

**BREVARD COUNTY EMERGENCY MANAGEMENT
MOST FREQUENTLY ASKED QUESTIONS BEFORE THE STORM**

A

AIRLINES

Orlando International Airport – MCO – 407-825-2001

Orlando Melbourne International Airport – MBL – 321-723-6227

Orlando Sanford International – SFB – 407-585-4101

AFTER THE STORM

- Keep listening to NOAA Weather Radio or local radio or TV stations, or monitor Brevard County Emergency Management social media for instructions and updates.
- If you evacuated, return home when local officials tell you it is safe to do so.
- Inspect your home for damage.
- Use flashlights rather than candles due to fire hazard.

ANIMALS AT SHELTERS

Before Shelters are Opened:

As a result of lessons learned from Hurricane Matthew, we no longer list evacuation shelters on our website. The shelters that are opened for each hurricane or other emergency are dependent on the particular scenario, and we previously listed all of the shelters on our website, with a caveat that shelter openings are incident-specific. However, prior to and during Hurricane Matthew, we found that the news media as well as the general public assumed that all possible shelters would be opened.

We now will announce the locations of the shelters on the day that they are being opened, or the day before, to the news media; to the public via our website, Facebook and Twitter; and to 2-1-1, which the public can call at any time for information. At that time, we will be specific about which of the shelters will be pet-friendly.

After Shelters are Opened:

Brevard County does permit an individual with a disability the use of a service animal in its disaster or evacuation shelters. Service animals are defined as guide dogs, signal animals, or any other animal individually trained to provide assistance to an individual with a disability. Service animals are the only type of animal permitted in the primary shelters.

Pet-friendly shelters are only open to people and pets coming from mandatory evacuation areas. Shelter openings are incident-specific. Never go to a shelter unless local officials have announced it is open. If you and your pet are staying in a pet-friendly shelter, you need:

- | | |
|--|------------------------------|
| ▪ Current rabies vaccination certificate | ▪ Pet food |
| ▪ Leash and collar | ▪ Cleaning supplies |
| ▪ County animal license | ▪ Medications |
| ▪ Crate or cage | ▪ Comfort items for your pet |

Having a plan is important and that plan should include your pets. Be sure your plan includes a backup option in case you can't care for your animals. Pet owners are strongly advised to make prior arrangements for sheltering your pet during emergencies. To find information on hotels that will accept pets, visit:

- Pets Welcome - <http://www.petswelcome.com>
- Dog Friendly - <http://www.dogfriendly.com>
- Bring Fido - <http://www.bringfido.com>
- Pet Friendly Travel - http://www.petfriendlytravel.com/pet_shelters
- Pet Friendly Travel Guide - <http://www.tripbuzz.com/pet-friendly-travel-guide>

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It is strongly encouraged that you make a list of potential hotels ahead of time and begin calling immediately when a storm threatens. If you are not in a mandatory evacuation area and decide to leave, you must make arrangements for your pet to go with you. Pets should not be left behind unattended.

For emergencies countywide, call Brevard County Animal Services and Enforcement at 321-633-2024. For more information, visit <http://www.brevardsheriff.com/home/commands-services/operational-services/animal-services/> .

Disaster Preparedness for Large Animals or Livestock:

- <http://awic.nal.usda.gov/farm-animals/disaster-planning>
- <http://www.freshfromflorida.com/ai/pdf/DisasterPreparednessforLivestock.pdf>

ANIMALS – OTHER PET-FRIENDLY OPTIONS

Organizations such as the Humane Society and the American Humane Association can be valuable resources in planning for pet care during disasters:

- North Brevard Animal Services – 321 264-5119
- South Brevard Animal Services – 321 253-6608
- Central Brevard Humane Society – 321-636-3343

B

BEFORE THE STORM

What should individuals, families, and businesses do to prepare before a storm or hurricane? Know Your Risks; Make A Plan; Build A Kit; and Stay Informed.

FIRST: Know your risks. Determine whether you live in an evacuation or storm surge zone or flood-prone area. Consider whether you have health concerns that would warrant the use of a Special Needs Shelter.

SECOND: Develop a plan for responding to an evacuation order if issued by local government officials. Decide what to take, who to notify about your decision, and how to get to where government officials are directing you.

THIRD: Put together a disaster supplies kit in a duffel bag or other large portable container, with:

- Flashlight with plenty of extra batteries.
- Battery-operated radio with extra batteries.
- First-aid kit.
- Prescription medication in their original bottle, plus copies of the prescriptions.
- Eyeglasses (with copy of the prescription).
- Water (at least one gallon per person per day for 3 days, more is better).
- Foods that do not require refrigeration, cooking, or water for preparation (enough for 3 days).
- Items that infants and elderly household members may require.
- Medical equipment and devices such as dentures, crutches, prostheses, etc.
- Change of clothes for each household member.
- Sleeping bag or bedroll and pillow for each household member.
- Checkbook, cash, and credit cards.
- Matches and a lighter.
- Map of the area.
- Important papers if you think that evacuation order may be issued-
 - Driver's license or personal identification

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- Social Security card.
- Proof of residence (deed or lease).
- Insurance policies.
- Birth and marriage certificates.
- Stock, bonds, and other negotiable certificates.
- Will, deed, and copies of recent tax returns.

