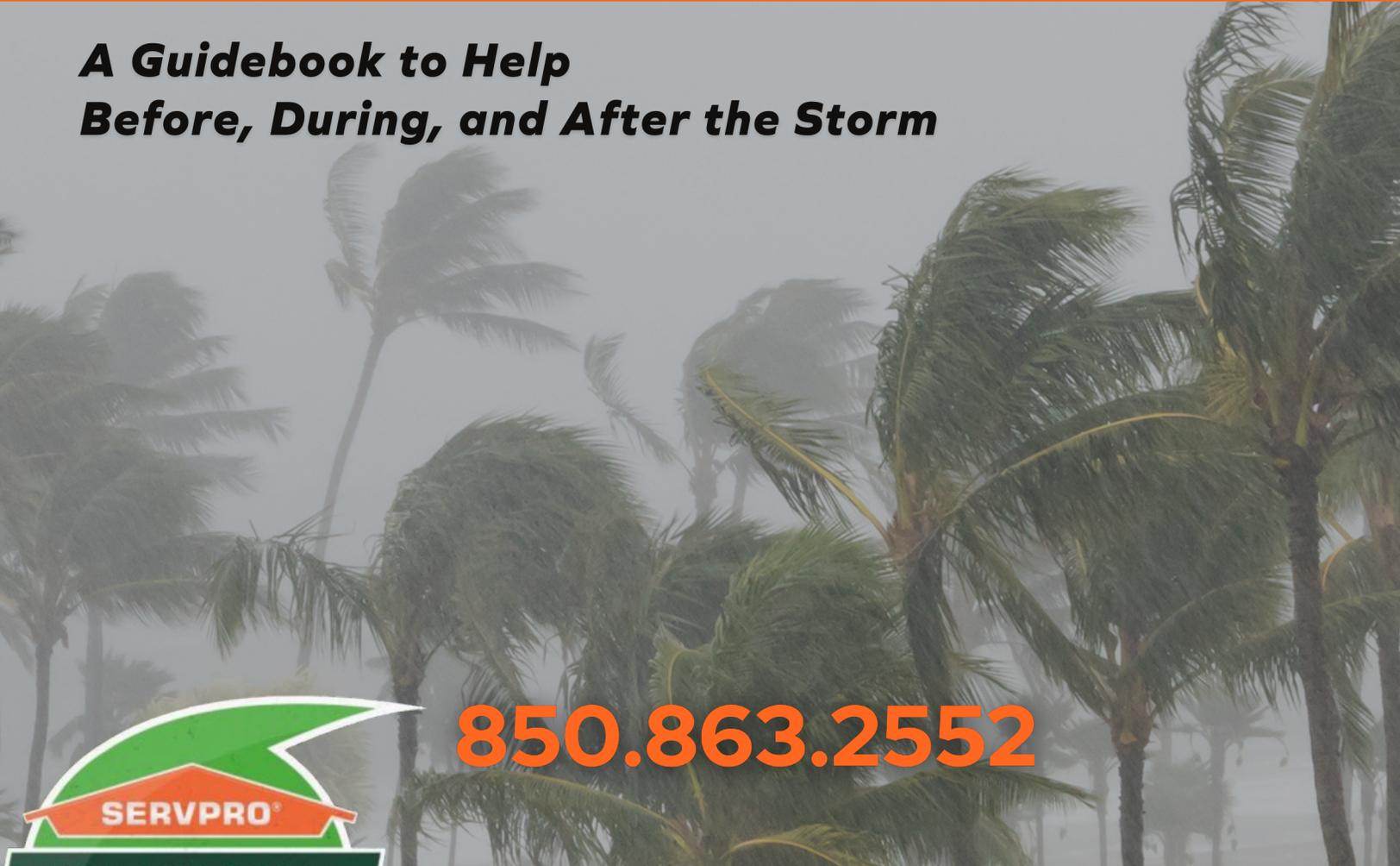




Cleaning. Restoration. Construction.

# HURRICANE PREPAREDNESS

***A Guidebook to Help  
Before, During, and After the Storm***



**850.863.2552**



SERVING ALL OF OKALOOSA, WALTON, HOLMES, AND WASHINGTON COUNTIES

**DISASTER RECOVERY TEAM**

FOLLOW US



# SERVPRO IS HERE TO HELP



Cleaning. Restoration. Construction.

SERVPRO® professionals have the advanced training and equipment needed to restore your home or business.



