

Disaster Readiness Plan for Wellington Neighborhood Association

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**Adapted from:
Wellington Disaster Plan, by M. L. Donnellan, 2007, Clermont, FL
Huntington Disaster Ready Plan, 2014, Clermont, FL**

This resource manual is based on information from American Red Cross, Federal Emergency Management Agency, www.floridadisaster.org, The Home Depot, National Association of Home Builders of the United States and United Way of Escambia County, Pensacola, FL

All collaborative partners assumes no responsibility for the actions of any who choose to respond to these guidelines or for any damages arising from those actions. Individuals acting in times of disaster are offered certain protection by Florida Statues 768.13 and 768.1355

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INTRODUCTION

While it is true that emergency responders do an incredible job of keeping citizens safe, it is also critical that individuals, neighborhood associations, and communities be prepared for disasters of all types. All disasters are local, which means neighbors are often the first on the scene of a disaster. It is important, therefore, that citizens know what to do in the event of a disaster, and how to support first responders like police, fire, and other governmental agencies like the Federal Emergency Management Agency (FEMA).

An attempt has been made to make this disaster readiness plan as easy as possible to develop and implement. The plan is for response to significant events, such as tornados, chemical spills, floods, hurricanes, etc. However, neighborhoods that have implemented the plan have found that the knowledge has helped residents to be more aware of what is going on around them, making them better able to identify potential problems with their neighbors, such as illness, household accidents, etc., and then to provide needed assistance.

STEPS FOR THE DISASTER PLAN

Step 1: Select a Disaster Plan Coordinator

The neighborhood homeowners' association board of directors should appoint a disaster plan coordinator (sample job description on page 8). Although it is not necessary, it helps if the coordinator has experience in disaster response.

Step 2: Develop Plan and Budget

Depending on the size of the neighborhood, the plan coordinator can develop the plan, based on this template, or can recruit residents for a Disaster Readiness Committee who develops the plan and takes it to the board for approval. Include a draft budget. Potential budget items include: laminated "Help/Okay" signs for each residence, emergency vests for coordinators and *division captains, Red Cross training for division captains/coordinator, disaster notebooks, printing of notebooks, vial of life instructions, labels and door stickers, two-way radios.

Step 3: Identify Neighborhood Divisions

Using a map of the neighborhood, identify workable divisions or sections (sample on page 18). Depending on the size of the neighborhood, as well as the number of captains you are able to recruit, divisions are usually composed of eight to ten homes. Any more than that can make it difficult for the captains to quickly assess damage after a disaster. The individual divisions will then be assigned to a captain (job description, page 10). It is helpful if the homes are contiguous as well as across from each other. For example, a division would not be eight homes in a row on the same side of the street, but four homes on each side of the street.

In larger communities, it might be helpful to add communication captains. These can be board members. A communication captain has several division captains who report to them. The communication captains then report to the plan coordinator. (See job descriptions beginning on page 8)

Step 4: Recruit Division Captains

The best way to select division captains is to have a neighborhood meeting, inviting all residents. Explain the plan, how the neighborhood will be divided and what will be expected of each resident (e.g. completing forms, putting together a disaster supplies kit, etc.). Overview the responsibilities of division captains and then provide opportunities for them to sign up. If you are unable to recruit enough division captains at the meeting, identify individuals in each division who might be qualified and then make phone calls.

Step 5: Conduct Training for Division Captains

A one to two-hour meeting initially is usually enough time to explain the duties of a division captain and explain the plan in more detail. Encourage each division captain to recruit a back-up person to cover for them if they are going to be out of town. It is also helpful to ask an emergency responder to attend the meeting. This not only keeps communication lines open but also reinforces to attendees how important their volunteer efforts are to the safety of their neighborhood. Often neighborhood grocery stores will donate tote bags that can be given to division captains. The disaster plan, resident information, two-way radio, vest, etc., are kept in

the tote bag so the items are readily available. The bags are also useful if the division captain is going to be out of town. The bag of supplies is then given to the back-up division captain.

**The term "division" is used in order to comply with national disaster readiness terminology.*

Step 6: Gather Resident Information

Give every resident a form (page 17) for them to complete. Be sure to give them a deadline for completion of the form. Sometimes division captains will need to go door to door to get the completed forms, or help the resident complete the form. This provides an opportunity for the Division captain to introduce themselves to the residents, too. Assure residents that all information is confidential and will be used for disaster response only.

Also encourage residents to sign-up for Smart 911, www.smart911.com. The program allows individuals to place important medical information, contact information, etc, in a confidential file for the use of 911 responders. They have this information in hand prior to arrival at your home. They have both a phone number and a website for more information.

Step 7: Give Disaster Readiness Items to Residents

While they are getting resident information, division captains can give residents the following:

- Lake County Special Needs Registration form (if the resident will need to be evacuated in the event of a weather disaster)
- Vial of Life: Usually local drug stores will donate large, empty medicine bottles that can be used by residents for their health issues and prescription list. An example of a label for the bottle and a sample form for residents to complete are included beginning on page 34-37. The Vial of Life bottles are placed in the resident's refrigerator, with a sticker placed on a front window so first-responders know there is a Vial of Life bottle in the refrigerator.
- Help/Okay sign (page 15-16): The sign should be print with "Help" on one side and "Okay" on the other. Laminating them is also a good idea. The residents post these signs in a front window AFTER a disaster to indicate whether or not they need help.
- List of disaster supplies (page 19). The list should also be posted on the neighborhood association's website. It is also helpful to remind residents annually of the need to make sure they have enough disaster supplies on hand. The list of evacuation shelter supplies is included on page 21, and is for residents who will need to be evacuated in the event of a weather disaster. A sample disaster plan for special needs and disabled residents is also included (page 24).

Step 8: Compile Information

All completed forms should be given to the Plan Coordinator, who compiles the information into a master list, with copies of each division's information given to the corresponding division captain. This information should be updated annually.

Step 8: Identify Residents for Evacuation and Priority Contact

Identify residents who may need to be evacuated in the event of a disaster. Ask division captains to provide these residents with the Lake County Special Needs Registration Form (page 22) as well as the list of items to take with them to the shelter (page 21). *It is not required that the resident's social security number be included on the form.* Be sure division captains know to

check on these residents first in the event of a predicted disaster (so they can be evacuated), or after an event to make sure they are okay.

Step 7: Implement Plan

Develop strategies for alerts to residents (e.g. e-mail, flyers, etc.) if a potential weather disaster is imminent. Post the plan on the association web site. Order any supplies needed, such as tote bags for disaster supplies, two-way radios, vests or t-shirts for division captains, disaster plan notebooks for division captains, Vials of Life, etc. Schedule annual meetings with division captains to remind them to update resident information, make sure the batteries are working in their radios, etc.

Hint: One neighborhood works with a welcoming committee to identify new residents, who are given the name of their division captain, information on the disaster plan, the form to complete, and other helpful information. The welcoming committee then passes the new resident info on to the Plan Coordinator, who notifies the appropriate division captain of a new resident.

Disaster Communications Plan

Effective communication during a disaster will incorporate three distinctive elements: communications, command and control. It will be critical during a disaster that meaningful and accurate information into and out of the affected area contribute to the saving of lives and the protection of property. The communication plan incorporates a dynamic, two-way radio communications system consisting of four basic levels.

Incident Command Center Communicator (Amateur Radio)



Level IV

Neighborhood Association Plan Coordinator – Disaster Functions



Level III

Neighborhood Association Communication Captains (board members)



Level II

Neighborhood Association Division Captains – Disaster Functions



Level I

Residents

Level I:

Level I Neighborhood Association division captains are provided with a sufficient quantity of two-ray radios, either hand held or mobile. When conditions are declared safe by emergency responders, division captains will do an inspection of their designated area (see Neighborhood Damage Assessment Worksheet, page 12). Upon completion of the worksheet, the division captains will deliver or relay information in person or by hand held device to their designated Level II Communication Captains, who are usually board members. If a resident in the designated area needs emergency assistance the communication captain will call 911, and if unable to get through will then contact the Level III Plan Coordinator, who will, if necessary, relay the emergency information to the Level IV Incident Command Communicator.

Level II:

Level II Communication Captains are responsible for communicating information from the Level I division captains to the Level III Plan Coordinator if unable to reach 911. Level II Neighborhood Association Plan Coordinators screen unnecessary radio transmissions to the Plan Coordinator, thus controlling the amount of incoming information to the Level IV Incident Command Center.

