A message to our community:

In an emergency, every second counts.

Planning what to do before a disaster strikes provides the best protection for you and your family. As Duval County Emergency Management, we take the safety of Jacksonville’s residents seriously, and urge you to take time now to prepare for a potential emergency.

This 2015-2016 Emergency Preparedness Guide is your one-stop resource to help you and your family stay safe in a storm, fire, flood, tornado or hurricane. Offering comprehensive information, this guide tells you what to do before, during and after an emergency situation.

While we want you to remain safe year-round, the information contained within the guide is particularly relevant to hurricane season, which began June 1.

Again, plan ahead and don’t be caught unaware. Make a disaster plan with your family, including a communications plan, and assemble an emergency supply kit. Take time now to learn more about designated shelters and identify your best sources for up-to-date emergency information. Be JaxReady!

Duval County Emergency Management
The most important thing to do during an emergency is to stay informed! Scientific advances in forecasting nature’s most powerful and destructive storms mean nothing if people do not understand the risks involved to their life or property. There’s no better way to stay in touch than by keeping up with First Coast News on all of your devices.

Did you know that water is significantly more destructive than wind and has accounted for more than 60 percent of all tropical cyclone fatalities since the 1970s? Unfortunately, significant damage from storm surge and freshwater flooding can occur outside the main storm track. In 2004, Duval County was not hit by the eye wall from either Hurricane Charley or Hurricane Jeanne, yet winds were strong enough to knock out power and cause damage. You can count on our weather team to show you the impacts well beyond the main storm track. We will show you the exclusive cone of concern to keep you and your family safe.

Information from the advancements we referenced earlier will include storm surge measurements so you know how high water will actually rise where you live. Not only will you be able to determine the impact on your home, but also the roads you and first responders would travel on to help those in need. It is important to know if you are in an evacuation zone. Remember, you do not have to live at the beach to be in an evacuation zone. In 1964, Hurricane Dora caused water along the river to rise to a higher level than at the beach. In fact, the worst flooding was well inland near Live Oak. In order to help you know your zone, First Coast News will utilize updated evacuation zones that have taken into account new scientific modeling. This new evacuation zone information will be combined with watches and warnings.

In an emergency, every second counts. Take time to learn what watches and warnings mean. A watch is issued up to 48 hours before possible dangerous floods or wind arrives and a warning will be issued 36 hours before the fury of a storm. Our forecasts have never been better. Our meteorologists now have possible storm tracks five-to-seven days before these tropical cyclones may impact our area. This advancement is just another reason why it is important to keep checking back with FCN to stay prepared. We will include the latest track and cone of concern both on-air and through our social media.

Make sure you download the First Coast News app for your Apple or Android device. We’ll bring you everything you need to know before, during, and after a storm. You can also “like” First Coast News on Facebook and follow @FCN2go on Twitter. Plus, your favorite First Coast News meteorologists are on Facebook, Twitter and Instagram. We’ll be there for you even when your power goes out. Here is to a safe hurricane season!
Tropical Storms and Hurricanes

A tropical storm is a rotating, organized system of clouds and thunderstorms that originates over tropical or subtropical waters and has a closed low-level circulation. Often, the most significant threat from a tropical storm or hurricane is the storm surge.

There are four levels of tropical storms:
- Tropical Depression – Maximum sustained winds of 38 mph or less.
- Tropical Storm – Maximum sustained winds of 39-73 mph.
- Hurricane – (Category 1, 2) Maximum sustained winds of 74-110 mph.
- Major Hurricane – (Cat. 3, 4, 5) Sustained winds of 111 mph or higher.

Storm Watches

Tropical Storm and Hurricane Watches are issued when conditions are possible in some portion of the watch area over the next 48 hours.

Storm Warnings

Tropical Storm and Hurricane Warnings are issued when conditions are expected in some portion of the warning area within 36 hours or less.

Storm Surge

Storm surge is an abnormal and often dangerous rise of water levels. The flooding effects can occur suddenly and are in addition to the predicted tide or astronomical tide. According to the National Weather Service, just 6 inches of fast-moving flood water can knock over an adult; 2 feet of rushing water can displace most vehicles. Both situations present a drowning threat. Large, battering waves on top of the storm surge, and debris in the water can also pose significant threat of injury or death.

