







- HURRICANE PREPAREDNESS 
- EMERGENCY PLANS 
- ACTIVE SHOOTER PROTOCOL 
- SAFETY INFORMATION 

EMERGENCY PREPAREDNESS PLAN

2025 - 2026

ADDRESS

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INTRODUCTION

The safety of the students, faculty, and staff at HCI College is our highest priority. HCI College monitors weather conditions and has an extensive emergency plan to address weather emergencies and any other crises that may affect the campus. No matter what the emergency, our Emergency Response Team (shall be referenced as the “ERT”) stands ready to work in cooperation with the local government agencies to coordinate emergency procedures should the need arise.

Classes, functions, and events will proceed as scheduled unless you are notified otherwise. Before, during and after any emergency, we will issue notifications of campus status and other pertinent information as needed through a variety of communication mechanisms including the HCI College website, broadcast e-mail messages, text messages, voicemails, and through social media outlets.

Unless electrical power or electronic communication is unavailable following a storm or emergency, the HCI College website will be the official source for information. Status updates will be posted on the website, as well as through social media. In some cases, students may receive recorded updates by calling their HCI College campus. Please note our two campuses may have different operating schedules.

When HCI College is threatened in an emergency situation, the CEO, or designee, will have the Director of the ERT schedule a meeting to address the situation.

WHERE TO FIND EMERGENCY UPDATES

In the event of an emergency situation, always call 911 for emergency assistance. For information on updates regarding HCI College including, but not limited to, campus alerts due to local weather conditions, campus closures/re-openings, and/or other potential campus emergencies, the following methods of communication are available:

EMERGENCY HOTLINE FOR HCI COLLEGE

Call in to receive real-time updates on campus alerts
(561) 631-9191

HCI COLLEGE WEBSITE

Notifications regarding campus alerts can be found in the top banner.
www.HCI.edu

SOCIAL MEDIA

Campus alerts are updated on social media e.g., [Instagram](#), [X \(Twitter\)](#), and/or [Facebook](#).

E-MAIL AND TEXT VIA BLACKBOARD

Always remember to check your email and text messages for any mass communication sent via blackboard

HURRICANE ACTION PLAN

The Hurricane Action Plan for HCI College focuses on provide guidelines when faced with various aspects of a hurricane or other natural disaster. Not all specific scenarios may be addressed. Circumstances falling outside of these parameters should be brought to the attention of the Campus President/Director.

Scope and Goals of the Plan

- Closure Criteria
- Communication Procedure
 - Students
 - Employees
- Physical Asset Protection Procedure
- Data Protection Procedure
- Reopen/Damage Documentation Procedure
- Academic Continuation Procedure
- Payroll Procedure
- Responsibilities of the Emergency Response Team and Campus-Level Emergency Response Team
- Training

EMERGENCY RESPONSE TEAM (ERT)

The ERT is comprised of the senior leadership team and the Campus President/Directors from each campus. The ERT is responsible for overseeing emergency operations to ensure the safety of everyone on campus. This includes, but is not limited to, the following:

- Assessing emergency situations
- Activating emergency plans
- Developing and communicating the Emergency Preparedness Plan (EPP)
- Coordinating with first responders
- Trains and leads the Campus-Level Emergency Response Team in responding to emergencies
- Facilitates clear communication in emergencies by providing status reports, authorizing public information release, and coordinates student safety

CAMPUS-LEVEL EMERGENCY RESPONSE TEAM (CERT)

At each campus, there is a Campus-Level Emergency Response Team, (shall be referenced as the “CERT”), which is comprised of the Dean of Academic Affairs, Director of Admissions, Director of Financial Aid, and Director of Career Services. The CERT is responsible for assisting with campus-specific responsibilities during emergencies. This includes, but is not limited to, the following:

- Annual review of disaster supplies
- Annual review/updates of the Hurricane Action Plan
- Annual staff training of Hurricane Action Plan
- Implementing the Hurricane Action Plan as described below

Distribution of the Plan

This plan will be made available annually to employees and student via the HCI College website, www.hci.edu/student-consumer-information. Students will receive information about the communication protocol.

BASIC NATURAL DISASTER INFORMATION

Hurricane Levels

Hurricanes generate a series of threats to lives and property. The most obvious is the threat posed to buildings, equipment, and people by the high winds which characterize such storms. Another serious threat to life and property comes from the storm surge, which occurs in coastal areas. Storm surges consist of huge domes of water and storm driven waves, which are pushed inland ahead of a hurricane. Tides of three to ten feet above normal are common, but the storm surge may rise twenty feet or more in large hurricanes. Waves come ashore with great force, far beyond the reach of normal surf. In relatively flat areas the storm surge may push many miles inland. Hurricanes often generate heavy rainfall, which can cause severe flooding over wide areas. Hurricanes also may spawn deadly tornadoes. Flooding and tornadoes may affect areas well inland.

The [National Weather Service \(NWS\)](#)¹ rates hurricanes by their intensity, using a scale of one to five. The scale, which is outlined below, categorizes storms according to their sustained winds, the storm surges produced, and expected damage. The NWS may provide a Hurricane Watch or Hurricane Warning if a hurricane is developing in the area. These terms are defined below.

- **Hurricane Watch** – Hurricane conditions are *possible* in the specified area of the watch within 48 hours. During a hurricane watch, residents and businesses in those areas should monitor the situation and be prepared to take immediate action to protect their family and property in case a hurricane warning is issued.
- **Hurricane Warning** – Hurricane conditions are *expected* in the specified area of the warning within 36 hours. Complete all storm preparations and evacuate if directed by local officials.

¹ *Weather Safety for All Hazards*. (n.d.). National Weather Service. <https://www.weather.gov/safety>

Hurricane/Tropical Storm Alerts

Listen closely to instructions from local officials on TV, radio, cell phones or other computers for instructions from local officials. **Evacuate immediately if told to do so.**

STORM SURGE WATCH

An announcement issued when there is a possibility of life-threatening inundation from rising water moving inland from the shoreline somewhere within the specified area, generally within 48 hours.

