

Florida Resources For Hurricane & Other Disasters

Rollins Employee Relief Fund: Go to our website at www.rollinsrelief.org.

At Rollins, we consider ourselves a family of coworkers. And when one family member suffers a catastrophe, we all want to pitch in to help. It's been part of our culture for decades. That is the reason for the Rollins Employee Relief Fund. We are here to help, for details about the program or to apply for assistance, go to <http://www.rollinsrelief.org/application/get-started/> and fill out the preliminary application.

Rollins Employee Assistance Program:

EAP Works: Childcare services - EAP Works provides local resources for Childcare Centers, Before/After School services, Special Needs Children, New Parents and Pregnancy information, Adoption and more. Several other services are available across the nation to employees and dependents. To find out more about your specific EAP and Work/Life benefits, please sign in to <http://www.eapworklife.com/employee.html> using your username and password, or call (888) 882-1985.

FEMA – Call (800) 621-FEMA (3362) or go to <https://www.fema.gov>. Download the FEMA App (smartphone app for mobile devices) contains disaster safety tips, interactive lists for storing your emergency kit and emergency meeting location information, and a map with open shelters and open FEMA Disaster Recovery Centers (DRCs). The app is free to download from your smartphone provider's app store: For Apple devices go to <https://itunes.apple.com/us/app/fema/id474807486?mt=8> or for Google Play go to <https://play.google.com/store/apps/details?id=gov.fema.mobile.android&hl=en>.

Be familiar with evacuation routes, have a family communications plan, keep a battery-powered radio handy and have a plan for pets as well as important information on how to prepare for the hurricane, tropical storms and other disasters. Visit www.ready.gov or www.listo.gov to learn these and other preparedness tips.

Red Cross - 1-800-REDCROSS or go to www.redcross.org. The Red Cross is urging those in the possible path of this storm to monitor weather reports and get prepared now. A free download of the Red Cross Emergency App can provide real-time information about the storm, available shelter locations and hurricane safety tips. The Emergency App is available in app stores by searching for the American Red Cross or going to <http://www.redcross.org/get-help/how-to-prepare-for-emergencies/mobile-apps>.

Florida Division of Emergency Management: Call (850) 815-4000 or go to www.floridadisaster.org.

The State Assistance Information Line (SAIL) is a toll-free hotline activated at the time of an emergency to provide an additional resource for those in Florida to receive accurate and up-to-date information regarding an emergency or disaster situation impacting the State of Florida. The SAIL hotline is: 1 (800) 342-3557. The SAIL hotline is only operational during an emergency event; at all other times, a recorded message with general information about the hotline is available. During an emergency, the SAIL hotline is operational daily at set hours depending on the severity of the event. Please stay tuned to your local officials and/or log on to the Florida Division of Emergency Management website above during an emergency event for exact hours of operation. Those persons in Florida may access information from SAIL hotline operators on how to prepare before/during/after a hurricane, road closures and alternate routes, available/open shelters in host or impacted counties, shelters designed for special needs patients, hotels and motels that accept pets, boaters instructions for moving watercraft to safer ground, and re-entry information once it is safe to return to the affected area.

Evacuation Routes: Florida's Division of Emergency Management provides a map of recommended **evacuation routes** for Orange County residents. Go to: www.floridadisaster.org/publicmapping/evac/evac_orange.pdf

Florida Department of Health: Serves as the lead agency for ESF8, which includes maintaining and operating a response structure, emergency plans and procedures, coordinating with support agencies to assure

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operational readiness and identifying and procuring resources to fulfill mission needs. (The ESF8 Appendix to the CEMP document is attached). Florida's public health and medical response system relies on many partner agencies and non-governmental organizations to support response efforts. Each plays a unique role in carrying out the missions of ESF8. The diagram found in the attached [ESF8 Appendix to the CEMP](#) depicts the role of primary and support agencies and organizations in carrying out the core missions of ESF8

If you have questions, you can call (850) 245-4444 or go to www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/index.html. You will find tools and resources to help you and your family prepare for any disaster. You will also find information about current hazards and important information on what to do before, during and after public health emergencies. Many of the Department's services are provided and managed locally at county health departments and it is most efficient if you contact them directly for information. To access a list of the county health departments, you can also go to: http://www.floridahealth.gov/all-county-locations.html?utm_source=floridahealth.gov/programs-and-services/county-health-departments/find-a-county-health-department/index.

DEP Resources: Go to <https://floridadep.gov/comm/press-office/content/dep-resources>.

Shelters Dial 311: You will find information on Orange County's storm preparedness by going to <http://www.orangecountyfl.net/default.aspx#.WbHIkLKGnQI>, or by downloading the OCFL app for Apple or Android, by following Orange County on Twitter, or by calling 311.

A list of Seminole County shelters and their availability status can be found at <http://www.seminolecountyfl.gov/departments-services/county-managers-office/emergency-management/prepare-seminole/stay-informed/shelter-information.stml>.

In addition, you can also check the county at <http://www.osceola.org/agencies-departments/emergency-management/shelters/> for updates as locations are activated. You can also call the Osceola County Emergency Hotline 407-742-000 if you have any questions.

Special Needs Shelters: Orange County will have three designated special needs shelters; their locations will be announced when shelters are activated. Always remember that persons with special needs should first register with Orange County's Special Needs Program by calling 407-836-9319, or by visiting their website at <http://www.orangecountyfl.net/default.aspx#.WbHJbbKGNQI>.

Pet-Friendly Shelters: All shelters will not be open at once, so be sure to call **311** to check on a list of shelters availability. Once a shelter opens, you will need to bring your pet in a carrier or cage, as well as vet records, ID, collar, leash, as well as food and water bowls.

Protecting Your Vehicle: If possible, park in a roofed garage. Avoid parking where your vehicle is vulnerable to wind-blown debris or falling objects.

For insurance purposes, take pictures of your vehicle before the hurricane arrives. If your vehicle is damaged by the storm, this can reduce hassle when reporting your claim.

Gas Stations: Be sure to fill up your tank before a storm predicted. The **Gas Buddy Tracker** can be used to find which gas stations near you still have fuel. Go to <http://tracker.gasbuddy.com/Search.aspx?t=search>

Volunteer Florida: For information on volunteer opportunities and to help with shelters, you can call (850) 414.7400 or go to: <https://www.volunteerflorida.org/>

The Essential Guide to Hurricane Preparedness

Each year hurricane season begins on June 1st and lasts 5 months, with storms typically peaking in August and September. As with every hurricane season regardless of forecast, knowing the essentials of how to prepare could truly be a life saver.

