INSIDE

Four Steps to Disaster Preparedness

Prepping for All Disasters

Hurricane Season
(June 1 – November 30)

Hurricane Maps

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Hillsborough County

Disaster Preparedness Guide

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Hillsborough County Emergency Management

A Great Place to Live, Work, and Play

Located in the thriving center of West-Central Florida, Hillsborough County is the largest county on the west coast of Florida, and a major part of the Florida High-Tech Corridor along Interstate 4. Situated between Orlando and the Gulf of Mexico, Hillsborough County features stunning natural treasures, a plethora of entertainment options, major employers, and the University of South Florida, a premiere research institution, all in a year-round temperate climate. Hillsborough County is a great place to live, work, and play.

Emergency Management is Prepared for You

The Office of Emergency Management is responsible for planning and coordinating actions to prepare, respond, and recover from natural or man-made disasters in Hillsborough County. The Office manages the County Emergency Operations Center, conducts emergency training, provides public education, helps coordinate the Community Emergency Response Teams, and many other tasks.

Four Steps to Disaster Preparedness

1. Determine Your Risk
   An important first step for all residents is to determine risk, as hurricanes are not just coastal disasters. The impacts of wind and water can be felt for hundreds of miles, and knowing a location’s vulnerability is vital. Beyond hurricanes, your location might be at risk for other disasters as well. Visit page 2 for a list of potential disasters.

2. Make a Plan
   Being prepared starts by having a plan. Where do you go if you have to evacuate? What should you do if you are sheltering in place? What about your business? What should you have packed and ready? What is in your disaster kit? Having a plan for every scenario is the best way to reduce your risk in case of a disaster. On page 4, find tips to tailor your plan specific to your needs. A full list of items to pack in your disaster kit can be found on page 5.

3. Stay Informed
   During a disaster, it’s important to stay up-to-date with the latest information from a reliable source. In Hillsborough County you can trust HCFLGov.net/StaySafe, the HCFL Alert system, and the County’s social media channels on Facebook, Twitter, and Nextdoor (@HillsboroughFL) to bring you the latest information when it’s available. For general County information, call (813) 272-5900, the County’s main information line. Check out page 8 for more details.

4. Get Involved
   There is always a need for helping hands before, during, and after a disaster. Learn how you can serve fellow residents during large-scale emergencies. Volunteer opportunities are available locally for individuals and groups. Find out more on page 16.
1. Determine Your Risk

While hurricanes are the most talked about disaster, other disasters can occur at any time. Determining your risk is the first step in staying safe and being prepared for all hazards and disasters, no matter your location.

**Lightning and Thunderstorms**
- If thunder roars, go indoors
- Stay inside for at least 30 minutes after thunder stops
- Do not use trees for cover
- Do not lie down in an open area
- Stay away from bodies of water
- Find a place to take cover, like a restroom in a park, a shelter on a beach, or inside a nearby business

**Tornadoes**
- Know the terms of a tornado threat:
  - Tornado Watch: tornadoes are possible, remain alert
  - Tornado Warning: tornadoes are confirmed, take shelter
- Head to an interior room without windows on the lowest floor of the building
- Never stay in an automobile
- If you are outside with no shelter, lie down in a low lying area, flat on the ground with your head covered

**Wildfires**
- Keep your home ready by removing dry leaves and plants within 5 feet of your house
- Report a fire to authorities immediately
- If ordered to evacuate, do so immediately
- Do not return until officials say it is safe to do so

**Active Shooter**
If there is an active shooter in your vicinity:
- Run if there is an easy escape path and evacuate the area
- If running is not possible, find a place to hide from the shooter
- As a last resort, if you cannot run or hide, fight

**Pandemic Disease**
- Get routine and travel-related vaccines
- Wash hands frequently with soap and water or hand sanitizer
- Avoid contact with sick people
- Stay home if you feel sick
- Cover your mouth and nose with a face mask when around others

- Follow all other CDC recommendations
- Monitor the news and HCFLGov.net/StaySafe for any recommendations not listed in this guide

**Marine Hazards and Rip Currents**
- Do not swim against the current
- Stay calmly afloat and signal for help
- Escape the current by swimming parallel to the shoreline
- When out of the current, swim at an angle toward the shore

**Flooding**
- Move to higher ground immediately
- Do not drive on or into a flooded roadway – turn around; don’t drown

**Suspicous Behavior**
- If you see something, say something
- You can report suspicious behavior to your local law enforcement agency or by calling 1-855-FLA-SAFE (1-855-352-7233)

