register in advance with the Vulnerable Population Registry. The Registry is not a guarantee of services, but it enables city emergency workers to better respond to vulnerable resident needs in a recovery effort. For more information or to register, visit Broward.org/Hurricane and select RESIDENTS AT RISK, or call 311 or 954-831-4000.

PET-FRIENDLY SHELTER REGISTRATION: Service animals are accommodated at all shelters. If you plan on sheltering with your pet, however, you must stay at a Broward County's pet-friendly shelter, such as Millennium Middle School in Tamarac, operated by the Humane Society of Broward County and the American Red Cross. Call 954-989-3977, and press 7, or visit www.humanebroward.com. This is a pet-friendly shelter only and not a general population shelter. Preregistration is required, and owners are expected to shelter with their pets and care for them.



UPDATES: Follow the City of Pembroke Pines on social media for important public safety information before, during, and after the storm. Pembroke Pines can be found on YouTube (Pembroke Pines Media), Twitter and Instagram (@cityofppines), Facebook (@cityofpembrokepines) and Nextdoor; search for "City of Pembroke Pines."



B E F O R E T H E S T O R M

We're in this Together!

VOLUNTEERING

With past hurricanes, our City benefited greatly by having staff and many volunteers help immediately after a storm. This help included food distribution, water distribution, administrative work, debris clean up etc.

If you are interested in volunteering after a storm hits our area, please see our **Hurricane Relief Volunteer Form** at www.ppinies.com/hurricane. Please follow the instructions to submit as this must be completed and submitted before volunteering. Thank you for your continued commitment in making Pembroke Pines a beautiful place to live, work and play.



SPECIAL PREPARATIONS FOR THE DISABLED



IF YOU HAVE A DISABILITY OR SPECIAL NEEDS, YOUR EMERGENCY PLANS MUST FIT YOUR UNIQUE CIRCUMSTANCES. PLAN AHEAD WITH YOUR FRIENDS, FAMILY, AND PHYSICIANS.

- Talk to your physician or health care provider about a realistic plan for your safety.
- Carefully evaluate your shelter options and make plans in advance. Reasonable modifications will be made for shelter residents with disabilities in accordance with the Americans with Disabilities Act (ADA).
- If you undergo routine treatments (such as dialysis), are a home healthcare client, or require oxygen supplies, call your service provider to discuss plans for continuing service for you in an emergency.
- Create a Personal Information Card with all your health information (doctors, insurance policies, medications, etc.).
- Place identification labels on any medical support equipment you would take to a shelter with you, such as wheelchairs, walkers, and nebulizers.
- If you have a service animal, make sure the animal has a collar with identification. Have proof that the animal's vaccinations are up to date, and a copy of written instructions for your animal's care.
- Collect your emergency supplies of prescription and non-prescription medications on hand, especially during hurricane season (June 1st through November 30th).
- Visit Broward.org/Hurricane and select RESIDENTS AT RISK for more tips.



B E F O R E T H E S T O R M

Evacuation Procedures

IF YOU MUST EVACUATE ...

- Have a good meal before you get on the road or go to a Red Cross shelter. Shelters open approximately four hours after an evacuation is ordered.
- Evacuate as soon as possible, preferably during daylight. Roads and bridges frequently become crowded and traffic moves slowly.
- Unplug appliances and turn off electricity & the main water valve and gas for the stove or water heater. This will reduce potential damage to your appliances and the risk of fire from power surges or gas line breaks.
- Tell someone outside of the storm area where you are going.
- If time permits, and you live in an identified surge zone or area prone to flooding, raise furniture, photographs, and other irreplaceable items to a higher floor.
- Bring preassembled emergency supplies.
- Lock up your home and leave.