**American Red Cross**

We are Proud National Partners with American Red Cross

## WHY CHOOSE US?



We are dedicated to responding immediately to hurricane damage with experienced cleanup crews. A fast response lessens the damage, limits further damage, and reduces cost.



We specialize in water and storm damage restoration, including damage caused by hurricanes, storm surges, and wind damage. Our SERVPRO® team has extensive water damage restoration training that enables them to get you back to normal.



We have the resources to handle storms and disasters 24/7. Our SERVPRO® Franchise Professionals have a national network of over 2,000 franchises across the country and elite Disaster Recovery Teams strategically located throughout the country.



**WE ARE YOUR LOCAL SERVPRO TEAM SERVING ALL OF OKALOOSA, WALTON HOLMES & WASHINGTON COUNTIES**



**WE HAVE NATIONAL RESOURCES HURRICANE DISASTER TEAM**



# EMERGENCY CONTACTS

*In an Emergency Dial 911*

## EMERGENCY CONTACTS

### OKALOOSA COUNTY

- Board of County Commissioners:..... 850-689-5030
- Sheriff (Non Emergency):..... 850-689-5705
- PAWS:..... 850-243-1525
- Building Inspections/ Permits:..... 850-651-7180
- Emergency Management:..... 850-651-7150

### WALTON COUNTY

- Sheriff (Non Emergency):..... 850-892-8111
- Emergency Management:..... 850-892-8065

### WASHINGTON COUNTY

- Sheriff (Non Emergency):..... 850-638-6111
- Emergency Management:..... 850-638-6203

### HOLMES COUNTY

- Sheriff (Non Emergency):..... 850-547-3681
- Emergency Management:..... 850-547-1112

### IMPORTANT RESOURCES

- American Red Cross (Shelters):.....843-477-0020
- Current Road Conditions:.....1-888-877-9151
- Re-entry Information:.....1-866-246-0133
- SCDHEC (Medical Needs Shelters).....855-472-3432

### WALTON COUNTY EMERGENCY CONTACT

[www.waltoncountiem.org](http://www.waltoncountiem.org)

Facebook: [Walton County Emergency Management](#)

Twitter: [@WaltonCountyEM](#)

### CDC EMERGENCY PREPAREDNESS & RESPONSE

[CLICK HERE](#)

1-800-232-4636

**SERVPRO®**

SERVPRO® of Fort Walton Beach  
SERVPRO® of Destin, Seaside & Freeport  
SERVPRO® of Crestview, Defuniak Springs & Chipley

We are your full restoration partner in recovery after a loss, and we'll be here to help you after the storm. We are experts in Disaster Restoration.  
*Emergency 24 hour services.*

**850.863.2552** [CALL NOW](#)

## EMERGENCY RESOURCES

Here's a list of resources available to assist you during a major storm. Keep the following contacts handy in case of an emergency:

➔ **FEMA: 1-800-621-3362**

[CLICK HERE](#)

➔ **Food Safety: 1-888-674-6854**

[CLICK HERE](#)

➔ **FL Emergency Management Department**

[CLICK HERE](#)

➔ **FL Traffic Network  
Evacuation routes / lane reversal**

[CLICK HERE](#)

➔ **Federal Emergency Management  
Flood Smart Program**

[CLICK HERE](#)

➔ **Solid Waste Authority: Debris**

[CLICK HERE](#)

➔ **National Hurricane Center**

[CLICK HERE](#)

➔ **Ready.gov**

[CLICK HERE](#)

➔ **Know Your Zone**

[CLICK HERE](#)

➔ **FL Department of Transportation  
Evacuation Routes**

[CLICK HERE](#)

➔ **FL Department of Health and  
Environmental Control**

[CLICK HERE](#)

➔ **FL Department of Insurance**

[CLICK HERE](#)

