

# Emergency Preparedness Quick Tips



# TABLE OF CONTENTS

Failing to plan is planning to fail .....	3
What is a hazard .....	4
Turn around don't drown .....	5
How do I develop an effective family plan? .....	6
What's an emergency kit and what's in it? .....	7
I own a business, how can I prepare for a disaster? .....	9
In a disaster, who can I call for information? .....	10
What should I do if I have to evacuate? .....	11
Where do I go for sheltering? .....	12
I own pets, can I take them to a shelter? .....	14
I have medical needs, where do I go for sheltering? .....	15
How do I keep my family safe after a disaster? .....	16
How am I notified when severe weather is approaching? .....	17
How can I volunteer to help after a disaster? .....	18
Where can I go for more information .....	19
Important numbers I should know .....	20

## OSCEOLA COUNTY OFFICE OF EMERGENCY MANAGEMENT

2586 Partin Settlement Road  
Kissimmee, FL 34744  
407-742-9000



# “FAILING TO PLAN IS PLANNING TO FAIL”

~ALAN LAKEIN

Osceola County provides many emergency services to the citizens on a daily basis. Some of the services overlap into city government jurisdictions. While the cities within the county provide many services to their citizens, they also depend on Osceola County for services such as social services, health, sheltering of evacuees, 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 must maintain 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 or operational levels:

- Level 3 is the lowest level
- Level 2 is a moderate level
- Level 1 is the highest level



*You can discover more information in the Comprehensive Emergency Management Plan (CEMP).*

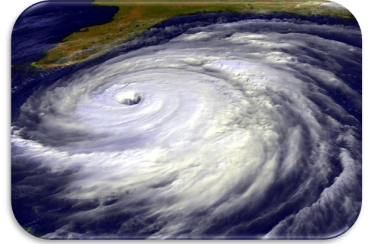


*Consult with the Osceola County Office of Emergency Management for questions regarding disasters at 407-742-9000.*

## WHAT IS A HAZARD?

When you think of hazards in Osceola County, hurricanes probably comes to mind. While hurricane season runs from June 1 through November 30, there are a number of other hazards that impact our community year round.

**Hurricanes** Florida is located near the tropics and westerly winds that blow off the African coast, vulnerable to hurricanes and tropical storms. Hurricanes and tropical storms form over ocean waters, bringing strong destructive winds and lots of rain to land.



**Wildfires** often begin unnoticed and can spread quickly, igniting brush, trees and homes. Wildfires occur during prolonged drought with dry vegetation.

**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. Osceola County has a flat terrain, which is conducive for tornado activity. In the event of a tornado watch or warning, seek shelter in an interior room, without windows, on the lowest floor of a safe building until the watch/warning is over.



**Sinkholes** are depressions or holes in the ground created by the collapse of the surface from water erosion. They can form gradually over time or suddenly. Sinkholes vary in size and have been recorded up to 350 ft in diameter. A sinkhole will swallow anything within it's diameter, including entire buildings, vehicles and people.

**Flooding** is quite prevalent in Osceola County. Typically after a storm event, flooding causes damage to property and can become a health hazard.



### Additional hazardous that can impact our community:

- |                           |                                  |                                |
|---------------------------|----------------------------------|--------------------------------|
| ★ Electrical Grid Failure | ★ Extreme Heat                   | ★ Geomagnetic Storm            |
| ★ Severe Drought          | ★ Water Shortage                 | ★ Extreme Cold                 |
| ★ Earthquakes             | ★ Infrastructure Failure         | ★ Pandemic                     |
| ★ Terrorism               | ★ Public Transportation Accident | ★ Nuclear Power Plant Accident |
| ★ HazMat Release          | ★ Agricultural/Livestock Disease | ★ Space Debris                 |

# TURN AROUND DON'T DROWN



## FLOODING

Do you know your flood hazard? Maybe you live in an area that water rises frequently in heavy rain. Has your home or one close to you ever flooded?