Level III:

The Level III Plan Coordinator reports only 911 level, home damage, or trees down information to the Level IV Incident Command Center who reports directly to emergency responders and the disaster plan leadership.

Level IV:

This individual is responsible for all aspects of emergency communication when cell towers and land lines are down, internally (neighborhood associations plan coordinators) and outgoing, as well as professional emergency responders such as:

- Local Agencies: Lake County Office of Emergency Management
Lake County Amateur Radio Emergency Services
Lake County Sheriffs' Office
Clermont Fire Department and Emergency Medical Services
Clermont Police Department
American Red Cross
The Salvation Army
(for a more complete list of local agencies see Division I)
- State Agencies: Office Emergency Management – Tallahassee
Florida State National Guard
- Federal Agencies: Department of Homeland Security
FEMA (Federal Emergency Management Agency)
NWS (National Weather Service)
USCG (United States Coast Guard)
National Communications System

Job Descriptions

Title: Disaster Readiness Plan Coordinator

Selected and Evaluated by: Neighborhood Association Board of Directors

Reports to: Neighborhood Association Board of Directors

Term: Three years, with one additional term of three years for a maximum of six years.

Responsibilities:

Selection, coordination and monitoring of Division Captains;

1. Review and updates of disaster manual;
2. Assignment of captains to specific homes to monitor;
3. Disbursement of bulletins to residents on supplies needed, pending disasters, etc.;
4. Annual updating of division captain information;
5. Annual collection of completed Neighborhood Registry & Assessment Worksheets from division captains
6. In the event of a disaster, fulfills duties as stated in emergency instructions, including transmission of information from division captains and or communication captains to Incident Command Communicator;
7. After a disaster, transmission of completed Neighborhood Damage Assessment Worksheets to emergency responders;
8. Notification to Neighborhood Association Board of Director if going to be out of town, specifically during hurricane season.

Time Commitment:

Disaster Preparedness – A minimum of two meetings per year and review of the disaster manual (approximately 10 hours per year);

Disaster Response – Depends on the type and length of disaster.

IN CASE OF A DISASTER

Instructions for Disaster Readiness Plan Coordinator

Before the Disaster

Step #1:

Make sure your own disaster kit and equipment are re-stocked and stored in an easily accessible location, including your emergency vest, master list of residents, contact information for division captains, communication captains, amateur radio operators, and disaster manual.

Step #2:

If you will be out of town during the projected hurricane, be sure to get someone to fulfill your duties while you are gone. It is recommended you ask one of your Division captains, or a Neighborhood Association board member to fill in for you.

Step #3:

Identify locations of emergency two-way radios, set them to agreed upon channel, and make sure you will have access to radio during the disaster.

Step #4:

Call or e-mail all division captains to make sure they will be available during the time frame of the hurricane. If they will be gone, get another division captain or board member to cover their area as well as their own.

Step #5:

If division captains indicate there will be a need to transport frail individuals to a shelter, assist with arrangements if needed. (Note: Major evacuations will be handled through the Lake County Emergency Management).

Step #6:

Monitor the progress of the storm on a weather radio and television.

After the Disaster:

Step #1:

Call 911 for injuries, reports of people being trapped in their homes, or security breaches.

Step #2:

Communicate with the Incident Command Communicator (ICC) any reports from division captains or communication captains of fallen trees, major damage to homes, individuals needing to be evacuated because of damage to their homes or medical problems. *If electricity is out, walk, use your golf cart or try to use your two-way radio to convey info to the ICC.*

DO NOT GO OUT INTO THE STORM

Title: Disaster Readiness Communications Captain

Selected and Evaluated by: Generally are neighborhood association board members

Reports to: Neighborhood Association Board of Directors

Term: Based on board terms.

Responsibilities:

1. Disaster readiness coordinator assigns to the communication captain 3-5 sections of homes, each section with a division captain.
2. In the event of a disaster, will monitor radio for communications from their designated division captains, listening for emergencies that should be reported to the disaster plan coordinator, especially if cell towers and land lines are down.
3. If a division captain is out of town or does not respond to radio calls, the communication captain is responsible for checking on residents within the designated sections AFTER the storm is over.
4. Be aware of the responsibilities of the division captains in order to fulfill those duties as stated in the disaster manual, including (if needed), transmission of completed Neighborhood Damage Assessment Worksheets to emergency responders via the plan coordinator;
5. Notification to Neighborhood Association Board of Director, division captains and plan coordinator if going to be out of town, specifically during hurricane season.

Time Commitment:

Disaster Preparedness – A minimum of two meetings per year and review of the disaster manual (approximately 10 hours per year);

Disaster Response – Depends on the type and length of disaster.

IN CASE OF A DISASTER

Instructions for Disaster Readiness Communication Captain

Before the Disaster

Step #1:

Make sure your own disaster kit and equipment are re-stocked and stored in an easily accessible location, including your emergency vest, master list of residents, contact information for division captains, communication captains, amateur radio operators, and disaster manual.

Step #2:

If you will be out of town during the projected hurricane, be sure to get someone to fulfill your duties while you are gone. It is recommended you ask one of your Division captains, or another Neighborhood Association board member to fill in for you.

Step #3:

Identify locations of emergency two-way radios, set them to agreed upon channel, and make sure you will have access to radio during the disaster.

Step #4:

Call or e-mail all division captains to make sure they will be available during the time frame of the hurricane. If they will be gone, get another division captain to cover their area as well as their own.

Step #5:

If division captains indicate there will be a need to transport frail individuals to a shelter, assist with arrangements if needed. (Note: Major evacuations will be handled through the Lake County Emergency Management).

Step #6:

Monitor the progress of the storm on a weather radio and television.

After the Disaster:

Step #1:

Listen for radio calls from Division Captains (if cell phones and land lines are down); report emergencies first to plan coordinator. If not available, the report to the incident command center (i.e. injuries, reports of people being trapped in their homes, or security breaches).

Step #2:

Communicate with the plan coordinator any reports from division captains of fallen trees, major damage to homes, individuals needing to be evacuated because of damage to their homes or medical problems. *If electricity is out, walk, use your golf cart or try to use your two-way radio to convey info to the ICC.*

DO NOT GO OUT INTO THE STORM

Title: NEIGHBORHOOD ASSOCIATION DIVISION CAPTAINS

Selected and Evaluated by: Neighborhood Association Plan Coordinator

Reports to: Neighborhood Association Communication Captain (during a disaster), but otherwise to the Plan Coordinator

Responsibilities:

Annual completion of Neighborhood Registry & Assessment Worksheets (page 17), which are given to the Plan Coordinator;

1. Review of disaster manual;
2. Disbursement of bulletins to residents;
3. Disbursement of "Vial of Life," disaster supplies list, etc., to residents;
4. Encourage residents with disabilities or special needs to complete Lake County Special Needs Registry

5. In the event of a disaster, performs duties as stated in emergency instructions including transmission of completed Neighborhood Damage Assessment Worksheets to Communication Captains or Plan Coordinator;
6. Identification of a back-up division captain;
7. Notification to back-up division captain, Communications Captain and Plan Coordinator if going to be out of town, specifically during hurricane season;
8. Attendance at meetings established by Plan Coordinator

Time Commitment:

Disaster Preparedness – A minimum of two meetings per year and review of the disaster manual (approximately 10 hours per year);

Disaster Response – Depends on the type and length of disaster.

**IN CASE OF A DISASTER
Instructions for Neighborhood Association Division Captains**

Before the Disaster:

Step #1:

Make sure your own disaster kit and equipment are re-stocked and stored in an easily accessible location, including your emergency vest and disaster manual.

Step #2:

If you will be out of town during the projected hurricane, be sure to get someone to fulfill your duties while you are gone. It is recommended you ask another division captains to fill in for you.

Step #3:

Identify locations of emergency two-way radios, set them to specified channel and make sure you will have access to a radio during the disaster.

Step #4:

Identify individuals in your designated area that are disabled or frail and who might need help during and after the hurricane. Give them copies of the emergency plan for special needs or disabled resident, which begins on page 20.

Step #5:

Identify individuals who might need/want to be evacuated to a shelter prior to the storm. If they do not have transportation to a shelter, contact the coordinator if you need help.

