Team Member
Hurricane Guide
2019
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Before the Hurricane – Tips and Services

1.1 What to do During a Hurricane Watch

When you hear that a hurricane watch has been posted for your area it means that hurricane conditions (heavy rain, tidal flooding, and winds above 75 mph/120 kph) are possible within 36 hours.

What should I do when a Hurricane Watch is issued?

- Frequently monitor your local TV (WESH News Channel 2 is recommended) or weather sites (such as weather.com) to track the storm’s progress and learn how it will impact your immediate area.

- Use the UO Team Member Emergency Information hotline numbers to monitor how the storm’s progress is affecting Universal Orlando closures (to learn when to go home) or recovery efforts (or learn when to return to work).

UO Team Member Emergency Information Hotline Numbers

407-22-HOTLINE (Local) (407-224-6854)

1-855-879-7113 (Toll Free)

- Fuel and service family vehicles.
- Stock up on extra batteries for radios, flashlights, and lanterns.
- Check the batteries you have on-hand, test them in the equipment in which they will be used.
- Place all rechargeable batteries on charge.
- Carefully remove or prune tree limbs around your home.
- Inspect and secure mobile home tie-downs.
- Prepare to cover all windows, skylights, and door openings with shutters or other shielding materials. (Masking tape is not enough. It will not prevent flying debris from breaking the windows.)
- Locate your home's cut-off switches and valves for the electricity, water, and gas so that you know where they are should you need to turn them off.
- Purchase bags of ice and fill empty spaces in freezers.
- Check food and water supplies.
- Stock up on first aid supplies.
- Have clean, airtight containers on hand to store at least two weeks of drinking water (1 gallon per day or 14 gallons per person). A better ‘rule-of-thumb’ is to store two gallons per-person, per-day (a total of 28 gallons per-person), so as to have enough water for sanitary purposes as well.
- Stock up on canned provisions.
• Test your camping stove or grill and check its fuel or charcoal supply.
• Keep a small cooler with frozen gel packs handy for packing refrigerated items.
• Check prescription medicines - obtain at least a 10-day to 2-week supply.
• Prepare to store and secure outdoor lawn furniture and other loose, lightweight objects such as garbage cans, garden tools, potted plants, etc. Secure anything that could possibly become a flying projectile in high winds.
• Have on hand an extra supply of cash.
• Create or review your evacuation and family disaster plan.

Creating a family disaster plan
• Discuss the type of hazards that could affect your family. Know your home's vulnerability to storm surge, flooding, and wind.
• Locate a safe room or the safest areas in your home for each hurricane hazard. In certain circumstances the safest areas may not be your home but within your community.
• Determine escape routes from your home and places to meet.
• Have an out-of-state friend as a family contact so all your family members have a single point of contact.
• Make a plan now for what to do with your pets if you need to evacuate.
• Post emergency telephone numbers by your phones and make sure your children know how and when to call 911.

1.2 What to do During a Hurricane Warning

When you hear that a hurricane warning (rather than a hurricane watch) has been issued for your area that means that sustained hurricane-force winds of 74 miles per hour or higher are expected in your area within 24 hours or less.

A WARNING IS YOUR SIGNAL TO TAKE ACTION TO PREPARE FOR THE FULL FORCE OF A HURRICANE.

What should I do when a Hurricane Warning is issued?
• Frequently monitor your local TV (WESH News Channel 2 is recommended) or weather sites (such as weather.com) to track the storm’s progress and learn how it will impact your immediate area.
• Use the UO Team Member Emergency Information hotline numbers to monitor how the storm’s progress is affecting Universal Orlando closures (to learn when to go home) or recovery efforts (or learn when to return to work).
• Follow instructions issued by local officials. Leave immediately if ordered to do so.
• Turn refrigerator and freezer to coldest setting.
• Close all windows. Draw all drapes and blinds to stop flying glass.
• Complete preparation activities, such as storing loose objects, etc.
• Package your valuables such as jewelry, titles, deeds, insurance papers, professional licenses, personal inventories, etc., in waterproof containers for safekeeping.
• Fill clean, airtight containers you have on-hand to store at least two weeks of drinking water (14 gallons per person). A better 'rule-of-thumb' is to store two gallons per-person, per-day (a total of 28 gallons per-person), so as to have enough water for sanitary purposes also.
• Evacuate areas that might be affected by storm surge flooding.
• LEAVE MOBILE HOMES in any case.
• Notify neighbors and family members outside of the warned area of your evacuation plans.
• Remove or fasten securely all awnings and shutters. Make sure downspouts and rain gutters are secure.