➔ **Price Gouging Hotline  
803-737-3953**

# HURRICANE SEASON 2022

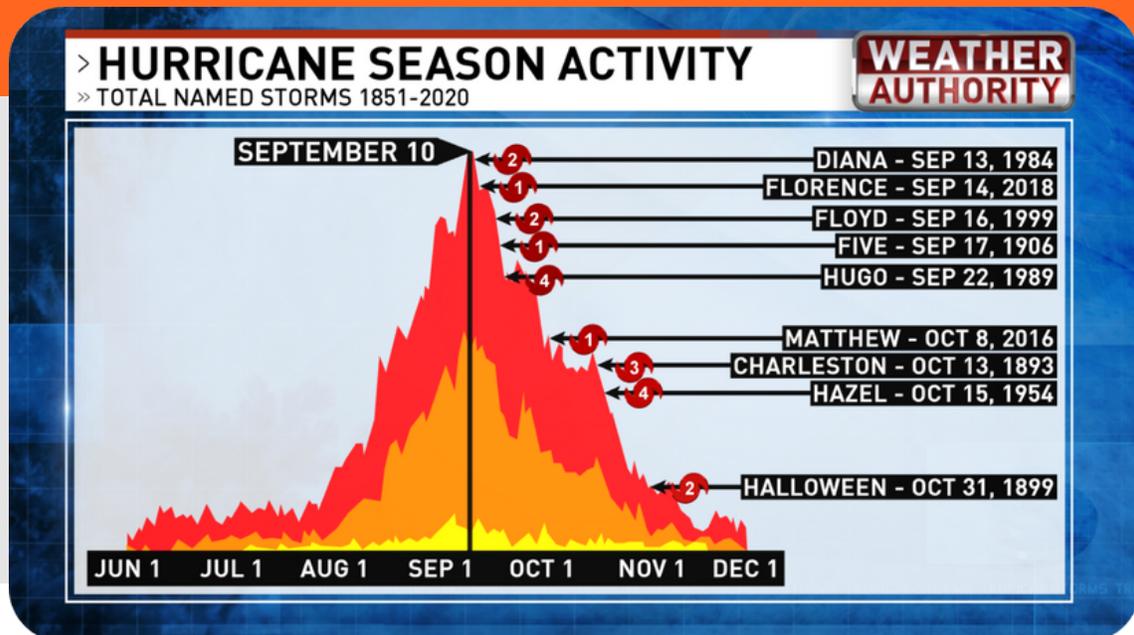
## 2022 Storm Names

> **2022 HURRICANE SEASON**  
 >> ATLANTIC NAMES

**WEATHER AUTHORITY**

| FIRST LIST |          | SECOND LIST |          |
|------------|----------|-------------|----------|
| X ALEX 6   | MARTIN   | ADRIA       | MAKAYLA  |
| BONNIE     | NICOLE   | BRAYLEN     | NOLAN    |
| COLIN      | OWEN     | CARIDAD     | ORLANDA  |
| DANIELLE   | PAULA    | DESHAWN     | PAX      |
| EARL       | RICHARD  | EMERY       | RONIN    |
| FIONA      | SHARY    | FOSTER      | SOPHIE   |
| GASTON     | TOBIAS   | GEMMA       | TAYSHAUN |
| HERMINE    | VIRGINIE | HEATH       | VIVIANA  |
| IAN        | WALTER   | ISLA        | WILL     |
| JULIA      |          | JACOBUS     |          |
| KARL       |          | KENZIE      |          |
| LISA       |          | LUCIO       |          |

## When do Hurricanes Strike?



# STORM TERMS TO KNOW



## ***Tropical Storm Watch***

Tropical storm conditions are possible and may affect your area within the next 48 hours.

conditions are **possible**



## ***Hurricane Watch***

Hurricane conditions are possible in the area. Watches are issued up to 48 hours in advance of the anticipated storm-force winds.

conditions are **possible**



## ***Hurricane Eye***

This is the clear center of the storm that arrives with calmer conditions. But remember, an eye passing over you signals that the storm is only half over.



## ***Storm Surge***

A deadly rush of ocean or Gulf water that occurs when a storm makes landfall. This often floods coastal areas and sometimes areas further inland.



## ***Tropical Storm Warning***

Tropical storm conditions are expected in your area within the next 36 hours

conditions are **expected**



## ***Hurricane Warning***

Hurricane conditions are expected in the area. Warnings are issued up to 36 hours in advance of the storm.

conditions are **expected**



## ***Hurricane Eye Wall***

The area surrounding the eye contains some of the most severe weather of the storm, with the highest wind speed and heaviest precipitation.



## ***Rain Bands***

Bands coming off the cyclone that produce severe weather conditions, such as heavy rain, wind and tornadoes.

# HURRICANE CATEGORIES

## HIDE FROM THE WIND:

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.

### SOME DAMAGE

1

WINDS (MPH)

74 - 95



Damage to mobile homes and some homes of frame construction. Trees down, and power outages. Power outages could last several days. Roads blocked due to down trees and power lines. Loose outdoor items will become airborne projectiles.



