

ഗ Φ ത 0 ಹ コ $\boldsymbol{\mathsf{L}}$ Φ 7 Ø O > > \odot Q コ ഗ Φ ס コ 0 S

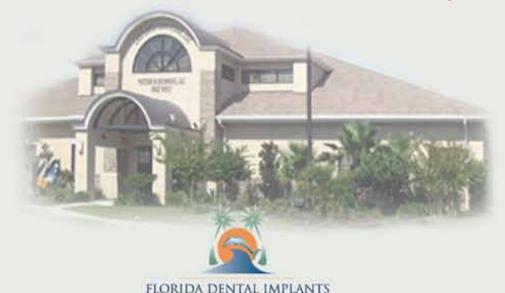
S

GIVE US ONE DAY, & WE'LL GIVE YOU A NEW SMILE!

Mouth full of bad teeth? Miserable in your dentures?
Miserable in your partial? Losing teeth to Periodontal
Disease? Missing teeth? Unable to eat your favorite foods?
Looking for a final solution? If so, JOIN US!



With our New Teeth Now Procedure you can have new teeth in One Day, painlessly, while you're asleep.



FDIOS.COM



800-617-2164

S

 C

efore

2012 HURRICANE SEASON



It was exactly twenty years ago that Hurricane Andrew devastated South Florida and would forever change the lives of people who lived through it. I run into residents all the time who moved north after the storm to make new lives in our area. Even if you didn't live through it you're impacted by the building codes, emergency planning and evacuation areas that were developed after the storm. Even the introduction of this hurricane guide was a direct result of Andrew and our responsibility to keep you safe and prepared.

This year our WPTV Hurricane Survival Guide has gone through the most significant change in more than a decade. As storm research evolves so does the planning and preparation you need to protect your family. It's important that you take a look at the new evacuation zones in this guide and see how they affect you. Many residents who weren't in mandatory evacuation areas after Frances, Jeanne and Wilma will be, and that creates a new challenge of deciding where you will go. As always, we recommend you stay

in your house if you're located outside a mandatory evacuation area. Make sure your home can withstand hurricane force winds. If not, stay with friends or family in your county or a neighboring county rather than clogging highways to the west and north.

Do not be fooled by the predictions of an average or below average hurricane season. 1992 was a slow season. In fact the first storm did not form until late August. The storm was Andrew, a category 5 hurricane that changed South Florida forever. The WPTV Storm Team will be tracking every storm this year with our Live VIPIR 5 Max radar, and with wptv.com and our partners at FOX29, Clear Channel radio and every major newspaper in the area, we'll be bringing you life-saving information. You can rely on us for the most accurate information before, during and after a storm.

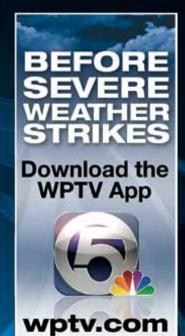
Steve Weagle



Steve Weagle, NewsChannel 5 Chief Meteorologist



Hurricane Season 3 Supplies / Emergency Numbers 4 Developing Your Plan 6 Protecting Your Property 7 **Preparation For Your Pets** 9 Red Cross - Seniors Contact 5 / Consumer Tips 11 12-13 **Hurricane Tracking Map** Spanish Information / Información En Español 15 17 Generators / Power Outages Palm Beach County Evacuation 19 Martin County Evacuation 20 St. Lucie County Evacuation 21 Indian River & Okeechobee 22 Counties Evacuation



wptv.com

Publix.

MUST-HAVE SUPPLIES

- Cash (ATMs may not work after the storm)
- Cellular Phone and Car Charger
- Drinking Water
- (1 gallon per person per day)
 Prescription Medicine (2-week supply)
- Books, Magazines, and Toys
- Ice Chest and Ice
- Disposable Plates, Glasses, and Utensils
- Manual Can Opener
- Battery-operated TV/Radio and Clock
- Spare Batteries
- Flashlights or Lantern
- Toilet Paper
- Diapers and Wipes
- Baby Food and Formula
- First Aid Kit
- Plastic Tarp Sheeting
- Duct or Masking Tape
- Nails, Rope, Lumber, Tools
- Leather-Palm Work Gloves
- Plastic Garbage Bags
- Insect Repellent, Sunscreen
- Dried Fruits and Nuts
- Soap and Detergent
- Portable Camping Solar Shower
- Bleach for Sterilization (unscented with hypoclorite, the only active ingredient), Tincture of lodine or Water Purification Tablets
- Pet Food and Medicine
- Fire Extinguisher
- Fuel for Generators and Cars
- Propane Gas for Grills
- Charcoal and Lighter Fluid
- Waterproof Matches and Sterno
- Non-perishable Food
- Powdered Milk, Evaporated Milk or Parmalat
- Canned Meats or Fish
- Canned Fruits and Vegetables
- Dried Foods (Spaghetti, Rice, etc.)
- Peanut Butter and Jelly
- Canned Soups/Chili
- Crackers/Cookies
- Coffee and Tea
- Disinfectant
- Cereal
- Pudding
- Rain Gear

SUPPLIES / EMERGENCY NUMBERS

EMERGENCY MUNICIPALITY NUMBERS

Atlantis 561 965-1700 Belle Glade 561 688-3400 Boca Raton 561 368-6201 Boynton Beach 561 732-8116 **Briny Breezes** 561 276-7405 Cloud Lake 561 688-3400 **Delray Beach** 561 243-7800 Glen Ridge 561 688-3400 Golf 561 688-3400 Greenacres 561 642-2160 Gulf Stream 561 688-3400 Haverhill 561 689-0370 **Highland Beach** 561 266-5800 Hypoluxo 561 688-3400 Juno Beach 561 626-2100 **Jupiter** 561 262-7548 **Lake Clarke Shores** 561 964-1114 Lake Park 561 688-3400

Jupiter Inlet Colony 561 746-3787

Lake Worth 561 688-3400

Lantana 561 540-5700

Manalapan 561 585-4030

Manaonia Park 561 688-3400

North Palm Beach 561 848-2525

Ocean Ridge 561 732-8331

Pahokee 561 688-3400

Palm Beach 561 838-5454

Palm Beach Gardens 561 799-4445

Palm Beach Shores 561 844-3456

Palm Springs 561 968-8243

Riviera Beach 561 845-4123

Royal Palm Beach 561 688-3400

South Bay 561 688-3400

South Palm Beach 561 586-2122

Tequesta 561 575-6210

Wellington 561 688-3400

West Palm Beach 561 822-1900

PALM BEACH COUNTY

Emergency Mgmt. 561 712-6400 **TDD (Hearing Impaired)** 561 712-6343 Red Cross 561 833-7711

Sheriff 561 688-3400

Building Dept. 561 233-5000 Animal Control 561 233-1200

Victim Services 561 355-2418

Hotline 866 891-7273 TDD 561 355-1772



TREASURE COAST

Martin County

Emergency Mgmt. 772 287-1652 **Red Cross** 772 287-2002 Sheriff 772 220-7170 **Building Dept.** 772 288-5916 **Animal Control** 772 463-3211 **Stuart PD** 772 287-1122