Depending on a storm’s strength and the terrain, a storm surge can also flood inland areas. This widespread threat can cut off evacuation routes and make it difficult or impossible for emergency responders to reach you and provide assistance.

Flooding

Flooding is one of the most common natural hazards, and it can happen with little warning. Some floods develop slowly, over long periods of rainfall; others develop quickly from heavy rain (“flash floods”). Floods may occur when rivers and streams overrun their banks, or due to an accumulation of rainwater on saturated ground and paved surfaces. Occasionally, areas may flood due to blocked drainage systems.

Flooding risk is not just based on history, but also on rainfall, topography, flood-control measures, river-flow and tidal-surge conditions, as well as changes due to land development and construction. These factors are considerations in the Evacuation Zone maps featured on pages 10 – 14 in this guide.

Driving on flooded roadways is very dangerous. Flood waters can be swift and powerful. More than half of all flood-related drownings occur when vehicles enter flooded roadways. When you see flooded roadways, remember: Turn Around, Don’t Drown!

Most homeowners insurance, even with a hurricane policy, does NOT cover flood damages. Flooding from rising waters requires a separate insurance policy. Contact the National Flood Insurance Program at (800) 767-4341 or visit www.floodsmart.gov for flood insurance details.

Thunderstorms/Lightning

All thunderstorms produce lightning, which is a leading storm-related killer. According to the National Weather Service, lightning causes approximately 80 deaths annually and about 300 injuries per year. Most of these fatalities and injuries occur when people are caught outdoors during summer storms.

Thunderstorms can produce damaging winds that exceed 100 mph, and can also spawn tornadoes and hail. However, the leading cause of death associated with thunderstorms is flash flooding, which leads to more than 140 fatalities each year, according to the National Weather Service.
If an evacuation order is given for wildfires in your area, you should leave immediately to protect yourself and your family. If you encounter smoke while driving, follow these tips:

- Slow down and use your low-beam headlights,
- If the smoke becomes so thick that you cannot see clearly enough to continue driving, pull off the roadway and stop. Turn on your emergency flashers.
- Exit the vehicle and move to a safe location away from traffic.
- Report the hazard to the nearest Florida Highway Patrol office so FHP can take steps to warn other motorists. Dial *FHP (*347) for the nearest Florida Highway Patrol office.

Tornadoes

Tornadoes are nature's most violent storms. They extend from a thunderstorm to the ground with winds that can reach 300 mph. Damage paths from tornadoes can stretch several miles. While some tornadoes are clearly visible, others are obscured by rain or low-hanging clouds. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible. Before a tornado strikes, the wind may be calm and the air may become still.

Tornado danger signs include:

- Dark, often greenish sky
- Hail
- Loud roar, similar to a freight train

Tornadoes may accompany tropical storms and hurricanes as they move inland. While there is no designated tornado season, tornadoes occur more frequently in the spring and summer months. Tornado-related deaths average 70 per year.

**Tornado Watch**

A Tornado Watch means conditions are favorable for the development of tornadoes within and close to the watch area.

**Tornado Warning**

A Tornado Warning means a storm spotter has observed a tornado or radar is indicating that a tornado is occurring or is imminent in the warning area.

Wildfires

Wildfires are common throughout Florida and can spread quickly, igniting brush, trees, and houses. To protect your residence, the Florida Forest Service recommends maintaining a “defensible space” — a zone free of flammable plants and debris — of at least 30 feet around your house and other structures. This means that you should remove dead branches, shrubbery and other debris. You should also mow grass regularly and prune tree limbs within the defensible space to a height of 10 to 15 feet from ground level. Otherwise, lower limbs draped with vines and debris could act as “ladder fuel” by igniting and allowing fire to reach your roof or soffits. Also, remove accumulated leaves from your roof and gutters. More prevention information is available at www.floridaforestservice.com. Select the “Wildfire” link.

Watches and Warnings

**Watch = Be Alert**

A weather watch means conditions are possible for severe weather within the area of concern.