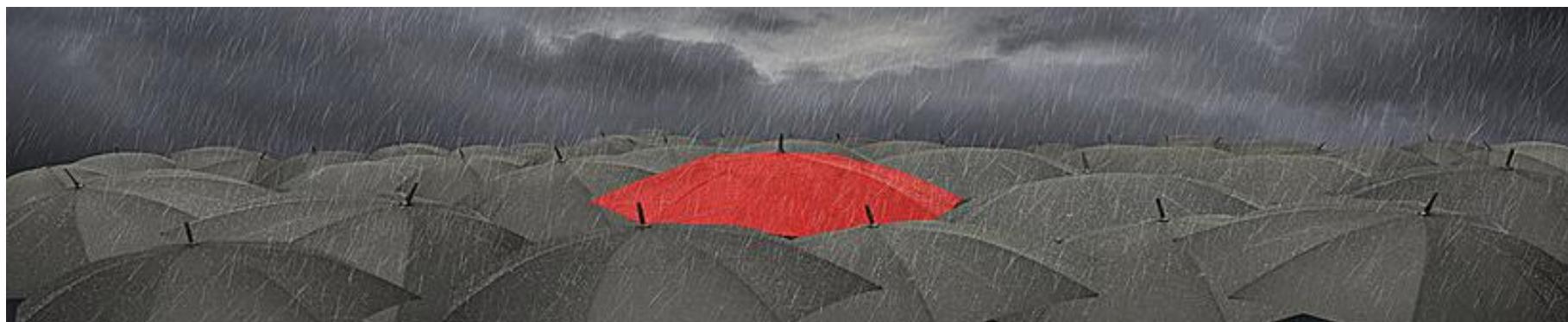


Items not permitted in shelters include firearms and explosive devices, intoxicating beverages, and illegal drugs.

Service animals are permitted in all shelters.

Be sure to bring food, water, bowls, and any other items necessary for their care and comfort.

For a list of pet-friendly hotels and boarding kennels, visit Broward.org/Hurricane, select **A-Z PLANNER** and select **ANIMALS**.



Your Shelter Options

OPTION ONE – Stay With Family or Friends Outside of the Evacuation Zone

This is your best choice, and where you will be the most comfortable.

OPTION TWO – Stay in a General Population Shelter

American Red Cross general population shelters provide a basic level of care and are open to all. No preregistration is required. If you have a self-managed health condition or disability, you will likely be able to shelter comfortably in a general population shelter. When you arrive at the shelter, be sure to tell shelter personnel what your needs are.

If you need transfer assistance, sign language interpretation, and other auxiliary aids, or a quiet zone for a cognitive disability or mental health need, call 311, 954-831-4000 or TTY 954-831-3940 for the most update information.

OPTION THREE – Stay in a Special Needs Shelter

If you have a medical condition that requires a greater level of care than that provided at a general population shelter, but you do not require hospitalization, a Special Needs Shelter may be appropriate for you. These shelters offer basic medical assistance and monitoring. They are staffed by qualified medical personnel and have back-up electricity for limited lighting and essential medical equipment. Family members and caregivers are encouraged to accompany residents with special medical needs. Preregistration is encouraged but not required. Call Broward County Human Services Department at 954-357-6385 (TTY 954-357-5608).

OPTION FOUR – Stay in a Hospital or Other Medical Facility

If your medical condition exceeds the level of care provided at a Special Needs Shelter and/or you require hospitalization or one-on-one care, work with your physician or medical provider to arrange the safest shelter option, which may include a hospital or medical facility.

B E F O R E T H E S T O R M

Your Shelter Options

TRANSPORTATION TO SHELTERS

Bus Operations: When an evacuation is ordered, Broward County

Transit buses cease regularly scheduled service and begin emergency evacuation service from evacuation zones. The service coincides with the opening of American Red Cross shelters and will not begin before the shelters open. Under Evacuation Plan A, you can go to any regular bus stop along A1A. Under Evacuation Plan B, buses will run routes along both A1A and Federal Highway.

Persons with Disabilities: Broward County Transit's Paratransit Services section coordinates transportation for residents with disabilities. Call 954-357-6385 or TTY 954-357-5608.



SPECIAL NEEDS SHELTERS

Preregistration for the Special Needs Shelter is open throughout the year, and while not required, is strongly encouraged to ensure that the shelter will be adequately prepared to meet your needs. All residents seeking shelter in a Special Needs facility will be reviewed on an individual basis to determine the best placement for their needs.