These may be clear signs that you have a potential to flood. If you have any of these indicators, you should consider the following:

- Talk to your insurance agent about flood insurance
- To find out if you live in an area with a high flood potential, go to <http://www.osceola.org/GO/FLOODMAP>
- Keep important documents and equipment well above a potential flood threatened area
- Ensure that your home meets current building standards
- Turn off power at the circuit breaker panel or fuse box before you evacuate from rising water
- When an evacuation order is issued, follow the instructions of your local officials
- Emergency Management in partnership with the National Weather Service, will issue a flood alert notification. For more information please visit <http://mysafety.osceola.org> and select Flood Threat Information
- Know your evacuation route to safety
- Keep natural and storm waterway passages clear of debris so that water can drain from your property effectively

## FLOOD — WATCH AND WARNING

**FLOOD WATCH:** Flooding possible in your area.

**FLOOD WARNING:** Flooding is occurring or will occur very soon.

**FLASH FLOOD WATCH:** Heavy rains are occurring or expected and are likely to cause flash flooding in specific areas.

**FLASH FLOOD WARNING:** Flash flooding is occurring or imminent in designated areas.

## SANDBAGS

Sandbags can be an effective way to prevent or reduce floodwater damage. Here are some tips on sandbag use:

- Have enough sand and bags to build a barrier long enough, wide enough and high enough to withstand collapse and erosion
- Do not try to sandbag your entire structure or property
- Sandbags DO NOT guarantee a water-tight seal, but are satisfactory for use in some situations, like at doorways
- Use bags about 14" - 18" wide, and 30"-36" deep
- Heavy bodied or sandy soil is most desirable for filling sandbags, double bagging is suggested when using coarse sand
- Fill sandbags with minimum of two people
- Fill between one-third (1/3) to one-half (1/2) of capacity



## “HOW DO I DEVELOP AN EFFECTIVE FAMILY PLAN?”

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

- Agree on a rally point; one right outside your home in case of an emergency, like a fire. Choose a location outside your neighborhood in case you cannot return home
- 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
- Consider family members who require special needs
- Have a plan for your pets
- Teach your children how and when to call 911
- Make sure everyone knows how to shut off gas, water, and electricity at the main switches. If you turn off the gas, a professional should turn it back on to avoid a possible explosion or gas leak
- 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 chapter to be better prepared to help others; including family members



*Make an effort to discuss your family plan every six months and practice your plan.*

# WHAT'S IN A EMERGENCY KIT AND WHAT'S IN IT?

A disaster supply kit should be kept in a place that has easy access in case you have to evacuate quickly. Make sure all family members know where the kit is stored. It is also a good idea to keep a similar kit at work and in your car.

It is best to use an easy to carry container such as a duffel bag or back pack. Some necessary items to pack include a NOAA Weather Radio flashlight, battery operated AM-FM radio, face masks, bandages, gloves, first aid ointment, heavy tape, and extra batteries.

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. This is why you should prepare your supplies now.



## WATER



Water is key to survival. Your body is 75% water, and it requires at least 4 quarts of water per day. Water helps maintain body temperature and to digest food. In warmer weather it may be necessary to double the amount of water for children, nursing mothers, and those in poor health. Generally, you'll need three gallons of water per person per day for drinking and personal hygiene. For your evacuation kits, the amount will vary depending upon storage space, the number of people and how much room will be available during transportation. Replace stored water every three months. This is easily accomplished by rotating new water for storage and using the previously stored water.

*Use household chlorine bleach and a medicine dropper to make disinfectant and make water safe for drinking.*

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.