Having these items available well in advance will speed your evacuation and quite possibly save your life.

FOURTH: Stay informed by monitoring Brevard County Emergency Management on Twitter and Facebook, and monitor conditions by using NOAA Weather Radio and through radio and television broadcasts.

BLOOD DONATIONS

In Brevard County, please contact Florida's One Blood Centers 1-888-9-DONATE (888 936 6283).

C

CABLE PROBLEMS/CONCERNS

- Comcast: 1-800-934-6489
- Bright House Networks: 877 892-3279
- AT&T: 855-451-2891

CARBON MONOXIDE WARNING

- **NEVER** use a **camping stove, lantern, generator, or charcoal grill** in enclosed or partially enclosed spaces. (homes, garages, basements, crawl spaces).
- Locate the unit outdoors and away from doors, windows, and vents that could allow carbon monoxide to come indoors.
- Install battery operated carbon monoxide alarms or plug-in carbon monoxide alarms with battery back-up in your home, according to the manufacturer's installation instructions.
- Test your carbon monoxide alarms frequently and replace dead batteries.
- If you start to feel sick, dizzy, or weak while using one of the above items, get to fresh air **RIGHT AWAY. DO NOT DELAY.** Carbon monoxide can rapidly lead to full incapacitation and death.

COMMUNICATING WITH FAMILY MEMBERS

What is the most effective way for my family members to stay in touch during an evacuation and/or hurricane?

- It is recommended that you designate an individual outside of the potentially affected area (away from the East Coast) to serve as a family point of contact. This person should have all of your emergency phone numbers and contacts at all times
- Should your family be evacuated, it is recommended that you contact this designated individual **BEFORE** you relocate and keep in contact as frequently as possible to ensure family members of your well-being.
- Facebook "Safe Check" feature – this allows people near a major crisis to alert their friends and family if they are safe and allows them to see if people they know are safe as well.

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CONTRACTORS

To ensure contractors you hire are licensed, be sure to check with Brevard County Planning and Development Department at 321-633-2072; the Better Business Bureau at 407-621-3300; or Florida Department of Business and Professional Regulation at 850-487-1395.

CURFEWS

Emergency curfews are usually temporary orders that are put in place -- by federal, state, or local government -- in response to a particular crisis, like a natural disaster or ongoing civil disturbance. County and municipal laws provide certain curfew-related actions in response to a local emergency.

Being under a curfew means "including, but not limited to, the prohibition of or restrictions on pedestrian and vehicular movement, standing and parking, except for the provision of designated essential services such as fire, police and hospital services including the transportation of patients thereto, utility emergency repairs and emergency calls by physicians."

D

DAMAGE PREVENTION

What can I do to prevent damage to my home?

- Remove diseased or damaged tree limbs. Also, strategically remove branches so that wind can blow through the branches. **DO NOT DO THIS IMMEDIATELY BEFORE A STORM** since waste collection may be delayed.
- Move indoors or secure lawn furniture, outdoor decorations or ornaments, trash cans, hanging plants and anything else that can be picked up by wind and become a projectile.
- Install hurricane shutters or pre-cut ½" outdoor plywood for each window of your home, as well as sliding-glass doors. Install anchors for the plywood and pre-drill holes in the plywood so that you can put it up quickly.
- Reinforce double-entry doors by adding bolts to the top/bottom of the inactive door.
- Strengthen garage doors – this can be done by using a garage door reinforcement kit that can be found at building supply stores.

DISABILITIES

For those with disabilities, impairments or other access and/or functional needs, disasters can present a real challenge. By evaluating your own personal needs and making an emergency plan, you can be better prepared for any situation. Here are some things to consider when planning for your unique needs:

- Stock a basic disaster supply kit.
- Inventory what you use every day to live independently. Identify the essential items you will need to be able to survive for three days or longer if people cannot get to you or you are in a shelter.
- Stock these custom essentials in your kit. For example, your kit may contain items such as durable medical equipment, assistive technology, food for special diets, prescription medicines, diabetic supplies, hearing aids and batteries, a TTY, manual wheelchair, and/or supplies for a service animal. Prepare for the loss of electrical power at an evacuation shelter.
- Make arrangements for transportation assistance if needed – call Brevard County Emergency Management at 321-637-6670.
- Ensure that you have methods for communicating your impairments and needs to others.

Remember: Being ready is the key to maintaining your independence.

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E

ELDER HELPLINE

800 963-5337 (Same as 2-1-1)

EMERGENCY MANAGEMENT

- Brevard County – 321 633-6670
- 2-1-1 Brevard provides information and assistance in times of emotional, financial and community crisis day-to-day and before, during and after a disaster. 2-1-1 is an easy-to-remember number and provides access to trained specialists around the clock – 24-hours a day, 365 days a year.

EVACUATIONS

Which areas have been ordered to evacuate?

There are several ways to stay informed in Brevard county before, during, and after a storm.