Reasonable modifications will be made for shelter residents with disabilities in accordance with the Americans with Disabilities Act (ADA). As with all public places, residents with service animals accompanying them are welcome at all shelter sites.

An oxygen-dependent shelter can accommodate a limited number of residents who require 24-hour oxygen or 24-hour electrical power. Residents are encouraged to bring their caregiver, and family members are welcome at all shelter sites.

What to Bring: If you will be going to a Special Needs Shelter, plan to bring the medical supplies you will need including any special foods, prescriptions, nebulizer, syringes, sterile swabs and oxygen equipment, in addition to items on your Shelter Kit Checklist.

SHELTER KIT CHECKLIST

Please remember that while a shelter is intended to help keep you safe during the storm, it isn't a hotel.

Bring these essential items along to make your stay as comfortable as possible.

- ✓ Personal hygiene items
- ✓ Bedding such as pillows, blankets, air mattress
- ✓ Books, games
- ✓ Non-perishable snacks
- ✓ Extra change of clothing
- ✓ Baby supplies: ample amounts of baby food, formula, juice, diapers and wipes, and a stroller, portable crib or play pen
- ✓ Needed medications
- ✓ Driver's license, other identification
- ✓ Cash, traveler's checks
- ✓ Personal items such as extra eyeglasses, hearing aid, etc.
- ✓ Battery-operated radio
- ✓ Flashlight
- ✓ Important documents such as birth or marriage certificates. Social Security cards, passports, immunization records, checkbook and bank account financial statements, wills, vehicle titles, insurance policies, stocks, bonds, deeds, computer backup disk, etc.

B E F O R E T H E S T O R M

Emergency Hotline: 311 or 954-831-4000

Emergency Management Division

201 N.W. 84th Avenue, Plantation, FL 33324 Telephone: 954-831-3900

Not all shelters may be open during a state of emergency. In the event of an evacuation order, monitor news reports or call the Broward County Emergency Hotline at 311 or 954-831-4000 for specific shelter openings.

1) Lyons Creek Middle School
4333 Sol Press Blvd, Coconut Creek 33073

2) Coral Gables High School
2700 Sportsplex Dr, Coral Springs 33065

3) Monarch High School
5050 Wiles Road, Coconut Creek 33073

4) Pompano Beach High School
1400 NE 6 Street, Pompano Beach 33060

5) Park Lakes Elementary School
3925 N State Road 7, Lauderdale Lakes 33319

**6) Rock Island Elementary/
Arthur Ashe Middle School**
1701 NW 23 Ave, Fort Lauderdale 33311

7) Plantation Elementary School
651 NW 42 Ave, Fort Lauderdale 33317

8) Fox Trail Elementary School
1250 Nob Hill Rd, Davie 33324

9) Falcon Cove Middle School
4251 Bonaventure Blvd, Weston 33332

10) Silver Trail Middle School
18300 Sheridan St, Pembroke Pines 33331

11) New Renaissance Middle School
10701 Miramar Blvd, Miramar 33025

12) Watkins Elementary School
3520 SW 52 Ave, Pembroke Park 33023

13) Everglades High School
17100 SW 28 Court, Miramar 33027

14) West Broward High School
500 NW 209 Ave, Pembroke Pines 33029

HURRICANE SHELTER MAP



DURING THE STORM

Riding out the Storm



Once the storm arrives, there are some additional measures you can take to keep everyone as safe as possible:

- Stay indoors in a secure location, or your "safe room." The strongest part of a house is usually away from windows and exterior doors.
- Place towels along window sills and the bottom of doors leading outside to keep water from coming in. Have buckets, mops and sponges handy in the event of flooding.
- Elevate valuables to table tops or high places if flooding occurs.
- Do not go outside as the calm eye of the hurricane passes over, unless repairs are absolutely essential. The storm is not over. The worst can happen once the eye passes over and the winds blow from the opposite direction.
- Be aware that tornadoes can appear anytime during a hurricane. Monitor your local station and if a tornado warning is issued, take cover in an interior hallway or on the lower level if in a tall building. Stay away from glass doors and windows. You can also take cover under heavy furniture in the center of a house.
- Leave the main breaker on unless the electricity goes off. If the electricity goes off, turn off air conditioners, refrigerators, freezers, television sets and computers to avoid the possibility of damage due to power surges. If the power returns and is steady, these may be turned back on.
- Use flashlights for lighting when the power goes off. Do not use candles or any other type of open flame. The fire department may be unable to respond during a hurricane.
- Use the telephone for emergencies only. Jammed phone lines may obstruct emergency calls for police, fire rescue, emergency medical and Red Cross disaster units.
- Open refrigerator and freezer doors as little as possible.
- Stay away from the fuse box, main breaker and electrical outlets in the event of flooding. Normally, the electrical current will fail with flooding.

For Kids ...

Children who live in the track of hurricanes feel firsthand the threat of danger to themselves and those they care about. To comfort and reassure them, try these suggestions from the National Mental Health Association:

- Reassure them that they're safe
- Be honest and open about the disaster, but keep information "age-appropriate"
- Encourage them to express their feelings through talking, drawing or playing
- Try to maintain your daily routines as much as possible
- Limit their exposure to media reports



Visit Broward.org/Hurricane and select HURRICANE KIDS for a sampling of kid-friendly hurricane sites with games and activities.

DURING THE STORM

Riding out the Storm

Retreat to Your "Safe Room"

Having a designated "safe room" in your home can help you protect yourself, your family and pets from the dangerous forces of extreme winds. It can also relieve some of the anxiety created by the threat of an oncoming tornado or hurricane. Keep these things in mind when choosing your "safe room."

- A good "safe room" location is an interior room on the first floor of the house.
- Closets, bathrooms, and small storage rooms with only one door and no windows are well suited for use as "safe rooms." Interior bathrooms have the added advantage of having a water supply and toilet.
- Keep in mind that a space selected as your "safe room" should be free of clutter for quick and easy entry, and so occupants will not be injured by falling objects. A bathroom is often a better choice than a closet or storage space.
- If you have the option, your "safe room" should not be in an area that can be flooded.
- Your "safe room" should be readily accessible from all parts of your house.
- Your "safe room" must be adequately anchored to the house foundation to resist overturning and uplift.
- The walls, roof and door of the home must be protected against penetration by windborne objects. Taping windows is not recommended as it does not prevent windows from breaking.
- Finally, buildings do not fail due to unequal pressures inside and outside. Therefore, windows and doors should not be opened to equalize pressure. This allows wind to enter a building and increases the risk of building failure. Keep windows and doors closed!



AFTER THE STORM

Keeping Safe in the Storm's Aftermath



Beware of Flooding Hazards

- If there is flooding in your home or business, be sure the building is not in danger of collapsing, and watch for loose and falling debris.
- Remember that anything flood waters have reached must be considered contaminated, including food, canned goods, cosmetics and medicines.
- Call a licensed electrician if you have significant water damage to your home that might make it unsafe for you to receive electricity.
- If your home has gas service, be alert for gas fumes and call your local utility from outside the home if any are detected.
- Do not drink water from the faucet unless it has been declared safe.

AFTER THE STORM

Keeping Safe in the Storm's Aftermath



Some of the greatest hurricane dangers present themselves after the storm has passed. Keep these important tips in mind:

- Treat all downed power lines as if they were live. If you see a power line that is sparking or arcing, call 911.
- Walk cautiously and avoid standing water which may hide downed power lines or hazardous objects. Don't venture out in the dark because you might not see a power line that could still be energized.
- Debris-filled streets are dangerous. Snakes and poisonous insects may be a hazard.
- Do not drive unless it is an emergency. If the power is out, traffic lights will not be working, stop signs and street signs may have blown away. Streets will be littered with debris. Washouts may have weakened road and bridge structures.
- Take precautions to prevent fires. Lowered water pressure in city mains and the interruption of other services will make firefighting difficult after a hurricane.



