

CITY OF JACKSONVILLE PREPAREDNESS & RESPONSE GUIDE



Building Community



2021-2022

Dear Citizens:

Founding father Benjamin Franklin once said, "If you fail to prepare, you are preparing to fail." As the last year has shown us, it pays to be ready for hazards of all kinds. When COVID-19 came to our community in March 2020, Jacksonville responded quickly by ramping up testing capabilities and providing valuable and needed assistance to help our citizens weather the pandemic.

Because of the planning and preparations the City took on the front-end, we were better able to respond and be on a better footing to recover more quickly than many other major U.S. cities.

Now as hurricane season begins, 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 with important information and tools designed to help citizens prepare for all types of emergencies. It includes many tips, checklists, and step-by-step instructions for what to do before, during, and after an emergency.

I encourage you and your family to be JaxReady this year and every year, and to use this guide as a resource.

Stay Safe,



Lenny Curry
Mayor



CUSTOMER SERVICE CENTER

myjax.custhelp.com

Click
-or-
Call

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



TIP: Operators will get help started while they gather additional information for responders. It is essential to answer all questions to the best of your ability, so first responders know what to expect when they arrive.

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THE CITY OF JACKSONVILLE AND JEA - PARTNERS IN PREPAREDNESS

Dear JEA Customers,

I came to JEA last November after having spent most of my career in the public utility industry. In my short time here, I can say without a doubt the 2,000 JEA team members who serve you and our community make up the most dedicated and hard-working team I've had the privilege to work alongside. Their commitment to preparation for crisis situations means we are prepared for any storm that may come your way.

In recent years, JEA has invested hundreds of millions of dollars to harden our electric, water and wastewater infrastructure to better withstand storm-related disruptions. These critical repairs and improvements help us restore power and resume normal operations more quickly after a major storm or natural disaster and minimize any storm-related inconvenience for you. We believe trimming trees today, prevents power outages tomorrow. We trim responsibly, under the direction of the certified arborists we employ.

Along with tree trimming and a hardened infrastructure, JEA team members train year-round to deal with emergencies at a moment's notice. Before hurricane season, we work with the City of Jacksonville Emergency Preparedness Division to practice response coordination. During the season, we continually monitor weather conditions and work with local and state officials to prepare for and assess potential storm impacts.

During a storm, and throughout the restoration process, the JEA Emergency Operations Center operates around the clock. Once the storm passes and weather reports indicate it is safe, we enter the restoration phase of our emergency operations. Our "Restoration 1-2-3" process is designed to assess and repair critical infrastructure and restore power to you and our community as quickly and safely as possible. You'll find more details about our restoration process later in this guide.

We realize that COVID-19 continues to impact our lives. The ongoing pandemic means that even this hurricane season may look different from past seasons. Regardless of the season or the storm, know that JEA is committed to being there for you.

Whatever comes our way, we will get through it together.

Sincerely,
Jay Stowe
JEA Managing Director and CEO

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.

CHOKING



Verify if person is choking.



Give 5 back blows.



Give 5 abdominal thrusts.



Alternate giving back blows & abdominal thrusts.

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 a bandage.



TIP: Place tourniquet 2"- 3" above wound if needed.

AIDING FRACTURES



Help/support area.



Check pulses & sensation.



Apply ice or a cold pack.



Immobilize the area.



Treat for shock.

HEAT EXHAUSTION



Move person to a cooler place.



Remove or loosen tight clothing & apply cool cloths to the skin.



Fan the person.



Give small amounts of cool water to drink.



If the person vomits or loses consciousness, call 911.

ACTIVE SHOOTER RESPONSE

An active shooter is an individual engaged in attempting to kill people in a confined space or populated area. Active shooters typically use firearms and have no pattern to their selection of victims. Recent national tragedies remind us that the risk is real. Taking a few steps now can help you react quickly when every second counts.

BE PREPARED FOR AN ACTIVE SHOOTER



CAN HAPPEN ANYWHERE



CAN HAPPEN ANYTIME

CALL 911!



