



“FAILING TO PLAN IS PLANNING TO FAIL”
~ALAN LAKEIN

Osceola County provides many services to citizens on a daily basis. Some of the services overlap into municipal jurisdictions. While the municipalities within the county provide many services to their citizens, they also coordinate with Osceola County for services such as social services, health, coordinating evacuation centers, and Emergency Management.

The County recognizes that Emergency Management is every employee’s responsibility as well as the public’s responsibility. Osceola County Emergency Management maintains the highest standards in preparedness and planning efforts.

During threatening conditions, Emergency Management acts proactively according to the threat by elevating the response or activation level of the Emergency Operations Center.

There are three activation levels:

Level 3 is the lowest level



Level 2 is a moderate level



Level 1 is the highest level



HELPFUL INFORMATION

SHELTER INFORMATION

Not all shelters open for every disaster. Listen to local TV stations and monitor <http://readyOsceola.org> for the latest information for the nearest open shelter. If you do not live in a mobile or manufactured home, and are not in a flood-prone area, your first plan should be to stay with family or friends that are not in the Impacted area.

OSCEOLA COUNTY HAS THREE PET-FRIENDLY EVACUATION SHELTERS:

Harmony High School
3601 Arthur J. Gallagher Blvd
Harmony, FL 34771
Liberty High School
4250 Pleasant Hill Blvd
Kissimmee, FL 34746
Kissimmee Middle School
2410 Dyer Blvd
Kissimmee, FL 34741

AFTER A DISASTER

Residents should exercise extreme caution while using any type of generator. Always operate a generator in accordance with manufacturer’s guideline or instructions. To avoid Carbon Monoxide (CO) poisoning, Only operate the generator outdoors in a well ventilated, dry area away from air intakes to the home.



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IMPORTANT NUMBERS TO KNOW

In Case of Emergency, Dial 911

Office of Emergency Management.....407-742-9000
Citizen Information Center.....407-742-0000
Road & Bridge.....407-742-7500
Solid Waste.....407-742-7750
Florida Department of Health.....407-343-2000
Animal Services.....407-742-8000
Florida Highway Patrol.....407-737-2300
Fire Marshal.....407-742-7000
Osceola County Property Appraiser.....407-742-5000
Sheriff’s Office.....407-348-1100
School District of Osceola County.....407-870-4600
Kissimmee Police Department.....407-846-3333
St. Cloud Police Department.....407-891-6700
Kissimmee City Hall.....407-847-2821
St. Cloud City Hall.....407-957-7300
Osceola Fire Rescue & EMS.....407-742-7000
Kissimmee Fire Department.....407-518-2222
St. Cloud Fire Department.....407-957-8488
American Red Cross.....407-894-4141
Salvation Army.....407-396-0081
Habitat for Humanity.....407-343-1910
Osceola County Tax Collector.....407-742-4000
Traffic & Travel Information.....511
Traffic Light Complaints.....407-742-0662
Price-gouging Hotline.....866-966-7226



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READY OSCEOLA RESOURCE GUIDE



READYOSCEOLA.ORG

PLAN AHEAD

KNOW YOUR HAZARDS

Hurricanes and tropical storms form over ocean waters, bringing strong destructive winds rain. Hurricane season is from June 1 through November 30.

Wildfires often begin unnoticed and can spread quickly, igniting brush, trees and homes.

Tornadoes are violent and destructive to whatever is in their path. They vary in size and can reach up to 300 mph in wind speed.

Flooding Typically after a storm event, flooding causes damage to property and can become a health hazard.

- Find out if you area have a high flood potential at www.osceola.org/GO/FLOODMAP

PLAN ACCORDINGLY

- Keep documents and equipment secure and ensure that your home meets current building standards
- Before evacuating, turn off power at the circuit breaker panel or fuse box
- When an evacuation order is issued, follow the instructions of your local officials and know your evacuation

route to safety

- Keep natural and storm waterway passages clear of debris so that water can drain effectively

DEVELOP A FAMILY PLAN

Discuss with family members determining what you will do in the event of a disaster:

- Agree on a rally point outside your home in case of an emergency, like a fire;
- Designate a friend or relative outside your community as a central communication checkpoint for family members to call with information;
- Before hurricane season and before evacuating, check to be certain your home and its contents are secure and are insured properly;
- Have a plan for your pets;
- Teach your children how and when to call 911;
- Smoke detectors should be on every level of your home, especially near bedrooms;
- All family members should know how to use your fire extinguisher and where it's located;
- Show your family where your emergency supply kits are located;
- Discuss the best escape routes from your home and determine two ways of escape from every room;

- Take a first aid and CPR class from your local American Red Cross
- Consider family members who require medical needs;

SPECIAL NEEDS PROGRAM

Medical Needs evacuation centers are for people that require medical care assistance with activities for daily living.

- Medical assistance with the administration of medicines
- Oxygen and/or electricity dependent
- Emphysema, partial paralysis, heart problems, Parkinson's disease, dementia or incontinence

TAKE ACTION

VOLUNTER OPPORTUNITIES

As a community working together keeps us strong and safe from harm when disaster strikes. Osceola County offers you the opportunity to help your neighbor by volunteering and provides residents with basic training to help during an emergency.

Osceola County has two types of volunteer programs for residents willing to help:

CERT

The Community Emergency Response Team (CERT) was developed because of the need for a well-trained civilian emergency work force. When emergencies happen, CERT members give critical support to first responders, and provide immediate assistance to community members.

INTERNSHIPS

It is for higher education students seeking careers in disaster management, homeland security, criminal justice, urban planning, communications, and information technology. Students get prepared in their field of study while give back to the community.