**Warning = Take Action**

A weather warning means that conditions are occurring or about to happen in the area of concern.
Family Plan

- Create a plan that identifies each task and who is responsible.
- When drafting your plan, consider the possibility that family members might be away from home, at work, or school.
- Determine evacuation routes in advance. Identify a secondary route, since main routes may be congested.
- Create a family communications plan, which includes an emergency contact list. Include an out-of-town contact who you and your family can check in with if a disaster occurs.
- Determine what you will do if you are separated during an emergency.
- Create a disaster supply kit (See page 7).
- If you evacuate, take your disaster supply kit with you. Tell friends and relatives where you are going and secure your home.
- If hurricane force winds occur, it is required that all mobile home residents evacuate and seek safe shelter.
- If you stay at home, select an interior room or hallway, on the lowest floor with no windows, for shelter during the storm.
- Register those with special needs with Duval County Emergency Management (See pages 18 – 20).

Pet Plan

- Create a pet preparedness kit in an easily accessible, sturdy container.
- Preparedness kits should include: medications, medical records, proof of current shots, sturdy leashes, current photos of your pets, food, drinkable water, bowls, cat litter, manual can opener, pet bed or toys.
- Locate the nearest pet-friendly shelter. Only household pets are allowed, such as dogs, cats, ferrets, hamsters and small rabbits at pet-friendly shelters. Pets are not permitted at general population shelters; only service animals are allowed. NOTE: no reptiles are permitted in any shelter.
- Animals must be cared for by their owners when in pet-friendly shelters. Shelter staff will not feed or clean up after pets.
- Contact hotels and motels along your planned evacuation route to check pet policies. www.petswelcome.com provides pet-friendly hotel information.
- Make a list of boarding facilities and veterinarians who can shelter animals during an emergency.

Business Plan

- Develop a 24-hour emergency contact list with phone numbers of key employees.
- Set up telephone numbers for employees to check in and receive company information.
- Establish a temporary location for business operations in case your facility is damaged.

Livestock Plan

- Make sure all animals have some form of identification (e.g., tags, papers).
- Evacuate animals whenever possible. Map out primary and secondary evacuation routes in advance.
- For large livestock, make available the necessary vehicles and trailers for transporting and supporting each type of animal as well as experienced handlers and drivers.
- Ensure evacuation destinations have food, water, veterinary care and handling equipment for livestock.
**Water**

Have at least 1 gallon of water per person per day (2 quarts for drinking and 2 quarts for food preparation and sanitation)

Keep at least a 7-day supply of water for each person in your household

**Food**

Ready-to-eat canned meats, fruits, vegetables
Canned juices, milk, soup
Manual can opener
High-energy foods: peanut butter, jelly, crackers, granola bars, trail mix
Vitamins
Food for infants, elderly persons or persons on special diets
Comfort foods: cookies, hard candy, favorite cereals, lollipops, instant coffee, tea bags

**Sanitation**

Toilet paper, hand wipes, soap, liquid detergent, personal hygiene items, plastic garbage bags and ties (for personal sanitation), plastic bucket with tight lid, disinfectant and household chlorine bleach

**Clothing and Bedding**

Sturdy shoes or work boots, rain gear, blankets, or sleeping bags, hat and gloves, thermal underwear and sunglasses

**Special Items**

**For babies**
Formula, diapers/wipes, bottles, and medications

**For adults**
Medications: heart and high-blood pressure, insulin, all prescription drugs
Pet supplies
Special needs: denture supplies, contact lenses and supplies, extra eyeglasses
Entertainment: games and books
Important family documents: insurance policies, wills, household inventory, identification

**Tools and Supplies**

Mess kits, or paper cups, plates and plastic utensils
JaxReady Emergency Preparedness Guide
Battery-operated radio, extra batteries
Flashlight and extra batteries
Cash, checks, coins
Non-electric can opener, utility knife
Fire extinguisher: small canister, ABC type
Pliers
Tape
Matches in a waterproof container
Aluminum foil, plastic storage containers
Signal flare
Paper, pencil, needles, thread, medicine dropper
Shut-off wrench (to turn off gas & water)
Whistle
Plastic sheeting
Map of area (for locating shelters)
Fully charged cell phone, extra batteries
Insect repellent
Using Accountability & Assessment Systems

Following a declared disaster, all military active duty, civilian employees and family members are required to log into their respective, web-based Accountability and Assessment Systems to muster, identify their new location and provide updated contact information. If you and/or your family have been adversely affected, complete a Needs Assessment. A Family Support Representative will contact you to determine the appropriate response and/or assistance.