1.3 Suggested Supplies

Sanitary needs
☐ Paper towels and toilet paper
Soap, liquid detergent  
Disinfectant  
Plastic garbage bags  
Bottled water  

**Tools and supplies**  
- Battery-operated radio and extra batteries  
- Lantern and fuel  
- Flashlights and extra batteries  
- Needles, thread  
- Candles  
- Matches (in waterproof container)  
- Fire extinguisher (small canister, ABC type)  
- Map of the area (for locating shelters)  
- Manual can opener; utility knife  
- Plastic sheeting for roof or window repair  
- Plastic trash bags  
- Cleanup supplies  
- Minimum of two coolers (one for food, the other for ice)  
- Blankets  
- Small clean towels (store in large zip lock baggies)  

**Medical/First Aid Kit**  
- Medication, prescriptions  
- Over the counter medications  
- Physicians' phone numbers  
- Sterile adhesive bandages  
- Sterile gauze pads  
- Hypoallergenic adhesive tape  
- Bandages  
- Moistened towelettes  
- Antiseptic  
- Thermometer  
- Hydrogen peroxide  
- Cotton balls  
- Instant cold compresses  
- Baby wipes  
- Sunscreen  

### 1.3 Supplies

The U-Stop will have some basic hurricane preparation supplies available for sale in advance of the storm. Available supplies *may* include:
• 1-gallon jugs of water
• Flashlights
• Batteries

This offer is available only while supplies last. The U-Stop is open from 6am to 11pm daily, but will close in accordance with any announced Universal Orlando closings due to the hurricane. Check the UO Emergency Information Numbers for extended hours and availability of supplies.

**UO Team Member Emergency Information Hotline Numbers**

407-22-HOTLINE (Local) (407-224-6854)
1-855-879-7113 (Toll Free)

1.4 Childcare Resources

As a reaction to county public school closures Universal Orlando wants to make information readily available to Team Members regarding childcare options.

**KCLC (The KinderCare Learning Center)**

Universal Orlando may enhance our back up childcare program at the KCLC Center on Wallace Road as a reaction to hurricane related school closures. We understand the need for childcare and hope this provides an option for those Team Members who need this most. Cost for backup care for children of all ages is $15 per day and UO will subsidize the remaining costs.

Please note that KCLC is still required to maintain appropriate teacher to child ratios to ensure a safe environment for our children, therefore you should contact the KCLC at 407-226-0646 to check availability prior to bringing your child/children to the center.

KCLC Corporate office reserves the right to close their facilities when they feel there is a concern for the safety of the children and their staff.

**Community Resources**

Facilities such as the YMCA, Boys and Girls Club, and the Orlando Science Center may respond to school closures with creative “hurricane camp programs” available at a minimal charge to children in the community. Please note these programs are subject to availability.
You can call the following locations directly to inquire about their programs:

**Universal Orlando Boys & Girls Club (post storm programs only)**
- 5055 Raleigh St. 407-298-0680

**Orlando Science Center**
- 777 E. Princeton St. 407-514-2000

**YMCA**
- Golden Triangle 1465 David Walker Road 352-343-1144
- Downtown Orlando 433 N. Mills Avenue 407-896-6901
- Blanchard Park 10501 J. Blanchard Trail 407-381-8000
- Dr. P. Phillips 7000 Dr. Phillips Blvd. 407-351-9417
- Wayne Densch 870 N. Hastings Street 407-299-4350
- Winter Park 1201 N. Lakemont Avenue 407-644-1509
- Douglas Williams 665 Longwood Lake Mary Rd. 407-321-8944
- Oviedo 7900 Red Bug Lake Rd. 407-359-3606
- South Orlando 814 W. Oak Ridge Rd. 407-855-2430
- Frank DeLuca 3200 SE 17th Street 352-368-9622
- Osceola County 2117 W. Mabbette St. 407-847-7413

### 1.5 Elder Care Resources

**Cell Phones**

Senior citizens in need of cell phones for emergency use may be able to get one through the Orange County Sheriff’s Office Program. The donated phones are operable and fully charged. They can be used only to dial 911 are available only to Senior Citizens that need them.

