

HURRICANE PREPAREDNESS



GET READY JUST IN CASE !!

	Prepare. Create your own Ready Kit.	
	Plan. Develop a Communications Plan.	
	Stay Informed. Learn about potential disasters and how to prepare.	
	Get Involved. Learn more about what you can do.	

HURRICANE PREPAREDNESS – SUPPLY LIST

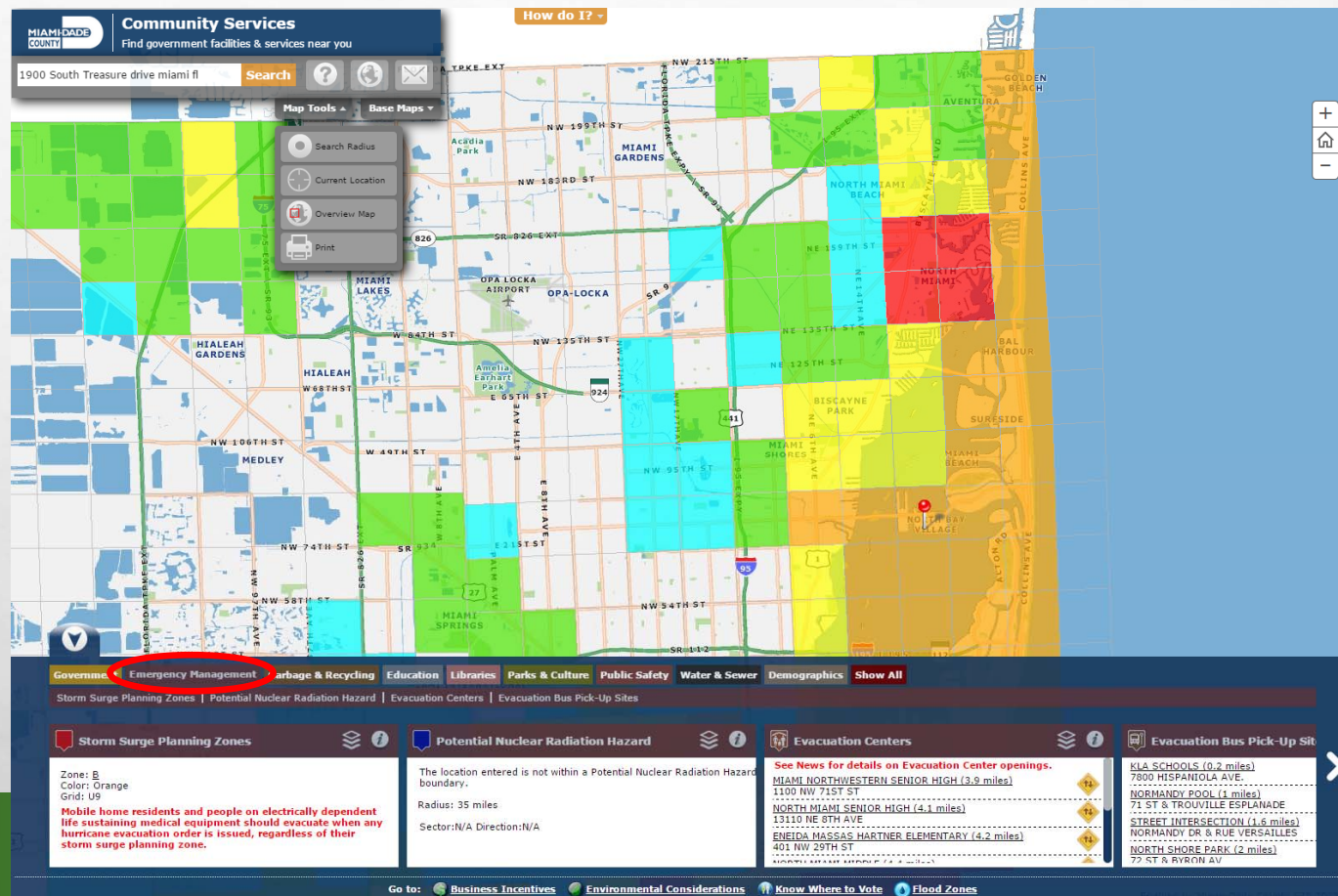


- ✓ **BOTTLED WATER** (1 GAL. / PERSON FOR 3 – 7 DAYS)
- ✓ **NON-PERISHABLE PACKAGED OR CANNED FOOD**
- ✓ **PET CARE ITEMS**
- ✓ **SPECIAL ITEMS FOR INFANTS, ELDERLY OR DISABLED FAMILY MEMBERS**
- ✓ **BATTERY-POWERED RADIO**
- ✓ **FIRST AID KIT / PRESCRIPTION DRUGS**