Step #6:

Identify residents who have critical emergency equipment (this includes generators, First Aid kits, two-way radios, fire extinguishers, etc.) and see if they will be home during the storm.

Step #7:

Assist in installation of plywood on windows, or find someone else who can do it.

Step #8:

Monitor progress of storm on a weather radio

DO NOT GO OUT INTO THE STORM

After the Disaster:

Step #1:

Report to Communications Captain or Plan Coordinator any disabled, frail or other residents who might need help or need to be evacuated after the storm. If electricity is out, walk to coordinators home, take your golf cart, or communicate via two-way radio.

Step #2:

Encourage residents to stay in their homes until you have checked to make sure the neighborhood is safe.

Step #3:

Walk through your designated area (wearing sturdy shoes, comfortable clothes and your vest), checking for downed trees, major damage to homes, blocked roads, etc. Use Neighborhood Damage Assessment Worksheet, and then report to Communication captain or emergency personnel.

Step #4:

Be alert for unknown or unidentifiable individuals roaming the neighborhood and report their presence immediately to emergency personnel or to the Communication Captain.

Step #5:

CALL 911 FOR ALL INJURIES, PEOPLE TRAPPED IN THEIR HOMES OR SECURITY BREACHES. If phone lines are down, use two-radio or drive to the Communication Captain's location to report and to request help. As a last resort, go to the incident command center.

RESIDENT DAMAGE SURVEY

PROPERTY NAME: Kings Ridge
Home Owner's Name: _____
Address: _____
Phone Number: _____
INSPECTED BY: _____ Date: _____

BUILDING EXTERIOR

- Roof Damage Yes No

_____ Leaking
_____ Roofing material missing
_____ Other (describe) _____

- Window Damage Yes No

Have you already repaired? Yes No
_____ Broken panes of glass (how many) _____

Location(s) _____

_____ Window frame damage (how many) _____

Location (s) _____

_____ Screen damage (how many) _____

Locations(s) _____

- Sliding Glass Door Damage Yes No

Have you already repaired? Yes No

_____ Broken Glass
_____ Damaged Frames/Tracks

- Patio Damage

(describe) _____

BUILDING INTERIOR

- Drywall Damage Yes No

_____ Hole or warping of wall/ceiling (describe) _____

_____ Paint stains only

_____ No interior damage

Describe any other damage that you want to report.

_____ Yes, I have taken photographs which the Association may utilize.

DEFINITIONS & TYPES OF DISASTERS

Block Captain: A volunteer who is responsible for disaster preparedness and response in a specific neighborhood and who reports to a coordinator.

Disaster: Any natural or man-made event that threatens life or property.

Disaster Committee: A group of volunteers who are responsible for the development, disbursement, implementation and update of a comprehensive disaster plan.

Hazardous Materials Release: The accidental discharge into the air on to the ground of chemicals or other materials that could be dangerous to humans, pets and or plants.

Hurricane: Intense low pressure with winds rotating around the center in a counterclockwise direction at speeds of 74 mph or more.

Hurricane Warning: A warning that sustained winds of 74 mph or higher are expected in a specified area within 24 hours.

Hurricane Watch: An announcement for specific regions that hurricane conditions pose a threat. When a hurricane watch is issued, all precautions should be taken immediately.

Incident Command Communicator: A designated individual who serves as the key communicator between emergency response organizations and neighborhood coordinators during and after a disaster.

Neighborhood: An area determined by the Neighborhood Association to be the area of responsibility for Plan Coordinators or Division captains.

Neighborhood Association: A designated neighborhood monitored and organized by a board of directors who is responsible for the appointment of neighborhood plan coordinators.

Neighborhood Plan Coordinator: A volunteer who is responsible for the recruitment, training and coordination of a specific number of Division captains in one or more neighborhood associations.

Shelter-in-Place: The strategy for responding to a Hazardous Materials Release whereby residents, businesses and schools stay inside the building until given the "all clear" by officials.

Tropical Depression: Counterclockwise rotation of air at speeds of 38 mph or less. A clearly defined low-pressure area is emerging.

Tropical Disturbance: No strong wind. Area of showers and thunderstorms.

Tropical Storm: A low-pressure system with wind speed of 39 to 73 mph. The storm receives a name.

Tropical Storm Warning: A warning that tropical storm conditions, including sustained winds of 39 to 73 mph are expected within 24 hrs.

Tropical Storm Watch: An announcement for specific areas that tropical storm winds pose a possible threat.



After a disaster, place this side of the sign in a street-facing window if you need emergency responder assistance: your home is damaged or you need medical assistance, for example.

Date: _____

Owner(s) Name	
Renter (s) Name	
Address	
Telephone	
E-mail address(es)	
Residents other than owner/renter	
Snowbird Address	
Snowbird Phone Number	
Emergency Contact	
Key location of neighbor with access to home	
Do you have a visit of this?	Yes/No
Has the visit of this-into been updated within the past year?	Yes/No
In the event of emergency, will anyone in home need help to be evacuated?	Yes/No
What mobility or hearing issues could hinder resident response to an emergency?	
Does anyone in the home have first aid training?	Yes/No
Do you have a registered exchange?	Yes/No
Do you have a fire extinguisher?	Yes/No
Do you have disaster response training?	Yes/No
Do you have a HELPOCAL card?	Yes/No

After a disaster, place this side of the sign in a street-facing window if you DO NOT need emergency responder assistance: your home is damaged or you need medical assistance, for example.

Signature Required: _____

All information is confidential and is solely for the use of the Disaster Plan Coordinator, Division Captain and Board of Directors.