RUN



HIDE



FIGHT

TEXT 911 ONLY WHEN SAFE

RUN AND ESCAPE IF POSSIBLE



GETTING AWAY IS YOUR TOP PRIORITY



LEAVE BEHIND ANY BELONGINGS



HELP OTHERS IF YOU CAN, BUT YOU MUST ESCAPE



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 first officers on the 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 wounded to safety.**

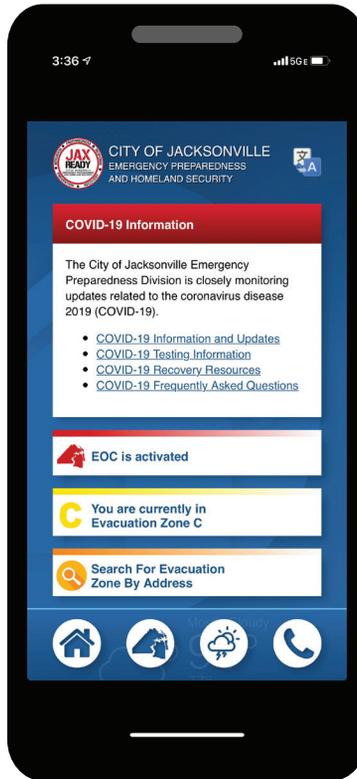
IMPORTANT ALERT SYSTEMS

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 smartphone 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.

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

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



FEMA

fema.gov



ready.gov/alert

coj.net/alertjax



coj.net/alertjax

STAY CONNECTED



facebook.com/JaxReady



twitter.com/JaxReady



WEBSITES

www.JaxReady.com

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

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 prepare 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 pages 7-8).
- 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 WILL YOU COMMUNICATE WITH YOUR FAMILY IN THE EVENT OF AN EMERGENCY?** You cannot always count on your cell phone to work, especially if cell 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 status.
- 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, tissues, face coverings, and gloves



MEDICAL NEEDS

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



BABY NEEDS

Diapers, formula, food, and change of clothing



PET CARE

Identification and immunization records, carrier or cage, muzzle, collar, 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. In some disasters, you may be safer staying at home. In the event that you need to evacuate, make sure you bring your emergency supply kit with you.

PERSONAL ITEMS



Have	Need	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sleeping Bags and/or Pillows and Blankets
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lawn Chairs/Folding Chairs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot and Cold Weather Clothing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sturdy Closed-Toe Work Shoes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rain Gear
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal Hygiene (toothbrush, toothpaste, soap, deodorant, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medications (prescription and non-prescription)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Spare Eyeglasses
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hearing Aids
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entertainment (cards, books, quiet games)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Baby/Infant Needs (diapers, formula, baby food, etc.)

FOOD SERVICE NEEDS



Have	Need	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drinking Water (one gallon per day per person for 7 days)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non-Perishable Food
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Manual Can Opener
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Juice/Soft Drinks/Instant Coffee or Tea/Dry Milk
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lighter/Waterproof Matches
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pots/Pans/Cooking Utensils
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aluminum Foil
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Disposable Plates, Cups, and Cutlery
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plastic Wrap/Ziplock Bags/Garbage Bags
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cooler for Food Storage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cooler to Transport Ice

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.

BASIC SAFETY EQUIPMENT



Have	Need	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NOAA Weather Radio
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	First Aid Kit With Instruction Book
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Battery Powered Television, Radio, and Clock
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Flashlights
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Battery Powered Lanterns
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extra Batteries and Car Chargers for Electronics
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Whistle (to signal for help if needed)

BUILD AN EMERGENCY SUPPLY KIT

BASIC TOOLS



Have Need N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Basic Tool Kit (hammer, wrenches, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Specialized Tools (for water, gas valves, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Plastic Tarps or Roll Plastic Sheeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Assorted Screws and Nails |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Duct Tape |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Canvas or Leather Work Gloves |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Fire Extinguisher |

PET/SERVICE ANIMAL



Have Need N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Water (one gallon per day for each animal) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Food and Treats |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Food and Water Bowls |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Medications |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Vaccination and Registration Records |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Collar or Harness with ID Tag, Rabies Tag and Leash |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Cat Litter and Tray |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Plastic Bags for Pet Waste |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Current Photo of You and Your Pets |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Comfort Items (toys, bedding) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Cage or Carrier for Each Animal |

COVID-19 SPECIFIC ITEMS



Have Need N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Hand Sanitizer |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Gloves |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Face Covering |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Disinfecting Wipes |