## FOOD

It is necessary to store three days to a week supply of nonperishable food for each person. Foods requiring no refrigeration, preparation or cooking, and that are small and light-weight are best. Label and date each item and 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
- Crackers, cookies, hard candy, granola, and fruit bars
- Instant coffee/tea, juices, and sport drinks

## TOOLS AND MISCELLANEOUS ITEMS

- Manual can opener
- Change of clothing for each person
- Blanket for each person
- Battery-powered radio and extra batteries
- Flashlight and extra batteries
- Insect Repellent
- First aid kit and prescription medications

- Dust mask for each person to filter air for breathing
- Moist towlettes or baby wipes
- Garbage bags for sanitation
- Special needs items for infants, seniors, and the disabled
- Matches or a lighter
- Flares or whistle to signal for help
- Water purifying kit
- Compass and camping survival manual
- Extra car/house keys and CASH

## PERSONAL DOCUMENTS & CONTACT INFORMATION

It is important, especially in the event you must evacuate to make copies of essential personal documents and keep them in a safe place outside your home (safety deposit box, or at the home of an out-of-town friend or family member).

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



# I OWN A BUSINESS, HOW CAN I PREPARE FOR A DISASTER?

Countless businesses have been affected, both physically and monetarily, due to disasters. Here are some ways to reduce the impact a disaster may have on your business:

- Create an Evacuation Plan and post the Evacuation Plan on each level of your building
- Conduct evacuation drills annually with employees
- Have a building inspection annually
- Have a plan in place to secure your doors and windows
- Back up all data files and store them in a secure location or alternate location
- Provisions to work without electricity, water, sewage and telephone service for up to two weeks
- Have your business appraised every four years
- Keep a current inventory of all office machines and supplies
- Photograph all of your office equipment
- Have copies of your insurance papers in a location away from your building
- Talk with your insurance agent about business interruption insurance, account receivable insurance, valuable paperwork insurance, and even income destruction insurance
- Keep a record of companies that provide disaster recovery services such as cleanup

*43% of businesses that experience a disaster and have no emergency plan never reopen.*



*75% of businesses without disaster plans fail within three years of the disaster.*

## IN A DISASTER, WHO CAN I CALL FOR INFORMATION?

The Osceola County Citizen Information 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. Citizens and businesses with specific questions, or those who need to speak with an Osceola County representative should call this number. Citizens can get information on issues such as:

- Shelter openings and closings to include Special needs shelters
- Curfews
- Utilities status
- Sandbags locations
- Schools, government offices and court closures
- Locations of food and water distribution

# Citizen Information Center

## 407-742-0000



## WHEN TO EVACUATE

Citizens and visitors of Osceola County typically will not need to evacuate. However, consider the following points if you plan to evacuation:

- When ordered to evacuate don't delay your departure
- Slight delay will result in significantly longer travel times as traffic congestion worsens
- Fill up your car with gas before you leave
- Select an evacuation destination that is nearest to your home
- Hotels will fill up quickly so be sure to make reservations
- If possible, make arrangements to stay with a friend or relative who resides closest to your home and who will not have to evacuate
- When evacuating to another county or region, be prepared to wait in traffic
- Be alert for road hazards such as washed-out roads or bridges and downed power lines
- Do not drive into flooded areas

*Become familiar with alternate routes and other means of transportation out of your area. Choose several destinations in different directions so you have options in an emergency .*



## WHERE DO I GO FOR SHELTERING?

Osceola County has three types of emergency shelters:

- General population shelters
- Pet friendly shelters
- Special needs shelters  
(People with medical needs)

While evacuating to a general population shelter, bring some of your own supplies such as:

- Bed linens & blankets
- Clothing, toiletries/hygiene items
- Personal medications

### What to Expect in a Shelter:

When disasters occur, Osceola County provides refuge in temporary emergency shelters mostly located in schools.

General population shelters are well stocked with basic necessities for survival including food, water and a place to sleep. However, shelters will not be able to provide the same level of convenience as a friends, family member's home or a hotel. Oftentimes, shelters are crowded, noisy, boring, short-staffed and very little privacy.

*Public emergency shelters are a place of last resort. It is best to stay at a hotel, relative's home, or friend's home outside of the impact area.*

It should also be expected that although a general population shelter is able to provide basic first aid, a person with medical needs should consider looking into eligibility requirements for a Special Needs Shelter if their particular medical condition requires daily medical assistance.