Please don’t wait for an emergency to update your contact information.

Muster Instructions for Army, Navy, Air Force & Coast Guard

1. Upon reporting to your new unit, or if any of your information changes, login to your Accountability and Assessment System and update it.

2. During an emergency or displacement, proceed to your designated safe haven as directed.

3. Once danger has passed and you have arrived at your safe haven, log into system websites and muster. Contact your chain of command regarding your safety. If you can’t login, report to your chain-of-command via any available means of communication or call the applicable helpdesk for assistance. (USCG personnel respond to your alert message via phone or email and provide individual status).

4. Complete the needs assessment in the applicable system website. Continue efforts to muster until accounted for.

Instructions for Marine Online (MOL) Accountability System


Step 2: During an emergency or displacement, proceed to your designated safe haven as required by evacuation protocol. Once you arrive at your safe haven, log into MOL and select the applicable disaster event code, accountability code, and adjust the planned location address. Contact your chain of command regarding your safety.

Step 3: After storm passage, upon termination of the accountability requirement and return to their permanent residence, the Marine will select the ‘000’ disaster event code and update the planned location address if applicable.

Important Websites & Numbers

Navy and Marine Corps
Ready Navy: www.ready.navy.mil
Marine Online (MOL): https://www.mol.usmc.mil
Navy Personnel Command Emergency Coordination Center: 1(877) 414-5358
DON Civilians, Dependents Helpline: 1(877) 689-2722
Individual Augmentee Family Helpline: 1(877) 364-4302
Navy and Marine Corps Relief Society: 1(361) 961-3482 or www.nmcrs.org
Community Services Information & Referral: 1(800) 336-4663

Army

Ready Army: www.acsim.army.mil/readyarmy/ra_adpaas.htm
Army Well-Being Division Helpline: 1(800) 833-6622
Army Emergency Relief: www.aerhq.org
Army and Air Force Mutual Aid Society: www.aafmaa.com

Army Disaster Personnel ADPAAS
https://adpaas.army.mil or Helpdesk: 1(800) 833-6622

Navy Family NFAAS
https://www.navyfamily.navy.mil or Helpdesk: 1(877) 414-5358
Please note the Navy AAS is available on your smartphone via an app.

Air Force Personnel AFPAAS
https://afpaas.af.mil or Helpdesk: 1(800) 525-0102

Coast Guard Personnel CGPAAS
https://cgpaas.uscg.mil or Helpdesk: 1(866) 946-9183
Air Force
Ready Air Force: www.beready.af.mil
Air Force Personnel Center Helpline: 1(800) 525-0102
Army and Air Force Mutual Aid Society: www.aafmaa.com

Coast Guard Sector Jacksonville
www.cgmahq.org
Coast Guard Mutual Assistance: (904) 564-7592

National Guard
www.fl.ng.mil
Florida National Guard Family Programs (staffed 24/7): 1(800) 260-0360
National Guard Bureau Family Program Hotline: 1(888) 777-7731

TRICARE
www.TRICARE.mil
South Region: 1(800) 444-5445. www.humana-military.com
North Region: 1(877) 874-2273. www.hnfs.com
West Region: 1(877) 988-9378. www.uhcmilitarywest.com

Local Installation Contact Information
Naval Station Mayport Quarterdeck: (904) 270-5401
Information Line: 1(855) 891-6306
Naval Air Station Jacksonville Quarterdeck: (904) 542-2338
Command Duty Officer: 1(800) 849-6024
www.facebook.com/NASJacksonville

Naval Submarine Base Kings Bay Quarterdeck: (912) 573-2020/2021
Information Line: (912) 573-4636
www.facebook.com/nsbkingsbay?fref=ts

Coast Guard Sector Jacksonville: (904) 564-7592 / (904) 564-7500
www.uscg.mil/d7/sectJacksonville/WelcomeAboardStationMayport.asp

