



KOVE ESTATES

2024

**DISASTER PREPARATION
GUIDE**

2024 KOVE ESTATES DISASTER PLAN CONTENTS

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Develop a Disaster Plan

➤ Discuss disasters

Have a family meeting to talk about disasters. Develop a list of things to take care of in preparing.

- Use the “buddy system” - let your neighbors know what your plans are.

➤ Make evacuation plans

If you live in a storm surge evacuation area, determine where you would go if an evacuation order were given. It is best to seek shelter at a family member’s or friend’s house or hotel outside the evacuation area. If leaving town, leave well in advance of an approaching storm. Shelters should be used as a last resort.

For those who have no alternatives, public shelters may open depending on the track of the storm. If you are planning to seek public shelter, make sure to bring emergency supplies including special dietary items and supplies for infants and small children.

For help in disaster planning, visit www.volusia.org/emergency.

Residents can stay informed during severe weather and disasters by signing up to receive emergency telephone or email notifications from Volusia County Emergency Management. They also can “like” Volusia County Emergency Management on Facebook and follow @VCEmergencyInfo on Twitter.

If you plan to stay, please keep in mind that you may have to live without power and/or running water for 1-2 weeks. Also remember that the heat during these months can be extreme and dangerous without air conditioning. **NOTIFY the office** of your plans to stay and use a visual indicator that can be seen from the road to show you are there.

Tips for once the storm arrives:

- Stay indoors in a secure location or in your “safe room.” The strongest part of a house is usually away from windows and exterior doors.
- Place towels along windowsills and the bottom of doors leading outside to prevent water from coming inside. Have buckets, mops, and sponges handy in case of flooding.
- Place valuables on tables or high places in case flooding occurs.
- Cover valuables and furniture with plastic and move away from windows.
- Do not go outside as the calm eye of the hurricane passes unless repairs are absolutely essential. The storm is not over. More severe damage can occur once the eye passes, and the winds blow from the opposite direction.
- Be aware that tornados can spawn from hurricanes at any time. Monitor your local news station and if a tornado warning is issued, take cover in your safe room or an interior hallway or lower level if in a tall building. Stay away from glass doors and windows. You also can seek shelter under heavy furniture in the center of the house.
- Leave the main breaker on unless the electricity goes off or you evacuate prior to the storm. If the electricity goes off, turn off air conditioners, refrigerators, freezers,

television sets and computers to avoid damage due to power surges. If the power returns and is steady, these may be turned back on.

- Consider storing blocks of ice in coolers and filling your bathtub with water in the event you lose power & water.
- Use flashlights for lighting when the power goes off. Do not use candles or any other type of open flame. The fire department cannot respond during a hurricane.
- Use the telephone for emergencies only. Jammed phone lines may obstruct emergency calls for police, fire rescue, emergency medical and Red Cross disaster units.
- If the power is off, open the refrigerator and freezer doors as little as possible.
- Stay away from the fuse box, main breaker, and electrical outlets in the event of flooding. Normally the electric current will fail with flooding.
- If using a generator, keep it outside away from any open windows.

➤ **Inventory your valuables**

Make a list and videotape/photograph items of value. Insurance policies should be reviewed well in advance of a storm. Consider storing valuables off-site. Note: Once a hurricane watch has been issued, most insurers will not issue new or additional coverage (this includes flood insurance).

➤ **Protect your vehicles**

Identify where you would store or park your vehicle, boat or RV. Double-check your vehicle insurance policy and keep it in a safe place with your homeowner's policy.

➤ **Reduce damage to your home and property**

Store lawn furniture and other loose items inside. Walk around your home and evaluate the roof, windows, garage doors, patio doors, screen enclosed rooms, landscaping, etc., to see what protective measures you need to take.

Consider installing window shutters, purchasing a generator, trimming trees, and double-checking tie-down straps and anchors if you live in a mobile/manufactured home.

➤ **Identify special needs**

Make arrangements well in advance of a storm to take care of infants, the elderly and those with special needs. Persons with special needs should register with the Florida Department of Health in Volusia County.

➤ **Fill your gas tank and get cash.**

Make sure your gas tank is full and you have extra cash on hand.

➤ **Have a disaster supply kit**

Make sure you have a week's supply of nonperishable food, water, and medical items for your family. Your disaster supply kit should include the following items:

- At least one gallon of drinking water per person per day for five to seven days.
- Nonperishable food for three meals per day per person for five to seven days.