SANITATION/CLEAN UP SUPPLIES



Have Need N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Unscented Bleach |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Water for Cleaning |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Assorted Cleaners |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Rubber Gloves |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brushes, Brooms, and Mops |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Towels and Rags |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Plastic Garbage Bags |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Bucket with Lid for Emergency Toilet |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Toilet Paper/Paper Towels |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wet Wipes and Waterless Hand Sanitizer |

MISCELLANEOUS ITEMS

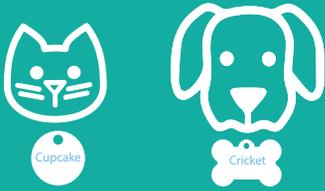


Have Need N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Spare Keys |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Pen/Pencils and Paper |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Important Documents (identification, insurance policies, and account records saved electronically or in a waterproof, portable container) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Keepsakes, Significant Photos |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Coins, Cash, and Credit Cards |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Maps and Evacuation Information |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Important Phone Numbers |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Two-Way Radios |

ANIMAL PREPAREDNESS

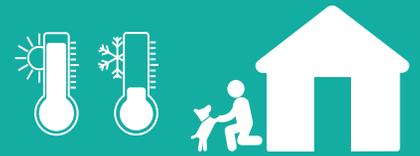
SMALL ANIMAL PREPAREDNESS



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 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

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. Call 904-630-CITY (2489)

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

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.

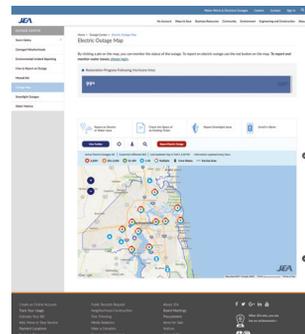
PHASE 2: INDIVIDUAL CUSTOMERS

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 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.

COVID-19

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.



Stay 6 feet away from others

- Avoid close contact with people who are sick.
- Put 6 feet of distance between yourself and people who don't live in your household.
- Remember that some people without symptoms may be able to spread the virus.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.
- Avoid large crowds and poorly ventilated spaces.



Wear a mask

- Everyone 2 and older should wear masks in public.
- Masks should be worn in addition to staying at least 6 feet apart, especially around people who don't live with you.
- Wear your mask over your nose and mouth and secure it under your chin.
- The cloth face cover is meant to protect other people in case you are infected.



Cover coughs and sneezes

- Always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow and do not spit.
- 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.



Learn more about disease outbreak:

www.cdc.gov
www.flu.gov
www.hhs.gov
www.redcross.org
www.floridahealth.gov



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

- As much as possible, stay in a specific room and away from other people and pets in your home.
- Tell your close contacts that they may have been exposed to COVID-19.

Monitor your symptoms

- Symptoms of COVID-19 include fever, cough, or other symptoms.
- Follow care instructions from your healthcare provider and local health department.

Call ahead before visiting your doctor

- Call ahead. Many medical visits for routine care are being 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 COVID-19.

If you are sick, wear a mask over your nose and mouth

- You should wear a mask 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 mask 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.
- Use hand sanitizer if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

VACCINES

Vaccines are one of the tools we have to fight the COVID-19 pandemic. To stop this pandemic, we need to use all of our prevention tools. Vaccines are one of the most effective tools to protect your health and prevent disease. Vaccines work with your body's natural defenses so your body will be ready to fight the virus if you are exposed.



Vaccines are safe. The U.S. vaccine safety system makes sure that all vaccines are as safe as possible. All the COVID-19 vaccines that are being used have gone through the same safety tests and meet the same standards as any other vaccines produced through the years.



Different types of COVID-19 vaccines will be available. Most of these vaccines are given in two shots, one at a time and spaced apart. The first shot gets your body ready. The second shot is given at least three weeks later to make sure you have full protection.



The vaccines may cause side effects in some people, like sore muscles, feeling tired, or mild fever. These reactions mean the vaccine is working to help teach your body how to fight COVID-19 if you are exposed.

 Additional guidance may be released at the direction of the CDC.

SEVERE WEATHER

THUNDERSTORMS AND LIGHTNING



Thunderstorms can develop in Duval County at any time, but they are most frequent in late spring through early fall. All thunderstorms produce lightning. According to the Centers for Disease Control, Florida is considered the “lightning capital” of the country, with more than 2,000 lightning-related injuries occurring within the state over the last 50 years. 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

The City of Jacksonville has lightning warning systems at 5 public parks:

- Ringhaever Park
- Losco Regional Park
- Earl Johnson Park
- Chuck Rogers Park
- Patton Park

The sensor for these alarms continuously monitors the atmosphere’s electrostatic energy as far away as 15 miles and evaluates the potential for lightning within an area approximately 2 miles in radius. When the system determines a hazardous condition, the air-horns sound off to provide necessary alerts.