Marine Corps Support Facility Blount Island: (904) 874-8038
Information Line: (904) 714-6290
Web Page: www.bic.marines.mil

Florida Air National Guard, 125th Fighter Wing
Officer of the Day: (904) 741-7100
www.fl.ang.af.mil
Facebook: www.facebook.com/FloridaAirNationalGuard

Florida Army National Guard Headquarters
St. Augustine Staff Duty Officer: (904) 814-7235
Staff Duty NCO: (904) 814-7236
St. Augustine Information Line: (904) 823-0364
Facebook: www.facebook.com/FloridaNationalGuard
Knowing your evacuation zone is critical to your safety. It is also important for residents to understand the risks associated with hurricanes and follow emergency instructions. Evacuation zones are created based on a variety of factors that include storm surge, freshwater flooding, and isolation. The evacuation zone model is different from past years, when only the category of a storm was used to determine the evacuation zone.

The areas located in Zone A are the most vulnerable and will be the first to be evacuated, including manufactured homes and mobile homes.

As storm effects intensify, the level of evacuation will expand, moving from level B through E. Zone F accounts for areas likely to flood from rainfall. Knowing your zone allows you to evacuate when the time comes.

If you believe your home would be unsafe in a hurricane, you should evacuate early. Most of Duval County’s low-lying areas are along the coast and waterways. Determine your evacuation zone by reviewing pages 11-14. You can also find more information on the JaxReady mobile app or by visiting www.jaxready.com.
Northeast Quadrant

As depicted on the map’s legend, Zone A includes the locations that are most likely to flood, given the factors described on page 10 of this guide. Zone A will be the first to be evacuated. As storm effects intensify, the evacuation area will expand, moving from Zone B through E. Please note that Zone F includes locations likely to flood from rainfall. You can determine your evacuation zone using the JaxReady App and entering your address, or by visiting www.jaxready.com.
Northwest Quadrant

As depicted on the map’s legend, Zone A includes the locations that are most likely to flood, given the factors described on page 10 of this guide. Zone A will be the first to be evacuated. As storm effects intensify, the evacuation area will expand, moving from Zone B through E. Please note that Zone F includes locations likely to flood from rainfall. You can determine your evacuation zone using the JaxReady App and entering your address, or by visiting www.jaxready.com.
Southwest Quadrant

As depicted on the map’s legend, Zone A includes the locations that are most likely to flood, given the factors described on page 10 of this guide. Zone A will be the first to be evacuated. As storm effects intensify, the evacuation area will expand, moving from Zone B through E. Please note that Zone F includes locations likely to flood from rainfall. You can determine your evacuation zone using the JaxReady App and entering your address, or by visiting www.jaxready.com.
Southeast Quadrant

As depicted on the map’s legend, Zone A includes the locations that are most likely to flood, given the factors described on page 10 of this guide. Zone A will be the first to be evacuated. As storm effects intensify, the evacuation area will expand, moving from Zone B through E. Please note that Zone F includes locations likely to flood from rainfall. You can determine your evacuation zone using the JaxReady App and entering your address, or by visiting www.jaxready.com.
Duval County has three major routes to travel west from the beaches, and two interstates that can be used to travel north or west to a safer location.

Non-residents and Visitors: Traffic will be routed from the southern point of entry into Duval County on I-95 North, onto I-295 North, and back onto I-95 North to exit the county.

Residents: Traffic will be routed westward from the beachfront communities on either J. Turner Butler Boulevard, Beach Boulevard, or Atlantic Boulevard. Traffic will then be routed westward through the Downtown area, to I-10 West until evacuees have entered a public shelter, reached a safe area in the county, or departed the county. Other areas within the pre-designated evacuation zones generally travel through the Downtown area onto I-10 West until evacuees enter a shelter or depart Duval County.

