

# **Disaster Ready Plan For DEVONSHIRE**



**Adapted from:**  
**Wellington Disaster Plan, by M. L. Donnellan, 2007, Clermont, FL**  
**Huntington Disaster Ready Plan, 2014, Clermont, FL**  
***Revised September 2020 – Lynn Topel and Devonshire Disaster Ready Committee***

This resource manual is based on information from American Red Cross, Federal Emergency Management Agency, [www.floridadisaster.org](http://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 Statutes 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).

The templates included are adaptable to any community or association. 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 DEVELOPING A DISASTER PLAN

### **Step 1: Select a Disaster Plan Coordinator**

The neighborhood home owners' 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.

If the neighborhood is more than a few dozen homes, it is helpful to have each division captain report to a communication captain. This avoids having too many division captains reporting all at once to the coordinator.

### **Step 4: Recruit Division Captains and Communication 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](http://www.smart911.com). The program allows individuals to place important medical information, contact information, etc, in a confidential file for the use by 911 responders. They have this information in hand prior to arrival at your home, and they have both an emergency phone number for you and a website where they can get more information on you.

### **Step 7: Give Disaster Readiness Items to Residents**

When 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 9: 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 three basic levels.

**Incident Command Center Communicator (emergency responders)**



**Neighborhood Association Plan Coordinator – Disaster Functions**



**Neighborhood Association Communication Captains (in larger areas)**



**Neighborhood Association Division Captains – Disaster Functions**



**Residents**

**Level I:**

Level I Neighborhood Association Division Captains are provided with a sufficient quantity of two-way 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 the Level II Communicator, the Neighborhood Association Plan Coordinator. If a resident in the designated area needs emergency assistance the division captain will call 911, or if necessary, relay the emergency information to the Level II Communicator.

**Level II:**

Level II Neighborhood Association Communication Captains serve as the communication link between Division Captains and the Coordinator when cell phones and land lines are not working. It is their responsibility to channel information on trees down, help needed, etc. to the coordinator, who then transfers the info to emergency responders. Communication captains also fill in when Division captains are not available.

**Level III:**

Level II Neighborhood Association Plan Coordinators are responsible for communicating information from the Level II Communication and Level I Division captains to the Level IV Incident Command Center. Coordinators screen unnecessary radio transmissions to the Incident Command Center, controlling the amount of incoming information to the Level III Incident Command Center.

**Level III:**

The Level III Incident Command Center Communicator reports directly to emergency responders and the disaster plan leadership. This individual is responsible for all aspects of communication, 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 (ARES) 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:** NEIGHBORHOOD ASSOCIATION 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 Neighborhood Association Division Captains;

1. Review 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 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 Neighborhood Association Plan Coordinators

**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, 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 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 COMMUNICATION CAPTAINS**

(Job description is identical to the division captains but with their primary responsibility to communicate with multiple division captains and then forward info to the coordinator; serve in the absence of any division captains within their appointed sections)

**Title: NEIGHBORHOOD ASSOCIATION DIVISION CAPTAINS**

**Selected and Evaluated by:** Neighborhood Association Plan Coordinator

**Reports to:** Neighborhood Association Plan Coordinator or Communications Captain

**Responsibilities:**

Annual completion of Neighborhood Registry & Assessment Worksheets (page 17), which are given to the Disaster Readiness Coordinator or Communication Captain;

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 Plan Coordinator;
6. Identification of a back-up division captain;
7. Notification to back-up division captain, Communication Captain or 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 Plan Coordinator or Communication Captain 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 NA Plan Coordinator/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 Plan Coordinator/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 NA Plan Coordinator/or Communication's location to report and to request help.

# NEIGHBORHOOD DAMAGE ASSESSMENT WORKSHEET

(from NPP Guide by United Way of Escambia County)

Date:	Person Reporting:	Page #
Time Begun:	Person Receiving:	

		Burning	No fire /extinguished	Gas Leak	Water Leak	Electric	Chemical	Damage*	Collapsed	Injured	Trapped	Dead	Access	No Access	Assignment Complete
Time	Location/Address	Fire		Hazards				Bldg.	People			Road			

\*Damage: h=heavy, m=moderate, l=light  
 Impact/Damage Assessment – Complete as many forms as necessary for your neighborhood and return completed forms to the Neighborhood Plan Coordinator/Communication Captain or emergency personnel immediately upon completion of assessment.

