

WORKING DURING THE STORM



BY KRystal MCKENZIE

Those of us who have lived here for five years or more are well acquainted with what we need to do when a hurricane is approaching and when one hits us. For staff at Bermuda Hospitals Board (BHB), what to do at home and what to do at work are both important.

Operations at the King Edward VII Memorial Hospital (KEMH) and the Mid-Atlantic Wellness Institute (MWI) have to continue no matter the weather. Ambulance staff don't stay home to ride out the storms—crews are always on hand during the storm when both hospitals go into lockdown. They venture out to help people in need as soon as it is safe to do so.

"Our Emergency Medical Technicians (EMTs) are stationed at five different locations across the island during a storm," explains BHB Chief EMT Walter Brangman. "It's strategic so that we can provide assistance as quickly as possible. We have a team at KEMH, the Port Royal Fire Station, The Royal Bermuda Regiment, the Lamb Foggo Urgent Care Centre and the Sylvia Richardson Rest Home in St. George's."



Walter Brangman

Consideration is given to where an EMT lives in determining where they are stationed.

BHB has detailed protocols for hurricanes and there are staff tasked with ensuring that sufficient volume of hurricane supplies and equipment are on hand and in working order year-round. BHB also divides staff into two groups; bravos, who are physically at the hospitals during the storm, and

alphas, who relieve the bravos after the storm as soon as the Emergency Measures Organization (EMO) deems it is safe to go out.

Brangman is in the alpha category, and while he is not physically in the hospital during the storm, he does a lot of preparation, making sure that all supplies are located in the correct place. He double checks the EMT hurricane kit, ensuring the two-way radios, flashlights etc. are working and fully powered, and that back-up power for necessary equipment is also in place.

"It can be more hectic as we prepare for a hurricane than during an actual hurricane," he says. "Having a clear plan and remaining calm are integral to navigating our operations in the lead up to and in a hurricane."

EMT Steven Adams has experienced working in several hurricanes. Usually on the bravo team, he explains that while Brangman is getting things in order at the hospital, people on his team batten down their homes and try to ensure their families are safe.

During a hurricane, BHB sets up a Hospital Incident Command Centre that staff refer to as the HICC. All activity is radioed in to the HICC, and it is there that decisions

are made on what actions should take place.

"We don't go out unless directed to by the HICC," says Adams. "And the HICC dictates exactly which ambulance unit will be dispatched. Weather and road conditions have to be safe for us to traverse. In recent years, teams from the Parks Department are stationed with each of our units. They go out with us and clear the road as needed so we are able to access those in need and transport them safely to the appropriate facility."

Going out, sometimes during the storm, is not for the faint-hearted, but Adams says that EMTs are trained to remain calm and focused. This training means they do not become flustered working during a hurricane.

So how do staff feel working in the hospitals away from their families during a hurricane? All the staff interviewed expressed pride in helping patients through a difficult time.

"One of the better experiences I have had was when the team worked really well together to ensure that the patients needing surgery were attended to and cared for," says one nurse.

Peri-operative department nurse Suzanne Roberts says their alpha team members always look out for each other during the hospital hurricane lockdown. However, she notes that her husband is available if she needs emotional support.

Most hospital operations con-

tinue during a hurricane lockdown. Rooms still get cleaned, the laundry still gets done and patients continue to get their meals, as Environmental Services, Laundry Services and Dietary Services staff are on hand. In fact, staff expressed their appreciation that their departments were provided with sandwiches from the BHB kitchen.

"I thought that was a kind gesture," one nurse says.

The hospitals' Public Relations team provides regular hurricane and hospital operations updates in various formats for staff. The nurses and EMTs say the easy access to that information helps them mentally through the storm.

"It's reassuring to have the hospital hotline to ensure that we can stay current with how the hurricane is moving over the island and know when it's safe to venture out based on the recommendations of the EMO," says one nurse.

Asked how she cares for her physical, mental and emotional self, nurse Janice Mullings-George says, "Spending time in nature with God, being intentional about blocking even five minutes for alone time, journaling, squeezing in a 20-minute workout, playing games with my family and friends."

Regular attention to these practices helps her overall mental and emotional resilience so she doesn't become overanxious knowing that she has to be at work during a hurricane.

EMT Adams says regular exercise helps him, and Chief EMT Brang-

man shares he finds nurturing his spiritual self to be beneficial.

