



HURRICANE GUIDE 2024



Disaster strikes quickly.
So do we.®

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GET HURRICANE-PREPARED WITH RAPID RESPONSE TEAM

Your 2024 Hurricane Guide and Introduction to a Personalized Disaster Recovery Plan

Helping prepare your business from major storms and other disasters is our top priority. That's why Rapid Response Team is here to help you prepare early this hurricane season with the help of our:

- 2024 Hurricane Guide
- Personalized Code Blue Plan

Our CODE BLUE PROGRAM is a free emergency planning service fully customized to your businesses needs that includes:

- Detailed Disaster Recovery Plan
- Preventative Maintenance Program
- Priority Storm Response
- 2 Yearly Site Surveys
- Custom Mobile App for Easy Access to Your Facility Information

- Dedicated Account Manager
- And Much More

Contact us to schedule your complimentary assessment, where our emergency response experts will visit your business, conduct a thorough examination, and develop your personalized Code Blue plan for storm readiness and emergency support. We also provide staff training and a simple online portal to access your building information, all at no cost to you.

With our 2024 Hurricane Guide and a customized Code Blue plan, your team will be better prepared to respond to emergencies and recover from storms than ever before.

Be prepared by getting prepared. Call now to get your Code Blue plan: 888.410.7274.



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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

Website: www.fema.gov

Phone: **800.621.3362**

> Florida Division of
Emergency Management

Website: www.floridadisaster.org

Phone: **850.413.9969**

> FEMA's Business Protection Toolkit

Download: https://hurricanesafety.org/wp-content/uploads/2012/06/FEMA_PS-Prep_Toolkit.pdf

> Small Business Administration (SBA):

Phone: **800.359.2227**

2024 STORM NAMES

Alberto	Leslie
Beryl	Milton
Chris	Nadine
Debby	Oscar
Ernesto	Patty
Francine	Rafael
Gordon	Sara
Helene	Tony
Isaac	Valerie
Joyce	William
Kirk	

Did You Know?

The largest, most powerful hurricanes ever recorded on Earth spanned more than 1,000 miles across with wind gusts as high as 200 mph.

But these storms pale in comparison to Jupiter's Great Red Spot, a massive hurricane-like storm that has lasted for over 180 years, and is larger than the Earth itself.

In an emergency, be sure
to call **911** for assistance.

We are your full partner in recovery, and we'll be here for you after the storm.
For 24/7 Emergency Response Services, call **888.410.7274**

HURRICANE PREPAREDNESS CHECKLIST

You, your business, and your employees matter. Don't wait until a major storm hits to prepare. In addition to a customized Code Blue plan, Rapid Response Team recommends printing these handy checklists before the start of the 2024 storm season.

- Build an emergency kit and make a communication plan, or contact us for your customized Code Blue plan. It's important to have a plan for your team to stay in contact during an emergency. Keep in mind that cell phone service is likely to be intermittent or unavailable altogether after a major storm.
- Make sure your employee contact lists are up to date. Compile contact info for relevant team members and keep it readily available.
- If you need to evacuate, have a central point of contact for all employees, and ensure you know where your people are located.
- Protect important records including your insurance policy.
- Make sure your exterior and interior asset inventories are up to date and documented with photos or video.
- Back up company data on servers and personal computers.
- Have cash on hand for your post-windstorm needs, such as buying supplies, or paying employees and contractors.
- Test and ensure your fire protection equipment is working properly.
- Test run generators to ensure they're working.
- Clean out floor drains and catch basins, and check sump pumps.
- Find out the elevation of your business and whether the land is flood-prone. This will help you know how the property will be affected when storm surge or tidal flooding is forecast.
- Make a plan for your company's relocation in the event the storm makes your location inaccessible
- Determine safe evacuation routes inland as well as alternative routes, just in case.



➤ Rapid Response Team is uniquely prepared to meet Florida's residential and commercial restoration needs, meaning we have the physical and fiscal resources ready to respond to a loss 24/7 and help you get back to normal fast.

IF EVACUATING BEFORE THE STORM

Should We Evacuate? Evacuate If...

- You are told to do so by the authorities.
- You live in a mobile home or temporary structure. These are not safe from hurricane-force winds.
- You live in a high-rise building.
- You live in a designated hurricane evacuation zone that has been called to evacuate.
- You live near the coast, river or island waterway. Also evacuate if you live on a floodplain.

What Evacuation Zone Are You In?

Know what evacuation zone your home is located in before a hurricane hits. Visit www.floridadisaster.org/knowyourzone/ and select your county.