## 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.**



**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.**



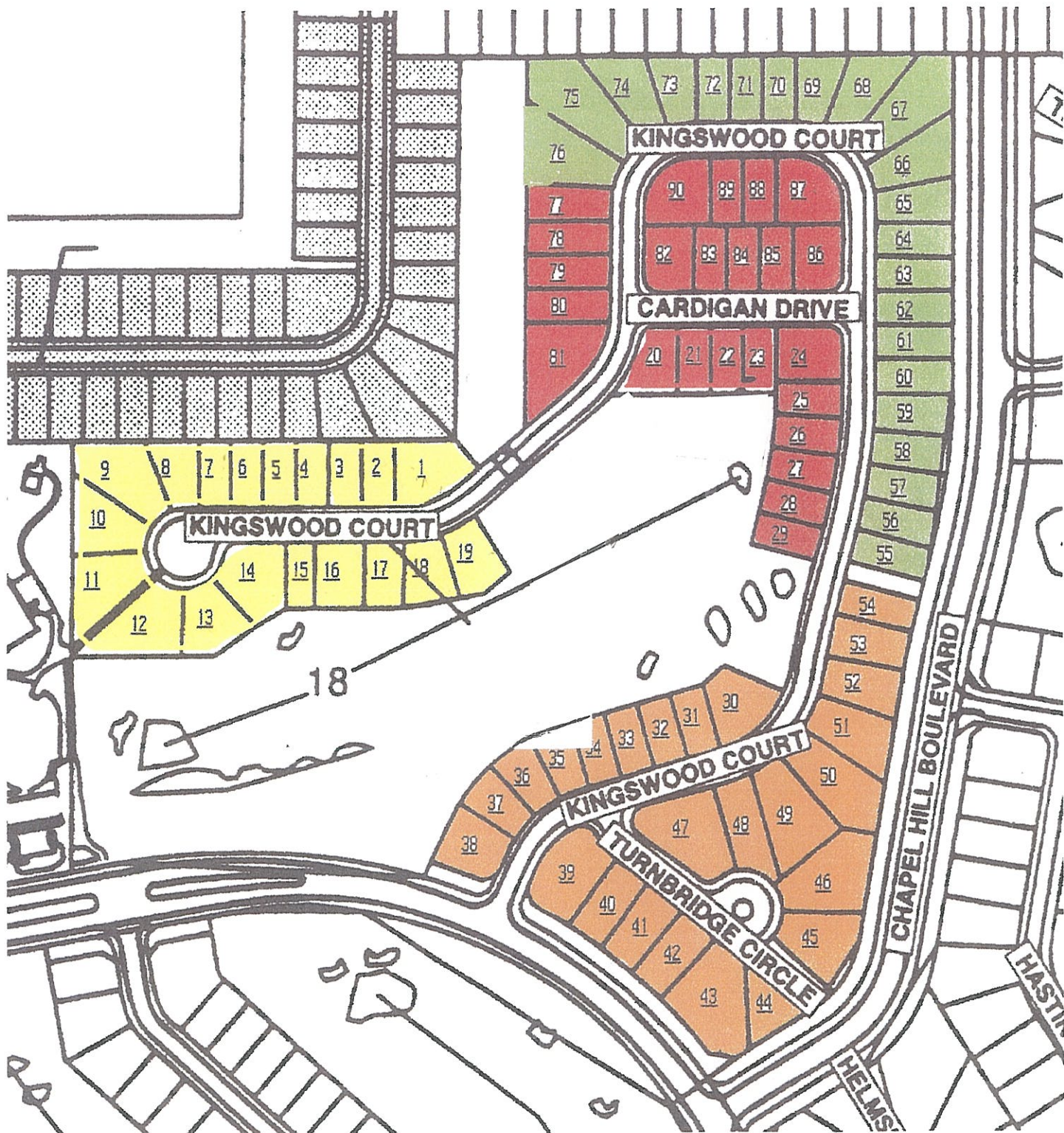
## Resident Data Sheet

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

**Date:** \_\_\_\_\_

Owner(s) name	
Renter(s) name	
Address	
Telephone(s)	
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/phone/address)	
Do you have a Vial of Life? Or are you registered with Smart911?	
Has the vial of life info been updated within the past year?	
In the event of an emergency, will anyone in the home need help to be evacuated?	
What mobility or health issues could hinder resident(s) response to an emergency or a disaster?	
Does anyone in the home have First Aid training? Who?	
Do you have a generator? Location?	
Do you have a fire extinguisher? Location?	
Do you have disaster response training?	
Do you have a HELP/OKAY sign?	

