



CITY OF PALM BEACH GARDENS  
**EMERGENCY GUIDE**

In Partnership with  
**Palm Beach Gardens Medical Center and Florida Power & Light Company**

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



FPL has a storm plan.  
Do you?

Visit [www.FPL.com/storm](http://www.FPL.com/storm)





This guide was created to provide a comprehensive list of local resources and tips so that you can be prepared in the event of any emergency. Keep the guide in a convenient location, should the need arise.

Given modern technology, we are able to receive hurricane information well in advance, so that citizens can heed the warning and take the opportunity to be prepared.

If needed, FPL will be ready to respond! When storms strike, FPL works closely with emergency operations officials and focuses on readiness, restoration and recovery.

With one of the nation’s top-rated hospitals located within our City limits, Palm Beach Gardens Medical Center partners with our City’s public safety departments to provide our residents a safe and healthy environment.

It is our hope that this guide will provide an important planning tool. Your City Council and staff are focused on your continued safety and well-being.

Best Regards,  
David Levy, Mayor  
City of Palm Beach Gardens

## TABLE OF CONTENTS

Handling Debris .....	2
Supply Kit .....	3
Radio 1670 Information .....	4
Palm Beach Gardens Information Zone Map .....	5
Palm Beach Gardens Medical Center .....	6
What To Expect From Your City .....	8
Emergency Shelters, Groceries, Gas .....	8
Individuals With Special Needs .....	9
Family Communication Plan .....	10
Emergency Numbers and Web Sites .....	12

# HANDLING DEBRIS

## ■ PRE-EMERGENCY

- Do not place materials at the curb. High winds can cause the materials to become dangerous flying projectiles or block the City's drainage inlets resulting in flooding.
- Do not cut down trees or do any major yard work. Do not trim vegetation of any kind.
- Do not begin construction projects that produce additional debris.

## ■ POST-EMERGENCY

**How many debris collection pick-ups will the City provide after the emergency?** Typically, the City provides three pick-ups. Depending on the storm the City may decrease or increase the amount of pick-ups.

**When can I, as a resident, expect my first debris pick-up?** Immediately after the emergency, staff is dispatched to clear roads. At this time, residents should begin clearing storm generated trash or debris from their properties. The City will begin collection approximately 3 days after the storm and will continue until all collections are completed. It may take 3 to 6 weeks before the first collection pass is completed.

### **How do I deal with trash and debris?**

- Trash has to be placed at the curb.
- Residents are required to keep garbage, recycling, and vegetation/storm debris separate.
- Debris must be placed at a minimum of 10 feet away from any structures (i.e., Fire Hydrants, Mail Boxes, Light Poles, Drainage Inlets, Vehicles, etc).

### **What do I do with appliances?**

- Appliances can be placed for curb-side pick-up.
- They must be separated from household garbage or any vegetative material.
- Before placing refrigerators or stoves, residents must remove the doors from the units.

# SUPPLY KIT

## ■ THE BASICS

- Bottled water (1 gallon per person per day for drinking)
- Manual can opener
- Non-perishable foods (3-7 day supply per person)
- Flashlight (1 per person)
- Portable battery powered lanterns
- Large trash bags
- Battery operated radio
- Extra batteries
- First aid kit
- Mosquito repellent
- Sunscreen (SPF 45 recommended)
- Waterproof matches/butane lighter
- Money
- Unscented bleach for water purification (8 drops of bleach per gallon of water)
- Maps of surrounding areas

## ■ COOKING

- Bottled water (1 gallon per person per day)
- Sterno fuel
- Portable camp stove or grill (Do not use grills indoors.)
- Disposable eating utensils
- Napkins and paper towels
- Aluminum foil
- Oven mitts

## ■ PERSONAL SUPPLIES

- Prescription medicines (1 month supply and copy of prescriptions)
- Toilet paper
- Entertainment (books, games, magazines, etc)
- Bedding (pillows, sleeping bags, etc.)
- Change of clothing
- Rain gear and work gloves
- Extra glasses or contact lenses