Preparation

- Identify your nearest evacuation centers, when they will open and, if applicable, which ones allow pets.
- As an alternative to an evacuation center, reach out to friends or family who live outside of the forecasted cone of impact and create a list of potential evacuation locations. Record names and contact information of all people willing to let you stay in their homes.
- Designate a main location and a backup location to meet after the storm in the event your family gets separated during the evacuation.
- Designate someone to pack the car with all your supplies and another person to listen for evacuation orders and print out driving directions to your shelter.
- Use the document checklist (see page 6) to make sure you compile all necessary information.
- Gather local area maps in the event that mobile devices lack service or electricity.

When Evacuating

- Stay calm. Orders are usually given before danger strikes and evacuation centers need time to open.
- Listen to orders at least twice to determine evacuation locations, and print driving directions.
- Unplug appliances, turn off water at the main valve, and deactivate electricity at the breaker box.
- Pack your vehicle and go to your designated evacuation spot or your backup location.
- Turn on the radio to stay tuned to emergency bulletins.
- Anticipate long periods without power and be sure that children's games or activities are easy to access.
- If traveling to stay with friends or family, stick to evacuation routes until you are out of an evacuation area. Emergency professionals will be using the other roads.

CHECKLIST FOR RIDING OUT THE STORM

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 (see page 15 for food safety tips).
- 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 SHUTTER INSTALLATION TIPS FROM THE EXPERTS

After a major storm makes landfall in Florida, no one is better prepared to provide emergency services and repairs than Rapid Response Team. Our restoration specialists help get your business back to normal fast.

Pre-Label Storm Shutters

One of the biggest mistakes many Florida homeowners make prior to a major storm is failing to pre-label storm shutters. As a result, they end up with a massive pile of storm shutters sitting in their garage, and are left rushing to determine where each storm shutter is supposed to go.

Storm shutters typically include a marked number on them. The easiest way to organize storm shutters is to take a plastic label and place one on each window of the house, matching them up to the corresponding shutter.

Set aside **two hours** on a Saturday morning to organize and label your storm shutters, and practice installing them.

What You Need to Install Storm Shutters

To properly install storm shutters, you will likely need the following:

> Wing-Nut Driver

A wing-nut driver mounts to either an electric screwdriver or power drill. It significantly simplifies the process of clamping down the wing nuts when installing storm shutters. Stock up now! When a hurricane is approaching, you will not be able to find wing-nut drivers in stores.

> Protective Gloves

Avoid the risk of cutting your hands by wearing thick, protective gloves while installing storm shutters. Keep a backup pair on hand in case a glove rips or a helper forgets their pair at home.

> Line up Help

Installing shutters can be time consuming. And if your business has medium to large doors and windows, you may need help with installation. Put together a list of service professionals in case of emergency. You can, for example, use a local handyman to perform your shutter installation. Keep in mind their services are in high demand (and more expensive) before a storm.

> What Are the Best Types of Storm Shutters?

Aluminum shutters are lightweight and relatively easy to install. Also, mesh screens are a newer product that can be purchased in lieu of shutters and installed on certain areas of your home, like patio doors.

