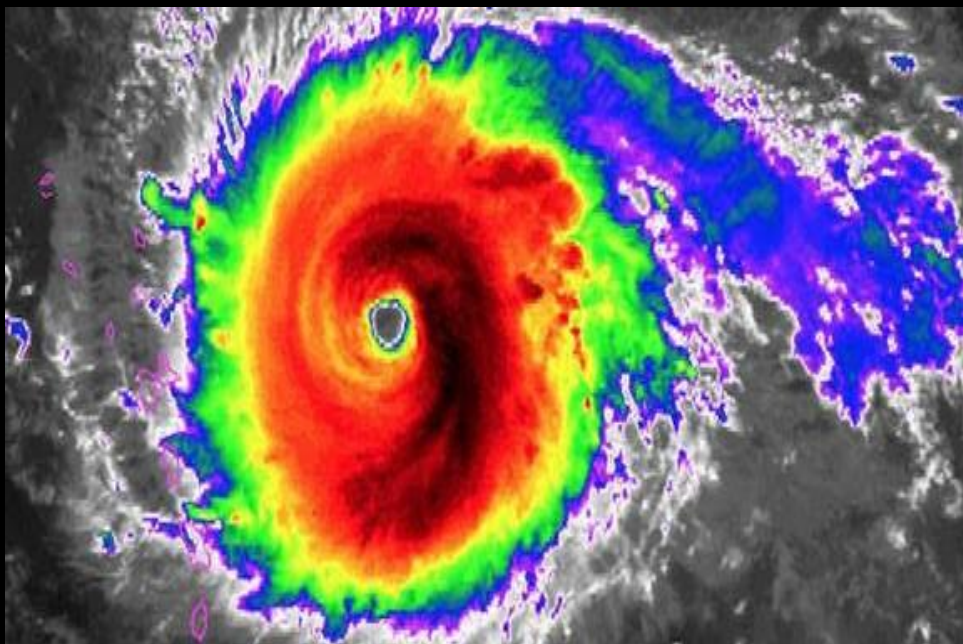


# SERVPRO®

of East Davie / Cooper City  
954-725-6400 or 954-741-4321

## Hurricane Preparedness and Recovery Guide



**WATER**  
DAMAGE



**FIRE**  
DAMAGE



**MOLD**  
REMEDICATION



**STORM**  
DAMAGE



**COMMERCIAL**  
SERVICES



**BIO/TRAUMA**  
CLEAN UP

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# Emergency Contacts

## FEMA

[WWW.FEMA.GOV](http://WWW.FEMA.GOV)

PHONE: 800.621.3362

## READY PROGRAM

[WWW.READY.GOV](http://WWW.READY.GOV)

PHONE: 800.621.3362

## HOUSING & URBAN DEVELOPMENT

[WWW.HUD.GOV](http://WWW.HUD.GOV)

PHONE: 800.245.2691

## DISASTER ASSISTANCE PROGRAM

[WWW.DISASTERASSISTANCE.GOV](http://WWW.DISASTERASSISTANCE.GOV)

PHONE: 800.621.3362

## AMERICAN RED CROSS

[WWW.REDCROSS.ORG](http://WWW.REDCROSS.ORG)

PHONE: 800.733-2767

## FLORIDA DIVISION OF EMERGENCY MANAGEMENT

[WWW.FLORIDADISASTER.ORG](http://WWW.FLORIDADISASTER.ORG)

PHONE: 850.413.3369

# LOCAL RESOURCES

IN CASE OF AN EMERGENCY DIAL 911

Information Line: 866-661-0228

Food Safety: 888-674-6854

BSO Communications: 954-321-4300

Broward County Fire & Rescue: 954-831-8200

Davie Fire Department: 954-797-1213

Davie Police Department: 954-693-8200

SERVPRO 954-725-6400 or 954-741-4321

# HURRICANE CATEGORIES

The Saffir-Simpson Hurricane Wind Scale estimates potential property damage based on a hurricane's sustained wind speed. Hurricanes reaching Category 3 and higher are considered major because of their potential for significant loss of life and property damage.

