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## Hurricane Communication Templates



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## **Prepare your organization to communicate in the event that you are impacted by a storm.**

### **CALM THE CHAOS**

Most disasters don't come with forewarning. Because of this, being prepared for a crisis is essential. When it comes to a natural disaster like a hurricane, controlled chaos is what is needed to succeed.

With the power of technology and the National Hurricane Center, we are fortunate to have the ability to know when a storm is approaching. This is the time where your clients, prospects, and employees need clear and decisive communication and direction. Below are example communications that are focused on internal communications. You are encouraged to change the messaging to fit your audience - team member, prospect, or client.

### **VARIOUS WAYS TO COMMUNICATE**

Consider the different ways you can communicate to your audience. Who is the target audience? How important is the message? What is the length of your message? Are there additional resources needed that would benefit the message? Here are some examples of communication that you can adopt within your organization to ensure that everyone understands your business's plans.



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# Communication Methods

## MICROSOFT TEAMS

Built right into Microsoft 365, the Microsoft Teams platform enables you to communicate to your entire team on any device PC, Mac, iOS, Android or web.

Communicate through the Crisis Communications app (if deployed) or through dedicated Teams channels. Using Teams channels will allow for seamless back and forth communication.

## TEXT MESSAGE

Send text via your direct cell phone or via a text messaging service. The goal here should be to keep the messages short for an easy read. This can be used if there is time-sensitive information to push to your audience.

## PHONE CALL

If you can make calls, call direct or use a calling service to send a pre-recorded message to your audience.

## EMAIL

Emails are the perfect way to communicate to an audience when you need to deliver longer messages or point people to specific resources like a website. This option can be used for messages that are not time sensitive.

## WEBPAGE

At WheelHouse IT we use a status page, [www.wheelhouseit.com/storm](http://www.wheelhouseit.com/storm), on our website to display all past and present communications. Using a status page allows for your audience to visit the page at any time and receive up-to-date information.



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# Approaching the Storm

There are various times within Hurricane Season that warrants communication to your stakeholders. Depending on the situation the messages that you communicate can vary. Below we provide examples for several stages of Hurricane Season

The days before an approaching storm is a critical time where you, your team, clients, prospects are working to prepare their families, homes, businesses in order to minimize loss.

Here you'll want to start communication to your various audiences so that everyone understands what actions your business is taking.



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# Communication to Employees

## **SUBJECT:**

Important: Hurricane Preparedness and Safety Measures

## **MESSAGE:**

Team,

As hurricane season approaches, our priority is the safety and well-being of each member of our team. We are closely monitoring the situation and urge everyone to stay informed and prepared. Below are the key guidelines and measures we are implementing:

### **1. Work Arrangements:**

- a. Remote work will be in effect for [specific departments/whole company] starting from [date/time]. Please ensure you have all necessary access and resources to work effectively from home.
- b. For essential staff who need to be on-site, please follow the outlined safety protocols.

### **2. Emergency Contacts:**

- a. Ensure your emergency contact information is updated in our HR system. Please provide this by [date].
- b. In case of emergency during the storm, contact [Emergency Coordinator's Name] at [Phone Number].

### **3. Safety Measures and Preparedness:**

- a. Secure all necessary personal and work-related items before leaving the office.
- b. Review the attached Hurricane Preparedness Checklist and ensure you have a personal emergency kit ready at home.

### **4. Communication During the Storm:**

- a. We will communicate updates via [email/text/phone] through our emergency notification system. Ensure you are signed up to receive alerts.
- b. Regular updates will be provided every [X hours] or as significant changes occur.

### **5. Post-Storm Check-In:**

- a. A mandatory check-in is scheduled for [date/time] via [platform]. Please confirm your safety and any assistance you may need.

## **Resources:**

1. [Link to detailed hurricane preparedness guide]
2. [Link to remote work policies and tools]

Stay safe and do not hesitate to reach out with any concerns or needs.



