




**Volusia County**  
FLORIDA

OFFICIAL

**DISASTER**  
**Preparedness**  
**GUIDE**

*Preparedness begins with you!*

**Información en Español p.8**



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OFFICIAL  
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**GUIDE**

Hurricane season begins June 1 and ends Nov. 30. But it isn't just hurricanes that people should prepare for. With the threat of tornados, wildfires and flooding, preparedness is important year round. This disaster preparedness guide provides information and procedures to help Volusia County residents prepare for natural and manmade disasters.



*Volusia County Council (standing from left): Andy Kelly and Joshua Wagner; (seated from left): Jack Hayman; Joie Alexander, Vice-chair; Frank Bruno, County Chair; Patricia Northey and Carl Persis.*

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In compliance with federal ADA regulations, alternate versions of this guide are available for the visually impaired. Please contact

Volusia County Community Information,  
123 W. Indiana Ave.,  
Deland, FL 32720-4612.

Telephone (386) 822-5062 (386) 239-7756  
(386) 423-3868 [www.volusia.org](http://www.volusia.org)

## Quick tip

### Business planning

Assistance is available for business continuity planning and disaster preparedness. For more information, visit [www.volusia.org/prepares](http://www.volusia.org/prepares).

### Speakers available

Please contact Volusia County Emergency Management to schedule an emergency preparedness presentation or a tour of Volusia County's Emergency Operations Center. Telephone numbers are listed on the back of this guide.

# BEFORE THE DISASTER

## DEVELOP A DISASTER PLAN

### Step 1 Discuss disasters as a family

Have a family meeting to talk about disasters. Children should be encouraged to talk about their fears, and parents should convey the steps they take to keep everyone safe. Together, develop a list of things to take care of in preparing.

### Step 2 Make evacuation plans

If you live in a storm surge evacuation area, determine where you would go if an evacuation order was given. It is best to seek shelter at a family member's or friend's house or hotel outside the evacuation area. If leaving town, leave well in advance of an approaching storm. Shelters should be used as a last resort.

### Step 3 Inventory your valuables

Make a list and also videotape/photograph items of value. Insurance policies should be reviewed well in advance of a storm. Note: Once a hurricane watch has been issued, most insurers will not issue new or additional coverage (this includes flood insurance).

### Step 4 Check your home for vulnerable areas

Walk around your home and evaluate the roof, windows, garage doors, patio doors, screen-enclosed rooms, landscaping, etc., to see what protective measures you need to take if a storm is approaching.

### Step 5 Protect your vehicles

Identify where you would store or park your vehicle, boat or RV. Double-check your vehicle insurance policy and keep it in a safe place with your homeowner's policy.

### Step 6 Reduce damage to your home and property

Consider installing window shutters, purchasing a generator, trimming trees, and double-checking tie-down straps and anchors if you live in a mobile/manufactured home.

### Step 7 Identify special needs

Make arrangements well in advance of a storm to take care of infants, the elderly and those with special needs. Persons with special needs should register with Volusia County Emergency Management.

### Step 8 Have a plan for your pets

Make sure you have a plan to address your pet's needs whether you evacuate or stay in your home. Also, remember to have a plan for large outdoor animals such as horses, cows and pigs.

### Step 9 Have a disaster supply kit

Make sure you have a week's supply of nonperishable food, water and medical items for your family. A complete checklist can be found on page 4.



### Step 10 Share your plan

Let your family, friends and coworkers know of your disaster plan. Make sure they know how to reach you to check on you. Have an out-of-town family member or friend as a point of contact.

## Flood insurance: Who needs it? You do!

If it can rain at your house, then it can flood at your house. You need flood insurance. Over the life of a 30-year mortgage, a homeowner has a 20-percent chance of experiencing a flood. All properties, not just those along the coast or rivers, have some flood risk. And it doesn't always take a hurricane to cause flooding. Tropical Storm Fay in 2008 and the May rain event of 2009 are proof of that.