St. Lucie County

Emergency Mgmt. 772 462-8100 **Red Cross** 772 878-7077 Sheriff 772 462-7300 **Building Dept.** 772 462-1553 Health Dept. 772 873-4924 **Animal Control** 772 462-8120 Ft. Pierce PD 772 467-6803 Port St. Lucie 772 871-5000

Indian River County

Emergency Mgmt. 772 567-2154 **Red Cross** 772 562-2549 **Sheriff** 772 569-6700 Building Dept. 772 226-1260 **Animal Control** 772 226-3485 Vero Beach PD 772 978-4600 **Sebastian PD** 772 589-5233

Okeechobee County

Emergency Mgmt. 863 763-3212 **Red Cross** 863 763-2488 Sheriff 863 763-3117 Building Dept. 863 763-5548 **Animal Control** 863 357-3225 **Okeechobbe City PD** 863 763-5521

Hendry County

Emergency Mgmt. 863 612-4700 Red Cross 863 902-1220 Sheriff 863 674-5600 Building Dept. 863 983-1463 **Animal Control** 863 675-3381

INSURANCE HOTLINES All Counties

Florida Dept. of Financial Services 877 693-5236 State Farm 800 732-5246 Allstate 800 255-7828 Citizens 866 411-2742 Nationwide 800 421-3535

USAA (Military) 800 531-8722

DEVELOPING YOUR PLAN



At the beginning of each hurricane season, you need to review, practice and update your family plan. Everyone should have a role in the plan, including children.

EVACUATION

Check with your county office of emergency management now to see if you need to evacuate. If you do, decide if your family can stay with friends or relatives outside evacuation zones who live in a hurricane-safe house. Assign responsibility for food, water and must-have supplies. Another option is to evacuate to an inland hotel.

LEAVING THE AREA

Plan on leaving as early as possible, but consider evacuating 10s of miles not 100s. **Flying out:** Be prepared for airport closings, full or cancelled flights.

Driving out: Tropical storms and hurricanes are notorious for changing direction. If you drive out, you may find yourself headed directly into a threatened area, or you could get trapped in traffic. Leave early and have an alternative evacuation plan.

LAST RESORT EVACUATION

A Red Cross shelter should be your last resort. Do not go until you hear from officials that the specific shelter has opened. Shelters will be crowded and uncomfortable. Be sure to bring:

- Pillows and blankets
- Food, water and prescription medicines
- Small toys, games and books for young children
- No pets, alcohol or firearms allowed

IF YOU DO NOT EVACUATE

• Retrofit your home prior to hurricane season.

- Install shutters or check shutters to ensure that they are operable.
- Use the list of must-have supplies on page 4.
- Identify a safe room in your house. A safe room has no windows and will protect your family if your house should break apart during a storm. Examples are a large interior closet, hallway, bathroom or stairwell.
- Designate an out-of-town emergency contact.
- Consider using the Red Cross website: www.safeandwell.org.

SPECIAL MEDICAL NEEDS

If you or someone you know requires non-critical medical support, pre-register with your county office of emergency management for a Special Care shelter. Bring supplies for three days including food, water, medicine, nebulizer and oxygen equipment. If you have a breathing problem, the American Lung Association suggests getting a doctor's recommendation for your special medical needs during a severe weather emergency. Keep extra medical items on hand in case of a severe weather emergency such as:

- Have a backup battery for ventilators.
- Have a backup oxygen cylinder (48-hour supply).
- Ask your medical supply vendor about services they provide in the event of a hurricane and/or power failure.

IN GENERAL

- Check with your employer for any special job responsibilities when a storm threatens. Make sure they understand that you will require time to prepare your home and family.
- Assign an emergency meeting place in case your family gets separated.

CHECKLIST

HURRICANE SHUTTERS. FIGURE OUT WHAT'S RIGHT FOR YOU.

Homeowners have a number of choices to protect their windows in a storm. The prices are as varied as the products.

Here are some considerations as you review your choices in window protection: It's a lot easier to pull an accordion shutter across sliding glass doors or to push a button and watch motorized shutters roll down. (You can even get these with a wind vane that rolls them down automatically when the winds reach a certain speed).

Advocates of impact-resistant glass and window films say their products are always in place, need no last-minute installation, and provide sun and burglary protection. Window film, however, does not pass the Miami-Dade certification test because the film doesn't strengthen the frame. It won't stop your glass from shattering; it will hold the pieces in place. A film-covered window will withstand only whatever wind load it can handle without the film. Therefore, consult with the manufacturer to learn more on how this product is designed and tested.

- Can you install the protection yourself, or do you know someone who will do it for you? Screwing plywood panels in place is a heavy, awkward task that typically takes more than one person. Many plywood users who emerged from the 2004 season of back-to-back storms vowed, "Never again".
- If you already have window protection, are you ready to roll? Do you know where the Tapcons or wing nuts or other fasteners are? Do you know how to install or operate your protection?
- Plywood is the covering of first or last resort for many homeowners, but it's heavy and hard to store and attach when a storm nears. If it gets soaked repeatedly, the layers can peel apart. It's a fire and termite hazard. If you choose to use it, the panels should be measured, drilled and labeled in advance. A 4 X 8-foot sheet of 5/8-inch plywood costs about \$16.99 these days.
- Storage space can be a problem for plywood and for heavy stacks of aluminum or steel panels. Those metal panels can tear up your hands or cause serious injury if a stack of them drops on your foot.

wptv.com

Φ

6

CHECKLIST

Keep vital documents close at hand. If you have to evacuate, you'll want to take necessary and hard-to-replace documents.

Here's a list of what should be in a waterproof, lockable container you can easily grab.

- Checkbook, savings account passbook
- Safe deposit box key
- Birth, death and marriage certificates, divorce decree
- Will and power of attorney
- Social Security card and records
- Military records
- Medical records (living will, health care surrogacy, etc.)
- Insurance policies
- Health insurance cards
- Retirement account records
- Recent pay stubs, in case you have to document employment to collect benefits
- Tax returns
- Car titles and registrations
- Mortgage deeds or rental agreements
- Warranties and receipts
- Credit cards
- Passports, green cards
- Food stamps, WIC or other benefit cards and paperwork
- List of important phone numbers (relatives, bank and insurance company)
- Device on which you back up computer files just before you shut down the computer and evacuate
- Home inventory (on paper, device or video; you should keep another copy in a safe place)
- A few family photographs or other memorabilia

PROTECTING YOUR PROPERTY



Before hurricane warnings, find out what storm damages your home insurance covers and whether you need to add more protection. If a hurricane destroyed your home, would your insurance cover the cost to rebuild?

- Don't wait until a storm is threatening offshore to find out.
- If you're like most people, you probably don't
 have more than a vague idea about what your
 policy covers and what it doesn't. The danger is
 that you may think you're adequately protected
 when you are not. By some estimates, close to
 two-thirds of U.S. homes are underinsured.
- How does it happen? Sometimes people
 make home improvements without telling their
 insurance agents. Or, policy limits simply haven't
 kept up with rapidly escalating building costs.
 Sometimes policies have special exclusions or
 restrictions that homeowners don't realize are
 there.
- Florida law now mandates that insurance companies include an easy to understand coverage checklist with every homeowner's insurance policy. Among other things, the list will show costs, coverage limits and exclusions. It will also detail how much the policyholder would receive [and for how long] if the home were destroyed.
- Your overall insurance limit is the first thing to check since that could come into play with a destructive storm. Ideally, you want a limit high enough to cover the cost of rebuilding your house on the same site, not including the value of the land. If you have a mortgage on your home, your lender may require you to carry enough insurance to replace your home, but cannot require more than that even if your mortgage is for a higher amount.
- If your limit looks too low, ask your insurance agent to evaluate your situation. The market value of your home might be twice the limit, but that doesn't necessarily mean the limit is wrong. Property values are changing rapidly and it can be very difficult to separate the replacement cost of the building from the cost of the land.