- Protect property from further damage. Plastic sheeting, plywood, lumber or other materials can be used to seal or protect property that has been exposed by the storm. Make temporary repairs that won't endanger your safety.
- Notify insurance representatives of any losses.
- Take photographs or a video of damaged areas to substantiate your claim.
- Prepare a detailed inventory of damaged or destroyed property for the adjustor. Include a description of the item, date of purchase, cost at time of purchase, and estimated replacement cost.
- Be patient. Hardship cases will be settled first by insurance representatives. In a major catastrophe, the insurance industry will have emergency offices and extra adjustors available to expedite claims and speed recovery efforts.

A F T E R T H E S T O R M

Keeping Safe in the Storm's Aftermath

Generator Safety Tips

Generators are useful when temporary or remote electric power is needed, but they also can be extremely dangerous. Hazards include carbon monoxide poisoning from toxic engine exhaust, electric shock, electrocution and fire.

- When installing a permanent generator, be sure to obtain the necessary permits and have a licensed electrician do the installation.
- Use the generator according to the manufacturer's instructions.
- Do not store fuel indoors. Keep gasoline in a cool, well-ventilated area.
- Do not run a portable generator in the rain unless it is covered and vented. Model-specific outdoor tents or covers can be found online or via hardware stores.
- Do not refuel a generator while it is running. Gasoline-powered generators should be turned off and allowed to cool before refueling.
- Place portable generators outside in a well-ventilated area, NEVER inside a home – including garages, basements, or crawl spaces.
- You cannot see or smell carbon monoxide. If you start to feel sick, dizzy, or weak while using a generator, get outside to fresh air immediately.
- Install battery-operated or plug-in carbon monoxide alarms with battery back-up in your home.
- Do not connect a portable generator directly to your house because the power you generate may flow back into powerlines and cause damage, or injure power workers.



Traffic Safety



- When traffic signals are not working, intersections should be treated as four-way stops. To prevent chaos, please wait your turn.
- It is not necessary to report downed traffic signals, as Broward County Traffic Engineering's damage assessment teams will be aware of outages and will dispatch repair crews as quickly as possible.
- Avoid driving through standing water; wet brakes can take longer to slow a vehicle.
- Don't drive over fallen power lines.
- Keep speeds low, and roadway courtesy high.
- Obey officers directing traffic, or portable traffic control devices.

AFTER THE STORM

If the Power Goes Out...

KEEP YOUR COOL

Since hurricanes occur during the hottest time of the year in South Florida, heat exhaustion and other heat-related illnesses become a consideration when the power goes out and homes are without air conditioning. Problems can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. Here are some tips from the Centers for Disease Control and Prevention:

- Drink cool, non-alcoholic, non-caffeinated beverages. If your doctor limits the amount of fluid you drink or you take water pills, ask how much you should drink when the weather is hot. Also, avoid extremely cold liquids because they can cause cramps.
- Rest.
- Take a cool shower, bath, or sponge bath.
- If possible, seek an air-conditioned environment such as a mall or public library, if they have power.
- Wear lightweight clothing.
- If possible, remain indoors during the heat of the day.
- Avoid strenuous activities.
- Signs of heat exhaustion may include heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, fainting, cool and moist skin, fast and weak pulse rate, fast and shallow breathing. If you experience these symptoms, consider seeking medical attention.



USE RUNNING WATER SPARINGLY

During power outages, lift stations that normally pump raw sewage/wastewater may not be operating if they are not powered by a generator. Please restrict your use of running water as the system can eventually back up into your street, or showers, toilets, and sink drains inside your home.

DON'T DRINK THE WATER

Immediately following a hurricane, don't use tap water until you know it is safe. This includes not giving it to your pets, or using it for washing, cleaning, cooking, brushing your teeth, making ice or making formula. If a boil water order is issued for your area, follow these guidelines from the Florida Department of Health in Broward County:

- Boil water at a rolling boil for one minute to kill infectious organisms
- If you don't have power, you can mix 8 drops (1/8 teaspoon) of unscented household bleach per gallon of water and allow to stand for 30 minutes. If the water is cloudy, add 16 drops (1/4 teaspoon) and let stand for 30 minutes. The water will not be toxic, though it may have a chlorine odor and taste.
- If a boil water order is issued, remember that water system boundaries do not always correspond to city boundaries. Residents who are not sure of their water service provider should check their water bill or call their individual city.