Category 1 and 2 storms are still dangerous, and require preventative measures.

## Category 1



### Category 1: Very Dangerous Winds will Produce Some Damage

Winds: 74-95 mph

Buildings could have damage to roof, siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles can result in power outages that could last for several days.

## Category 2



### Category 2: Extremely Dangerous Winds will Cause Extensive Damage

Winds: 96-110 mph

Buildings could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.

## Category 3



### Category 3: Devastating Damage will Occur

Winds: 111-129 mph

Buildings may sustain major damage, including loss of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.

## Category 4



### Category 4: Catastrophic Damage

Winds: 130-156 mph

Buildings can sustain severe damage with loss of roof structure and some exterior walls. Trees will be snapped or uprooted and power poles downed, isolating residential areas.

**Catastrophic Damage:** Power outages will last weeks to possibly months. Most of the area may be uninhabitable for weeks or months.

## Category 5



### Category 5: Catastrophic Damage

Winds: More than 157 mph

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.

**Catastrophic Damage:** Power outages will last weeks to possibly months. Most of the area may be uninhabitable for weeks or months.





# PREPARING PETS

## BEFORE

Including your pets in your family emergency plan is essential. Your veterinarian is an excellent resource to help you prepare. Here are some important tips:

Evacuate with your pet outside of the evacuation zone. An emergency temporary shelter should be a last resort. Have a cage/carrier for each pet – a means of containment will be needed anywhere you go. Each County should have a temporary emergency shelter for pets. Local vets or SPCA will list open shelters.

Instead of shelters, consider boarding facilities, veterinary clinics, pet-friendly hotels, stables for horses or small livestock and homes of friends and relatives.

Choose an identification method for each animal. Examples: micro-chipping and ID tags on collar. Have photos of yourself with your animals to prove ownership if you become separated. Keep your animals' immunizations, especially rabies, current and be sure to have copies of all-important documents.

Maintain a disaster 'go kit' for each pet in a quickly accessible site: cage/carrier large enough to stand and turn around in, leash, harness, bowls, 3-days of water and food, medications, health records/care instructions, microchip numbers, litter box/litter and clean-up supplies.



## DURING

In the immediate post-landfall period, there may be areas of extreme damage from winds or flooding. The immediate focus for emergency workers during this time will be human safety.

When circumstances allow, there will be personnel trained in animal emergencies to assist emergency workers and citizens with animal needs.

These may include rescue of displaced animals, ID, treatment, temporary shelter and care, and reunification with owners.

Information about options for assistance with animals will be provided as soon as possible from EMD by way of news briefings and telephone hotlines.

## AFTER

If your pet is lost, contact your veterinarian, animal care/control organization and/or county and state emergency managers who can help you search lists and databases of animals that have been found and sheltered during the hurricane.

Familiar scents and landmarks may be different after a hurricane. Your pet may become confused and lost. Watch your animals closely. The behavior of your pets may change after an emergency. Normally quiet and friendly pets may become aggressive or defensive. Leash dogs and place them in a fenced yard with access to shelter and water.

# THE STORM IS HERE

## If...the power goes out

You will need a battery-powered radio, flashlight, batteries, cell phone and battery charger, nonperishable food, water. Check your emergency kits to make sure you can make it at least a week without power. You will need ways to cook or boil water in the weeks to follow, like an outside grill or camp stove. If you can find an open store you will need cash. You also will want items to keep you occupied: books, board games, etc.

## If...the power stays out for six hours

If there is food in the refrigerator, move perishable foods into an ice-filled cooler. Put a thermometer in the cooler to make sure it stays below 40°F. Meats and other perishable foods can stay above 40°F without spoiling for two hours.

## If...the power stays out for two days

If there is food in the freezer, it can be stored safely for two days if you keep the freezer door shut. Once the storm passes, cook any unspoiled food outside and consider sharing with your neighbors. From this point forward you will need non-perishable food. (When you know a hurricane is coming, if you have a lot of frozen food, use it to prepare your meals. Otherwise you risk having it spoil in a power outage.)