» [Alerts and forecast.](#)

Hurricane Knowledge

First, know your hurricane facts and understand common terms used during hurricane forecasts. Storm conditions can vary on the intensity, size and even the angle which the tropical cyclone approaches your area, so it is vital you understand what the forecasters and news reporters are telling you.

Tropical Depressions are cyclones with winds of 38 mph. **Tropical Storms** vary in wind speeds from 39-73 mph while **Hurricanes** have winds 74 mph and greater. Typically the upper right quadrant of the storm (the center wrapping around the eye) is the most intense portion of the storm. The greatest threats are damaging winds, storm surge and flooding. This is in part why Hurricane Katrina was so catastrophic when bringing up to 28 foot storm surges onto the Louisiana and Mississippi coastlines.

Here are some important terms you may hear:

- **Tropical Storm Watch:** Tropical storm conditions are possible in the area.
- **Hurricane Watch:** Hurricane conditions are possible in the area. Watches are issued 48 hours in advance of the anticipated onset of tropical storm force winds.
- **Tropical Storm Warning:** Tropical storm conditions are expected in the area.
- **Hurricane Warning:** Hurricane conditions are expected in the area. Warnings are issued 36 hours in advance of tropical storm force winds.
- **Eye:** Clear, sometimes well-defined center of the storm with calmer conditions.
- **Eye Wall:** Surrounding the eye, contains some of the most severe weather of the storm with the highest wind speed and largest precipitation.
- **Rain Bands:** Bands coming off the cyclone that produce severe weather conditions such as heavy rain, wind and tornadoes.
- **Storm Surge:** An often underestimated and deadly result of ocean water swelling as a result of a landfalling storm, and quickly flooding coastal and sometimes areas further inland.

During a watch, prepare your home and evacuation plan in case a warning is issued. During a warning, carefully follow the directions of officials, and immediately leave the area if they advise it. In the event of an **Extreme Wind Warning/Advisory**, which means that extreme sustained winds of 115 mph or greater are expected to begin within an hour, immediately take shelter in the interior portion of a well-built structure.

Hurricane Forecasts

Predicting a tropical cyclone's path can be challenging; there are many global and local factors that come into play. The storm's size and path can directly influence what sort of wind patterns guide, enhance or hinder its growth, and vice versa! Forecasters have computers that take huge amounts of data and try to predict where the storm will go and usually can calculate 2-3 days out fairly accurately. This is where you hear the terms computer models and spaghetti models being used. Generally the forecast track or path is given with the average consensus of these models. The National Hurricane Center has the most up-to-date information on tropical cyclone developments, forecasts and weather alerts, discussions analyzing the data and more. <http://www.nhc.noaa.gov/>

Hurricane Names

Hurricane names are picked randomly, then rotated and recycled every 6 years. If a hurricane was catastrophic or severely deadly and costly (i.e. Charlie, Katrina, Irene) it is officially retired since use is not appropriate and can be

confusing when naming current storms. To view the current list of tropical cyclone names click here: <http://www.nhc.noaa.gov/aboutnames.shtml>

Hurricane Kits

It is important to create a kit of supplies that you could take with you if you are forced to evacuate. This kit will also be useful if you are able to stay in your home, but are still affected by the storm, such as through the loss of power. One common trend seen when hurricanes are approaching is a wide-spread panic. When this happens, people rush in large numbers to get all the supplies they think they need. However, if you prepare your kit ahead of time, you can alleviate a lot of the potential stress of a very chaotic situation. You should create your kit in a bag that you can easily take with you. Some recommended items to include are:

- Non-perishable food (enough to last at least 3 days)
- Water (enough to last at least 3 days)
- First-aid kit (include any prescription medication you may need)
- Personal hygiene items and sanitation items
- Flashlights (have extra batteries on hand)
- Battery operated radio (again, have extra batteries)
- Waterproof container with cash and important documents
- Manual can opener
- Lighter or matches
- Books, magazines, games for recreation
- Special needs items: pet supplies and baby supplies if applicable
- Cooler and ice packs
- A plan for evacuation and for if family members are separated

Securing Your Home

Know how to secure your home in the event of damaging winds, storm surge and flooding.

- Cover all of your windows, either with hurricane shutters or wood.
- Although tape can prevent glass from shattering everywhere, be warned that tape does not prevent the window from breaking.
- If possible, secure straps or clips to securely fasten your roof to the structure of your home.
- Make sure all trees and shrubs are trimmed and clear rain gutters.
- Reinforce your garage doors.
- Bring in all outdoor furniture, garbage cans, decorations, and anything else that is not tied down.
- If winds become strong, stay away from windows and doors and close, secure and brace internal doors.

Power Outages

In the event a storm should leave you without power, there are a few things to consider and help you be ready and stay safe outside of your normal hurricane preparedness.

- **Gas:** Make sure your tank is full far in advance of an approaching storm. Most people wait until the last minute, rush to get extra gas for cars and generators, and subsequently gas stations can run out early.
- **ATMS:** Have extra cash on hand in the event no ATMS in your area are accessible or working.
- **Cell Phones:** Charge your cell phone and limit use after power is out.
- **A/C:** This can be the most uncomfortable side effect of losing power during a storm. Try to prevent as much light from entering and warming the house by covering up your windows on the inside. If you have back-up or battery operated fans, don't run them unless you are in the room. Fans create a difference in perceived temperature but do not cool the room; instead they create a cooling effect by dispersing the heat off your skin. It is said they can actually add heat to a room just by running.
- **Water:** Fill bathtub and large containers with water for washing and flushing only.

- **Food:** Turn your fridge temperature down and/or freeze any food or drinking water that can be frozen if you expect a power outage. Here is a guide on freezing food: [Freezing and Food Safety](#). Have a cooler with ice packs prepared to cool your drinks and snacks after power has been out for more than 4 hours. And importantly, check out this food safety guide for when to discard your perishable food: http://www.foodsafety.gov/keep/charts/refridg_food.html
- **Health/Safety:** The CDC has a great guide on how to stay safe in the event of a power outage: [Power Outages](#)

Remember, any severe storm can be deadly and destructive. If you've survived a landfalling cyclone, you know the inconvenience and distress it can cause. One of the best tips to be prepared is knowing the cycle of a cyclone - **Approach, Arrival & Aftermath**. Prepare ahead of time and listen to the directions of officials for the approach. Secure your home, or find a safe shelter for its arrival, and know how to proceed safely during the aftermath.

