



HELPFUL PHONE NUMBERS & EVACUATION CHECKLIST



State of Florida -- Helpful Phone Numbers (State Emergency Response Team)

www.FloridaDisaster.org

Hotlines for Emergency Relief

- Florida Emergency Information Line (FEIL): 1-800-342-3557 -- www.floridadisaster.org
- Florida Association of Homes and Services for the Aging (FAHSA): 1-850-671-3700 -- www.fahsa.org
- Volunteer and Donations Hotline: 1-800-FLHELP1 (1-800-354-3571) -- www.volunteerflorida.org
- American Red Cross Donations Hotline: 1-800-RED CROSS (1-800-733-27677) or visit: www.redcross.org
- American Red Cross Information Hotline: 1-866-GET-INFO (1-866-438-4636)
- Salvation Army Donation Hotline: 1-800-996-2769 -- www.salvationarmyusa.org
- Salvation Army Prayer and Spiritual Support Hotline: 1-888-363-2769
- Elder Services Hotline: 1-800-963-5337 -- www.eldercareservices.com

Power Company Contact Information

- Florida Power and Light Hotline: 1-800-4-OUTAGE (1-800-468-8243)
- Gulf Power: 1-800-GUPOWER (1-800-487-6937)
- Progress Energy: 1-800-228-8485
- TECO: 1-888-223-0800
- Jacksonville Electric Authority (JEA) 1-904-665-6250

Hotlines for Financial and Recovery Assistance

- FEMA Disaster Assistance Hotline: 1-800-621 -FEMA (1-800-621-3362)
- SBA Business Physical Disaster Assistance Loan and SBA Economic Injury Disaster Loans: 1-800-359-2227 or 1-800-621 -FEMA (1-800-621-3362)
- To verify contractor licensure, call: 1-850-487-1395, or visit: www.myfloridalicense.com
- To report unlicensed activity, call: 1-866-532-1440
- To report price gouging, call: 1-800-646-0444 or 1-800-435-7352, or visit www.MyFlorida.com to register a complaint online.
- Unemployment Compensation Claims: 1800-204-2418
- Employment/Unemployment Information: www.floridajobs.org

Insurance Claims

- AIG Insurance Co. Disaster Claims: 1-877-244-0304
- Allstate Insurance Co. Disaster Claims: 1-800-547-8676
- Hartford Casualty Insurance Co. Disaster Claims: 1-800-243-5860 (personal); 1-800-327-3636 (business)
- Liberty Mutual Insurance Co. Disaster Claims: 1-800-526-1547
- Nationwide Mutual Insurance Co. Disaster Claims: 1-800-421-3535
- State Farm Fire & Casualty Co. Disaster Claims: 1-800-732-5246
- For questions about insurance or financial assistance, please call the Department of Financial Services Hurricane Assistance Line: 1-800-22-STORM (1-800-227-8676)

In anticipation of possible evacuations in your area, please be advised of the following:

- The Florida Division of Emergency Management has an excellent Web page at <http://www.floridadisaster.org> with up-to-the-minute situation reports, satellite imagery of storm paths, and links to other weather-related Web pages.
- In the event that you have to evacuate your residents, and you need assistance, contact your local emergency management agency. If you cannot reach your local emergency management agency, you can call the **State Emergency Operations Center ESF-8 at (850) 921-0214**. ESF-8 oversees the emergency management functions of preparedness, recovery, mitigation and response with all agencies and organizations that carry out health or medical services. Their Web site is <http://www.floridadisaster.org/eoc/Update/Home.asp>
- Call the appropriate licensure unit at the Agency for Health Care Administration if your facility decides to evacuate or if you have questions:
 1. Assisted Living Unit (850) 487-2515-Assisted Living Facilities and Adult Family Care Homes
 2. Long Term Care Unit (850) 488-5861-Nursing Homes, Intermediate Care Facilities for the Developmentally Disabled, and Transitional Living Facilities
- Keep a NOAA weather radio in working condition in an audible location at your property. If a disaster occurs, keep it with you so you can keep updated at all times of changes, particularly if you have to evacuate. It will do you no good if it is not with you. Keep a fresh set of batteries with you as well. NWR requires a special radio receiver or scanner capable of picking up signals. Broadcasts are found in the public service band at the following seven frequencies (HMz): 162.400, 162.452, 162.450, 162.475, 162.500, 162.525, and 162.550.
- If you are unable to reach your local emergency management officials or your Agency for Health Care Area Office, the FAHSA office will be on call to assist you at (850) 671-3700 during regular business hours. Nights and weekends, please call Janegale Boyd at (850) 294-3412 or Gail Matillo at (850) 294-3415.
- All buildings should have a battery-powered radio in the event of loss of power.
- All buildings should have some type of emergency communications system in the event that phone service is disrupted. Please contact FAHSA at (850) 671-3700 to give them your emergency phone numbers.
- Contact your local transportation authorities immediately about increased frequency of bus routes. Tell them where your building is located and how many residents are in your building. Make sure your building is on the emergency bus route and the drivers are aware of the resident's age, physical limitations, etc.
- Be sure to gas up all your vehicles and fuel tanks for emergency power. Have extra flashlights and batteries on hand.

Resident Evacuation Preparation List

Please post this on your bulletin board or give to your residents

Please remember, the best that we can do is to be prepared and know what we are doing ahead of time. Thinking and planning ahead is the best way to protect ourselves and our property. Get your emergency supplies of food (that you don't have to cook) and water ahead of time.

If you are planning to evacuate to a shelter, hotel or to spend a few days with family or friends, prepare ahead by doing the following:

- Decide where to go and immediately call relatives and friends to tell them where you will be safe.
- If you own a pet, make arrangements for a friend, a veterinarian or a boarding kennel to keep your pet while gone. Shelters do not accept animals.
- Read at least one hurricane preparedness pamphlet and stock up on food, bottles of water and other items suggested.
- In case of an evacuation, turn off all electrical appliances including your air conditioners and fans.
- Move all personal belongings inside including plants, entrance rugs and other outside objects.
- Close all windows; lower and close all blinds and curtains.
- Unplug all extension cords.
- Pack a suitcase (or personal survival kit) to include:
 - Medications (at least a four day supply)
 - Snacks and foods to meet your dietary needs (in case you will be evacuated to a shelter).
 - Personal valuables (i.e. checkbook, medicines, jewelry, money, legal documents, etc.)
 - Identification form, drivers license or I.D. card
 - Flashlights and extra batteries
 - Battery-operated radios and extra batteries
 - Several changes of clothes
- If you are evacuating to a shelter, consider packing the following:
 - Folding lawn chair, air mattress, pillow, blanket, a sweater, manual can opener and a couple of good books.
- If you evacuate to a shelter, group together with other residents from the same facility so you can look out for one another.