Remember, plan ahead and be prepared to evacuate based on instructions from city officials. If an evacuation is ordered, have enough gas and cash, as well as other essentials, such as maps, medicines, food, water, and items for you and your pets. Once you have decided to evacuate, leave early.
WJCT has joined forces with Florida’s public radio stations statewide to form the Florida Public Radio Emergency Network (FPREN) to communicate emergency information through a seamless system of free over-the-air FM radio as well as mobile applications. The venture, funded by the State of Florida, builds on the long and successful history of public radio stations in providing critical information to millions of Floridians and visitors during times of crisis.

Craig Fugate, Administrator of the Federal Emergency Management Agency, said the need for the network became apparent in the late 1990s, when Hurricane Floyd paralleled Florida’s coast, and more than 2 million people evacuated. Though Floyd never made landfall in the state, the storm showed that as people left their homes, they had trouble getting the information they needed to stay safe.

“It demonstrated to us that we need to do a better job of, ‘How do you communicate with people once they’ve got on the road?’” Fugate said. “Public radio became the answer.”

When you are at home, 89.9 WJCT-FM is your best source for information. If you are traveling throughout the state, you can still get the same important information from any of the other FPREN stations. In the event of evacuations, signage on the state’s interstate highways indicates the exact frequency of the public radio station in each area.

WJCT is stronger than ever in both infrastructure and staffing and equipped to stay on the air even during times of massive power outages in order to deliver important information to you before, during and after an emergency. During a weather incident, we will continue to provide recovery information for as long as necessary. Working in partnership with the Florida Division of Emergency Management and our local Emergency Operations Centers, you can be assured of having access to the most up-to-date information. FM radio is still the best and most reliable way to get information.

“Oftentimes, the only signal that can get through in a disaster is a radio signal,” Fugate said. “Once the Internet is jammed or goes out… it’s going to be radio.”

During times of emergency, 89.9 WJCT-FM and WJCTNews.org will have all of the information you need in one place. Remember to keep a battery or crank-up radio at your side and check our website for tips, updates, and recovery information.
If you plan to evacuate during a storm or disaster and have nowhere safe to go, consider a shelter. Shelter openings will be announced on television, radio and the Internet. **Only proceed to a shelter after it has been announced the shelter is open.** Shelters should be a place of last resort. They provide two basic necessities: shelter and food.

The three types of shelters that could open following an incident are:

**General Population**
Managed by the American Red Cross, these shelters are open to the public on a first come, first served basis.

**Pet Friendly**
Animal Care and Protective Services assists with the pet-friendly shelters. Reptiles will not be accepted at pet-friendly shelters.

**Special Needs**
The Duval County Health Department is responsible for special needs shelters. Individuals who plan to use special needs shelters must pre-register with Duval County Emergency Management. If needed, transportation will be provided for those who pre-register.

If transportation is needed to evacuate to a shelter, and you are not located near a pre-designated bus stop, you must register for transportation.

Before going to a shelter, be sure to secure your home and eat something, if time permits. A shelter is a place of safety for those whose homes are unsafe. There is very little privacy in a shelter, and the conditions are often crowded.

**Volunteer Opportunity**
Your local American Red Cross needs volunteers to help staff shelters during a time of disaster.

Call (904) 358-8091
Who is a Special Needs Client?

A special needs client is someone who is medically dependent on electricity for life support equipment and/or requires observation, has a chronic condition that requires assistance, needs assistance with medications or takes medications that must be refrigerated, or is a Dementia or Alzheimer’s patient or has contagious health conditions that require minimal precautions or isolation.

Registration

Any person that meets the above criteria and plans to use a shelter during an evacuation must pre-register by calling, mailing or faxing the form on page 19 and page 20 of this guide to Duval County Emergency Management.

MAIL
Jacksonville Fire & Rescue Department
Emergency Preparedness Division
515 N. Julia Street, 4th Floor
Jacksonville, Florida 32202

FAX (904) 630-0600

PHONE (904) 255-3110

A new registry is created each January, so it is important for you to re-register each year to remain in the system. Each individual’s registration form is reviewed by a health care professional and then categorized by the assistance required.

Completing Your Special Needs Registration Form

- Complete all medical questions.
- Print, block style. No cursive.
- Remember to indicate if transportation is needed. Indicate “No” if not. Please make sure to complete that section.
- Remember to list a contact number.
- List only prescription medications.
- Complete one form per person. (If you or other household members need to register, please complete one form for each person.)
- Remember to add your apartment/unit number.
- A new form is required annually. We do not keep your information from prior years.
- Remember to inform us of the death of loved ones so they can be removed from the registry.