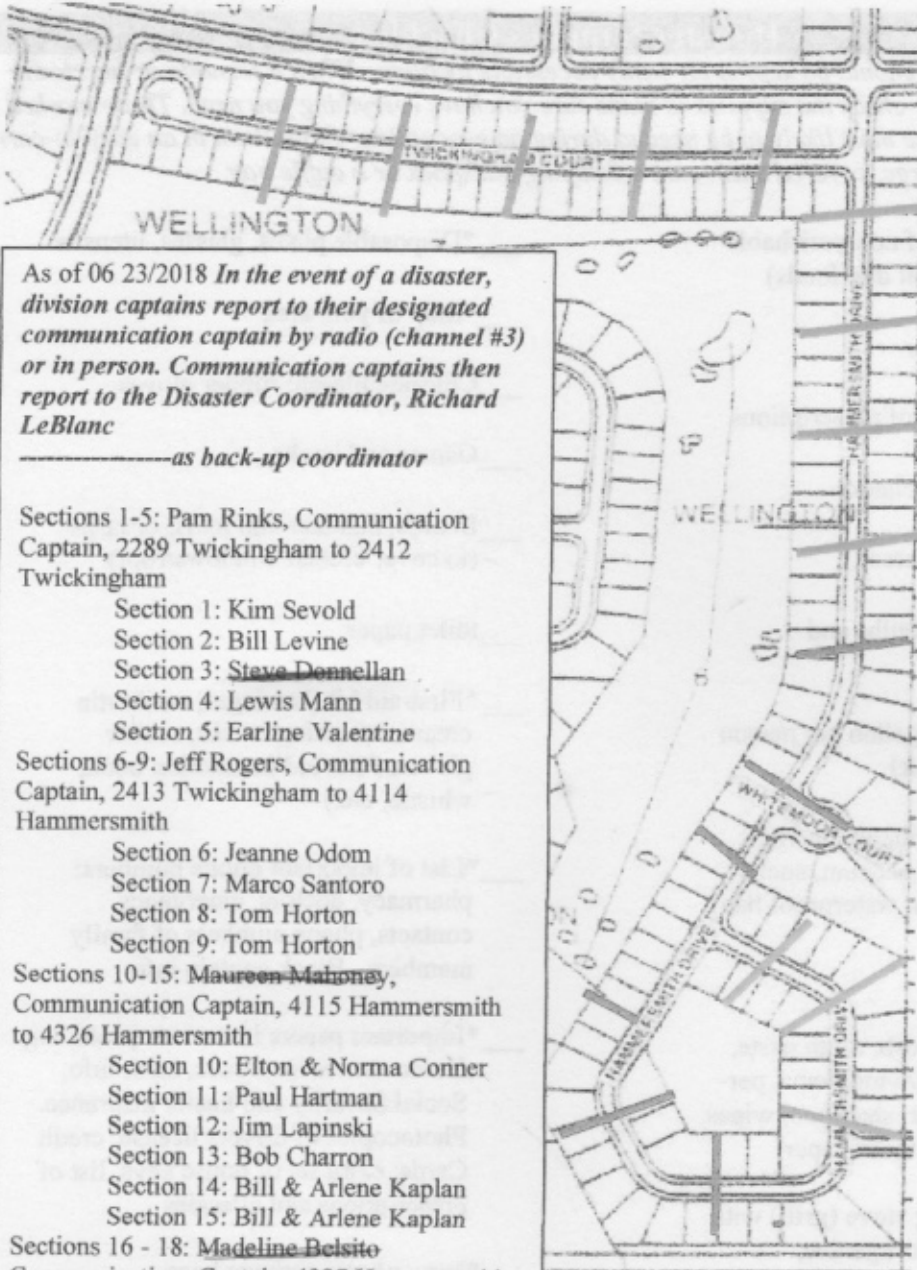
Date: _____

Owner(s) Name		
Renter (s) Name		
Address		
Telephone	Home	Cell
E-mail address(es)		
Residents other than owner/renter		
Snowbird Address		
Snowbird Phone Number		
Emergency Contact	Name	
	Phone	
Key Location or Neighbor with access to home.	Name	
	Address	
	Phone	
Do you have a Vial of Life?	Yes ___ No ___	
Has the Vial of Life info been updated within the past year?	Yes ___ No ___	
In the event of emergency, will anyone in home need help to be evacuated?	yes ___ No ___	
What mobility or health issues could hinder resident(s) response to an emergency disaster?		
Does anyone in the home have First Aid training?	yes ___ No ___	Who?
Do you have a generator?	yes ___ No ___	Location
Do you have a fire extinguisher?	yes ___ No ___	Location
Do you have disaster response training?	yes ___ No ___	
Do you have a HELP/OKAY sign?	yes ___ No ___	

Encourage residents to register for the Smart 911 program at: www.smart911.com

Signature Required: _____

Signature Required: _____



As of 06 23/2018 *In the event of a disaster, division captains report to their designated communication captain by radio (channel #3) or in person. Communication captains then report to the Disaster Coordinator, Richard LeBlanc*

-----as back-up coordinator

Sections 1-5: Pam Rinks, Communication Captain, 2289 Twickingham to 2412 Twickingham

- Section 1: Kim Sevoid
- Section 2: Bill Levine
- Section 3: ~~Steve Dennellan~~
- Section 4: Lewis Mann
- Section 5: Earline Valentine

Sections 6-9: Jeff Rogers, Communication Captain, 2413 Twickingham to 4114 Hammersmith

- Section 6: Jeanne Odom
- Section 7: Marco Santoro
- Section 8: Tom Horton
- Section 9: Tom Horton

Sections 10-15: ~~Maureen Mahoney~~, Communication Captain, 4115 Hammersmith to 4326 Hammersmith

- Section 10: Elton & Norma Conner
- Section 11: Paul Hartman
- Section 12: Jim Lapinski
- Section 13: Bob Charron
- Section 14: Bill & Arlene Kaplan
- Section 15: Bill & Arlene Kaplan

Sections 16 - 18: ~~Madeline Belsito~~ Communications Captain, 4327 Hammersmith to 4356 Hammersmith

- Section 16: Jackie Lapinski
- Section 17: ~~Michael Macaluso~~
- Section 18: Ingrid Pederson

Disaster Supplies Checklist

The following supplies should be kept in an easily accessible location. When a tornado or hurricane watch is issued, double-check the supplies to make sure you have everything you need. Those marked with an asterisk (*) are those most likely to be needed during an evacuation. Store them in an easy-to-carry container, such as a large, covered trash can, a camping backpack or a duffle bag.

- One-week supply of non-perishable food (include special diet foods)
- *Manual can opener
- *Two-week supply of prescriptions
- *Cash or traveler's checks
- Blankets (one per person)
- *Flashlights (extra bulbs and batteries)
- Bottled water (one gallon per person per day for one week)
- *Important papers (including valid ID, insurance, bank account, social security info— all in waterproof bag)
- Cooler
- *Toiletries (toothbrush, tooth paste, deodorant, soap, shaving items, personal hygiene items, shampoo, wipes, incontinence pads, toilet paper)
- Emergency cooking stove (grill) with supplies (propane, briquettes, lighter fluid, etc.)
- *1-2 changes of clothes, including sturdy shoes
- Matches (in waterproof container)
- Battery-powered clock
- Plastic drop cloth
- *Battery-powered radio
- *Disposable plates, glasses, utensils
- *Map of your area
- Chlorine bleach; rubber gloves
- Games and books
- Boards, hammer and nails; or tarps (to cover broken windows/roof)
- toilet paper
- *First-aid kit (bandages, antibiotic cream, breathing masks, rubber gloves, First-aid instruction book, whistle, etc.)
- *List of important phone numbers: pharmacy, doctors, emergency contacts, phone numbers of family members, Block captain info
- *Important papers in a water-proof bag: Homeowners insurance, bank info, Social Security and health insurance. Photocopies of drivers license, credit Cards; extra set of house keys, list of prescriptions and allergies
- *large plastic garbage bags
- sunscreen
- *small plastic bags
- Non-prescription drugs (aspirin, antacid, Anti-diarrhea, laxative)
- Extra set of eyeglasses

Emergency supplies for the car:

Store critical items* in a fanny pack under the front seat of the car.

- flashlight *
- small battery operated radio*
- extra batteries for flashlight/radio*
- small foil packets of water or bottled water*
- small First Aid kit*
- power bars (granola-type)*
- whistle*
- cell phone
- blanket
- jumper cables
- fire extinguisher
- maps
- shovel
- flares
- tire repair kit and pump

LAKE COUNTY DEPARTMENT OF PUBLIC SAFETY/EMERGENCY MANAGEMENT DIVISION

SPECIAL NEEDS REGISTRY FORM

Date _____ Client ID _____

Florida and Federal law requires that information contained in your medical records be held in strict confidence and not be released without your written consent. The consent you sign on this page will remain in effect until you request in writing that your consent be withdrawn, which you may do at any time. You have a right to request and obtain a copy of this consent. This form is intended for Special Needs Registration purposes only. Dissemination, distribution, or copying of this form is strictly prohibited except for use by authorized persons. The original of this form shall be secured in a locked file.

Home Health Agency _____ Medical Equipment Supply Co. _____ Dialysis Center _____

Other Agency Affiliations (i.e., Children's Medical Services; Hearing, Visual, Developmental, Mental Health Services; Other Special Services) _____

PERSONAL INFORMATION Note: Ethnicity, Soc. Sec.# and Birthdate are optional

Last Name _____ First Name _____ MI _____ Last 4 of Social Security # _____ Birthdate (Mo/Day/Yr) _____ Sex M F

Ethnic Group

African/American (B) Native Hawaiian/Other Pacific Islander (NH/PI)

Caucasian (W) Black & White (B&W)

Hispanic (H) American Indian or Alaskan Native & White (AI/AN&W)

Asian or Pacific Islander (AS) American Indian or Alaskan Native & Black (AI/AN&B)

American Indian or Alaskan Native (AI/AN) Asian or Pacific Islander and White (AS&W)

2+Races Non-Hispanic (2+NH)

Street Address _____ City _____ Zip _____ In City Limit Yes No

Mobile Home Yes No

Mailing Address (if different) _____ City _____ Zip _____ Flood Prone Yes No

Name of Subdivision, MH Park, Apt Bldg., etc. _____ If address is temporary, give dates: _____

From: _____ To: _____ Phone #s (Include Area Code)

Home: _____ Cell: _____

Email Address: _____

Living Situation Lives Alone With Spouse With Children With Parents Other _____

MEDICAL INFORMATION (Check and complete those that apply to your medical condition.)

Required or Life-Sustaining Medical Equipment

Oxygen Concentrator Respirator (Ventilator)

Portable Oxygen Suction Machine

Nebulizer Other _____

Oxygen - Continuous Amount of Oxygen? _____

Oxygen - Treatments Only Amount of Oxygen? _____ How Often? _____

Oxygen - PRN (As Needed)

Nighttime-# of hours? _____

Daytime-# of hours? _____

Amount used per day? _____

Cardiac History

Dialysis How Often? _____

Incontinent

Life-Sustaining Medications (if checked, attach list)

Frail

Mobility Impaired (Explain) _____

Wheelchair Walker Cane

Wheelchair Bound

Bedridden

Weight > 300 lbs.