- Emergency Management Homepage
- Social media & Text messages
 - Twitter @BrevardEOC
 - Facebook: "Like" Brevard County Emergency Management
 - Text message updates: **Follow BrevardEOC** to 40404 (normal text messaging rates apply)
 - CodeRed Emergency Notification System
 - This is an automated call notification system that will notify you of public safety instructions.
 - There is now a text messaging function.
- Radio or televisions will continually up-date the latest information on evacuations.
 - Television: WESH Channel 2, WKMG Channel 6, WFTV Channel 9, News Channel 13
 - NOAA Weather Radio: The National Weather Service's direct link to the public.
 - Brevard County specific frequency is **162.5550 MHz** and the same (FIPS) code is **012009**

EVACUATIONS

What should I bring for my family if I am evacuated?

- Flashlight with plenty of extra batteries.
- Battery-powered radio with extra batteries.
- First aid kit.
- Prescription medication in their original bottle, plus copies of the prescriptions.
- Eyeglasses (with copy of the prescription).
- Water (at least one gallon per person per day for 3 days, more is better).
- Foods that do not require refrigeration, cooking, or water for preparation (enough for 3 days).
- Item that infants and elderly household members may require.
- Medical equipment and devices such as dentures, crutches, prostheses, etc.
- Change of clothes for each household member.
- Personal hygiene items.
- Sleeping bag or bedroll and pillow for each household member.
- Checkbook, cash, and credit cards.
- Spare keys for house and cars.
- Map of the area.
- **Important documentation to have ready:**
 - Driver's license or personal identification
 - Social Security card
 - Proof of residence (deed or lease).

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- Insurance policies.
- Birth and marriage certificates.
- Stock, bonds, and other negotiable certificates.
- Will, deed, and copies or recent tax returns.

It is important to remember – when an evacuation order is issued, time is critical. Do not delay your evacuation because you do have all of the items on the list.

F

FAMILY MEMBERS (LOCATING)

Facebook "Safe Check" features – this allows people near a major crisis to alert their friends and family if they are safe and allows them to see if people they know are safe as well.

Depending on the nature and scope of a disaster, Red Cross may impose a 48-hour moratorium on Welfare Inquires. Please call 1 866 GET-INFO (1 866 438 4636) to file a Welfare Inquire.

FEMA

FEMA's telephone number is 800 621-3362. Speech or hearing impaired may call (TTY) 800 462-7585.

For use ONLY by people in designated federal disaster areas. For complete info

<http://www.fema.gov/about/process/>

Be prepared to:

- Give the street address of your damaged property.
- Your current mailing address and a telephone number where you can be reached in the event you have been forced to relocate.
- Your Social Security Number
- Your household's approximate gross income at the time of the flood or, if you are reporting business damages, the gross income of the business
- Information on the type of insurance coverage you have, particularly flood insurance

You can then make an optional visit to a FEMA Disaster Recovery Center to receive more information after you have registered by phone. There you will find local, state, federal, and voluntary agencies that may be able to assist you.

FOOD – AVAILABLE / MEALS

TO BE UPDATED.

FOOD SAFETY

Refrigerator will keep foods cool for about 4 hours without power if unopened. Add a block of dry ice to the refrigerator to keep cool for longer periods. 25 lbs of dry ice will keep a 10 cubic freezer below freezing for 3-4 days. Use care when handling dry ice and wear dry, heavy gloves. If in doubt as to food safety, **THROW IT OUT**.

Dispose of household items in normal garbage for regular schedule garbage pick-up. Do not place disposed refrigerator items in storm debris piles.

FOOD SUPPLIES

How long can food supplies be stored?

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To judge how long you can store food supplies, look for an "expiration" or "best used by" date on the product. If you cannot find a date on the product, then the general recommendation is to store food products for six months and then replace them.

Some households find it helpful to pull products for their regular meals from their disaster supplies kit and replace them immediately on an ongoing basis, so the food supplies are always fresh.

What kinds of food supplies are recommended to store in case of a disaster?

Try to avoid foods that are high in fat and protein, and don't stock salty foods, since they will make you thirsty. Familiar foods can lift morale and give a feeling of security in time of stress. Also, canned foods won't require cooking, water or special preparation. Take into account your families unique needs and tastes. Try to include foods that they will enjoy and that are also high in calories and nutrition

Store supplies of non-perishable foods and water in a handy place. You need to have these items packed and ready in case there is no time to gather food from the kitchen when disaster strikes. Sufficient supplies last several days to a week if recommended.

Select foods that require no refrigeration, preparation or cooking, and little or no water. Foods that are compact and lightweight are easy to store and carry.

Try to eat salt-free crackers, whole grain cereals and canned food with high liquid content.

Recommended foods include:

- Ready to eat canned meats, fruits and vegetables. (Be sure to include a manual can opener).
- Canned juices, milk and soup (If powdered, store extra water).
- High energy foods, such as peanut butter, jelly, crackers, granola bars and trail mix.
- Comfort foods such as hard candy, sweetened cereals, candy bars and cookies.
- Instant coffee, tea bags.
- Foods for infants, elderly persons or persons on special diets, if necessary

Also consider having:

- Compressed food bars. They store well, are lightweight, taste good and are nutritious.
- Trail mix. It is available as a prepackaged product or you can assemble it on your own.
- Dried foods. They can be nutritious and satisfying, but some have a lot of salt content, which promotes thirst. Read the label.
- Freeze-dried foods. They are tasty and lightweight, but will need water for reconstitution.
- Instant Meals. Cups of noodles or cups of soup are a good addition, although they need water for reconstitution.
- Snacked-sized canned goods. Good because they generally have pull-up top lids or twist-open keys.
- Prepackaged beverages. Those in foil packets and foil lined boxes are suitable because they are tightly sealed and will keep for a long time.