Each client must re-register every year to remain in the system.
CITY OF JACKSONVILLE / DUVAL COUNTY
SPECIAL MEDICAL NEEDS REGISTRATION FORM

Do you plan on using a Public Shelter in the event of a disaster? □ NO □ YES (CHECK ONE)
If “NO,” DO NOT COMPLETE THIS FORM. □
If “YES,” please complete ALL information on both sides of this form and mail it to the return address on the back.
NOTE: REGISTRATION should be UPDATED and submitted ANNUALLY. PLEASE PRINT INFORMATION

REQUIRED Personal Enrollment Data (One person per form):

Name: ____________________________ Sex: □ Male □ Female
First          Middle
Last
Address: ____________________________ Street (Including Apartment or Unit Number) City State Zip

*Telephone: ____________________________ Alt Number/Email Address: ____________________________
Height: ___ Ft ___ in Date of Birth: __________ Age: ___ Wt: ___ Language: ____________________________
Residence Type: □ House/Duplex □ Mobile Home/Trailer □ Apartment/Condo
Living Situation: □ Living Alone □ With Parents □ With Family □ With Non-Relative
Name of Contact in your home: ____________________________ □ Pets (non-service animal)

Emergency Contacts:

(Local) Name: ____________________________ Relationship: __________ Phone: ____________________________
(Non-Local) Name: ____________________________ Relationship: __________ Phone: ____________________________

Special Medical Needs (Check all that apply):

□ Medical Dependence on Electricity □ Medication requiring refrigerator □ Feeding pump □ Suction □ Other ____________________________
□ CPAP - BIPAP □ Medical Dependence on Oxygen □ O2 Concentrator □ Nebulizer □ Respirator Dependent □ Assistance with administration of Medications, Including Insulin □ Dialysis Dependent
□ Cognitive Impairment □ Anxiety/Depression □ Mental Health Problem □ Alzheimer’s □ Dementia □ Developmentally Disabled □ Psychiatric or Personality Disorder: ____________________________
□ Speech Impaired □ Vision Loss/Impaired □ Hearing Loss/Impaired □ Service Animal □ Incontinence
□ Mobility Impaired □ Walker/cane □ Wheelchair □ Hoyer Lift
□ Bedridden □ Open Wounds/Decubitus □ Morbid Obesity
□ Hospital Preferred: ____________________________

Assistance Required:

Do you have a caregiver who will be with you? □ NO □ YES (Caregivers are highly recommended!)
If “Yes,” Name: ____________________________ Phone: ____________________________

Do you need transportation to a Special Needs shelter in the event of a disaster? □ NO □ YES
If “YES,” Check One: □ JTA Wheelchair Bus □ Ambulance: ____________________________ (Name Company)

NOTE: Ambulance Transportation will be provided ONLY for you plus one caregiver.

* Contact phone number required.

Please complete back of form (next page).
Other Medical Information:

Other Medical Concerns:  

Primary Doctor:  
Telephone:

Home Health Agency:  
Telephone:

Pharmacy:  
Telephone:

Dialysis Center Name:  
Telephone:

Health Insurance Provider:  
Telephone:

Home Medical Equipment Provider:  
Telephone:

Allergies:  

Medications:  

Consent:

In Case of Emergency, I, ____________________________, authorize rescuers to enter my home.

Printed Name:  

By signing this form, I, ____________________________, agree that the information stated on this form is accurate and truthful, to the best of my knowledge.

Signature:  

Date:  

☐ I do not authorize ☐ I do authorize the release of this form in whole or in part to any third party. Should I fail to make selection, I do not authorize the release of this form.

Person Completing Form (If different from self):  
Address/Company:  
Phone:  

IMPORTANT NOTES:

- In an actual emergency, response agencies will try to provide the necessary assistance, but this cannot always be assured.
- To best guarantee personal safety, individuals should make plans and follow government emergency response guidance.
- The purpose of Special Medical Needs Shelters is to provide shelter as a last resort. A personal caregiver should accompany registered Special Medical Needs individuals to a Special Medical Needs shelter.
- Nursing homes have approved plans for evacuation and sheltering of residents that do not include use of Special Medical Needs Shelters. Contact your nursing home if you have questions or for more information.