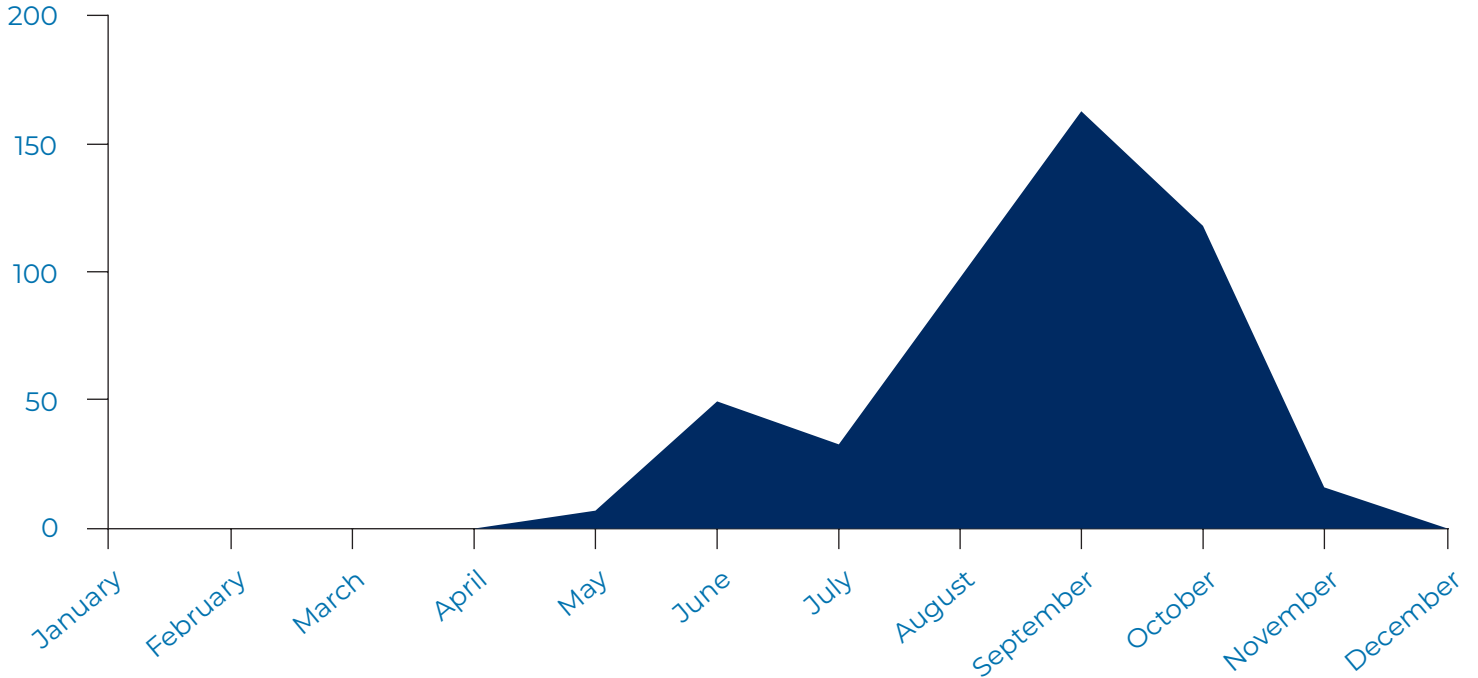
A Word to the Wise: Avoid metal storm shutters. They are extremely heavy, and very difficult to install.

SAFFIR-SIMPSON HURRICANE WIND SCALE

Category	Sustained Winds	Associated Damage	Hurricane	Season
1	74–95 mph	<ul style="list-style-type: none"> ➔ Possible damage to roofs, shingles, vinyl siding and gutters on wood-framed homes. ➔ Large tree branches will snap and shallowly rooted trees may fall over. ➔ Extensive damage to power lines and poles, which will likely result in power outages lasting a few to several days. 	Irene Elsa	1999 2021
2	96–110 mph	<ul style="list-style-type: none"> ➔ Major roof and siding damage on wood-framed homes ➔ Many shallowly rooted trees will fall over and block roadways. ➔ Near-total power loss with outages lasting from several days to weeks. 	Georges David Paula	1998 1979 2010
3	111–129 mph	<ul style="list-style-type: none"> ➔ Major damage or removal of roof decking and gable ends on wood-framed homes. ➔ Many shallowly rooted trees will fall over and block roadways. ➔ Electricity and water will be unavailable for several days to weeks. 	Wilma Ivan	2005 2004
4	130–156 mph	<ul style="list-style-type: none"> ➔ Severe damage to wood-framed homes, with loss of most of the roof structure and/or exterior walls. ➔ Fallen trees and power poles will isolate residential areas. Power outages may last weeks to possibly months. ➔ Most of the area will be uninhabitable for weeks or months. 	Ian Idalia Irma	2022 2023 2017
5	>156 mph	<ul style="list-style-type: none"> ➔ A high percentage of wood-framed homes will be destroyed, with total roof failure and wall collapse. ➔ Fallen trees and power poles will isolate residential areas. Power outages may last for weeks to possibly months. ➔ Most of the area will be uninhabitable for weeks or months. 	Andrew Michael	1992 2018

WHEN DO HURRICANES STRIKE?

Frequency of Recorded Major Storms Impacting Florida



WHEN DISASTER STRIKES...

Rapid Response Team Is Here For You



This year, we expect another dangerous and destructive hurricane season. We're ready when a storm strikes—and we'll help you get your life back to normal fast.

Following a storm, all Rapid Response Team emergency response centers are equipped with high-demand post-storm supplies, including tarps, generators, and roofing supplies.

Rapid Response Team will be there for you after a storm.

