

We hope this handbook answers questions you may have about your role in the event of a hurricane or severe storm. Please talk with your Director, Manager or Supervisor about any unanswered questions.



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HURRICANE PREPAREDNESS HANDBOOK



“Planning without action is futile
... action without planning is fatal”

-Unknown

Sunstar Emergency Hotline: (727) 582-2055

INTRODUCTION

We understand that an impending hurricane brings a great deal of stress with it and so we encourage you to alleviate some of that stress by being prepared. To help you understand how Sunstar responds in the event of a hurricane or severe weather situation, we've created this Hurricane preparedness handbook using information from our SOP and Emergency Management Manual.

Areas addressed in this handbook include employee responsibility, storm communication, safety, sheltering, staffing and more. We summarize current policies, procedures and other relevant information. Please take the time to review it so you fully understand your role and the roles of your fellow employees throughout the organization.

Your department management team will be your



primary resource for planning in the event of any disaster. Your participation is essential to the success of your department's hurricane plan. Every employee will be assigned to work before, during and/or after a hurricane. Employees may be asked to work in different settings or job functions as needs arise. Every attempt will be made to accommodate an employee's personal needs whenever possible.

As we continue with preparations prior to the start of Hurricane Season, it's important to remember that our patients and communities are counting on us – and we're counting on you!



EMPLOYEE DISASTER ASSISTANCE

Sunstar Paramedics is genuinely concerned about your well-being, especially after a hurricane or severe storm. We will make reasonable attempts to provide our employees internal support or recommend external resources depending on the extent of property damage and individual relief needs. We welcome the opportunity to lighten your burden during this time of crisis. The following services will be available to assist our staff:

- Welfare checks on family members by staff or supervisor
- Emotional Support
- Federal Emergency Management Assistance (FEMA)

Contact [Employee Services](#) for additional information.

KEEPING YOUR FAMILY & PETS SAFE

Want to be sure your spouse, kids, parents or pets are in a safe place while you're at work? We have a list of employees who live in non-flood zones who volunteer their homes to co-worker families and/or their pets, for shelter during a hurricane. Do you need this assistance or want to be a host home?



Contact [Charlene Cobb](#) for more info.

OTHER SUNSTAR LOCATIONS

ST. PETE HUB

2155 14th Circle North
St. Petersburg

The Sunstar South Hub is not in a flood zone according to Pinellas County Emergency Management. In the event of high winds (> Category 2 level storm), employees assigned to the South Hub will report to HQ

NORTH HUB

2608 Enterprise Road
Clearwater

The Sunstar North Hub is not in a flood zone according to Pinellas County Emergency Management. In the event of high winds (> Category 2 level storm), employees assigned to the South Hub will report to HQ

CCT STATION

15371 Roosevelt Blvd.
Clearwater

Sunstar's Critical Care Team Station is located in a Level C flood zone according to Pinellas County Emergency Management. In the event of high winds or a storm surge threat (> Category 3), employees assigned to CCT will seek shelter within St. Petersburg General Hospital.



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COMMUNICATION:

Communication is key to emergency preparedness. In the event of an impending storm, the Sunstar Emergency Hotline (727-582-2055) is activated to give employees up-to-date information. The Hotline provides updates for the Sunstar main location in Largo as well as the North & South Hubs and CCT. Also, updates will be provided immediately via Twitter, Facebook and pagers (where applicable). However, these methods are not intended to replace communicating with your department head, so you must also stay in contact with him or her regarding your responsibilities.



It is probable that high winds and debris could damage our communication towers and high call volume could congest the lines. In this instance, you may experience a period of time when all communication with the Comm. Center is lost. **If you are on a unit and can no longer access headquarters, report directly to the nearest HOSPITAL.** The Communications Center will have your last location noted and

will send a supervisor to the hospital closest to this location. Be sure to go to the hospital ER and attempt to use their radios and/or phone systems while waiting for a supervisor to respond.

COMING TO WORK

All Sunstar employees play key roles in meeting the needs of our community in the event of a hurricane. While many of our employees work out in the field, others work in ancillary and support departments. To support the organization, those employees may be required to work in other areas not specific to their regular job functions. Be sure to wear your employee ID badge at all times when reporting for duty. There is a potential for security enforcement and you may need to show it when entering the facility or on some routes you take when driving to or from Sunstar before or after a hurricane or severe storm.