SEVERE THUNDERSTORM RISK CATEGORIES

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

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.

When conditions are right for a tornado, there are a few things you can do to protect yourself and your loved ones:

- Ensure you have multiple ways to receive weather alerts, warnings, and notifications (see page 5).
- Stay tuned to local weather or listen to your NOAA weather radio.
- Secure loose objects outdoors or move them inside.
- Go to the innermost hallway on the lowest floor of your home or workplace. Stay away from windows.
- Do not try to outrun a tornado in a car. Seek sturdy shelter immediately.
- If you live in a manufactured home, seek other sturdy shelter immediately.
- Do not leave your shelter until the danger has passed.

TORNADO ALERTS

WATCH

BE PREPARED! Conditions are right for a tornado to form. Make sure you have a way to receive weather alerts and know your safe space.

WARNING

TAKE ACTION! A tornado has been sighted in your area.

WILDFIRES



A wildfire is an unplanned, unwanted fire. Wildfires often occur in wilderness areas, but they can happen 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 the 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 by drinking water or sports drinks.



Offer to help those you know with limited access to air-conditioning.



Stay in an air-conditioned area during peak heat hours.



Avoid unnecessary exertion.



Wear light, loose-fitting clothing.



Stay out of the sun if you do not need to be in it.

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

5 P's OF COLD WEATHER PREPAREDNESS

Protect Plants		Cover cold-sensitive plants to protect them from dangerous temperatures.
Protect Pets		Bring outdoor pets inside or provide a warm shelter for them.
Practice Fire Safety		Use safe heating sources indoors. Do not use fuel-burning devices such as grills; they release deadly carbon monoxide.
Protect People		Dress in warm layers and wear a hat and gloves.
Protect Pipes		Cover pipes and allow outdoor faucets to slowly drip to prevent them from freezing and breaking.

SEVERE WEATHER

HURRICANES AND TROPICAL STORMS

Tropical disturbances, tropical depressions, tropical storms, and hurricanes are all different types of tropical cyclones, 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. **The Atlantic hurricane season runs from June 1st to November 30th, with the peak occurring between mid-August and late October.** However, storms can form at any time throughout the year.

SAFFIR-SIMPSON HURRICANE WIND SCALE

Category 1 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.

WIND SPEED: 74-95 mph

Category 2 Well-constructed framed homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads.

WIND SPEED: 96-110 mph

Category 3 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.

WIND SPEED: 111-129 mph

Category 4 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.

WIND SPEED: 130-156 mph

Category 5 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.

WIND SPEED: 157+ mph

TROPICAL WEATHER ALERTS

WATCH

Tropical Storm or Hurricane conditions are possible within 48 hours in the Watch area. Monitor alerts, check your emergency supplies, and gather any items you may need if you lose power.

WARNING

Tropical Storm or Hurricane conditions are expected within 36 hours in the Warning area. During a Warning, complete your storm preparations and leave the area if directed to do so by local officials.



WeatherSTEM

Stay informed on current weather conditions from the comfort of your home with WeatherSTEM!

This innovative system provides users access to high-resolution weather cameras, real-time radar, and much more throughout Duval County.

Start at Duval.WeatherStem.com

SEVERE WEATHER

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 significant threat.

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

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.