- ✓ **FLASHLIGHT / BATTERIES**
- ✓ **IMPORTANT DOCUMENTS (E.G., INSURANCE, BANK ACCOUNT #S) IN A WATERPROOF CONTAINER**
- ✓ **TELEPHONES (FULLY CHARGED CELLPHONE WITH EXTRA BATTERY & LANDLINE PHONE)**
- ✓ **VEHICLE FUEL TANKS FILLED / FUEL FOR GENERATOR**
- ✓ **CASH**



HTTP://GISWEB.MIAMIDADE.GOV/COMMUNITYSERVICES



STAY INFORMED

LIKE OUR SOCIAL MEDIA PAGES:

- **FACEBOOK HANDLE:** @MIAMIDADECOUNTYEM
- **TWITTER HANDLE:** @MIAMIDADEEM

SIGN UP FOR MIAMI-DADE ALERTS

[HTTP://MIAMIDADE.GOV/WPS/PORTAL/MAIN/ALERTS](http://miamidade.gov/wps/portal/main/alerts)



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Fire Rescue

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CONNECT WITH US

ALWAYS BE DISASTER READY

Be prepared during an emergency or disaster

Don't miss this educational video on disaster preparedness against natural and man-made hazards that can impact South Florida. It is important to be informed, make a plan, get a kit, and get involved!

- » [Cómo prepararse para desastres naturales o causados por el hombre \(video\)](#)
- » [Ki jan pou prepare pou von dezast natirèl oswa atifisyèl \(videyo\)](#)

Disaster Preparedness - English

0:45 / 16:27

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MIAMI-DADE COUNTY
HURRICANE GUIDE


Home Gearing Up Before During After Español Kreyol Emergency Evacuation Assistance Contact Us

Visited Pages: [Emergency Management](#) » [What's New at Fire Rescue](#) » [Emergency Management](#) » 2013 Hurricane Website

Hurricane Website

Be prepared!





The 2013 hurricane season is here, and it runs from June 1st through November 30th. Making a hurricane plan ahead of time and stocking up on vital supplies will go a long way toward helping you and your loved ones stay safe in the event of a storm.

 [Hurricane Guide](#)

Storm Surge Simulator


More than 1.75 million people are within one of Miami-Dade County's five [Storm Surge Planning Zones](#). Miami-Dade County, in partnership with Florida International University, has created the [Storm Surge Simulator](#), which combines historical data and modern day technology to illustrate what storm surge could mean to you and your home.

Click on the icons below for more information

Miami-Dade Alerts

[Subscribe now](#) to the County's program to receive text alerts to cell phones or other mobile devices about significant emergency events.



ARE YOU READY?

Hurricane Season
June 1 – November 30

Your Guide to Hurricane Readiness

Su Guía de Preparación contra Huracanes
Gid Preparasyon pou Siklòn

MIAMI-DADE COUNTY

REMEMBER.....

IT ONLY TAKES ONE....

HURRICANE ANDREW

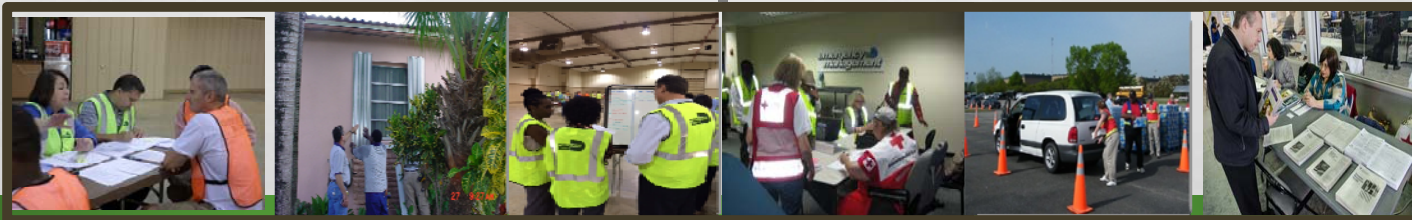
FLORIDA HAD A LONG PERIOD OF LITTLE HURRICANE ACTIVITY IN THE 1970S AND 1980S UNTIL HURRICANE ANDREW HIT IN 1992. FIVE THOUSAND PEOPLE WERE LEFT HOMELESS.