Author: [Christine Harrison](#)

Now is the time to review your insurance policies

The following are some insurance tips to help you both before and after the storm.

Before the storm:

Read your policy carefully and ask questions long before a storm approaches. Does it cover wind damage?

Insurance laws change from year to year. Check the “Exclusions” portion of your policy for recent changes.

Review the “Duties After Loss” section of your policy. Failure to follow the provisions in this section could result in non-payment on your legitimate claim.

Update your policy so your home is insured for whatever it costs to replace it, including your possessions. Find out how much coverage you have for Additional Living Expenses in case you have to live away from home while your home is repaired or rebuilt. Older homes that don't meet current building codes must be upgraded, which increases the cost of rebuilding them.

Be certain your agent is reputable and knows local building codes, welcomes questions and is willing to explain things clearly.

Don't wait. Most insurers suspend selling new policies or increasing existing coverage when a hurricane approaches Florida.

Check websites. Florida consumers having difficulty finding good coverage at reasonable rates can find helpful information at flor.com.

Flood insurance must be purchased separately if you want it. Policies are not effective until 30 days after you make a payment. Go to floodsmart.gov.

Make sure your insurers have up-to-date contact and mortgage company information.

Make a visual record of your home and possessions using a still or video camera. This will help establish your claim.

Have copies of your insurance policies in a safe deposit box or safe, along with other important documents such as deeds, wills, and family medical information. Photograph or scan your documents and save them to the cloud for easy retrieval in the event of a loss.

After the storm

Call your insurance agent immediately. Most major insurers have toll-free phone numbers.

Take pictures/video of damaged property. Keep notes and use inventory lists to help adjusters assess damages.

Secure replacement costs/estimates from local retailers, and obtain statements from vendors on items that cannot be repaired.

Begin making temporary repairs to prevent further damage. Save all receipts. But don't make permanent repairs until an insurance adjuster has inspected it.

Do not dispose of damaged contents until authorized by your agent or claim representative.

Insurers usually don't pay for removal of trees or debris that blew into your yard without damaging an insured structure.

Let your insurer know how to reach you if your home is uninhabitable or you move somewhere else temporarily.

Be careful about signing anything from contractors before speaking with your insurance company. Some contractors might try to persuade you to sign document called an Assignment of Benefits which transfers rights to seek payment for your claim, including filing lawsuits.

Don't assume that adjusters will know what street they are on; street signs may have blown away. Industry officials say spray-painting important information on homes after a hurricane has proven effective. But don't include your policy number; someone else may take advantage of that.

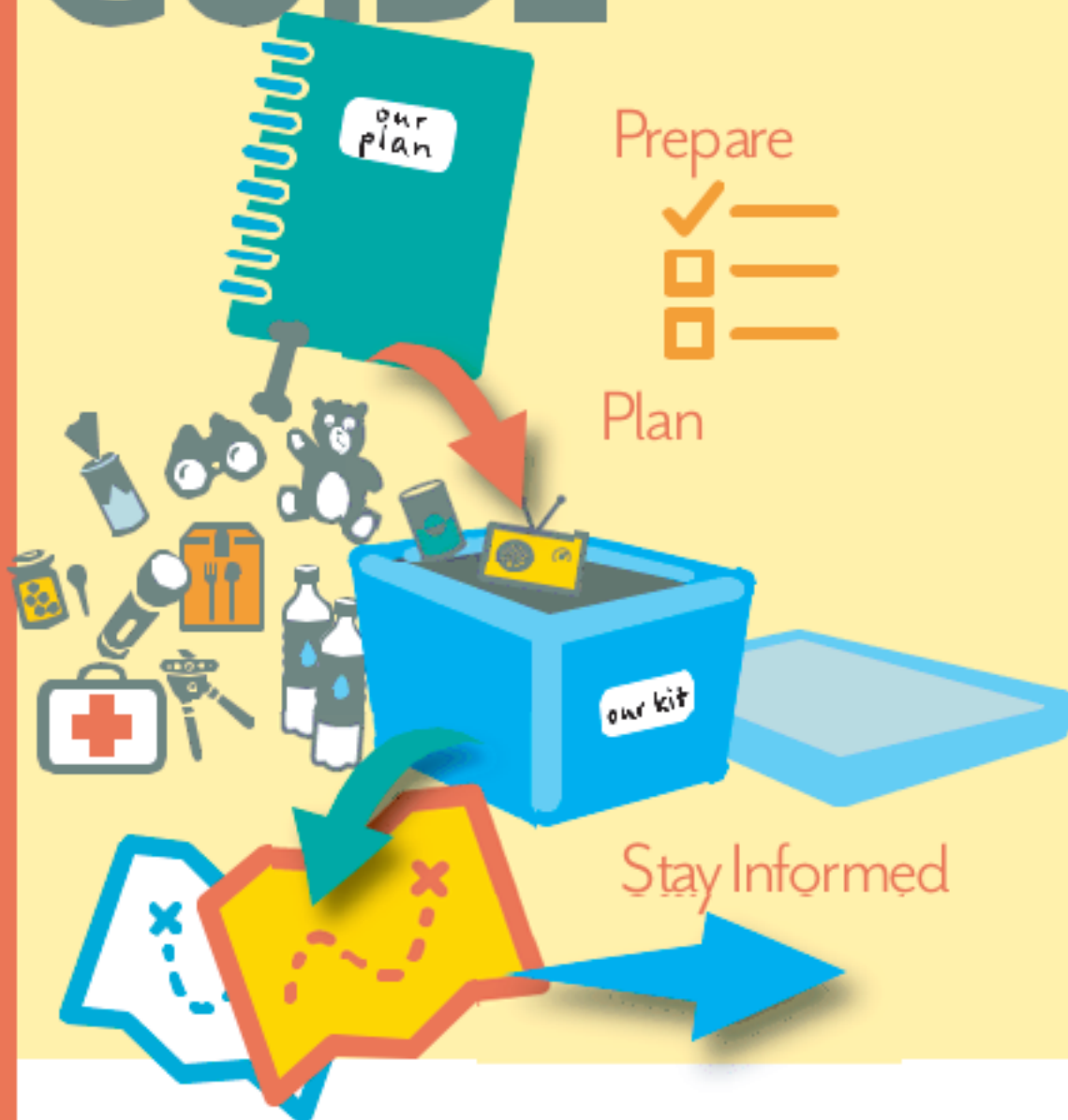
Be patient. Insurers usually send adjusters to the worst-hit homes first.

Many adjusters and agents are authorized to issue checks on the spot to cover the cost of temporary housing.