- If you disagree with the agent's estimation
 of replacement value, you can get a second
 opinion. There are valuation sites such as www.
 accucoverage.com or www.bluebook.net/products/
 insure-to-value, where (for a nominal fee) you can
 obtain an online report. If you have an expensive
 home, with many custom features, it may be
 worthwhile to pay for a professional appraisal.
- You'll also want to review your policy's limitations and exclusions. Peripheral structures such as pool sheds, detached garages, pool screens, and fences may not be covered at all.
- Your policy also may limit or exclude coverage for items such as boats, cars, aircraft, cash, guns, silverware, jewelry, furs, antiques, electronics, business equipment and records. If you want adequate coverage for those items, you'll probably need to buy extra coverage or a separate policy.
- The biggest exclusion in homeowner policies is flood damage, which has been a huge issue for homeowners in Louisiana and Mississippi whose homes were damaged or destroyed by Hurricane Katrina. Even if wind drives the waves, homeowner policies won't cover flood damage.
- If you live in a flood hazard zone, your mortgage lender will require flood insurance. If you own your home free and clear, or you live outside the hazard zone, flood coverage is optional, but flooding is still a real risk. Many homes flooded during Katrina were not in hazard zones.
- Something called "law and ordinance" coverage is optional for everyone, but without it, your policy won't pay the extra cost of rebuilding to meet current building codes.
- A safer way to save money is to increase your deductible, particularly for non-hurricane coverage. If you're still at \$500, raising it to \$1,000 is a good idea. If you've got an expensive house, you might want to opt for \$2,000 or higher. The hurricane deductible - most likely 2 percent of the insured value - can also can be increased if you could afford to pay more out of pocket for storm damage.
- The best way to prepare for higher deductibles is to maintain an emergency reserve in a bank or credit union account or a money-market fund. Savings bonds less than a year old can also function as an emergency fund since they can be cashed at any time.

0

 $\boldsymbol{\mathsf{C}}$

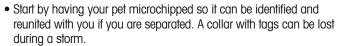
Φ

0

PREPARATION FOR YOUR PET

They depend upon our care, and planning for their safety before the storm strikes and after it has passed is a pet owner's responsibility. Think now about where your pet will spend the storm: At home with you? At the home of a friend? At your veterinarian's office or a kennel? In a pet-friendly shelter?

Here are things you can do now to start getting your pet ready for hurricane season and some tips to remember for storm day and beyond.



- Get your pet acclimated to a locking crate or carrier. If your pet connects the carrier only with an unwelcome trip to the vet, put the carrier out now and put some treats in it so your pet becomes familiar with it and is less resistant to entering the carrier on hurricane day.
- On storm day, keep your pet in the carrier with a towel draped over it to create a secure, den-like place. It will provide a comforting atmosphere for pets, who often sense that something is wrong before humans do.
- A frightened pet may bolt for its secret hiding place. If you decide abruptly that you need to evacuate, you may not have time to search the house for your pet.
- Keep a small pet in the carrier when you get into the car. Wind, rain, or flying debris may cause you to drop a pet you're carrying, and it may run away.
- Don't leave your pet behind alone; imagine what it must go through.
- One of the lessons of Katrina is that an evacuation may last far longer than you expect when you leave. You may think you'll be gone only overnight. You could be gone for days or weeks.
- Katrina underscored the need for shelters that accept pets, however, such shelters are hard to find.
- Most public shelters will not accept pets. A few offer a pet-friendly shelter. Call the shelter in your area, and plan ahead of time.
- Some hotels relax their no-pet rules during disasters.



ROXANNE Stein **JOHN** Favole

- Visit www.petswelcome.com or www.floridapets.net for lists of pet-friendly lodgings.
- Your vet or kennel may offer accommodations during hurricanes.
 Now is the time to find out what's available.
- Before the storm, take a picture of your pet alone and one of you with your pet. If your pet should be lost, the photo will be useful in making fliers and describing your pet to animal shelter workers. The picture of you with your pet will help reassure workers that the pet you say is yours really belongs to you.
- Be attentive to your pet even after the storm blows through. Streets
 and yards may be full of debris. Nails, broken glass, splinters and
 other objects can injure a pet. Fences that kept a pet in place may
 be blown down. Don't let your pet walk through puddles or play in
 creeks or gutters. The water may be energized by downed power
 lines or contaminated with oil, gas or sewage. The current may be
 swift enough to knock down and drown an animal.
- It's easy for animals to become disoriented, and there will be lots of unusual smells and things to explore that may be hazardous. Wild animals displaced by the storm may wander into residential areas: anything from raccoons and snakes to fire ants. Keep your pet away from them.





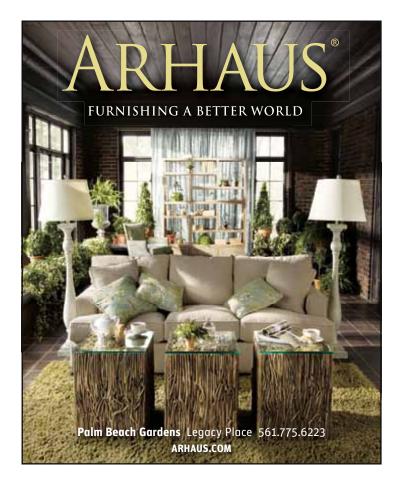




Call for a free consultation and start enjoying your backyard today!!!
FORT LAUDERDALE 954.489.1131 • WEST PALM BEACH 561.736.1696 • ST. LUCIE 772.336.3606









RED CROSS - SENIORS / SPECIAL NEEDS

GENERAL CHECKLIST

- Assemble a disaster supply kit.
- Arrange for someone to check on you.
- Plan and practice the best escape routes from your home.
- Plan for transportation if you need to evacuate to a Red Cross shelter.
- Find the safe place in your home for each type of emergency.
- Have a plan to signal the need for help.
- Post emergency phone numbers near the phone.
- If you have home health care service, plan ahead with your agency for emergency procedures.
- Teach those who may need to assist you in an emergency how to operate necessary equipment.
- Have emergency supplies packed and ready in one place before disaster strikes.

YOU SHOULD ASSEMBLE ENOUGH SUPPLIES TO LAST AT LEAST THREE DAYS

- Assemble the supplies you would need in an evacuation, both medical and general supplies.
- Store them in an easy-to-carry container such as a backpack or duffel bag.
- Be sure your bag has an ID tag.
- Label any equipment, such as wheelchairs, canes or walkers that you would need.

