

## EMERGENCY CONTACTS

*It is recommended that you charge your cell and portable phones 24 hours ahead of a storm/hurricane.*

### COUNTY SERVICES CONTACTS

Animal Services .....	407-665-5201
Building Permits (unincorporated only) .....	407-665-7050
Emergency Management .....	407-665-5102
Fire and Rescue .....	407-665-5175
Floodplain Management .....	407-665-7335
Garbage Collection (unincorporated only) .....	407-665-2260
Health Department - www.seminolecohealth.com .....	407-665-3000
Sheriff's Office - www.seminolesheriff.org .....	407-665-6600
Small Business Disaster Loan Assistance .....	407-665-7135
Special Needs Shelter Registration .....	407-665-5102
Water and Sewer (unincorporated only) .....	407-665-2110

### CITY SERVICES CONTACTS

Altamonte Springs - www.altamonte.org .....	407-571-8000
Casselberry - www.casselberry.org .....	407-262-7700
Lake Mary - www.lakemaryfl.com .....	407-585-1400
Longwood - www.longwoodfl.org .....	407-260-3440
Oviedo - www.cityofoviedo.net .....	407-971-5555
Sanford - www.sanfordfl.gov .....	407-688-5000
Winter Springs - www.winterspringsfl.org .....	407-327-1800

### ORGANIZATIONS

American Red Cross - www.redcross.org/fl/orlando .....	407-894-4141
Center for Disease Control and Prevention - www.cdc.gov .....	800-232-4636
FEMA - www.fema.gov .....	800-621-3362
Heart of Florida United Way - www.hfuw.org/ .....	2-1-1 or 407-835-0900
Insurance Problems - www.myfloridaCFO.com .....	877-693-5236
National Weather Service - www.srh.noaa.gov/mlb .....	321-255-0212
Price Gouging - www.800helpfla.com .....	800-435-7352
Salvation Army - www.salvationarmysanford.org .....	407-322-2642
Sanford Airport Authority - www.orlandosanfordairport.com ..	407-585-4000

### CABLE, ELECTRIC AND TELEPHONE

AT&T - www.att.com .....	(Consumer Service) 800-288-2020 (Repair) 877-737-2478
Century Link - www.centurylink.com .....	877-787-3987
Duke Energy - www.duke-energy.com .....	800-228-8485
Florida Power & Light - www.fpl.com .....	800-226-3545
Florida Public Utilities - www.fpub.com .....	800-427-7712
Spectrum - https://www.spectrum.com .....	1-833-694-9259

Seminole County Citizens' Information Line  
407-665-0000 • www.PrepareSeminole.org



## SHELTER INFORMATION

- BENTLEY ELEMENTARY**   
2190 Oregon Ave. • Sanford
- CRYSTAL LAKE ELEMENTARY**  
231 Rinehart Rd. • Lake Mary
- ENGLISH ESTATES ELEMENTARY**  
299 Oxford Rd. • Fern Park
- JOHN EVANS ELEMENTARY**  
100 Chapman Rd. • Oviedo
- GENEVA ELEMENTARY**  
275 First St. • Geneva
- HAGERTY HIGH**  
3225 Lockwood Blvd. • Oviedo
- HIGHLANDS ELEMENTARY**   
1600 Shepard Rd. • Winter Springs
- LAKE MARY HIGH**  
655 Longwood - Lake Mary Rd. • Lake Mary
- LAWTON CHILES MIDDLE**  
1240 Sanctuary Dr. • Oviedo
- LAYER ELEMENTARY**   
4201 State Road 419 • Winter Spring
- LYMAN HIGH**   
865 S. County Road 427 • Longwood
- MARKHAM WOODS MIDDLE**  
6003 Markham Woods Rd. • Lake Mary
- MIDWAY ELEMENTARY**  
2368 Brisson Ave. • Sanford
- MILLENNIUM MIDDLE**  
21 Lakeview Dr. • Sanford
- OVIEDO HIGH**  
601 King St. • Oviedo
- TEAGUE MIDDLE**  
1350 McNeil Road • Altamonte Springs
- WALKER ELEMENTARY**  
3101 Snowhill Rd. • Chuluota
- WINTER SPRINGS HIGH**  
130 Tuskawilla Dr. • Winter Springs

### ICON KEY



Listen to local radio, TV stations and monitor www.PrepareSeminole.org for the latest information to locate the nearest open shelter. **Shelters will be opened based on the community need. Not all shelters are opened simultaneously.** Space may be limited, so take only essential items. Bring a pillow/sleeping bag. Cots are not provided.