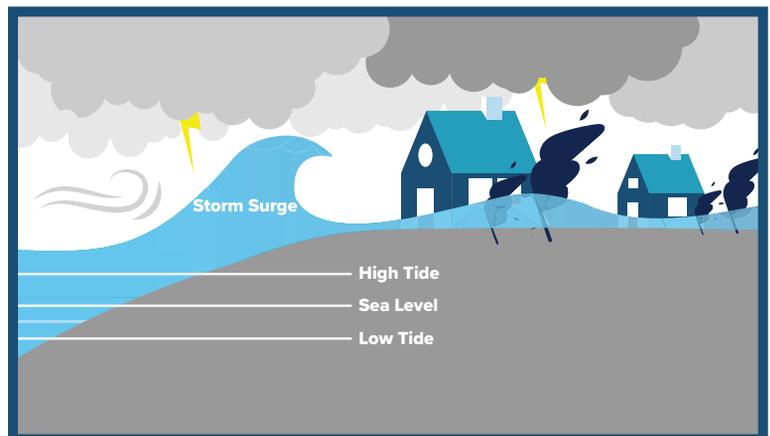
URBAN FLOODING

Urban flooding also referred to as nuisance flooding, is the accumulation of floodwaters that result when the inflow of stormwater exceeds a drainage system's capacity to infiltrate water into the soil or carry it away. Prolonged or sudden intense rainfall saturates the ground, and less rain can be soaked up by soil and drainage systems. You can help mitigate this by ensuring that grass clippings, mulch, and other debris remain clear of storm drains.

STORM SURGE

Storm surge is an abnormal and dangerous rise of water generated by a hurricane or tropical storm. As these storms make landfall, they produce rises in water level and strong winds that push water into shore. A storm surge can increase the normal high tide by 15 feet or more. Along the coast, storm surge is often the greatest threat to life and property from a hurricane.

In 2017, Jacksonville experienced this first hand with Hurricane Irma, which produced significant flooding along the banks of the St. Johns River.





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 deadbolt 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 ATMs 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 pages 7-8.



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

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 you should, 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?

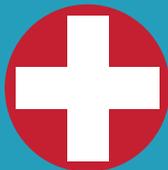
- Air mattress, blankets, pillows, or other bedding
- Food, water, and medication
- Important papers
- Your emergency supply kit (see pages 7-8)

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 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 the 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://www.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.



HURRICANES

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 the 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

ASSISTANCE WITH TRANSPORTATION

If you need transportation assistance to evacuate, the Jacksonville Transportation Authority (JTA) will suspend fares for evacuation routes. If you plan to evacuate, be ready to evacuate early as these services will stop as conditions deteriorate.



- JTA will operate on a Sunday schedule for normal routes
- All fixed route bus and First Coast Flyer BRT stops will become evacuation pick-up points to transport individuals to hubs
- Residents needing to evacuate can take any bus marked “Evacuation Shuttle” on a regular bus route before the announced cut-off time
- Residents can also go to any one of the four designated pick-up locations to be transported to a transfer hub, where you will then change buses to be transported to a public shelter:
 - Fletcher High School
 - Baldwin Middle-High School
 - Mayport Middle School
 - Jacksonville Beach Elementary

More information can be found at www.wgo.jtafla.com/severe-weather and (904) 630-3100.

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.

STAY HEALTHY



CLEAN AND DISINFECT everything that got wet as floodwaters can contain sewage, bacteria, and chemicals.



AIR OUT your home by opening doors and windows whenever you are present, and conditions are safe.



THROW AWAY any food that was not maintained at a proper temperature or may have been exposed to floodwaters.



MOVE OUT saturated, porous materials such as upholstered furniture or mattresses, especially if there is visible fungal growth.



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.



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.



SEPARATING STORM DEBRIS

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



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

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.

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 FOR MORE INFORMATION

HOUSE FIRES

1	WINDOWS Ensure 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 the 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.



P.A.S.S.

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

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).

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

BEACH SAFETY

The beaches of Duval County use a flag system to inform sunbathers and beachgoers 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
-  **Stinging Marine Life**
Man O 'War, Jellyfish, Stingrays
-  **TIP: Absence of flags does not assure safe waters.**