### EXTENSIVE

2

WINDS (MPH)

96 - 110



Extremely dangerous winds could cause major damage to homes and buildings. Homes will have damage to shingles, siding and gutters. Many down trees. Damage could extend well inland. Near total power loss that could last from several days to weeks



### DEVASTATING

3

WINDS (MPH)

111 - 130



Severe damage to most homes, including structural collapse. Severe damage to most apartment buildings with partial roof and wall failure. Trees snapped and uprooted. Power outages could last for several days to weeks. Airborne debris will injure or kill.



### CATASTROPHIC

4

WINDS (MPH)

131 - 156



Catastrophic. Mostly uninhabitable for weeks. Nearly all industrial buildings and low-rise apartment buildings severely damaged or destroyed. Trees and power poles down. Large areas will experience total power outages and water loss for weeks or months.



### CATASTROPHIC

5

WINDS (MPH)

157+



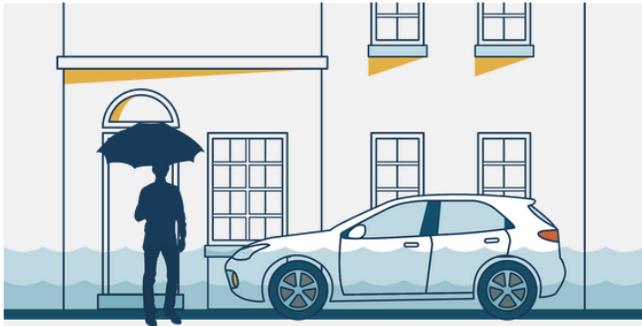
Catastrophic. A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Most of the area will be uninhabitable for weeks or months. Power outages will last for weeks to possibly months.



# STORM SURGE

## RUN FROM THE WATER

Storm surge inundation is the total water level that occurs on normally dry ground as a result of the storm tide, and is expressed in terms of water, in feet, above ground level. Storm surge flooding causes more deaths than high winds during a hurricane.



### STORM SURGE:

**1-3 FEET**

- Could knock you off your feet
- Could cause cars to stall
- Not passable to light vehicles



### STORM SURGE:

**4-6 FEET**

- Move to higher ground
- Can enter homes
- Floating cars and debris



### STORM SURGE:

**7-8 FEET**

- Move to higher ground if predicted
- Fills first floor of homes and business
- Can't see what's in water



### STORM SURGE:

**10 FEET**

- Deadly and destructive
- Can overwhelm whole coastal cities and towns
- Covers one story homes

# IMPORTANT UTILITY TIPS

## KNOW WHAT TO DO:

- ✓ **If...the power goes out**

You will need a battery-powered radio, flashlight, batteries, cell phone and battery charger, nonperishable food and water. Check your emergency kits to make sure you can make it at least a week without power. You will need a way to cook and boil water in the weeks to follow so having an outside grill or camp stove will be useful. You 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 afterward you will need nonperishable 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...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.

# PORTABLE GENERATOR SAFETY



## DO'S AND DON'TS



### ALWAYS:

- ✓ Keep children away from generator
- ✓ Run a generator in an open, well ventilated area.
- ✓ Use good condition electrical cords, rated for the current required by your connected devices.
- ✓ Use isolation device between your generator and your power company's service conductor.
- ✓ Read and follow the generator owner's manual.
- ✓ Have a qualified, licensed electrician make any electrical wiring modifications.
- ✓ Call your local electrician if you have any questions.
- ✓ Perform proper generator maintenance.

### NEVER:

- ✗ Operate a generator indoors, within an enclosed space. Generator engines emit deadly carbon monoxide fumes that are odorless and can kill.
- ✗ Feed power from a generator directly into your electrical system or any wall outlet. This type of connection can cause a dangerous electrical back feed into the power company's power distribution system that can cause serious injury or death to repair personnel.
- ✗ Operate a generator near combustible materials or expose it to water or rain.
- ✗ Leave excessive lengths of cord coiled while carrying current. This can cause a fire!
- ✗ Refuel a generator while it is running; allow it to cool before refueling.
- ✗ Store fuel indoors.
- ✗ Leave a running generator unattended.



## CARBON MONOXIDE (CO) POISONING!

Portable back-up generators produce the poison gas carbon monoxide (CO), an odorless, colorless gas that kills without warning.

**WHEN THE POWER GOES OUT,  
KEEP YOUR GENERATOR  
> OUTSIDE <**



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention



# PREPARE - POWER POINTERS

## POWER POINTERS

Start preparing for a power outage now. Visit <https://fpuc.com/electric/> to find a list of all power utilities serving Florida, complete with their outage reporting information.



### Power Lines

If you see a downed power line, **do not touch it**. Do not touch tree limbs or other objects touching a power line.