Is it fun working at the hospitals during a hurricane? Imagine camping in the hospital. That's what it is like for many staff during a hurricane. There are staff working their normal shift, and, depending on the projected severity and length of the storm, there is often a second shift of staff onsite to relieve the first shift. They bunk on cots and inflatable mattresses and socialize with each other until they are needed.

And for the EMTs who go out on the road, Adams recalls with a broad smile once being able to pick up "a ton of coconuts."



Janice Mullings-George

Reminders from EMTs on avoiding emergencies during a hurricane:

- Keep a well-stocked first aid kit nearby.
- Keep your medicines/medications well stocked—at least two weeks' worth. If you are on home oxygen, make sure you are well stocked and that your machine is charged.
- If injured or ill, please call 911. If you are unsure and need guidance for care after a minor injury, phone the Emergency Department.
- When it comes to tools and clean-up, read the instructions to avoid injury. Do not work alone. Post hurricane, the Emergency Department often sees an increase in chainsaw accidents, falling from ladders and other injuries related to do-it-yourself repairs.

Getting To A Hospital IN A HURRICANE

BY VEJAY STEEDE

Medical emergencies can be extremely difficult to manage during extreme weather. Of course, staying at home during a storm is encouraged, as venturing out is dangerous, and emergency service responses can be compromised during a hurricane.

Critical situations do occur, however, and there definitely are ways to get to a hospital during a hurricane. If an individual suffers from a time-sensitive situation, like a stroke or heart attack, then calling 911 is the best way to find help during a storm.

Mothers who are close to their due dates may have the option of

staying at the hospital in case they go into labour during the inclement weather. People with conditions that rely upon electrical appliances for treatment should secure a generator in preparation for a hurricane, as we in Bermuda typically run a considerable risk of losing electrical power in our homes when the wind gets violent.

Luckily, we do have a strong emergency worker community; they will do whatever they can to help citizens in distress. Firefighter Dean Smith recalls a recent story of rescue when his crew made a decision to get a citizen who needed oxygen to the hospital during Hurricane Paulette.

It was on September 14, 2020 when an EMS call to assist someone who was having difficulty breathing came in. Although it was quite unsafe to be out, and King Edward VII Memorial Hospital had stood down their ambulances, Lieutenant Jamal Albouy and his crew decided that no one in Bermuda would be lost on their watch.

Lieutenant Albouy set out with Duty Central Crew Sergeant Ronnae Lowe and firefighters Jay Ast-

wood, Callon Burns, Reid Henderson and Dean Smith from Hamilton Station on a mission of grace to Abbott's Cliff in Bailey's Bay.

"I remember that call—I'll never forget it, really. It was during the hurricane, and it was at the height [of the weather] where the ambulance didn't want to go, and the electricity had gone out down Bailey's Bay. It was at Abbot's Cliff, the entrance across from Francis Patton," Smith says.

"It was Lieutenant Albouy—he went in his vehicle—and we went in Duty Central. We headed down because the lady was on oxygen and because the electricity was out, that meant she wasn't going to get any oxygen. She was starting to fade," Smith continues.

"So, we made a decision to go

down and get her. As we got down, as far as the aquarium, there was a big tree blocking the road. We had to get the chainsaw out and start cutting the tree. The chainsaw didn't work, so we had to get the axe out and start chopping the tree with the axe to move it out of the way. Eventually, we hooked up a rope to it and pulled the remaining part out of the way so we could get by."

Once the crew got to Abbott's Cliff there were so many trees down that they had to get into Lieutenant Albouy's car. They took all the oxygen and supplies and went up to the lady's house.

"Once we got to the house, we had to get creative because we didn't have any backboards, so we pretty much just put her on a blanket and got her out of the house. We eventually got her into the partner van, gave her oxygen, and got her to the hospital."

Heroes.



Dean Smith

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Keeping Patients Safe In A Storm

A HOSPITAL DISASTER MANAGER SHARES HOW HOSPITALS CARE FOR PATIENTS IN A HURRICANE

BY TIM SMITH

Major storms can be challenging in any building, but the stakes don't get much higher than at a hospital.