## If... the water supply is affected

It is always possible that the drinking water supply could be affected during a disaster. Monitor the news for boil water notices, which means there is a possibility of contamination. In this case you should be prepared to disinfect the water.

**Boil**—Bring a pot of water to a rolling boil for one minute to ensure bacteria, viruses or parasites are gone.

**Bleach**—Add 1/8 tsp. of unscented bleach per gallon of water and let stand for 30 minutes; bleach should contain 5.25 percent sodium hypochlorite. This is less effective than boiling, but will work if there is no way to boil water. Bleach can also be used as a disinfectant for cleaning by mixing nine parts of water to one part bleach.

If water is out, use your emergency supplies.

## If...there is a sewer outage

If a sewer outage is announced, DO NOT flush your toilet. Powered sewer lift stations may be down, which could cause a sewage backup in your home. Use a portable toilet, like one used on a boat or camper, or set one up by using one of the following methods:

•5-gallon bucket—Line with heavy-duty trash bag and use household bleach as disinfectant. Make sure it has a tight lid.

•Toilet bowl—Turn off your outside water supply first and flush once to empty before lining with a trash bag. Do not use cat litter. It cannot be flushed after the sewer system is running. Once given the OK by officials, dispose of the emergency toilet's contents into your household commode. Thoroughly sanitize your emergency toilet with bleach before storing or disposal.

## If...phone, cable & cell service is down

Use a battery- or crank-powered radio. Radio broadcasts are usually the last communication source to go down. Get a portable radio and lots of batteries. Mobile Text Messaging—Texting often works when other services do not. If your phone's digital clock works, then you can send and receive texts.

# RIDE OUT THE STORM CHECKLIST

Emergency management officials typically recommend that Florida residents who do not live in an evacuation zone stay home during most tropical storms and hurricanes, with the exception of those who are in poor health, elderly, or in the last trimester of pregnancy.

## Preparation

Check your disaster supplies and bring them into a central "safe room."

Install your aluminum hurricane shutters. If you do not have aluminum hurricane shutters, board up windows and doors (including garage doors) with plywood.

Turn your refrigerator and freezer to the coldest setting. Keep them closed as much as you can so your food will last longer if the power fails.

Fill bathtubs and large containers with water for sanitation purposes (e.g., to flush toilets).

Turn off and properly secure propane tanks. Place tanks in an easily accessible location, as you may need to use them after the storm to heat canned goods, cook food and/or boil water.

If you own a generator, fill gas containers and secure them in a safe, easily accessible location.

Top off your gas tank in case of a shortage after the storm.

Unplug small appliances (e.g., lamps and electronics) in rooms you do not plan to use during a storm. This will help to protect your belongings from harmful surges when power is restored.

Charge all cell phones.

## During the Storm

Listen to a NOAA Weather Radio or your local emergency news station for information on the progress of the storm from the National Weather Service.

Avoid using mobile devices except for emergencies. Consider turning them off to conserve power.

Stay indoors at all times. Keep away from windows and any glass doors.

Close all of your interior doors, as well as blinds and curtains.

Move to an interior room or hallway in the lowest level of your home. Sleep here if possible.

Bring a smoke detector and carbon monoxide detector into the room or hallway.

If any damage occurs, extinguish candles or other light sources that use flames and generate heat.

Immediately switch to flashlights in the dark to avoid harm from potential gas leaks.

Never use an elevator during a storm.

Designate a "safe room" in your home. Select an interior room with no windows, such as a bathroom or walk-in closet. In the event that your roof develops a hole or completely blows off, have a mattress readily available in the safe room to function as a barrier against flying debris and wind.



# STORM RECOVERY

Whether you are sheltered in place or returning home after evacuation, stay alert for potential damage and dangers that may arise after a storm. Subsequent rain can cause flooding after a hurricane has ended.

## Returning Home from Evacuation

Wait to return home until officials lift the evacuation order and give the all-clear.