Encourage residents to register for the Smart911 program at [www.smart911.com](http://www.smart911.com)



## 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

## 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.

LAKE COUNTY DEPARTMENT OF PUBLIC SAFETY/EMERGENCY MANAGEMENT DIVISION					
Date	SPECIAL NEEDS REGISTRY FORM			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)					
<b>PERSONAL INFORMATION</b> Note: Ethnicity, Soc. Sec.# and Birthdate are optional					
Last Name	First Name	MI	Last 4 of Social Security #	Birthdate (Mo/Day/Yr)	Sex <input type="checkbox"/> M <input type="checkbox"/> F
Ethnic Group			<input type="checkbox"/> Native Hawaiian/Other Pacific Islander (NH/PI) <input type="checkbox"/> Black & White (B&W) <input type="checkbox"/> American Indian or Alaskan Native & White (AI/AN&W) <input type="checkbox"/> American Indian or Alaskan Native & Black (AI/AN&B) <input type="checkbox"/> Asian or Pacific Islander and White (AS&W) <input type="checkbox"/> 2+Races Non-Hispanic (2+NH)		
<input type="checkbox"/> African/American (B) <input type="checkbox"/> Caucasian (W) <input type="checkbox"/> Hispanic (H) <input type="checkbox"/> Asian or Pacific Islander (AS) <input type="checkbox"/> American Indian or Alaskan Native (AI/AN)					
Street Address		City	Zip	In City Limit	<input type="checkbox"/> Yes <input type="checkbox"/> No
Mailing Address (if different)		City	Zip	Mobile Home	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name of Subdivision, MH Park, Apt Bldg., etc.		If address is temporary, give dates: From: To:		Flood Prone	<input type="checkbox"/> Yes <input type="checkbox"/> No
Email Address:				Phone #s (Include Area Code)	Home: _____ Cell: _____
Living Situation <input type="checkbox"/> Lives Alone <input type="checkbox"/> With Spouse <input type="checkbox"/> With Children <input type="checkbox"/> With Parents <input type="checkbox"/> Other _____					
<b>MEDICAL INFORMATION</b> (Check and complete those that apply to your medical condition.)					
<input type="checkbox"/> Required or Life-Sustaining Medical Equipment <input type="checkbox"/> Oxygen Concentrator <input type="checkbox"/> Respirator(Ventilator) <input type="checkbox"/> Portable Oxygen <input type="checkbox"/> Suction Machine <input type="checkbox"/> Nebulizer <input type="checkbox"/> Other _____ <input type="checkbox"/> Oxygen - Continuous Amount of Oxygen? _____ <input type="checkbox"/> Oxygen - Treatments Only Amount of Oxygen? _____ How Often? _____ <input type="checkbox"/> Oxygen - PRN (As Needed) Nighttime-# of hours? _____ Daytime-# of hours? _____ Amount used per day? _____ <input type="checkbox"/> Cardiac History <input type="checkbox"/> Dialysis How Often? _____ <input type="checkbox"/> Incontinent <input type="checkbox"/> Life-Sustaining Medications (if checked, attach list) <input type="checkbox"/> Frail <input type="checkbox"/> Mobility Impaired (Explain) _____ <input type="checkbox"/> Wheelchair <input type="checkbox"/> Walker <input type="checkbox"/> Cane			<input type="checkbox"/> Wheelchair Bound <input type="checkbox"/> Bedridden <input type="checkbox"/> Weight > 300 lbs. <input type="checkbox"/> Hearing Impaired <input type="checkbox"/> Sight Impaired <input type="checkbox"/> Speech Impaired <input type="checkbox"/> Memory Impaired <input type="checkbox"/> Anxiety/Depression <input type="checkbox"/> Emergency Alert Equipment <input type="checkbox"/> DNR Order (if checked, attach copy) <input type="checkbox"/> Mental Health Impaired (Explain) _____ <input type="checkbox"/> Special Dietary Needs (Explain) _____ <input type="checkbox"/> Allergies (List) _____ <input type="checkbox"/> Other (Explain) _____		
Primary Diagnosis:		Secondary Diagnosis:		If disability is temporary, give dates: From: To:	
<b>Emergency Management Use Only</b>			<b>Health Department Use Only</b>		
Previous Application: <input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> SN Cat 1(SN Shelter) <input type="checkbox"/> SN Cat 2(Hospital) <input type="checkbox"/> SN Cat 3(Registry Only) <input type="checkbox"/> Need More Information		
If yes, current status:			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