## ■ IMPORTANT DOCUMENTS

- Insurance documents
- List of important contacts (family, doctors, insurance agents)
- Banking information
- Lease/mortgage papers
- Proof of occupancy (utility bill)
- Photo inventory of belongings
- Waterproof container to store documents

## ■ BABY SUPPLIES

- Disposable diapers
- Formula, food and medication
- Bottles and feeding utensils

## ■ Pets and Supplies

- Vaccination papers  
(Be sure your vet includes vaccinations for Kennel Cough, Parvo, and Distemper.)
- Leash
- Collar with pet's identification tag
- Pet food and water
- Food and water bowl
- Medications
- Name and contact information of your pet's veterinarian
- Recent picture of pet
- "Airline Approved" pet carrier  
(Carriers should be large enough for the animal to stand up, sit, and turn around.)
- Muzzle for pets

## ■ OTHER NECESSITIES

- Tool box
- ABC Rated fire extinguisher
- Outdoor extension cords
- Spray paint
- Local phone book

# RADIO 1670 AM ON YOUR DIAL

## COMMUNITY ADVISORY RADIO FOR PALM BEACH GARDENS!

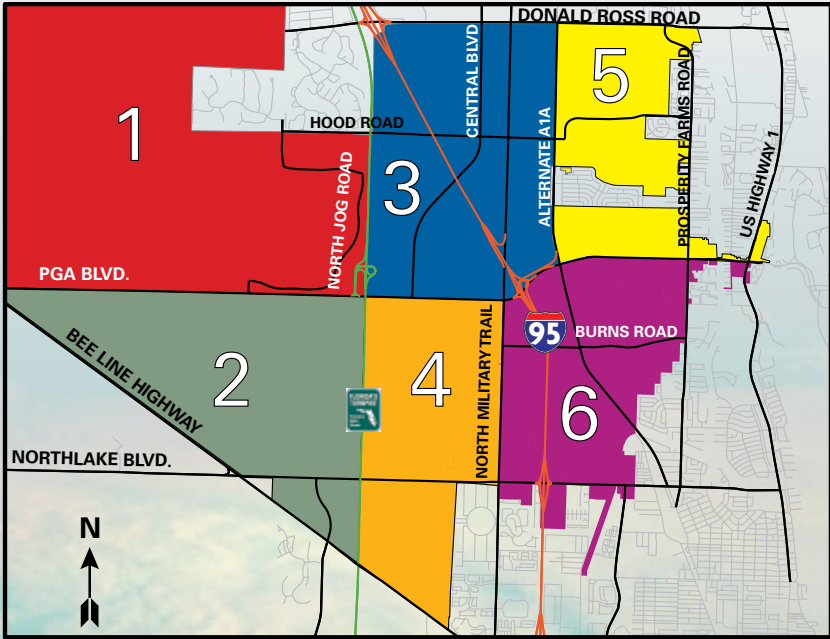
It's called the Community Advisory Radio and it's been established here in Palm Beach Gardens. This station exists to provide information to City residents in the event of an emergency.

The City has installed the equipment necessary, and the community radio station is ready to commence its job of communicating with residents and visitors any vital information regarding natural disasters, traffic problems, emergencies and special events. The City will be broadcasting timely information for residents before, during and after a storm or emergency.

Please note from viewing the adjacent City map, divided by colored zones, where your home is located. Information regarding debris removal and damage status will be announced using that color system following a storm or an emergency.

Remember, it's **1670 AM** on your radio dial!