Do not use roads outside of the evacuation route unless told they are clear.

Drive slowly and cautiously. Power lines and trees often fall during storms and can endanger drivers.

Never drive into standing water; you may not know where the puddle ends and a canal starts.

Look at the outside of your home before reentering. You need an accurate assessment of potential damage in case the interior is dark due to a power failure.

Leave immediately if you notice signs of danger (e.g., standing water, the smell of gas, fire damage). Contact emergency services if there is an immediate danger.

## Exiting Your Home After Riding Out the Storm

Venture outside only after officials say the storm is over and it is safe to be outside.

Contact family and friends to let them know you're okay.

Contact the American Red Cross if you are unable to reach friends or family. They maintain a shelter database to help you reconnect with loved ones.

Do not use tap water for cooking or drinking until officials say it is okay.

Only run your generator outside and away from all structures. Chain it to a large object, such as a tree, to protect it from thieves.

If you have a carbon monoxide detector, bring it into the common room closest to your generator.

## Assessing the Damage

Look for any damage to the interior of your home. Immediately seek alternative shelter if you smell gas, have fire damage, or flood waters are not receding from your home.

Carefully watch your home and yard. Use the buddy system where one person looks for damage while the other watches for dangers on the lawn. Immediately report any downed lines or gas leaks to the proper authorities. Take pictures of the damage done to your home.

## Mosquito Safety

Rain and flooding caused by hurricanes often cause an increase in mosquitoes, which are a nuisance and can carry diseases like Zika virus, a serious concern for pregnant women. To control mosquito breeding, drain all open containers with standing water. To reduce your exposure to mosquito bites:

Inspect and repair window and door screens, and keep windows and doors closed. Apply insect repellent that contains DEET or Picaridin skin and/or clothing when spending time outside.

# WHAT TO DO AFTER A LOSS OCCURS

Protect your property from further damage by making reasonable and necessary repairs.

Maintain receipts of all expenses related to temporary repairs and for any expenses incurred that are to be considered for reimbursement.

Make a list of your damaged personal property. If possible, include the manufacturer, brand name, and place and date of purchase. Photos or video of your property before the loss are most helpful.

Separate damaged property and keep it in a secure location. A claims adjuster will need to examine all damaged property to fully estimate your loss.

## Protect Yourself From Unlicensed Contractors

The aftermath of a major storm can attract shady contractors seeking to take advantage of distressed homeowners. Watch out for these red flags when hiring a restoration contractor:

- They happen to "be in the area" and have leftover material.
- They are not affiliated with any recognized trade association.
- Their license or insurance information cannot be verified.
- They demand that you pay in full before they make any repairs.
- They won't provide references for similar jobs in your area.
- They offer a large discount, but don't state the total cost of the repair.

Always verify the status of a contractor's license.

Florida DBPR  
863-487-1395

[www.myfloridalicense.com/dbpr](http://www.myfloridalicense.com/dbpr)

# We are always here to help!

## 954-725-6400 or 954-741-4321

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Planning is the most important step to staying safe, so please take the measures included in this guide to prepare early and protect your home and family this storm season.

**Why Choose Us?** In the event of a hurricane, SERVPRO of East Davie / Cooper City are ready to respond. In addition to the local franchises that are located in the areas affected, SERVPRO has a national network of over 1,900 Franchises across the country and designated Disaster Recovery Teams ready to mobilize if more resources are needed.

Customer satisfaction is our #1 priority. At SERVPRO of East Davie / Cooper City, we are dedicated to providing our customers with quality service 24/7.

Did you know that we can assist with your insurance claims?

In the aftermath of a storm or any other disaster, the last thing you want to worry about is an insurance claim. Our office can assist with processing paperwork and overseeing your claim if assistance is requested.

## SERVICING COMMERCIAL & RESIDENTIAL

SERVPRO of East Davie/ Cooper City professionals have the advanced training and equipment needed to clean or restore your home. We also have the resources to respond faster to any size disaster.