If confused about your claim or dissatisfied with your insurance adjuster's findings, consider seeking help from a public adjuster. A list of licensed adjusters is available from the Florida Association of Public Insurance Adjusters at www.fapia.net.

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FLORIDA EMERGENCY PREPAREDNESS GUIDE



The *Florida Emergency Preparedness Guide* is available in English, Spanish and Creole. A large-print version is also available.

This publication was made possible by an emergency preparedness grant from the Centers for Disease Control and Prevention. The guide was produced by the Florida Department of Health's Office of Communications and the Bureau of Preparedness and Response.

Make an **Emergency Plan**

Your Plan, Just Make It!

- >What you and your family will do.
 - >What to have on hand.
 - >What to take with you.
- >Where to go, if necessary.
 - >A pet plan.

The basics

- **List each person** your plan will cover and each person's full contact information.
- **List all supplies and equipment** needed for each person in your plan. It may be 72 hours or more before help can arrive.
- **Identify any health conditions or disability-related needs** of your group and include instructions.
- Decide on where you will go if an evacuation becomes necessary. Plan your route and **include alternate options**.
- **Make copies of financial, insurance and medical records** and keep them with your emergency plan.
- **Be sure children know and understand** the emergency plan.
- Each person will need identification and contact information to carry with them in an evacuation, **especially children and older adults**.
- Include your **service animals and family pets** in your plan.

Create effective evacuation steps

- **Be clear about where you will go in an evacuation.** Decide if you will stay with friends or relatives in a safe location, stay in a hotel or motel, or go to a county approved public shelter.
- If someone in your evacuation group needs **basic medical care on a daily basis**, a Special Needs shelter may be an option. Contact your county emergency management office (see page 13) for more information.





- **Be aware of each person's transportation needs.** Keep up your vehicle's basic maintenance and refill the gas tank when it reaches half-full.

- If you know you will need **transportation assistance** in an emergency, pre-register with your county emergency management office. This will enable the responding agency to plan for needs in advance.

- Determine **two additional emergency locations** to meet in case you are unable to return home. One should be nearby your home, and the other outside of your neighborhood. Be sure everyone listed in your evacuation plan is familiar with these rally points.

- **Identify a central emergency contact person** for your group. Choose a friend or family member who lives outside the area and provide contact information for everyone in your group. Be sure each person has the central contact's phone numbers, email and street address.

- Remember, in most cases, an evacuation means to go **tens of miles**, not hundreds of miles away.

Maintain your plan, supplies & equipment

- Review and practice your plan **every six months.**

- Conduct **fire and emergency evacuation drills** every six months with everyone in your home.

- Check **food supplies** every six months for expiration dates. Use any food about to expire and replace it in your supply kit.

- Read the **indicator on your fire extinguishers** and follow the manufacturer's recharge instructions.

- Test smoke and carbon monoxide alarms monthly and change the batteries at least once a year. **Replace alarms every 10 years.**

Make a pet plan

- List the basic supplies needed for a **minimum of three days** for each pet: healthy food, water, medicine, bed, leash, muzzle, toys and a carrier for each animal.

- Have **up-to-date immunization records** for your pet and keep them with your emergency plan.

- Have your pet wear a **collar and identification tag at all times**, and add your cell phone number or your veterinarian's phone number on your pet's ID tag.

- Know if your evacuation destination (friends, hotel or shelter) is **pet-friendly.**

- Find out what your **community's plans and resources** are for protecting pets in an emergency.

- Contact your veterinarian, local animal shelter or humane society for information about their **emergency plans to shelter pets.**

Take Action!

Before an emergency

■ Have **emergency cash** on hand and keep your car's gas tank full.

■ Know where you are going and how you plan to get there before you leave home. **Let others know your destination** and intended route.

■ **Leaving early** in an evacuation is helpful. Leaving later may not allow you enough time to reach safe shelter.

■ Remember that people in other areas of the state may have received evacuation orders, so if you leave early, **roads may already be congested.**

■ Know what **alternate routes** are available before you leave.

Food safety

■ Turn refrigerator and freezer controls to the **coldest settings**. Only open the refrigerator or freezer during a power outage when necessary.

■ Food will stay frozen for up to 48 hours if a freezer is full and **tightly packed**. Food may keep for 24 hours in a partially-filled freezer.

■ You can **fill empty freezer spaces** with reusable ice containers. Fill empty plastic containers about 90 percent full with water—loosely cap the containers and place in freezer.

■ If food in the freezer does defrost, use it within one or two days. **Never refreeze food** that has thawed completely. If you're unsure food is safe, throw it out!

After an emergency

■ **Carry valid ID.** You may be asked to show proof of residency to be allowed back into your home neighborhood.

■ If you are home, **stay home.** This will help keep roads clear for emergency responders.

■ If there was flooding, be aware of **snakes, insects and animals** driven to higher ground.

■ Avoid downed or damaged **power wires.**

■ **Enter your house with caution.** Do not strike matches until you are certain there are no gas leaks.

■ If there is a power outage, turn off or unplug all major appliances and electric devices to **avoid damage**

from a sudden surge when power is restored.

■ **If you have a generator, remember to never operate it inside.** Do not operate it near any open door, window or garage door.

Help children cope

■ Present a truthful picture of the situation that is **simple and manageable.**

■ **Monitor media exposure.** If your child watches any television or uses the Internet when images or news about the event will be shown, watch with them to encourage communication and provide explanations.

■ **Children's fears are valid.** Always take their feelings seriously.

■ Give children **simple tasks** to do that can help in an emergency.

■ Teach your children **who and when to call for help**—family members or family friends. Teach your children how to take shelter and how to contact others if they are at home alone.



For babies

- Formula
- Diapers and wipes
- Disposable bottles and nipples
- Powdered formula, milk, or baby food
- Medications, medicine dropper
- Baby soap and shampoo
- Baby's physician or nurse phone numbers
- Water



For pets

- Pet food, water, and bowls
- Medications, immunization records
- Collar, leash, or harness
- Identification and rabies tags
- Carrier, 1 per animal
- Cat litter pan, extra litter

- Laxative
- Children's medications



> GLASSES & HEARING AIDS

- Spare prescription glasses, even if they are not your latest prescription. Spare contact lenses and cleaning solution.
- Sunglasses—prescription or not
- Spare hearing aids, even if they are not your latest prescription—pack extra batteries.

> MEDICAL DEVICES

- List of medical devices such as pacemakers, pumps, monitors and accommodation devices, with their models and serial numbers—pack extra batteries.