All information contained in this form is confidential and exempt from disclosure and can be made available only to other emergency response agencies (Section 252.355, Florida Statute).

MAIL or FAX to:  Jacksonville Fire & Rescue Department, Emergency Preparedness Division  
515 N. Julia Street, 4th Floor, Jacksonville, Florida 32202  
Fax: 904-630-0600  Phone: 904-255-3110
Electrical Safety

If you plan to evacuate, turn off the circuit breakers for the water heater, the power to your home at the main electrical panel, and your water at the home's main service valve. Also, stay away from loose or dangling power lines and report them immediately to 9-1-1. If you get too close to an energized power line, you risk being electrocuted—even without touching the wire.

Generator Safety

JEA recommends that you not use a generator unless you know how to use it safely. If you do use a generator, only operate the generator outside your home and in a well-ventilated area that is a safe distance from your home. Fumes from a running generator can be deadly.

JE A Updates and Communications

JEA will communicate via jea.com, Twitter (@newsfromjea), Facebook (News-FromJEA) and the media during any type of emergency. In the case of a hurricane or other severe conditions, please refrain from calling during the brunt of the storm to report an outage. JEA crews and personnel will ride out the storm for safety purposes until danger has passed. Once the damage assessment is complete and restoration begins, JEA will communicate to the public through the media listed above when calls to report outages can begin.

Returning Home

- If you evacuated, wait for an “all clear” from county Emergency Management officials before returning home.
- Continue to monitor local media for emergency information and instructions.
- Do not walk or drive through flood waters.
- Stay out of any building that is surrounded by water.
- Call your insurance company to report damage. Photograph the damage and document for insurance claims.
- Do not use plumbing if you suspect there is damage to sewage or water lines.
- Check for gas leaks. If you smell or hear gas leaking, leave immediately and call 9-1-1.
- Check food and water for contamination.
- If the power is out, use flashlights instead of candles.
- Wear protective clothing and be cautious when cleaning up.

Reporting Storm Damage

In Duval County, call 630-CITY (2489) to report the extent of damage to your property, as well as the amount of debris in your area. This will expedite the recovery process and will aid the City of Jacksonville in understanding specific needs throughout the community.
Hey Kids! Here’s a puzzle and a coloring activity to help you understand how to be prepared for when disaster strikes. Make sure your family has a plan. All answers to the puzzle are found throughout this Emergency Preparedness Guide. For additional games, downloadable books and other fun activities, visit www.kidsgetaplan.com.

Kids, get together with your family to make your emergency plan today.
CodeRED is an emergency notification system that will call or text registered phone numbers in the event of a potential or pending emergency. It is a free service to the citizens of Duval County. Additionally, CodeRED provides weather warnings based on geographical location, including severe weather warnings from the National Weather Service, within minutes of being issued. If you want to register your phone number, visit www.jaxready.com. Please note that your information will remain the property of Emergency Communications Network (ECN), which owns CodeRED and will not be disclosed or sold.

In Jacksonville, The Salvation Army has prepared its disaster response teams to be ready! This includes the agency’s Mobile Feeding Unit, which is operated by a combination of volunteers and staff. Together, they have provided up to 5,000 meals daily from this mobile kitchen. While always preparing for big events, The Salvation Army aims to serve individuals affected by community disasters in everyday life. For that reason, the agency’s social services center is always open to help people in times of need.

The Salvation Army could not help in this capacity without its faithful volunteers, and the agency is always in need of more. The Salvation Army is ready for whatever the next event may be, and it offers training throughout communities to prepare them for response, as well as preparing families, individuals and congregations on how to be disaster ready.

If you want to learn more about volunteering, visit www.disaster.salvationarmyusa.org
1. Know the Hazards  
2. Get a Plan  
3. Build a Disaster Kit  
4. Learn your Evacuation Zone  
5. Stay Informed  
6. Visit jaxready.com  
7. Download our App

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