Action: *Begin preparations and review your plan for evacuation in the event a Storm Surge Warning is issued. Evacuate immediately if so, ordered by local officials*

TROPICAL STORM WATCH

An announcement issued when tropical-storm conditions (sustained winds of 39 to 73 mph) are possible within the specified area within 48 hours.

Action: *Begin preparations and review your plan for evacuation in the event a Tropical Storm Warning is issued. Evacuate immediately if so, ordered by local officials*

HURRICANE WATCH

An announcement issued when hurricane conditions (sustained winds of 74 mph or greater) are possible within the area. The National Hurricane Center (NHC) issues hurricane watches 48 hours before it anticipates tropical storm-force winds as it may not be safe to prepare for a hurricane once winds reach tropical storm force.

Action: *Begin preparations and review your plan for evacuation in the event a Hurricane Warning is issued. Evacuate immediately if so, ordered by local officials.*

STORM SURGE WARNING

An announcement issued when there is a danger of life-threatening inundation from rising water moving inland from the shoreline somewhere within the specified area, generally within 36 hours.

Action: *Check for evacuation orders from your local officials and evacuate immediately if told to do so.*

TROPICAL STORM WARNING

An announcement issued when tropical-storm conditions (sustained winds of 39 to 73 mph) are expected within the area. Warnings are issued 36 hours in advance of the anticipated onset of tropical storms.

Action: *Take immediate shelter in the interior portion of a well-built structure.*

HURRICANE WARNING

An announcement issued when hurricane conditions (sustained winds of 74 mph or greater) are expected within the area. Hurricane warnings are issued 36 hours in advance of the anticipated onset of tropical-storm-force winds to provide time for preparations.

Action: *During a hurricane warning, complete storm preparations and evacuate immediately if so ordered by local officials.*

EXTREME WIND WARNING

An announcement issued when extreme sustained winds of a major hurricane (115 mph or greater), usually associated with the eyewall, are expected to begin within one hour.

Action: *Take immediate shelter in the interior portion of a well-built structure.*

Saffir-Simpson Hurricane Wind Scale

The **Saffir-Simpson Hurricane Wind Scale**² portrays the expected level of damage and flooding with each categorical rating of a hurricane.

The [NWS](#) describes the Saffir-Simpson Hurricane Wind Scale as a 1 to 5 rating based on a hurricane's sustained wind speed. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures.

Category 1 - Winds 74-95 mph.

Very dangerous winds will produce some damage: Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap, and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.

Category 2 - Winds 96-110 mph.

Extremely dangerous winds will cause extensive damage: Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.

Category 3 (major) - Winds 111-129 mph.

Devastating damage will occur: Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.

Category 4 (major) - Winds 130-156 mph.

Catastrophic damage will occur: Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last weeks to possibly months. Most of the area will be uninhabitable for weeks or months.

Category 5 (major) - Winds 157 mph or higher.

Catastrophic damage will occur: A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Most of the area will be uninhabitable for weeks or months.

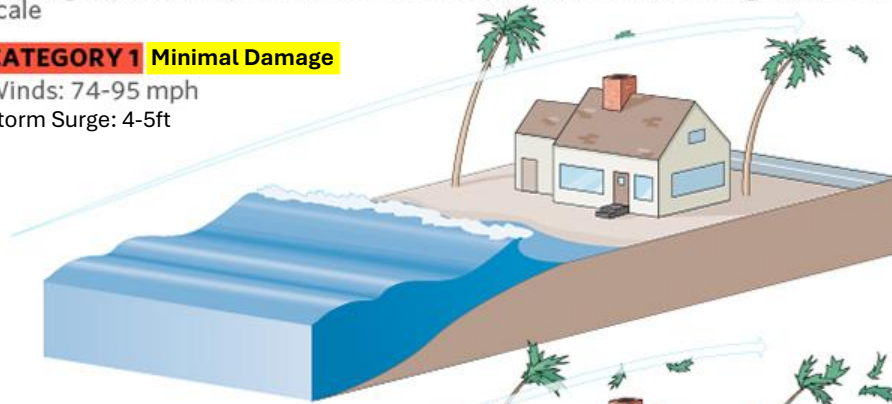
² Saffir-Simpson Hurricane Wind Scale. (n.d.). National Weather Service. <https://www.weather.gov/mfl/saffirsimpson>

Hurricane intensity

The Saffir-Simpson Hurricane Scale is a 1-5 rating based on the hurricane's intensity. The scale gives an estimate of the potential property damage and flooding expected from a hurricane. Wind speed is the determining factor in the scale

CATEGORY 1 Minimal Damage

Winds: 74-95 mph
Storm Surge: 4-5ft



CATEGORY 2 Moderate Damage

Winds: More than 96-110 mph
Storm Surge: 6-8ft



CATEGORY 3 Extensive Damage

Winds: 111-130 mph
Storm Surge: 9-12ft



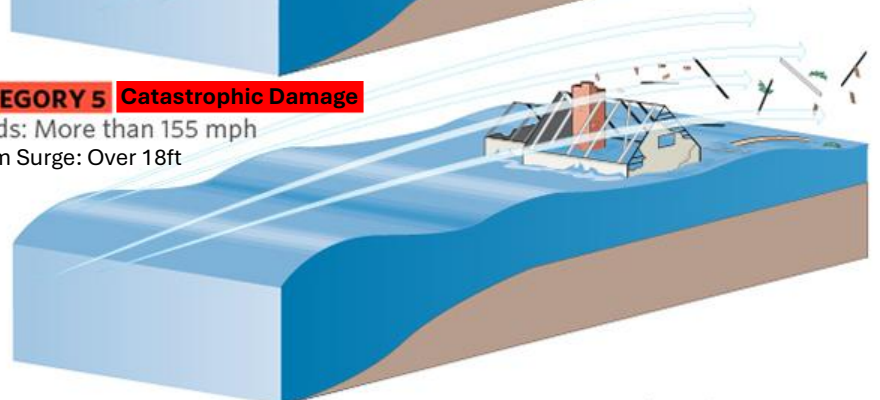
CATEGORY 4 Extreme Damage

Winds: 131-155 mph
Storm Surge: 13-16ft



CATEGORY 5 Catastrophic Damage

Winds: More than 155 mph
Storm Surge: Over 18ft




Sources: NOAA; National Weather Service, CEMA

Tornado

A **tornado watch** is issued when tornadoes and/or severe thunderstorms are likely to strike an area, while a **tornado warning** is issued when the funnel of the tornado has been sighted in the area. At that point, human safety must be the highest priority. Immediate shelter must be sought and there will be no time to secure physical assets.