> FIRST AID KIT

Make first aid kits for your home and each car.

- Sterile, adhesive bandages—assorted sizes
- Safety pins—assorted sizes
- Cleansing agent or

soap

- Latex gloves, 2 pairs
- Sunscreen
- 2-inch sterile gauze pads, 4–6
- 4-inch sterile gauze pads, 4–6
- Triangular bandages, 3



- 2-inch sterile roller bandages, 3
- 3-inch sterile roller bandages, 3
- Scissors
- Sewing needle
- Adhesive tape
- Tweezers
- Moistened towelettes
- Antiseptic
- Rubbing alcohol
- Thermometer
- Tongue blades, 2
- Tube of petroleum jelly or other lubricant
- Medicine dropper

> CLOTHING & BEDDING

- Laundry detergent in resealable container
- One complete change of clothing, and sturdy shoes or work boots for each person
- Large-brim hat to

protect head and ears

- Rain gear
- Favorite pillows and sheets
- Blankets or sleeping bags
- Cold weather items: hat, gloves, thermal underwear

> OTHER ITEMS

Do not include candles in your kit.

Candles cause more fires after a disaster than anything else. Use flashlights or lanterns.

- Toothbrushes, toothpaste, denture cleaner
- Cash or traveler's checks
- Spare keys
- Aluminum foil
- Standard telephone that plugs directly into a wall
- TTY's with extra batteries
- Hand-crank or battery-powered radio with headphones or earplugs—pack extra batteries
- Hand-crank or battery-powered flashlight—pack extra batteries

Important documents

> PROPERTY

- List of home belongings. Include pictures of your belongings and home.
- List of business inventory and photos
- Insurance company information (property insurance)

> CONTACTS

Organize the following contact information:

- A list of official emergency numbers
- Family and friends
- Credit card, bank, securities information
- Home maintenance and personal services workers
- Include instructions for shutting off utilities
- Animal immunization records and veterinarian information

> MEDICAL INFORMATION

- Doctor's contact numbers
- Health insurance provider information (health insurance policy numbers, claims numbers, contact numbers)
- Blood type
- Allergies
- Medical history and current conditions
- Medications and doses, special handling
- Instructions and dispensing pharmacy phone numbers
- List of style and serial numbers of medical devices such as pacemakers, pumps, accommodation devices, assistive devices
- Documents identifying disabilities or access and functional needs, records

> MAKE YOUR DOCUMENTS PORTABLE FOR AN EVACUATION

Scan and save important documents and files onto a thumb drive, or organize important information in a notebook.

- Store all thumb drives, documents and information notebooks in waterproof bags or containers.



Additional Items for People with Disabilities or Access and Functional Needs

Mark all of your items with fluorescent tape, large print or Braille.

Equipment & other supplies

Spare parts, batteries or battery chargers for: mobility equipment, assistive devices and hearing aids.

Check with your vendor about how to charge your battery. Can you connect to a vehicle battery using jumper cables? Connect to a converter that plugs into a vehicle's cigarette lighter? Or do you need a solar charger system?

Wheelchair or scooter tire repair kit

Walker, crutches or canes

Urinary function supplies, ostomy supplies, incontinence pads, personal hygiene items

Dialysis equipment and supplies

Dressing devices

Oxygen (tanks or generator) with flow rate attached

Suction equipment

Dentures

Ice chest and ice or “keep cool” material for medications. If using dry ice, wear dry cotton gloves.

Special pads or cushions

Battery-operated radio or music player with headphone or earplug—pack extra batteries.

Recreational or occupational reading material

If you have a visual disability

Talking or Braille clock, or large-print timepiece with extra batteries

At least one extra white cane

Extra magnifiers

If you are deaf or hard of hearing

Keep a card that indicates you are deaf or have hearing loss in your supply kit and with you at all times

Include any other communication information such as “I do (or do not) know American Sign Language,” or, “My service animal may legally remain with me.”

Battery-operated, digital television set—emergency broadcasts may give information in American Sign Language or open captioning.

Paper and pencils in your car and supply kit

Flashlight, whistle or other noisemaker—keep with you at all times.

If you have a speech-related or communication disability

Power converter for your laptop computer. A converter allows laptops 12 volts or less to be operated from the accessory socket on the dashboard of a vehicle.

Pencil and paper for a backup communication resource.

Electronic communicator or artificial larynx—keep with you at all times.

Copies of a word or letter board, and preprinted key phrases you would need for an emergency. Keep in your kit, wallet, purse, etc.

If you have a cognitive disability

Have your assistant help prepare emergency plans and information in a way that is easy for you to understand. A step-by-step sequence is most helpful.

- Copy of any instructions or information you will need with you and in your supply kit.
- Pencil and paper to keep track of and to help you remember any new instructions.

If you use self-administered medical treatments

- Bring the medicines you will need when traveling.
- Arrange with your health care provider and pharmacist for emergency medication supplies. Under a federally declared emergency, you can get an extra 30-day supply with no price increase—even for recently filled prescriptions.

If you use telecommunications relay services

Look into different options to use as back-up including:

- Dialing 711, nationwide
- Cap Tel, captioned telephone
- Internet-based relay, through a computer, text pager, PDA, etc.
- Video relay services, through broadband

People will want to help you

Be ready to give brief, clear and specific instructions and directions to people, either orally or in writing. Have cards with prewritten instructions. Examples:

- “Please take my—
 Oxygen tank.
 Wheelchair.
 Gamma globulin from the freezer.
 Insulin from the refrigerator (or ice chest).
 Communication device from under the bed.”
- > “Please do not try to straighten my knees. They are fused in a bent position.”
 - > “I have had a brain injury that affects my memory. Please write down all important instructions and information.”

- > “I am blind/visually impaired. Please let me grasp your arm firmly.”
- > “I am deaf. Please write things down for me or provide an ASL interpreter as soon as possible.”



Priority Reconnection Service

Florida law requires that all utility companies offer a “priority reconnection service” for people with disabilities who use power-dependent equipment. To get placed on their priority reconnection list, contact your utility company for more information.

Waiting in lines

Let a responder or relief worker know if you cannot wait in long lines for items like water, food or other assistance. Practice how to explain clearly and briefly why you need this help. You may also want to write the explanation down ahead of time.

Be Prepared ...Stay Informed

If there is an emergency in your area, be ready to:

- > Activate your emergency plan.
- > Locate your emergency supply kit.
- > Follow local alerts on the radio, television, internet and other warning systems.