**Hazardous Materials Incident**
- Listen for direction from authorities on evacuating or sheltering in place

**Damaged buildings**
- Do not enter a damaged building until local authorities say it is safe
- Leave your home if there is shifting or unusual noises
- Don’t walk or drive through floodwaters

**Power lines**
- Stay far away from damaged power lines whether they’ve fallen or are dangling overhead

**Power Outage**
- Use flashlights not candles to avoid fire risk
- Practice portable generator safety; see page 11
- Be careful with food and water - food in the refrigerator can start to spoil after four hours; drink bottled water only, as purification systems may not be working, and always use camp stoves/grills outdoors only

2. Make a Plan

**Disaster Preparedness Checklist**
It’s never too early or too late for Hillsborough County residents to prepare for a major event. Before a storm or other disaster heads this way, follow these steps below to prepare your families, homes, and businesses.

**Know your zone:** A flood zone is not the same as an evacuation zone. Learn the difference and find out which zone you are in by visiting HCFLGov.net/StaySafe.

**Prepare your pets:** Stock the necessary supplies for your pet, including a pet crate, food, medications, proof of current vaccinations, and registration tag.

**Pre-register for Special Needs Disaster Assistance:** Residents with special needs, seniors, and those without transportation can pre-register for shelter and transportation at HCFLGov.net/StaySafe or hillsborough.floridahealth.gov.

**Evacuation Zones vs. Flood Zones**
Though they are often mistaken for each other, Flood Zones and Evacuation Zones are two very different things. So what’s the difference? When do you use them? Here is what you need to know:

<table>
<thead>
<tr>
<th>When to check your Evacuation Zone</th>
<th>When to check your Flood Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before hurricane season to make sure your family is prepared</td>
<td>If you own, rent, or are buying a new property and don’t know if you need flood insurance</td>
</tr>
<tr>
<td>During a hurricane or major storm, to know if you should evacuate</td>
<td>If you refinance or get a mortgage</td>
</tr>
<tr>
<td>If you need building permits for work on your property</td>
<td>If you need building permits for work on your property</td>
</tr>
</tbody>
</table>

It’s important to know both your Flood Zone and your Evacuation Zone, and the difference between them. You can find out your evacuation and flood zones by using the tools at HCFLGov.net/StaySafe.

Still unsure? Here’s a helpful guide on when to use which map:
Get your property storm-ready: Take steps to get your residence or property ready for hurricanes and other inclement weather. See page 10.

Review Insurance policies: It is important to review and understand your policies including your deductibles. Take pictures of your valuables; take important papers with you if you have to evacuate and/or scan them into a computer file.

Consider buying flood Insurance. Flooding can occur everywhere in Florida, not just along the coastline. A standard homeowner or renters policy does NOT cover damage from flood; you will need to purchase a separate flood insurance policy.

Ready Your Business
Disasters come in many forms and can cause a business to close for days, weeks, or more. Revenue loss, damage to buildings and inventory, loss of electricity, staff shortages, and more may be likely. Here are a few tips to prepare a business to be ready for a disaster:

Make a Disaster Plan
As a business owner there is much to consider when creating a business continuity plan.

1. Employees are the backbone to most businesses. Have a plan to communicate with employees during an emergency. It is important to make employees aware of business hours or closures, and employees should know the evacuation and flood zones of the business and of their personal residence. To ensure that employees and their families are safe, it is important for business owners to communicate the business's disaster plan and provide employees with disaster planning resources such as Hillsborough County's Disaster Guide.

2. Customers will want to know when a business is closed and when their doors are open. How will the business communicate with customers during and after a disaster? How will customers know that a business is open or closed and the safety of the area?

3. Shoring up physical space is crucial to brick-and-mortar businesses. If there is time to prep a business’s physical space, what is the plan? Renting? Find out if the landlord has a disaster plan for the building.

4. Now is a good time to check insurance policies to find out what is covered and ensure the policy is up to date. Take pictures of inventory, equipment, and other business assets. These will come in handy with your insurance company if a disaster occurs.

5. Business equipment could be damaged in a disaster. Does the business have a back-up generator to keep equipment running? Are business records stored electronically or in a file cabinet? Consider how important documents might be backed up now, prior to a disaster.

6. If a business uses local suppliers, the supply chain may be affected in a disaster. Having a list of alternative suppliers and a contingency plan will be useful.