ENHANCED FUJITA SCALE

The **Enhanced Fujita Scale**, or EF Scale, is used to assign a tornado a 'rating' based on estimated wind speeds and related damage. When tornado-related damage is surveyed, it is compared to a list of Damage Indicators (DIs) and Degrees of Damage (DoD) which help estimate better the range of wind speeds the tornado likely produced. From that, a rating (from EF-0 to EF-5) is assigned.

WEAK	MODERATE	INTENSE	SEVERE	DEVASTATING	CATESTOPHIC
					
65 - 85 MPH	86 - 110 MPH	111 - 135 MPH	136 - 165 MPH	166 - 200 MPH	200+ MPH
MINOR DAMAGE	ROOF DAMAGE	HOMES DAMAGED	BUILDINGS LOST	TRAINS TOPPLED	TOWNS DESTROYED
EF-0	EF-1	EF-2	EF-3	EF-4	EF-5

Flooding (Floodplain/River/Lake)

There are a number of flood watches and warnings issued by forecasters. A **flood watch** is issued when water levels or other conditions indicate that flooding is possible in the given time period. A **flood warning** is issued when a flood is occurring or is imminent. In the latter case, time and location are usually provided, and orders are given to evacuate vulnerable areas. A **flash flood watch** is issued when flash flooding is possible in the given time period. A **flash flood warning** is issued when flash flooding is occurring or is imminent.

Evacuation Shelter Information

A hurricane evacuation shelter is a refuge of last resort, to be used if you cannot stay at home or with a relative, friend, or co-worker or nearby hotel. Not all shelters are opened for every storm. Monitor local media for current shelter openings and locations.

The county and county Schools manage public shelters. Shelters provide simple meals and beverages, and basic first aid only; cots and medical care are not provided.

Special Transportation Assistance Program

If you are disabled, or do not qualify for the [Special Needs Shelter Program](#), live in a [hurricane evacuation zone](#), and only require transportation assistance in reaching a shelter call **Palm Tran Connection** for the Special Transportation Assistance Program by calling 561-649-9848 or 877-870-9849 (toll free).

List of Evacuation Shelters

PALM BEACH COUNTY

1. Independence Middle School: 4001 Greenway Dr, Jupiter 33458
2. Palm Beach Gardens High School: 4245 Holly Dr, Palm Beach Gardens 33410
3. Dr Mary McLeod Bethune Elementary School: 1501 Avenue U, Riviera Beach 33404
4. Seminole Ridge High School: 4601 Seminole Pratt Whitney Rd, Loxahatchee 33470
5. West Gate Elementary School: 1545 Loxahatchee Dr, West Palm Beach 33409
6. Forest Hill High School: 6901 Parker Ave, West Palm Beach 33405
7. Palm Beach Central High School: 8499 Forest Hill Blvd, Wellington 33411
8. John I Leonard High School: 4701 10th Ave N, Greenacres 33463
9. Park Vista High School: 7900 Jog Rd, Lake Worth 33467
10. Boynton Beach High School: 4975 Park Ridge Blvd, Boynton Beach 33426
11. Atlantic Community High School: 2455 W Atlantic Ave, Delray Beach 33445
12. Boca Raton High School: 1501 NW 15th Ct, Boca Raton 33486
13. West Boca Raton High School: 12811 Glades Rd, Boca Raton 33498
14. Lake Shore Middle School: 425 W Canal St N, Belle Glade 33430
15. Pahokee Middle School: 850 Larrimore Rd, Pahokee 33476

BROWARD COUNTY

1. Arthur Ashe/Rock Island: 1701 NW 23rd Avenue, Ft. Lauderdale 33311
2. Coral Glades High School: 2700 Sports Plex Drive, Coral Springs 33065
3. New Renaissance Middle School: 10701 Miramar Blvd, Miramar 33025
4. Monarch High School: 5050 Wiles Road, Coconut Creek 33073
5. Everglades High School - **Pet Friendly**: 17100 SW 48th Court, Miramar 33027
6. West Broward High School: 500 NW 209th Avenue, Pembroke Pines 33029
7. Lyons Creek Middle School - **Pet Friendly**: 4333 Sol Press Blvd, Coconut Creek 33073
8. Pines Middle School: 200 NW Douglas Road, Pembroke Pines 33024
9. Orange Brook Elementary School: 715 S. 46th Avenue, Hollywood 33021
10. Falcon Cove Middle School - **Pet Friendly**: 4251 Bonaventure Blvd, Weston 33332
11. Panther Run Elementary School: 801 NW 172nd Avenue, Pembroke Pines 33029
12. Parkside Elementary School: 10257 NW 29th Street, Coral Springs 33065
13. Park Lakes Elementary School: 3925 N. State Rd 7, Lauderdale 33319
14. Silver Lakes Elementary School: 2300 SW 173rd Avenue, Miramar 33027
15. Park Trails Elementary School: 10700 Trails End Road, Parkland 33076