For Dr. Roslyn Bascombe-Adams, the devastating threat of Mother Nature was perfectly illustrated when Hurricane Gonzalo battered King Edward VII Memorial Hospital (KEMH) in 2014. More than 50 patients had to be relocated in the middle of the storm after the roof started collapsing in the extended care wing.

"The manager called and said she was having water breach," says Dr. Bascombe-Adams, the chair of the Disaster Management and Response Committee at Bermuda Hospitals Board (BHB).

"We walked towards that area. Water was coming in like a shower in some areas of the corridor and in a couple of the rooms. And so, we had to move patients during the storm."

As luck would have it, the hospital's general wing had been vacated shortly before the storm, meaning there was space for them to move into. "I would say that was heaven-sent in some way," Dr. Bascombe-Adams says. "We just fortunately could move patients into the recently debunked general wing physical space. Everything was still working in those areas, and we were able to relocate."

Many patients were suffering from dementia and did not under-

stand what was happening. But Dr. Bascombe-Adams adds: "It would have been a very frightening experience for those who were aware."

She says that incident highlighted why it is so important for the hospital to be meticulous with all its storm preparations. "This is the reason why big decision makers need to be there, to make those on-the-spot decisions. If communication is disrupted, we can't have them making those decisions from home."

Preparation begins at the start of hurricane season on June 1. "We ask that everyone goes through the basics of making sure that we have enough to keep the hospital up and running should we have an interruption of power, disturbance of water supply and anything that we need," Dr. Bascombe-Adams says. "We urge all staff to brush up their storm plans to make sure they refresh their staff with what needs to be done at the departmental level."

As the hospital's representative

on the Emergency Measures Organization (EMO), Dr. Bascombe-Adams gets regular updates from the Bermuda Weather Service as a storm approaches the island. The first task for staff is to ensure they are prepared on the home front. "If staff don't have their families safe, it would be difficult to concentrate on rendering care of someone else," she explains. "They have to make sure their home plans are fine and then their department plans are fine."

Managers look out for any part of the building that might need attention in their department, and the Hospital Incident Command Centre (HICC) team is put together. "We usually have those who are going to brave the storm in-house come together," Dr. Bascombe-Adams says. "We set up a command centre in one room deemed to be a safe room in the centre of the building, with access to emergency power."

That group coordinates responses throughout the storm, making high-pressure judgement decisions on whether ambulances go out to emergency calls, depending on the movement of winds. "It's our responsibility in the command centre to make sure that everyone



Dr. Roslyn Bascombe-Adams (centre) braves major storm winds outside King Edward VII Memorial Hospital with colleagues Marshall Minors and Venetta Symonds



Dr. Roslyn Bascombe-Adams

who is acting on behalf of the BHB is doing it safely," she says.

For major storms, two groups of staff are set up: one that will brave the storm, and the other that replaces them afterwards. Of course, depending on the length of the storm, those in the first group could be in for a long shift, rotating with colleagues and using office spaces as rest zones. Dr. Bascombe-Adams recalls: "Twenty-eight hours is the longest I'm aware of—during Fabian—because it disrupted roads for so long."

Meanwhile at Mid-Atlantic Wellness Institute (MWI), a command post is set up to monitor the needs of the MWI campus and its 14 group homes via back-up radios. Dr. Bascombe-Adams says, "Should they need assistance during or after the storm and the phone lines are disrupted, there needs to be available communication options so that they can get those needs resolved or inform the command centre of relevant situations which arose and were resolved."

The MWI command centre liaises with the HICC at KEMH, so that the needs of all areas of the campuses are met in a timely manner. "The linkages with the group homes are crucial, as ultimately they are the responsibility of BHB. HICC is then able to relay reliable information of impact and needs to the EMO in a timely manner and have resources guided accordingly to resolve issues."

Before the storm arrives, patients who may need care within the next 24 hours, such as those requiring dialysis or psychiatric treatment, are brought into hospital. Dr. Bascombe-Adams adds that anybody who is near to their delivery time, particularly if it's a problem pregnancy, would be brought in-house to ride out the storm. Efforts are made to ensure anxiety among patients is kept to a minimum.

"The staff in the various departments have the responsibility of assuring patients. I think they do a fantastic job of that," Dr. Bascombe-Adams says. "We are used to dealing with patients' anxiety—that's all just part of the job."