Help After the Disaster
The U.S. Small Business Administration (SBA) provides low-interest disaster loans to help businesses recover from declared disasters. The team at Florida SBDC at Hillsborough works alongside SBA business loan specialists to provide information and assist businesses in completing state and federal disaster loan applications. Contact Florida SBDC at Hillsborough County at HCFLGov.net/FSBDC or (813) 204-9267. After a disaster, the SBA may open Business Recovery Centers (BRC) to provide one-on-one assistance to impacted businesses to help them with submitting a disaster loan application.

Hillsborough County businesses should register at FloridaDisaster.biz to get help before, during, and after disasters. For more information, businesses can contact Hillsborough County Economic Development at (813) 204-9267.

Disaster Kit Checklist

<table>
<thead>
<tr>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Two-week minimum supply of medication, regularly used medical supplies, and a list of allergies</td>
</tr>
<tr>
<td>☐ A list of the style, serial number, and manufacturer information of required medical devices</td>
</tr>
<tr>
<td>☐ Batteries</td>
</tr>
<tr>
<td>☐ Flashlights, do not use candles</td>
</tr>
<tr>
<td>☐ NOAA Weather Radio, battery operated or hand cranked</td>
</tr>
<tr>
<td>☐ Cash, banks and ATMs may not be available after a storm</td>
</tr>
<tr>
<td>☐ Cell phone chargers</td>
</tr>
<tr>
<td>☐ Books, games, puzzles, or other activities for children</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Aid Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ First Aid Manual</td>
</tr>
<tr>
<td>☐ Sterile adhesive bandages of different sizes</td>
</tr>
<tr>
<td>☐ Sterile gauze pads</td>
</tr>
<tr>
<td>☐ Hypoallergenic adhesive tape</td>
</tr>
<tr>
<td>☐ Triangular bandages</td>
</tr>
<tr>
<td>☐ Scissors</td>
</tr>
<tr>
<td>☐ Tweezers</td>
</tr>
<tr>
<td>☐ Sewing needle</td>
</tr>
<tr>
<td>☐ Moistened towelettes</td>
</tr>
<tr>
<td>☐ Antiseptic</td>
</tr>
<tr>
<td>☐ Disinfectant wipes</td>
</tr>
<tr>
<td>☐ Hand sanitizer</td>
</tr>
<tr>
<td>☐ Thermometer</td>
</tr>
<tr>
<td>☐ Tube of petroleum jelly</td>
</tr>
<tr>
<td>☐ Safety pins</td>
</tr>
<tr>
<td>☐ Soap</td>
</tr>
<tr>
<td>☐ Latex gloves</td>
</tr>
<tr>
<td>☐ Sunscreen</td>
</tr>
<tr>
<td>☐ Aspirin or other pain reliever</td>
</tr>
<tr>
<td>☐ Anti-diarrheal medicine</td>
</tr>
<tr>
<td>☐ Antacid</td>
</tr>
<tr>
<td>☐ Laxative</td>
</tr>
<tr>
<td>☐ Cotton balls</td>
</tr>
<tr>
<td>☐ Q-tips</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Maintain a list of important phone numbers including: County emergency management office, evacuation sites, doctors, banks, schools, veterinarian, out of town contacts, friends and family</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Keep your motor vehicle tanks filled with gasoline</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pet Care Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Pet food and water to last at least 7 days</td>
</tr>
<tr>
<td>☐ Proper identification</td>
</tr>
<tr>
<td>☐ Medical records/microchip information</td>
</tr>
<tr>
<td>☐ A carrier or cage</td>
</tr>
<tr>
<td>☐ Veterinary records/microchip information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clothing</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Rain gear such as jackets, hats, umbrellas and rainboots</td>
</tr>
<tr>
<td>☐ Sturdy shoes or boots and work gloves</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Food and Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Food</td>
</tr>
<tr>
<td>☐ Nonperishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary items to last at least seven days</td>
</tr>
<tr>
<td>☐ Water, one gallon per person per day</td>
</tr>
<tr>
<td>☐ Non-electric can opener</td>
</tr>
<tr>
<td>☐ Paper plates</td>
</tr>
<tr>
<td>☐ Napkins</td>
</tr>
<tr>
<td>☐ Plastic cups</td>
</tr>
<tr>
<td>☐ Utensils</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Special Needs Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Specialty items for infants, small children, the elderly, and family members with disabilities</td>
</tr>
</tbody>
</table>

FloridaDisaster.org
Shelter in Place Plans

Sheltering in place may be best if you’re not in an evacuation zone, or if there is not a hurricane-related disaster.