Flood damage is not covered by standard homeowner's insurance. Residential and commercial structural and content coverage is available to owners and renters. Low-cost premiums are available for homes in low to moderate risk areas. In most cases, there is a 30-day waiting period before coverage goes into effect. Contact your insurance agent for assistance, call the National Flood Insurance Program at (888) 379-9531, or visit [www.FloodSmart.gov](http://www.FloodSmart.gov).

# BEFORE THE DISASTER PLAN FOR A STORM'S APPROACH

**Have a disaster plan.** Review and update the plan at least annually or as needed to reflect changes such as the birth of a child, relocation, new pet, etc.

**Identify a safe room.** If staying at home, identify the safest room in your home. This is generally an interior room with no windows, such as a bathroom or closet. This is where you would seek shelter in the event of a direct hit or when tornado warnings are issued (see page 9).

**Stock your disaster supply kit.**

**If evacuating, leave early.** Plan to leave as early as 48 hours in advance and no later than the issuance of a hurricane watch. Take your disaster supply kit with you. Turn off the electricity, water and gas and lock the doors.

**Gather important documents.** Place important documents such as insurance policies, birth certificates and financial papers in a waterproof container or a watertight plastic bag. If evacuating, take these papers with you.

**Secure your home.** Shutter windows and glass doors and secure outside loose yard items, such as furniture and children's toys that can become a hazard if picked up with high winds. If you have outside pets, bring them in.

**Prepare a water supply.** Know who your water service provider is so you will know if a boil-water notice applies to your home. Fill pre-sanitized sinks and tubs with clean water for bathing and flushing toilets. Make or buy ice. Have coolers available for ice storage if the power fails.

**Set appliances.** Turn refrigerators and freezers to their coldest settings in anticipation of power outages.

**Get cash and gas.** Fill up the gas tank and get some cash. These two vital services typically do not work without electricity.

**Charge your phone.** Charge your cell phone and wireless phone batteries. Have extras on hand. If evacuating, take the chargers with you.

**Check on your neighbors.** Check on your neighbors, especially those who are elderly or have special needs. Let them know of your disaster plan.

**Get listed.** Help us find you when a disaster threatens. If you have an unlisted number, log onto [www.volusia.org/emergency](http://www.volusia.org/emergency) and register to receive emergency telephone notification messages.

Every family in Volusia County should be prepared to be self-sufficient for five to seven days after a major disaster so recovery efforts can focus on those who can't help themselves.



## WILDFIRES

Before a wildfire threatens:

- Develop a family/business communication plan.
- Have an escape plan.
- Update your homeowner's insurance annually.
- Trim trees and create a space of at least 30 feet around your home.

**When a wildfire threatens:**

Listen to the news media or your NOAA weather alert radio to learn where the danger is. If told to evacuate, DO SO IMMEDIATELY. Tell someone you are leaving and where you are going. Choose a route away from fire hazards and listen to public safety officials.



## Quick tip

### Mosquitoes

Heavy rains and flooding can lead to increased mosquito activity, especially at sunrise and sunset. When going outside, wear

clothing that covers most of your skin. Repellents containing DEET are recommended. To eliminate mosquito breeding sites, remove standing water from areas such as eaves, troughs, gutters, empty pots or other containers.

## Know the lingo

**Hurricane watch:** Hurricane conditions are possible within 48 hours. Your preparations should be under way. Pay close attention to the media.

**Hurricane warning:** Hurricane conditions are expected within 36 hours. Your preparations should be rushed to completion.



## Pet planning

If you plan to stay home during an evacuation, bring pets indoors and prepare an area for them away from a window.

**Prepare a pet disaster kit including:**

- Food, water and bowls.
- Leashes, toys, bedding and carrier.
- Medications.
- Newspaper, cat litter and plastic bags for handling waste.
- License and vaccination documentation.

**If evacuating:**

Go to your pre-determined shelter (family, friends, hotel/motel), designated pet-friendly shelters, or the people and pet shelter at the Volusia County Fairgrounds. Take needed items for you and your pet to be self-sufficient for up to seven days. For a list of kennels and hotels/motels that can shelter your pet, please contact Volusia County Animal Services at one of the telephone numbers listed on the back of this guide.