QUESTIONS



DISASTER ASSISTANCE EMPLOYEES CALL CENTER



PURPOSE OF THE DAE CALL CENTER

IT WILL BE ESTABLISHED TO SERVE AS THE INFORMATION CENTER AND COMMUNICATIONS LINK FOR ALL DISASTER ASSISTANCE EMPLOYEES (DAE) ACTIVITY DURING LARGE SCALE OR UNIQUE EMERGENCY EVENTS.

ITS MISSION IS TO RECEIVE AND DISSEMINATE INFORMATION FROM ALL COMPONENTS OF THE PROGRAM AND REPORT IT BACK TO THE EMERGENCY OPERATION CENTER (EOC).



WHAT IS THE DAE PROGRAM?

**CREATED TO ADDRESS PERSONNEL NEEDS
FOR A MULTITUDE OF DISASTER RESPONSE &
RECOVERY ACTIVITIES.**

**DISASTER ROLES ARE ASSIGNED TO COUNTY
DEPARTMENTS, EMPLOYEES CAN NO LONGER
CHOOSE THEIR OWN DISASTER ROLE.**

**MIAMI-DADE COUNTY ORDINANCE, CHAPTER
8B SECTION 11 & 12.**





DAE Program	
Employee Wellness Teams	Hurricane Evacuation Centers
Shuttering	Mobile Assistance Teams
Points of Distribution	Employee Volunteer Staging Area
DAE Call Center	Disaster Assistance Centers
EOC Support	????????



Be Familiar With These Roles!

ENET.MIAMIDADE.GOV

enet Delivering Excellence Every Day

Enterprise Discounts

Popular Links

- County Holidays
- Jobs
- Pay Plan
- Training & Development
- Webmail
- ePar (Peoplesoft)
- ImPress
- eDesktop
- Testing Job Analysis
- Disaster Assistance Employees**

Limited Time Offers

CELEBRATING 75 YEARS OF MIAMI-DADE COUNTY

DADE COUNTY CREDIT

MAY 1

Stop by any of DCFCU's 13 branch locations



miamidade.gov

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Fire Rescue

- Emergency Response
- Emergency Management
- Fire Permits and Inspections
- Community Outreach
- Jobs & Employment
- Records and Billing
- Safety
- Stations & Units
- Training
- About Us

Last Visited » [Study on the Cooling Canal System at PPL Turkey Point Power Station](#) » [Job Search Agent](#) » [Miami-Dade County Jobs](#) » [Disaster Response](#)

Disaster Response

Whenever a disaster has or will impact Miami-Dade County there are a multitude of jobs that need to be accomplished. Relying solely on volunteers from the community to accomplish these tasks is not prudent. To address this problem the Disaster Assistance Employee (DAE) program was created.

Miami-Dade County Ordinance Chapter 8B - Sections 11 and 12

This Miami-Dade County Ordinance authorizes the recruitment, training and use of County employees as DAE personnel to assist in disaster response efforts in Miami-Dade County.

Penalties: It is unlawful for anyone to fail or refuse to obey any such order issued by the Mayor, the Board, the Manager, or the Director or their designee pursuant to this chapter. Anyone convicted of a violation of this section is punishable by a fine of not more than five hundred dollars (\$500.00) or by imprisonment for not more than one hundred and eighty (180) days, or both. (Ord. No. 99-51/2, 5-25-99)

To update your contact information in Bluebook, the database utilized to assign DAE staff, please visit the County's Enet site at <http://enet.miamidade.gov/>.

Concept of Operations

The DAE program requires the cooperation and active participation of all County departments and employees for successful implementation. Because DAE activities cross departmental lines, a cooperative approach is used in the development and implementation of the DAE program. During activations, all DAE disaster work assignments will fall under the coordination and control of the Miami-Dade County EOC. The decision to implement and cease programs will be decided based upon the needs of the community and the decision of the Incident Commander (County Mayor, or designee).