When creating an evacuation plan, consider the following:

• Have a plan on where you will relocate
• Plan for delays and multiple stops; keep your gas tank full
• Keep cash on hand in case you need to utilize a transportation service
• Plan to evacuate tens of miles instead of hundreds of miles
• Know where to find State Evacuation Routes to get on the highway faster. These signs are usually white and blue and read “Evacuation Route”
• Visit the Hillsborough County Hurricane Evacuation Area Tool on HCFLGov.net/StaySafe for real time shelter locations and evacuation routes
• Visit GoHART.org for bus evacuation routes
• Remember: If you do not evacuate when transportation is made available, the storm may prevent additional vehicles from coming to pick you up

Evacuation Plans

If you live in an evacuation zone, you may be called to evacuate in an emergency. Mobile and manufactured home residents throughout the County must evacuate when an order is called.

When to Stay and When to Go

In case of a disaster, it may be safest for your family to evacuate, or it may be better to shelter in place. These tips can help you create a plan in case of any disaster.

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When to Stay and When to Go

In case of a disaster, it may be safest for your family to evacuate, or it may be better to shelter in place. These tips can help you create a plan in case of any disaster.
When Hurricane Season in Hillsborough County

June 1 – November 30

Throw these 8 Hurricane Myths to the Wind

Don’t let untrue claims about hurricanes put your family at risk. Hurricane season spawns lots of myths and disinformation. Here are eight of them:

<table>
<thead>
<tr>
<th>Myth</th>
<th>Fact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placing tape on windows helps prevent glass from breaking in high winds.</td>
<td>If anything, tape holds together large chunks of glass that are more dangerous than small shards. Forget tape. Install shutters, plywood, or impact-resistant windows.</td>
</tr>
<tr>
<td>Wind is the deadliest part of a hurricane.</td>
<td>It’s water. About half of hurricane-related deaths in the United States are attributed to storm surge, the sea level rise caused mainly by a tropical system pushing water toward the coast. Flooding due to rain is another major killer.</td>
</tr>
<tr>
<td>I’m not in the track “cone of uncertainty,” so I’m OK.</td>
<td>The cone shows the possible path of the center of a storm. It does not depict potentially destructive weather which can extend far beyond.</td>
</tr>
<tr>
<td>Emptying the swimming pool keeps it from overflowing into your house during heavy rains.</td>
<td>This precaution doesn’t hold water. Saturated ground can lift an empty pool. A pool filled with water is more likely to stay put.</td>
</tr>
<tr>
<td>Get as far away as possible from a storm’s projected path.</td>
<td>When evacuating, go to a safe location where your family can ride out the storm, such as a hotel or friend or family member’s home in a nearby town or county. Usually evacuating hundreds of miles away is unnecessary. Staying at a hurricane shelter is the last option.</td>
</tr>
<tr>
<td>After a storm passes, you’re safe.</td>
<td>People die or are badly injured removing debris from their homes and yards, falling off ladders while making repairs, accidentally touching high-voltage power lines, entering floodwaters, and becoming overheated. Be sure to remove debris safely and with the aid of others.</td>
</tr>
<tr>
<td>Your homeowners insurance has you covered.</td>
<td>Most policies do not pay for repairs or losses due to floodwater. That often requires an additional policy, or a rider to the one you have.</td>
</tr>
<tr>
<td>It can’t happen where I live.</td>
<td>Floridians who say they live in an area where hurricanes don’t hit, or a storm struck last year so it won’t happen again, are wrong. Long-term hurricane season forecasts, as well as days-out predictions of a hurricane’s path, are unreliable. It’s wise to prepare, every year.</td>
</tr>
</tbody>
</table>

3. Stay Informed

Get Connected. Stay Alert.

- HCFL Alert is Hillsborough County’s official mass notification system to keep everyone informed about emergencies. Register at HCFLGov.net/HCFLAlert
- Follow Hillsborough County’s official social media accounts @HillsboroughFL on Facebook and Twitter, and sign up for Nextdoor, for official information and updates during emergencies

Did You Know...

Storm Surge: Real Threat, or Hollywood Myth?

You may have noticed tall signs in your neighborhood warning you about storm surge. Those aren’t real, right? Wrong. Storm surge is what happens when water from the ocean is pushed to shore by weather like tropical storms or hurricanes. During hurricane season, storm surge is one of the primary threats to Hillsborough County residents, and one of the factors that determine whether your neighborhood will be ordered to evacuate.