# INFORMATION ZONE MAP



**1**

NORTH OF PGA BLVD.  
WEST OF NORTH JOG ROAD

**2**

NORTHEAST OF  
BEE LINE HIGHWAY  
WEST OF FLORIDA'S TURNPIKE

**3**

NORTH OF PGA BLVD.  
WEST OF ALTERNATE A1A  
EAST OF NORTH JOG ROAD

**4**

NORTHEAST OF  
BEE LINE HIGHWAY  
EAST OF FLORIDA'S TURNPIKE  
WEST OF N. MILITARY TRAIL

**5**

EAST OF ALTERNATE A1A  
WEST OF PROSPERITY FARMS ROAD  
NORTH OF PGA BLVD.  
SOUTH OF DONALD ROSS ROAD

**6**

EAST OF MILITARY TRAIL  
WEST OF PROSPERITY FARMS ROAD  
SOUTH OF PGA BLVD.



## **THINGS PBGMC WANTS YOU TO KNOW IN THE EVENT OF AN EMERGENCY**

Palm Beach Gardens Medical Center wants you to know that we are ready to respond and protect the safety of our patients and continue to provide emergency care to the public. People with family members in hospitals need to know that hospitals will do everything in our power to keep patients safe, but family members also have a role to play. Please keep the following in mind:

1. If your family is in the hospital as an emergency approaches, please stay in contact with the hospital for information. Depending on the patient's condition, he or she may be released, transferred to another hospital or sheltered within the hospital.
2. Persons in poor health and those who live alone should give serious consideration to evacuation or seeking refuge at a shelter until the weather stabilizes.
3. Women expecting babies during the emergency should contact their physicians regarding what they should do.
4. If you have an elective procedure scheduled at the hospital, you should contact your physician to confirm or reschedule your appointment.
5. Please do not seek shelter at a hospital during or after an emergency. The hospitals' resources must be used to devote to the seriously ill or those injured due to the storm.
6. You should have a complete list of any medications, vitamins and supplements, and over-the-counter medication you are currently taking. The list should include the name of the medication, the prescribed dosage and how many times it is taken per day.

# Caring hearts. Experienced hands.

For over 42 years, Palm Beach Gardens Medical Center has been committed to providing quality healthcare to our community. In 1983, we were the first hospital in Palm Beach County and the Treasure Coast to perform open-heart surgery and today we strive to stay at the forefront of cardiac care. We are proud to be a leading provider of cardiac care and other healthcare services, including:

- Cardiac and Physical Rehabilitation
- Diagnostic Services
- General and Outpatient Surgery
- Neuroscience Program
- Orthopedics and Joint Replacement
- Primary Stroke Center
- The Palm Beach Gardens Heart Institute

[pbgmc.com](http://pbgmc.com)

Call 561-625-5070 for your free mini first aid kit

## PREVENTING INJURIES PRE- AND POST- EMERGENCY

The majority of reported incidents are caused indirectly, occurring as a result of pre- and post-emergency preparation and recovery efforts. Of these, 90 percent are avoidable.

- chainsaw injuries
- emergency wound care
- motor-vehicle injuries
- falls from ladders and roofs
- electrocutions from downed power lines
- carbon monoxide poisoning from generators
- eye injuries

## WHAT TO EXPECT FROM YOUR CITY

- Increased Police Patrol and mandatory curfew immediately after the storm.
- Fire and emergency medical response once the winds have decreased below 45 mph sustained.
- Debris Clearing Teams clearing major roadways for emergency response once the storm has passed.
- Storm-related information broadcast on the City Radio Station 1670 AM.
- Damage Assessment Teams assessing damage to structures and residences, inspecting damage to City buildings and infrastructure Citywide immediately after the storm.
- Community Services inspecting and cleaning debris from drainage systems Citywide.
- Debris clearing contractors assisting with cleanup of debris 24 hours post storm.
- Constant communication between City, County, State and Federal officials concerning storm events.

### GROCERY STORES WITH EMERGENCY POWER

All Publix Supermarkets located in Palm Beach Gardens have emergency generators.