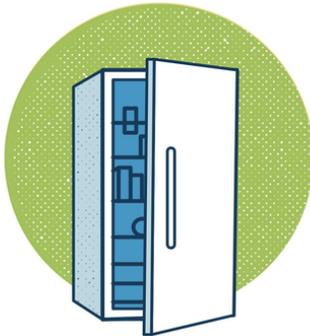
### Gas

If you smell gas, leave your home **immediately** and call your power company.



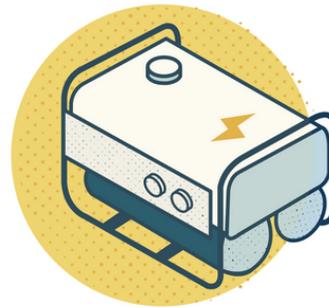
### Cooking

Should the power go out while you are cooking, remember to **turn the stove off** and remove any cookware from the cooking surfaces and the oven.



### Refrigerator

Do not open refrigerators or freezers during an outage unless **absolutely necessary**. Repeated openings cause the cold air to escape and the food inside to thaw more quickly.



### Generators

Do not attempt to tie generators into the house circuit without out prior, professional installation. This can be dangerous to you, your neighbors and to linemen. Plug appliances **directly in to the generator**. Make sure the generator is in a well-ventilated space to prevent carbon monoxide poisoning.

# PREPARE YOUR HOME & VEHICLE

## Prepare Your Home



- Stay informed about approaching storms by monitoring NOAA Weather radio or local television and radio stations for updates and evacuations.
- Become familiar with your community's disaster preparedness plan and know your evacuation route. Select a common meeting place or single point of contact for all family members. If you have pets, have a plan for their evacuation as well.
- Fill your gas tank and charge your cell phone so you're ready in case of evacuation.
- Keep important documents, such as legal papers, birth certificates, marriage license, financial papers and insurance policy information, as well as valuables such as jewelry, in waterproof containers.
- Maintain an emergency supply kit that will sustain you and your family for a 72-hour period.

## Before You Leave

- Move outside items to safety, such as patio furniture, plants, and grills.
- Turn off electricity at the main circuit breaker or fuse box.
- Turn off gas at the appliances.
- Remove perishable items from your refrigerator and freezer.
- Close all interior doors in your home.
- Trim large trees and shrubs. Close and secure all awnings and tie down any loose items that may become projectiles in a high wind.
- For cars left at home in your garage, park them against the garage doors to keep them from buckling inward and potentially blowing them off the tracks.

## Prepare Your Vehicle



- Fill up with fuel before you leave town. You should keep your tank at least half full during the entire hurricane season.
- Check your vehicle's fluid levels and ensure there is adequate coolant in the radiator.
- Check your tire pressure.
- Ensure you have a jack, a lug wrench, and know where they are in the vehicle.
- Carry enough water and non-perishable food for you and your passengers in case you become stranded.
- Have a working flashlight and extra batteries.
- If you are stranded, stay with your vehicle and use emergency flashers. Tie a white cloth on the antenna or door handle and raise the hood.

## If you're Traveling with Children, pack items to help keep them entertained

- Reading materials, puzzles, games, coloring books, and electronics with extra chargers and batteries.
- Fun road games like Highway BINGO and I Spy. Go Online to find lists and ideas.
- Low sugar snacks and sugar free drinks.
- A change of clothes and additional pair of shoes.



# EMERGENCY SUPPLY CHECKLIST



## Essentials

- Cell phone & Charger
- This guideline
- Battery operated radio
- Cash
- Map of area



## Food

- 7-day supply of non-perishables
- Hand-operated can opener
- Disposable plates, cups, utensils
- Napkins or paper towels
- Cookware to boil water
- Propane tanks so you can cook
- Canned foods
- Dry foods



## Water

- 3 Gallons per person, per day (FEMA recommends a 5 day supply)
- Additional water for sanitation



## Lighting

- Flashlights
- Extra batteries
- Large light source; lantern
- Utility lighter



## Communication

- Battery-powered AM/FM radio
- NOAA hazard-alert radio
- Car charger for mobile devices
- Small notepad and pencils
- Games & activities that do not require electricity



## Transportation

- Maps of local and state roads
- Directions to nearby shelters
- Spare tire or tire patch kit
- Emergency roadside flares



## First Aid

- Fully stocked first aid kit
- Additional prescriptions
- List of current medications
- List of allergies
- Sunscreen
- Insect repellent
- Fire extinguisher
- Whistle
- Lighter
- Compass