16. Plantation Elementary School: 651 NW 42nd Avenue, Plantation 33017
17. Liberty Elementary School: 2450 Banks Road, Margate 33063
18. Beachside Montessori Village Elementary School: 2230 Lincoln Street, Hollywood 33020
19. Dolphin Bay Elementary School: 16450 Miramar Parkway, Miramar 33027
20. Tradewinds Elementary School: 5400 Johnson Road, Coconut Creek 33073
21. Gator Run Elementary School: 1101 Glades Parkway, Weston 33327
22. Coconut Palm Elementary School: 13601 Monarch Lakes Blvd, Miramar 33027
23. Coral Cove Elementary School: 5100 SW 148th Avenue, Miramar 33027
24. Everglades Elementary School: 2900 Bonaventure Blvd, Weston 33331
25. Silver Shores Elementary School: 1701 SW 160 Avenue, Miramar 33027
26. Sunset Lakes Elementary School: 18400 SW 25th Street, Miramar 33029
27. Manatee Bay Elementary School: 19200 Manatee Isles Dr., Weston 33332
28. Lakeside Elementary School: 900 NW 136th Avenue, Pembroke Pines 33026
29. Pompano Beach High School: 600 NE 13th Avenue, Pompano Beach 33060
30. Fox Trail Elementary School: 1250 Nob Hill Road, Davie 33324
31. Silver Palms Elementary School: 1209 NW 155th Avenue, Pembroke Pines 33028
32. Watkins Elementary School: 3520 NW 52nd Avenue, Pembroke Park 33023
33. Hallandale Elementary School (Gulfstream Academy): 1000 SW 8th Street, Hallandale 33009
34. Silver Trail Middle School: 18300 Sheridan Street, Pembroke Pines, 33331
35. Challenger Elementary: 5703 NW 94th Avenue, Tamarac, 33321

Pet Friendly Hurricane Shelters

PALM BEACH COUNTY

The Pet Friendly Shelter is located inside the West Boynton Recreational Center at 6000 Northtree Blvd., Lake Worth, FL 33463 and is only available to Palm Beach County residents who reside in a mandatory evacuation zone, in a mobile home, or in sub-standard housing. Proof of residency will be required.

Equines, livestock, small barnyard animals, exotic pets, and reptiles are not accepted at the Pet Friendly Shelter. Aggressive dogs may be refused if it is determined that it is unsafe for staff to care for and handle the pet.

For more information and pre-registration, visit: [PBC Animal Care and Control](#)

BROWARD COUNTY

Service animals are permitted in General Population Shelters so long as the pet meets the requirements under Federal law. Visit [ADA Requirements for Service Animals](#) for additional information. For non-service animals, pet friendly shelters are available to owners living in Broward County. As explained by the Broward County Emergency Management Division, preregistration is required and may be accomplished by contacting the Humane Society at 954-989-3977 or visiting [HumaneBroward.com](#) for details.

Emergency Supplies Checklist

In the event of a hurricane or disaster, it is important to prepare supplies to ensure the safety/readiness of you and your family. It is recommended to carry items in a portable container. Below are some basic supplies/items you may wish to include in your checklist:

BASIC EMERGENCY KIT CHECKLIST

Water

- 1 gallon per person, per day
- Plan for at least 3-7 days
- Remember to include water for your pet(s) as well!*

Non-Perishable Food

- Plan for at least 3-7 days
- Canned foods; high-energy foods [protein bars, dried fruits and vegetables, jerky, etc.]
- Non-electric can opener
- Plates, utensils, napkins
- Pet food if applicable

First Aid Kit

- Adhesive bandages
- Gauze pads
- Adhesive tape
- Moistened towelettes
- Antiseptic
- Thermometer
- Soap
- Pain reliever
- Cotton balls/pads
- Q-Tips

General

- Medication – at least two weeks supply
- Cash – *banks/ATMs may not be accessible after a hurricane or disaster*
- Flashlight – remember to include batteries!
- Portable radio
- Gas - Ensure your motor vehicle tanks are filled with gasoline

Important Documents

[items should be kept in a waterproof container]

- Insurance cards, medical records, etc.
- Service animal identification
- House, car, and office keys
- Emergency contact information: *county emergency management office, doctors, etc.*

Pet

- Food and water
- Bowls for food and water
- Carrier/cage
- Leash
- Collar and tag with contact information
- Medications
- Veterinarian information
- Medical records/microchip information
- Service animal supplies

CAMPUS CLOSURE DUE TO HURRICANE

Hurricane Closure

In the event a hurricane or other severe inclement weather is expected in the area, the ERT will evaluate the circumstances and will determine the best course of action for the particular situation.

Who Determines Closures?

When determining a school closure, the Campus President/Director at each campus will make the preliminary decision with final approval from the CEO, or designee.

Hurricane Closure Protocols

CRITERIA

The Campus President/Director will make their determination partly based on the public school system within their county, as well as neighboring counties where both our students and staff may reside. If the public school system within the county has issued a notice of closure, HCI College may do the same. In the event a warning is issued for the county in which the campus is located, even if the public school system has not released a notice of closure, the Campus President/Director may issue a notice of closure. In the event of warning in a neighboring county, or a watch in the county in which the campus is located, the weather will be watched closely, and the Campus President/Director and ERT will determine the best course of action. The College reserves the right to reverse a closure in the event a hurricane changes course.

MULTI-DAY CLOSURE

In the event of multi-day closure due to damage from severe weather, the Campus President/Director will assess the damage and notify the CEO, or designee, regarding the ability to resume operations. The Campus President/Director will make the preliminary decision with final approval from the CEO, or designee. Please refer to the section 'Re-Open/Damage Procedure' regarding reopening with damage.

COMMUNICATION PROCEDURE

In the event of severe weather or hurricane, timely and accurate communication is vital.

Who Begins Communication?

The Campus President/Director, or designee, at each campus will begin the communication procedure. Each campus will maintain a campus specific phone tree, which will be utilized when contacting staff.

If the campus is open and calls for immediate closure, the Campus President/Director will dismiss anyone on-campus and begin contact procedure for all those scheduled to arrive later that day.

The Campus President/Directors should appoint a minimum of one designee, preferably two, to assist in this task.

WEBSITE

The Campus President/Director, or designee, at each campus will notify the Chief Executive Officer (CEO)/President, the Chief Operating Officer, Chief Academic Officer, and Vice President of Finance of the closure. The Campus President/Director or designee will arrange for the updating of the website with the following verbiage:

“Due to severe local weather conditions, HCI College, (CAMPUS) will be closed on date and is expected to reopen on date.”

VOICEMAIL

Once it is determined the College will close, the Campus President/Director or designee will, if possible, leave the following voicemail (VM) on the HCI College emergency hotline (561) 631-9191:

“Due to severe local weather conditions, HCI College, (CAMPUS) will be closed on date and is expected to reopen on date.”

In general, the expected reopen date should be the following day after the closure.