OBSERVE CURFEWS

Listen to local radio and television stations for curfew announcements. Curfews are not unusual for communities that suffer a direct hit from a storm. Roads and highways may be blocked, and hidden dangers may exist after dark such as downed trees and power lines, especially in flooded areas. Law enforcement and emergency services may be strained. All residents and businesses are expected to follow curfew laws. Exemptions to this are essential personnel such as law enforcement, fire-rescue, hospital or other healthcare workers, emergency management and others involved in recovery efforts.

AFTER THE STORM

If the Power Goes Out...



Gas Safety Tips

- Evacuate immediately if you smell natural gas which has the odor of rotten eggs, or see a broken gas line. Ventilate the area by opening windows or opening a door. Do not light matches, turn on any light switches, or use the telephone.
- Call the gas company immediately from a telephone outside the home or business. TECO Energy/Peoples Gas crews are available to respond to natural gas emergencies. For 24-hour service, call 1-877-832-6747. If you are unable to contact your gas company, call 911.
- If you evacuate, do not turn off the gas supply at the main meter. Only emergency or utility personnel should turn this valve. If you choose to do so, you can turn off the gas for individual appliances.
- If you have difficulty re-lighting pilot lights, or if gas appliances have been exposed to flood waters, do not attempt to operate the appliance. Contact a plumber, qualified service contractor, or your gas company.



TELEPHONE / CELL PHONE TIPS

- Be patient. Expect delays in getting calls through because of the high demand.
- Use your phone only for necessary calls, leaving lines open for emergency calls.
- Your phone line may be inoperable if your phone equipment requires power. Plug a hardline phone (not cordless) directly into the phone jack to verify whether you have service.
- Use your cell phone to send text messages which often get through when voice calls won't.
- Use your cell phone car charger to charge your cell phone.

Quick Tip – Food Safety

Always keep a thermometer in your refrigerator. The temperature should read 41° Fahrenheit or below; any higher and bacteria may begin forming. Thawed food can usually be eaten if it is still “refrigerator cold”. However, you should discard any food that has been at room temperature for two hours or more, and any food that has an unusual odor, color, or texture.

Remember: When in doubt, throw it out!

Report sparking and
arching power lines
immediately
by calling 911.
To report an outage,
call 800-4-OUTAGE
(468-8243).

Quick Tip – Garages

Know where the manual release lever for your electric garage door opener is located, and know how to use it in the event of a power outage. Always carry a house key if the garage is the primary means of entering your home, in case the garage door will not open.

AFTER THE STORM

Picking Up the Pieces



Put Debris in its Place

In the wake of the hurricane, debris pick-up will vary by city. While trash and debris may not be picked up immediately due to sheer volume, if properly bundled, it will eventually be removed. As a resident, you can expedite the clean-up process by properly separating debris into:

- Yard debris, cut and stacked (including limbs, branches and other vegetative materials); collect small and loose material in bags and place on swales
- Building debris and building contents (fence material, roof tiles, screens, windows, carpet, broken framework, torn porch/pool screening)
- Regular garbage and trash
- Place the separated debris piles on the swales, away from power lines, mailboxes, trees, fire hydrants, valves, water meters, gas lines and storm drains. The collection of debris may cause temporary road closures on narrow neighborhood streets while heavy equipment is used to remove downed trees. Try to be patient during these temporary disruptions.