Food Options to Avoid:

- Commercially dehydrated foods. They can require a great deal of water for reconstitution and extra effort in preparation.
- Bottled foods. They are generally too heavy and bulky, and break easily.
- Meal-sized canned foods. They are usually bulky and heavy.
- Whole grains, beans and pasta. Preparation could be complicated under the circumstances of a disaster.

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What is the basis for the recommendation to store supplies to last several days to a week?

Our recommendations are to have supplies to last several days to a week. Most reasonable people would not consider such quantities of supplies as "stockpile" or "hoarding."

Some families may choose to store supplies to last several weeks or more. Certainly, if they wish to do so, they may. It is always wise to have a sufficient food and water supplies on hand in case access to such supplies may be disrupted by a disaster.

G

GAS

Be sure to keep your vehicles full of gas. Before a storm, getting the necessary supply of gasoline is recommended to power generators and other equipment. This should be obtained when a storm is in the very near future. It is not recommended to store gasoline months in advanced because of the short shelf life. Remember that gasoline is a highly explosive chemical and proper safety precautions must be used when storing and using this substance.

GENERATORS

We do not have generators for loan or give out during disasters. If you have someone who is on special equipment, please take them to one of our shelters and also make sure that you are registered with your utility company for priority reconnect service.

PURCHASING A GENERATOR

If you choose to buy a generator, make sure you get one that is listed with the Underwriter's Laboratory (UL) or Factory Mutual (FM).

Look at the labels on lighting, appliances, and equipment you plan to connect to the generator to determine the amount of power that will be needed to operate the equipment. For lighting, the wattage of the light bulb indicates the power needed. Appliances and equipment usually have labels indicating power requirements on them. Choose a generator that produces more power than will be drawn by the combination of lighting, appliances, and equipment you plan to connect to the generator including the initial surge when it is turned on. If your generator does not produce adequate power for all your needs, plan to stagger the operating times for various equipment/appliances. If you cannot determine the amount of power that will be needed to operate you appliances, lighting, and equipment, ask an electrician to determine that for you. If you equipment draws more than the generator can produce, then you may blow a fuse on the generator or damage the connected equipment.

USING A GENERATOR

Follow the directions supplied with the generator. Under no circumstances should portable generators be used indoors, including inside a garage. Adequate ventilation is necessary and proper refueling practices, as described in the owner's manual, must be followed. It is a good idea to install one or more Carbon Monoxide (CO) alarms inside your home (following manufacture's installation directions). If CO gas from the generator enters your home and poses a health risk, the alarm will sound to warn you. Many home fires and deaths from CO poisoning have occurred from using a generator improperly. Statistics from the Northeastern ice Storm of Jan/Feb 1997 show that as many as 100 people died and 5,000 people injured by misuse of a generator at home.

Be sure to let the generator cool down before refueling. Store fuel for the generator in an approved safety can. Use the type of fuel recommended in the instructions or on the label on the generator. Local laws may restrict the amount of fuel you may store, or the storage location. Ask your local fire department for additional information about local regulations. Store fuel for the generator out doors in a

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locked shed or other protected area. Do not store fuel in a garage, basement, or anywhere inside a home, as vapors can be released that may cause illness and are a potential fire or explosion hazard.

WHY DO YOU ADVISE AGAINST HOOKING UP A GENERATOR DIRECTLY TO YOUR HOME'S WIRING?

The safest thing to do is connect the equipment you want to power directly to the outlets on the generator. There are several reasons why hooking up a generator to your home's electrical service is not a wise idea.

Home-use (non-industrial) generators do not supply enough amperage to supply sufficient power for today's homes (that is, to run a furnace, lighting, appliances, and other electronic equipment). Unless your home's power supply was installed with a disconnect to the main power feeding lines, power you put into your home from a generator could "backfeed" into the main line and cause problems for the electrical utility company, your neighbors or yourself.

"Backfeeding" is supplying electrical power from a generator at the residence into the incoming utility lines. This occurs when the necessary equipment used to isolate the generator from the incoming power lines is not installed.

The 1999 National Electric code, published by the National Fire Protection Association, is a nationally recognized standard for safe electrical installations. The NEC does not permit an interface between the normal power source (generally the electric utility) and an alternate power source (such as a standby or portable generator) provided that the proper transfer equipment that prevents "backfeeding" is used. Simply connecting a cord from the generator to a point on the permanent wiring system and "backfeeding" power is an unsafe method to supply a building during a utility outage.

Improper connection methods not only endanger the building occupants, but pose a serious hazard to electric utility workers as well.