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# Communication to Partners and Vendors

## **SUBJECT:**

Preparedness Measures for Upcoming Hurricane Season

## **MESSAGE:**

Partner/Vendor Name,

As we approach hurricane season, we want to inform you of the measures [Your Business Name] is taking to ensure continuity of operations and safeguard our partnership. Here's how we are preparing:

### **1. Operational Impact:**

- a. We have activated our Business Continuity Plan, which includes [remote work arrangements, securing of physical assets, etc.].
- b. Should there be any disruptions, we will keep you updated on our operational status through regular communications.

### **2. Expectations During the Storm:**

- a. We anticipate potential delays in service or delivery schedules as we prioritize the safety of our employees and compliance with local safety guidelines.
- b. We are committed to maintaining open lines of communication and will provide updates every [X hours/days].

### **3. Post-Storm Recovery:**

- a. Our recovery efforts will commence immediately after the storm has passed and it is safe to do so.
- b. We will assess and communicate any impact on service delivery or project timelines as soon as possible.

We appreciate your understanding and cooperation as we navigate these challenges together. Please ensure your own preparedness plans are in place and feel free to share any specific requirements or concerns you might have.

Thank you for your attention to this matter.



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# Post-Storm

In the aftermath of a storm during Hurricane Season, effective communication is crucial for all stakeholders.

As you evaluate the extent of the impact and initiate recovery efforts, providing clear and informative updates becomes imperative. Whether it's reassuring clients about the status of their services, updating prospects on any disruptions, or coordinating with team members for swift action, transparent and timely communication is key.

By keeping everyone informed, you can collaboratively navigate the challenges ahead and work towards a resilient recovery.



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# Communication to Employees

## **SUBJECT:**

Post-Storm Update and Next Steps

## **MESSAGE:**

Team,

We hope this message finds you and your loved ones safe. As the storm has now passed, we are initiating our recovery and assessment phase. Here are the key updates and instructions for moving forward:

### **1. Facility Status:**

a. Our facilities have been inspected for safety and operational capability. [Include status and any specific instructions, e.g., return to work directives or continued remote work].

### **2. Reporting Damages:**

a. Please report any damages to your work equipment or work area by [method of reporting, e.g., email to IT/support services].

### **3. Employee Support:**

a. If you are facing any difficulties due to the storm, such as housing, transportation, or other personal impacts, please contact [HR/Employee Support Contact] for assistance.

### **4. Return to Work:**

a. [Instructions about returning to work, including any phased return plans or continued remote work details].

### **5. Counseling and Support Services:**

a. We understand that this may be a challenging time and encourage you to utilize our employee assistance program [link or contact details for EAP].

### **6. Regular Updates:**

a. We will continue to provide regular updates as we progress with the recovery efforts. Please check your emails and [other communication platforms] regularly.

Stay safe and connected as we work together towards normalcy.





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# Communication to Partners and Vendors

## **SUBJECT:**

Post-Storm Status Update and Resumption of Operations

## **MESSAGE:**

Partner/Vendor Name,

As we move forward from the impact of the recent storm, we are pleased to share our progress in resuming normal operations. Below are important updates regarding our business activities:

### **1. Operational Status:**

a. We have assessed our key operational facilities and systems. [Include status and any specific recovery actions taken].

### **2. Service and Delivery Updates:**

a. We are working diligently to mitigate the storm's impact on our service delivery and project timelines. [Provide specific updates on expected resumption of services or any continuing delays].

### **3. Communication and Coordination:**

a. We will maintain frequent communication to keep you informed of our recovery progress and any changes to our operations that may affect you.

### **4. Request for Information:**

a. If you have specific requirements or changes in your situation due to the storm, please communicate them as soon as possible so we can address them effectively.

### **5. Appreciation for Support:**

a. We thank you for your understanding and support during this period. Our commitment to serving you remains unwavering.

We are optimistic about a swift return to full operational capacity and look forward to continuing our collaboration.

# wheelhouse IT



2890 West State Road 84, Suite 108,  
Fort Lauderdale, FL 33312



954.474.2204 ext. 1



[sales@wheelhouseit.com](mailto:sales@wheelhouseit.com)



[wheelhouseit.com](http://wheelhouseit.com)