The busiest period, of course, comes after the roads reopen and storm victims make their way to the emergency ward. Injuries are typically caused by falling debris, people stepping on broken objects, falling off ladders while they fix damage or handling tools they do not often use. Others include asthmatics who did not have their inhaler and people who ran out of medication.

Bermuda, however, copes much better than other countries in the aftermath of such storms.

"Our current method of preparation in Bermuda is viewed as one of the better ones in the region," Dr. Bascombe-Adams says. "I have been on a journey of learning. Every storm is different and I learn more each time."

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After a failed attempt to cross a bridge during Hurricane Fabian, a salvage team pulls the wreck of a police car from the water on the edge of the Causeway.



AN IMPOSSIBLE RESCUE

A SURVIVOR'S ACCOUNT

BY VEJAY STEEDE



On September 5, 2003, Bermuda experienced the most devastating hurricane to hit these shores in many decades. Hurricane Fabian was the big one; a tempest that relentlessly hurled wave after wave of anger and carnage at our small island home, and put us on our knees for the better part of a month.

Not only was Fabian one of the most destructive hurricanes Bermuda has ever endured—causing some \$300 million in damage to our infrastructure—but he was also the deadliest storm to hit Bermuda since 1926. We've seen nothing like Fabian since; and we don't want to see anything like him again!

The most tragic part of Hurricane Fabian was the heartbreaking loss of three members of the Bermuda Police Service and one civilian when all four lives were swept away from the Causeway in St. George's by carnivorous seas and ravenous winds.

We still remember and honour the memory of Constable Stephen Symons, Constable Nicole O'Connor, Station Duty Officer Gladys Saunders and Mr. Manuel Pacheco, who was an employee of the Corporation of Hamilton.

These four courageous souls were not the only ones on the Causeway on that fateful afternoon though, and this is the very first time a voice who was there has spoken about the experience. This is, of course, a very traumatic and sensitive episode in our collective history, which makes this testimony so very important.

Bermuda Fire and Rescue Service Engines were dispatched from both the Clearwater Station and Hamilton Station in an emergency attempt to save the lives trapped on the Causeway that day. Leroy Maxwell was a member of the Hurricane Rescue Crew, Clearwater Division, and rode to the scene on Clearwater 1.

"The mission was to rescue four persons trapped in two vehicles rendered immobile on the Causeway. Each vehicle had two persons trapped and unable to exit their vehicles due to high waters and engine stall.

There was no additional information available because the connection was lost during the 911 call from the casualties, and there was poor visibility and heavy debris blowing overhead," Maxwell remembers.

"The waves were at least 10 to 15 feet high and crashing over the bridge, which presented a challenge for rescue vehicles to pass onto the bridge and continue on towards the stranded parties."

The six-member crew, led by Sergeant Wendell Simmons, and comprised of firefighters Carl Govia, Lionel Furbert, Maxwell Burgess, Michael Medeiros and Maxwell himself, proceeded to make a brave effort to reach the trapped individuals.

"Due to high winds and waves, we were unable to know how far away the casualties were located. Moreover, no distances, times or measurements were made available due to the abrupt loss of connection from downed lines," Maxwell says.

"After assessing the last transmission from the 911 dispatchers, it was assumed that the victims were located just beyond the [Longbird] bridge on the western side, leading towards the Causeway. Right there and then, it was decided that rescue was needed, and we made a plan to use a lead rope—tied from our Clearwater fire truck—as an anchor, attaching each firefighter to that rope. The plan was simple, make our way towards the casualties until we were able to make visual, retrieve them, and then make our way back."

This amazing crew of front-line rescue workers, with zero visibility, made the on-the-spot decision to trek down a narrow strip of man-made land with violent seas and swirling winds threatening their very existence. It takes your breath away just thinking about it.

The plan was a solid, if simple one, but the

odds were not in the crew's favour, and Fabian was not prepared to cooperate with their mission objective that day. Maxwell continues: "Unfortunately, it did not happen. The first wave came over the bridge and swept us right towards the open ocean. I witnessed Sergeant Simmons get swept away first, then a huge wave knocked me right off my feet and wedged me up against a rock. A second and a third wave pinned me down, and I was unable to move until a break in the surf created a window of opportunity for me to make a run for it," says Maxwell.