72 hours prior to the storm, all employees will receive a text message, Tweet and/or page with storm awareness information. This will act as a notification that the weather is being monitored and further information will follow.

48 hours prior to the storm, employees will receive a second text, Tweet or page



notifying of a potential mandatory call-in. Weather monitoring will continue and the Pinellas County EOC will be contacted for evacuation status.

24 to 12 hours prior to the storm, a mandatory all-call may be initiated depending on predicted weather conditions.

REMEMBER:

Employees who work within a 3-mile radius of headquarters will be required to report to work and check-in. They can then return to their homes to ride out the storm, but must return to headquarters after the hurricane passes to relieve co-workers. The 3-mile radius is as follows: Bellair Road to 86th Ave. N and Belcher west to the beaches. If you are unable to get to Sunstar post-storm, you must contact a Supervisor immediately.

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“HOW WILL I GET FUEL?”

All of the county fuel pumps will be open before and after the storm. The Communications Center will instruct your unit to refuel while on the road before the storm, before end of shift. This will avoid a line when all trucks are pulled off the road at one time. County pumps have high priority for refueling after the storm passes and a delay in supply should not be noticed. In addition, you may find yourself unable to reach a county pump. In this emergency case, utilize a Go Gas card or any fuel pump for personal reimbursement later.



“WHAT ABOUT A POWER OUTAGE AT HQ?”

Sunstar Headquarters has two generator systems on site: one interior and one exterior. The interior generator is designed to maintain a power supply to the back-up communications center without disruption. Our exterior generator supplies back-up power to the Sunstar offices, materials department, bays and cafeteria. Both generators are designed to supply power to our facility in an emergency situation, for up to 5 days. This time frame is based on an underground fuel supply. Should Sunstar require additional power supply to maintain operations after this period, a priority delivery of fuel is arranged by the county or additional generators will be delivered on site.

POST STORM RECOVERY

“WHAT DO I DO IF I’M RESPONDING TO CALLS AND FIND HOUSE NUMBERS AND SIGNAGE MISSING AFTER THE STORM?”

There are several methods of route assistance that can be utilized in this situation. If cell towers are in service, your truck’s GPS will work and the Communications Center can verify your exact location and provide routing.

Also, you can use the hydrant map on your tablet and count streets based on a familiar intersection. Employees are also encouraged to bring their own personal GPS devices to use while on shift.

“WHAT IF I RUN OUT OF SUPPLIES WHILE RESPONDING TO CALLS AFTER THE STORM?”

Extra supplies will be provided to the north and south hubs for use by any crew who needs these items. In addition, extra medical supplies will be uploaded to each of our hotel stations for immediate use by that crew should they be unable to return to Sunstar Headquarters during the rescue and recovery period. In the event of a severe crisis where medical supplies get to low levels, Sunstar will work with the county fire departments and area hospitals. This would be in anticipation of mutual aid arriving to the county from state and federal agencies to temporarily resupply our warehouse and ambulances.



STAFFING REQUIREMENTS

Unless you are mandatory FD or part-time RN, **all** Sunstar employees are expected to work before and after a hurricane makes landfall, regardless of its impact within Pinellas County. Your schedule will be adjusted accordingly and temporary assignments will be given to accommodate the increased demands during that time.

The length of time you will be working can depend on the severity and duration of the hurricane. Employees should expect to work in 12-hour shifts anywhere between 24 hours and 7 days from the point of a mandatory all-call.

In an effort to avoid having all of our employees and trucks in one location during a disaster, we have created a sub-station plan throughout Pinellas County’s non-evacuation zones. Three employees and one team leader will retreat to a pre-assigned hotel when trucks are called off the road. That crew will spend the storm’s duration at this location, allowing them to respond quickly and locally when the storm warnings pass.

EMERGENCY OPERATIONS CENTER

Sunstar utilizes the Incident Command System within our on-site Emergency Operations Center to coordinate storm preparations and communicate with state and local emergency management officials. Our Command Center will be located at Sunstar Headquarters. Various departments will be staffing the Sunstar E.O.C. before the expected landfall of a hurricane and will stay activated throughout the storm and well into the recovery phase to provide a consistent point of communication.

Several members of our communications team will act as Sunstar representatives at the Pinellas County E.O.C. upon activation. These individuals will act as a liaison between Sunstar HQ and Pinellas County, helping to coordinate medical evacuations, special needs sheltering and other EMS requirements pre and post-disaster.

“How safe is our Sunstar Building?”