## Quick tip

### Pet locations online

A directory of motels that accept small household pets in Florida, Georgia, Alabama and Mississippi is available online at [www.colliergov.net/Index.aspx?page=1137](http://www.colliergov.net/Index.aspx?page=1137).

# BEFORE THE DISASTER

## DISASTER SUPPLY KIT CHECKLIST



### Preparations for those with special needs

If you have a disability or special medical need, your emergency plans must fit your unique circumstances.

- Talk to your physician or healthcare provider about a realistic plan for your safety.
- Carefully evaluate your shelter options and make advance plans.
- If you undergo routine treatments such as dialysis, are a home healthcare client, or require oxygen supplies, call your service provider to discuss plans for continuing services during the emergency.
- Write all your health information (doctors, insurance, medications, etc.) on a card and keep it with you.
- Place identification labels on any medical support equipment (wheelchair, walker, nebulizer, etc.) you take with you to a shelter.
- Gather your emergency supplies early. Keep ample supplies of medications on hand, especially during hurricane season.
- If you have a service animal, make sure the animal has a collar with identification. Have proof of the animal's vaccinations are up-to-date and a copy of written instructions for your animal's care.
- Register with Volusia County Emergency Management. Telephone numbers listed on the back of this guide.

### Quick tip

#### Volunteering

Volunteers are appreciated after a disaster. However, volunteer efforts have to be coordinated to be effective. If you think you may be interested in volunteering, please get registered and trained today, **before** the next disaster. The United Way of Volusia-Flagler Counties can connect you to the right organization to meet your skills and interest. Call **2-1-1** or **(386) 253-0563** or visit [unitedway-vfc.org](http://unitedway-vfc.org).

- Drinking water:** Have at least one gallon per person per day for five to seven days (preferably for two weeks). To store, use clean, airtight containers, such as two-liter soda, not milk, containers. If you use re-usable plastic bottles, change them each month.
- Water for pets:** Have at least a half gallon per pet per day for five to seven days.
- Food:** Have at least enough for three meals per day per person for five to seven days. Food should be nonperishable packaged or canned and should include canned or shelf milk, cereal and snack foods. Foods should meet the dietary needs of infants, the elderly and those with special needs.
- Medication/special needs:** Have a five to seven-day supply of special items such as food, formula, diapers and wipes for infants and those with special needs; toiletries and extra toilet paper. Have at least a two-week supply of medications.
- Can opener.**
- Paper goods such as plates, cups, napkins and utensils.**
- Unscented household bleach and medicine dropper.**
- Extra bedding such as pillows, blankets and sleeping bags.**
- Clothing, including rain gear and sturdy shoes.**
- First aid kit.**
- Hand sanitizer.**
- Flashlight and extra batteries.**
- Battery-operated radio.**
- Tool kit including cord, rope, hammer, wood nails, saw, hatchet or axe, crowbar, chain saw blades, tarp, duct tape and heavy work gloves.**
- Plastic trash bags and ties.**
- Fire extinguisher (ABC type).**
- Matches in a waterproof container.**
- Extra charcoal or propane for outdoor cooking.**
- Mosquito repellent with DEET.**
- Sunscreen.**
- NOAA weather radio.**
- Cell phone, charger and extra battery (car and house).**

### Know the hazards

**Storm surge:** Storm surge is the most dangerous element of a hurricane. This is a dome of ocean water that can be 30 feet high at its peak and 50-100 miles wide. Nine of 10 hurricane fatalities are attributable to storm surge.

**Wind:** A hurricane is a tropical storm with constant winds greater than 73 miles per hour. These winds can extend inland for hundreds of miles. Hurricanes also can spawn tornados.

**Rain:** Because of the tropical nature of hurricanes, rain, at times, can be torrential and cause floods and flash floods. According to the National Hurricane Center, over the last 30 years 50 percent of the deaths associated with hurricanes were caused by inland flooding. To estimate the total rainfall in inches from a hurricane, divide 100 by the forward speed of the storm in miles per hour (100/forward speed = estimated inches of rain).

