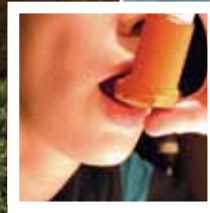


DISASTER PREPAREDNESS GUIDE FOR PEOPLE WITH SPECIAL NEEDS



**SEMINOLE COUNTY
OFFICE OF EMERGENCY
MANAGEMENT**

**150 BUSH BOULEVARD
SANFORD, FLORIDA 32773
(407) 665-5102**

www.prepareseminole.org

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DISASTER PREPAREDNESS PLANNING FOR PEOPLE WITH SPECIAL NEEDS

INTRODUCTION

The Seminole County Office of Emergency Management is providing this booklet to assist our special needs citizens in planning for a disaster.

The Special Needs Program is designed to provide disaster related evacuation assistance and care for those without other alternatives, for those who need transportation assistance to a shelter, and/or have a health condition that requires medical attention in the shelter. Seminole County Office of Emergency Management (OEM) and Seminole County Health Department share the task of coordinating the Special Needs Program.

Any person who needs assistance during evacuations and sheltering because of a physical, mental, cognitive impairment, or sensory disability may qualify for a special needs shelter. It is important to note that not everyone with a disability needs to go to a special needs shelter. Some people with disabilities can be safely accommodated in general population shelters, hotels, friends, or family homes.

Shelters are safe places to be during a storm, but since space and comfort are limited, shelters are recommended only as a place of last resort. Special needs shelters do not substitute for the specialized 24-hour dedicated and complex care that a hospital or nursing home can provide. People that require complex care, ambulance transportation, or ventilators will need to make arrangements with their caregiver, health provider, or physician. Individuals are encouraged to discuss their needs well in advance of an evacuation rather than at the moment the evacuation is ordered. If you must evacuate, your first choice should be to seek shelter with friends, family, or in a hotel/motel. Remember, a shelter is simply a life boat with the mission to save lives.



PREPAREDNESS PLANNING

If you have a medical or physical condition which requires special care, especially if you live alone, you should take steps to prepare for your possible evacuation during a threatening hurricane or other emergency event:

- Discuss your health and medical condition with your physician and determine what essential needs you may require;
- Pre-determine your evacuation destination such as with a friend, relative, motel or hotel, nursing home, hospital, general population or special needs shelter;
- Arrange for your specific special need at your pre-determined evacuation destination (medication, oxygen, special equipment, or diet).

If you take prescription medication daily:

- Check your medications and if you are low, you should purchase an extra supply to take to the shelter;
- Acquire specific medical identification and carry it with you (i.e. ID bracelet).

If you are dependent on oxygen, electrical power for life support, or have an electric wheelchair:

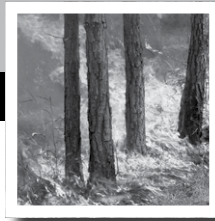
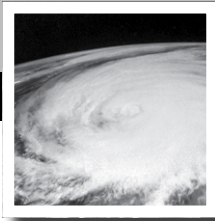
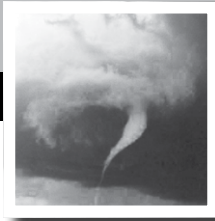
- Acquire a portable oxygen unit;

- Acquire extra batteries for your equipment;
- If you have an electric wheelchair, have your electrical cord ready; and
- Take extra medical supplies such as oxygen tubing, catheter/colostomy supplies, syringes, etc., with you to the shelter.

If you are blind or have a visual disability:

- Store a talking or Braille clock, or large-print timepiece with extra batteries;
- Have an extra white cane;
- Mark your gas, water, electric shut-off valves and disaster supply items with fluorescent tape, large print, or Braille;
- Mark your disaster supply kit with fluorescent tape, large print, or Braille;
- If you wear glasses, have an extra pair, or repair kit and magnifiers;
- Make photocopies of important documents, or store on a USB drive (i.e. insurance, SS card, drivers license, etc).





If you are deaf or have a hearing loss:

- Set your TV to open captioning for emergency broadcast information;
- Have extra batteries for your hearing aids;
- Keep paper and pencils in disaster supply kit, and by your bed;
- Keep a flashlight, whistle, or other noisemaker by your bed;
- Keep an ID card in your disaster supply kit that indicates you are deaf or have a hearing loss.

If you have a cognitive disability:

- Keep a copy of any instructions or information you think you will need. Prepare this information in a way that is easy for you to understand. You may want to break down the information into a step-by-step outline;
- Have a pencil and paper ready to keep track of any new instructions or information you may receive.