"We were all saved by the hand of the sea Gods, and took refuge in a small, abandoned pump room conveniently located on the bridge. A second window of opportunity gave us a chance to double back to our rescue vehicle, and there we stayed until the call was made to head back to the station and regroup. Unfortunately, our plan was foiled, and we were not able to rescue the stranded victims."

The rest of the story has become an indelible part of Bermudian hurricane folklore, but Maxwell's account and recollection of events during Hurricane Fabian raises many points

of interest. This was clearly a futile effort at an impossible rescue, and we have since solved the problem of hurricane rescues on the Causeway by closing the dangerously prone piece of thoroughfare whenever Bermuda is threatened by a serious storm, but knowing that our rescue workers made this attempt is somehow quite comforting.

The fact that they were able to retreat and survive the deadly event is very auspicious indeed, and the unfortunate reality that casualties were sustained does not diminish the heroic attempts made by these officers.

This was not as much a "failed rescue" as it was a sobering reminder that hurricanes are not to be played with. Our rescue workers are highly skilled and very capable of keeping us safe. To know that they are willing to blindly venture into a whistling corridor of death to attempt an emergency rescue should provide considerable peace of mind.

This story of survival is a blessing, a testament of hope and a powerful justification for the trust we put in our front-line rescue workers. We have, rightfully, eulogized and celebrated the casualties of Hurricane Fabian; we must also honour the survivors.



Leroy Maxwell



How BELCO prepares for a storm

In June, at the start of the hurricane season, we ensure that our supplies and internal emergency procedures are up to date. Once a storm becomes a threat to the island, BELCO's Incident Command System is established to coordinate the emergency response necessary for restoration of customers after a storm. All departments are involved, and each has a vital role to play in restoring power to the island.

Before the onset of a storm BELCO positions restoration equipment in strategic locations across the island. The BELCO vehicle fleet is fully charged and stocked with the necessary tools required for restoring power. Throughout the storm BELCO remains in contact with the EMO and when possible, responds to emergencies. Crews are put on alert to begin restoration procedures as soon as the storm has passed, and it is safe to do so. Restoration crews are mobilised with personnel designated to strategic locations throughout the island in order to begin the restoration efforts as quickly as possible.

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STOCK UP YOUR MEDICINES AND OTHER ADVICE FROM A PHARMACIST TO HELP YOU PREPARE FOR A STORM

BY TIM SMITH

We can be so busy running around buying food, water, batteries and toilet paper that sometimes it's easy to forget one thing that is absolutely vital to our health: medication.

Stephanie Simons, the head pharmacist at Lindo's, has witnessed first-hand how many families leave it to the last minute before trying to stock up their medicine as a storm approaches.

"Absolutely! All the time!" Simons says. "I think that in some way we enjoy that last-minute adrenaline rush."

While Bermuda has been fortunate to have not had any serious storms recently, Simons says it's a good idea to make up a survival kit at the start of hurricane season. Use any plastic container with a secure lid and put it somewhere easily accessible for when it's needed.

"Every year the kit could be taken out, dusted off, contents checked and refilled as needed."

Dr. Kyjuan Brown, the medical director at Northshore Medical & Aesthetics Centre, has seen the consequences of that lack of preparedness.

"When a hurricane hits, we can go without power or lose our infrastructure for a few days, so it's important that we have all the medication we need in our homes,"

he says. "Make sure you get everything you need. People come in with complications because they failed to prepare and end up running to the hospital for things like diarrhea or asthma."

Dr. Brown adds, "Once you are down to your last month of your prescription, you should get some more. People come to me and say, 'I'm on my last tablet,' and sometimes it takes three or four days to find them an appointment so they can end up going without. You can take an empty prescription to the pharmacy and get a 10-day emergency supply, as long as it's got your name and label on it. A lot of people don't know that."

Before a storm, Simons advises people to keep a two-to-four-week supply of their prescription medicine in case they have limited access to a pharmacy. "Having a current list of medications taken would also be handy in case of any emergency," she adds.

Other items for your medicine cabinet include:

FIRST AID SUPPLIES

This includes bandages, gauze, antibiotic cream, burn gel, quick clot and antiseptics like Bactine or Dettol for cleaning any cuts and scrapes.

Dr. Brown says: "You might walk outside after the storm and get your foot punctured by a nail or something. You may be cutting down a tree and get a splinter. We see a lot of cuts, bruises and sprains."