For more information contact: 407-254-7375

**Seniors First**

Seniors First is an organization that enhances the quality of life for Central Florida senior citizens. Seniors First maintains independence and dignity through nutrition, home improvement and support services, which assist seniors in need.

For more information contact: 407-292-0177 or email info@seniorsfirstinc.org

### 1.6 Pet Care Resources

In the spirit of providing assistance to our Team Members in need, the Parking and Transportation department will offer complimentary kennel service for all of our Team Members following the hurricane. Space is limited and available for cats and dogs only.
The specifics include:

- Kennel hours - 8am to 2 hours after park close (staffed with attendant)
- Complimentary service; however, a contract will need to be completed with acceptable photo ID (i.e., driver's license).
- Kennel attendant cannot walk or feed pet.
- **Proof of the following vaccinations are required before boarding your dog or cat:**
  - Dogs: Rabies, Bordetella and D.H.P.P.
  - Cats: Rabies, Calicivirus, Panleukopenia and Rhinotrachetitis
  - All of the shots must be listed along with expiration dates.

### During the Storm

Unfortunately, due to safety concerns and ride out capabilities, we will not be able to board any pets during the hurricane. Therefore, as soon as we close the park and clear the parks/CityWalk of guests, all pets will need to be removed from the kennel. Once the property is cleared and available, we may begin accepting pets in the kennel.

Please contact the Kennel at 407-224-9509 for availability questions.

### 1.7 Hotels/Shelters

**Red Carpet Rates**

In an effort to support our Team Members who may need a place to stay due to power outages, restrictions on our Red Carpet Rates may be lifted for a period of time in the aftermath of the hurricane. Please note there is usually very limited availability during a hurricane period and Red Carpet Rates reservations cannot be guaranteed and could be subject to cancellation at any time.

To make your reservation please go to UOTeam.com ➔ Team Member Discounts ➔ Red Carpet Rate. Team Member Employment Verification document is required. Team Members may book only one room per Red Carpet Rate.

As we extended this benefit to you through our partner hotels in this time of need please remember that hotel service may be limited and UO Team Members must be a registered guest, stay at the hotel for the length of the reservation, and to treat all of the Loews team members and hotel property with the utmost respect. Universal Orlando Team Members are accountable for their behavior anytime they are on Universal Orlando property whether on the clock or off. Any issues or problems brought to the attention of Universal Orlando management during your hotel stay could result in loss of future hotel benefits or disciplinary action up to and not excluding termination.

**Facilities for Showers**

The locker rooms in the Wardrobe building will be open to all Universal Orlando Team Members for bathing.

**Shelters**
Please see the appendix for a complete list of county emergency management numbers for Orange, Osceola, Seminole, and Lake Counties. It is recommended that you call ahead to check availability if possible.

After the Hurricane – Tips and Services

Universal Orlando will offer any available resources to its Team Members as recovery measures from the hurricane. Each hurricane brings unique circumstances so it is suggested that you contact the Emergency Information number for specific programs and offerings as they are developed.

2.1 What to do After the Hurricane

- Stay tuned to local radio for information.
- Help injured or trapped persons. Give first aid where appropriate.
- Return home only after authorities advise that it is safe to do so.
- Avoid loose or dangling power lines and report them immediately to the Power Company, police, or fire department.
- Enter your home with caution. Beware of snakes, insects, and animals driven to higher ground by floodwater.
- Open windows and doors to ventilate and dry your home.
- Check refrigerated foods for spoilage.
- Take pictures of the damage, both to the house and its contents for insurance claims.
- Drive only if absolutely necessary and avoid flooded roads and washed-out bridges.
- Use telephone only for emergency calls.
- Do not call 911 unless you have an emergency.
- Stay indoors if your structure is sound until you have been advised that it is safe to venture outside.
- Watch where you walk. There will be a tremendous amount of debris on the ground and in trees.
- Watch where you drive. The debris can cause tire damage.
- Drink water to keep hydrated, stay away from carbonated drinks and alcohol.
- Do not turn on electrical items until you are sure it is safe to do so.
- Do not cook on gas grills or sterno inside your home. This is a potential for fire or carbon dioxide poisoning.
- Think safe, act safe, stay safe.
2.2 When do I Return to Work?