There are a number of products available that will provide either an automatic or manual transfer between two power sources in a manner prescribed by the NEC. When selecting a product for this function, it should be one that has been evaluated for safe performance by a nationally recognized testing organization such as Underwriters Laboratories. The product must be installed according to the NEC, all applicable state and local codes, and the manufacturer's instructions. Home owners should only attempt to install such products if they have a thorough knowledge of safe electrical installation practices for this type of equipment. Otherwise a qualified electrician should be contacted.

If you have additional questions, please consult a licensed electrician, your local fire department, or your community's building safety or engineering department.

In the next week as you run your generator keep in mind many fuel stations are still without fuel and power. A good practice to conserve fuel is to run your generator for 4 hours and turn it off for 4 hours.

H

HOME DAMAGE PREVENTION

See [DAMAGE PREVENTION](#)

HOTELS AND HOTEL AVAILABILITY

Arrangements must be made by persons seeking to stay in a hotel by their own. Shelter will be opened for those in need but will only provide basic essentials. Shelters will sometimes require a number of

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persons to go without cots and/or blankets. This is because the number of persons that are seeking shelter sometimes exceeds the quantity of cots and blankets available.

Hotel Availability Hot Line: 407 354-5555

HOUSING OFFERS

Caller would like to offer an extra room or a home to a family that needs a place to live.

- Thank them for their generous offer. However for safety reasons we will not be able to refer people to them.

Apartment manager would like to let people know that they have empty units available for disaster victims.

- Thank them for their generous offer. Please ask them to fax their information to us and we will make it available to our clients as they come in for assistance.
FAX Number: 407 894-6951

HURRICANE

What is a hurricane?

Hurricanes are tropical cyclones – storms that rotate counterclockwise with wind speeds in excess of 74 mph. Most hurricanes form over warm seas near the equator. They are created when the sun heats the ocean surface, causing heated water vapor to rise, condense and form clouds. These clouds begin to spiral as the earth rotates. More air is pulled underneath and a large vortex is formed.

On average, six Atlantic hurricanes develop each year. When a hurricane moves toward populated coastal areas it often causes severe damage. Strong winds create storm surges, floods, rip tides, and even spawn tornadoes. As the hurricane moves forward, its right front quadrant is typically where the most devastation occurs. Over land, hurricanes lose their strength as the heated water that sustains it is no longer available to support it.

Classifying a Hurricane

Cyclone with winds speeds that exceed 74 mph and circulate are referred to as hurricanes in the Atlantic, and Eastern and Central Pacific Oceans. The classifications for all tropical cyclones are:

- Tropical Depression: A low-pressure area that produces some rotary circulation on the ocean's surface. It will have a sustained wind speed of less than 38 mph.
- Tropical Storm: A low-pressure area with a distinct rotary circulation. It will have a sustained wind speed of 39 to 73 mph.
- Hurricane: A low-pressure area with a pronounced rotary circulation. Hurricanes have sustain wind speeds of 74 mph or higher.
- Major hurricane: A tropical cyclone with maximum sustained winds of 111 mph higher, corresponding to a Category 3, 4, or 5 on the Saffir-Simpson Hurricane Wind Scale.

Many hurricanes measure 300 miles across, but they have been known to span a 600 mile diameter.

Categorizing a Hurricane's Strength

The Saffir-Simpson Hurricane Scale is used internationally to determine a hurricane's strength and predict the amount of damage it might case.

Category	Wind Speed	Predicted Damage
1	74-95 mph	Some
2	96-110 mph	Extensive
3	111-129 mph	Devastating
4	130-156 mph	Catastrophic
5	157+ mph	Catastrophic

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HURRICANE WATCH VS. WARNING

What is the difference between a hurricane WATCH and a hurricane WARNING?

WATCH: Hurricane conditions are possible in the specified area, usually within 36 hours.

WARNING: Hurricane conditions are expected in the specified area within 24 hours.

Advisories warn us of impending danger from severe weather. The specific advisories during hurricane season are:

- Tropical Storm Watch: Wind speeds of 39-73 mph are possible within 48 hours.
- Tropical Storm Warning: Wind speeds of 39-73 mph are expected within 36 hours.
- Hurricane Watch: Wind speeds of 74 mph or higher are possible within 48 hours.
- Hurricane Warning: Wind speeds of 74 mph or higher are expected within 36 hours.
- Extreme Wind Warning: Sustained winds of a major hurricane (115 mph or greater), usually associated with the eyewall, are expected within an hour.

I

IMPORTANT NUMBERS

Brevard County Citizens' Hotline: 321 637-4070

Brevard Information Line (Only Active During Disasters): 321-637-6674

Brevard County Fire Rescue (Non-Emergency): 321-633-2056

Brevard County Crime Tip Line: 800-423-8477

Brevard County Sheriff (Non-Emergency):