[More information](#)

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Intranet Last Visited » [Emergency Preparedness](#) » [The Disaster Assistance Employee Program](#) » [Emergency Preparedness](#)

ONLINE SERVICES TOP 10

01. Paycheck & Paystub
02. Database Services
03. Change Management
04. Grants Database
05. ASE
06. IT Service Requests
07. Order Business Supplies
08. Power IT Down Dashboard
09. Document Tracking System
10. Bluebook

Departments

Emergency Preparedness

Welcome to the new Intranet for County employees
Our new look is based on the new design and navigation used in the publicly-facing miamidade.gov. Use the Online Services tab at the top of the page to find all of the applications that were on the old home page - the new list is a lot longer now. The left navigation now links you to the internal forms and information provided by other departments. We want to hear from you. Tell us how we're doing - use our feedback form.

WHAT'S NEW

Sign up for downtown's big race
Join thousands of Downtown Miami employees for next month's Mercedes-Benz Corporate Run, the big annual office get-together that's



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Intranet Last Visited » [The Disaster Assistance Employee Program](#) » [Emergency Preparedness](#) » [Emergency Preparedness](#)

Departments

Emergency Preparedness

The Office of Emergency Management is responsible for the County's response during declared disasters. Please refer to the [Emergency Management website](#) for information regarding Emergency Activation, Preparation for Family and other important information to keep you prepared and informed.

The Internal Services Department (ISD) has many hurricane related responsibilities which affect County Departments. An understanding of ISD's role and the steps you need to follow, to prepare for and recover from a hurricane, will ensure that County personnel, equipment and facilities are adequately protected; damages are mitigated and an efficient recovery is made. See the [ISD Hurricane Services for County Departments](#) to learn more.

Disaster Assistance Employees
Miami-Dade County's Disaster Assistance Employee (DAE) program coordinates the roles of employees to help the community recover faster from a disaster.

Emergency Purchases
Department Directors have assigned authorized designees for the certification of emergency purchases. Guidelines have been developed for Internal Services Department (ISD), Procurement Management Services (PMS) staff regarding the preparation for and recovery from emergencies, disasters and hurricanes.

If you cannot view PDF files, you can download [Acrobat Reader](#) for free from Adobe Systems, Inc. In order to use PDF files, you must have Acrobat installed on your computer.

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Page Last Edited: Wed Jun 4, 2014 4:28:30 PM

ACTIVATION

THE DAE CALL CENTER WILL BE ACTIVATED AT THE DIRECTION OF THE EOC.

LOCATION: WASD 3RD FLOOR TRAINING ROOM

HOURS OF OPERATION: DURING LEVEL 2

ACTIVATION OF EOC – 7 A.M. TO 9 P.M.

TWO SHIFTS/CALL TAKERS; SUPERVISOR

- ✓ **BLUE** 7 A.M. TO 2 P.M. + TRANSITION
- ✓ **GREEN** 2 P.M. TO 9 P.M. + TRANSITION



EQUIPMENT SET UP

24 HOURS PRIOR TO THE DAE CALL CENTER'S ACTIVATION

WATER AND SEWER WILL:

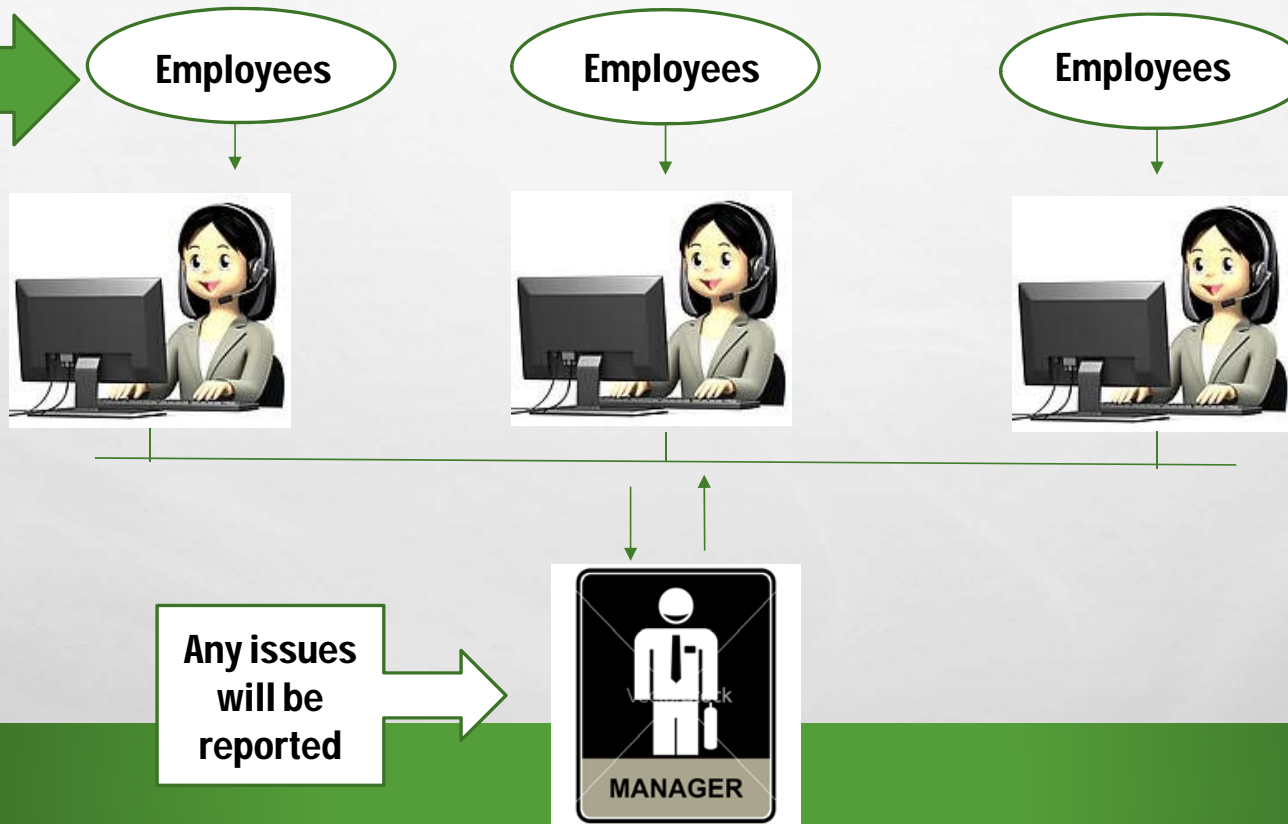
- ✓ **SET UP EQUIPMENT**
- ✓ **ENSURE INTERNET AND PHONE LINES ARE AVAILABLE**
- ✓ **PROVIDE STAFF PARKING AND ACCESS BADGES**

THE MIAMI-DADE EOC WILL COORDINATE INITIAL SET UP; DAE CALL CENTER MANAGEMENT WILL FOLLOW UP AND ENSURE SET UP COMPLETION.



EMPLOYEE - CALL CENTER: FLOW OF INFORMATION

HOTLINE
786-552-8696



CALL CENTER RESPONSIBILITIES

PROVIDE DAE PROGRAM INFORMATION

- ❖ ACTIVATIONS
- ❖ HOURS
- ❖ LOCATIONS
- ❖ POC

SUPPORT EMPLOYEES IN NEED

- ❖ DISASTER ASSISTANCE CENTERS LOCATIONS
- ❖ EVACUATION CENTER LOCATIONS
- ❖ POINTS OF DISTRIBUTION OPEN
- ❖ GAS STATIONS AND GROCERY STORES OPEN
- ❖ NON-PROFIT INFORMATION