SOCIAL MEDIA

Each Campus President/Director, or designee, will communicate with the CEO/President regarding the closure. Once all closures are decided, the CEO/President or designee will post to social media.

Statement to be provided to the local media:

“Due to severe local weather conditions, HCI College, (CAMPUS) will be closed on date and is expected to reopen on date.”

In general, the expected reopen date should be the following day after the closure.

STAFF

All staff will be contacted using the phone tree and e-mail and text via Blackboard, including adjuncts.

STUDENT

Students will be informed via the College's website, e-mail and text via Blackboard, and social media. The Campus President/Director, or designee, will arrange for notification via these methods, if applicable.

Statement to be provided to impacted students, if applicable:

Subject Line: School Closure Due to Weather

“Due to severe local weather conditions, HCI College, (CAMPUS) will be closed on date and is expected to reopen on date.”

In general, the expected re-open date should be the following day after the closure.

RE-OPEN NOTIFICATION

This is only necessary in the event of a multi-day closure; otherwise, the assumption is we will reopen the following day. All communication methods discussed above should be utilized.

RE-OPEN WITH DAMAGE

In the event the storm does hit the area resulting in damage, the Campus President/Director, or designee, and assigned ERT members should plan to arrive early for walk through and to assess damage. They will determine if the building is safe to enter. All employees should plan to return to work the day after an event. Employees will be dismissed as necessary.

PHONE TREE

In the event of a school closure the phone tree will be used to notify staff of the closure. The Campus President/Director, or designee, will initiate the phone tree by calling their campus department heads. Department heads will then call their staff. Once the department head has called all employees within their department, they will notify the Campus President/Director, or designee. The campus leadership will be included in the campus phone tree for the campus in which they are housed.

Phone Tree Maintenance - Each campus will maintain their own phone tree. The Campus President/Director, along with two designated associates will review it quarterly for accuracy.

Quarterly maintenance due dates are as follows: January 30th, April 30th, July 30th, and October 30th.

MULTI-DAY CLOSURE

In the event of a multi-day closure, the communication methods above should be utilized, whenever possible. The determination will be made and communicated the night prior if there will be an additional day of closure, based on the public school system in the actual county and area counties.

PHYSICAL PROTECTION PROCEDURE

The Campus President/Director (or their designee) assumes responsibility as the duty coordinator for all personnel on the campus. Under direction of the Campus President/Director, or designee, personnel will begin preparation for the expected storm event in accordance with the prepared plan, if time allows.

When is the Physical Protection Procedure Necessary?

HURRICANE WATCH

Once a hurricane watch has been issued for the affected area, the following will take place:

- Change the College's VM message to include pending changes in schedule.
- Begin distributing plastic bags and plastic sheeting as needed to protect equipment.
 - Note: **TURN OFF** and **UNPLUG** computers prior to wrapping in plastic sheeting.
 - Elevate electronics from floor in the event of flooding.
- Remove food from offices and refrigerators to dumpsters.
- Back-up server files.
- DO NOT UNPLUG REFRIGERATORS.
- Relocate items placed near windows.

HURRICANE WARNING

Once a hurricane warning has been issued for the affected area the following will take place:

- Ensure the College's VM message has been changed.
- Ensure computers/electronics are properly elevated and wrapped.
- Remove food from offices and refrigerators to dumpsters.
- DO NOT UNPLUG REFRIGERATORS
- Relocate items placed near windows.
- Confirm that all windows and doors are locked.

Who Oversees Physical Protection Protocols?

Each Campus President/Director will designate two campus employees to oversee completion of the physical protection protocols.

All employees will be responsible for their own office equipment and removal of anything from their office window.

DATA PROTECTION PROCEDURE

When Do We Follow the Data Protection Procedure?

HURRICANE WATCH

Once a hurricane watch has been issued for the affected area the following will take place:

- Confirm that all data backups were successfully completed.

HURRICANE WARNING

Once a hurricane warning has been issued for the affected area the following will take place:

- Verify that all data backups were successfully completed.
- Turn off all computers, office machines, electrical appliances and lights.
- Unplug the power and network cords from the wall (take a picture first to aid in setting things back up after the storm). If equipment is plugged into a power strip, unplugging the power strip from the wall will suffice.
- If the equipment is located near a window, once unplugged, cover the equipment in plastic and consider moving the equipment away from the windows. Wind coming through a broken window can blow in water and debris so be sure plastic cannot blow off. If the equipment is in a possible flood area, if possible, raise the equipment off the floor.
- Ensure personal critical data is moved to your “OneDrive” storage space in Office 365. Store data backups, if any, in a secure location predetermined by the Group Campus President/Director.

Who Manages the Process?

The Group Campus President/Director and IT department, in conjunction with designated staff members, will be responsible for managing this process.

Damage Assessment Procedures

- Determine the cause of the disruption.
- Determine the potential for additional disruption or damage.
- Determine and identify the affected physical area and status of physical infrastructure.
- Determine the status of all equipment functionality and inventory.
- Determine the items that need to be replaced or repaired.
- Assess the cost of replacement or repair.
- Estimate the time needed to restore services to normal operations.

Data Back Up

The IT department will implement back-up procedures for all potentially impacted campuses. This will include the shared drives where all data is stored. Individual departments may also keep an external hard drive. The assigned employee will be responsible for ensuring all data is backed up on this device and is relocated to the agreed location in the event of a warning.

Data Restoration

- Repair and restore affected hardware components before beginning any software recovery operations.
- Repair and restore affected software applications, databases, web sites, file systems, etc.
- Perform initial testing on all mission-critical operations, applications, and business processes to assess recovery operations.
- Contact appropriate Department Heads to perform secondary user-specific testing on all mission critical operations, applications, and business processes.

RE-OPEN/DAMAGE PROCEDURE

Damage from hurricanes may have a devastating impact. It is important for everyone's safety the buildings are inspected for damage.

Who Determines if the Campus Re-Opens?

Following the lifting of an emergency situation, essential personnel in the ERT will determine which facilities can be used safely for classes and other purposes.

Upon recommendation from the ERT, the Campus President/Director, or designee, will issue necessary directives and instructions concerning the resumption of classes and the use of College buildings and facilities.