## Baby Needs

- Bottles and formula
- 2-week diaper supply
- Baby wipes
- Diaper rash ointment
- Bottles
- Powered milk



## Pet Needs

- 1-week of food and water
- Leash and crate or carrier
- Bed, dishes, toys
- Medications
- Vet contact information
- Medical records



## Hygiene

- Trash bags
- Disinfectant wipes or gel
- Toothbrushes and toothpaste
- Toilet paper
- Spare set of clothes and shoes
- 1 blanket per person
- Feminine care items
- Soaps and shampoos
- Dust masks
- Duck tape
- Zip lock bags
- Hand towels



## Tools

- Nails, wood screws
- Pliers, screwdriver, hammer
- Heavy rope
- Wrench, Pliers



## Important Documents

- Phone numbers
- Record of bank account numbers
- Family records (birth, marriage, death certificates)
- Inventory of household valuables with digital pictures and videos
- Copy of passport, social security cards, immunization records
- Current utility bills



# PREPARING YOUR PETS



*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:*

## BEFORE

-  Evacuate with your pet outside of the active 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.

## 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.

## 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 hot lines.



# DOG DISASTER KIT CHECKLIST



## Important Documents

- Photocopied veterinary records
  - Rabies certificate
  - Vaccinations
  - Medical summary
  - Prescriptions for medications
  - Most recent heartworm test result
- Photocopied registration information (ex: proof of ownership or adoption records)
- Pet description(s) (ex: breed, sex, color, weight)
- Recent photographs for each of your pets
- Waterproof container for documents
- Microchip information (ex: microchip number, name and number of the microchip company)
- Your contact information (phone numbers and addresses for your family and friends or relatives you may be staying with)



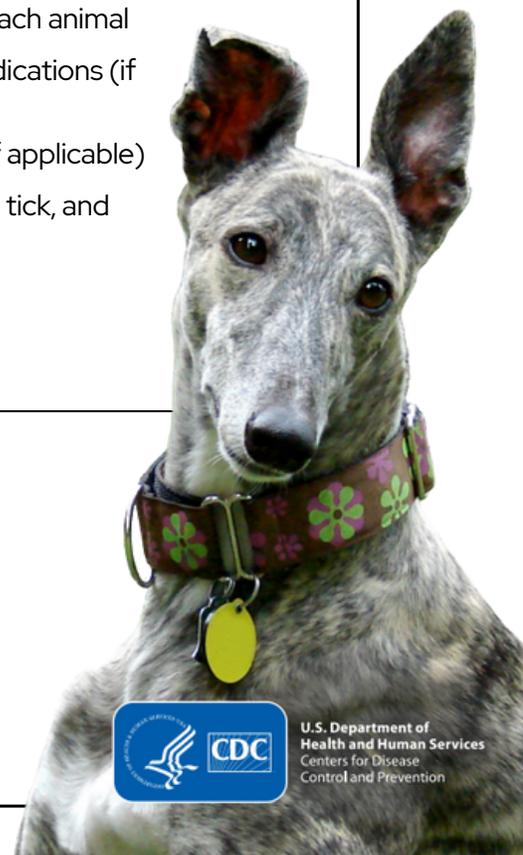
## WATER, FOOD, MEDICATIONS

- 2-week supply of food for each animal stored in waterproof containers
- 2-week supply of water for each animal
- Non-spill food and water dishes
- Manual can opener
- Feeding instructions for each animal
- 2-week supply of any medications (if applicable)
- Medication instructions (if applicable)
- One month supply of flea, tick, and heartworm preventative



## OTHER SUPPLIES

- Leash, collar with ID, and harness
- Toys
- Appropriate-sized pet carrier with bedding, blanket, or towel
- Pet first aid book and first aid kit
- Cleaning supplies for accidents (paper towels, plastic bags, disinfectant)



U.S. Department of  
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Control and Prevention

# CAT DISASTER KIT CHECKLIST



## Important Documents

- Photocopied veterinary records
  - Rabies certificate
  - Vaccinations
  - Medical summary
  - Prescriptions for medications
  - Most recent FeLV/FIV test result
- Photocopied registration information (ex: proof of ownership or adoption records)
- Pet description(s) (ex: breed, sex, color, weight)
- Recent photographs for each of your pets
- Waterproof container for documents
- Microchip information (ex: microchip number, name and number of the microchip company)
- Your contact information (phone numbers and addresses for your family and friends or relatives you may be staying with)