If you have pets:

- Make arrangements with friends, relatives, local kennels or veterinarians for your pet's safety. If this is not possible, you can bring your pet to our Special Needs Pet Friendly Shelter. They must have a collar w/ID, a crate, immunization record, and leash;
- Service dogs are allowed in all public shelters;
- Additional information relative to pet shelters may be obtained by calling Seminole County's Animal Services at (407) 665-5200.

Pre-hurricane evacuation planning:

In general, everyone should be prepared. High winds, power outages, and localized flooding makes the following populations vulnerable:

- Residents of mobile and manufactured homes;
- Persons living in low-lying areas prone to flooding;
- Persons who are oxygen dependent, or utilize medical and life support equipment.

PREPAREDNESS PLANNING (CONTINUED)

Home Healthcare and Homebound Individuals:

- Healthcare agencies should be notified of where you will be during a hurricane and when care can be re-established;
- If you are homebound contact your healthcare provider to discuss the Special Needs Program;
- If you require a respirator, you should make prior medical arrangements with your physician;
- If you evacuate to a shelter, someone from your healthcare agency or caregiver must accompany you;
- If you require oxygen, check with your supplier about extra supplies.

WHO MAY BE ELIGIBLE FOR A SPECIAL NEEDS SHELTER:

- You have a minor or chronic but stable health/medical condition that requires a greater level of care than what can be provided in a general population shelter;
- Persons who depend upon electricity to operate their oxygen, nebulizers, c-pap, bi-pap, etc.;
- Assistance with mobility, routine medication administration, or routine health monitoring.

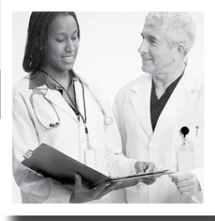
WHO IS NOT ELIGIBLE:

- Residents requiring greater levels of assistance that can only be provided by a hospital bed, hemodialysis, life support equipment, IV chemotherapy, full ventilator, etc. must make alternative plans with the assistance of a physician or health care professional;
- Residents in assisted living facilities, nursing homes, or group homes are not eligible. These facilities have their own emergency plans to assist their residents; or
- Those who require skilled medical care on a 24-hour basis should contact their medical professional to make arrangements for their care.

HOW DO I REGISTER?

Forms are available on our website: www.prepareseminole.org or you may call our office at 407-665-5102 to request a registration form by mail. Your information is used for information and organizational purposes only, and protected by HIPAA laws.

Registration is renewed annually. You will be contacted either by phone or sent a postcard on your birthday as a reminder to update your information.



WELL CHECK PROGRAM:

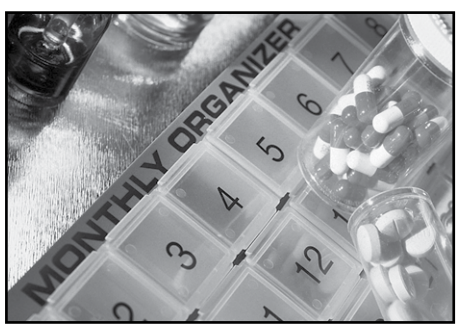
If you do not qualify for a special needs shelter, you will be placed on our “Well Check” list. Persons signed up for the

“Well Check” Program will receive a call or visit before and after a disaster to check on their well being.

WHAT IS AVAILABLE AT THE SPECIAL NEEDS SHELTERS:

The Seminole County Health Department in conjunction with Seminole County will staff the shelters. The Health Department will provide a nurse, or other medical personnel to oversee shelter operations.

- Oxygen is available at the special needs shelters, if you forget your oxygen tank;
- You will be provided basic meals only; you will need to bring any special dietary foods you may require;
- You will be given a cot for sleeping; you should bring comfort items such as pillows, sheets, and blankets;
- Air conditioning will be available as long as power is available. While the special needs shelters have generators for emergency equipment, other electrical devices (e.g. cell phones, iPad) may not be able to be charged;
- Hospital beds are not available at the shelters;
- You should bring any medications you require (at least a seven day supply), as well as special equipment you may need, such as your oxygen concentrator;
- You should have a plan for where you will go if you cannot return to your home due to damage.



TO REGISTER FOR THE SPECIAL NEEDS PROGRAM
GO TO WWW.PREPARESEMINOLE.ORG OR CALL 407-665-5102

TRANSPORTATION TO THE SHELTER:

If you require transportation to a shelter:

- Arrange your transportation needs with a neighbor, friend, or relative;
- If you do not have a vehicle, or transportation to the shelter, a bus will pick you up and take you to one that is open. You should monitor the radio and TV for what shelters are open;
- Transportation to a special needs shelter is operated by Seminole County Public Schools Transportation. Once an evacuation order has been given, and shelters are opened, you should go to the shelter, or call our Citizens Information Line at 407-665-0311 or 311 to request transportation;
- You must be ready to evacuate when transportation arrives at your home.