### Bridges

All bridges will be locked down when winds reach a sustained speed of 39 mile per hour or a land evacuation is ordered. Before a complete lockdown, drawbridges will be raised on the hour for 15 minutes when boat traffic is present.



### Marine Information

Boats should be lashed to the trailer with blocks placed between the frame members and the axle inside each wheel. Deflate tires half way and chock them. Also consider filling the boat one-third full of water to hold it down. Use heavy lines to secure the boat to fixed objects in four directions, if possible, and use ground screws.

Nontrailerable boats should be secured in a marina berth or safe harbor. Never leave boats in davits or on hydro-lifts. Double all lines, rig crossing-spring lines fore and aft and attach lines high on pilings to allow for tidal rise or surge. Make sure automatic bilge pumps are strong and batteries are fully charged.

# BEFORE THE DISASTER SAFEGUARD YOUR HOME

Before hurricane season begins, there are steps you can take to reduce damage to your home and property. The first step is to walk around your home and look for vulnerable areas such as the roof, garage door, patio door, windows, pool and yard.

## Assess the roof

- Hire a licensed professional to check your roof. Checking the roof yourself is dangerous and can cause damage, or injury.
- Shingles, tiles and panels should be fastened tightly and loose ones replaced.
- Asphalt shingles should be attached using hot-dipped, galvanized nails.
- Roof trusses should have braces and hurricane straps installed. If you temporarily repair a roof leak with tarps, check to ensure tarps are secured to the roof with wood strips, that are two inch by one inch, placed at 48 inches on center, especially to the edges.

## Trim your trees

- Trim trees and shrubs regularly. Remove weak branches, especially those resting on your roof, and thin the upper canopy. Do not trim trees once a storm warning has been issued.
- Do not attempt to trim vegetation growing on or near power lines. Instead, contact electric provider.
- Consult your city for specific restrictions regarding tree pruning. Hat racking and tree topping are illegal.
- Place properly cut and bundled yard waste at the curb in accordance with your solid waste provider's collection rules. However, do not place items at the curb once a storm watch/warning has been issued.
- If you are inexperienced with a chain saw, seek professional assistance.
- Make sure newly planted trees and recently reset trees are staked and braced properly.

## Check all doors

- Solid wood or hollow metal doors are more likely to resist wind pressure and flying debris. Doors should have at least three hinges and a deadbolt security lock with a bolt throw of at least 1 inch.
- Install head and foot bolts on the inactive door of double-entry doors. The surface bolt should extend through the door header and through the threshold into the sub floor.
- Garage doors should have steel bracing. Check with your garage manufacturer for braces and retrofitting kits. You also can attach wooden stiffeners that are two inch by six inch, running the full width of the door, approximately 18 inches apart.

## Shutter your windows

If you have shutters, now is the time to make sure they are in good working condition. For accordion or roll-down shutters, test to ensure they open and close easily and lubricate and clear the track of obstructions. For panel shutters, check for excessive wear or rust on the connectors.

- Using plywood may be a more economical way of covering windows, but may not offer enough protection. Metal hurricane-resistant shutters are preferred. If you use plywood, make sure it is at least 5/8-inch thick and use proper anchors and support beams.
- Shutters should be installed by a licensed professional and inspected to ensure they are in compliance with county/municipal building codes.
- Do not use tape! Tape will not keep a window from breaking.
- Do not leave a window open for equalizing pressure. This is a myth and could cause more damage and harm.

## Protect your pool

- Keep water in the pool as it will protect the pool's finish from sand and flying debris. You can lower the water level, but no more than one to two feet. Otherwise, hydrostatic pressure could cause the pool to pop out of the ground.
- Add chlorine to the water to prevent contamination.
- Turn off the power to the pool equipment.
- Remove the pool pump motor and store it indoors in a dry place, or wrap the motor in plastic material, such as a garment bag, and secure it tightly with tape or rope.
- Remove all loose items from the pool area (furniture, pool cleaning equipment, filter house tops, deck lids, etc.).
- After the storm: reinstall the pump, return water to a normal level, clean pool thoroughly, balance the chemicals, super-chlorinate, and run the filter until the water is clean.