COLLECT AND REPORT: STAFFING SHORTAGES & DAE LOCATION ISSUES

SUPERVISOR/DPR NOTIFICATIONS AND CALL DOWNS



DEPARTMENT PERSONNEL REPRESENTATIVES

Dept #	Famis Name	Department Name	Address	Contact	Telephone FAX Email
036	AD	Animal Services	7401 NW 74th St. Medley, FL 33166	Valerie Moore, Personnel Specialist 3	(305) 418-7174 (305) 805-1784 mooreva@miamidade.gov
007	AU	Audit Management Services	Overtown Transit Village 701 NW 1st Ct 8th FL Suite 175 Miami, FL 33136	Katheline Jackson, Administrative Officer 3	(786) 469-5958 (786) 469-5950 KJACKS@miamidade.gov
063	AV	Aviation	4200 NW 36th St. Miami, FL 33159	Charles Brown, Jr., Senior Human Resources Manager	(305) 876-7557 (305) 876-0819 cbrownjr@miami-airport.com
001	CC	Board of County Commissioners	Stephen P. Clark Center 111 NW 1st St., 3rd FL Miami, FL 33128	Miriam Rivero, Manager, Support Staff Division	(305) 375-5120 (305) 375-4838 MIRIAMR@miamidade.gov
071	PI	CareerSource South Florida	7300 NW 19 St., 5th FL Miami, FL 33126	Marian M. Smith, Assistant Director	(305) 594-7615 X261 (305) 477-0113 Marian.Smith@careersourcesfl.com
066	TT	Citizens' Independent Transportation Trust	Stephen P. Clark Center 111 NW 1st St. 10th FL Miami, FL 33128	Marlene Amaro, Special Projects Administrator 1	(305) 375-4466 (305) 375-3093 AMARO@miamidade.gov
031	CL	Clerk of Courts	22 NW 1st St., Suite 314 Miami, FL 33128	Antonio Gonzalez, Director, Human Resources & Administrative Services	(305) 679-1006 (305) 679-1019 ANTONIG@miamidade.gov
209	EC	Commission on Ethics and Public Trust	Biscayne Building 19 West Flagler St. Suite 820 Miami, FL 33130	Rodzandra Sanchez Administrative Officer	(305) 579-2594 (305) 579-0273 RODZAND@miamidade.gov
203	GI	Communications Department	Stephen P. Clark Center 111 NW 1st St., 25th FL Miami, FL 33128	Zenaida Pradel, Human Resources Manager	(305) 375-5060 (305) 375-2004 ZPRAD@miamidade.gov
379	CO	Community Action and Human Services	Overtown Transit Village 701 NW 1st Ct., 10th FL Miami, FL 33136	Randolph Hudgins Senior Human Resources Manager	(786) 469-4723 (786) 469-4703 rhudgin@miamidade.gov
039	CR	Corrections and Rehabilitation	Martin Luther King Building 2525 NW 62nd St., 2nd FL Miami, FL 33147	John C. Prats, Commander Personnel Mgmt. Bureau	(786) 263-6209 (786) 263-6127 JPRATS@miamidade.gov

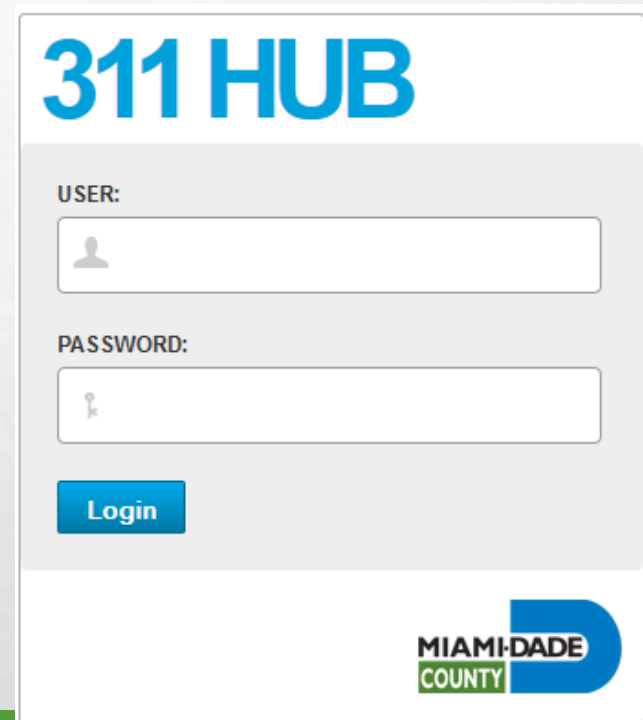
CALL CENTER INFORMATION

**EMPLOYEE CALL CENTER INFORMATION WILL BE RECORDED
IN MIAMI-DADE COUNTY'S 311 HUB.**

**IN THE EVENT 311 HUB IS NOT AVAILABLE, INFORMATION
WILL BE RECORDED IN THE DAE CALL FORM.**

**THE DAE CALL FORM WILL BE ALSO UTILIZED TO ANNOTATE
THE FOLLOWING:**

- ✓ **STAFFING SHORTAGES AT DAE LOCATIONS**
- ✓ **DAE LOCATION ISSUES**



The screenshot shows the login page for the 311 HUB system. At the top, the text "311 HUB" is displayed in large blue letters. Below this, there are two input fields: one for the "USER:" and one for the "PASSWORD:". The user field has a small person icon on the left, and the password field has a small key icon on the left. A blue "Login" button is positioned below the password field. In the bottom right corner of the login area, the Miami-Dade County logo is visible, featuring the text "MIAMI-DADE COUNTY" next to a blue stylized "D" shape.