PAINKILLERS

These come in so many different shapes and sizes, it can sometimes be confusing to work out which is appropriate for your condition. Simons provides the following advice:

- *Aspirin will reduce pain, fever and swelling.*
- *Tylenol (paracetamol or acetaminophen) is recommended for people who might be allergic to aspirin, asthmatic or taking blood thinners. It will ease pain and fever.*
- *Ibuprofen (Advil) and Naproxen (Aleve) are anti-inflammatory drugs. They will treat pain, fever and inflammation such as muscle pain, strain, stiffness and swelling.*

Bear in mind that different family members, from infants to the elderly, require different types of painkillers.

STOMACH MEDICATION

All those extra chips, cookies and other comforting but unhealthy snacks, combined with your inability to cook your usual balanced diet, may take their toll on your digestion system.

"Oftentimes during a hurricane, we get constipated because we eat a lot of foods we are not supposed to," Dr. Brown says. "Fibre is the more natural solution to constipation. A stool softener can be a good choice. It's more gentle than something like Senna. You might not be able to get to a bathroom which could make things uncomfortable if you use a strong laxative."

On the other hand, if your tank water supply becomes contaminated, you may need something to settle your stomach, such as Imodium, Pepto-Bismol, Tums or Diovol.

Dr. Brown warns against taking Imodium too frequently in normal circumstances, but adds: "You don't want to be losing fluids and electrolytes, especially for seniors and children. After a hurricane, we are quite busy with people visiting us with upset stomachs or constipation. It could be as a result of not having what you need at home."

HYDRATION SALTS

Our bodies rely on minerals known as electrolytes which deliver fluids to our cells. When we lose them through sweating, it impairs our bodily functions such as blood clotting, muscle contractions, acid balance and fluid regulation.

Dr. Brown says: "During a hurricane, it's usually the summer so it could be very, very hot, and your

air conditioner might be off with the windows closed. You could be sweating and losing electrolytes."

He says drinking water won't necessarily rehydrate you. "When you are drinking water, you are diluting the electrolytes you have in your body, especially over a long period of time."

Electrolytes come in little sachets, so you can get four or five per person just to have in your home. "I don't recommend that we should drink them all the time, because normally we are going to get them from the foods and liquids we consume."

ALLERGY MEDICATION

Dr. Brown recommends keeping antihistamines, such as Zyrtec, in case you have an allergic reaction. People who need epi pens should make sure they are readily accessible and not expired.

"Make sure you have three," Dr. Brown says. "You may need them to save your life and prevent anaphylactic shock. The trees may be down and blocking the road so you can't make it to hospital."

SUPPLEMENTS

Dr. Brown has developed a range of supplements which can help boost immunity and support digestion. For more information, visit www.drbrownlaboratory.com.

A Pharmacist's TOP TIPS

- *Keep all your medicine in a waterproof box in a safe room that you can access at all times.*
- *Check all best before dates and replace medicines that have expired.*
- *Stock up on ice or instant cold packs if your medicine needs to be kept cold.*
- *Check on your neighbours, friends and relatives who might not be able to collect their own supplies.*



Who You Gonna Call? Hurricane Helpers!

BY VEJAY STEEDE

Knowing how to get help can literally be the difference between life and death during a hurricane. By now, most Bermudians are well versed on how to prepare for a seasonal storm: board up windows, store water, stock up on candles and batteries, invest in a generator, and so on, and so forth.

There's still room for further assistance, however, and that's where Bermuda's emergency resources come into play. Even the most capable survivalist among us needs to know who to call when things get too heavy to handle.

It's always a good idea to learn skills that could make the difference during times of high stress, and both the Bermuda Red Cross and St. John's Ambulance offer quality CPR and First Aid training quite regularly.

While suggesting that every person on the island should get CPR and First Aid training and certification is probably excessive, it would be a good idea to have at least one person in each household trained with these potentially life-saving skills.

Have a house meeting sometime before hurricane season starts. Look at preparation seriously and decide who will go and get trained in CPR, who will get First Aid training or who will be the absolute house hero and do both.

Go to: <http://bermudared-cross.com/getting-involved/training/> to get more information on class schedules and space availability at Red Cross Bermuda. You can also visit <http://sjabermuda.org/first-aid-training/> to sign up for courses in Adult Only CPR, Adult, Child + Infant CPR, BLS Basic Life Support (HCP), Emergency First Aid, or Pet First Aid (coming soon!) with St. John's Ambulance.