## Mold

Building leaks and flooding can create moisture that accelerates mold growth. Mold can cause disease, trigger allergic reactions and continue to damage materials long after the storm. Failure to control moisture and mold can cause short and long-term health risks.

Residents should remove standing water from their homes or office and remove wet materials as soon as possible.

If mold growth has occurred, carefully remove or clean the moldy material. Consider using personal protective equipment when cleaning or removing moldy material. Never mix cleaners and disinfectants. Mixing may produce hazardous chemical reactions. Use bleach to clean hard surfaces. Mix no more than one cup of bleach in one gallon of water. Open windows and doors for proper ventilation when cleaning.



## Quick tip

### If you need transportation to shelters

- Free shelter transportation is provided by Votran and Volusia County School system buses during a declared emergency evacuation order.
- All Votran bus stops are evacuation assembly points.
- Contact Votran to make transportation arrangements if you cannot reach a bus stop.
- Carry-on items are limited (pillow, blanket, one 22 inch by 16 inch by eight inch bag).

# BEFORE THE DISASTER SHOULD YOU EVACUATE?



## Special needs shelters (SNS)

- Provide assistance during evacuation and sheltering for people who are elderly, disabled, impaired or require oxygen.
- Cannot accommodate complex care, 24-hour dedicated care, hospital beds, ventilators, etc.
- Should be a last resort. Seek shelter with relatives, friends or hotel/motel first.
- Are pet friendly. Contact Volusia County Animal Services for information or preparation and assistance at a shelter.
- Evacuees need to bring medications, medical equipment/supplies and personal items.

Contact Volusia County Emergency Management to register for the "Special Needs Shelter" to ensure your needs can be accommodated at the special needs shelter.

## Shelter locations key

**SIP: Shelter Information Point** – A central location to direct evacuees to shelters in Deltona.

**SNS: Special Needs Shelter** – Assists evacuees who are elderly, physically, mentally or sensory disabled, visually or hearing impaired, or require oxygen. It also is a **Pet Friendly** shelter for people with special needs.

**PF: Pet Friendly** – People and pets are housed in separate locations at the shelter.

**PPS: People and Pet Shelter** – People and pets are housed in the same location. **Volusia County Fairgrounds only.**

### Yes, if you:

- Live in a hurricane evacuation zone.
- Live in a low-lying or flood-prone area.
- Live in a mobile or manufactured home or recreational vehicle.
- Require a respirator or other electricity-dependent medical equipment.

### No, if you:

- Live in a sound structure and the categories under "yes" do not apply.

### Staying home

If you are not required to evacuate, please:

- Protect your home and property.
- Check your disaster supply kit.
- Stay in your designated safe room during the height of the storm.
- Stay away from windows and glass doors.
- Turn off the electricity at the main fuse or breaker box if flooding threatens.
- Run your generator outside the house and connect your appliances directly to the generator.
- Do not connect the generator directly to the fuse box or incoming power line. Back-feeding generators have killed power company line workers.

### If you live in a mobile home:

- Seek shelter elsewhere when threatened by a major storm.
- Regularly maintain your tie-down straps and anchors (check straps for rust or corrosion).
- Protect your windows and doors.

### Evacuating

- Know where you are going: family, friends, hotel/motel, public shelter.
- Take a map showing two routes.
- Notify family, friends, caregivers of your location.
- Secure your home and property.
- Take emergency supplies.
- Listen to news reports to find out when it's safe to return home.

### Items to take to a shelter

- Special dietary food, snacks or comfort food.
- Bedding, pillow, blanket, etc.
- Prescription medications and medical supplies.
- Oxygen supplies or arrange with your oxygen company to deliver to the designated SNS shelter.
- Toiletry items, flashlight/batteries, extra clothing.
- Diapers, infant and elderly/disabled necessities.
- Time occupiers such as books, magazines, games and cards.
- Important papers, credit cards, cash and identification.

### Using Deltona's shelters

Evacuees using shelters in the Deltona area first should travel to the shelter information points (SIPs) at Deltona High School or Pine Ridge High School to receive detailed directions to the nearest open shelter.