EVACUATION ORDER FOR SHELTER ACTIVATION:

Emergency Management will determine the affected areas in the County and coordinate evacuation.

- Registrants will be notified, via the County's Reverse 9-1-1 system and through local media that an evacuation has been ordered, and the time the special needs shelter will open.
- Registrants transporting themselves can proceed to the shelter when it opens.
- Before leaving your home, turn off electrical power at the main box except to your refrigerator/freezer.
- Secure your home and evacuate the area.
- Call family /friends and let them know where you are going.
- Shelter openings will depend upon the type of event. For example, in an ordered hurricane evacuation, the shelter may be opened 24-hours prior to landfall. Buses provided by Seminole County Public Schools Transportation will provide the pick-up, and return home to those who require transportation.



WHAT SHOULD I BRING TO THE SHELTER?

A shelter should be used as a last resort. Everyone is encouraged to seek alternatives to public shelters. If you have no other alternatives, you may bring with you a minimal number of supplies. See suggested list below.

MEDICAL SUPPLIES & EQUIPMENT

- A 2 week supply of all required daily prescription medicines
- Oxygen and oxygen supplies - bring your electric oxygen concentrator with extension cord
- Wheelchair/walker/cane or other special equipment
- Diabetic equipment (insulin, glucose meter/strips/lancets)
- Nebulizers
- Batteries and/or chargers for electric wheelchair

FOOD ITEMS

- Special dietary meals are not provided; bring non-perishable special dietary food with you
- Snacks

EQUIPMENT

- Alternate communication devices (portable TTY, dry erase board or writing paper with pencils)
- Radio with extra batteries
- Cell phone with charger

SERVICE ANIMALS

- Food and medicine
- Plastic bags for clean-ups
- Crate, leash, collar with ID tag, and immunization records

PERSONAL ITEMS

- I.D. with current address (drivers license)
- Copies of important documents (insurance papers, SS card, doctor's orders, DNR)
- Specific medical identification (Medicaid, Medicare, insurance cards) and a brief and current medical history
- Eyeglasses with repair kit
- Hearing aids with extra batteries
- Dentures
- Gloves for maneuvering your wheelchair over debris
- Clothing for 3 days
- Cots are provided; you should bring a pillow, blanket, and sheet
- Personal hygiene items (toothbrush, deodorant, comb, diapers, etc.)
- Plastic bags for soiled items
- Comfort items (small games, cards, books)
- Cash (Credit card services may not be available for several days after a storm. Bring some cash but not too much)

IMPORTANT INFORMATION

- Your name should be on all personal items
- Alcoholic beverages and/or illegal drugs of any kind are not permitted at any shelter
- Smoking is not permitted in any shelter
- Firearms or weapons, of any kind, are not allowed in a shelter
- Law enforcement will be present at the shelter, but individuals are responsible for safeguarding their own personal items

IF YOU DECIDE NOT TO EVACUATE:

If your decision is not to evacuate your home, you should consider sheltering in place and have a disaster supply kit ready. Below are some items to consider having on hand.

- 1 gallon of water per person/per day for 7 days
- 7 day supply of non-perishable food per person and plan for any special dietary needs
- Manual can opener
- Flashlight and portable radio with extra batteries
- First-aid kit
- 2 week supply of all your medications, and medical supplies
- Wheelchair/walker/cane
- Necessary health equipment: oxygen, tubing, feeding supplies
- Copies of personal identification/ important documents/health insurance information, etc.
- Wear medic alert bracelet
- List of family physician and relatives with phone numbers
- Personal grooming items: toothbrush, toothpaste, deodorant, soap, towel, wash cloth, comb, brush, extra clothing and closed toe shoes, etc.
- Eye glasses, with repair kit, contacts, cases, solutions, hearing aides and batteries
- Bedding: pillow, blanket, sheets, or sleeping bag
- Pet food, water, I.D., crate, leash, immunization records
- Make a list of all electronics and special equipment. Write the serial number by each item. Take pictures of the inside and outside of your home and keep in your disaster supply kit





Prepare Your Home:

- Close and lock all windows and exterior doors
- Get your family disaster supply kit and make sure the radio is working
- Go to an interior room without windows
- Bring your pets inside with you, and be sure to have additional food and water
- Call your emergency contact and let them know you're staying home
- Cellular telephone equipment may be overwhelmed and not working during an emergency event
- Do not duct tape your windows. Use 5/8" marine plywood or a shutter system
- Listen to your radio or television
- Have a fire extinguisher available
- Remove all debris around your home including potted plants, lawn furniture, etc.