Other resources available at general population shelters may vary. To assure your needs can be accommodated, contact the OSCEOLA COUNTY OFFICE OF EMERGENCY MANAGEMENT at 407-742-9000



## SHELTER CONSIDERATIONS

Infants, children, teenagers, adults, seniors, disabled persons, and pets have special needs to consider when planning your Disaster Supply Kits. Consider involving your children in the packing process and possibly have them pack their own kit. It's important to include comfort and entertainment items for everyone.



*Examples of items to think about packing in your kits:*

### 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
- iPod/iPad & chargers
- Small CD/mp3 collection

### 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 such as pacemakers
- A list of medical problems/allergies
- Copies of insurance and Medicare cards
- List of physicians and emergency contacts
- Absorbent pads
- Catheters



## I OWN PETS, CAN I TAKE THEM TO A SHELTER?

Pet friendly shelters open to accommodate pet owners that want to stay with their pets and have no other alternative.

**Ideally**, it is best for pet owners not to rely on pet friendly shelters and should make plans in advance to take pets with them to a location out of the threatened area. However, if no other option exists, pet friendly shelters will serve as locations where pets and their owner can stay in the same building.

### Osceola County has three approved Pet Friendly Shelter locations:

#### 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

For more information call:

Osceola County  
Animal Services  
(407) 742-8000



### Owners should bring the following supplies:

- Crate to house your pet with enough room to stand up, lie down, and stretch out.
- Labeling crates with the pet and owner's name and phone number is mandatory
- Medications (in waterproof bag)
- Food (in waterproof bag), water, and bowls
- Blankets/toys
- Cleaning supplies including paper towels, spray bottles, trash bags
- Leash and harness/ collar with Identification tag (s)
- Veterinary records for each pet in an air tight bag
- Photograph of your pet
- Store items in a plastic tote container
- Use air tight bags within tote



*Supplies for your pet should be adequate to last several days at a minimum.*

# I HAVE MEDICAL NEEDS, WHERE DO I GO FOR SHELTERING?

Special Needs Shelters are for residents that require health care assistance with activities for daily living.

Examples include:

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



*You must apply annually for Special Needs Shelter admission.*

## TRANSPORTATION

Transportation is available for residents staying at one of our Special Needs Shelter.

## THINGS YOU CAN DO BEFORE BEING PICKED UP:

- Pack a bag and be ready to go
- Medications for 3 weeks, list of medications, Pharmacy name & number, Doctors' name & number, your walker, wheelchair and other medical equipment
- Bring all equipment if oxygen dependent
- Clean clothes for three days

- Extra eye glasses, flashlight, and reading material
- Blankets and pillows, sheet if desired for cot
- Personal hygiene items, towel & wash cloth
- House keys and car keys
- Personal phone book or list of important numbers and important papers, including identification, sealed in zip-lock bags
- Folding chair, lawn chair or cot
- Non-perishable food and snacks, items if you require a special diet
- Medical orders including "Do Not Resuscitate" order, if applicable
- Call caretaker and family to inform them of your evacuation plans
- Turn off electricity, water and gas if possible. Be sure to follow turn off instructions given by your utility company

## HOSPITAL ADMITTANCE

Unstable medical condition or on-going treatment may require hospital stay during an emergency. This includes late term pregnancy and other unstable conditions. Please consult with your physician, because a Special Needs Shelter may not be the best option for you.

Download the **Osceola County Special Needs Annual Application** online at the following website: [www.osceola.org](http://www.osceola.org)

## MAIL APPLICATION TO:

Osceola County Health Department  
ATTENTION: Special Needs Registration  
1875 Boggy Creek Road  
Kissimmee, FL 34744

# HOW DO I KEEP MY FAMILY SAFE AFTER A DISASTER?

Many residents who lose power may turn to emergency generators to ensure a continuous flow of electricity to refrigerators, freezers, lights, fans and other appliances. Residents should exercise extreme caution while using any type of generator. While generators are a convenience in keeping appliances running during a disaster, they can also create hazards for homeowners and electric utility workers.