Communication is another vital component of getting through a hurricane, which means that tuning in to the **Emergency Broadcast Station at FM 100.1 MHz**, is imperative. Again, this can be a house duty—a responsibility that one household member takes on so that everyone stays informed. The Emergency Measures Organization will keep the public updated with news and storm-related developments through FM 100.1, so monitoring the station is a very important chore, indeed. This is a major source of crucial information during any national disaster.

Of course, the most important telephone number to know during any emergency situation is 911. First responders will assess the risks involved in venturing out during a hurricane, and then do everything in their power to assist any citizen in distress.

Other important numbers to know before, during and after a hurricane are:

Emergency Measures Organization:

✓ 295-0011

Bermuda Police Service:

✓ 295-0011

Bermuda Fire and Rescue Service:

✓ 292-5555

Bermuda Maritime Operations Centre:

✓ 297-1010

King Edward VII Memorial Hospital:

✓ 236-2345

Lamb Foggo Urgent Care Centre:

✓ 298-7700

Bermuda Red Cross:

✓ 236-8253

For structural damage, electrical outages or property-related emergencies, keep these numbers close at hand:

BELCO:

✓ 955 or 295-5111

Bermuda Telephone Company (BTC):

✓ 611 or 295-1001

Bermuda Gas Company:

✓ 295-3111

Bermuda Public Works Department:

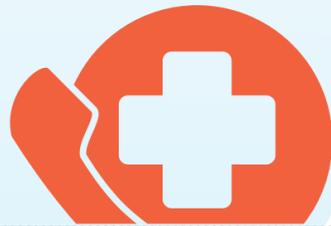
✓ 295-5151

Stranded visitors to the island can contact the **Bermuda Tourism Authority on 296-9200** or the **Bermuda Hotel Association on 295-2127** for assistance or for information about their policies and the services they offer. Visi-

tors from the United States can also contact **US Citizen emergency assistance at 335-3828** while Canadian vacationers and expat workers can call the **Canadian Consulate at 535-0144** for help if needed.

Lastly, staying emotionally secure is a generally good idea during a hurricane, so knowing numbers like **Crime Stoppers 800-8477 (TIPS)** and the **Centre Against Abuse: 297-8278** can provide a certain peace of mind.

Animal lovers will also want to know the number for the **Bermuda SPCA: 236-7333**. Knowing our furry friends are safe can be comforting as well.



BE PREPARED THIS HURRICANE SEASON



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Shown: Interior view of Buckle & Strap system for Porch.



HURRICANE SEASON IS HERE AGAIN. BE PREPARED WITH BF&M.

One of the most important steps you can take is to review your insurance policies. Make sure you're covered in the event you need to make a claim.

BEFORE



Check your policies

Make sure your insurance policies are up-to-date.



Prepare an emergency kit

Check supplies including a battery-operated radio, flashlights, extra batteries, first aid kit and medications.



Have a family plan

Develop an emergency plan for your home, property and pets.



Stock up on food and water

Have a three-day supply of drinking water and non-perishable food. Fill bathtub and buckets with water.



Charge up

Make sure to charge your mobile device and save all emergency phone numbers.



Protect your property

Board up windows. Clear yard of loose objects. Move your vehicle, bike and/or boat to a secure location.

DURING



Remain indoors

Stay in the structurally strongest part of the house, and away from windows and doors.



Secure important documents

Store valuables and personal papers (e.g. insurance, medical records, passports, etc.) in a waterproof container.



Follow official instructions

Do not go outside unless local authorities announce an evacuation or if it is safe to step outside.



Monitor the news

Stay tuned to the Government Emergency Broadcast Station on FM 100.1.

AFTER



Check everyone's safety

Ensure all family members, friends and neighbours are safe, especially senior citizens.



Stay alert

Continue to monitor local news for the latest updates. Keep the roads clear for emergency vehicles.



Discard perishable food

Get rid of perishable food (such as meat, poultry, fish, eggs and leftovers) that have been above 40°F for 2 hours or more.



Inspect your property

Secure your house and property against the possibility of further damage. If you hire anyone for repairs, keep receipts.



Note the damages

List and photograph all damages sustained. Get two written quotes for repairs.



Call BF&M

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