### AREA SHELTERS WITH EMERGENCY POWER

*Generally open 12 hours prior to the storm*

Palm Beach Gardens High School  
4245 Holly Drivel  
Palm Beach Gardens

Independence Middle School  
4001 Greenway Drive  
Jupiter

McLeod Bethune Elementary School  
1501 Avenue U  
Riviera Beach

### GAS STATIONS WITH EMERGENCY POWER

All gas stations have either a generator or a transfer switch installed as required by the state.

## INDIVIDUALS WITH SPECIAL NEEDS

Palm Beach County has established a **Special Needs Program** to provide for citizens with certain medical problems during a major emergency. **The Special Care Units** (also known as SCUs) are facilities that have auxiliary power and are not located in areas that have a high risk of flooding during a hurricane. Physicians and nurses are assigned to the Special Care Units by the Palm Beach County Health Department.

To be eligible for the **Special Needs Program**, a citizen must be:

1. Persons who cannot be without electricity because they depend upon their own electrically energized life support equipment within the home.
2. Persons that are too immobile and/or have a chronic stable illness, but are not suitable for regular shelter placement.
3. Insulin diabetics who depend on refrigeration for their insulin.
4. Persons who are bedridden and require custodial care.

Participation in the Special Needs Program requires **registration and an application that must be completed by a doctor**. That application must be sent to the Division of Emergency Management, and the Palm Beach County Health Department will determine if the applicant is eligible for the **Special Needs Program**.

If you do not live in an area which must be evacuated prior to a hurricane and have certain medical problems, there are alternatives to applying for the **Special Needs Program**:

- talk to your doctor about your sheltering alternatives to the Special Care Units
- install impact-resistant hurricane shutters
- installing or retro-bracing garage doors for resistance to higher winds
- reinforcing roof trusses or roof framing systems
- making arrangements with your oxygen vendor for an adequate supply of portable cylinders in the event you lose electrical service
- buy a portable generator
- buy insulin that does not require refrigeration (with your doctor's approval)
- designate a safe room such as a bathroom or large interior closet and stock up on supplies (drinking water, non-perishable food, battery-powered radio, etc.)

### SPACE AT THE SHELTER IS LIMITED AND PRIORITIZATION IS BASED ON NEED

For further information about the Special Needs Program, call **561-712-6400** and ask to speak to the Special Needs Coordinator.

## CREATING A FAMILY COMMUNICATION PLAN

- Meet with household members to discuss the dangers of fire, hurricanes, tornados and other emergencies. Explain how to respond to each.
- Find the safe spots in your home for each type of disaster.
- Discuss what to do about power outages and personal injuries.
- Draw a floor plan of your home. Mark two escape routes from each room.
- Show family members how to turn off the water, gas and electricity at main switches when necessary.
- Post emergency telephone numbers near telephones.
- Teach children how and when to call 911, Police and Fire.
- Instruct household members to turn on the radio for emergency information.
- Pick one out-of-state and one local friend or relative for family members to call if separated during a disaster (It is often easier to call out-of-state than within the affected area.).
- Teach children your out-of-state contact's phone numbers.
- Pick two emergency meeting places:
  - A place near your home in case of a fire.
  - A place outside your neighborhood in case you cannot return home after a disaster.
- Take a basic first aid and CPR class.
- Keep family records in a water and fire-proof container.

# FAMILY COMMUNICATION PLAN

## Out-of-State Contact

Name \_\_\_\_\_

City \_\_\_\_\_

Telephone (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

## Local Contact

Name \_\_\_\_\_

City \_\_\_\_\_

Telephone (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

## Family Work Numbers

Father \_\_\_\_\_ Mother \_\_\_\_\_

Other \_\_\_\_\_

## Emergency Telephone Numbers

In a life-threatening emergency, dial 911

Police Department \_\_\_\_\_

Fire Department \_\_\_\_\_

Hospital \_\_\_\_\_

## Family Physicians

Name \_\_\_\_\_ Telephone \_\_\_\_\_

Name \_\_\_\_\_ Telephone \_\_\_\_\_

Name \_\_\_\_\_ Telephone \_\_\_\_\_

## Reunion Locations

Right outside your home \_\_\_\_\_

Away from the neighborhood, in case you cannot return home \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Route to try first \_\_\_\_\_