- A five- to seven-day supply of special items such as food, formula, diapers and wipes for infants and those with special needs.
- At least a two-week supply of medications. Per the Florida Department of Health, Residents of Volusia County are permitted to receive early prescription refills in advance when the Governor issues an Executive Order declaring a State of Emergency, regardless of typical limits. The mandate remains in effect until the Governor's Executive Order is rescinded or expires.
- Toiletries and extra toilet paper.
- Manual can opener.
- Paper goods such as plates, cups, napkins and utensils.
- Unscented household bleach and medicine dropper.
- Extra bedding such as pillows, blankets and sleeping bags.
- Clothing, including rain gear and sturdy shoes.
- First aid kit, sunscreen and hand sanitizer.
- Mosquito repellent with DEET.
- Flashlight and extra batteries.
- Battery-operated radio.
- Tool kit including cord, rope, hammer, wood nails, saw, hatchet or axe, crowbar, chain saw blades, tarp, duct tape, rake, bucket, mop, broom and heavy work gloves.
- Plastic trash bags and ties.
- Fire extinguisher.
- Matches in a waterproof container.
- Extra charcoal or propane for outdoor cooking.
- Hazard alert radio.
- Extra batteries and car charger for cell phone.
- A canned tire inflator for punctured tires.

➤ Have a plan for your pets

Make sure you have a plan to address your pet's needs whether you evacuate or stay in your home.

- Ask dependable friends or relatives who live away from an at-risk area if you and your animal can stay with them during an emergency.
- Develop an evacuation plan that includes your animals. Learn which area shelters and motels take companion animals and/or have a designated inland evacuation place.
- Identify local boarding kennels that may be able to shelter your pet. Find out who stays on the premises with the animals during emergencies and what provisions have been made if the kennel occupants need to evacuate.
- Find out which veterinary clinics have boarding facilities. Check their evacuation procedures.
- Stock an animal emergency supply kit.
- All belongings should be marked with identification.
- Take first aid and CPR courses and keep the manuals handy. (The same basic principles apply to animals.)

- If you have exotic pets, contact the Florida Fish and Game Commission or a zoological garden in a safe area for assistance with shelter. Supply appropriate housing, food and water.

Pet emergency supply list

- Pet first aid kit, including medications.
- Shot records, ownership papers, and a current photo of each pet.
- Water bowls and bottled water in plastic bottles for three days per animal.
- Food bowls and food for three days per animal. Dry foods are recommended.
- Manual can opener.
- Disinfectant and cleanser to handle animal waste properly.
- Proper-sized pet carrier or crate for each animal. Take time to familiarize your pet with the carrier, which must be large enough for the animal to stand and turn around when inside.
- Towels and blankets, toys, brushes, and combs.
- Leashes and collars with current license, identification and rabies tags attached securely, and muzzles if necessary.
- Paper towels and thick baby wipes.
- Old newspapers.
- Cat litter and disposable litter pans.
- Plastic bags.
- Flashlight and radio with extra batteries and bulbs.
- Emergency cash.

If you decide to stay home

- Remain calm and speak to your animal(s) regularly in a calm, reassuring voice.
- Bring companion animals indoors well before the disaster.
- Do not leave domestic pets outside or tied up.
- Prepare an area for companion animals inside the house away from windows. Pets will be most comfortable if they are secure in pet carriers.
- Keep identification available such as photos, tattoos, or bands.
- In case of flooding, provide access to high places such as countertops.
- Difficult, dangerous animals should be placed in special carriers to reduce the possibility of escape.

Do not leave companion animals home alone!

People and pet shelter

All companion animals must have a current license, vaccinations, identification, and rabies tags. They must be confined in pet carriers or crates and must be kept under control at the facility at all times.

Some shelters in Volusia County have been designated “pet friendly.” Pet friendly means the owners and their animals can stay at the same shelter but will be housed separately.

If you and your pet plan to evacuate:

- Go to your pre-determined shelter (family, friends, hotel/motel) or the shelter at the Volusia County Fairgrounds.
- Take needed items for you and your pet to be self-sufficient for up to seven days.

A directory of motels that accept small household pets in Florida, Georgia, Alabama and Mississippi is also [available online](#).