North Area: 321-264-5100

Central Area: 321-633-7162

South Area: 321-952-6371

Florida Emergency Information Line: 850 413-9969

Florida Information Line (Only Active During Disasters): 800-342-3557

Florida Power and Light (Report and Outage): 800-468-8243

Florida Price Gouging Hotline (To Report): 866-966-7226

Florida Highway Patrol (From any Cell): *FHP

Florida Department of Environmental Protection: 850-245-2118

Florida Fish and Wildlife Conservation Commission: 850-488-4676

Federal Emergency Management Agency (FEMA): 800-621-3362

Public Works – North Area Maintenance: 321-264-5084

Public Works – Central Area Maintenance: 321-455-1389

Public Works – South Area Maintenance: 321-255-4310

Titusville, City of, Citizen's Information Line: 321 264-4024

United Way of Brevard County: (321) 631-2740

Florida Animal Control Association: 813-960-3757

INSURANCE COMPANY NUMBERS

Allstate: 800 255-7828

American Strategic: 866 274-5677

Citizens: 866 411-2742

Clarendon National: 800 216-3711

Clarendon Select: 800 509-1592

First Floridian Auto & Home: 800 252-4633

Florida Family: 888 486-4663

Florida Select: 888 700-0101

Hartford of the Midwest: 800 637-5410

Liberty Mutual Fire: 800 225-2467

Nationwide: 800 421-3535

Prudential Property & Casualty: 800 437-3535

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Regency: 800 216-3711
Southern Family: 863 687-7700
State Farm Florida: 800 732-5246
Universal Property & Casualty: 800 425-9113
United States Automobile Association: 800 531-8222
Vanguard Fire & Casualty: 888 343-5585

M

MEDIA CALLS

All calls from the media (television, radio, print) are to be transferred to the designated point-of-contact spokesperson. Transfer to 321-637-6682.

- If the caller says the voice mail is full then give them the cell phone number 321-795-4858

MEDICAL EMERGENCIES/NEEDS

If you have a medical, fire, or traffic emergency, please call 9-1-1.

If you've lost your medications or they were destroyed, please call 2-1-1.

P

PETS & SHELTERS

See ANIMALS

PLAN OF EMERGENCY / PREPAREDNESS

What should individuals, families, and business do to prepare **before** a hurricane?

See BEFORE THE STORM

POWER

Contact your electric company to ask for more information:

- Comcast – 352 787-7875
- Progress Energy –800-700-8744
- Florida Power and Light (FPL) – 321 723-7795
- TECO Peoples Gas – 877 832-6747

R

REPAIRS & PERMITS

- Check with the Better Business Bureau at 407 621-3300; Florida Department of Business and Professional Regulation at 850-487-1395,
- Customers with a damaged electrical service will require repairs by a licensed electrical contractor and the permit is also free. Upon the final electrical inspection, the power company will restore the electrical service to the residence.

ROAD CONDITIONS: <https://fl511.com/>

S

SANDBAGS

The following is a list of available sources for sandbag purchases. This information is available in response to citizen requests for sandbags during storm event preparation:

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- Ace Hardware - 1005 N. Courtenay Pkwy., Merritt Island 321-452-3484
- Ace Hardware - 6755 Babcock St., SE Palm Bay 321-729-6690
- Ace Hardware - US Hwy. 192, West Melbourne 321-724-6510
- Ace Hardware - US Hwy. 1, Titusville 321-267-1030
- Ace Hardware - 866 N. Miramar Ave., Indialantic 321-724-1558
- Ace Hardware - 590 Eau Gallie Cswy., Melbourne 321-254-3261
- Ace Hardware - 5970 N. Wickham Road, Melbourne 321-254-2346
- Ace Hardware - 705 N. Atlantic Ave, Cocoa Beach 321-783-5810
- Ace Hardware - 8300 Astronaut Blvd., Cape Canaveral 321-784-1520
- Brevard Lumber - 1480 N. US Hwy. 1, Titusville 321-267-3831
- Lowe's - 4660 South Street, Titusville 321-267-9221
- Lowe's - 3790 Fiske Blvd., Rockledge 321-631-0696
- Lowe's - 2150 Minton Road, West Melbourne 321-953-2880
- Travis Hardware - 300 Delannoy Ave., Cocoa 321-636-144

SCHOOLS

In the event of a weather emergency, the superintendent of Brevard Public Schools is the only person who will give the directive that schools are to close due to extreme weather conditions. Should the district close, we will communicate the closure to parents, teachers and staff through our rapid notification system. This will come in the form of voicemail and email. For subscribers to our mobile app you will also receive a push notification and for those who have registered their cell phone number, you will receive a text message.

Additionally, for new information regarding school closure/reopening, visit <http://www.brevardschools.org> or follow us on Twitter (@BrevardSchools) or "like" us on Facebook (Brevard Public Schools Official) for the latest updates.

SENIORS / SPECIAL NEEDS

People with serious medical or physical conditions, or require a caregiver, or have other specific health-related needs, should call the Brevard County Emergency Management Office (321-637-6670) to pre-register for a "Special Needs Shelter."

The **Special Needs directory** is a confidential listing of Brevard County residents who need assistance due to their medical or physical condition. Residents who meet the Special Needs criteria and have **no other alternative for safe sheltering** should register annually with Emergency Management.

Applications can be requested from:

- Home Health Care or Hospice Agencies
- Medical Supply Companies
- Brevard County Emergency Management - Online at www.embrevard.com or by calling 321-637-6670.