BULK PICK UP

BULK HOUSEHOLD WASTE

Furniture (sofas, tables, beds, desk, chairs, lights), White goods (refrigerators, washers, dryers, water heaters), toilets, bicycles, mattresses, household goods, mirrors, wire and cable, cabinets



DO NOT MIX bulk items with storm debris
DO NOT place more than 24 hours in advance



-Bulk items have been separated
-Placed within 24 hours of scheduled pick-up

STORM DEBRIS

SEPARATE

HURRICANE DEBRIS

Fencing, roof tiles, screens, posts, siding, pool enclosures, sheds, gazebos, awnings



DO NOT MIX hurricane and vegetation debris

VEGETATION DEBRIS

Branches, tree trunks, tree limbs, vegetation



DO NOT MIX garbage bags and vegetation debris



-Hurricane debris and vegetation debris have been separated



-Vegetation debris has been separated
-Only vegetative items found in pile

Picking Up the Pieces

Use Licensed Contractors

To check on the status of your contractor, or to file a complaint, visit Broward.org/PermittingandLicensing, go to REGULATED BUSINESSES and select CONSUMER COMPLAINTS or call 954-357-5350 or the State of Florida Department of Business and Professional Regulation at 850-487-1395. In addition, consider the following when working with a contractor:



- Check their references.
- Ask how long the contractor has been in business.
- Check the contractor's reputation with local suppliers.
- Check with your local building Department.
- Get all proposals, contracts or agreements in writing and read all the fine print.
- Obtain a current copy of the contractor's insurances including worker's compensation, property damage and liability.
- Avoid any contractor who requires large advance payments.
- Avoid paying cash, and make all payments by check to the company contracted to do the work. Do not write a check to cash or to an individual's name.

Disaster Recovery Resources

Stay tuned to local media for announcements about disaster relief and recovery services that may be available to you. These may include distributions of water and food, mobile medical services, Operation Blue Roof, and FEMA Disaster Recovery Centers. Details are announced once recovery efforts are underway.

The Broward County Office of Economic and Small Business Development has established a network of disaster Business Recovery Centers. The centers are designed to provide services including business disaster recovery information and access to financial assistance programs. Centers will become operational at the onset of a disaster recovery.



NEED TO KNOW – Emergency Contacts

PEMBROKE PINES POLICE, FIRE, MEDICAL EMERGENCY	911
PEMBROKE PINES POLICE DEPARTMENT (NON-EMERGENCY)	954-764-HELP (4357)
PEMBROKE PINES EMERGENCY HOTLINE	954-565-9571
PEMBROKE PINES CODE ENFORCEMENT	954-431-4466
PEMBROKE PINES PUBLIC SERVICES (WATER, WASTE MANAGEMENT)	954-518-9060
PEMBROKE PINES BUILDING DEPARTMENT	954-435-6502
FP&L	800-468-8243
BROWARD HOTLINE	311 or 954-831-4000
DEPARTMENT OF BUSINESS & PROFESSIONAL REGULATIONS (CONTRACTOR FRAUD)	850-487-1385
BROWARD COUNTY HUMAN SERVICES DEPARTMENT FOR SPECIAL NEEDS SHELTER -	954-357-6385 TTY 954-357-5608
BROWARD COUNTY SCHOOL DISTRICT HOTLINE -	754-321-0321
FEMA HOTLINE -	1-800-342-3557 1-850-413-9900 TTY 1-800-462-7585
BROWARD COUNTY EMERGENCY MANAGEMENT -	954-831-3900
BROWARD COUNTY ANIMAL CARE & REGULATION -	954-359-1313
INSURANCE, STATE OF FLORIDA DEPARTMENT OF FINANCIAL SERVICES HURRICANE HELPLINE -	1-800-22-STORM (78676) TTY 1-800-640-0886
PRICE GOUGING HOTLINE - <i>IN SPANISH</i>	1-800-HELP-FLA (435-7352) 1-800-FLA-AYUDA (352-9832)
BROWARD COUNTY ENVIRONMENTAL LICENSING AND BUILDING PERMITTING CONSUMER COMPLAINTS -	954-831-4000
BROWARD COUNTY PARATRANSIT SERVICES -	954-357-6794 TTY 954-357-8330
MASS TRANSIT RIDER SERVICES -	954-357-8400 TTY 954-357-8302
HOMELESS INFORMATION -	954-563-HELP 954-563-4357

STAY CONNECTED & STAY INFORMED –

**FOLLOW THE CITY OF PEMBROKE PINES ON SOCIAL MEDIA!
YOUTUBE, TWITTER, FACEBOOK, INSTAGRAM, NEXTDOOR**