TIPS TO STAY SAFE IN THE WATER



NEVER SWIM ALONE



ALWAYS SWIM IN FRONT OF A LIFEGUARD



HEED WARNINGS FROM LIFEGUARDS



NEVER UNDERESTIMATE THE OCEAN'S STRENGTH



NEVER SWIM IF LIGHTNING OR A STORM IS APPROACHING



IN CASE OF EMERGENCY, CALL 911 IF A LIFEGUARD IS NOT ON DUTY. DO NOT ATTEMPT TO RESCUE SOMEONE IN DISTRESS



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

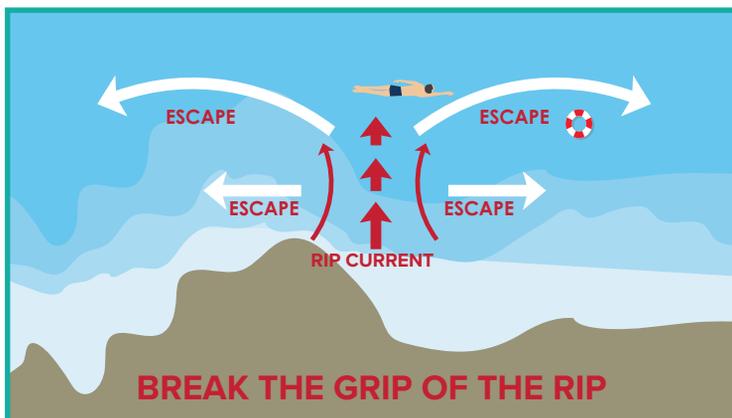
RIP CURRENTS

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. Rip currents claim more lives in Florida than hurricanes, floods, tornadoes, and lightning combined.

Where do rip currents form? Typically, rip currents form at breaks in the sandbar, and 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 with the current, then to shore**
-  **If you can't escape, float or tread water**
-  **If you need help, call or yell for assistance**

WATER SAFETY

POOL SAFETY

Swimming and other water-related activities that you can enjoy in a pool are excellent ways to enjoy physical activity. However, it is important to know what to do to reduce the risk of injury.

 Always swim with a buddy; do not allow anyone to swim alone.	 Remove toys from in and around the pool when not in use.
 Never leave a child unattended near a pool. There is no substitute for adult supervision.	 Instruct babysitters about potential pool hazards, and emphasize the need for constant supervision.
 Designate a “Water Watcher” to maintain constant watch over children in the pool during gatherings.	 Learn CPR and rescue breathing.
 Keep a phone at poolside so that you never have to leave the pool to answer the phone and can call for help if needed.	 Only use proper and approved flotation devices. Do not confuse proper and approved flotation devices with toys.
 Do not use flotation devices as a substitute for supervision.	 If a child is missing, always check the pool first. Seconds count!



When children in your care are near water, be near them. Drownings are a leading cause of injury death for young children ages 1 to 14. Parents and caregivers play a crucial role in protecting those in their care.

BOAT SAFETY

MARINE WEATHER TERMINOLOGY

Small Craft Exercise Caution	Winds 15-20 kts and/or seas of 6 ft
Small Craft Advisory	Winds 20-33 kts and/or seas > 7 ft
Gale Warning	Wind speed 34-47 kts or frequent gusts 34-47 kts
Storm Warning	Wind speed 48-63 kts or gusts of 48-63 kts
Special Marine Warning	Winds > 34 kts and/or 3/4 inch hail and/or waterspouts
Tropical Storm Warning	Wind speeds > 34-63 kts with a tropical cyclone imminent
Hurricane Warning	Wind speeds > 64 kts with a tropical cyclone imminent

SAFETY ITEMS TO BRING



LIFEJACKETS FOR EVERYONE ONBOARD THE VESSEL



A NOISE PRODUCING DEVICE



TYPE IV THROWABLE PERSONAL FLOTATION DEVICE



FIRE EXTINGUISHER



VISUAL DISTRESS SIGNAL



Anyone operating a vessel born after January 1, 1988, must have a Florida Boating Safety ID Card. Visit www.myfwc.com to learn more.



Anyone 13 years old or younger is not permitted to operate a personal watercraft.

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 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
- Download the Florida See Say App, created by the Florida Department of Law Enforcement



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. While it makes many things more accessible, it also comes with risks. Protect yourself and your loved ones by taking the following steps:

KEEP A CLEAN MACHINE

- Keep software and operating systems up-to-date
- Be sure all internet connected devices are protected
- Scan USB drives with your anti-virus software before opening files
- Create backup files
- Protect your home Wi-Fi network, change the password regularly



PROTECT YOUR IDENTITY

- Use complex passwords that are at least twelve characters or longer
- Do not use the same password with multiple accounts or give out your password to anyone
- Use two-factor authentication when possible
- Be careful about asking websites to remember your passwords, especially on shared computers
- Watch for suspicious activity



RECOVERY ASSISTANCE

INFORMATION & REFERRAL HOTLINES

City Customer Service

(904) 630-CITY (2489)

myjax.custhelp.com

coj.net/recoveryresources

City of Jacksonville Emergency Preparedness Division

(904) 255-3110

jaxready.com

United Way (211)

FREE Helpline: 2-1-1

(904) 632-0600

nefl211.org or

unitedwaynefl.org

United Way 211 helpline connects people of all ages and walks of life to essential health, human and social services. Operating 24 hours a day, seven days a week, the service connects callers for free to trained resource specialists who provide available information on over 1,200 community services and resources. United Way 211 is also the suicide intervention and prevention helpline for Northeast Florida and is nationally accredited by the American Association of Suicidology. For more information on 211 or to access the online database, visit unitedwaynefl.org/get-help. To get help now, dial 2-1-1, text HELLO to 211904, or call (904) 632-0600 on your cell phone or landline.