Animal identification

- Tattoos are readable, permanent, and safe from removal if applied to a pet's belly or flank.
- However, tattoos are meaningless if they are not registered. Large pets should be at least four months old when tattooed. Small pets should be at least six - eight months old. Check with the humane societies or your veterinarian for information on tattooing.
- Livestock should have some type of identification, such as a leg band. Leg bands are available from equine organizations or the Agricultural Center in DeLand.
- Metal identification tags will also help.
- A picture of each animal with a matching identification number should be available. Include a close-up of any special identifying mark(s).

Your pet disaster kit should include food, water, bowls, leashes, toys, bedding, carrier, medications, newspaper, cat litter, plastic bags for handling waste, and license and vaccination documentation.

➤ **After the emergency**

- Walk with your animal(s) on a leash until they become reoriented to their home. Do not allow animals to roam freely.
- Remember that downed power lines and other debris pose danger to you and your animals.
- Beware of standing water and other animals.
- Do not allow animals to consume food or water that may have become contaminated.

➤ **Share your plan**

Let your family, friends and coworkers know of your disaster plan. Make sure they know how to reach you to check on you. Have an out-of-town family member or friend as a point of contact.

Oxygen-dependent Residents

Storm Information

People who are dependent on oxygen will need electricity to generate supplemental oxygen. Until power is restored in the home, here's what people can do:

- First, contact your oxygen supplier and request additional tanks. If you're unable to get the oxygen needed from your local office, and you are dealing with a national provider, call their other offices and request a delivery.
- If your oxygen supply company still cannot provide additional tanks, call the medical provider who wrote the order for the oxygen. This may be your primary care provider. Request a new order to be placed with another company that can provide emergency oxygen.
- Special needs shelters are a last resort and are only a temporary solution. Special needs clients must:
 - Bring their own concentrator
 - Bring a caregiver if they normally need assistance at home
 - Be prepared to sleep on cots that are low to the ground

Important evacuation telephone numbers

American Red Cross	Daytona Beach	386-226-1400
Halifax Humane Society	Daytona Beach	386-274-4704
SE Volusia Humane Society	New Smyrna Beach	386-428-9860
West Volusia Humane Society	DeLand	386-734-2450

Volusia County Animal Services

Daytona Beach	386-248-1790
Clinic	386-323-3575

Agricultural Center

Daytona Beach	386-257-6012
DeLand	386-822-5778
New Smyrna Beach	386-423-3368

Do not call 9-1-1! Call the VSO Non-Emergency line for after-hours 386-248-1777

Volusia County residents and visitors are encouraged to follow Emergency Management on Facebook and Twitter @VCEmergencyInfo, and download the county's [emergency preparedness app](#). Storm information is posted to www.volusia.org/pin.

- For the latest tropics update, visit The [National Hurricane Center \(NHC\)](#) website.
- For current local weather information (including the potential for severe weather) visit the [National Weather Service](#) Melbourne Florida website.

Register to receive AlertVolusia [Emergency Notification Alerts](#).

<https://www.volusia.org/services/emergency-services/emergency-management/alerts/>

Telephone numbers



CITIZENS INFORMATION CENTER (CIC)

(Only during a disaster): Toll-free 866-345-0345

Device for the Deaf: 386-248-1792

[Follow @VCEmergencyInfo](#)

SHELTER TRANSPORTATION: VOTRAN

386-322-5100, 386-943-7050, 386-424-6820

DIRECTIONS TO SHELTERS IN VOLUSIA COUNTY

Volusia County School Board 386-734-7190, 386-943-7626

DIRECTIONS TO SHELTERS IN ADJACENT COUNTIES

321-637-6670 Brevard County

386-329-0379 Putnam County

352-622-3205 Marion County

352-343-9732 Lake County

386-586-5111 Flagler County

407-665-5102 Seminole County

MARINE AND WEATHER INFORMATION

321-255-0212 National Weather Service (Melbourne)

888-404-3922 Fish and Wildlife Conservation Comm.

386-428-9084 U.S. Coast Guard (New Smyrna Beach)

386-258-8733 U.S. Coast Guard (Daytona Beach area)

386-239-6542 Volusia County Sheriff

386-252-8000 24-hour (Weather Line Forecast Service)

386-248-8043 U.S. Customs Service (Daytona Beach)

305-229-4470 National Hurricane Center (Miami)

DISASTER ASSISTANCE PROGRAMS

800-621-3362 FEMA registration TDD: 800-462-7585

800-427-9662 National Flood Insurance Program

386-226-1400 American Red Cross (local)

386-236-2020 Salvation Army (local)

VOLUSIA COUNTY ANIMAL SERVICES

386-248-1790

FLORIDA DEPARTMENT OF HEALTH IN VOLUSIA COUNTY

386-274-0500 Daytona Beach

386-281-6500 Daytona Beach (Keech St.)