CALL DATE _____ **CALL TIME** _____ **AM / PM**
(Circle One)

ACTION NEEDED

ACTION COMPLETED/TIME

- ☐ Contact employee's supervisor
- ☐ Follow – up on issue
- ☐ Contact EOC
- ☐ Call back needed

- ☐ _____ AM / PM
- ☐ _____ AM / PM
- ☐ _____ AM / PM
- ☐ _____ AM / PM

DEPARTMENT/DIVISION _____

CONTACT INFORMATION (Circle One: Home / Mobile / Other)

PHONE 1 *H/M/O***PHONE 2** *H/M/O*

PHONE 3 _____ H/M/O

PHONE 4 _____ H/M/O

OTHER CONTACT INFORMATION

CALLER'S ISSUE

Write Employee's Issue/Question Here and Any Follow Up Notes as Needed.

[illegible]

DAE CALL CENTER AND EOC

THE MIAMI-DADE EOC WILL PROVIDE:

- ❖ CURRENT SITUATION INFORMATION
- ❖ DAE PROGRAM INFORMATION: ACTIVATIONS, LOCATIONS, ETC.
- ❖ COMMUNITY ASSISTANCE INFORMATION

CALL CENTER WILL REPORT:

- ❖ STAFFING SHORTAGES AND/OR DAE LOCATION ISSUES
- ❖ COMPLETED SUPERVISOR/DPR NOTIFICATIONS
- ❖ COMPLETED CALL DOWNS
- ❖ DAE CALL CENTER RESOURCE REQUESTS AND SITE ISSUES
- ❖ AFTER ACTION REPORT AT DEMOBILIZATION PERIOD



STAFF BREAK AREAS AND RESTROOMS

ONE BREAK AREA AND IT INCLUDES:

- ✓ REFRIGERATOR
- ✓ COFFEE MAKER
- ✓ MICROWAVE

RESTROOM LOCATED ACROSS FROM
WORKING AREA

PLEASE MAKE SURE TO DISPOSE TRASH



QUESTIONS



DEMONSTRATION

DAE CALL CENTER TELEPHONE QUICK GUIDE



TO LOG-IN:

REMOVE HAND-SET FROM CRADLE

PRESS THE **LIGHT GREEN** BUTTON ON THE UPPER RIGHT CORNER OF THE PHONE
TYPE EXTENSION NUMBER (# AT BOTTOM LEFT COLUMN OF LED SCREEN)

PRESS THE **"NOT READY"** BUTTON ON THE UPPER RIGHT CORNER OF THE PHONE
PLACE THE HAND-SET BACK ON ITS CRADLE

TRANSFERRING A CALL:

BLIND TRANSFER TO 311

WHILE CALLER IS ON THE LINE, PRESS THE **TRANSFER** KEY; FIRST BUTTON ON THE
ON THE LOWER BASE OF THE PHONE

PRESS THE FIRST BUTTON ON THE LEFT SIDE OF THE PHONE LED SCREEN TITLED 9311

PRESS THE **TRANSFER** KEY

PROGRAM A LINE KEY:

PRESS THE BUTTON NEXT TO THE LINE TO BE PROGRAMMED

DIAL THE NUMBER, INCLUDE 9 FOR EXTERNAL NUMBERS (EX. 9311)

AGAIN, PRESS THE BUTTON NEXT TO THE LINE TO BE PROGRAMMED

TO LOG-OUT:

PRESS THE **"MAKE SET BUSY"** BUTTON **TWICE** ON THE UPPER RIGHT CORNER OF THE PHONE

IMPORTANT ITEMS:

- PLEASE **LOG OUT** OF THE PHONE WHEN GOING ON BREAKS OR LEAVING FOR HOME
- **NOT READY** BUTTON = NO ACD CALLS COME IN [NUMBER WE ARE SUPPORTING]
BUT SUPERVISOR OR TRANSFER CALLS CAN COME IN
- USE **NOT READY** BUTTON TO MAKE AVAILABLE/NOT AVAILABLE FOR RECEIVING
CALLS; IE TO FILL OUT FORMS OR PERFORM OTHER FUNCTIONS
- **MAKE SET BUSY** BUTTON = NO CALLS COME AT ALL – USE THIS ONLY TO LOG OUT
- TO MAKE **OUTGOING CALLS** HIT THE BUTTON NEXT TO THE EXTENSION NUMBER ON
THE LED SCREEN, DIAL 9 AND THE NUMBER

311 HUB

USER:

PASSWORD:

Login