Hearing Impaired

Sight Impaired

Speech Impaired

Memory Impaired

Anxiety/Depression

Emergency Alert Equipment

DNR Order (if checked, attach copy)

Mental Health Impaired (Explain)

Special Dietary Needs (Explain)

Allergies (List)

Other (Explain)

Primary Diagnosis: _____ Secondary Diagnosis: _____

If disability is temporary, give dates: _____

From: _____ To: _____

Emergency Management Use Only **Health Department Use Only**

Previous Application: Yes No SN Cat 1 (SN Shelter) SN Cat 2 (Hospital) SN Cat 3 (Registry Only)

If yes, current status: _____ Need More Information Initials: _____

EMERGENCY CONTACT INFORMATION:			
First Name:	Last Name:	Relationship:	Phone:
First Name:	Last Name:	Relationship:	Phone:
PHYSICIAN/PHARMACY INFORMATION:			
Physician's Last Name:		First Name:	Phone:
Pharmacy Name:		Phone:	
SHELTER INFORMATION:		PET INFORMATION:	
Will you provide your own transportation to the shelter? <input type="checkbox"/> Yes <input type="checkbox"/> No If you need assistance with transportation, check one of the types of transportation you need: <input type="checkbox"/> automobile <input type="checkbox"/> van w/wheelchair lift <input type="checkbox"/> stretcher		If pets will be accompanying you to the shelter, check the appropriate box and indicate how many. <input type="checkbox"/> Cat _____ <input type="checkbox"/> Dog _____ <input type="checkbox"/> Guide Dog _____ <input type="checkbox"/> Other (Explain) _____	
Name of person going with client to the shelter:			Phone:
COMMENTS:			
AUTHORIZATION INFORMATION:			
OPTIONAL: PREAUTHORIZATION TO ENTER HOME BY EMERGENCY PERSONNEL			
I authorize emergency response personnel to enter my home during search and rescue operations following a disaster, if necessary, to assure my safety and welfare.			
Authorized Signature: _____			
I, (Print Name) _____			
understand that all of my medical records are confidential, exempt from the public records law, and not to be disclosed to anyone without my consent or that of my guardian pursuant to section 455.241, Florida Statutes.			
I hereby provide my consent for the members of the Lake County Emergency Management Office to have access to the medical information contained in this form.			
I understand that this form is not a reservation for the Special Needs Shelter but that my medical information will be utilized to determine/assess plans appropriate for my care and treatment during an emergency.			
I further understand that only those persons who have a need to know this information, will have access to it. This release remains in effect until further notice unless revoked by me in writing.			
Authorized Signature: _____			Date: _____
Print Name of Person Completing This Form If Other Than Client:			Phone:

Mail form to: Lake County Emergency Management, 425 W. Alfred St., PO Box 7800, Tavares, FL 32778-7800 (352) 343-9420
 Revised 09/28/10

Evacuation Shelter Survival Kit

If you are planning to evacuate – or if authorities tell you to evacuate – shut off all gas valves and the main water valves, as well as the main electrical switch before leaving your home. Take with you to the shelter only items that are essential. Pack items in a box or suitcase with your name on it, or in large, plastic garbage bags. Items for a shelter survival kit include:

- Blankets, pillows and sleeping bags,
- Two-week supply of medicine (*If there is not time to get a two-weeks supply, take the prescription bottles with you to the shelter so emergency shelter personnel can get the refills for you if you run out*),
- Toiletries (*Toothbrush, toothpaste, deodorant, incontinence pads, shaving cream and razor, comb/brush, pre-moistened towelettes, soap, washcloth, hand towel*),
- Extra clothing (one or two changes),
- Battery-operated radio, flashlight and extra batteries for both,
- Books, cards or other small games with which to entertain yourself,
- Important papers: valid identification, emergency contact information, physicians phone numbers, health insurance information, homeowners insurance policy, auto insurance policy, cash,
- Small first-aid kit,
- Light-weight chair and/or cot.

For Persons with Disabilities or Special Needs
(from Lake County Emergency Management, Neighborhood Preparedness Program of United Way of Escambia Count, FEMA and American Red Cross)

1. Create a Personal Support Network

A personal support network, or self-help team, can help you prepare for a disaster by helping you identify and get resources you will need to cope effectively. Network members can also assist you after a disaster.

The network could include people from places where you spend a lot of time (church, home, volunteer site, etc.). They can be relatives, neighbors, or friends. Be sure they are people you trust and who can check to see if you need assistance. They should know your capabilities and needs and be able to provide help within minutes.

Do not depend on only one person. Include a minimum of three people in your network since not everyone will be available all the time.

2. Complete a Personal Assessment

Decide what you will be able to do for yourself and what assistance you may need before, during and after a disaster. This will be based on the environment after the disaster, your capabilities and your limitations.

To complete a personal assessment, make a list of your personal needs and your resources for meeting them in a disaster environment. Think about the following questions and put your answers in writing or record them on a tape cassette to share with your network. Base your assessment on your lowest anticipated level of functioning.

Personal Assessment – Daily Living

- Personal Care
Do you regularly need assistance with personal care, such as bathing and grooming? Do you use adaptive equipment to help you get dressed?
- Water Service
What will you do if water service is cut off for several days or if you are unable to heat water?
- Personal Care Equipment
Do you use a shower chair, tub-transfer bench or other similar equipment?
- Adaptive Feeding Devices
Do you use special utensils that help you prepare or eat food independently?
- Electricity-dependent Equipment

How will you continue to use equipment that runs on electricity, such as dialysis, electrical lifts, etc.? Do you have a safe back-up power supply and how long will it last?

Personal Assessment – Getting Around

- Disaster Debris
How will you cope with the debris in your home or along your planned exit route following the disaster?
- Transportation
Do you need a specially equipped vehicle or accessible transportation?
- Errands
Do you need help to get groceries, medications and medical supplies? What if your caregiver cannot reach you because roads are blocked or the disaster has affected him or her as well?

Personal Assessment – Evacuating

- Building Evacuation
Do you need help to leave your home? Can you reach and activate an alarm? Will you be able to evacuate independently without relying on auditory cues (such as noise from a machine near the stairs...these cues may be absent if the electricity is off or alarms are sounding)?
- Building Exits
If the front door is blocked, how will you get out? Do emergency alarms have audible and visible features that will work even if electrical service is disrupted?
- Getting Help
How will you call or summon the help you will need to leave your home? Do you have text telephones and phones that have amplification? Will your hearing aids work if they get wet? Do you know how you will communicate with emergency personnel if you don't have an interpreter, your hearing aids aren't working, or if you don't have a word board or other augmentative communication device?
- Mobility Aids/Ramp Access
What will you do if you cannot find your mobility aids? What will you do if your ramps are shaken loose or become separated from your home?
- Service Animals/Pets
Will you be able to care for your animal (provide food, shelter, veterinary attention, etc.) during and after a disaster? Do you have another caregiver for your animal if you are unable to meet its needs? Do you have the appropriate

licenses for your service animal so you will be able to keep it with you should you need or choose to use an emergency public shelter? Do you have a list of the animal's most recent vaccinations? Do you have a picture of the animal in case it gets lost? Do you have an adequate sized carrier if needed (Division II, page 2)?

- **Grandchildren**

If young children are staying with you when a disaster hits, how will you get them to safety with you? How will you notify their parents of your location? What other issues related to the children do you need to address in the event of a disaster?

3. Get Informed

Contact Lake County Emergency Management or American Red Cross to gather information you will need to create a plan.

- **Community Hazards** – Ask about specific hazards that threaten your community (hurricanes, tornadoes, hazardous materials release, etc.) and about your risk from these hazards. Additional hazard information can be obtained at www.hazardmaps.gov.
- **Community Disaster Plans** – Learn about community response plans, evacuation plans and designated emergency shelters. Find out what the plans are for evacuating those without private transportation if you do not own a vehicle or can't drive.
- **Community Warning Systems** – Find out how local authorities will warn you of a pending disaster and how they will provide information to you during and after a disaster. Learn about NOAA weather radio and its alerting capabilities (www.noaa.gov)
- **Assistance Programs** – Ask about special assistance program available in the event of an emergency. Register with the Lake County Emergency Management (Sec. II, page 4-6). Let your personal network know you have registered and with whom. If you are electric-dependent, be sure to register with your local utility company.