- Easy access to the shelter information points is available from Maytown Road, S.R. 44, I-4 and C.R. 415. These locations are marked clearly on the map.
- Before a storm threatens, practice driving or map two routes to the Deltona SIPs.

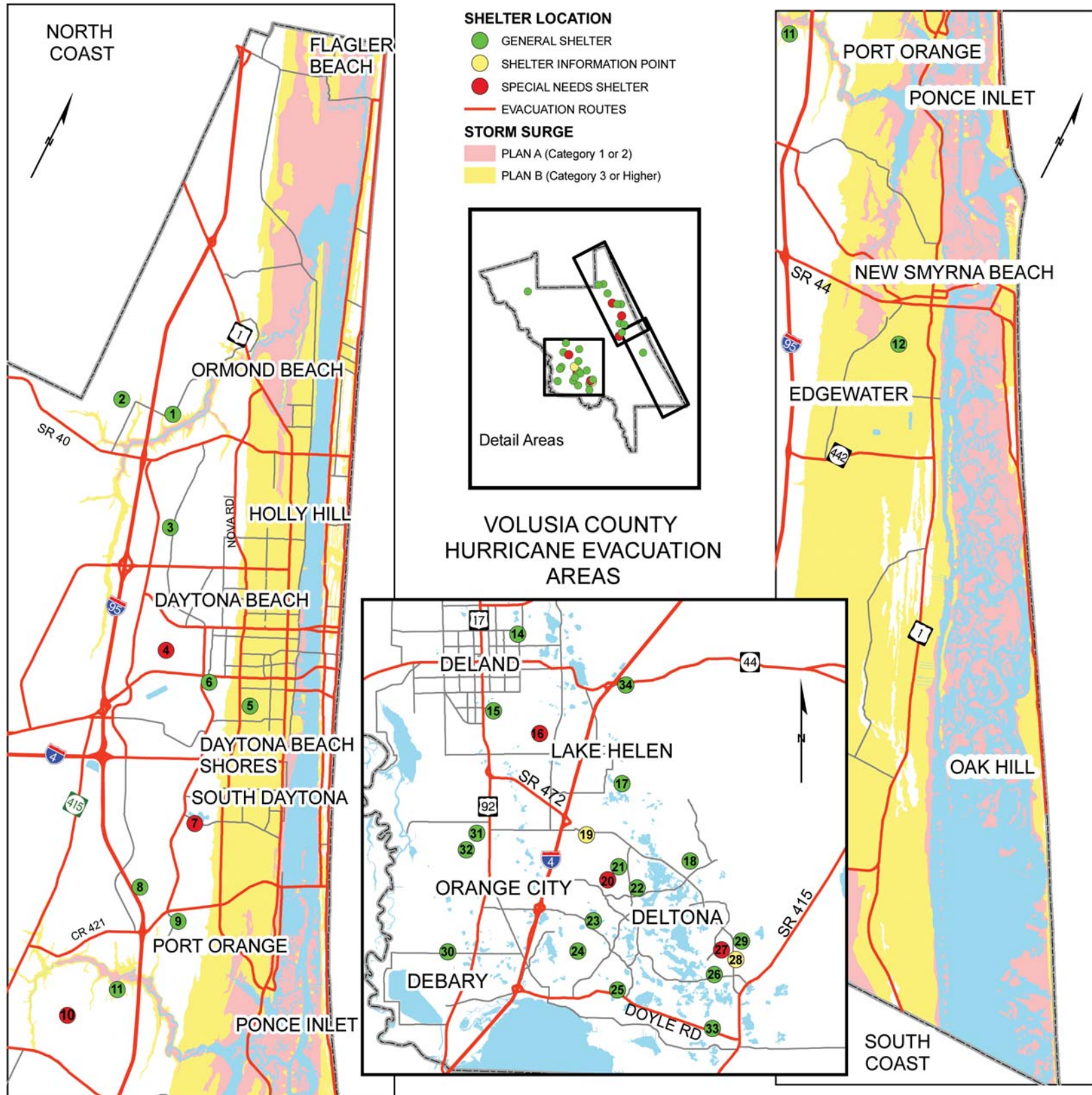
## Shelter locations

Shelter name	Address	City	Shelter name	Address	City
1. Pine Trail Elementary	300 Airport Road	Ormond Beach	18. Friendship Elementary	2746 Fulford St.	Deltona
2. Pathways Elementary	2100 Airport Road	Ormond Beach	19. Deltona High (SIP)	100 Wolf Pack Run	Deltona
3. Hinson Middle (PF)	1860 N. Clyde Morris Blvd.	Daytona Beach	20. Galaxy Middle (SNS & PF)	2400 Eustace Ave.	Deltona
4. Palm Terrace Elementary (SNS & PF)	1825 Dunn Ave.	Daytona Beach	21. Timbercrest Elementary	2401 Eustace Ave.	Deltona
5. Campbell Middle	625 S. Keesh St.	Daytona Beach	22. Deltona Lakes Elementary	2022 Adelia Blvd.	Deltona
6. Mainland High	1255 W. Int'l. Speedway Blvd.	Daytona Beach	23. Spirit Elementary	1500 Meadowlark Drive	Deltona
7. Atlantic High (SNS & PF)	1250 Reed Canal Road	Port Orange	24. Discovery Elementary	975 Abigail Drive	Deltona
8. Horizon Elementary	4751 Hidden Lakes Drive	Port Orange	25. Forest Lake Elementary	1600 Doyle Road	Deltona
9. Sweetwater Elementary	5800 Victoria Gardens Blvd.	Port Orange	26. Sunrise Elementary	3155 Phonetia Drive	Deltona
10. Creekside Middle (SNS & PF)	6801 Airport Road	Port Orange	27. Heritage Middle (SNS & PF)	1001 Parnell Court	Deltona
11. Cypress Creek Elementary	6100 S. Williamson Blvd.	Port Orange	28. Pine Ridge High (SIP)	925 Howland Blvd.	Deltona
12. New Smyrna Beach High	1015 10th St.	New Smyrna Beach	29. Pride Elementary	1100 Learning Lane	Deltona