### Office of Emergency Management

150 Eslinger Way • Sanford, FL 32771-1468

www.prepareseminole.org

## HURRICANE TERMS

*The Atlantic hurricane season is June 1 to November 30.*

**A Hurricane (Tropical Storm) Watch** issued for your part of the State indicates the possibility that you could experience hurricane conditions within 48 hours. This watch should trigger your family's disaster plan, and protective measures should be initiated, especially those actions that require extra time such as securing a boat, leaving a barrier island, etc.

**A Hurricane (Tropical Storm) Warning** issued for your part of the State indicates that sustained winds of at least 74 mph are expected within 36 hours or less. Once this warning has been issued, your family should be in the process of completing protective actions and deciding the safest location to be during the storm.

## FLOOD PREPARATION

- Fill sandbags. Place parallel to the direction of water flow with the flap in the direction of the flow.
- Move valuables and furniture to higher floors or elevate if in a single story home.
- Verify flood insurance coverage.

## WILDFIRE PREPARATION

- Create a 30-to-100 foot buffer around your home by raking leaves and clearing dead limbs and vegetation.
- Create a 15 foot space between tree crowns and remove limbs within 15 feet of the ground.
- Remove dead branches that extend over the roof.
- Mow grass regularly and keep property clear of debris.
- Keep a garden hose on hand that is long enough to reach any areas of the home and other structures on the property.

## SHELTER-IN-PLACE PROCEDURES

Sheltering in place may be required in situations where dangerous chemicals are released into the environment. The procedures in the workplace are similar to sheltering in place at home.

- Bring pets inside; shut and lock all windows and doors.
- Turn off all air handling equipment (heating, ventilation, and/or air conditioning).
- Go to a pre-determined sheltering room.
- Turn on a television or radio to listen for further instructions. When the "all clear" is announced by the fire department, open windows and doors, turn on ventilation systems and go outside until the building's air has been exchanged with the now clean outdoor air.

## VOLUNTEER

Preparedness is a shared responsibility. Seminole County relies on community volunteers, non-profit, and faith-based organizations before, during, and after times of disaster. By working together, everyone can keep the community safe from harm and resilient when a disaster strikes.

How to Volunteer Successfully:

- Identify skills and talent.
- Get training before the next disaster.
- Connect & affiliate with a voluntary organization.
- Become a student intern/volunteer.

## ADOPT-A-SHELTER PROGRAM

The Adopt-a- Shelter Program is an opportunity for any non-profit, faith-based, or private organization to demonstrate community involvement and support the County's emergency shelters in a disaster. The American Red Cross and the Office of Emergency Management will provide free training for all volunteers wishing to assist in a shelter. Upon completion of the program, your agency's name will be displayed on a sign and placed near the shelter to acknowledge your efforts. In order to participate in the program the organization must:

- Assemble a team of a minimum of 10 volunteers
- Establish a team leader and two alternate leaders
- Keep track of training records for the team
- Provide annual updates to the Office of Emergency Management

## INTERNSHIP PROGRAM

The Office of Emergency Management provides internship opportunities to higher education students seeking careers in disaster management, homeland security, criminal justice, urban planning, communications and information technology. Students get experience in public administration, project management, and exercise coordination and facilitation. The program is an excellent way to give back to the community while preparing for a career in any field.



## TORNADO TIPS

*What you should do in the event of an approaching tornado:*

- Stay away from windows.
- Do not open doors and windows.
- Seek shelter in an interior room or closet on the lowest level of your house.
- Leave mobile homes and move to a low-lying area or ditch.
- If seeking shelter outdoors, do so in a ditch or low-lying area.
- Protect your head from falling debris or flying objects.
- Do not seek shelter in a vehicle.



# Prepare Seminole!



*Your "How To" Guide to Help You Prepare for Disasters*

**Make a Plan**

**Get a Kit**

**Stay Informed**

**Volunteer**



www.PrepareSeminole.org

This guide was printed using a grant for Public Safety educational programs.