4. Make a Plan

Because a disaster can disrupt your primary emergency plan, it is also important to develop a back-up plan to ensure your safety.

- **Meet with Your Personal Network** – Review the information you gathered about community hazards, emergency plans and your personal assessment.
- **Choose an Out-of-Town Contact** – Ask an out-of-town friend or relative to be your contact. Following a disaster, you should call this person and tell them where you are. Everyone in your extended family who may be trying to find out how you are should call the contact person. After a disaster, it is often easier to make a long distance call than a local call from a disaster area.

- Decide Where to Meet – In the event of an emergency, you may become separated from household members. Choose a place right outside your home in case of a sudden emergency, like a fire. Choose a location outside your neighborhood in case you can't return home.
- Complete a Communications Plan – Include in your plan contact information for family members, members of your support network, caregivers, etc. Include your out-of-town contact information, meeting locations, emergency services and the National Poison Control Center (1-800-222-1222). A form for recording this information can be found at www.ready.gov or www.redcross.org/contactcard. These websites also provide blank wallet cards on which contact information can be recorded and carried in a wallet, purse, backpack, etc. for quick reference. Be sure each family member has a copy of your communication plan and post it near your telephone for use in an emergency.
- Escape Routes and Safe Place – In a fire or other emergency, you may need to evacuate on a moment's notice. Be ready to get out fast. Be sure everyone in your home knows the best escape routes out of your home as well as where the safe places are in your home for each type of disaster (i.e. if a tornado warning is issued, go to the lowest floor in your home to an interior room or closet with no windows).

Use a blank sheet of paper to draw the floor plan of your home. Show the location of doors, windows, stairways, large furniture, disaster supplies kit, fire extinguisher, smoke alarms, other visual and auditory alarms, collapsible ladders, first-aid kits and utility shut-off points. Show important points outside such as garages, patios, stairways, driveways and porches.

Indicate at least two escape routes from each room and mark a place outside the home where household members and/or your personal care attendant should meet in case of fire. If someone in your household uses a wheelchair, make exits from your home wheelchair accessible.

Practice emergency evacuation drills at least two times a year, but as often as you update your escape plan (at least annually). Be sure to include family and/or your personal care attendant in the drills.

- Pets and Service Animals
Take your pets with you if you evacuate. Be aware that only certain emergency shelters are equipped to handle pets, primarily for health reasons. Prepare a list of family, friends, boarding facilities, veterinarians, and pet-friendly hotels that could shelter your pets in an emergency.
- Prepare for Different Hazards

Include in your plan how to prepare for each hazard that could impact you and your neighborhood and how to protect yourself. Determine in advance what your shelter will be in your home should you choose not to evacuate. Other hazards, like a home fire, will require you to leave. Make sure both primary and secondary exits are accessible and that you can locate them by touch or feel, since lights may be out and smoke may make it very hard to see. A hazardous material release may require you to shelter-in-place, meaning to stay in your home. In this case you would need to be able to turn off your air conditioning and cover vents and door bottoms with tape. If you are unable to do this, how will you get it done?

Action Checklist – Things to do Before a Disaster

People with disabilities or other special needs often have unique needs that require more detailed planning in the event of a disaster. Consider the following actions as you put together your plan:

- ⇒ Power outages – learn what to do in case the power goes out. Know how to connect and start a back-up power supply for essential medical equipment.
- ⇒ Alert System – consider getting a medical alert system that will allow you to call for help if you are immobilized in an emergency. Most alert systems require a working phone line, so have a back-up plan, such as a cell phone or pager, if the regular landlines are disrupted.
- ⇒ Wheelchair – If you use an electric wheelchair or scooter, have a manual wheelchair for backup.
- ⇒ Equipment use – Teach those who may need to assist you in an emergency how to operate necessary equipment. Label equipment and attach laminated instructions for equipment use.
- ⇒ Back-up equipment – Store back-up equipment (mobility, medical, etc.) at your neighbor's home or at a friend's place away from the neighborhood.
- ⇒ Back-up friends – Arrange for more than one person from your personal support network to check on you in an emergency so there is at least one-back-up if the primary person is out of town or are a disaster victim themselves.
- ⇒ Visual or auditory impairment – If you are vision impaired, deaf or hard of hearing, plan ahead for someone to convey essential emergency information to you if you are unable to use the TV or radio.
- ⇒ Personal care attendant – If you use a personal care attendant obtained from an agency, check to see if the agency has special provisions for emergencies (i.e. providing services at another location should an evacuation be necessary).
- ⇒ Condominiums, apartments or townhomes – If you live in a home other than a single-family dwelling, ask the management to identify and mark

accessible exits and access to all areas designated for emergency shelters or safe rooms. Ask about plans for alerting and evacuating those with sensory disabilities.

⇒ Cell phone – Have a cell phone with an extra battery. If you are unable to get out of your home, you can let someone know where you are and guide them to you. Keep the numbers you may need to call with you if the 911 emergency number is overloaded. Be sure you have a whistle in your emergency survival kit so if you are trapped you will be able to notify rescue workers of your location.

⇒ Fire Extinguisher – Be sure everyone knows how to use your fire extinguishers (ABC type) and where they are kept.

⇒ Smoke Alarms – Install smoke alarms throughout your home, especially near the bedrooms. Individuals with sensory disabilities should consider installing smoke alarms that have strobe lights and vibrating pads. Follow local codes and manufacturer's instructions about installation requirements. Also, consider installing a carbon monoxide alarm in your home.

⇒ Insurance coverage – Make sure you have adequate insurance coverage. Homeowners insurance does not cover flood damage and may not provide full coverage for other hazards. Talk with your insurance agent and make sure you have adequate coverage to protect yourself against financial loss.

⇒ First Aid/CPR & AED (Automated External Defibrillation) – Take American Red Cross first aid and CPR/AED classes. The courses can accommodate people with disabilities. Discuss your needs when registering for the classes.

⇒ Inventory – Make a record of your possessions to help you claim reimbursement in case of loss or damage. Take pictures or videos of every room in your house, as well as the exterior, cars, or other vehicles. Store the inventory information and pictures in a safety deposit box or other flood and fire safe location to ensure the records survive a disaster. Have photos of durable medical equipment and be sure to record the make and model numbers of each item. Get professional appraisals of jewelry, collectibles, artwork or other items that may be difficult to evaluate. Make copies of receipts and cancelled checks showing the cost for valuable items.

⇒ Vital records and documents – Vital family records and other important documents such as birth and marriage certificates, social security cards, passports, wills, deeds, financial, insurance and immunizations records should be kept in a safety deposit box or other safe location.

Reduce Home Hazards

In a disaster, ordinary items in the home can cause injury and damage.

Take these steps to reduce your risk.

1. Keep the shut-off switch for oxygen equipment near your bed or chair so you can get to it quickly if there is a fire;
2. Have a professional repair defective electrical wiring and leaky gas connections;
3. Place large, heavy objects on lower shelves. Hang pictures and mirrors away from beds;
4. Use straps or other restraints to secure tall cabinets, bookshelves, large appliances (especially water heater, furnace and refrigerator), mirrors, shelves, large picture frames and light fixtures to wall studs;
5. Repair cracks in ceilings and foundations;
6. Store weed killers, pesticides and flammable products away from heat sources;
7. Place oily rags or waste in covered metal cans and dispose of them according to local regulations;
8. Have a professional clean and repair chimneys, flue pipes, connectors and gas vents.
9. If you have a pool, lower the level of water if winds are projected to top 45 mph...this reduces the chance of water damage from sloshing water.

Generic Instructions for Operating a Citizen Band Radio or Two-Way Radio

Hand-held Unit ("Handy-Talkee" or "Walkee Talkee")

1. Turn on the "on-off volume control" to about half-way, clockwise;
2. Turn "squelch control" on, clockwise to where the noise fades to zero;
3. Turn channel knob to proper pre-selected working channel;
4. Listen for signal and adjust volume.

Mobile or Portable Units

These units work the same way as the hand-held units but need the addition of an outside antenna.