Disaster strikes quickly. So do we.®

Call Now: 888.410.7274



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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

- Do not return 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 Property After Riding Out the Storm

- Venture outside only after officials say the storm is over and it is safe to be outside.
- Contact your team to make sure everybody is safe.
- Contact the American Red Cross if you are unable to find someone. They maintain a shelter database to help you reconnect with others.
- Do not use tap water for 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 property. Immediately seek alternative shelter if you smell gas, have fire damage, or flood waters are not receding.
- Carefully survey your property. Look for damage and watch for dangers on the ground (e.g., snakes, broken glass, downed power lines).
- Immediately report any downed lines or gas leaks to the proper authorities.
- Take pictures of the damage done to your property.

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 to exposed skin and/or clothing when spending time outside.

WHAT TO DO WHEN DAMAGE STRIKES

Tips For An Insurance Claim

- Protect your business and your property from further damage by making reasonable and necessary repairs.
- Maintain receipts of all expenses related to the temporary repairs and for any expenses incurred that are to be considered for insurance reimbursement.
- Make a list of your damaged 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 damage.

Prevent Water Damage Caused by Wind-Driven Rain

One of the biggest problems property owners face during a hurricane is wind-driven rain, caused by 100 mph winds blowing rain in every direction. Prevent extensive water damage to your valuables by moving them away from doors and sliders.

Protect Yourself From Repair Insurance Fraud

The aftermath of a major storm can attract shady contractors seeking to take advantage of distressed business owners.

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.

If you suspect fraud, notify your home insurance carrier immediately and report it to the Florida DFS Division of Insurance Fraud at **800.378.0445**.

If storm damage has occurred to your property, contact us right away to prevent further damage.

EMERGENCY BOARD UP | ROOF TARPING | WATER EXTRACTION | TREE REMOVAL | GENERATORS

24/7 Emergency Response Services 888.410.7274

COMMERCIAL RESTORATION SERVICES

We offer 24/7 emergency repair services throughout the state of Florida for a seamless, no-hassle recovery process.



DISINFECTING SERVICES

We are licensed and professionally trained to disinfect and sanitize commercial facilities, including HVAC systems and Air Ducts in accordance with CDC guidelines.



WATER MITIGATION

We take the immediate steps to extract water, inspect the property, provide dry out services and dehumidification, and then reconstruct the property to pre-loss condition.



FIRE & SMOKE DAMAGE RESTORATION

From fire and smoke restoration to odor control and upholstery cleaning, we determine the type of cleanup required to get your property fully functional as quickly as possible.



MOLD REMOVAL

Our team follows an IICRC-certified process for indoor air quality and mold testing, step by step mold remediation, post clearance testing and safe reconstruction.



STORM DAMAGE REPAIR

Our 11 response centers around the state are equipped with high-demand, post storm emergency supplies that allow our team to provide immediate repairs to any type of storm damage.



BIOHAZARD CLEANUP

We are licensed and trained in using EPA-certified disinfectants to properly decontaminate surfaces and appropriately dispose of bio-hazard waste from any unsafe environment.



RECONSTRUCTION & REMODELING

As a full-service general contractor, we introduce our clients to a range of designs, appliances, cost saving features and an industry leading guarantee on all workmanship.



KITCHEN & BATHROOM REMODELING

In addition to our emergency services and repair work, we remodel workspace kitchens and bathrooms for any size business, for small and large budgets.

LARGE LOSS RESTORATION EXPERTS

No one is better prepared to help you in the aftermath of a storm.

Rapid Response Team is ready to spring into action to get your business back up and running after large loss catastrophes like hurricanes and wind storms, fire, flooding, or any other unforeseen disaster.

Our catastrophe team will take action anywhere in the State of Florida to create a custom business

continuity plan and facilitate a speedy recovery. We offer emergency mitigation and storm recovery services, including all necessary security and board-up, temporary roofing and tarping, fire watch, temporary power and generators, and biohazard cleanup.



Rapid Response Team created this 2024 Hurricane Guide and Introduction to Code Blue with businesses like yours in mind. With our help, your business will have the tools and resources needed to face storms and other emergencies with confidence.

Don't delay—safeguard your business today with a FREE, fully customized Code Blue plan. Call now: 888.410.7274

Need restoration and remediation done right, right now? We provide 24/7 emergency services across the state of Florida.

Disaster strikes quickly. So do we.® Call today: 888.410.7274

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The material included in this guide is for informational purposes only and is not intended as specific advice for any individual. Please always refer to recommendations from your local community, municipality, county or state officials, as well as law enforcement, for more specific emergency management advice.



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