For some emergencies, staying at home, formerly know as “shelter in place” is an option, but for others, evacuation is your best choice. Consider the risks in your area. Do you live on or near the coast, near a river or stream that can flood, or near a nuclear power plant? How could an emergency in your area affect roads and utilities?

Pay attention to your surroundings, monitor trusted sources of news and be ready to take action.

Stay

- **Gather your family and friends** already in your home, your pet and your emergency supply kit.
- Stay inside your home, **away from all windows, skylights and glass doors**. The Federal Emergency Management Agency (FEMA) recommends using the most interior room, closet or hallway on the lowest level of your home during severe weather.
- Be sure you have **clean containers for storing water**. You should have a minimum of one gallon per person per day.
- Ready your week’s supply of healthy, non-perishable foods that you won’t need to cook. Remember to have a **non-electric, manual can opener** on hand.
- **Limit your telephone or cell phone** use to only when absolutely necessary. Make sure your cell phone and TTY are fully charged and back-up batteries are available.
- **If you have a generator, never operate it inside**. Do not operate it near any open door, window or garage door.
- It’s important to **wait for official notice** that the emergency is over before going outside your home.



If you use a wheelchair, make more than one exit from your home wheelchair accessible in case the primary exit is blocked. Plan and practice how to escape from your home.



or



Evacuate

- If you must leave home, **follow your emergency plan** and your steps for an effective evacuation.
- **Gather your family and friends** already in your home, your pet and your emergency supply kit.
- Turn off your home's water and electricity **at the main valve and breaker**. Turn off any propane tanks. Do not turn off natural gas unless local officials say to do so.
- Hurricanes, severe storms, tornadoes and wildfires can change direction. **Continue to listen for weather updates** and stay informed.
- Follow your planned travel route **or as directed by local authorities**, and bring a map.
- For some emergencies, a public shelter may be opened in your area. Local authorities will make **announcements on the status of public shelters**.
- Depending on the scale of the emergency, you may need to evacuate the area entirely, out of the forecasted impact zone. But in general, **tens of miles, not hundreds of miles, are necessary for evacuations**.



> **Flooding**

STORM SURGE is a dome of water pushed onshore by hurricane and tropical storm winds. Storm surges can reach 25 feet or more.

STORM TIDE is a combination of storm surge and the normal tide that causes very high water levels.

Before the flood

- Review **your emergency plan** and update as needed.
- **Are you in a flood zone?** Find and review your flood insurance policy if you have one.
- Flooding that threatens your home should trigger your emergency plan. **Locate your supply kit** and be ready to take action.

When a flash-flood watch is issued for your area

- Refer to your **emergency plan's evacuation steps** as to what you will do and where you will go.
- **Monitor events by radio, television or internet.** Listen for warnings and reports of flooding.
- Be prepared to **evacuate immediately if needed.**
- If you are on a road, watch for flooding at highway dips, bridges and low areas. **Don't drive or walk through standing water.**
- Follow instructions from **emergency officials.**

When a flash-flood warning is issued for your area

- Act quickly to protect yourself and those who depend on you. If you have to **hand-carry supplies, gather the critical items** from your emergency supply kit.
- **Don't try to drive through water.** As little as one foot of moving water can sweep most vehicles away. If your vehicle stalls, evacuate all passengers immediately to higher ground.
- **Do not attempt to cross a flooding stream on foot.** Avoid walking through any water if you have open cuts or sores.
- **Be cautious at night** while driving or walking when it's more difficult to recognize flood danger.
- Keep children away from **floodwaters near culverts and storm drains.**



In an emergency, your best choice for shelter is outside of the evacuation area, in a safe and secure structure with family and friends.

The American Red Cross staffs emergency shelters. Visit www.redcross.org/find-help/shelter for a list of open shelters, or call your local Red Cross chapter for open shelter information.

Shelters & pets

Service animals (specially trained dogs or miniature horses) that assist people with disabilities are allowed in shelters. Their care is the sole responsibility of the owner.

Most shelters cannot accept pets because of health and safety concerns. Family pets are only allowed in pre-designated, pet-friendly shelters. Check with your county's emergency management office for policies and rules of pet-friendly shelters (see page 13).



Shelters

When severe weather emergencies occur, the State of Florida may open temporary emergency shelters in approved schools, office buildings or other facilities.

Two types of shelters

GENERAL POPULATION SHELTERS

This type of shelter is stocked with basic needs like food and water, and offers a temporary place to sleep during an emergency. A general population shelter is able to give basic first aid, but not medical care. You will need to bring supplies such as bed linens, blankets, clothing, toiletries, hygiene items and personal medications. Other than food and water, the resources available at general population shelters will vary. If you have a medical condition requiring daily assistance, you may want to pre-register for a special needs shelter.

SPECIAL NEEDS SHELTERS

Special needs shelters are different from general population shelters. If you need daily medical assistance like routine nursing care, help with medication, oxygen therapy, electricity for life-supporting medical equipment, and you don't have another place to go, you

may be eligible to go to a special needs shelter.

During an emergency, special needs shelters provide more medical care and supervision than a general population shelter. Be aware that special needs shelters do not provide the level of care of a hospital or emergency medical center. They provide a safe location for basic medical aid until the emergency is over. You will need to bring your medical supplies and current medications with you to the special needs shelter. Caregivers and service animals are encouraged to come with you.

There are certain eligibility criteria you must meet to have access to a special needs shelter. To find out if you are eligible and to pre-register, contact your county emergency management office (see page 13).

If you evacuate, pack games, books and toys for children.

Services in Your Community

Online resources

A planning tool for people with disabilities or access and functional needs is available at www.floridadisaster.org.

American Red Cross: www.redcross.org and www.nod.org/disability_resources/emergency_preparedness_for_persons_with_disabilities or www.inclusivepreparedness.org/

The American Red Cross booklet *Preparing for Disaster for People with Disabilities and other Special Needs* is available for free at: www.redcross.org/services/disaster/beprepared/disability.pdf.

Florida Emergency Management Community: www.floridadisaster.org

Federal Emergency Management Agency (FEMA): www.fema.gov

Florida Centers for Independent Living (CIL) are committed to assisting those with disabilities plan for emergencies: 1-866-575-6004 or 1-877-822-1993.

National Organization on Disability: www.nod.org/emergency

Clearinghouse on Disability Information, Special Education and Rehabilitative Services Communications and Customer Service Team: 1-202-245-7307 or 1-202-205-5637, TTD

The National Center on Emergency Planning for People with Disabilities: www.nod.org/disability_resources/emergency_preparedness_for_persons_with_disabilities or www.inclusivepreparedness.org/

Florida Poison Information Center Network toll-free hotline

The Florida Poison Information Center Network (FPICN) provides emergency services 24 hours a day to Floridians: **1-800-222-1222**, accessible by voice and TTY.