- To avoid electrocution, plug individual appliances into the generator using heavy duty, outdoor rated cords with a wire gauge adequate for the appliance load
- If connecting into the house wiring is necessary on a temporary basis, homes should have a transfer switch installed by a licensed electrician
- A transfer switch allows your house to receive power directly from a portable generator as opposed to through the main circuit breaker
- Transfer switches isolate the circuits supplied by the generator and prevent back feeding, inadvertently energizing circuits in both systems
- Back feeding can occur when a generator is connected directly to the electric panel or circuit in a home. Feeding power back into the utility system during an outage will energize the transformer serving the house and could pose a serious threat to line and service and tree crews working to restore power in the area who may not know they are working with an energized line
- Before restoring power to your home ensure all appliances are turned off

## OPERATING A GENERATOR:

- Always operate a generator in accordance with manufacturer's guideline or instructions. Do not operate more appliances and equipment than the output rating of the generator
- To avoid Carbon Monoxide (CO) poisoning at least one CO detector should be installed within your home and **never use a generator indoors or in attached garages**. Only operate the generator outdoors in a well ventilated, dry area away from air intakes to the home

⚠ DANGER	
Using a generator indoors WILL KILL YOU IN MINUTES.	
Exhaust contains carbon monoxide, a poison gas you cannot see or smell.	
<p><b>NEVER</b> use in the home or in partly enclosed areas such as garages.</p>	<p><b>ONLY</b> use outdoors and far from open windows, doors, and vents.</p>

## HOW AM I NOTIFIED WHEN SEVERE WEATHER IS APPROACHING?



*Weather Radios are as much of a life-saving device as home smoke detectors. They alert residents to dangerous weather, especially in the middle of night during tornado season.*

*-Osceola County Emergency Management Director*

NOAA Weather Radio (NWR) is the fastest and most reliable means of receiving life-threatening weather information! NWR is a service free service provided by the National Weather Service, 24 hours a day, 7 days a week. Routine programming includes the latest weather conditions, summaries, and forecasts of significant weather expected within the next 1-3 hours.

One of the most important reasons to own a weather radio is the ability to receive up to the second information on severe weather, such as hurricanes, severe thunderstorms, large hail, strong and damaging winds, tornadoes, and flash floods. NOAA Weather Radios also broadcast other critical alerts. These include; hazardous materials incidents, evacuations, and other civil emergencies.

Many weather radio receivers are equipped with a tone alert and activate the moment severe weather threatens the Osceola County area, and the "SAME" (Specific Area Message Encoder) receivers even allow you to select specific areas (counties).

Many department stores, grocery chains, and home improvement stores carry the NOAA Weather Radio. The price of around \$20 - \$100 is minimal compared to the safety and peace of mind it can offer you and your family.

The NWR Tone Alert feature and SAME data burst is routinely tested every Wednesday between 11 AM and Noon. Some broadcasts are also available on the Internet. Go to the National Weather Service web page for programming information [www.srh.noaa.gov/mlb](http://www.srh.noaa.gov/mlb)

### FREQUENCIES:

North Osceola—162.475 MHz

South Osceola—162.550 MHz

### SAME Receiver FIPS Codes:

State—012

Osceola—097



# HOW CAN I VOLUNTEER TO HELP AFTER A DISASTER?

Osceola County recognizes how large of a role volunteers play before, during, and after disasters or emergencies. Volunteers provide essential and unmet needs to disaster survivors that make for a easier recovery process.