FOR YOUR MEDICAL NEEDS

- First aid kit
- Prescription medicines: list of medications including dosage, list of any allergies
- Extra eyeglasses and hearing aid batteries
- Extra wheelchair batteries and oxygen
- List of the style and serial numbers of medical devices such as pacemakers
- Medical insurance and medicare cards
- List of doctors, and emergency contacts
- Other needed items

GENERAL EMERGENCY SUPPLIES

- Battery-powered radio and flashlight with extra batteries for each
- Change of clothing, rain gear and sturdy shoes
- Blanket or sleeping bag
- Extra set of keys
- Cash, credit cards and change for pay phones.
- Personal hygiene supplies
- Phone numbers for local and non-local relatives or friends (in case you are injured)
- Insurance agent's name and number

FOOD AND WATER EMERGENCY SUPPLIES

- Recommended water supply is one gallon per day per person. Remember, plan for at least 3 days. Store water in sealed, unbreakable containers that you are able to handle. Identify the storage date and replace every 6 months.
- Non-perishable food supplies including any special foods you require. Choose foods that are easy to store and carry, nutritious and ready to eat. Be sure to rotate them regularly.
- Include a manual can-opener you are able to use.
- Remember, non-perishable food for all pets.



GOING TO A SHELTER MAY BE NECESSARY Red Cross shelter may be opened if:

- A disaster affects a large number of people.
- The emergency is expected to last several days.

Be prepared to go to a shelter if:

- Your area is without electrical power
- There is a chemical emergency affecting your area
- Flood water is rising
- Your home has been severely damaged
- Police or other local officials tell you to evacuate

Services provided at a Red Cross shelter:

• Food • Temporary Shelter • Basic First Aid

To learn about Red Cross shelters serving your area:

- Listen to your battery-powered radio
- Check your local Red Cross Chapter (emergency services provided are free of charge)

IF YOU NEED TO EVACUATE

- Coordinate with your home care provider for evacuation procedures.
- Try to carpool, if possible.
- If you must have assistance for special transportation, call your local officials or 211.
- Wear appropriate clothing and sturdy shoes.
- Take your Disaster Supplies Kit.
- Lock all windows and doors in your home.
- Use the travel routes specified or special assistance provided by the local officials. Don't take any short cuts, since they may be unsafe.
- Notify shelter authorities of any need you may have. They will do their best to accommodate you and make you comfortable.

IF YOU ARE SURE YOU HAVE ENOUGH TIME...

- Shut off water, gas and electricity if instructed to do so and if you know how. Gas must be turned back on by a professional.
- Let others know when you leave and where you are aging.
- Make arrangements for pets; animals other than working animals may not be allowed in public shelters.

Contact your Office of Emergency Managers (OEM) to register for a special needs shelter.

CHECKLIST SPECIAL NEEDS

If you're not able to function without assistance, you need to make some plans where that kind of support is available.

For a person with Alzheimer's disease or dementia, a disruption of routine or an evacuation to a shelter can be extremely stressful. The newsletter of the Alzheimer's Family Organization offers these tips:

- Make sure someone outside the storm area has the patient's identification, medical and contact information.
- Make sure the patient has identification. The AFO offers Wanderer's Identification bracelets and necklaces in case the patient becomes lost or separated from a caregiver. Contact the AFO toll-free 1-888-496-8004 for information.
- If you choose not to evacuate, prepare a hurricane kit with at least a two-week supply of medication, a list of dosages and instructions, first aid supplies and important phone numbers.
- If a caregiver decides to remain at home, it is important that the person with Alzheimer's or dementia has enough activities, especially if the power goes out. Plan to do things that will keep the patient calm.
- The constant surge of television and radio reports are vital during emergencies. But the steady replays of storm images can be upsetting to someone who doesn't understand that the same images are being repeated.
- People with dementia and Alzheimer's pick up on the vibes around them. If caregivers and others are calm and collected, they will be too.

ON THE WEB

- Go to www.agingcarefl.org and click on Aging Topics, then go to Disaster Preparedness For Those With Special Needs for information on what to do before and after the storm.
- Go to elderaffairs.state.fl.us and click on Disaster Preparedness on the right side. The Florida Department of Elder Affairs' Disaster Preparedness Guide for Elders contains information about various types of disasters.

wptv.com

Φ

SUNNY FLORIDA IS SKIN CANCER COUNTRY

It's time to get checked.



Call Water's Edge Dermatology if:

- You've ever spent time out in the sun for work or play
- You have a spot on your skin that has changed shape or color
- You have a spot that bleeds and never seems to heal



BE SAFE. CALL TODAY. 877-900-3223 wederm.com

Belle Glade | Clewiston | Delray Beach | Fort Pierce | Lake Worth | Lighthouse Point | Okeechobee | Palm Bay | Palm Beach Gardens | Palms West | Port St. Lucie Sebastian | Sebring | St. Lucie West | Stuart | West Palm Beach



BB&T

Around the corner.

Right where you need us.



THE NICE THING ABOUT BEING THE LOCAL BANK is that we have a vested interest in the community. We're part of it. So we're doing more than simply helping customers manage their finances. We're helping neighbors achieve their dreams. And, like any good local bank, we're conveniently located. So stop by and see us. We're probably just around the corner.

BANKING INSURANCE INVESTMENTS

CONTACT 5 / CONSUMER TIPS

In the days before and after a hurricane, consumers must be more aware of people who want to rip them off. In these times, it's difficult to focus on the various tasks that need to be handled. We have put together some quick tips to help aid consumers in making the right decision when disaster strikes.



In the wake of a natural disaster, essentials such as fuel, food, ice, generators, lanterns, lumber, lodging, etc. – may be in short supply. Charging exorbitant or excessive prices for these and other necessities following a disaster is not only unethical, it's illegal. Under Sections 501.160 and 501.205 Florida Statutes, it is illegal to charge unconscionable prices for goods or services following a declared state of emergency. Individuals or businesses found guilty of price gouging could face fines up to \$1,000 per violation, or up to a maximum of \$25,000 per day. Report price gouging by calling the Florida Department of Agriculture and Consumer Services at 800 HELP-FLA (435-7352), or 866 966-7226, or request a Price Gouging Complaint Form be sent to you via mail.

HOME REPAIR

- Know your contractor. A frequent problem after a disaster is a "fly-by-night" contractor who takes deposits before starting work or final payments before finishing. Ask for a list of recent customers and call them for references.
- Get at least three estimates. Be certain the estimates are itemized and are for the same work.
 Variations in the proposals should be noted.
- Beware of repair businesses or individuals who solicit door-to-door, arrive in unmarked vehicles, have a post office box or temporary address, claim they are from another county or state and are in the area solely to help disaster victims or offer to work for you only if you secure the necessary permits.
- If the repairs/alterations cost more than \$2,500, file a Notice of Commencement with your local permitting office, and a notarized Release of Lien will ensure your home is not sold for monies not recouped by others that might not have been paid by the contractor. To obtain information about Florida's Construction Lien Law, call the Florida Department of Business and Professional Regulation at 850 487-1395.
- Check on the contractor's address, license and complaint history by contacting the Florida Department of Business and Professional Regulation through its website located at www.myfloridalicense.com or via telephone at 850 487-1395, or contact your city or county building department. For further complaint information, call the Florida Department of Agriculture and Consumer Services at 800 HELP-FLA (435-7352).