Returning Home:

- Listen to radio/television for official announcement that it is safe to return to your area
- Determine that your home is not damaged and is "livable"

RESOURCES FOR DISASTER PREPAREDNESS

Seminole County Citizens Information Line: 407-665-0311 or dial 311.

Agency for Persons with Disabilities

850-488-4257 • 866-273-2273
<http://apd.myflorida.com>

American Red Cross Mid-Florida Region

407-894-4141 • www.redcross.org/fl/orlando

AT&T

Customer Service 800-288-2747
Repair 877-737-2478

Bright House Cable

407-291-2500 • www.cfl.mybriighthouse.com

Center for Disease Control & Prevention

888-232-4636 • www.cdc.gov

Century Link

407-339-1811 • www.centurylink.com

Garbage Collection (unincorporated only)

407-665-2260

Center for Independent Living

www.ilru.org/html/publications/directory/florida.html

Florida Agency for Persons with Disabilities, Florida Division of Blind Services

850-245-0300 • www.dbs.myflorida.com

Florida Dept. of Elder Affairs

1-800-963-5337 • www.elderaffairs.state.fl.us

Florida Division of Emergency Management/State

www.floridadisaster.org/disabilities.htm

Federal Emergency Management Agency

www.fema.gov/preparedness

Florida Power & Light

1-800-468-8243 • www.fpl.com

Florida Public Utilities

386-668-2600 • www.fpuc.com

Duke Energy

800-228-8485 • www.duke-energy.com

Insurance Fraud

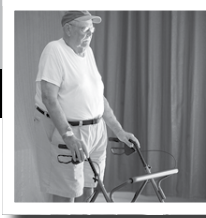
800-342-2762 • www.myfloridacfo.com

National Weather Service

321-255-0212
www.nws.noaa.gov/nwr/special_need.htm

NOAA Weather Radio

www.weather.gov/nwr/special_needs.htm



National Organization on Disability
 646-505-1191 • www.nod.org/emergency

**Price Gouging Hotline
 (Florida Attorney General)**
 1-866-966-7226

Salvation Army
 407-322-2642
www.salvationarmysanford.org

**Seminole County Office of Emergency
 Management**
 407-665-5102 • FAX: 407-665-5048
 For a registration form:
www.prepareseminole.org

Seminole County Fire/Rescue
 407-665-5175
www.seminolecountyfl.gov/dps/ems/

Seminole County Health Department
 407-665-3000 • www.seminolecohealth.com

Seminole County Sheriff's Office
 407-665-6650 • www.seminolesheriff.org

Seminole County Water & Sewer
 (unincorporated only) 407-665-2110

U.S. Department of Homeland Security
 800-621-3362 • www.ready.gov

US Department of Veterans' Affairs
 800-827-1000

United Spinal Association
www.unitedspinal.org

Volunteer Florida
www.volunteerflorida.org

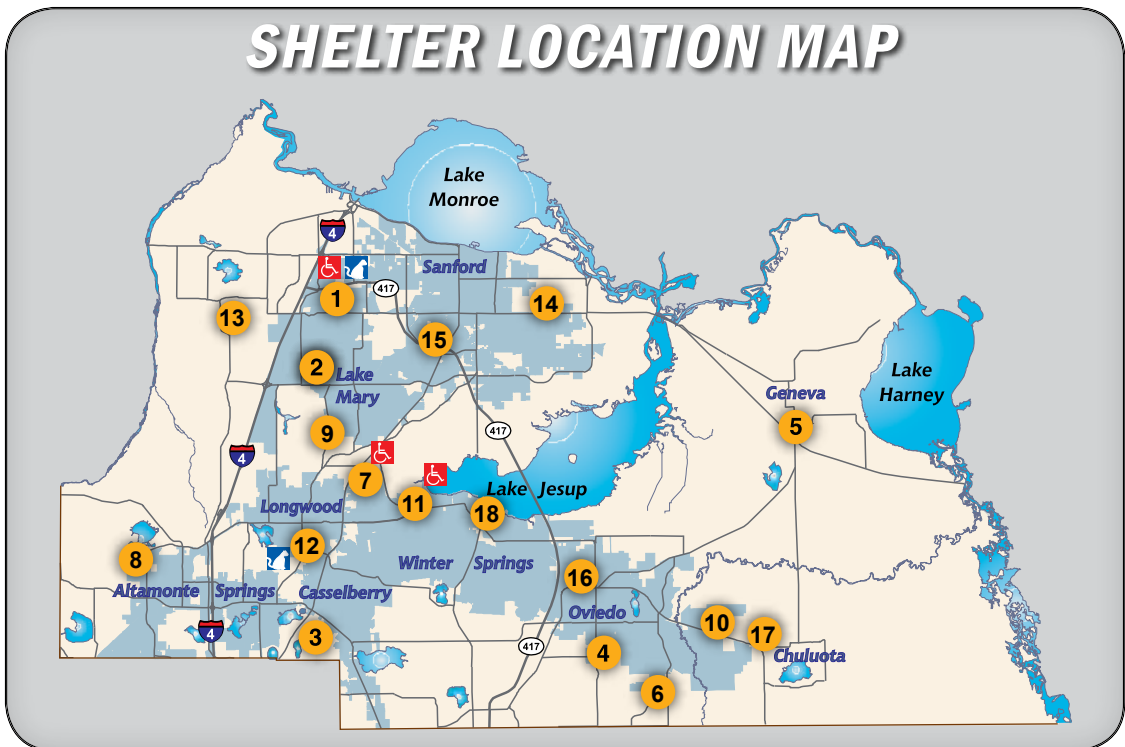
CITY HALLS:

- Altamonte Springs407-571-8119
- Casselberry..... 407-262-7700
- Lake Mary..... 407-585-1448
- Longwood..... 407-260-3440
- Oviedo..... 407-971-5555
- Sanford.....407-688-5000
- Winter Springs 407-327-1800

SEMINOLE COUNTY PRIMARY SHELTERS






The Special Needs Registry is a database of individuals registered with the Seminole County Special Needs Program. If there is a disaster, those on the registry will receive a Reverse 911 call and be given information regarding evacuation and/or shelter openings. The registration information may also be used to assist emergency personnel and volunteers in providing emergency services. Participation in the Special Needs Program is voluntary. Individuals on the registry must decide whether to accept assistance and/or remain responsible for themselves in the event of an emergency. Not all shelters open at the same time. Shelter openings are determined by the magnitude, and direction of the impending storm. There is limited staff at the shelter, so you should bring a companion, spouse or caregiver with you.

Shelters are generally located in school gymnasiums or churches (not at hotels). They have a generator back-up for electricity for limited lighting and essential medical equipment. They may be crowded, uncomfortable, and noisy with very little privacy.





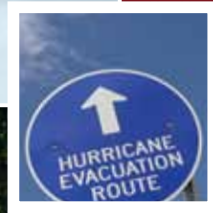
SHELTER LIST

- 1 **BENTLEY ELEMENTARY**   2190 Oregon Ave. • Sanford
- 2 **CRYSTAL LAKE ELEMENTARY** 231 Rinehart Rd. • Lake Mary
- 3 **ENGLISH ESTATES ELEMENTARY** 299 Oxford Rd. • Fern Park
- 4 **JOHN EVANS ELEMENTARY** 100 Chapman Rd. • Oviedo
- 5 **GENEVA ELEMENTARY** 275 First St. • Geneva
- 6 **HAGERTY HIGH SCHOOL** 3225 Lockwood Blvd. • Oviedo
- 7 **HIGHLANDS ELEMENTARY**  1600 Shepard Rd. • Winter Springs
- 8 **LAKE BRANTLEY HIGH** 991 Sand Lake Rd. • Altamonte Springs
- 9 **LAKE MARY HIGH** 655 Longwood - Lake Mary Rd. • Lake Mary
- 10 **LAWTON CHILES MIDDLE** 1240 Sanctuary Dr. • Oviedo
- 11 **LAYER ELEMENTARY**  4201 State Road 419 • Winter Springs
- 12 **LYMAN HIGH**  865 S. County Road 427 • Longwood
- 13 **MARKHAM WOODS MIDDLE SCHOOL** 6003 Markham Woods Rd. • Lake Mary
- 14 **MIDWAY ELEMENTARY** 2368 Brisson Ave. • Sanford
- 15 **MILLENNIUM MIDDLE** 21 Lakeview Dr. • Sanford
- 16 **OVIEDO HIGH SCHOOL** 601 King St. • Oviedo
- 17 **WALKER ELEMENTARY** 3101 Snowhill Rd. • Chuluota
- 18 **WINTER SPRINGS HIGH** 130 Tuskawilla Dr. • Winter Springs

ICON KEY

 **SPECIAL NEEDS**

 **PET FRIENDLY**



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