All information will be communicated through the discussed communication methods.

Damage Inspection/Report/Collection

Damage will be inspected by the Campus President/Director, or designee, and assigned personnel. In the event of damage, the Campus President/Director, or designee, will notify the CEO and await additional instructions.

ACADEMIC CONTINUATION PROCEDURE

In the event of a natural disaster, the following protocol should be used:

Make-Up Days

Most class absences due to school closures must be made up during the break week that is scheduled at the end of each academic period.

In the event that no break week is available for make-up, HCI College will determine an appropriate alternative plan for make-up that may involve weekends.

Externship/clinical site experiences will be made up in the same manner with the externship extending into the break week until the absent hours are made up, pending site availability and approval.

Online Make-Up

Absences in online courses must be made up in the same timeframe that is allotted to on-campus courses. If a student experiences extenuating circumstances due to power outages or other technical issues resulting from inclement weather, they may request additional time for completing the assignments. These requests should be submitted to the instructor and Director of Online Education for review.

Extended Closure Periods Extending Past Break Week

If a school closure were to span longer than the break week, a course of action will be determined by the Academic team.

PAYROLL PROCEDURE

In the event of inclement weather conditions, such as a hurricane or tornado, the following protocol should be used:

Natural Disaster Pay

FULL-TIME EMPLOYEES

If an HCI College campus is closed to employees and students due to a natural disaster or a public health emergency, full-time employees will be paid for hours normally scheduled on the day(s) of a full-day work cancellation up to two (2) full days. In the event of a closure that exceeds two (2) working days, PTO time (accrued vacation & sick time) may be used. The two (2) working days pay allowance for a campus closed to employees is the maximum allowed in a calendar year regardless of the number of campus closure incidences that occur.

PART-TIME & CONTRACT EMPLOYEES

Part-time employees, adjunct faculty, and contract employees are not eligible for PTO, but may be provided with the opportunity to make up hours lost due to cancellation and may be utilized to work additional hours to accommodate scheduling gaps when possible. HCI College administration will assess the needs of the campus and schedule make-up hours accordingly. If there is no opportunity to make up time and more than one week of the term is lost, contract faculty may be paid on a prorated basis for the time that they worked.

What if the Campus is Open, but the Employee Needs an Extended Absence?

Full-time employees who miss work due to complications from a natural disaster or a public medical emergency may use PTO time (as banked) to be paid for their time off and/or for additional leave. Employees without PTO would not be paid. Employees should refer to the Employee Handbook for information and request procedures pertaining to additional leave for extended absences. Employees may qualify for additional leave under the Family Medical Leave Act (FMLA).

Other

In the event a hurricane closure affects delivery of payroll packages, information will be provided from the main office to the Campus President/Director, or designee, of an alternate delivery date and/or pick up location. Employees are highly encouraged to enroll in direct deposit. Those employees who receive live checks do so with the understanding that payroll delays are likely in a hurricane event.

CAMPUS-LEVEL EMERGENCY RESPONSE TEAM (CERT)

Responsibilities

Each Campus President/Director will assign the following positions to campus staff members. Every position should have a minimum of one (1) back-up in place. Each member of the CERT should have a full understanding of their responsibilities, the necessary training and the contact information needed to be successful in their role.

EMERGENCY TEAM LEADER

Activates the hurricane plan; coordinates all recovery activities; consults with and supervises all members of the CERT; establishes and coordinates an internal communications network; and reports to the Campus management team, as appropriate.

Important: This person must have authorization to act from the senior leadership team, if necessary. (e.g., Campus President/Director)

ADMINISTRATOR/SUPPLIES COORDINATOR

Maintains in-house disaster response supplies; orders/coordinates supplies, equipment, and services with other team members.

PHYSICAL CLOSURE COORDINATOR

Activates the physical closure protocols and works with the Campus President/Director. This individual will also be called up to assist with the reopening procedure, should typically be the Dean of Academic Affairs, and ideally lives close to the campus in the event of hurricane damage.

DATA CLOSURE COORDINATOR

This individual(s) activates the data closure protocol, should typically be the IT department. This individual(s) should understand where and how to back up and secure the server and where any backup drives should be stored. This individual should also be able to assist with the reopening procedure.

COMMUNICATIONS COORDINATOR

Activates the communications protocol and works with the Campus President/Director to ensure all appropriate parties are notified in the event of a closure etc. Among other things, this individual should know how to change the campus VM, how to notify the correct individuals for their territory regarding school closure and implement the phone tree. This individual is also responsible for assisting with quarterly phone tree maintenance.

STAFF TRAINING

Staff training is crucial to successful emergency and disaster planning. It should begin with the members of the emergency planning and response teams and expand to include all staff. In particular, it is important to train staff in the mechanics of the plan to ensure that they will be familiar with it and be able to use it effectively if an emergency occurs.

Emergency Response Team

Annually Campus President/Director, Campus leadership and experienced ERT members will review the Emergency Preparedness Plan/Hurricane Action Plan and revise as necessary. During this review, all Campus President/Director will receive a refresher on all protocols and certify understanding. Revisions and refresher must be completed annually by May 31st.

During the first week of June annually, each member of the ERT (and designated backups) will review their protocols with the Campus President/Director. The ERT should understand each step of their protocol and know the contacts for their department.

General Staff Training

The importance of training all staff in emergency procedures and in the implementation of the Hurricane Action Plan cannot be overstated. Staff should understand their role in the action plan in the event of a hurricane and the effects of a hurricane. Staff should be able to implement their assigned hurricane measures and assist where needed [quickly and efficiently].

KEY TRAINING ITEMS

The key training items are as follows:

- What is classified as a hurricane by the National Weather Service
- School Closures and Communication:
 - How/when employees are notified.
 - How/when students are notified.
- Physical Protocols:
 - What are your responsibilities as an employee for physical protocols?
 - Share FEMA suggestions for physical measures that can be taken at personal residences.

ACTIVE SHOOTER PREPAREDNESS

How To Respond

U.S. government agencies, including the U.S. Department of Education and U.S. Department of Homeland Security/Federal Emergency Management Agency, define an “**active shooter**” as an individual actively engaged in killing or attempting to kill people in a confined and populated area.