TAKE A CLASS

Because we firmly believe that preparedness begins with you, the Office of Emergency Management encourage you to take classes on CPR, First Aid, Stop the Bleed and SKYWARN.

For more information contact Osceola County Office of Emergency Management at 407-742-9000

SHELTER CONSIDERATIONS

Evacuation center considerations can vary depending on the individual. When disasters occur, Osceola County provides refuge in temporary evacuation centers mostly located in schools.

Evacuation shelters are stocked with basic necessities for survival including food, water and a place to sleep. However, these centers will not provide the same level of convenience as staying with a friend, family member, or private lodging. Oftentimes, the centers are crowded, noisy, boring, and provide little privacy.

Osceola County has the capability to activate three types of emergency shelters for people seeking refuge from hurricanes: evacuation, medical needs and pet-friendly.

INFANTS:

Baby food/formula, breast pump, bottles, Diapers, Powdered milk, Medications, Baby wipes, Diaper rash ointment, pacifier(s).

CHILDREN & TEENAGERS

Favorite blanket or pillow, Books & magazines, Crayons, colored pencils, coloring books, Games & toys, Pencils, pen, paper, Contacts/glasses, mobile devices & chargers

ADULTS & SENIORS

Prescriptions and dosages, insulin/blood sugar test kit, Oxygen, Denture needs, Contact/lenses, hearing aid batteries, Extra wheelchair batteries, A list of medical devices and problems/allergies, Copies of insurance and Medicare cards, List of physicians and emergency contacts, Absorbent pads, catheters



DISASTER SUPPLY KITS should be easy to access in case you have to evacuate quickly. Make sure all family members know where the kit is stored. It is a good idea to keep a similar kit at work and in your car, in an easy-to-carry container such as a duffel bag or backpack. Some necessary items to pack include:

- NOAA Weather Radio
- Flashlight and batteries
- Face masks
- First aid supplies, gloves and bandages
- Non-perishable food and can opener

Always keep fuel in your car's tank since gas stations may be closed or pumps may not work due to power outages. Many disasters do not allow time for gathering the most basic necessities.

For Disinfectant: dilute nine parts water to one part bleach.

For Drinking: treat water by using 16 drops of regular household liquid bleach per gallon of water **Do not use scented, color safe or bleaches with added cleaners**, use chlorine bleach only.

BUILD A KIT

FOOD Store three days to a week's supply of nonperishable food for each person. Label and date each item, then store in a cool, dry place. Rotate the food supply every six months.

Examples:

- Peanut butter and jelly, nuts, trail mix, and raisins
- Ready-to-eat canned meats, fish, fruits, and vegetables
- Powdered milk, Instant coffee/tea, and sport drinks
- Crackers, cookies, hard candy, granola, and fruit bars

DOCUMENTATION & CONTACT INFORMATION

Keep copies of essential personal documents in a safe place besides your home. Documents to consider include, but are not limited to:

- Driver's license, Social Security cards
- Birth certificate, Marriage certificate
- Passports
- Wills, Deeds, Power of attorney
- Immigration papers
- Immunization records
- Inventory of valuable household items
- Insurance papers, stocks and bonds
- Emergency contact phone numbers
- Local map



OTHER ITEMS

- Manual can opener
- Matches or a lighter
- Insect Repellent
- Water purifying kit
- Clothing and blankets
- Battery-powered radio and extra batteries
- First aid kit and prescription medications
- Dust mask for each person to filter air for breathing
- Moist towels or baby wipes
- Garbage bags for sanitation
- Medical Needs items
- Flares or whistle to signal for help
- Compass and camping survival manual
- Extra car/house keys and CASH

STAY INFORMED

WHEN TO EVACUATE / WHAT TO TAKE

Citizens and visitors of Osceola County typically will not need to evacuate. However, if you live in a prefabricated home or area with a likely potential of flooding, alternative sheltering is highly recommended. If you plan to evacuate, consider the following:

- Be prepared to wait in traffic;
- Fuel your vehicle before leaving;
- Make hotel reservations as soon as possible;
- Consider staying with a friend or relative;
- Maintain awareness on hazardous road conditions;
- Do not drive into flooded areas

IN A DISASTER, WHO CAN I CALL?

The Osceola County Citizen Information Center line is a **one-stop-shop** number to call just before, during, and after a disaster. The number activates when a need arises, regardless of current or planned Emergency Operations Center activation level to provide disaster related information. Citizens can get information on issues such as:

- Open evacuation centers
- Curfew
- Utilities status
- Sandbag locations
- Schools, government offices, and court closures
- Locations of food and water distribution

NOAA WEATHER RADIO (NWR) is the fastest and most reliable means of receiving life-threatening weather information! NWR is a free service provided by the National Weather Service, 24 hours a day, 7 days a week.

Many weather radio receivers are equipped with SAME (Specific Area Message Encoder) technology, which allows you to select specific counties for receiving weather warnings. When programmed for Osceola County.

Citizen Information Center
407-742-0000

NOAA Weather Radios also broadcast other critical alerts. These include; hazardous materials incidents, evacuations, and other civil emergencies.

FREQUENCIES: North Osceola–162.475 MHz

South Osceola– 162.550 MHz

SAME Receiver FIPS

Codes: State– 012, Osceola– 097

WIRELES EMERGENCY ALERTS (WEA)

To receive emergency alerts, please register by visiting <http://alertosceola.org> or by texting the word “alertosceola” to 888777.

COUNTY SOCIAL MEDIA RESOURCES

Osceola County: [@OsceolaCountyFL](https://www.facebook.com/OsceolaCountyFL)

Emergency Management: [@OsceolaEOC](https://www.facebook.com/OsceolaEOC)

Osceola Fire Rescue: [@OSCFR](https://www.facebook.com/OSCFR)



Alert!
OSCEOLA!