386-424-2065 New Smyrna Beach

386-457-6300 Orange City

Shelter information

Volusia County has many public shelter locations which can be opened according to each particular disaster or emergency. During an emergency, not all shelters will open at once. Shelters will be opened based on demand.

The best way residents can stay informed about public shelter openings is to download the Volusia County emergency preparedness app, visit www.volusia.org/PIN - where emergency information is posted, and follow Emergency Management on social media (Facebook and Twitter). Resident can also call the toll-free Citizens Information Hotline, which is ONLY activated during an emergency, at 866-345-0345.

Telecommunications Device for the Deaf: 386-248-1792

Definitions

- **SIP:** Shelter Information Point (central location to direct evacuees to shelters in Deltona)
- **SpNS:** Special Needs Shelter – Assists evacuees who are elderly, physically, mentally or sensory disabled, visually or hearing impaired, or require oxygen. It is also a Pet Friendly shelter for PSNs (People with Special Needs).
- **PF:** Pet Friendly – people and pets are housed in separate locations at the shelter
- **PPS:** People & Pet Shelter (people and pets are housed in the same location – Fairgrounds only)

Important SpNS shelter information:

- People with special needs should be accompanied by a caregiver if this type of assistance is normally needed.
 - People with special needs must bring all needed supplies.
 - Hospitals are not shelters.
- SpNS are not for people who need 24-hour dedicated care, a hospital bed, ventilator, other complex care, or isolation patients.
- SpNS are pet friendly. Must bring necessary items/supplies for their pets. Contact Volusia County Animal Services for additional information and questions.

Items to take to a shelter

Evacuees may need to stay at a shelter for 24 to 72 hours during an emergency. Since space is limited, only take essential items. Avoid bringing valuables; shelters are not responsible for lost or stolen items.

Items include:

- Special dietary food, snacks or comfort food, water or other non-alcoholic beverages
- Bedding: pillow, blanket, etc. - general population shelters do not provide cots, so a comfortable beach chair and sleeping pad are recommended
- Ear plugs
- Extra clothing.
- Medications and medical supplies.
- Oxygen supplies or arrange with your oxygen company to deliver to the designated SpNS oxygen shelter.
- Toiletry items.
- Flashlight and batteries.
- Diapers, infant and elderly/disabled necessities.
- Time occupier such as books, magazines, games or cards.
- Important papers, credit cards, cash and identification

If you only have minutes to pack, grab these items:

- Medical supplies: prescription medications, eyeglasses and dentures.
- Disaster supplies: flashlight, batteries, radio, first aid kit, bottled water
- Clothing and bedding: a change of clothes and a sleeping bag or bedroll and pillow for each household member
- Car keys and keys to the place you may be going (friend's or relative's home)

Special needs sheltering

Physically, mentally and sensory disabled residents and those who need supplemental oxygen should register for the Special Needs Shelters program with Volusia County Emergency Management.

The program provides assistance during evacuations. Evacuees should be accompanied by a caregiver if this type of assistance normally is needed.

Special needs shelters are not for isolation patients or people who need 24-hour dedicated care, a hospital bed, ventilator, or other complex care. These individuals should discuss other shelter arrangements with their physician or home health service provider or caregiver.

If you prefer to have the form mailed, you may request one by contacting:
Volusia County Emergency Management Attn: Special Needs Sheltering 3825 Tiger Bay Road, Suite 102 Daytona Beach FL 32124-1063

Transportation

The Volusia County School Board and Votran will provide free rides to general public shelters. Pick up will be made at all regular Votran bus stops.

Directions to shelters in Volusia County

Directions to shelters that are opened can be found in the Volusia County Emergency Management app.

Directions to shelters in adjacent counties

- Brevard County 321-637-6670
- Marion County 352-369-8100
- Flagler County 386-586-5111
- Putnam County 386-329-0379
- Lake County 352-343-9732
- Seminole County 407-665-0311

Special Needs Transportation

Votran, Volusia County's public transportation service, will provide free transportation to public shelters. All Votran bus stops are evacuation assembly points during a declared emergency evacuation order. If special needs evacuees cannot reach a regular bus stop, they must call Votran to arrange transportation.