HAVE A WRITTEN CONTRACT FOR YOUR REPAIRS AND UNDERSTAND IT BEFORE YOU SIGN IT. A CONTRACT SHOULD INCLUDE, THE FOLLOWING:

- It should be specific about the work to be done and the exact type of materials to be used.
- The contract should show a beginning date and final completion date. If a penalty assessment is stated for failing to meet the completion date, the amount of the penalty should be stated and how it is to be assessed.
- The contract should specify the terms of payment.
- Any warranties or guarantees of workmanship and materials should be explicitly stated in the contract. Be sure of the duration and what is covered.
- If the contract is on a "cost plus" or hourly basis, get a written estimate and, if possible, a "ceiling" (maximum amount to be paid).
- The contract should specify that the contractor is to obtain all permits or variances, carries full insurance on all employees and subcontractors, releases you from all liens and provides for a proper clean up.

SOME HOME IMPROVEMENT OR REPAIR CONTRACTS MAY BE CANCELLED WITHOUT PENALTY OR OBLIGATION BY MIDNIGHT OF THE THIRD BUSINESS DAY AFTER SIGNING. THEY ARE:

- Those signed at a place other than the seller's normal place of business, unless you requested the specific product or service.
- All door-to-door agreements, except for emergency home repairs.
- Those paid on an installment basis.

CREDIT AND FINANCES

- If you are unable to pay your bills, contact your creditors and lending institutions and try to work out a payment schedule. Do not wait until they contact you for being delinquent on the payments.
- Contact the National Foundation for Consumer Credit Counseling (NFCC) at 800 388-2227 for help in negotiating with creditors.
- If seeking a loan, shop around. Compare finance charges and interest rates for various lending institutions before signing a contract.
- Avoid doing business with anyone who, for an advanced fee, "guarantees" you a loan.

IMPORTANT NUMBERS/RESOURCES

FEMA (Federal Emergency Management Agency) Registration 800 621-FEMA (3362) TDD: 800 462-7585

State of Florida Emergency Information 24-hour hotline (FEIL) 800 342-3557

Florida Department of Agriculture and Consumer Services Hotline 800 HELP-FLA (435-7352) ¡Español! 800 FL-AYUDA (352-9832)

State Volunteer and Donations Hotline 800 FL-HELP1 (354-3571)

Elder Affairs 800 96-ELDER (963-5337)

Florida Department of Financial Services Insurance Claim Hotline 800 22-STORM (227-8676)

Agency for Workforce Innovation Unemployment Claims Emergency Hotline 800 204-2418

Salvation Army Donation Helpline 800 SAL-ARMY (725-2769)

GIVING TO CHARITY

- Beware of people soliciting contributions on behalf of victims of a natural disaster. Ask the name of the organization they represent. Do not judge an organization solely on a name that sounds impressive. To check on a group's registration or complaint history, call the Florida Department of Agriculture and Consumer Services at 800 HELP-FLA (435-7352).
- Beware of pressure tactics. Reputable organizations won't pressure you to give today; they will gladly accept your gift at a future date.
- Not all organizations soliciting are true charities eligible to receive taxdeductible contributions. Ask if donations are tax deductible. Verify the information with the Internal Revenue Service (IRS).
- Never give cash. Contribute by check payable to the organization, never to an individual's name.

wptv.com

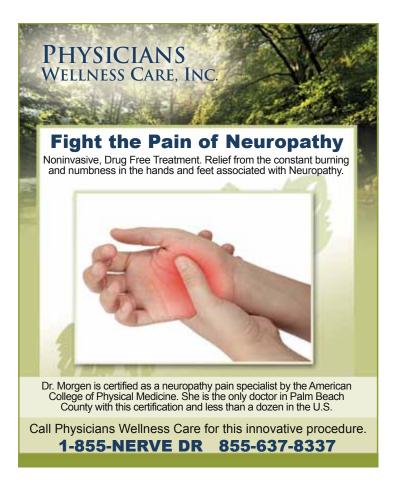
Φ

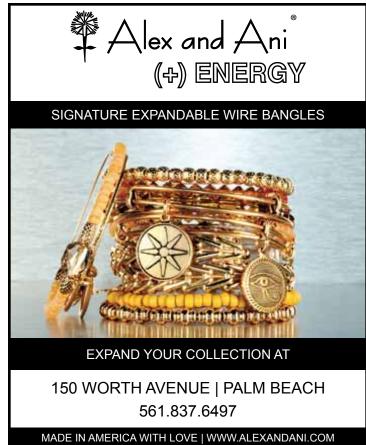
0

Φ

0









0 a Φ 0 S Φ

INFORMACIÓN EN ESPAÑOL



PHOTO COURTESY: MICHAEL SPOONEYBARGER TAMPA TRIBUNE

TEMPORADA DE HURACÁNES 2012

La temporada de huracánes comienza v de acuerdo a los expertos, es muy importante prepararse para una severa tormenta. Busque informacion para prepararse antes de un huracán. Protejase contra los peligros que pasan durante y despues de un huracán.

El tiempo de huracánes comienza el primero de Junio hasta Noviembre. Preparandose antes de Junio con alimentos, rutas de evacuación v planes de emergencia locales es imperativo para la seguridad de la familia. No sabemos donde ocurrirán desastres, pero un plan de accion puede salvar vidas v tambien proteger la propiedad. Esta guiá tiene lo que necesitas saber antes de un huracán.

Tania Rogers, NewsChannel 5 Anchor/Hablando Con La Comunidad

CATEGORIAS

Escala Saffir-Simpson:

La escala Saffir-Simpson, desarrollada a principios de los años 70 por el Ingeniero Herber Saffir y el director del Centro Nacional de Huracánes, Robert Simpson, corresponde a una escala que indica los daños potenciales que puede provocar un huracán, teniendo en cuenta la presión mínima, los vientos y las mareas causadas por el sistema. Los daños asociados a las categorías son los siguientes:

Categoría 1:

Daños mínimos: vientos de 118 a 152 km/h (74 a 95 millas por hora o 64 a 82 nudos). Presión barométrica mínima, igual o superior a 980 milibares (735.0 mm de mercurio).

Categoría 2:

Daños moderados: vientos de 153 a 178 km/h

(96 a 110 millas por hora o 83 a 96 nudos). Presión barométrica de 965 a 979 milibares (724.0 mm a 734.0 mm de mercurio).

Categoría 3:

Daños extensos: vientos de 178 a 208 km/h (111 a 129 millas por hora O 96 a 112 nudos). Presión barométrica mínima de 945 a 964 milibares (709.0 mm a 723.0 mm de mercurio).

Categoría 4:

Daños extremos: vientos de 209 a 251 km/h (130 a 156 millas por hora o 113 a 136 nudos). Presión barométrica mínima de 920 a 944 milibares (690.0 mm a 708.0 mm de mercurio).