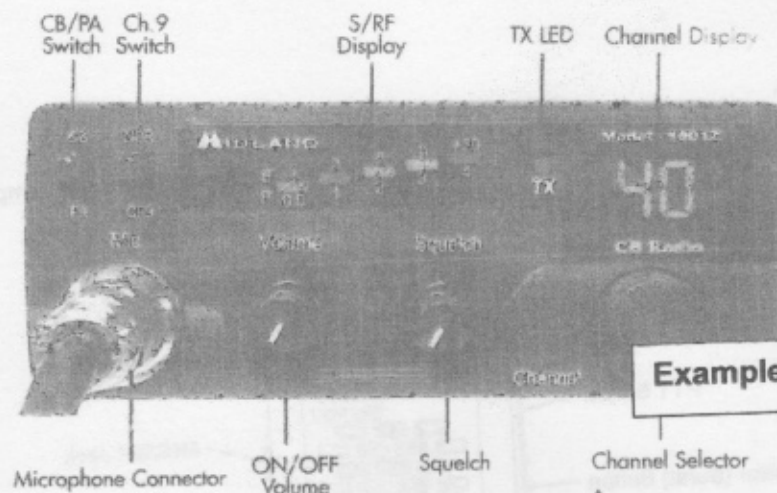
Communication Techniques (both units)

Speak across the microphone in clear tones, using common speech words. **DO NOT** use Citizen Band (CB) slang words or "10 codes" language. **Always** listen before transmitting so as to not interfere with someone else's transmission. Identify yourself by using the tactical assigned station names (i.e. "station 1" or "entry 2" or "position number 4," etc.)

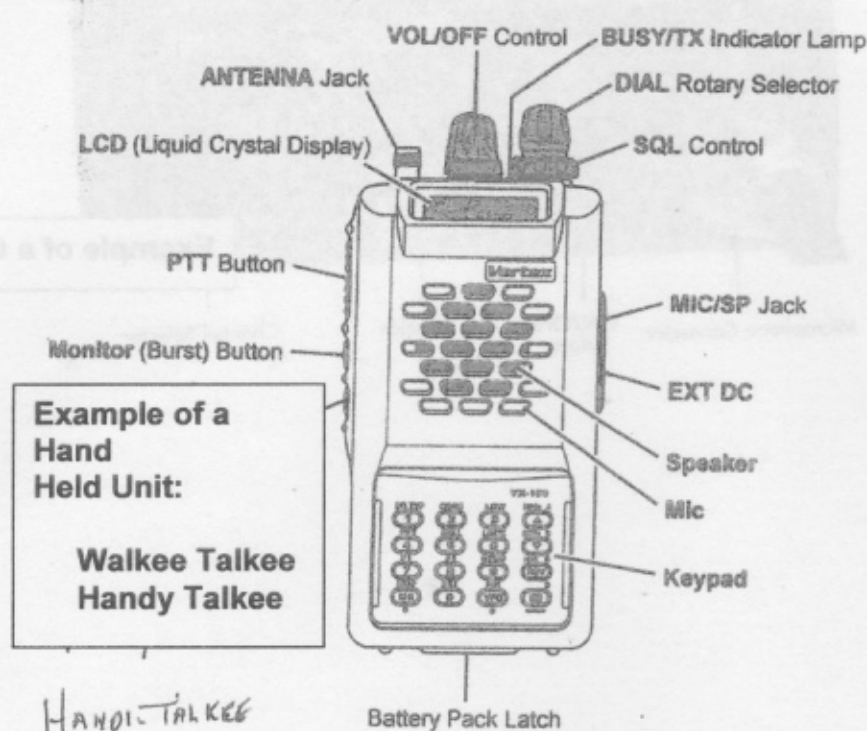
Your Assigned Station Name (to be given at the training):

Your Assigned Frequency Channel (to be given at the training):

Midland Model 1000/1001Z CB Operating Controls



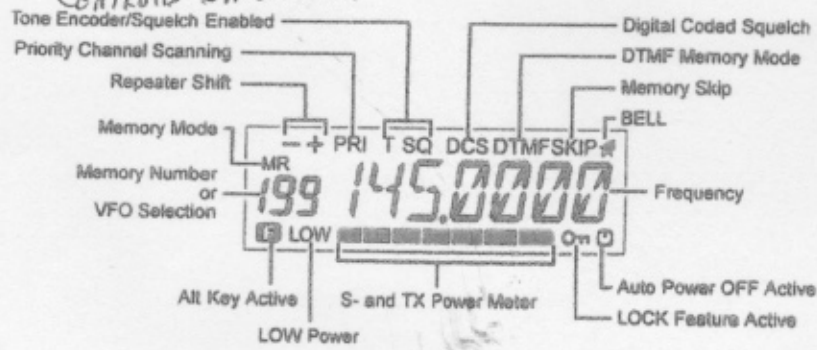
Example of a CB Radio



Example of a Hand Held Unit:

Walkee Talkee Handy Talkee

*HANDY TALKIE
w/o ANT. BOT
CONTROLS SHOWN*



VIAL OF LIFE PROGRAM
Medical Information Form

Date Updated: _____

First & Last Name: _____

Address: _____

Phone #: _____ **Cell #:** _____

Age: _____ **Date of Birth:** _____ **SSN:** _____

Medicare: ___ Yes ___ No

Other Health Insurance: _____ **Group #** _____

Emergency Contact (name): _____

Address: _____

Phone #: _____ **Cell #** _____

List of medications and dosages you are currently taking:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Medical History or Issues:

Primary Care Doctor: _____

Phone #: _____

Preferred Hospital: _____

Allergies: _____

Organ Donor: ___ Yes ___ No

I have a Living Will: ___ Yes Location _____

I have a Do Not Resuscitate Order: ___ Yes, Location _____

Check back of page for additional information

Vial of Life – Instructions

Inside each vial are two items:

1. Window sticker – Remove the sticker and place on the front door window, facing the street;
2. Emergency medical information sheet Complete the information. If more than one person is in the home, put the information on separate sheets of paper but put them all inside the same Vial when completed. **BE SURE AND UPDATE THE INFORMATION WHENEVER YOU HAVE A CHANGE IN MEDICINES OR IN YOUR MEDICAL CONDITION.**

Place the Vial, with the medical information, inside the door of your refrigerator so it is easily visible by emergency personnel.

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*Update information
at least every January*