For Special Needs Clients with Pets

Please ensure you complete the pet section on the Special Needs Application. Brevard County Sheriff's Office Animal Services Unit will assist you with sheltering your pet at one of the county animal shelters, while you are at your special needs shelter. When it is time to go to the shelter, you will receive a call notifying you that you will be picked up and an approximate time. You will need to have all of your items ready as well as your pet and their items. Once the emergency has passed and you are returned to your home, your pet will be returned to you.

**BREVARD COUNTY EMERGENCY MANAGEMENT
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SHELTERS**Before Shelters are Opened:**

As a result of lessons learned from Hurricane Matthew, we no longer list evacuation shelters on our website. The shelters that are opened for each hurricane or other emergency are dependent on the particular scenario, and we previously listed all of the shelters on our website, with a caveat that shelter openings are incident-specific. However, prior to and during Hurricane Matthew, we found that the news media as well as the general public assumed that all possible shelters would be opened.

We now will announce the locations of the shelters on the day that they are being opened, or the day before, to the news media; to the public via our website, Facebook and Twitter; and to 2-1-1, which the public can call at any time for information. At that time, we will be specific about which of the shelters will be pet-friendly.

SHELTER SLEEPING ARRANGEMENTS**Why do people in shelters sometimes have to sleep on the floors?**

- In times of large mass evacuations the number of persons seeking shelter sometimes exceeds the quantity of cots and blankets readily available for use. This means there may not be enough cots and blankets for everyone to use. Priority is sometimes given to sick, frail, and elderly evacuees.
- Shelters opened to handle the mass evacuations associated with an approaching hurricane are usually short-term in nature and may only be in operation for 24-48 hours. In most evacuation announcements aired by emergency management having to do with evacuations, citizens are advised to bring sleeping bags, blankets, and pillows to use until the "all clear" is given and people can begin to go home. When long-term shelters (shelters opened to house those with homes damaged or destroyed) are opened, every effort is made to ensure that cots and blankets are available as soon as possible for every shelter resident to use.

SHELTER LOCATIONS**Before Shelters are Opened:**

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Sometimes shelters do not open close to my home in hurricane evacuation. Why not?

Brevard County Emergency Management opens shelters during hurricane evacuations in areas where individuals and families will be safe from the most intense storms. The location of these shelters is decided depending on the storm forecast, and they will then be announced to the public. Additional shelters may open after the storm.

Shelter openings are incident-specific. Never go to a shelter unless local officials have announced it is open.

STORM DIRECTION**Which way is the hurricane headed?**

Please stay tuned to your local television and radio station for updated information.

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T

TORNADO WATCHES & WARNINGS

In case of tornado warnings or watches, please stay off the roads and remain in your safe room (interior room on lowest floor). Listen to your weather radio for more information.

Tornado Watches: Tornadoes are possible in and near the watch area. Review and discuss your emergency plans and check supplies and your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Acting early helps to save lives! Watches are issued by the Storm Prediction Center for counties where tornadoes may occur. The watch area is typically large, covering numerous counties or even states.

Tornado Warning: A tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Move to an interior room on the lowest floor of a sturdy building. Avoid windows. If in a mobile home, a vehicle, or outdoors, move to the closest substantial shelter and protect yourself from flying debris. Warnings are issued by your local forecast office. Warnings typically encompass a much smaller area (around the size of a city or small county) that may be impacted by a tornado identified by a forecaster on Radar or by a trained spotter/law enforcement who is watching the storm.

TRANSPORTATION TO A SHELTER

Through Brevard County's Special Needs Program, residents can register for transportation assistance to and from an evacuation shelter for individuals who do not have the ability to drive. Citizen registration must be updated annually. To register go to:

<http://web.brevardcounty.us/SpecialNeeds/Registration.aspx>

Transportation for Unregistered Residents

The VacuTrans program has been initiated to serve resident that have not registered into the Special Needs Registry.

- Transportation vehicles will be school buses and drivers.
- Each municipality, as well as unincorporated areas of the county, selects central locations for bus pick up of these citizens. (Suggested locations were gathering points for homeless, mobile home parks, church or parks.)
- If the estimated count of residents who want to use this central pick up program can be obtained, the Emergency Management Office and SCAT would record the information for planning purposes.
- Once an evacuation has been declared, all municipality and county pick-up locations will be notified by SCAT of estimated arrival times of the school bus.
- All possible methods will be used for getting the word out, including a blanket media promotion involving all agencies (faith-based, not-for-profit, municipal fire, police, and county resources). Locations will be published countywide.
- Round trip from pick up location to shelter and back will be provided.

V

VOLUNTEERING

American Red Cross of Florida's Space Coast is a volunteer based humanitarian organization that provides relief to individuals affected by disaster. The mission of the American Red Cross is to provide prevention, preparedness, and response services before, during, and after disasters, consistent with the mission of its Congressional Charter. It regularly holds volunteer meetings and training courses at its

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chapter office at 1700 Cedar Street, Rockledge, FL 32955, directly adjacent to the Brevard County Emergency Operations Center.

The American Society for the Prevention of Cruelty to Animals (ASPCA) constantly looking for new volunteers including advocates, daily care volunteers, and various other volunteers such as adoption center staff, and pet foster parents. The ASPCA offers both volunteer and training opportunities for pet related disaster response and encourages proactive disaster preparedness for pet owners.