## ✓ Make a Plan

- ✓ Learn the types of disasters most likely to occur in your community. Consider purchasing a weather radio (specific area message encoding) to alert you of severe weather conditions.
- ✓ Have enough supplies for a minimum of five days (optimal two weeks).
- ✓ Know how, when and where to shut off water, gas and electricity at the main sources to your home. Post emergency and utility provider numbers by the phone.
- ✓ Check your insurance coverage. Flood damage, for example, is not always covered by homeowners' insurance.
- ✓ Contact your child's school or daycare to determine the facility's emergency notification and evacuation plans. Ask what type of authorization is required to release a child to someone else if you are not available to pick them up.
- ✓ Plan your evacuation route.
- ✓ Make arrangements for pets or livestock in advance. Make sure your pet is up to date on immunizations and has a license tag and a collar, and use a break-away collar for cats. Micro-chipping your pet is recommended.
- ✓ Identify the safest area to take shelter during a disaster event. The safest area may not be your home, but elsewhere in the county or state.
- ✓ Plan how your family will stay in touch if you become separated. Select an out-of-state contact for your family.
- ✓ Include your children in the planning process and discuss any fears they may have.
- ✓ Share information with your family. Practice your plan or evacuation route.



### HOME PREPARATION

It is important to prepare your home to make it as safe as possible during a disaster event.

### STORM PREPARATION

- Have trees on your property inspected/trimmed.
- Purchase window covering materials, tarps or other supplies ahead of time.
- Verify insurance coverage.
- Take pictures or video of inside contents and outside of your home in the event it is damaged.
- Install prominent and visible address numbers on your house.
- Secure lawn or pool furniture, potted plants and other potential flying objects.

### DISASTER EVENTS CAN BE STRESSFUL FOR EVERYONE

- Get enough rest, and take breaks when you need them.
- Set goals to help tackle obstacles.
- Talk with your family and friends about concerns or frustrations.
- Be patient with yourself and others.
- Remember that you are not alone and that there are resources available to help you.

## ✓ Get a Kit

### ✓ WATER AND FOOD

- Water - one gallon of water per day, per person. Store more for children, nursing mothers, pets and those with special needs (sealed bottled water is best).
- Food - two-week supply is best.
  - Canned goods - soup, meat, fruit and vegetables
  - Salt, sugar, pepper, spices
  - Powdered milk
  - Canned or boxed juices or energy drinks
  - High energy snacks
  - Baby food/formula
  - Paper cups, plates and plastic utensils
- Manual can opener

### ✓ FIRST AID KIT AND MEDICATIONS

- Two-week supply of prescription medicine and any medical equipment
- Aspirin or other pain relievers
- Anti-diarrheal and antacid medications
- Antibiotic and anti-itch creams
- Tweezers, bandages, scissors and safety pins
- Sunscreen and mosquito repellent

### ✓ CLOTHING AND BEDDING

- (For all family members)
- Shoes, work boots, hats and gloves
  - Raincoat
  - Sleeping bags or blankets and pillows

### ✓ COPIES OF IMPORTANT DOCUMENTS

- Waterproof container for important documents
- Emergency plan and contact list (medical providers, family)
- Wills and insurance policies
- Financial documents and records
- ID, social security cards and passports
- Immunization records for family and pets
- Family records (birth, marriage and death certificates)
- A list and photos of your valuable items

### KID TIP!

Include some of your children's favorite books, games or small toys that will comfort them.



### PET SUPPLIES FOR KIT

- Food and water - (two-week supply)
- Food and water bowls
- Pet carrier
- Leash and collar with ID tags
- Toys, treats and bedding
- Pet medications
- Copies of vaccinations and medical records
- Waste disposal items (garbage bags, litter and pan)

Small items should be placed in a waterproof container.

These same items should be brought to the Pet-Friendly Shelter or other accommodations that accept pets, should you need to evacuate.