While the nature of any disaster prevents a guarantee of total safety, Sunstar management will mandate that only critical operations staff remain at HQ during a hurricane. If storm impact is expected to be large (category 4-5), the county will mandate that our main facility relocate for safety. At that point, all remaining employees will be sent

across the street to the First Baptist Church of Indian Rocks for shelter during storm. The buildings utilized at that location have been rated for a category 4-5 hurricane, and space will be available to Sunstar staff for resting during the storm.

“What about my paycheck?”

With generated power here at our building, it is expected that time clocks will work at all times. If we lose pay clock activity, special payroll forms will be administered by supervision for manual clock-ins. If we are unable to transmit our payroll information via the internet, our payroll department will call in your hours worked and payments are expected without interruption.

PLEASE NOTE:

There is no guarantee that hard checks will arrive in a timely manner due to mail delays. However, those employees with direct deposit should not expect a delay in payroll.

What do I bring?

All employees need to bring appropriate gear for a mandatory call-in. In the event of a storm, you can be here for an extended period. Don't forget...

- Sunstar Paramedics ID badge and all EMS certification cards
- Sleeping bags (blow-up mattresses optional but not queen size), pillow
- Blanket, reading materials, headphones
- Uniforms, some casual clothes, extra pairs of socks, personal hygiene products, towel
- Cash, small change, prescription medications
- Food to snack on and meals to eat. Water and/or sports drinks



In the event of a disaster, emergency food (Heater Meals) will be at all sub-stations and hubs to feed those employees for the 2-3 days that it would take to get emergency assistance.

REPORTING TO WORK

*When the mandatory recall of all employees is activated you will be told when to report for duty.

***All employees, unless otherwise directed, are to report to Sunstar HQ to the materials department and sign in directly with management and scheduling.**

*Employees that are assigned to the hubs will be notified to report directly to those locations.

*Employees who are reporting to Sunstar HQ (once they are signed in) will be transported to the First Baptist Church of Indian Rocks located across the street from HQ.

*Employees who live within a 3-mile radius of HQ have the option of signing in and returning home until they are called in for a shift.

*These employees have to be available for recall if needed. You will need to keep your pagers/cell phones on and provide us with a contact phone number.

*If an employee lives within the 3 mile radius and he/she would rather stay at HQ, that will be acceptable.

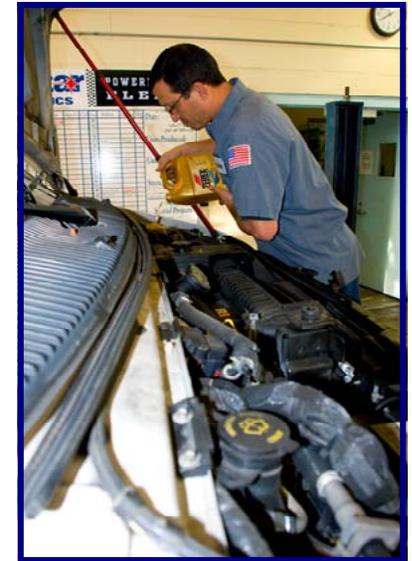
The First Baptist Church of Indian Rocks has agreed to house our employees during the storm. This is the Sunstar HQ Staging area. They will provide sleeping areas, recreation areas and meals for our staff. You will be assigned shift rotations out of this staging area. Employees who have been instructed to report, and normally report to a sub-station, will be contacted by team leaders to provide reporting instructions.



FLEET

When sustained winds reach 45 MPH county-wide, all ambulance units will be instructed to stop responding to calls and report immediately to their pre-assigned station or Sunstar Headquarters.

This decision is made between the Pinellas County E.O.C. & Sunstar.



Most of the Sunstar fleet will be distributed throughout the county to avoid all units being damaged at one location. Ambulances will be located at the hubs, hotel stations, CCT, special needs shelters, several fire departments and headquarters. If one or more areas of Pinellas County become flooded or are devastated from tornado activity, other ambulances will be available to respond to calls with this type of strategy. Should we find that a severe hurricane (Cat 5) is going to make a direct impact on Pinellas, most if not all ambulances will be parked in a pre-approved location in Pinellas County that includes high and dry covered garage space.

Agreements have been made with our towing, tire supply and parts vendors for post-storm response and assistance. We look forward to having extra assistance throughout the county for quick tire changes, wiper/light replacement and/or tow coverage from these companies in the event that crews can not make it to Sunstar Headquarters.