# EMERGENCY NUMBERS AND WEBSITES

## PALM BEACH GARDENS

Police (Non-emergency).....	561-799-4445
Fire Rescue (Non-emergency) .....	561-799-4300
Building Services.....	561-799-4201
Public Works.....	561-804-7000
PBG Medical Center .....	561-622-1411
Palm Beach Gardens Hurricane Information Page <a href="http://www.pbgfl.com/content/72/285/default.aspx">www.pbgfl.com/content/72/285/default.aspx</a>	

## PALM BEACH COUNTY

Emergency Management/ Community Emergency Response Team.....	561-712-6400
Emergency Response Team.....	561-712-6400
<a href="http://www.co.palm-beach.fl.us/PubSafety/EOC/">www.co.palm-beach.fl.us/PubSafety/EOC/</a> TDD (Hearing Impaired).....	561-712-6343
Red Cross.....	561-833-7711..... <a href="http://www.redcross-pbc.org">www.redcross-pbc.org</a>
Animal Control .....	561-233-1200
Solid Waste Authority.....	561-697-2700 or 866-SWA-INFO
<a href="http://www.swa.org/site/hurricane/pre_during_after.htm">www.swa.org/site/hurricane/pre_during_after.htm</a>	
Disaster Recovery Coalition of Palm Beach County.....	211 or 561-375-6682

## CONSUMER PROTECTION/PRICE GOUGING

Palm Beach County.....	561-712-6600
Florida Attorney General .....	866-966-7226
TDD (Hearing Impaired).....	800-955-8771

## REPORTING DOWNED UTILITY LINES

Florida Power & Light.....	800-468-8243
Storm Surge Lookup Map .....	<a href="http://maps.co.palm-beach.fl.us/sams">http://maps.co.palm-beach.fl.us/sams</a>
ATT .....	611

## **REPORTING GAS LEAKS**

Florida Public Utilities .....	561-832-0872
TECO Peoples Gas .....	877-832-6747

## **FLOODING PROBLEMS**

Seacoast Utility Authority .....	www.sua.com
South Florida Water Management District .....	800-544-2323
www.sfwmd.gov/portal/page/portal/levelthree/weather%20%20water	
Northern Palm Beach County Improvement District .....	561-624-6747

## **STATE AND FEDERAL NUMBERS**

Federal Emergency Management Agency (FEMA) .....	800-621-3362
TDD (Hearing Impaired).....	800-462-7585
www.fema.gov	
Florida Division of Emergency Management .....	www.floridadisaster.org
State of Florida Emergency Information .....	800-342-3557
TDD (Hearing Impaired).....	800-226-4329

## **INSURANCE HOTLINES**

Florida Department of Insurance .....	800-342-2762
Hurricane Hotline .....	800-227-8676
TDD (Hearing Impaired).....	800-640-0886
National Hurricane Center .....	www.nhc.noaa.gov
National Weather Service .....	www.nws.noaa.gov
Citizens.....	866-411-2742
USAA (Military).....	800-531-8222
National Flood Insurance Program .....	800-427-2419

## **ELDER HELPLINE**

TTY .....	866-684-5885
	866-768-4550

CHECK IN ONLINE.  
SKIP THE WAITING ROOM.  
THANK US LATER.



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**THE END OF  
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- ▶ Be seen by a healthcare professional within 15 minutes of your online appointment.\*
- ▶ Skip the wait time in other emergency rooms.

\*A \$9.99 registration fee will apply. If you are not seen within 15 minutes of your designated time, or if you are not completely satisfied with your online registration experience, InQuicker, LLC will refund your online registration fee.



Palm Beach Gardens  
Medical Center