Disaster contact information

American Red Cross—food, shelter, financial assistance: 1-800-RED CROSS (1-800-733-2767). National headquarters staff: 1-202-303-5214. Public inquiries: 1-202-303-4498.

America's Second Harvest—food: 1-800-771-2303

FEMA Fraud and Abuse Hotline, Department of Homeland Security: 1-800-323-8603

FEMA Registration—first step for disaster assistance: 1-800-621-3362 or 1-800-621-FEMA

FEMA—TTY for hearing impaired: 1-800-462-7585

Florida Abuse Hotline: 1-800-962-2873 or 1-800-96ABUSE

Florida Child Care—resource and referral: 1-888-352-4453

Florida Department of Financial Services—claims problems: 1-800-227-8676 or 1-800-22-STORM

Florida Emergency Information Line: 1-800-342-3557

Florida Volunteer and Donations Hotline: 1-800-354-3571

Hunger Hotline, Florida Association for Community Actions: 1-800-329-3663

Price Gouging Hotline, Florida Department of Agriculture and Consumer Services: 1-800-435-7352

Price Gouging Hotline, Florida State Attorney General: 1-800-646-0444

Project HOPE, Florida Department of Children and Families—crisis counseling: 1-866-518-1825

Salvation Army: 1-800-725-2769. To volunteer and donate: 1-866-435-7669.

U.S. Department of Veterans' Affairs—information and referral: 1-800-827-1000

Special needs shelter registries (emergency management offices)

Alachua: (352) 264-6500

Baker: (904) 259-6111

Bay: (850) 784-4000

Bradford: (904) 966-6336

Brevard: (321) 637-6670

Broward: (954) 357-6385

Calhoun: (850) 674-8075

Charlotte: (941) 833-4000

Citrus: (352) 746-6555

Clay: (904) 284-7703

Collier: (239) 252-3600

Columbia: (386) 758-1125

DeSoto: (863) 993-4831

Dixie: (352) 498-1240

Duval: (904) 255-3110

Escambia: (850) 471-6400

Flagler: (386) 313-4200

Franklin: (850) 653-8977

Gadsden: (850) 875-8642

Gilchrist: (386) 935-5400

Glades: (863) 946-6020

Gulf: (850) 229-9110

Hamilton: (386) 792-6647

Hardee: (863) 773-6373

Hendry: (863) 612-4700

Hernando: (352) 754-4083

Highlands: (863) 385-1112

Hillsborough: (813) 236-3800

Holmes: (850) 547-1112

Indian River: (772) 567-2154

Jackson: (850) 482-9678

Jefferson: (850) 342-0211

Lafayette: (386) 294-1950

Lake: (352) 343-9420

Lee: (239) 533-0640

Leon: (850) 606-3700

Levy: (352) 486-5213

Liberty: (850) 643-2339

Madison: (850) 973-3698

Manatee: (941) 749-3507

Marion: (352) 369-8100

Martin: (772) 287-1652

Miami-Dade: (305) 513-7700 or 311

Monroe: (305) 292-4591

Nassau: (904) 548-4980

Okaloosa: (850) 651-7150

Okeechobee: (863) 462-5819 or
(863) 462-5819

Orange: (407) 836-9140

Osceola: (407) 343-2133

Palm Beach: (561) 712-6400

Pasco: (727) 847-8004 or

Pinellas: (727) 464-3800

Polk: (863) 534-5600

Putnam: (386) 329-0379

Santa Rosa: (850) 983-5360

Sarasota: (941) 861-5000

Seminole: (407) 665-5102

St. Johns: (904) 824-5550

St. Lucie: (772) 462-8100

Sumter: (352) 569-1660

Suwannee: (352) 364-3405

Taylor: (850) 838-3575

Union: (386) 496-4300

Volusia:

Southeast Volusia, (386) 423-3395

West Volusia, (386) 736-5980

Daytona Beach, (386) 258-4088

Wakulla: (850) 745-7200

Walton: (850) 892-8065

Washington: (850) 638-6203

County health departments

Alachua County
224 S.E. 24th St.
Gainesville 32641
(352) 334-7900
FAX (352) 955-6428

Baker County
480 W. Lowder St.
Macclenny 32063
(904) 259-6291,
EXT. 2230
FAX (904) 259-1950

Bay County
597 W. 11th St.
Panama City 32401
(850) 872-4455
FAX (747) 599-1850

Bradford County
1801 N. Temple Ave.
Starke 32091
(904) 964-7732
FAX (904) 964-3829

Brevard County
2575 N. Courtenay Pky
Merritt Island 32953
(321) 454-7151
FAX (321) 454-7154

Broward County
780 S.W. 24th St.
Ft. Lauderdale 33315
(954) 467-4700
FAX (954) 760-7798

Calhoun County
19611 S.R. 20 West
Blountstown 32424
(850) 674-5645
FAX (850) 674-5420

Charlotte County
1100 Loveland Blvd.
Port Charlotte 33980
(941) 624-7200
FAX (941) 624-7202

Citrus County
3700 W. Sovereign Path
Lecanto 34461
(352) 527-0068, EXT. 261
FAX (352) 620-7565

Clay County
1305 Idlewild Ave.
Green Cove Springs
32043
(904) 529-2800
FAX (904) 529-2802

Collier County
3339 Tamiami Trail East
Suite 145, Bldg. H
Naples 34112-4961
(239) 252-8200
FAX (239) 252-2552

Columbia County
217 N.E. Franklin St.
Lake City 32055
(386) 758-1068
FAX (386) 758-3900

DeSoto County
34 South Baldwin Ave.
Arcadia 34266
(863) 993-4601
FAX (863) 993-4606

Dixie County
149 N.E. 241st St.
Cross City 32628
(352) 498-1360
FAX (352) 498-1363

Duval County
900 University Blvd. North
Jacksonville 32211
(904) 253-1000
FAX (904) 632-5338

Escambia County
1295 W. Fairfield Dr.
Pensacola 32501
(850) 595-6500
FAX (850) 595-6745

Flagler County
301 Dr. Carter Blvd.
Bunnell 32110
(386) 437-7350
FAX (386) 437-7353

Franklin County
139 12th St.
Apalachicola 32320
(850) 653-2111
FAX (850) 653-9896

Gadsden County
278 LaSalle LeFall Dr.
Quincy 32353
(850) 875-7200, EXT. 325
FAX (850) 627-9134

