EMERGENCY Preparedness Quick Tips

BREAKING NEWS

POLICE LINE DO NOT CROSS   POLICE LINE DO NOT CROSS

OSCEOLA COUNTY · FLORIDA

OSCEOLA COUNTY EMERGENCY MANAGEMENT
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EMERGENCY PREPAREDNESS QUICK TIPS
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OSCEOLA COUNTY
OFFICE OF EMERGENCY MANAGEMENT
2586 Partin Settlement Road
Kissimmee, FL 34744
407-742-9000
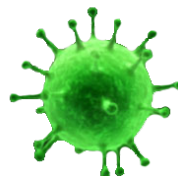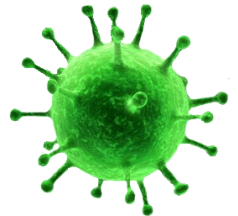
alertosceola.org

"FAILING TO PLAN IS PLANNING TO FAIL"

~ALAN LAKEIN

Osceola County provides many services to the 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, 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).

Take Our Survey Click here

Or use link below

surveymonkey.com/r/SurveyOEM

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facebook.com/OsceolaEOC

E.O.C ACTIVATION LEVEL 3 MONITORING

E.O.C ACTIVATION LEVEL 2 ELEVATED

E.O.C ACTIVATION LEVEL 1 FULL

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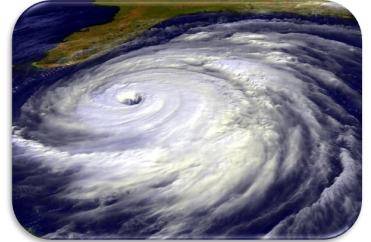
Wildfires often begin unnoticed and can spread quickly, igniting brush, trees and homes. Wildfires occur during prolonged drought with dry vegetation.

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

WHEN FLOODED TURN AROUND DON'T DROWN

FLOODING

Do you know your flood hazard? Maybe you live in an area where 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://flood.osceola.org
- 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 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

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, but are not limited to:

- NOAA Weather Radio
- Flashlight
- Face masks
- Bandages
- Gloves
- First aid kit
- Non-perishable food and can opener
- 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.

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

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

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 then store in a cool and 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

Keep copies of essential personal documents in a safe place besides your home. Consider using a safety deposit box, friend or family member's home outside the immediate area. Documents to consider include, but not limited to:

- Driver's license
- Birth certificate
- Marriage certificate
- Social Security cards
- Passports
- Wills
- Deeds
- Power 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 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 shelters
- Curfew
- Utilities status
- Sandbag locations
- Schools, government offices, and court closures
- Locations of food and water distribution

Citizen Information Center

407-742-0000

Alert!
OSCEOLA!

To receive emergency alerts, please register by visiting the following site:

alertosceola.org

WHEN TO EVACUATE

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

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:

- Evacuation shelters
- Pet friendly shelters
- Special Needs shelters (medical needs)

While evacuating to an emergency 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.

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

Emergency shelters will provide basic first aid and functional needs resources, but a person with health or medical needs should consider registering to stay at a Special Needs shelter.

Other resources available at emergency shelters may vary. To ensure your needs can be accommodated, contact Osceola County Office of Emergency Management at 407-742-9000.

Public emergency shelters are a place of last resort. It is best to stay with family, friends, or at a hotel, but outside of the impact area.

SHELTER CONSIDERATIONS

Shelter considerations can vary depending on the individual. Here are some items to consider packing in your kit:

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

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

Alert! OSCEOLA

alertosceola.org

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 facility.

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
www.osceolacountypets.com

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 people that require medical 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 a 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
- List of important numbers
- Important papers
- 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

HOSPITAL ADMITTANCE

Unstable medical conditions 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 is not a good option for you.

Download the **Osceola County Special Needs Annual Application** online at the following website:

SpecialNeedsProgram.Osceola.org

MAIL APPLICATION TO:

Osceola County Special Needs Program
ATTENTION: Special Needs Registration
2586 Partin Settlement Rd.
Kissimmee, FL 34744
(Office) 407-742-9001
(Fax) 407-742-9022

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.

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.

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.

Before restoring power to your home ensure all appliances are turned off.

If your home is damaged as a result of the storm, before rebuilding, learn about community flood regulations and building codes.

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.

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. Routine programming includes the latest weather conditions, local seven-day forecasts, weather summaries, and details 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 flooding. 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 SAME (Specific Area Message Encoder) technology, which allows you to select specific counties for receiving weather warnings. When programmed for Osceola County, a tone alert will activate the moment severe weather threatens the County. Many department stores, grocery chains, and home improvement stores carry NOAA Weather Radios. The price of around $25 - $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, and again between 6 and 8 PM. Some broadcasts are also available on the Internet. Go to the National Weather Service web page for programming information www.srh.noaa.gov/mlb/?n=nwr

FREQUENCIES:

North Osceola—162.475 MHz

South Osceola—162.550 MHz

SAME Receiver FIPS Codes:

State—012

Osceola—097

WHAT ABOUT CITY RESIDENTS?

Osceola County Office of Emergency Management provides services for all county residents, but works closely with City of Kissimmee and City of St. Cloud to ensure consistency. Year-round coordination with both municipalities includes emergency training, emergency operations center exercises, emergency planning, and strategic meetings. For more information on municipal services for Kissimmee, please visit www.kissimmee.org and for St. Cloud, please visit www.stcloud.org .

WHERE CAN I GO FOR MORE INFORMATION?

COUNTY RESOURCES

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

Osceola County Flood Facts:
http://flood.osceola.org

Osceola County Emergency Management:
http://mysafety.osceola.org

Facebook:
www.facebook.com/OsceolaEOC

Twitter:
www.twitter.com/OsceolaEOC

Osceola County Health Department:
osceola.floridahealth.gov

STATE RESOURCES

Florida Division of Emergency Management:
www.FloridaDisaster.org

Florida Emergency Management Local Offices by County:
http://www.floridadisaster.org/fl_county_em.asp

Florida Health Department:
www.floridahealth.gov

American Red Cross Central Florida Region:
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/customersdisaster

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/nwr/

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

Alert! OSCEOLA!

alertosceola.org

Take Our Survey Click here

Or use link below

surveymonkey.com/r/SurveyOEM

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

HEALTH DEPARTMENT ·· 407-343-2000

ANIMAL SERVICES ·· 407-742-8000

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

FEMA
Tele-registration number
1-800-621-FEMA / 1-800-621-3362
www.fema.gov

Florida Emergency Information Line:
1-800-342.3557
www.floridadisaster.org

Florida Department of Financial Service Customer Hotline:
www.myfloridacfo.com/Division/Consumers/Storm