Brevard Emergency Amateur Radio Services (BEARS) are a consortium formed by the radio clubs and operators in Brevard County to provide emergency communications assistance to county and municipal agencies as well as the National Weather Service, Florida Division of Emergency Management, American Red Cross, Salvation Army and other public and private service agencies. Members of the constituent clubs are considered to be "members" of BEARS. Meetings are held the fourth Thursday of each month at the Brevard County Emergency Operations Center, 1746 Cedar St, Rockledge FL at 19:15 Hours local time. Talk in on 147.135 MHZ (up 600).

Medical Reserve Corps is a team of healthcare, administrative professionals and others who volunteer their time and skills to support emergency medical workers in an emergency or disaster. Training is provided for volunteers to help prepare them for job assignments and general responsibilities as an MRC member. After an orientation to the MRC unit, members are offered a wide range of training opportunities.

<http://orange.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/medical-reserve-corps.html>

Salvation Army is a faith-based volunteer organization that provides disaster relief services. The Salvation Army's disaster response is community based, varying from place to place based upon the community's situation and the magnitude of the disaster. For more information on the North Central Brevard Salvation Army: <http://www.salvationarmyflorida.org/ncbrevard/>

Volunteers Active in Disaster (VOAD) is a national non-operational umbrella organization, which gives each of its members the privilege of independently- but cooperatively- providing and implementing its resources when responding to disasters. VOAD is committed to the philosophy that the time to train, prepare, and become acquainted with each other is best achieved prior to the time of actual disaster response.

For more information on Brevard County Volunteers Active in Disaster: <http://www.brevardvoad.org/>

W

WASTEWATER

With the possibility of continuing loss of power some pump stations can be affected. County residents are strongly encouraged to minimize water usage to sanitary use only.

WATER BOILING INSTRUCTIONS

Most water is safe for bathing, laundering and other non-consumptive uses.

To treat water, follow these steps:

1. Filter the water using a piece of cloth or coffee filter to remove solid particles.
2. Bring it to a rolling boil for about one full minute.

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3. Let it cool at least 30 minutes. Water must be cool or the chlorine treatment described below will be useless.
4. Add 16 drop of liquid chlorine bleach per gallon of water, or 8 drops per 2-liter bottle of water. Stir to mix. Sodium hypochlorite of the concentration of 5.25% to 6% should be the only active ingredient in the bleach. There should not be any added soap or fragrances. A major bleach manufacturer has also added Sodium Hydroxide as an active ingredient, which they state does not pose a health risk for water treatment.
5. Let stand 30 minutes.

If it smells of chlorine, you can use it. If it does not smell of chlorine, add 16 more drop of chlorine bleach per gallon of water (or 8 drops per 2-liter bottle of water), let stand 30 minutes, and smell it again. If it smells of chlorine, you can use it. If it does not smell of chlorine, discard it and find another source of water.

WATER STORAGE

Use directions provided by your local or state public health agency. In the case where you're your local or state public health agency does not have information, follow the recommendations below.

1. Make sure the water storage container you plan to use is of food grade quality, such as 2-liter soda bottles, with tight-fitting screw cap lids. Milk containers are not recommended because they do not seal well.
2. If your local water is treated commercially by a water treatment utility, you don't have to treat the water before storing it. Treating commercially-treated water with bleach is superfluous and not necessary. Doing so does not increase storage life. It is important to change and replace stored water every six months or more frequently.
3. If your local water is *not* treated commercially by a water treatment facility, that is, if your water comes from a public well or other public, non-treated system, follow instructions about water storage provided by your public health agency or water provider. They may recommend treating it with a small amount of liquid household bleach. Still, it is important to change and replace stored water every six months or more frequently.
4. If your local water comes from a private well or other private source, consult with your local public health agency about recommendations regarding storage of water. Some water sources have contaminants (minerals or parasites) that cannot be neutralized by treatment with liquid household chlorine bleach. Only your local public health agency should make recommendations about whether your local water can be safely stored, for how long, and how to treat it.
5. If you plan to use commercially prepared "spring" or "drinking" water, keep the water in its original sealed container. Change and replace the water at least once a year. Once opened, use it and do not store it further.

WATER TREATMENT

In addition to having a bad odor, and taste, water from questionable source may be contaminated by a variety of microorganisms, including bacteria and parasites that cause diseases such as dysentery, cholera, typhoid, and hepatitis. All water of uncertain purity should be treated before use. To treat water, refer to **Water Treatment Instructions**.

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PAST INFORMATION THAT HAS CHANGED AND IS NO LONGER RECOMMENDED

1. The only agent to use to treat water should be liquid household bleach. Other chemicals, such as iodine or products sold in camping or surplus stores for water treatment that do not contain 5.25 & hypochlorite as the only active ingredient, *are not recommended and should not be used.*
2. The only accepted measurement of chlorine or water treatment agents is the drop. A drop is specifically measurable. Other measures such as "capful" or "scant teaspoon" are not uniformly measurable, and are not to be used.
3. There is no difference between treatment of potentially contaminated water that is cloudy or clear.