Making and Using Sandbags

When used correctly, sandbags may be useful in redirecting stormwater and debris from your home. However, there are some limits to what sandbags can do. Learn about making and using sandbags, at HCFLGov.net/StaySafe.
Prepare Your Property

Hurricanes, tropical systems, and even intense afternoon thunderstorms can cause serious damage. Here are steps you can take to get your property disaster ready:

- Keep your insurance information and other important documents in a fireproof, waterproof safe or box. Inventory everything you have with video or photos.
- Remove trees with rotting trunks, and trim limbs and shrubs near your house.
- Clean rain gutters and drain pipes, ensuring no obstacles block the flow of water.
- Move patio furniture, potted plants, bird baths, and other lightweight, unsecured items indoors. Items that can’t be moved indoors should be tied down or secured.
- Turn over objects that collect rainfall and can become breeding grounds for mosquitoes.

Renters should also be prepared to weather a storm. Renters should consider getting insurance to protect their belongings. Landlords should make sure tenants know if there are any responsibilities they must take care of on the property. Both parties should consider exchanging emergency information, in case it’s needed.

Mobile and manufactured home residents should know that if an evacuation is called they must evacuate – no matter where their home is located in the County. All mobile and manufactured homes are considered to be in Evacuation Zone A.

Power Pointers

- If you see a downed power line, do not touch it. Do not touch tree limbs or other objects touching a power line.
- Do not attempt to tie generators into the house circuit. This can be dangerous to you, your neighbors, and to linemen. This should only be done by a certified electrician. Plug appliances directly into the generator.
- Should the power go out while you are cooking, remember to turn the stove off and remove any cookware from the cooking surfaces and oven.
- Do not open refrigerators or freezers during an outage unless absolutely necessary. Repeated openings cause the cold air to escape and food to thaw more quickly.
- If you smell gas, leave your home immediately and call power company.

Portable Generators

When a disaster cuts off electricity in your neighborhood, a portable generator can be your best friend. Or, it can cause serious harm. If you rely on a generator to provide power in an outage, it’s critical to know how to use it properly.

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run your machine a few times during the year, to ensure it’s ready when you need it.</td>
<td>Place a running generator inside your home, garage, or under eaves.</td>
</tr>
<tr>
<td>Have plenty of fresh fuel to power your generator.</td>
<td>Store fuel in your home or garage near fire hazards.</td>
</tr>
<tr>
<td>Check the oil and use heavy-duty, properly grounded extension cords.</td>
<td>Connect a generator to your home electrical box or exceed the wattage of your generator’s capacity without the help of a licensed electrician.</td>
</tr>
</tbody>
</table>

If you receive an alert on your TV, phone, or radio:

Take the actions listed here.
Follow instructions from local officials.
Follow the instructions in the alert.

- Advisory and Statement
  - Be aware! A hazard is expected to occur in your area or nearby, but its impact is not expected to be life-threatening.

- Watch
  - Be prepared! A hazard may possibly occur in your area or nearby.

- Warning
  - Take action! A hazard is expected to occur or is already occurring in your area or nearby, and its impact may be serious.

“THIS IS A TEST”

Officials sometimes send test or practice messages. Consider using this as a reminder to check your emergency plan and supplies.

Some hazards may not have an advisory, watch, or warning. Visit Ready.gov/Be-Informed to learn more about hazards not included in this guide. This is general guidance. Always defer to the alert.
During an emergency, please follow Hillsborough County on social media (@HillsboroughFL) and your local news stations for up-to-date information on shelter availability.

The Saffir-Simpson Hurricane Scale

Wind Speed | Type of Damage
--- | ---
74-95 mph | Very dangerous winds will produce some damage: Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled.

96-110 mph | Extremely dangerous winds will cause extensive damage: Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads.

111-129 mph | Devastating damage will occur: Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads.

130-156 mph | Catastrophic damage will occur: Well-built frame homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas.

157 mph or higher | Catastrophic damage will occur: A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas.
Emergency Shelters
In the event of an emergency, Hillsborough County has emergency shelters for residents and visitors. Shelters are a last resort and should be used only if you have no other options for evacuation. Residents should evacuate with friends or family or to a hotel/motel outside of the evacuation zone if possible.