There's a multitude of opportunities to serve your community. The Osceola County Community Emergency Response Team (CERT) is of a fantastic choice. The goal for the CERT program is to increase community awareness of disaster preparedness by providing training in the following areas:

- Basic first aid
- Fire suppression
- Weather observation
- Basic search and rescue
- Damage assessment
- Disaster drills



Osceola County CERT fills the leadership role for the Volunteer Reception Center (VRC) and supports the Points of Distribution (POD) Program. Osceola County and CERT conduct several VRC and POD exercises throughout the year. For more information on Osceola County's CERT program send an email to [volunteer@osceola.org](mailto:volunteer@osceola.org) with the subject line "CERT."



# WHERE CAN I GO FOR MORE INFORMATION?

## COUNTY RESOURCES

Osceola County:  
<http://www.osceola.org/>

Osceola County Emergency Management:  
<http://www.osceola.org/GO/EM>

My safety:  
<http://mysafety.osceola.org>

Facebook:  
[www.facebook.com/OsceolaEOC](http://www.facebook.com/OsceolaEOC)

Twitter:  
[www.twitter.com/OsceolaEOC](http://www.twitter.com/OsceolaEOC)

Osceola County Health Department:  
<http://www.osceolahealth.org/>

## STATE RESOURCES

Florida Division of Emergency Management:  
[www.FloridaDisaster.org](http://www.FloridaDisaster.org)

State Emergency Response Team:  
<http://www.floridadisaster.org/index.asp>

Florida Emergency Management Local Offices  
by County:  
[http://www.floridadisaster.org/fl\\_county\\_em.asp](http://www.floridadisaster.org/fl_county_em.asp)

Florida Health Departments by County:  
<http://www.doh.state.fl.us/chdsitelist.htm>

Florida Chapter of the Red Cross:  
<http://www.redcross.org/where/chapts.asp#FL>

Florida General Population Shelters by County:  
<http://floridadisaster.org/shelters/>

Shelter Status State of Florida:  
<http://floridadisaster.org/shelters/summary.htm>

Florida Agency for Persons with Disabilities:  
<http://www.apd.myflorida.com/customers/disaster/>

Florida 511 - Traffic Updates and Road Closures  
from Around the State:  
<http://www.fl511.com/>

Florida Highway Patrol - More Traffic Updates:  
<http://www.flhsmv.gov/fhp/traffic/>

## FEDERAL RESOURCES

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

Department of Homeland Security:  
<http://www.dhs.gov>

National Weather Service - NOAA Weather  
Radio:  
<http://www.nws.noaa.gov>

DisabilityPreparedness.gov  
<http://www.disabilitypreparedness.gov/>

National Organization on Disability:  
<http://www.nod.org/>

Ready America:  
<http://www.ready.gov>

# IMPORTANT NUMBERS I SHOULD KNOW

## In an emergency DIAL 911

OFFICE OF EMERGENCY MANAGEMENT .....	407-742-9000
CITIZENS INFORMATION LINE .....	407-742-0000
ROAD & BRIDGE .....	407-742-7500
SOLID WASTE .....	407-742-7750
DEPARTMENT OF HEALTH .....	407-343-2000
ANIMAL SERVICES .....	407-742-8000
HIGHWAY PATROL .....	407-737-2300
FIRE MARSHAL .....	407-742-7000
DIVISION OF FORESTRY .....	407-856-6512
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 .....	407-343-1900
UNITED WAY .....	211
TRAFFIC & TRAVEL INFORMATION .....	511
TRAFFIC LIGHT COMPLAINTS .....	407-742-0662
PRICE GOUGING HOTLINE .....	866-966-7226

FEMA  
 Tele-registration number  
 1-800-621-FEMA / 1-800-  
 621-3362  
[www.fema.gov](http://www.fema.gov)

FLORIDA EMERGENCY  
 INFORMATION LINE  
 1-800-342.3557  
[www.floridadisaster.org](http://www.floridadisaster.org)

FLORIDA DEPARTMENT of FINANCIAL  
 SERVICE CUSTOMER HOTLINE  
 1-877-MY-FL-CFO / 1-877-693-5236  
<http://www.myfloridacfo.com/Division/Consumers/Storm/GeneralDisasterFAQs.htm>