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

## Disaster Readiness: What You Need to Do

### 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](http://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](http://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](http://www.ready.gov) or [www.redcross.org/contactcard](http://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.

**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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**Vial of Life**

*Update information  
at least every January*

**Vial of Life**

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at least every January*

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**Vial of Life**

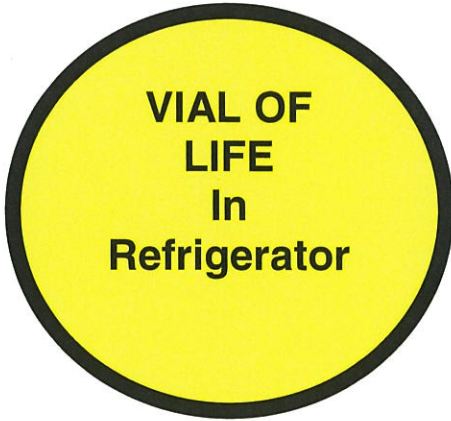
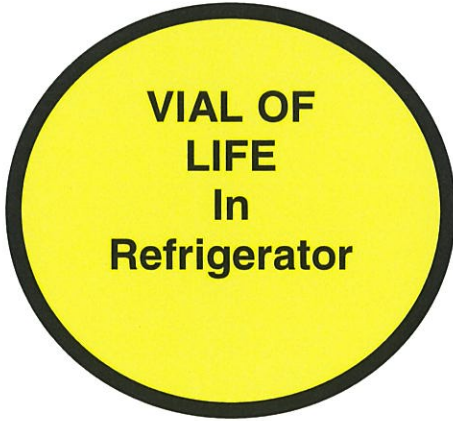
*Update information  
at least every January*

**Vial of Life**

*Update information  
at least every January*

**Vial of Life**

*Update information  
at least every January*



*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 -	<a href="http://www.kings-ridge.net">www.kings-ridge.net</a>
OpticalTel	(855) 303-4237
Spectrum	(866) 874-2389
KR Club House –	(352) 242-9653

### **City of Clermont**

Clermont Fire Department – (352) 383-1200 (non-emergency #) **Emergency 911**

Clermont Police Department – (352) 394-5588

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

Clermont City Hall (352) 394-4081

Clermont Code Enforcement (352) 394-4083

Clermont Public Services (352) 394-7177

### **Lake County Resources**

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

[www.lakegovernment.com](http://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

SECO Energy – Electric Utility (352) 429-2195

**State Agencies:** Florida Division of Emergency Management – dial 511;  
[www.floridadisaster.com](http://www.floridadisaster.com)

### **Federal Resources**

Centers for Disease Control (CDC): - (800) 232-4636 - <https://www.cdc.gov/>

FEMA (Federal Emergency Management Agency) – (800) 427-2354 [www.fema.gov](http://www.fema.gov).

National Hurricane Center (NHC) - [www.nhc.noaa.gov](http://www.nhc.noaa.gov)

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

## Other Resources

American Red Cross – 813-348-4820 [www.redcross.org](http://www.redcross.org)

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

Heart of Florida United Way – (407)835-0900, [www.hfuw.org](http://www.hfuw.org)

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

Emergency supplies, food and water:

Wal-Mart – Store #2695 - (352) 243-6151

Media:

Radio Station:

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

Television:

Spectrum: Channels 6 and 9– broadcasts news conferences from EOC and hurricane info

OpticalTel: Channel 52 for KR Information (Plug-to-view service only)

Daily Newspapers: Lake Sentinel, The Daily Commercial

South Lake Hospital - (352) 394-4071

Resources: generator and all other necessary disaster equipment.