Gilchrist County
119 N.E. 1st St.
Trenton 32693
(352) 463-3120
FAX 352-463-3425

Glades County
1021 Health Park Dr.
Moore Haven 33471
(863) 946-0707
FAX (863) 946-3097

Gulf County
2475 Garrison Ave.
Port St. Joe 32456
(850) 227-1276
FAX (850) 227-1766

Hamilton County
209 S.E. Central Ave.
Jasper 32052
(386) 792-1414
FAX (386) 792-2352

Hardee County
115 K D Revell Rd.
Wauchula 33873-2051
(863) 773-4161
FAX (863) 773-0978

Hendry County
1140 Pratt Blvd.
LaBelle 33935
(863) 674-4041, EXT. 108
FAX (863) 674-4076

Hernando County
300 South Main St.
Brooksville 34601
(354) 540-6800
FAX (352) 754-4132

Highlands County
7205 S. George Blvd.
Sebring 33875
(863) 386-6040, EXT. 215
FAX (863) 386-6048

Hillsborough County
1105 East Kennedy Blvd.
Tampa 33602
(813) 307-8000
FAX (813) 272-6984

Holmes County
603 Scenic Circle
Bonifay 32425
(850) 547-8500
FAX (850) 547-8515

Indian River County
1900 27th St.
Vero Beach 32960
(772) 794-7400
FAX (772) 794-7453

Jackson County
4979 Healthy Way
Marianna 32446
(850) 526-2412
FAX (850) 482-9978

Jefferson County
1255 W. Washington St.
Monticello 32344
(850) 342-0170
FAX (850) 342-0257

Lafayette County
140 S.W. Virginia Circle
Mayo 32066-1806
(386) 294-1321
FAX (386) 294-3876

Lake County
16140 U.S. Hwy. 441
Eustis 32726
(352) 589-6424
FAX (352) 589-6495

Lake County Satellite
835 7th St. Bldg. B, Ste 4
Clermont 34711
(352) 394-4399, EXT. 113

Lee County
3920 Michigan Ave.
Ft. Myers 33916
(239) 332-9501
FAX (239) 332-9556

Leon County
2965 Municipal Way
Tallahassee 32316
(850) 606-8150
FAX (850) 487-7954

Levy County
66 W. Main St.
Bronson 32621
(352) 486-5300
FAX (352) 486-5307

Liberty County
12832 North Central Ave.
Bristol 32321
(850) 643-2415
FAX (850) 643-5689

Madison County
218 S.W. Third Ave.
Madison 32340
(850) 973-5000
FAX (850) 973-5007

Manatee County
410 6th Ave. E.
Bradenton 34208-1968
(941) 748-0747, EXT. 1222
FAX (941) 714-7282

Marion County
1801 S.E. 32nd Ave.
Ocala 34471
(352) 629-0137
FAX (352) 694-1613

Martin County
3441 SE Willoughby Blvd.
Stuart 34994
(772) 221-4000
FAX (772) 221-4990

Miami-Dade County
8175 N.W. 12th St.
Suite 300
Miami 33126
(305) 324-2400
FAX (786) 336-1297

Monroe County
1100 Simonton St.
Key West 33040
(305) 293-7500
FAX (305) 809-5629

Nassau County
30 South 4th St.
Fernandina Beach
32035-0517
(904) 548-1800
FAX (904) 277-7286

Okaloosa County
221 Hospital Drive, N.E.
Ft. Walton Beach 32548
(850) 833-9240
FAX (850) 833-9252

Okeechobee County
1728 N.W. 9th Ave.
Okeechobee 34973
(863) 462-5819

Orange County
6101 Lake Ellenor Dr.
Orlando 32809
(407) 858-1400
FAX (407) 858-5514

East Orlando Satellite Office
12050 E. Colonial Dr.
Orlando 32826
(407) 585-1494

Osceola County
1875 Boggy Creek Rd.
Kissimmee 34745
(407) 343-2000
FAX (407) 343-2084

Palm Beach County
800 N. Clematis St.
West Palm Beach 33401
(561) 840-4500
FAX (561) 837-5197

Pasco County
Main Office
10841 Little Rd.
New Port Richey 34654
(727) 861-5250, EXT. 151
FAX (727) 862-4230

Pinellas County
205 Dr. Martin Luther King
Jr. St. North
St. Petersburg 33701
(727) 824-6900
FAX (727) 820-4275

Polk County
1290 Golfview Ave.
Bartow 33830
(863) 519-7900, EXT.
11002
FAX (863) 534-0293

Putnam County
2801 Kennedy St.
Palatka 32177
(850) 326-3200
FAX (386) 326-3350

Santa Rosa County
5527 Stewart St.
Milton 32572-0929
(850) 983-5200
FAX (850) 983-4540

Sarasota County
2200 Ringling Blvd
Sarasota 34237
(941) 861-2900
FAX (941) 861-2828

Venice Satellite Office
4000 Tamiami Trail South
Venice 34293
(941) 861-3528

Seminole County
400 West Airport Blvd.
Sanford 32773-5496
(407) 665-3000
FAX (407) 665-3259

St. Johns County
1955 U.S. 1 South,
Suite 100
St. Augustine 32086
(904) 825-5055
FAX (904) 823-6875

St. Lucie County
5150 N.W. Milner Rd.
Port St. Lucie 34983
(772) 462-3800
FAX (772) 873-4941

Sumter County
415 E. Noble Ave.
Bushnell 33513
(352) 569-3121
FAX (352) 793-1506

Wildwood Satellite Office
104 Rutland St.
Wildwood 34785
(352) 330-1313, EXT. 245
FAX (352) 568-0930

Suwannee County
915 Nobles Ferry Rd.
Live Oak 32060
(386) 362-2708
FAX (386) 362-6301

Taylor County
1215 N. Peacock Avenue
Perry 32347
(850) 584-5087
FAX (850) 584-8653

Union County
495 East Main St.
Lake Butler 32054
(386) 496-3211
FAX (386) 496-1599

Volusia County
1845 Holsonback Dr.
Daytona Beach 32120
(386) 274-0500
FAX (386) 274-0840

Wakulla County
48 Oak St.
Crawfordville 32327
(850) 926-0400
FAX (850) 926-1938

Walton County
362 State Highway 83 St.
DeFuniak Springs 32433
(850) 892-8015
FAX (850) 892-8457

Washington County
1338 South Blvd.
Chipley 32428
(850) 638-6240
FAX (850) 638-6244