In an active shooter situation, the [U.S. Department of Homeland Security recommends the following](#):

- Be aware of your surroundings and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate them.
- Call 911 when it is safe to do so.

How To Respond When an Active Shooter Is in Your Vicinity

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.



“Run,” “Hide,” and “Fight” are the actions that both the Federal Bureau of Investigation and U.S. Department of Homeland Security recommend in an active shooter situation. Each action is explained in further detail on the following page.

RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible when engaging with law enforcement.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.
- Prevent an active shooter from entering (i.e., you should be able to lock the door).
- Blockade the door with heavy furniture.

If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and/or pager.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.
- If evacuation and hiding out are not possible, remain calm.
- Dial 911, if possible, to alert police to the active shooter's location.
 - If you cannot speak, leave the line open and allow the dispatcher to listen.

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against them.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

If there is more than one Active Shooter and/or if the Active Shooter has other weapons in addition to a gun, the Run, Hide, and Fight method still applies. Apply the most appropriate method for the situation. More information about Active Shooter Preparedness may be found at: www.cisa.gov/topics/physical-security/active-shooter-preparedness

How To Respond When Law Enforcement Arrives

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4).
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands and may push individuals to the ground for their safety.

How To React When Law Enforcement Arrives

Remain calm and follow the officers' instructions.

- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises.

Information to provide to law enforcement or 911 operator:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of shooter/s.
- Number and type of weapons held by the shooter/s.
- Number of potential victims at the location.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.

DO NOT LEAVE UNTIL LAW ENFORCEMENT AUTHORITIES HAVE INSTRUCTED YOU TO DO SO.

ACTIVE SHOOTER RESPONSE TRAINING

The most effective way to prepare to respond to an active shooter situation is to conduct mock active shooter training exercises. HCI College recognizes the importance of training for an active shooter situation. Training should be provided with the members of the ERT and CERT and expand to include all staff and students.

Training Exercises

Training exercises include, but are not limited to:

- Recognizing the sound of gunshots.
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
 - Evacuating the area.
 - Hiding out.
 - Acting against the shooter as a last resort.
- Calling 911.
- Reacting when law enforcement arrives.
- Adopting the survival mind set during times of crisis.

Additional Ways to Prepare for and Prevent an Active Shooter Situation:

PREPAREDNESS

- Ensure facilities have at least two evacuation routes.
- Post evacuation routes in conspicuous locations throughout the facility.
- Include local law enforcement and first responders during training exercises.
- Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location.

PREVENTION

- Foster a respectful workplace.
- Be aware of indications of workplace violence and take remedial actions accordingly.

Reactions of Managers During an Active Shooter Situation

Employees, customers, and clients are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their emergency action plan, and be prepared to:

- Take immediate action.
- Remain calm.
- Lock and barricade doors.
- Evacuate staff and customers via a preplanned evacuation route to a safe area.

Recognizing Potential Workplace Violence

An active shooter in your workplace may be a current or former employee, an acquaintance of a current or former employee, a current or former student or an acquaintance of a current or former student.

Intuitive managers and employees may notice characteristics of potentially violent behavior in an employee or student. Alert your direct supervisor and/or a member of the ERT if you believe an employee or student exhibits potentially violent behavior.

Indicators of Potential Violence by An Individual

Individuals typically display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated.

POTENTIALLY VIOLENT BEHAVIORS

Potentially violent behaviors by an employee may include one or more of the following:

Note: This list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies.

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression/withdrawal.
- Resistance and overreaction to changes in policy and procedures.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.
- Explosive outbursts of anger or rage without provocation.
- Suicidal; comments about “putting things in order”.
- Behavior which is suspect of paranoia, (“everybody is against me”).
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons, and violent crimes.

Following an Active Shooter Situation

After the active shooter has been incapacitated and is no longer a threat, the Campus President/Director and/or ERT should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured.
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties.
- Assessing the psychological state of individuals at the scene and referring them to health care specialists accordingly.
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter.

For more information on active shooter preparedness, please visit: www.dhs.gov.

OTHER EMERGENCIES

Fire and Bomb Threat

Call 911

- Pull the fire alarm as necessary to notify others of an emergency.
- DO NOT assume that it is a false alarm or drill.
- LEAVE AREA immediately - follow the posted emergency exit pathway map.
- Close doors as you exit your work area.
- Assist others down the stairs.
- Account for all persons present; determine persons not present.
- Report any persons not accounted for to management and/or law enforcement personnel.
- Wait outside of the building until the first responders arrive.

What To Do in The Event of a Bomb Threat

Call 911

- Follow all directives issued by Emergency Responders.
- Evacuate, if appropriate.

IF THE BOMB THREAT IS RECEIVED VIA TELEPHONE:

- Keep the caller on the line and obtain as much information as possible.
- Remain calm.
- If you see a suspicious object or package, DO NOT touch, or move the object or package.
- Evacuate the area.

IF THE BOMB THREAT IS RECEIVED VIA WRITTEN THREAT:

- Touch the written threat as little as possible.
- Note when you received the threat.
- Notify campus officials.
- Call 911

Hazardous Material (Hazmat) Incident

Chemical accidents may originate inside or outside the building. Examples include toxic leaks or spills caused by tank, truck, or railroad accident; water treatment/waste treatment plants; and industry or laboratory spills.

What To Do in The Event of a Hazmat Incident

Call 911

IF THERE IS A SPILL OF HAZARDOUS MATERIALS WITHIN THE VICINITY:

- Notify those in the area of the spill.
- Evacuate the area as necessary.
- Pull the fire alarm as necessary to notify others of an emergency.
- Wait outside of the building until the first responders arrive.
- Provide information to emergency responders [injuries, location of spill, amount, material, cause of spill].

IF VAPOR CLOUD THREATENS BUILDING OR CAMPUS:

- Shelter in place.
- Shut down air handling system/HVAC.
- Restrict access to the affected area to all but authorized personnel.
- Maintain perimeter security until help arrives.
- Coordinate accountability until help arrives.