If you must evacuate to a shelter, be advised:
- Shelters are opened on an as-needed basis
- Shelter openings may vary with each emergency
- Never go to a shelter unless local officials have announced it is open

Stay informed on shelter locations and openings by signing up at HCFLGov.net/HCFLAlert. All schools are ADA compliant.

Pet-Friendly Emergency Shelters
Hillsborough County offers limited pet-friendly shelters. To use a pet-friendly shelter you must:
- Bring proof of current rabies vaccination and license for dogs and cats
- Place pet on a leash or in a crate
- Bring a crate large enough for your pet to stand up and turn around. Cats need a crate large enough to contain litter and food/water
- Bring pet supplies, including: food, water, litter, treats, cleaning supplies, medications, etc.

You are responsible for the care of your pet while in the shelter. Cohabitation of pets and owners is not permitted.

Special Needs Shelters
Hillsborough County residents with special needs can register for special needs shelters through the Florida Health Department in Hillsborough County by visiting HCFLGov.net/StaySafe or hillsborough.floridahealth.gov. Those with special needs include:
- Someone with a medical condition that requires periodic observation, assessment, or maintenance
- Someone who depends on electricity for medical equipment, such as an oxygen machine or feeding tube
- Someone who, in a health expert’s opinion, might not fare well in a general population shelter

Registration before a storm expedites entry at the special needs shelter and assists shelters with planning. Residents not registered prior to a storm will be triaged onsite to determine if they meet eligibility.

Instructions for registration and more information is available at HCFLGov.net/StaySafe. It is important to pre-register for special needs shelters.
- Special needs shelters are for residents whose medical condition may require the use of electrical equipment, oxygen, or dialysis, or individuals with physical, cognitive, or medical conditions that may require assistance from medical professionals
- Please be ready when your transportation arrives; they will not return for you
- If you have a pet, please ensure you have all supplies prepared and that you have a carrier
- Bring a caregiver
- Remember only 60 square feet of space is available in Special Needs Shelters

General Population Emergency Shelters
These shelters are intended to provide immediate protection and save the lives of those in the path of a catastrophic and deadly storm. If you need to shelter in a County evacuation shelter, keep in mind:
- Evacuation shelters will not have cots, blankets, or supplies like face masks and hand sanitizer
- Each resident may only have space the size of approximately one sleeping bag
- Bring your disaster kit with bedding, medications, hygiene items, and any other specific items you might need for your family. See page 5. If you have specific comfort needs (i.e. special dietary or snacks), plan to bring those
- Alcohol, illegal drugs, and weapons are not permitted
- Plan for delays; transportation could take 90 minutes or longer and will have to make multiple stops
- Add money to your disaster fund for transportation service. You can always take a shared service like Uber, Lyft, cab companies, etc.
- Sheltering in place is a practical option to consider if you live in a sound structure outside of the evacuation area (especially if built since 2002 and not located in a flood prone area)

Evacuate tens of miles instead of hundreds of miles
- The Hillsborough County Hurricane Evacuation Assessment Tool (HEAT) available at HCFLGov.net/StaySafe includes real-time open/closed shelter locations, evacuation zones, and HART evacuation routes
- Visit HCFLGov.net/HCFLAlert and register for HCFL Alert for the timeliest updates
- 20 square feet of space available in General Population Shelter
4. Get Involved

When disaster strikes, local, state, and national emergency management professionals engage and respond, but more help often is necessary. Volunteer opportunities exist for residents to assist before, during, or after a disaster.

Join a Community Emergency Response Team (CERT) in your area. Hillsborough County’s CERT program educates volunteers about disaster preparedness and the emergency situations that may impact the county.

CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, allowing them to focus on more complex tasks.

By joining a Hillsborough County CERT team, you’ll get training in:
- Basic disaster response skills
- Fire safety
- Light search and rescue
- Team organization
- Disaster medical operations

CERT volunteers are trained, certified, and work with Hillsborough County’s Office of Emergency Management.

Another volunteer opportunity is with ARES RACES, a field organization of the American Radio Relay League (ARRL), the largest amateur radio advocacy and fraternal organization in the United States. ARES provides organization and guidance to help amateur radio operators to establish local emergency communications volunteer groups. ARES Emergency Coordinators work with local government agencies such as police, fire, sheriff, search and rescue, and offices of emergency management to determine what emergency communications needs may exist and how to best serve the community.