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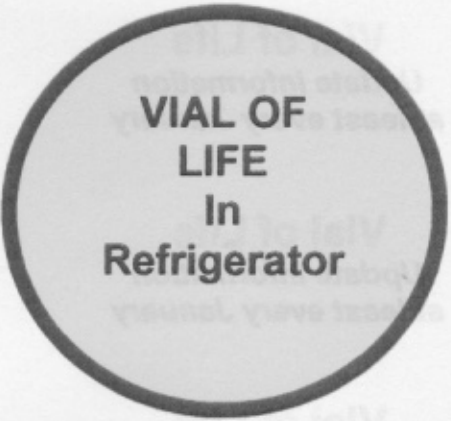
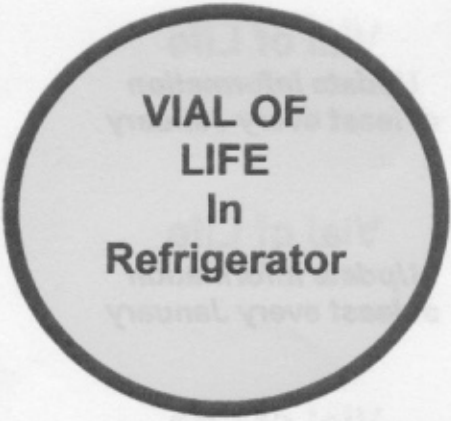
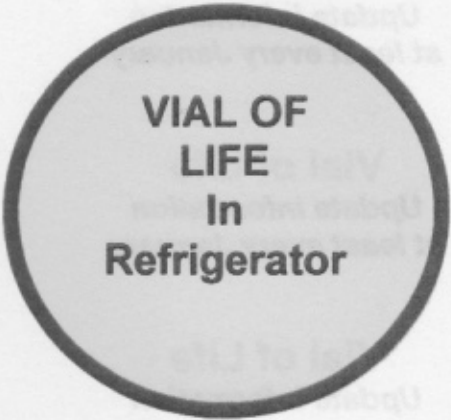
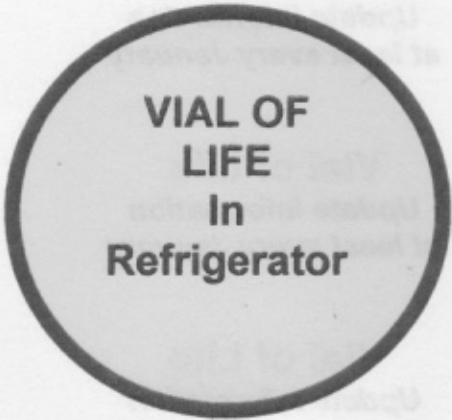
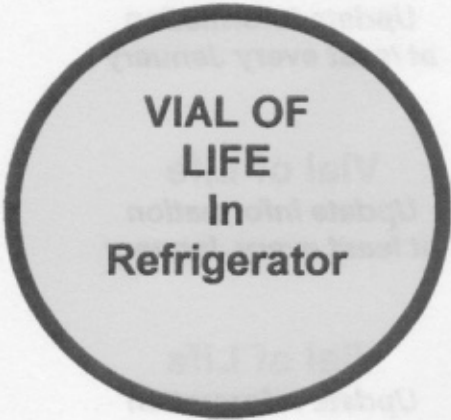
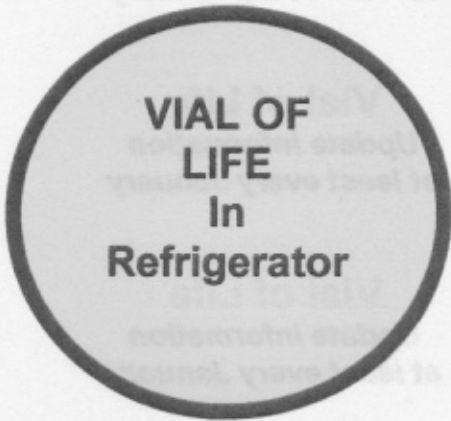
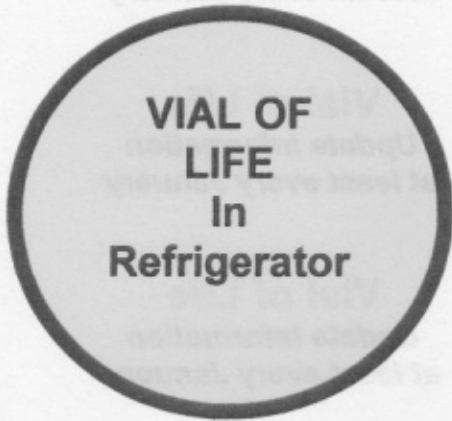
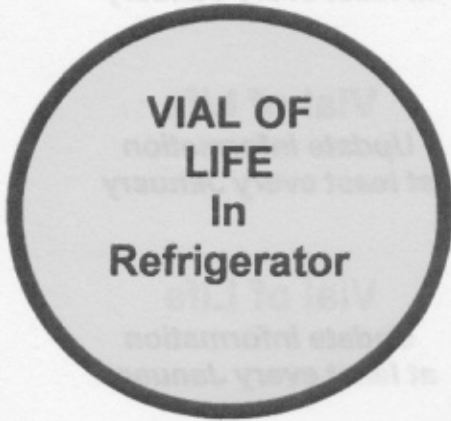
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Print labels and display in windows along with the instruction sheet and the medical information form.



Print labels and disburse to residents along with the instruction sheet and the medical information form

Emergency Preparedness Resources:

The following organizations and websites can provide information that will help residents and volunteers to prepare for disasters. Update this information annually.

Kings Ridge Website - www.kingsridge.com

Sentry Management – (352) 242-2955; kingsridge@csbonline.net

American Red Cross – (352) 314-0883

www.redcross.org/services/disaster/0,1082,0_587_00.html

Center for Disease Control (CDC)

www.bt.cdc.gov/disaster/hurricanes/index.asp

Clermont Fire Department – (352) 394-7662

Clermont Police Department – (352) 394-5588

Clermont Public Works & Municipal Utility – (352) 394-3350

Emergency Contact forms: www.ready.gov and www.redcross.org/contactcard

FEMA (Federal Emergency Management Agency) – (800) 427-2354 or (352) 315-8300

Avoiding Hurricane Damage – www.fema.gov/pdf/hazards/hurdam.pdf

Avoiding Flood Damage – www.fema.gov/pdf/hazards/flddam.pdf

Surviving the Storm –

www.fema.gov/pdf/hazards/hurricanes/survivingthestormhurricane.pdf

Hazard map – www.hazardmaps.gov

Lake County Emergency Management (LCEM) – (352) 343-9420

www.lakegovernment.com - Website changes during emergency situations to provide residents with news releases and other valuable information from the Emergency Operations Center (EOC)

Lake County Health Department - (352) 742-6320

Lake County Sheriff's Office – (352) 343-2101

National Hurricane Center (NHC)

www.nhc.noaa.gov/HAW2/english/disaster-prevention.shtml

National Poison Control Center – 1-800-222-1222

United Way: Lake & Sumter Counties - (352) 787-7530

Orlando – Heart of Florida United Way – (407)835-0900, www.hfuw.org

Florida – (850) 488-8167 www.uwof.org/new/disasterrecovery.htm

211 – List of available resources

Volunteering:

American Red Cross (see above)

CERT – Community Emergency Response Team

Lake County Department of Community Services (352) 343-9771 - Helena

Osborne-Ponsi, hosborne@co.lake.fl.us

Volunteer Florida – www.volunteerflorida.org

Response Resources:

Clermont Fire Department – Ass't Chief Joseph Silvestris, (352) 394-7662, ext. 203

Emergency supplies, food and water:

Wal-Mart – Store #2695 - (352) 243-6151, Stacey Ferrett, store manager

Resources:

In-store generator to preserve food and ice; facilitates disaster supplies through responder agencies

Evacuation Shelters:

Lost Lake Elementary School, 1901 Johns Lake Rd – special needs and pet Friendly

Pine Ridge Elementary School, 10245 County Rd. 561

FEMA (Federal Emergency Management Agency) – 1-800-621-FEMA (3362)

www.fema.gov.

Florida Division of Emergency Management – dial 511; www.floridadisaster.com

Florida Emergency Info Line – 1-800-342-3557

Lake County Emergency Management (LCEM)

Lake County Emergency Operations Center (EOC); Citizens Information Line –
(352) 253-9999 – activated when the EOC is activated in times of emergency/disaster.

Lake County Amateur Radio Emergency Services (communication auxiliary to
Lake County Emergency Management): Kings Ridge Communicator –
Bernie Farthing (352) 243-0302, cell (407) 222-0719

Lake County School Board Transportation – (352) 536-6360

Media:

Radio Station:

WLBE 790 AM – broadcasts a remote feed from EOC in an emergency

Television:

Bright House Network – Channels 6 and 9– broadcasts news conferences
from EOC and hurricane preparation facts

Daily Newspapers: Lake Sentinel, The Daily Commercial

South Lake Hospital - (352) 394-4071- Carmine Speranza, Carmine.Speranza@orhs.org

Resources: generator and all other necessary disaster equipment. In the event
of a disaster will set up an incident command center with two-way radios (five
mile radius) and phones.

Supporting Agencies (responses coordinated by LCEM)

American Red Cross:

National – (407) 894-4141, centralfloridaredcross.org

Local – (352) 787-3857, Michelle Mallon-Jenkins, (356) 350-4189

Catholic Charities – (407) 658-1818 Danice Crawford, Emergency Response

Coordinator, Danice.Crawford@cflcc.org

Resources: temporary response site set up at Catholic Church; Provides
food, communication and impact analysis

Human Care Network

Staffed by United Way of Lake & Sumter Counties (352) 787-7530 and
The Salvation Army (352) 365-0079

Resources: A centralized location for coordination of disaster resources,
response and donations

The Salvation Army – 1-800-725-2769, www.salvationsarmyusa.org

211 – Telephone disaster response information

Long-term Recovery Resources:

CAN – Coordinated Assistance Network

A cooperative effort between key response agencies (i.e United Way, American Red
Cross, the Salvation Army, etc) to provide long-term recovery resources. www.can.org

LASER – Lake and Sumter Emergency Recovery

FEMA (Federal Emergency management Agency) 1-800-427-2354 or

(352) 315-8300