





CITY OF TALLAHASSEE



What is PREP?

Hurricanes, tornadoes and severe weather can cause widespread damage to our neighborhoods and the community at large. While local emergency managers, utility crews, firefighters, law enforcement officers, paramedics and other emergency responders do an incredible job of keeping residents safe, they cannot do it alone. Individuals, families and the community working together during times of emergencies, play a vital role in surviving and recovering from a disaster.

For more information on the City of Tallahassee's PREP Program, contact the Division of Neighborhood Affairs at (850) 891-8795.

Thank You To Our Partners



- Batteries:** Be sure to keep these inside, in a cool, dry place.
- Local Map:** If your phone and GPS batteries are low, you may have to find your way using an old-fashioned printed map.
- Medications:** If you rely on medication, be sure to include it and your doctor's information in your kit.
- Multipurpose Pocket Knife:** It has so many uses! Cut rope, open canned food and so much more.
- Cash:** It works even if your debit card doesn't.
- Duct Tape:** This heavy-duty tape will likely come in handy.
- Dust Mask:** Storms can kick up particles in the air that can harm your lungs.
- First Aid Kit:** A first aid kit will help you to attend to minor injuries like scrapes or sprains.
- Flashlight:** The electricity may go out. A flashlight will help you see in the dark and is safer than using candles.
- Games and Toys:** If you have children, games and toys that don't depend on electricity will help keep them occupied.
- Hygiene Products:** Staying clean is important, especially if utility services are interrupted. Moist towelettes, hand cleansers, soap, toilet paper, toothbrushes and toothpaste are essential. Also, stock special items like diapers and feminine hygiene products, if needed.
- Keys for Your Home and Car:** A spare set of keys will ensure you can quickly access your home or vehicle during an emergency.

KET SUPPLY LIST

- Large Plastic Trash Bags:** For multiple uses: makeshift poncho, set your sleeping bag on them to stay dry, or you could even put your dirty clothes and food waste in them.
- Non-perishable Food:** Canned food items are the best to have on hand.
- Pet Supplies:** Remember to pack items like ID tags, food, toys and medication.
- Photos of Family Members and Pets:** If you're separated, having pictures to turn over to authorities may help with reuniting with family.
- Poncho:** Hurricanes include rain and wind. You'll want to stay dry.
- Portable Phone Charger:** To use in the event of a power outage.
- Radio with Extra Batteries:** The electricity may be out, and you'll need to stay up-to-date on recovery efforts.
- Rope:** Among other uses, this will help tie down a tarp.
- Waterproof Bag for Family Documents:** Place a copy of important documents, like your driver's license, social security card and insurance information, in a waterproof bag for safe keeping!
- Whistle:** A whistle will help get the attention of rescue workers, if they are nearby.
- Tarp:** This is a multi-use item. Put it on your roof if it's damaged, under your sleeping bag to stay dry, collect rain water to flush toilets and much more.
- Towel:** An all-around good item to have.
- Water:** You need at least one gallon per person and per pet per day in unbreakable containers for drinking. Include extra containers of water to be used for cooking, flushing toilets and bathing.

IMPORTANT CONTACTS

City of Tallahassee Customer Service	(850) 891-4968
City of Tallahassee Neighborhood Affairs	(850) 891-8726
Tallahassee Fire Department	(850) 891-6600
Tallahassee Police Department	(850) 891-4200
Leon County Government	(850) 606-3700
Capital Area Chapter of the American Red Cross	(850) 878-6080
National Weather Service	(850) 942-8833
Florida Division of Emergency Management	(850) 413-9969
Federal Emergency Management Agency (FEMA)	(800) 621-3362
Ready.Gov	(800) BE-READY
Salvation Army	(850) 575-9798
AARP Fraud Watch Network Hotline	(877) 908-3360
Capital Area Community Action Agency	(850) 222-2043
Big Bend 211	(850) 617-6333

WFSU 88.9 FM – Tallahassee's designated station during an emergency.

FLGetAPlan.com – Provides information to assist with building individual or family emergency plans.

Additional Emergency Contact

Neighbor 1_____

Neighbor 2_____

Doctor's Office_____

Hospital_____

Animal Control_____

Insurance Agent_____

Supervisor_____

Co-worker_____

Other Contacts

FLORIDA SPECIAL NEEDS REGISTRY

What is the Florida Special Needs Registry?

This statewide confidential registry, managed by the Florida Division of Emergency Management, in coordination with each local emergency management agency in the state, enables residents with special needs to register with their local emergency management agency to receive assistance during a disaster. The registry also provides first responders with valuable information to prepare for emergencies. This information helps emergency management officials plan accordingly for disasters. Registrants will be emailed periodically to verify and update the information that they provided.

Who Should Register?

Residents of Leon County who have physical, mental, cognitive or sensory disabilities and will need evacuation and/or sheltering assistance during an emergency may register. The registry includes the name, address, caregiver information (if applicable) and the identified special need of the resident. All information you provide is confidential and protected under Florida Statutes.

If a resident with special needs lives with a family member or caregiver, that individual must also come to the shelter with the special needs resident.

Who Should NOT Register?

Residents of licensed facilities such as nursing homes, assisted living facilities or other group homes should not register. It is required by Florida Statute that these facilities have an Emergency Plan to

care for their residents. Therefore, these residents should look to the management of their facility for evacuation instructions.