Frequently monitor your local TV (WESH News Channel 2 is recommended) and the UO Emergency Information telephone numbers for official bulletins regarding the reopening of Universal Orlando.

It is recommended that if you are unsure of your reporting instruction you contact your supervisor or manager or the call in hotline number for your department.

- USF Call in Line- (407) 363-8770
- IOA Call in Line- (407) 224-4100
- VB Call in Line- (407) 817-1033
- CityWalk Call in Line – Team Members should call your Venue directly

**UO Emergency Information Numbers**

407-22-HOTLINE (Local) (407-224-6854)  
1-855-879-7113 (Toll Free)

2.3 Universal Orlando Recovery Offerings

As a reaction to the hurricane you may receive further communication on offerings such as:

- Discounts at the Team Member grills
- Ice Distribution
- Boxed lunches
- Childcare Resources
- Availability of community resource information
- Team Members Supporting Team Members
- Team Member Crisis Assistance Program

Feel free to contact the UO Emergency Information Number or Team Member Services (407-363-8040) for specific information on any of the above-mentioned programs.

2.4 American Red Cross

The Red Cross will provide shelter, food, counseling, and other assistance to those in need. Please contact the Red Cross Hotline at 1-866-GET-INFO (1-866-438-4636) to request assistance.

2.5 Emotional Support

EAP (Employee Assistance Program)
All regular, casual, and seasonal Team Members are eligible for counseling services through Cigna Behavioral Health. Please contact 1-877-622-4327 for counseling services.

**Crisis Counseling**

The purpose of the crisis-counseling program is to help relieve any grieving, stress, or mental health problems caused or aggravated by the disaster or its aftermath. These short-term services provided by FEMA as supplemental funds granted to state and local mental health agencies, are only available to eligible survivors of presidentially declared major disaster areas. Those who may require this confidential service should inquire about it while registering for disaster assistance or they may contact FEMA’s toll-free Helpline number 1-800-621-FEMA (3362) (TTY 1-800-462-7585) to find out where these services can be obtained. Eligible survivors may also learn more about where crisis counseling services are available via the media and FEMA’s Recovery Times newsletters. Crisis counseling services are also offered by the American Red Cross, the Salvation Army, other voluntary agencies, as well as churches and synagogues. Additional mental health information may be found on the U.S. Department of Health and Human Services, Center for Mental Health Services’ website, [www.mentalhealth.org](http://www.mentalhealth.org).

**2.6 Financial Support**

**Team Member Crisis Assistance Program**

Universal Orlando offers resources to its Team Members, but we ask that prior to contacting the Team Member Crisis Assistance Program applicants utilize all personal resources such as bank and credit union savings and community resources such as the Red Cross, FEMA, and Homeowners and/or Renters Insurance.

Our Team Member Crisis Assistance Program is available to our Team Members in need. The program is designed to provide emergency financial assistance to UO Team Members who are faced with a financial hardship through no fault of their own or to provide temporary relief to meet the necessities of life to persons who are distressed on account of a disaster or a catastrophic event in their lives.

This assistance is available to those Team Members who have previously sought community and family resources and are unable to meet the financial obligations by their own means. Applications for the Team Member Crisis Assistance Program are available through Team Member Services in B-111 or your department’s HR Manager.

Team Members applying for assistance should be prepared to provide as much information as possible regarding their situation and to include items such as damage reports, personal bank statements, insurance information, and invoices of bills due to assist in the decision making process.
FEMA Resources

Those who experienced severe damage may apply for disaster assistance by calling FEMA (Federal Emergency Management Agency) at 1-800-621-FEMA (3362). The speech or hearing impaired may call (TTY) 1-800-462-7585. Be prepared to give your Social Security number, describe your losses, provide financial information, and give directions to the damaged property.