Medical Emergency

Call 911

Always call 911 for emergency assistance. Provide the following information:

- Nature of medical emergency.
- Location of the emergency (address, building, room number).
- Your name and phone number from which you are calling.

What To Do in a Medical Emergency

- **DO NOT** move the victim unless absolutely necessary.
- Contact HCI College personnel trained in CPR and first aid (e.g., nursing faculty and/or program directors) to provide the required assistance prior to the arrival of professional medical help.
- If trained, provide first aid.
- Send another employee to the doorway of the work area to direct EMS personnel from hallways to the ill/injured person.

If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:

1. Stop bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids)
2. Clear air passages using the Heimlich Maneuver in case of choking.

What To Do If a Person Is Choking

If a person is choking and cannot talk, cry, or laugh forcefully, the American Heart Association recommends a 'five-and-five' approach to delivering first aid. Five back blows; five abdominal thrusts.

Five-and-Five

Give 5 back blows

Give 5 abdominal thrusts



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What To Do If You Are Choking

If you are choking and unable to receive assistance, perform abdominal thrusts (Heimlich maneuver) on yourself.

To perform abdominal thrusts (Heimlich maneuver) on yourself:

(See image below for portrayal)

- Place a fist slightly above your navel.
- Grasp your fist with the other hand and bend over a hard surface.
- Shove your fist inward and upward.



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APPENDIX

Supplies

WHAT IS NEEDED?

Each campus' Emergency Supply Kit should be reviewed annually during the review of the Emergency Preparedness Plan and should contain the following:

- First Aid Kit.
- Flashlight with spare batteries.
- Wind up weather radio.
- Garbage bags or plastic sheeting (enough for all exposed electronics).

Tips For Reporting Emergencies

LOCATION

Provide your location. Note building numbers, names, and landmarks which will help law enforcement respond.

DETAIL

Provide as much detail as possible. When reporting a suspicious situation, incident, or emergency, provide as much detail as possible about an individual or vehicle.

DESCRIPTIONS

Provide descriptions of individuals and/or vehicles.

- When giving descriptions of **individuals** include gender, race, approximate height and weight, physical features, clothing, accessories, and anything else that would help responders to recognize the individual.
- When describing a **vehicle** include make, model, color, license plate, unique features, visible damage, and a description of the driver and passengers if any.

Contact Information

WEST PALM BEACH	TELEPHONE #
Emergency	911
Police Department	561-822-1900
Fire Department	561-804-4700
Public Works	561-838-5440
Palm County Sheriff's Office	561-688-3600
Palm County Emergency Medical Services	561-804-4840
Good Samaritan Hospital	561-655-5511
St Mary's Medical Center	561-844-6300
Palm Beach Children's Hospital	561-844-6300
United Way	561-375-6600
Red Cross-Palm Beach County	561-833-7711
Florida Power and Light (report outage)	561-697-8000
City of West Palm Beach– Utility	561-822-1300
City of West Palm Beach - Solid Waste	561-640-4000
Waste Management	855-292-6719
FEMA	800-621-3362

FORT LAUDERDALE	TELEPHONE #
Emergency	911
Police Department	954-828-5700
Fire Department	954-828-4957
Public Works	954-828-8000
Broward County Sheriff's Office	954-202-3131
Broward County Emergency Medical Services	954-828-4957
Kindred Hospital	954-764-8900
Holy Cross Hospital	954-771-8000
Florida Power and Light (report outage)	800-226-3545
Waste Management	855-292-6719
FEMA	800-621-3362

HURRICANE DAMAGE REPAIR & CLEAN UP SERVICE	TELEPHONE #
Servpro	561-795-5410
Master Services Restoration Inc.	561-478-4664

TELEVISION	TELEPHONE #
WPTV-TV 561-655-5455	561-655-5455
WFLX-FOX 29 561-845-2929	561-845-2929
WTVX	561-681-3434
WPEC CBS	561-844-1212
WTVJ FT LAUDERDALE	954-524-4508
WSFL FT LAUDERDALE	954-524-4508

WEB LINKS	URL
HCI College	www.hci.edu
Shelters	www.floridadisaster.org/shelters
Active Shooter Resources	www.dhs.gov

FLORIDA IMPORTANT TELEPHONE NUMBERS	TELEPHONE #
American Red Cross Disaster Assistance	(866) 438-4636
FEMA	(800) 525-0321
State Emergency Operations Center	(800) FL-HELP1
Florida Dept. Agriculture & Consumer Services	(800) 435-7352
Florida Dept. Financial Services Consumer Help Line	(800) 342-2762
TDD	(800) 640-0886 TDD
Florida Div. Emergency Management	(800) 320-0519
TECO	(800) 223-0800 (local)
TECO	(800) 223-0800 (toll-free)
Progress Energy	(800) 228-8485
Hurricane help line	(800) 227-8676
National Flood Insurance Program	(888) 356-6329
TDD	(800) 427-5593 TDD
Poison Control Hot Line	(800) 222-1222
Storm Team 8 Hurricane Hot Line	(800) 528-0808
Florida Highway Patrol (road problems)	(813) 632-6859
Florida Power and Light (outages)	(800) 4-OUTAGE
Insurance Companies and Adjusters	(800) 22-STORM
Price Gouging	(800) 646-0444

PUBLIC ASSISTANCE

FLORIDA DISASTER

Assistance is available for affected individuals and businesses after a Presidential disaster declaration. The 1st step for individuals or business that require assistance it to call the **Federal Emergency Management Agency's National Tele-registration Center: +1 (800) 621-3362** or **+1 (800) 462-7585 (tty)** Once an application is processed, further assistance will be coordinated through a Disaster Recovery Center, which may be established in each of the declared counties or regionally. Representatives of federal, state, local, and volunteer organizations are made available to help disaster victims who are applying for assistance.

DISASTER ASSISTANCE

The Disaster Assistance Improvement Program's (DAIP) mission is to provide disaster survivors with information, support, services and a mechanism to access and apply for disaster assistance through collaborative, data-sharing efforts between federal, tribal, state, local and private sector partners.

www.disasterassistance.gov