Categoría 5:

Daños catastróficos: vientos de más de 252 km/h (157 millas por hora O 137 nudos). Presión barométrica mínima por debajo de 920 milibares (690.0 mm de mercurio). Se produce el colapso total de techos y algunas paredes en residencies pequeñas. La mayoría de las casas móviles son derrumbadas o seriamente dañadas. Se producen mareas de 4.29m a 5.94m por encima de lo normal. Los terrenos llanos de 3.30m o menos sobre el nivel del mar son inundados hasta 6 millas tierra adentro. Hay grandes daños en los pisos bajos de las estructuras cerca de las costas, debido al influjo de las inundaciones y al batir de las olas llevando escombros. Las rutas de escape son interrumpidas por la elevación de las aguas de 3 a 5 horas antes de la llegada del centro del huracán. Posiblemente se requiera la evacuación masiva de todos los residentes dentro de un área de unos 500 metros de la costa y también de terrenos bajos, hasta 3 kilómetros tierra adentro.

COSAS PARA TENER EN CUENTA

En caso de tener que evacuar, usted y su familia deben tener a mano documentos importantes y provisiones que le serán de ayuda durante y después de una tormenta y/o huracán. He aquí una lista de algunos de ellos y recuerde, coloque estos objetos en un contenedor o bolsas selladas a prueba de agua:

- Chequeras de cuentas bancarias y de ahorros.
- Llaves de cajas de depósitos de seguridad, de su hogar y su oficina.
- Documentos legales como poderes o seguros de vida.
- Tarjeta del seguro social.
- Licencia de conducir y pasaporte.
- Papeles importantes de inmigración.
- Expedientes militares.
- Tarjetas de seguros y expedientes médicos.
- Pólizas de seguro de auto y de propiedad.
- Estados de cuenta de su salario, en caso de ayuda financiera.
- Estados de cuenta de la declaración de impuestos.
- Título y registro de su automóbil.
- Registro de bote o lancha.
- Recibo de cuenta de hipoteca o
- Tarjetas de crédito y estados de
- Estampillas de alimentos del Gobierno.
- Lista de números telefónicos importantes (familiares, bancos y seguros).
- Documentos importantes de su computadora, (transferirlos a un disco).
- Fotografías de sus seres queridos.

CUBRIMIENTO LOCAL

Durante esta temporada informace de los ultimos acontecimientos en nuestro idioma:

- NewsChannel 5 WPTV
- "Hablando con la Comunidad"
- Telemundo 51
- Radio Fiesta 1380 am
- La Gigante 1330 am
- Periodico El Hispano
- www.weatherchannel/español

wptv.com

HURRICANE INFORMATION AND GUIDELINES

ONCE A STORM HAS BEEN NAMED

- · Do not cut down trees or do major yard work.
- · Do not begin construction projects that produce debris.
- Once a watch or warning has been issued, do not trim vegetation of any kind.
- Mass cutting places a tremendous burden on the normal collection process and there is not enough equipment or manpower to collect the additional material before the storm makes landfall. You could put not only yourself at risk but your neighbors, as well.
- Do not take materials to the curb, transfer stations or landfill during a watch or warning period. Services may be suspended and facilities closed early to prepare for the storm.

AFTER THE STORM HAS PASSED

Please be patient!

- Keep household garbage, recycling and vegetative and /or construction storm debris in separate piles.
- SWA's number one priority is the collection of household garbage.
- Securely containerize all household garbage in plastic bags or cans to be placed curbside on your scheduled day.

- Don't place any debris near or on a fence, mailbox, powerline equipment, poles, transformers, downed electrical wiring, water meters or storm drains.
- Be prepared to repair possible damage to swale areas from the specialized equipment used to collect storm debris.

Once a major storm has passed, the SWA's response plan includes the following tasks:

Task	Days to Complete
Assess all areas of unincorporated Palm Beach County to determine amount of damage, debris and hardest hit areas	2-3
Set up temporary debris sites	3-4
Deployment of specialized storm debris collection equipment	4-5
Complete collection of storm debris	45-180

IMPORTANT!

There is no reimbursement provided to any individual resident or homeowner association who hires a private contractor to remove and dispose of storm related debris.



For additional information, contact SWA Customer Information Services at 697-2700 or 1-866-792-4636 (toll-free) or go to our website at www.swa.org. Residents of municipalities should contact their municipal offices directly for debris collection schedules. Thank you from your partners at the Solid Waste Authority!

Feeling overwhelmed? Financial problems?

Need information on community resources?

Don't know where to turn?

Dial 2-1-1

for information, referral, crisis intervention, & community education 24 hours a day, 7 days a week.

Before, during or after a hurricane, 211 can:

- · Provide information on recovery & relief efforts
- Provide crisis telephone counseling for people experiencing emotional distress; reassurance for those isolated and alone
- Referrals to emergency assistance programs, including local distribution centers & meal sites







For more information, dial 2-1-1 or visit www.211palmbeach.org or following a storm, visit our hurricane website: http://hurricane211pbtc.org





To learn more about preparing for disasters, lifesaving educational opportunities and ways to volunteer, please call: Palm Beach 561 833-7711 Vero Beach: 772 562-2549 Stuart: 772 287-2002

- Become a highly trained member of a Disaster Action Team and volunteer to work in shelters, provide mobile feeding and bring family services to people affected by disasters.
- Get trained as a CPR / First Aid Instructor and teach others how to save a life.
- Put your speaking skills to work as a member of the Red Cross Speakers Bureau.

Photo: Scripps Treasure Coast Newspapers



United Way of Palm Beach County is seeking volunteers, to help with disaster assistance.

United Way of Palm Beach County

Volunteers will be trained to assist in disaster relief and to man Volunteers Reception Centers (VRCs) that would open immediately following a disaster. To get involved, call the Volunteer Center at United Way of Palm Beach County at 561 375-6675 www.unitedwaypbc.org

GENERATORS / POWER OUTAGES



PHOTO COURTESY: THE STUART NEWS

POWERING UP YOUR GENERATOR

All generators operate differently, but these guidelines should work with most.

- Check fuel level. If you must add fuel, be sure generator is cooled down. Do not overfill.
- Check the oil level and check the filter.
- Check voltage selector to make sure it matches the type of application you are connecting to. (CHOOSE BETWEEN `120-VOLTS AND `120-VOLT/240')
- Move generator outside to well-ventilated area. Place on a firm, level surface.
- Connect a heavy duty, outdoor-rated power cord to generator, or connect appliances directly to generator.
- Turn generator's circuit breaker off.
- Turn the power switch to the on position then pull the cord.
- Let generator warm up before turning the circuit breaker back on.

GASOLINE

Some generators operate on unleaded gasoline. Others use diesel fuel. Five gallons of gas will power a 5,600-watt generator for about eight hours. One gallon of gas will power a 3,000-watt generator for about 3 1/2 hours.

ADDITIONAL SUPPLIES

You will also need multi-gallon, vented containers for storing gasoline (fill before storm comes), engine oil, an outdoor-rated extension cord and a carbon monoxide detector.

CARING FOR YOUR GENERATOR

- Never overfill with gas.
- Do not use stale or contaminated gas.
- Avoid getting dirt or water on the generator.
- Turn fuel valve off when transporting or storing generator. This keeps fuel from diluting engine oil and damaging engine.

- When storing a generator for more than two months, drain fuel and/or add fuel conditioner to top it off, following directions on the label.
- Change oil regularly, according to your model's manual.
- Change filter regularly, according to your model's manual.

SAFETY TIPS

The risks (if you don't do it right): carbon monoxide poisoning, electrocution, fire, and explosion.