FOOD & SHELTER

American Red Cross

(800) 733-2767

(904) 358-8091

redcross.org

(Shelter Information)

Feeding Northeast Florida

feedingnefl.org

(904) 513-1333

(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.

VOLUNTEER OPPORTUNITIES

If you are an organization or group with volunteer interests, email United Way of Northeast Florida at volunteer@uwnefl.org. For individual volunteer opportunities, please visit unitedwaynefl.org/volunteer. Individuals interested in volunteering for disaster relief are encouraged to pre-register at the previously mentioned website and select: "Contact me in the event of a disaster."

MENTAL & BEHAVIORAL HEALTH SUPPORT

Disaster Distress Helpline

(800) 985-5990 (call or text)

Florida Blue 24-Hour Helpline

(833) 848-1762

Behavioral Health Treatment Directory

(800) 662-HELP (4357)

Or visit FindTreatment.gov

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA

(800) 621-FEMA (3362)

(800) 462-7585 (TTY)

fema.gov

TRANSITIONAL SHELTERING ASSISTANCE:

Please visit femaevachotels.com.

PROPERTY DAMAGE AS A RESULT OF A HURRICANE:

Contact FEMA at the phone numbers listed above or visit 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.

PROPERTY CLEANUP

Crisis Clean-Up Hotline

(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

UTILITIES

JEA

(800) 683-5542

(904) 665-6000

jea.com

FPL

(800) 468-8243

fpl.com

CABLE TV & PHONE

Comcast

(800) 934-6489

AT&T

(800) 288-2020

TRANSPORTATION

JTA

(904) 630-3100

jtafla.com

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. Following a disaster, terrorist, or mandatory evacuation event, proceed to a safe location/haven and report your status and whereabouts ASAP to your Chain of Command via immediate supervisor or Command Duty Officer.
3. If unable to contact your command, log onto NFAAS and muster self & family.
4. If unsuccessful, contact Navy Personnel Command Emergency Coordination Center (ECC) at (877) 414-5358.
5. When directed, complete a needs assessment.

Army (ADPAAS): adpaas.army.mil

Navy (NFAAS): navyfamily.navy.mil

Air Force (AFPAAS): hafpaas.af.mil

Coast Guard (CGPAAS): cgpaas.uscg.mil

MUSTER INSTRUCTIONS FOR THE MARINE CORPS

1. Before departing, log in to MOL at 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
- Ready Marine Corps: ready.marines.mil
- Navy Personnel Command Emergency Coordination Center: (877) 414-5358
- DON Civilian Employee Assistant Program Helpline: (844) DONCEAP
- Individual Augmentee Family Helpline: (877) 364-4302
- Navy-Marine Relief Society (NMCRS): (800) 654-8364 or call the American Red Cross for after-hours support at (877) 272-7337
- Jacksonville NMCRS: (904) 542-3515
- Mayport NMCRS: (904) 270-5418 ext. 1504
- Kings Bay NMCRS: (912) 573-3928
- N.S. Mayport Info: (855) 891-6306
- N.A.S. Jacksonville Info: (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; (800) 881-2462
- Coast Guard Sector Jacksonville Command Center: (904) 714-7561 or (904) 714-7558
- Florida National Guard Family Programs: fl.ng.mil or (800) 226-0360
- National Guard Bureau Family Program Hotline: (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
- Ready Air Force: beready.af.mil
- Army Well-Being Division Helpline: (800) 833-6622
- Air Force Personnel Center: afpc.af.mil
- Air Force Helpdesk: (800) 525-0102
- Army Emergency Relief: aerhq.org
- Army and Air Force Mutual Aid Society: aafmaa.com

TRICARE CONTACTS

- General Website: tricare.mil
- East Region: Humana Military; tricare-east.com; (800) 444-5445
- West Region: Health Net; tricare-west.com; (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.