2.7 Homeowner’s Support

Homeowners Insurance

The Insurance Information Institute offers the following suggestions for homeowners whose property has been damaged:

   a. Be prepared to give your agent or insurance representative a description of the damage. Your agent will report the loss to your insurance company or to a qualified adjuster who will contact you as soon as possible to inspect the damage. Be sure to give your agent a telephone number where you can be reached.

   b. Take photos of the damaged areas. These will help you with the claims process and will assist the adjuster in the investigation.

   c. Prepare a detailed inventory of all damaged or destroyed personal property. Be sure to make two copies -- one for yourself and one for the adjuster. Your list should be as complete as possible, including a description of the items, dates of purchase or approximate age, cost at time of purchase and estimated replacement cost.

   d. Collect canceled checks, invoices, receipts, or other papers that will assist the adjuster in obtaining the value of the destroyed property.

   e. Make whatever temporary repairs you can. Cover broken windows, damaged roofs and walls to prevent further destruction. Save receipts for supplies and materials you purchase. Your insurance company will reimburse you for reasonable expenses in making temporary repairs.

   f. Secure a detailed estimate for permanent repairs to your home from a reliable contractor and give it to the adjuster. The estimate should contain the proposed repairs, repair costs, and replacement prices.

   g. Serious losses will be given priority. Losses will be adjusted and claims paid as quickly as possible but hardship cases are usually handled first. If your home has been destroyed or seriously damaged, your agent will do everything possible to assure you are given priority.

The Insurance Information Institute has also prepared a free brochure entitled "Settling insurance claim after a disaster." Consumers can get a copy by sending a self-addressed, stamped envelope to the Insurance Information Institute, 110 William Street, New York, NY, 10038 or by accessing the web site at: www.iii.org.
2.8 Supporting the Community

Cash and Product Donations

When a disaster hits, Team Members often want to know what they can do to assist. The best way to help continues to be by making a cash donation to the relief agency of your choice (See a sample listing below).

If you have items that you would like to donate, please contact the relief agency of your choice (See a sample listing below). Please know that during a disaster sometimes it is difficult for agencies to accept items due to limited staffing and time constraints.

Relief Agencies Sample Listing
American Red Cross of Central Florida: 407-894-4141
The Salvation Army of Orange County: 407-423-8581
The Salvation Army of Seminole County: 407-322-2642
Second Harvest Food Bank of Central Florida: 407-295-1066

Volunteering

One of the best ways to assist the community is to volunteer. Relief agencies often require extensive advance training to ensure they have prepared volunteers that can be mobilized quickly after a hurricane hits. For this reason, we encourage Team Members who are interested in volunteering to start the process early. Listed below is an example of local agencies that provides emergency/disaster training:

American Red Cross Disaster Action Team

The American Red Cross Disaster Action Team is responsible for immediate on-scene response to single family fires and large-scale disasters in Orange, Osceola, and Seminole Counties. The Disaster Team interviews families and issues assistance for food, clothing (if applicable), and shelter. Requirements: Volunteers must have a valid driver's license in good standing, personal vehicle, and working telephone. Volunteers must enjoy working with people and be willing to work under adverse conditions.

Time commitment: Volunteers must be willing to be on call one week per month. There are two available shifts: 8:00 AM to 4:30 PM Mon-Fri or 4:30 PM to 8:00 AM Mon-Fri and all day Saturday and Sunday.

Contact: Volunteer Manager (407) 894-4141 ext. 2

Salvation Army Emergency Disaster Services

Contact: Call (407) 423-8581 x26491

Appendix

Important Phone Numbers
Universal Orlando Numbers
Universal Orlando Command Center: 407-363-8331
Universal Orlando Emergency Information Hotline: 1-855-879-7113 (Toll free)
Universal Orlando Team Member Services: 407-363-8040

Community Resource Numbers
American Red Cross (Orange, Osceola, Seminole): 407-894-4141
Brevard County Emergency Management: 321-637-6670
Flagler County Emergency Management: 386-313-4200
Lake County Emergency Management: 352-343-9420
Marion County Emergency Management: 352-369-8100
Orange County Emergency Management: 407-836-9140
Osceola County Emergency Management: 407-742-9000
Polk County Emergency Management/Fire Rescue: 863-298-7000
Salvation Army of Orange County: 407-423-8581
Salvation Army of Seminole County: 407-322-2642
Second Harvest Food Bank of Central Florida: 407-295-1066
Seminole County Emergency Management: 407-665-5102
Volusia County Emergency Management: 386-254-1500

Government Agency Numbers
Agricultural and Consumer Services: 1-800-435-7352
Attorney General’s Price Gouging Hotline: 1-866-966-7226
Department of Insurance Claims: 1-800-227-8676
FEMA Registration: 1-800-621-3362 TTY: 1-800-462-7585
State of Florida Emergency Info 24-hour hotline: 1-800-342-3557