### ✓ ESSENTIALS

- Two week's worth of cash or traveler's checks
- A map of shelter locations
- Battery-operated radio
- Flashlight and extra batteries
- Fire extinguisher
- Hand tools - screwdriver, hammer, pliers and adjustable wrench
- Duct tape
- Scissors
- Plastic sheeting and garbage bags
- Plastic bucket with lid
- Waterproof matches
- Needle and thread
- Toilet paper and towelettes
- Disinfectant and household bleach
- Personal hygiene items
- Baby supplies
- Tarps



For a more detailed checklist, please visit:  
[www.PrepareSeminole.org](http://www.PrepareSeminole.org)

## ✓ Stay Informed

### STAY UP TO DATE - ALERT SEMINOLE!



Alert Seminole is a reverse calling, text and e-mail emergency notification system. This system is used for major emergencies, boil water notices, and other related public alerts. If you rely on a cellular, unlisted, or voice-over-internet phones for normal phone services, you may not get these important emergency messages unless you register. Registration is free at [PrepareSeminole.org](http://PrepareSeminole.org).

### NOAA WEATHER RADIOS

NOAA weather radios broadcast weather information, warnings, watches, forecasts and other hazard information 24-hours a day. NOAA weather radios should be an essential part of your home or business emergency kit. To get Seminole County information, enter code number 012117 when programming your radio.



### SOCIAL MEDIA

Seminole County utilizes Facebook, Twitter, and Next Door as a primary means to provide up to date information during times of emergency. It is important to follow the main Seminole County Government page on your favorite social media site for emergency related updates.

### TEXT TO 9-1-1

Text-to-911 is the ability to send a text message to reach 911 emergency call takers from your mobile phone or device. If you can safely speak then a voice call should be made to 911. Texting 911 does not provide call takers with critical geographic/addressing information. Address location has to be provided by the caller. Systems do not allow receipt of photo or video.

### SPECIAL NEEDS

Seminole County special needs shelters are available for those who have medical conditions that require attention. Pre-registration is encouraged. People who require dedicated 24-hour nursing care or a hospital bed should make prior arrangements with a physician, caregiver or home health care agency. To register for persons with special needs services, go to [PrepareSeminole.org](http://PrepareSeminole.org) and click "Special Needs."



### INSURANCE

Standard homeowners policies cover a wide range of potential disasters. Renters must purchase separate insurance to provide protection for their personal property. Homeowners policies do not cover renter's belongings.

Policies vary. Learn what's generally covered by each homeowners insurance policy type—and what's not. Disasters typically not covered include:

**FLOODS** - Flood damage is excluded under standard insurance policies. Separate flood insurance coverage is available as a separate policy both from the National Flood Insurance Program (NFIP) and from a few private insurers.

**MAINTENANCE** - It is your responsibility to maintain your home and take reasonable precautions to protect your home from damage. Your insurance policy will not cover damage due to lack of maintenance, mold or infestation from termites or other pests.

**SEWER BACKUP** - Sewer backups are not covered under typical insurance policy, nor are they covered by flood insurance. This type of coverage must be purchased either as a separate product or as an endorsement to a homeowners policy, usually at a nominal cost.

**SINKHOLE** - Make sure sinkhole coverage is included in your homeowner's insurance policy. If it's excluded, consider purchasing a stand-alone sinkhole insurance policy.

### HEALTH AND SAFETY TIPS

**SAFE FOOD:** A closed refrigerator will keep food safe for about 4 hours without power, and closed freezers will keep food safe for 36 to 48 hours. Discard any food that has reached 41°F or above. Do not try to refreeze completely thawed foods. Any food, including canned goods, which have been exposed to flood water, should be thrown away.

**SAFE WATER:** Boiling water may be necessary if there is a flood or power loss. Fully boil water for at least one minute before using it for drinking, cooking, making ice or brushing teeth. Infants and pregnant women should drink bottled water if possible.

**DEBRIS AND GARBAGE:** After a disaster event, garbage service may be delayed. Place garbage/debris at the curb as soon as possible. Keep debris piles low. Do not block sidewalks, storm drains or fire hydrants. Separate building debris, vegetative waste and household garbage.

**PREVENT ILLNESS:** Wash hands often and before eating. Wash dishes in cold water with chlorine bleach added. Wear sturdy shoes to protect against wounds that can cause infection.

### EMERGENCY INFORMATION

Seminole County will provide information on the top of each hour on radio station WUCF (89.9FM) and periodically throughout the day on WMFE (90.7FM) during times of emergency. Seminole Government Television (SGTV) will also broadcast disaster related information on Spectrum Channel 498 and AT&T U-verse Channel 99.