Bus space is limited. Carry-on items are limited to a pillow, blanket and one carry-on bag (not larger than 22" x 16" x 8").

Telephone numbers for Votran are:

- Daytona Beach 386-322-5100
- West Volusia 386-943-7050
- New Smyrna Beach 386-424-6810

Returning home

Every effort will be made to allow evacuees to return to their home and businesses as quickly as possible. Re-entry to evacuated areas will be authorized based on public safety, security and operational needs of search and rescue teams. The re-entry policy will be established as soon as possible and with as few restrictions as possible. The decision to establish general re-entry will be evaluated through continuous coordination among county and state agencies, municipal law enforcement agencies and adjacent counties and will be announced through the news media.

Disaster assistance

Seeking disaster assistance

Many times damage from storms not only are caused by the wind, but also from the rain and flooding. Citizens should monitor local news media for sources of information about where to get emergency housing, food, first aid, clothing and financial assistance.

What is disaster assistance?

Disaster assistance is money or direct assistance to individuals, families and businesses whose property has been damaged or destroyed and whose losses are not covered by insurance. It is meant to help you with critical expenses that cannot be covered in other ways. This assistance is not intended to restore your damaged property to its condition before the disaster. While some housing assistance funds may be available through the Federal Emergency Management Agency's Individuals and Households Program, most disaster assistance from the federal government is in the form of loans administered by the Small Business Administration.

- **American Red Cross**

The American Red Cross is the community's first line of defense for local disasters. Your American Red Cross can assist with immediate emergency needs (food, clothing and shelter) caused by a disaster. The Red Cross also assists with clean-up supplies. Call Florida's Coast-to-Coast Chapter of the American Red Cross at 386-226-1400.

- **Florida Department of Health in Volusia County**

Did you know the dangers from a storm do not end when the storm passes? There is potential for illness and disease. The health department urges residents to be cautious following a storm and has information about how to stay safe in flooded areas, mold cleanup tips, mosquito precautions, and water-testing kits for homeowners with submerged wells. For more information, please call the Environmental Health Office at 386-822-6250 or visit www.volusiahealth.com.

Federal disaster assistance

In the most severe disasters, the federal government is called in to help individuals and families with temporary housing, counseling (for post-disaster trauma), low-interest loans and grants, and other assistance. The federal government also has programs that help small businesses and farmers. Most federal assistance becomes available when the president declares a "Major Disaster" for the affected area at the request of a state governor. The Federal Emergency Management Agency (FEMA) will provide information through the news media and community outreach about federal assistance and how to apply. FEMA assistance is available online at:

For FEMA assistance

www.fema.gov or 800-621-FEMA (3362).

Hearing- or speech-impaired individuals can call 800-462-7585 (TTY).

Websites

Federal Emergency Management Agency at <https://www.fema.gov/>

Florida Division of Emergency Management at <https://www.floridadisaster.org/>

Insurance Considerations

What does your Insurance Company Expect you to do Prior to a Storm?

- Document condition of building pre-storm
- See if your insurance agent has any tips or services that they can provide
- Take action to protect the building as best you can
- Try to have opening protection whether it is shutters or wooden boards, if no impact resistant windows
- Know who to call if something were to happen
- Have carrier phone number ready in case agent was also affected and is unable to respond
- Generally, policy states number to call if you have a claim but you can also check with your agent before hurricane season
- Help with Shutters
- Water Restoration
- Tarping
- Road Clearing
- Landscape Debris Cleanup
- Security Policies and Procedure

What does the insurance company expect from you after a storm?

- Protect property from any further damage as best you can
- Make emergency repairs if necessary and possible
- Document and report damages as soon as you are safely able to
- Photos, videos, and description of damages
- Multiple angles and ensure everything is visible
- If road is blocked by a tree or other debris, be careful about unit owners/homeowners using machines to clear the way
- Chainsaws, etc. can make a bad situation worse with injury
- When safe to do so, have inspection done on property to determine if the premises is safe
- If electrical equipment has water damage, have a qualified electrician inspect to ensure it is safe

What information should be provided with a claim?

How do you file a claim?

Should I hire a public adjuster?

Hurricane Claim Journal

As you are reporting a claim to your insurance carrier it can be beneficial to create a “hurricane claim journal”

- Use this to keep track of everything that has happened
- Log all communication between you, your agent, and the carrier
- Keep all photos and videos of damages that occurred
- Keep receipts to record any immediate repairs and the expenses associated with them