From finding a Volunteer Organizations Active in Disaster (VOAD) in your area, to donating supplies to a local charity, there are many ways you can help before, during, and after a disaster. Visit Ready.Gov/Volunteer for information on volunteer opportunities.
Homeless & Community Services
Hillsborough County’s Homeless & Community Services department partners with community organizations during times of crisis and disaster to provide a variety of services for the most vulnerable people in the county. Two of those critical functions are driven by the weather: implementation of the Cold Weather Shelter Program and support for Hillsborough County’s extreme heat response efforts.

Cold Weather Shelters open when the National Weather Service expects local temperatures including wind chill to dip to or below 40 degrees. Visit HCFLGov.net/Homeless for more information and a current shelter list.

*Organizations interested in hosting a cold weather sheltering site in the future can contact (813) 274-6834 for more information.

Extreme Heat Response
No matter if you are on a playing field or a construction site, too much heat can be dangerous. Extreme hot and humid conditions may reduce the body’s ability to cool itself, which can lead to heat exhaustion and other heat-related illnesses. Hillsborough County has water bottle filling stations and water fountains at recreation centers, libraries, and other facilities throughout the county to help quench your thirst on the go. Find a water filling station at HCFLGov.net/BottleFillingStations.

Extreme heat tips
• Drink plenty of fluids: Drink more fluids, regardless of how active you are. Don’t wait until you’re thirsty to drink.
• Wear appropriate clothing: Choose lightweight, light-colored, loose-fitting clothing.
• Stay cool indoors: Stay in an air-conditioned place as much as possible.
• Schedule outdoor activities carefully: Try to limit your outdoor activity to when it’s coolest, like morning and evening hours.
• Wear sunscreen: Sunburn affects your body’s ability to cool down and can make you dehydrated.
• Do not leave children or pets in cars: Cars can quickly heat up to dangerous temperatures, even with a window cracked open.
• Know the signs: Learn the signs and symptoms of heat-related illnesses and how to treat them.

*Information adapted from Centers for Disease Control and Prevention

Learn more about Homeless Services at HCFLGov.net/Homeless

Affordable Housing
When a natural disaster strikes and the president or governor issues an executive order declaring a disaster in Hillsborough County, the Affordable Housing department will administer state funds to assist residents with low to moderate incomes in the following ways:

Repair Assistance
• Payment of insurance deductibles for repair/rehabilitation of homes covered by homeowners’ insurance policies
• Purchase of emergency supplies to waterproof damaged homes
• Interim repairs to avoid further damage, such as tree and debris removal required to make housing units habitable
• Construction of wells or repair of existing wells where public water is unavailable
• Security deposits and temporary rental assistance for displaced households
• Removal of impending hazards that may damage a structure

Foreclosure Prevention Assistance
• Payment of past due mortgage payments (greater than one month up to 180 days) for payments of mortgages where foreclosure proceedings were initiated after disaster was declared. Eligible expenses include delinquent mortgage payments (principal, interest, taxes and insurance) and utility assistance
• Foreclosure prevention counseling with Housing Counseling

Owner Occupied Rehabilitation
Hillsborough County or eligible sponsors or subrecipients may perform necessary rehabilitation on substandard eligible single-family housing units for owner-occupied households. The County or eligible sponsors or subrecipients may perform new additions to the existing home or new construction or rehabilitation/preservation on an accessory dwelling unit (ADU) that will be occupied by family members to address overcrowding conditions. Improvements may include barrier removal, special needs modifications, health and safety repairs as needed, and the replacement of major systems such as HVAC, plumbing, roofing, and electrical.

Additional Resources
• Visit HCFLGov.net/StaySafe for more information on disasters in Hillsborough County, more in-depth tips on how to make a plan, evacuation, and shelter in place information
• Visit Ready.gov for more information about preparing for disasters and the government’s role in response
• Visit FloridaDisaster.biz to register your business in case of disasters
• Visit HCFLGov.net and search under Economic Development for more business services, workshops, and resources

Learn more about Homeless Services at HCFLGov.net/Homeless
## Important Contact Information

The following numbers may be useful in case of emergencies. Calling 911 should be reserved for emergencies only. For all the information found in this guide and more, you can visit [HCFLGov.net/StaySafe](http://HCFLGov.net/StaySafe).