## WATER, FOOD, MEDICATIONS

- 2-week supply of food for each animal stored in waterproof containers
- 2-week supply of water for each animal
- Non-spill food and water dishes
- Manual can opener
- Feeding instructions for each animal
- 2-week supply of any medications (if applicable)
- Medication instructions (if applicable)
- One month supply of flea, and tick



## OTHER SUPPLIES

- Collar with ID, and harness
- Litterbox and litter (cats)
- Appropriate-sized pet carrier with bedding, blanket, or towel
- Pet first aid book and first aid kit
- Cleaning supplies for accidents (paper towels, plastic bags, disinfectant)



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Control and Prevention



# EVACUATE

Florida Department of Transportation  
Evacuation Routes

[CLICK HERE](#)

## Evacuation Plans

### How do I know when to evacuate?

Don't wait! It is NOT safe to wait. Plan to leave early. Mandatory evacuation orders will come from your local officials. Evacuations will be based on zip codes. Please be prepared to leave immediately.

### Should I evacuate?

Do not wait until a mandatory evacuation is issued. Monitor conditions and leave whenever you can. Hurricanes and disasters can be extremely unpredictable and can become much more dangerous in a matter of hours.

### Where should I go?

You may evacuate to any city you choose. If you do not have hotel reservations or family you can stay with, you may evacuate to the public shelters.

### What route should I take?

There are no mandatory routes you must take when evacuating from your city. In fact, there are several different routes you may take. When weather is good, take your family on an outing to check routes and become familiar with roadways and fuel locations.

### When evacuating you should:

- Coordinate your departure with the people who will be traveling with you.
- Notify an out-of-area person of your evacuation plans.
- Plan for your pets.
- Pack your disaster supply kit into your vehicle.
- Secure your home.
- Double check your evacuation route and leave.

### Should I carry food and drinks in my car?

Yes! Stopping for food or drinks during a large-scale evacuation may significantly delay you in getting to your destination. Some restaurants and stores along hurricane routes may be closed and those that are open are likely to be very crowded. Additionally, once you leave the evacuation route to purchase food or drinks, it may be difficult to re-enter the flow of traffic.

### What can I do to help others?

Check on friends and neighbors and assist them if you can make sure they can evacuate. If you cannot, help them contact the local emergency management office.



# THE STORM IS HERE

*Emergency management officials typically recommend that Florida residents who do not live in an evacuation zone stay home during most tropical storms and hurricanes, except for 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.
- ✓ Always stay indoors. Keep away from windows and any glass doors.
- ✓ Close all 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.

Hurricanes can affect inland areas more than:

 **100 miles**

One inch of water can cause up to:

**\$25,000** 

Designate a "safe room" in your home. Select an interior room with no windows, such as a bathroom or walk-in closet. If 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.

# SAFETY AFTER THE STORM



## SAFETY TIPS

- ! Return home only when authorities say it is safe
- ! Do NOT wade through flood waters.
- ! Do NOT attempt to drive through areas that are still flooded.
- ! Be aware of areas where floodwaters have receded and watch out for debris, snakes, fire ants, alligators, etc.

## Separating Your Debris

Debris should be placed curbside, without blocking the roadway or storm drains.

### NO PICKUP ZONE

Any debris placed from the sidewalk toward your property will not be picked up.

### DEBRIS SEPARATION

Separate debris into the six categories shown below.

### DO NOT STACK OR LEAN

Placing debris near or on trees, poles, or other structures makes removal difficult. This includes fire hydrants and meters.

### UNSURE WHERE TO PLACE DEBRIS?

If you don't have a sidewalk, ditch, or utility line in front of your house, place debris at the edge of your property before the curb.



### Normal Household Trash

Normal household trash and bagged debris of any kind will not be picked up with disaster debris. You should continue to follow your normal garbage removal schedule.



### VEGETATIVE DEBRIS

- Leaves (do not put in bags)
- Logs
- Plants
- Tree branches



### CONSTRUCTION & DEMOLITION DEBRIS

- Building materials
- Carpet
- Drywall
- Furniture
- Lumber
- Mattresses
- Plumbing



### APPLIANCES & WHITE GOODS

- Air conditioners
- Dishwashers
- Freezers
- Refrigerators
- Stoves
- Washers, dryers
- Water heaters



### ELECTRONICS

- Computers
- Radios
- Stereos
- Televisions
- Other devices with a cord



### HOUSEHOLD HAZARDOUS WASTE

- Cleaning supplies
- Batteries
- Lawn chemicals
- Oils
- Oil-based paints and stains
- Pesticides

# STORM RECOVERY



## 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.

# PROTECTING YOUR PROPERTY



- ✓ 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

**Always Verify the status of a contractor's license**

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.