- Never use wet hands to operate the generator.
- Never let water come in contact with the generator.
- Never run your generator in a garage because the carbon monoxide exhaust is toxic. Find a well-vented space, but be sure the generator isn't positioned outside an open window or any intake vent. Use a battery-powered carbon monoxide detector.
- Always turn the engine off before refueling and let the generator cool.
- Do not spill fuel. It can ignite.
- Store fuel and generator in a ventilated area and away from natural gas water heaters. Vapors can escape from closed cans and tanks, then travel to the pilot light and ignite.
- Never feed power from a portable generator into a wall outlet. This can kill linemen working to restore power. It also can damage your generator.
- Do not use power cords that are frayed. This can cause a fire. Be sure all prongs are intact and that the cord is outdoor-rated. The cord's wattage or amps must not be smaller than the sum of the connected appliance loads.

CHECKLIST POWER OUTAGES

After the storm has passed, we may experience widespread power outages. For the safety of repair crews, power companies will not begin restoration efforts until wind speeds are under 35 miles per hour. Please be patient. Power suppliers will provide service restoration updates to NewsChannel 5 to keep everyone informed of their progress. Call your power company to report power lines that are sparking or any obviously unsafe electrical equipment. Encourage everyone to stay away from these hazards.

Turn off circuit breakers before the power goes. Leave on one circuit breaker with a lamp on so you will know when the power has resumed.

RESTORING ELECTRICAL SERVICE

Repair crews work to return power to the facilities that serve the largest number of affected customers first. Priorities are not established by where your home is located geographically, your payment history, or how often you call. Crews focus on facilities that provide essential service to your community, such as hospitals, police and fire stations, and television or radio stations. Once major repairs have been made, work begins to restore smaller groups and individual customers.

- Please read the instruction booklet that accompanies the generator that you've purchased. It will contain specific information for your make and model of generator.
- Never operate the generator indoors, neither in the home nor in the garage or carport. During operation, always position the generator outdoors and away from any open windows, doors, intake vents, or air conditioning unit air handlers to prevent exhaust fumes from entering the home.
- Once a storm has passed and you are going to use your generator, find a well vented space outdoors, and secure it with a chain and padlock to an immovable structure such as a tree, fence, railing or pillar. Many generators are stolen due to high demand.

wptv.com

Φ

MARIO PUCCI BOCA

REGENCY COURT
NW CORNER YAMATO & JOG



FIND YOUR GNP STORE

Chemists & Druggists

3599 West Woolbright Rd Boynton Beach, FL 33436 561-733-1100

Chemists & Druggists #4

6083 SE Federal Hwy Stuart, FL 34997 772-678-4000

Heartland Discount Pharmacy 407 South Parrott Avenue

Okeechobee, FL 34974 863-763-7633

Indian River Pharmacy

3721 Tenth Court Vero Beach, FL 32960 772-567-2555

Iras Pharmacy

4900 Linton Blvd # 21 & 22 Delray Beach, FL 33445 561-455-0090

Iras Pharmacy 2

6338 Lantana Road Lake Worth, FL 33463 561-353-1292

Lake One Pro Pharmacy 4849 Lake Worth Rd

Green Acres, FL 33453 561-433-3330

Perkins Pharmacy

4015 20th Street Vero Beach, FL 32960 772-978-6470

Prescription Shop

622 Colorado Ave Stuart, FL 34994 772-287-3443

Robalo Pharmacy

228 US Highway 1 Lake Park, FL 33403 561-844-1191

Tru-Valu Drugs

101 N Federal Highway Lake Worth, FL 33460 561-585-4677

United Discount Pharmacy

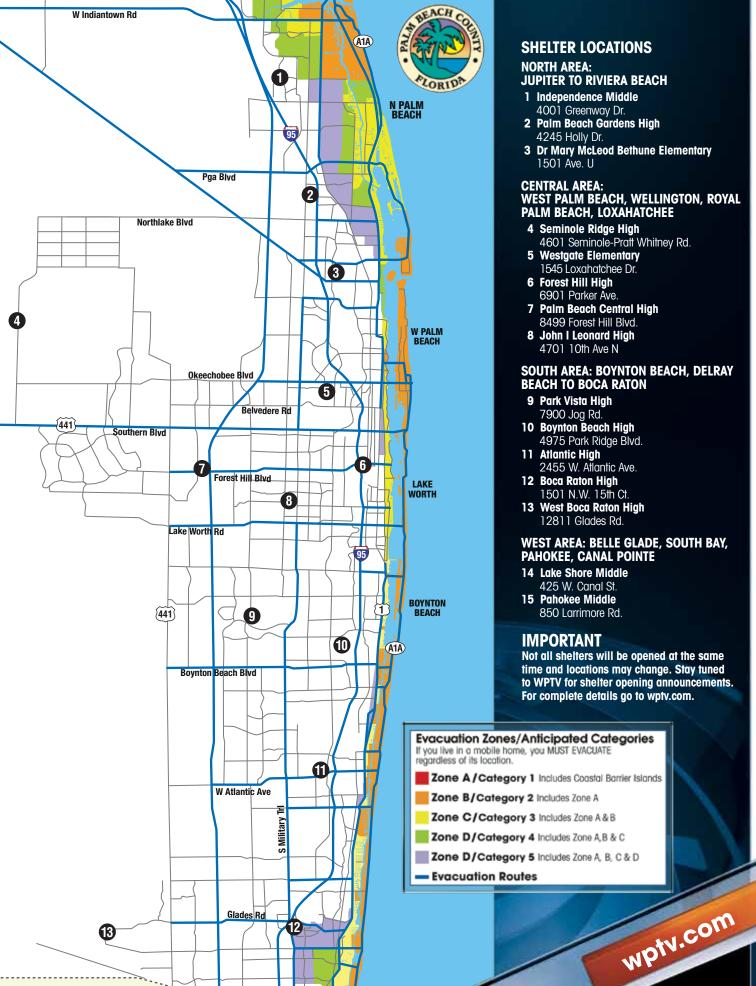
3951 N. Haverhill Rd West Palm Beach, FL 33417 561-616-9000



GoodNeighborPharmacy.com







JUPITER

19

SHELTER LOCATIONS

PALM CITY

- 1 Citrus Grove Elementary 2527 S.W .Citrus Blvd.

 2 Hidden Oaks Middle
- 2801 S.W. Martin Hwy
- 3 Humane Society of the Treasure Coast 4100 Leighton Farm Ave.

JENSEN BEACH

- 4 Jensen Beach High 2875 NW Goldenrod Rd.
- **5 Felix Williams Elementary** 401 N.W. Baker Rd.

STUART/PT. SALERNO

- **6 Port Salerno Elementary** 3260 S.E. Lionel Terrace
- \delta 7 David A. Anderson Middle 7000 Atlantic Ridge Dr.