Supporting Agencies (responses coordinated by LCEMO)

American Red Cross:

National – (407) 894-4141, [centralfloridaredcross.org](http://centralfloridaredcross.org)

Local – (352) 787-3857

Catholic Charities – (407) 658-1818

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](http://www.salvationsarmyusa.org)

211 – Telephone disaster response information

## **Kings Ridge Management Company Disaster Readiness Responsibilities**

During a Hurricane Watch all employees will be on alert and prepared to respond to Kings Ridge within one hour's time to support the preparation of the community. All employees will remain at Kings Ridge until hurricane preparations have been completed.

### Managers Duties Prior to Hurricane Season:

- Inspect Gate House for loose objects that could detach from buildings in high wind conditions such as paneling, railings, shutters, siding, etc.
- Inspect the areas surrounding the Clubhouse and North Spa for all loose objects that become a projectile.
- Inspect roofs for any visible damage that may need to be address by a roofing contractor.
- Review damage reports and assessments from previous storm seasons. Make adjustments to equipment needs and preparations in anticipation of reoccurring issues.
- Inspect trees for damaged, broken, or sickness that may cause weakness and provoke damage in high wind conditions.
- Develop team roles for preparation of storms in the event of a hurricane warning.

### Managers Duties during a Hurricane Warning:

- Organize a protocol meeting with team members to make them aware of their duties.
- Assign team members to inspect specific areas and/or specific conditions.
- Review protocol for hurricane warning status procedures. Delegate specific teams and review their procedures in case a hurricane warning comes into effect.
- Set all traffic control gates to open position and disconnect power and battery backup.
- Remove any unsecured objects that could become missiles.
- Inspect Gate House for loose items and secure or remove.
- Ensure all of the irrigation pumps ate turned off.

Once a Hurricane Warning is announced all preparations should be nearing completion. After all preparations have been completed, all non-essential staff members should be evacuating the property at the end of their shift or when sustained winds reach 35 mph.

### Property Manager's Duties Prior to Hurricane Season:

- Update unit owner and resident emergency contact information.
- Pre-negotiate contracts or get confirmations in writing with the vendors needed after a hurricane has passed:
  - Water Extraction: Clubhouse Vendor
  - Shoring up and securing Gate House: Maintenance Department
  - Clean-up and debris removal: HOA Vendor
  - Glass companies: Clubhouse Vendor

- Take photos. of inside and outside of Gate House, an common areas and major equipment, furniture, fixtures, art work, computers, if not on tile already. Upload photos to computer and make back-up copy to store off-site.
- You must scan on discs the following documents:
  - You should have off property the following documents:
  - Records of units and unit owners
  - Vendor lists
  - Insurance policies
  - Inventories
- Purchase and refill hurricane supplies (see attached "Hurricane/Emergency Supply Inventory")
- Office manager should back up all computer files and store back-ups

**Office Manager's Duties Prior to and During Hurricane Watch:**

- Post advisories for residents at Association Office & Web Site.
- Monitor TV and radio broadcasts.
- Maintain active communication with any neighborhood disaster committees

**Manager's Duties after a Hurricane has passed:**

- Contact all staff and have them report to the community.
- Survey the property and assess damage. Take photos and prepare first assessment report.
- Secure property from vandalism and looting.
- Remove storm debris to prevent accidents.
- Secure building structure to mitigate further damage.
- Carry out immediate emergency/temporary repairs (after taking photos)
- Check Clubhouse, North Spa and Gate House office for water damage and remove all wet carpet and drywall to avoid possible mold contamination.
- Do NOT sign .any agreements, releases, contracts or other documents submitted by contractors or insurance company without reviewing them with legal counsel!
- Contact Disaster Committee and use as an information facilitator to post advisories for residents
- Review governing documents, particularly anything related to "repair after casualty" provisions in the insurance section to establish process for reconstruction. (Beware of "50% uninhabitable" possible termination provision!)
- Prepare insurance and liability claims. (MUST be submitted within 60 days)

**After the Hurricane**

All personnel will contact the management office to establish their schedule. If the office and or security telephones are not working employees must call one of the Leland Management Emergency Telephone numbers until the employees reach someone:

**Leland Management Orlando Office**

**407-447-9955**

Management cellular telephone numbers are also listed below. After a Hurricane warning has been lifted, staff is expected to report to the building as soon as physically possible after the storm has passed. (When sustained winds fall below 35 miles/hour, staff must report back to work.)