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.

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.

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 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:

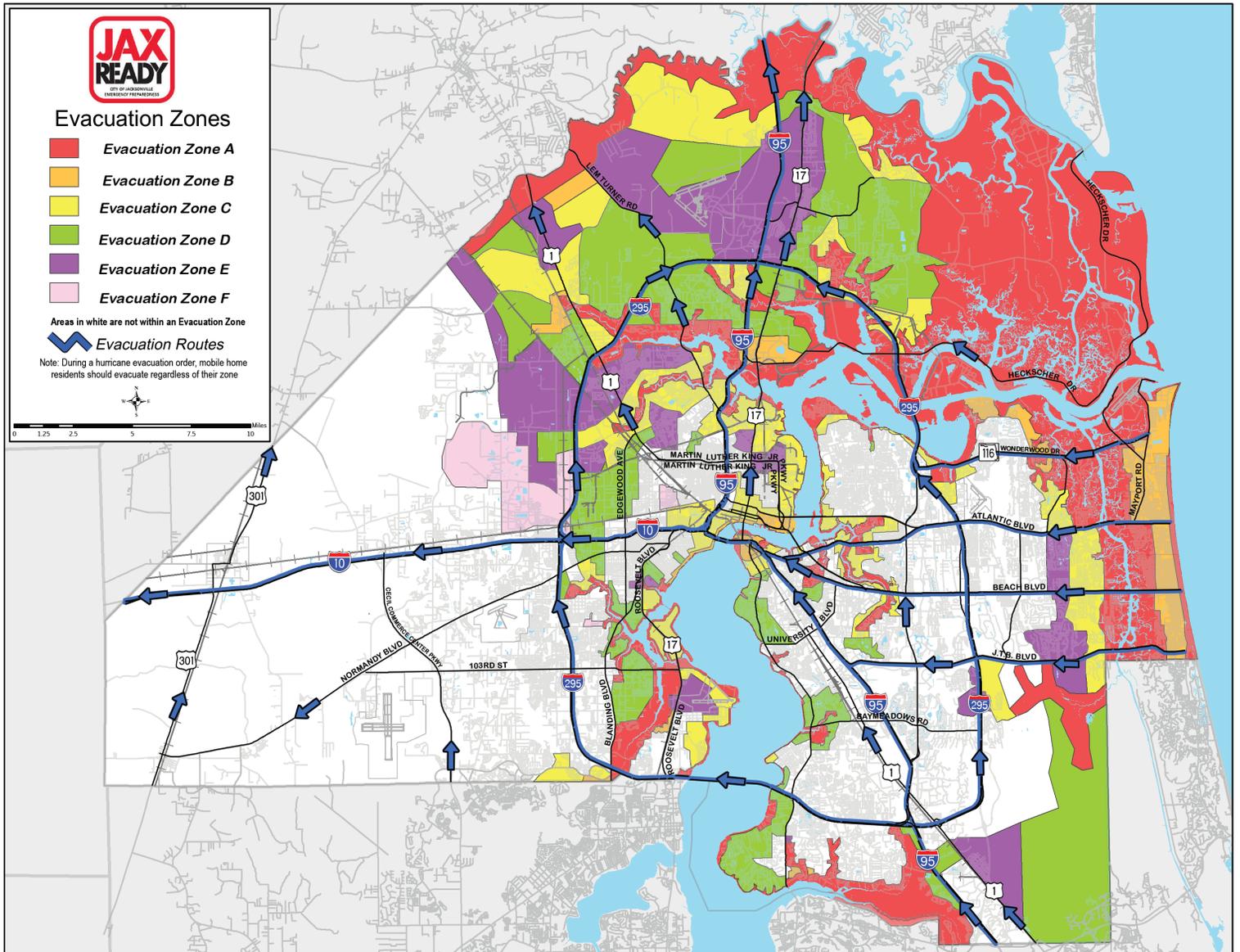
.....
Primary Care Doctor Phone # Address

.....
Pharmacy Phone # Address

.....
Medications/Prescriptions

.....
Veterinarian Phone # Address

**TO REQUEST THIS GUIDE IN AN ALTERNATE FORMAT, PLEASE CONTACT
THE EMERGENCY PREPAREDNESS DIVISION AT (904) 255-3110.**



JAXREADY

Emergency Preparedness Mobile App



ALERTJAX

Emergency Notification System