How to Register

There are 3 ways a resident can register for the special needs registry:

- Access the **Online Special Needs Registry Personal Survey Form** via the Florida Division of Emergency Management's Statewide Special Needs Registry website, <https://snr.floridadisaster.org>
- Fax the completed **Special Needs Registry Survey Form** to the Leon County Division of Emergency Management at (850) 606-3701
- Mail the completed **Special Needs Registry Survey Form** to:

Leon County Division of Emergency Management
911 A Easterwood Drive
Tallahassee, FL 32311

**Paper forms can be requested by contacting the Leon County Division of Emergency Management at (850) 606-3700.*

WHAT TO DO BEFORE A STORM



Knowing what to do after a storm will help protect your property and keep your loved ones safe and secure. Before going outside, make sure local officials have declared that it's safe to go outdoors. After it has been confirmed safe to go outdoors, you can begin to assess any potential damage to your home and property. Here are some tips to follow after the storm is over:

- ❑ Collect copies of important papers like the deed to your home, insurance paperwork, financial information, etc. Put them together in a waterproof bag.
- ❑ Review your property/home insurance coverage and keep updated photos and/or a video inventory of your personal belongings.
- ❑ Make a list of important phone numbers, such as your insurance company, doctor and family contacts. Store them in your cell phone and print a hard copy to keep in the waterproof bag with your other important papers.

- ❑ Identify your evacuation routes. Have an alternate route planned in case the first option is not navigable.
- ❑ Identify a safe place in your home (interior room on the lowest floor) to ride out a storm and make sure everyone knows the location. If in a high-rise building, be prepared to take shelter on or below the 10th floor.
- ❑ Build a disaster supply kit, including a flashlight, batteries, cash, first aid supplies, medications, non-perishable food and copies of your critical information. Using an easily portable bucket or bag for your kit is best in case you need to evacuate.
- ❑ Pre-identify a meeting place in case your family is separated when the hurricane hits (consider your church or a local library). Make sure everyone knows the address and phone number.
- ❑ Trim or remove damaged trees and limbs to keep you and your property safe.
- ❑ Purchase a portable generator or install a permanent generator for use during power outages. The City offers low-interest loans to help with the purchase of generators. Call 891-4968 or visit Talgov.com for more information.



Tasks to Complete 3-5 Days Before a Storm

Bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down.

Check rain gutters and downspouts to ensure they are clean and properly affixed to your house to prevent water damage to your property.

Cover your home's windows. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" marine plywood, cut to fit and ready to install. Tape does not prevent windows from breaking.





WHAT TO DO AFTER A STORM

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- Stay informed by visiting Talgov.com, following @COTNews or @flsert on social media, listening to 88.9 WFSU-FM radio and watching the news on TV (local or cable).
- Make a list of your damaged property, including a description of the item, name of the manufacturer, brand name, as well as the place and date of purchase, if known. Take pictures and video of the damage if possible. Don't throw away damaged items until your insurance adjuster has seen them.
- Call your insurance agent or company as soon as possible to report home or property damage and follow up with a written claim to protect your rights. If you think your home might be unsafe due to storm damage, discuss finding temporary accommodations with your agent.
- Keep accurate records of your expenses and save bills and receipts from temporary repairs. (Avoid making permanent repairs until your Claim professional has reviewed the damage.)

- Roads may be closed for your protection. If you come upon a barricade or a flooded road, turn around and go another way.
- Avoid downed power lines. Never touch anything that's in contact with power lines, including water that may be near the downed power lines.
- Be cautious of hazards that are a product of the storm, such as floodwaters, damaged tree limbs or other potentially compromised structures.

Additional Emergency Contact

Natural disasters can bring out the best in people. Unfortunately, the aftermath of a disaster can also attract fraudulent contractors. Here are some tips to help you avoid repair fraud. Before hiring someone, be suspicious of contractors who:

- Offer to give you a low price because they have materials left over from a previous job.
- Provide estimates that are extremely high or low in comparison to other offers.
- Give an estimate in one lump sum and do not address the cost of individual items and tasks.
- Ask for 10 percent or more of the estimate price upfront.
- Insist on submitting insurance claims on your behalf.
- Ask you to endorse insurance checks to them.
- Don't have a fixed address for their business or don't usually operate in your area.
- Cannot provide references.



To Protect Yourself from Contractor Fraud Always Remember to:

- Ask to see proof of insurance and licensing.
- Use well-known local contractors.
- Carefully review the contract and every document that requires a signature.
- Have your claims adjuster inspect damage and contracts before signing.
- Pay by check or credit card.
- Ask specifically whether you will be personally responsible for making repair payments or if the insurance company will make the payments directly.

To report suspicious activity, contact the Florida Department of Financial Services, Division of Consumer Services at 1-877-693-5236.

. What to Keep and What to Throw Away

The aftermath of power outages and flooding during a disaster can quickly destroy food and medication. Knowing what items to keep and what items to throw away is essential to preventing illness from unsafe food and water. Here are some general guidelines:

- Foods that have been frozen and still contain ice crystals can be refrozen or cooked.

- Throw away:
 - Perishable foods that have not been refrigerated properly due to power outages such as meat, fish, eggs, milk and leftovers
 - Foods with unusual color, texture or odor
 - Cans or food containers that are bulging, open or dented
 - Food or medication that has been touched by flood water, which contains contaminants that may cause illness
- If the water utility has issued boil water notices for your area, do not use water for drinking, cooking or personal hygiene unless it is bottled, boiled or treated.

Never taste food to see if it is safe for consumption, even if it looks, smells and tastes normal.

When dealing with food safety, the rule of thumb is **“when in doubt, throw it out.”**

When Sanitizing Items that Touch Food, Remember to:

- Wash with soap and clean water
- Rinse with clean water
- Sanitize by dipping for one minute in a solution of one cup of chlorine bleach in five gallons of clean water
- Allow to air dry