### **Risks of Hiring an Unlicensed and Uninsured Contractor**



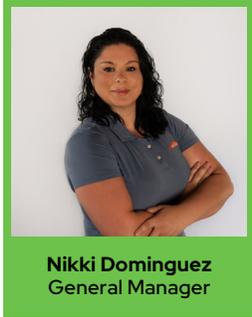
- An unlicensed contractor may not be familiar with building codes, or may disregard them all together.
- Unlicensed contractors have no guarantee on workmanship.
- You could be held responsible for their injuries if they are not licensed.

# YOUR SERVPRO TEAM

## MEET THE TEAM



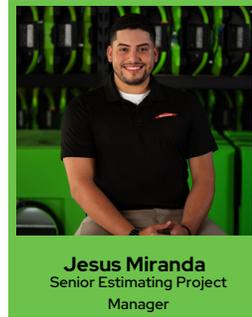
**Ken Diepholz**  
Owner



**Nikki Dominguez**  
General Manager



**Kenneth Sears**  
Operations Manager



**Jesus Miranda**  
Senior Estimating Project  
Manager



**Kristen Reed**  
Office Manager



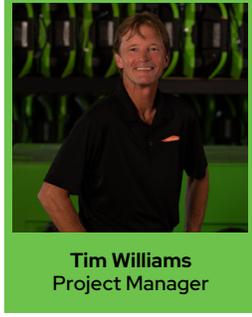
**Chris Cordt**  
Business Development Manager



**Cameron**  
Business Development



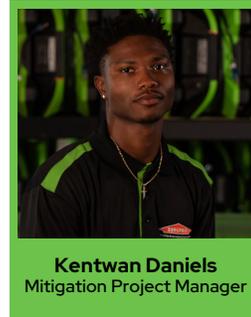
**Gaby Sanchez**  
Marketing Coordinator



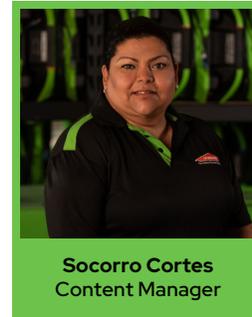
**Tim Williams**  
Project Manager



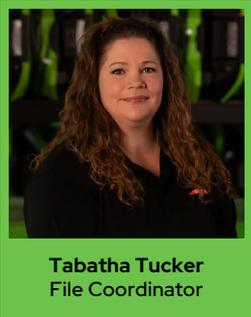
**John Faulker**  
Mold Manager



**Kentwan Daniels**  
Mitigation Project Manager



**Socorro Cortes**  
Content Manager



**Tabatha Tucker**  
File Coordinator



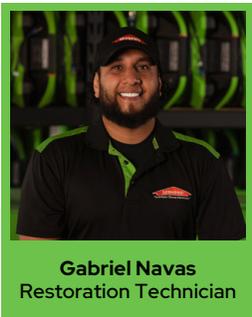
**Josh Hart**  
File Coordinator



**Anthony Calendar**  
Production Technician



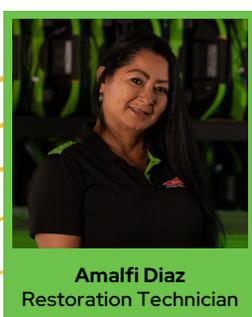
**Lindzee Knox**  
Restoration Technician



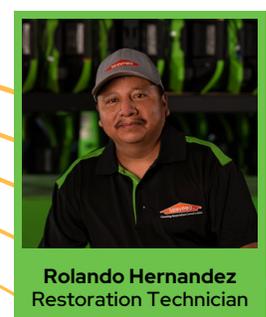
**Gabriel Navas**  
Restoration Technician



**Juan David Blandon**  
Restoration Technician



**Amalfi Diaz**  
Restoration Technician



**Rolando Hernandez**  
Restoration Technician

# YOUR SERVPRO TEAM

## MEET THE TEAM



**Matthew Routson**  
Restoration Technician



**Dylan Calendar**  
Restoration Technician



**Jhoskar Parra**  
Restoration Technician



**Grace Diepholz**  
Chief Smile Officer

### **SERVPRO® of Fort Walton Beach**

**850.863.2552**



### **SERVPRO® of Destin, Seaside & Freeport**

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### **SERVPRO® of Crestview, Defuniak Springs & Chipley**

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