### Disaster Related Information

<table>
<thead>
<tr>
<th>Disaster Related Information</th>
<th>Department / Agency</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Needs Shelter Registration</td>
<td>Florida Department of Health</td>
<td>(813) 307-8063</td>
<td>HCFLGov.net/StaySafe</td>
</tr>
<tr>
<td>General information and assistance</td>
<td>Hillsborough County Customer Service Call Center</td>
<td>(813) 272-5900</td>
<td>HCFLGov.net/StaySafe</td>
</tr>
<tr>
<td>Pet information</td>
<td>Hillsborough County Pet Resource Center</td>
<td>(813) 744-5660</td>
<td>HCFLGov.net/StaySafe</td>
</tr>
<tr>
<td>Building and development information</td>
<td>Hillsborough County Development Services</td>
<td>(813) 272-5600</td>
<td>HCFLGov.net/StaySafe</td>
</tr>
<tr>
<td>Solid waste information</td>
<td>Hillsborough County Solid Waste</td>
<td>(813) 272-5680</td>
<td>HCFLGov.net/StaySafe</td>
</tr>
<tr>
<td>Business preparation and assistance</td>
<td>Hillsborough County Economic Development</td>
<td>(813) 204-9267</td>
<td>HCFLGov.net/StaySafe</td>
</tr>
<tr>
<td>Law enforcement information</td>
<td>Florida Highway Patrol</td>
<td>(813) 558-1800</td>
<td>FLHSMV.gov</td>
</tr>
<tr>
<td>Law enforcement information</td>
<td>Hillsborough County Sheriff's Office</td>
<td>(813) 247-8000</td>
<td>Teamhcso.com</td>
</tr>
<tr>
<td>Law enforcement information</td>
<td>Tampa Police Department</td>
<td>(813) 276-3200</td>
<td>TampaPolic.gov</td>
</tr>
<tr>
<td>Law enforcement information</td>
<td>Plant City Police Department</td>
<td>(813) 757-9200</td>
<td>PlantCityGov.com/Police</td>
</tr>
<tr>
<td>Law enforcement information</td>
<td>Temple Terrace Police Department</td>
<td>(813) 506-6500</td>
<td>TempleTerrace.gov/171/Police-Department</td>
</tr>
<tr>
<td>Communications and internet information</td>
<td>Frontier</td>
<td>(800) 239-4430</td>
<td>Frontier.com</td>
</tr>
<tr>
<td>Communications and internet information</td>
<td>Spectrum</td>
<td>(800) 267-6094</td>
<td>Spectrum.com</td>
</tr>
<tr>
<td>Natural gas utilities</td>
<td>TECO Peoples Gas</td>
<td>(877) 832-6747</td>
<td>PeoplesGas.com</td>
</tr>
<tr>
<td>Electric utilities</td>
<td>TECO</td>
<td>(877) 588-1010</td>
<td>Tecoenergy.com</td>
</tr>
<tr>
<td>Crisis counseling and service referral information</td>
<td>Crisis Center of Tampa Bay</td>
<td>211</td>
<td>Crisiscenter.com</td>
</tr>
<tr>
<td>Crisis counseling and service referral information</td>
<td>American Red Cross</td>
<td>(813) 348-4820</td>
<td>Redcross.org</td>
</tr>
<tr>
<td>Crisis counseling and service referral information</td>
<td>Catholic Charities</td>
<td>(813) 631-4370</td>
<td>Ccdosp.org</td>
</tr>
<tr>
<td>Crisis counseling and service referral information</td>
<td>Salvation Army</td>
<td>(813) 226-0055</td>
<td>Salvationarmyflorida.org/tampa</td>
</tr>
<tr>
<td>Business preparation and assistance</td>
<td>Business Disaster Hotline</td>
<td>(813) 301-7458</td>
<td>N/A</td>
</tr>
<tr>
<td>Transit and emergency transportation information</td>
<td>Hillsborough Area Regional Transit (HART)</td>
<td>(813) 254-4278</td>
<td>GoHART.org</td>
</tr>
<tr>
<td>Drainage issues, street flooding, or other flooding issues</td>
<td>Hillsborough County Public Works</td>
<td>(813) 635-5400</td>
<td>HCFLGov.net/AtYourService</td>
</tr>
</tbody>
</table>

### Notes:

- [HCFLGov.net/StaySafe](http://HCFLGov.net/StaySafe) for more information.
This Hurricane Season

En esta temporada de huracanes

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¡Inscríbase hoy mismo!

Visit HCFLGov.net/HCFLAlert

Sign up today to receive HCFL Alerts from Hillsborough County for emergency notifications and more.

Inscríbase hoy mismo para recibir alertas HCFL sobre notificaciones de emergencia del condado de Hillsborough y mucho más.