HOBE SOUND

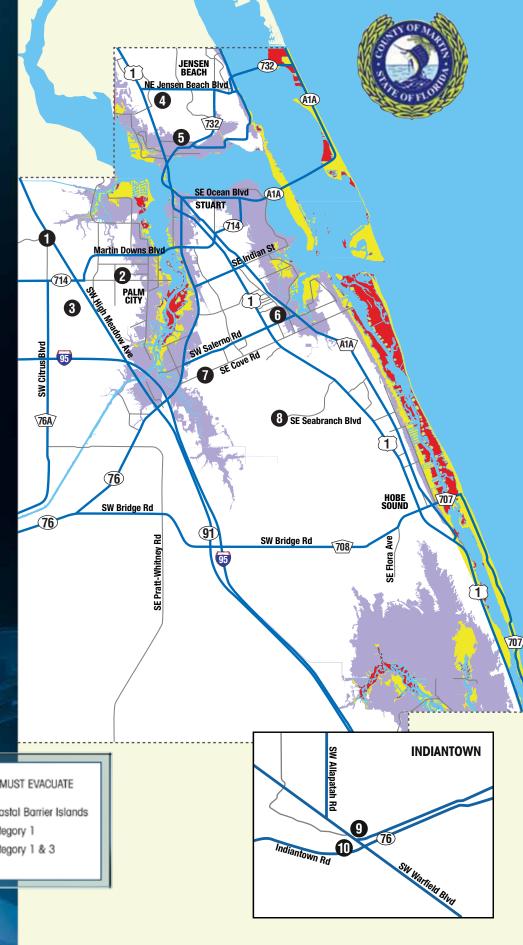
8 Seawind Elementary 3700 S.E. Seabranch Blvd.

INDIANTOWN

- 9 Warfield Elementary 15261 S.W. 150th St.
- 10 Indiantown Middle 16303 S.W. Farms Rd.
- **PRE-REGISTRATION MAY BE REQUIRED**
- PET FRIENDLY SHELTER
- 🗟 SPECIAL NEEDS SHELTER

IMPORTANT

Not all shelters will be opened at the same time and locations may change. Stay tuned to WPTV for shelter opening announcements. For complete details go to wptv.com.





If you live in a mobile home, you MUST EVACUATE regardless of its location.

- Category 1 Includes Coastal Barrier Islands
- Category 3 Includes Category 1
- Category 5 Includes Category 1 & 3

Evacuation Routes







wptv.com

SHELTER LOCATIONS

INDIAN RIVER COUNTY

- 1 Sebastian Elementary 400 Sebastian Blvd.
- **2 Fellsmere Elementary** 50 N. Cypress St.
- **3 Sebastian River Middle** 9400 CR 512
- **4 Sebastian River High** 9001 90th Ave.
- **5 Pelican Island Elementary** 1355 Schumann Dr.
- 6 Gifford Middle 4530 28th Ct.
- **7 VBHS Freshman Learning Center** 1507 19th St.
- 8 Vero Beach High 1707 16th St.
- **9 Glendale Elementary** 4940 8th St.
- 10 Oslo Middle 480 20th Ave. S.W.
- 11 Thompson Lifelong Learning Center 1110 18th Ave. S.W.
- **12 Highlands Elementary** 500 20th St. S.W.
- Lack 13 Treasure Coast Elementary 8955 85th St.
- 14 Liberty Magnet School 6850 81st St.

IMPORTANT

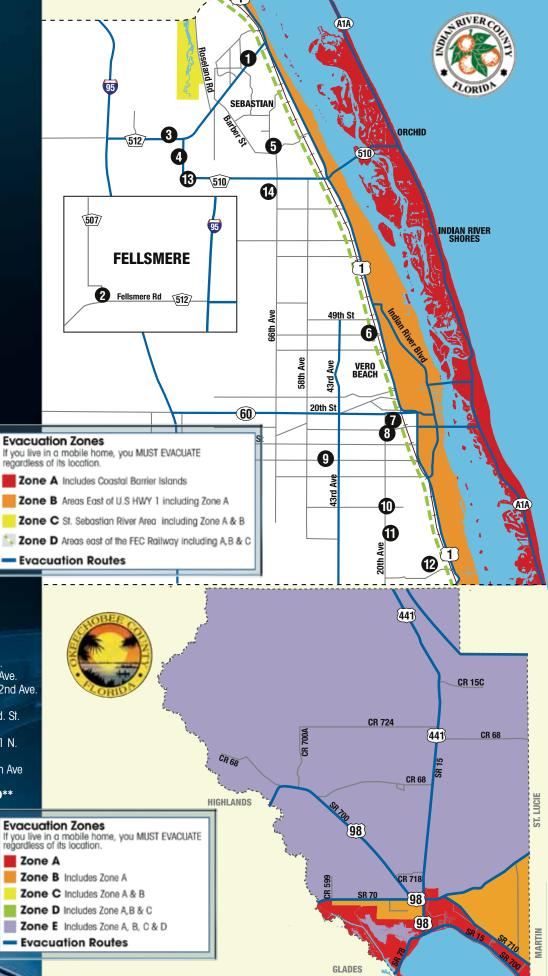
Not all shelters will be opened at the same time and locations may change. Stay tuned to WPTV for shelter opening announcements. For complete details go to wptv.com.

OKEECHOBEE COUNTY

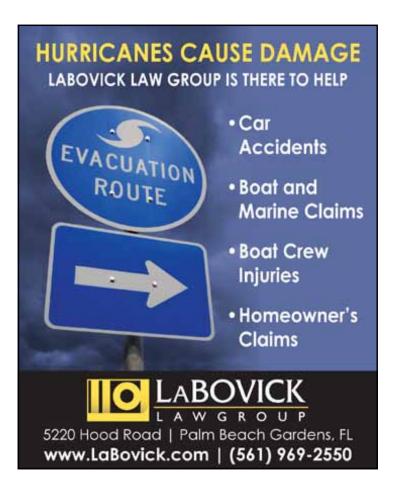
Osceola Middle 825 S.W. 28th St.
South Elementary 2468 S.W. 7th Ave.
Okeechobee High 825 S.W. 28th St.
Yearling Middle 925 N.W. 23rd Ln.
North Elementary 3000 N.W. 10th Terr.
Everglades Elementary 3725 S.E. 8th St.
Seminole Elementary 2690 N.W. 42nd Ave.
Freshman Center Auditorium 610 S.W. 2nd Ave.
New Endeavor High 575 S.W. 29th St.
American Legion Post #64 501 S.E. 2nd. St.
First Baptist Church 401 S.W. 4th. St.
Ft. Drum Community Church 32415 441 N.
Sacred Heart Catholic 901 S.W. 6th St.
Okeechobee Health Dept. 1728 N.W. 9th Ave

PRE-REGISTRATION MAY BE REQUIRED

- PET FRIENDLY SHELTER
- SPECIAL NEEDS SHELTER



22 Wptv.com





Income Received is Tax Free

Retain Title and Ownership of Your Home

• No Debt Left to Heirs or Estate

* Must be 62 and own or are purchasing a home as your primary residence to qualify



David Levitt 6600 Taft Street, Hollywood, FL 954.981.6800 or 1.800.576.1338

Serving South Florida for more than 37 years!









Juno 561-622-2924 • West Lake Worth 561-965-4665 West Boynton in Village Square 561-733-4490 Stuart in Cedar Point Plaza 772-220-8066





Store Locations: South Dade 786-242-6200/ Miami 305-624-5400/ Sawgrass Mills 954-846-0000/ Deerfield Beach 954-698-1000/ West Palm Beach 561-682-3000/ Dadeland 786-401-1700 - or on the web at www.brandsmartusa.com