13. T.D. Taylor Middle/High	100 E. Washington Ave.	Pierson	30. DeBary Elementary	88 W. Highbanks Road	DeBary
14. DeLand High	800 N. Hill Ave.	DeLand	31. Manatee Cove Elementary	734 W. Ohio Ave.	Orange City
15. DeLand Middle	1400 Aquarius Ave.	DeLand	32. River Springs Middle	900 W. Ohio Ave.	Orange City
16. Freedom Elementary (SNS & PF)	1395 S. Blue Lake	DeLand	33. Osteen Elementary	500 Doyle Road	Osteen
17. Volusia Pines Elementary	500 E. Kicklighter Road	Lake Helen	34. Volusia County Fairgrounds (PPS)	3150 E. S.R. 44	DeLand

(1/4 mile east of I-4 on S.R. 44)

# BEFORE THE DISASTER

## WHERE TO SEEK SHELTER



# INFORMACIÓN PARA LA PREPARACIÓN DURANTE EMERGENCIAS

Esta guía informativa sobre la preparación contra desastres contiene información y procedimientos necesarios para ayudar a todos los residentes y visitantes del Condado de Volusia para estar preparados en eventos de emergencia. Es importante que las familias, así como los negocios tengan abastecimientos para emergencias, y un plan en el evento de un desastre. Haciendo esto le podrá ayudar a sobrevivir la mayoría de los desastres que enfrenta el Condado de Volusia. Para más información visite la página del Internet de Servicios de Administración Emergencias del Condado de Volusia;  
<http://www.volusia.org/emergency/>.

## Información sobre desalojo y evacuación:

Cuando un huracán amenaza del Condado de Volusia, usted debe evacuar si:

- Ésta es un área baja o propensa a inundaciones.
- Vive en una casa móvil.
- Utiliza un respirador o algún equipo médico de operación eléctrica.
- Reside en una zona indicada para evacuaciones en caso de huracanes.

Para la gente que reside en la costa o en rutas fluviales, el procedimiento de evacuaciones varía dependiendo de la categoría del huracán. El mapa de evacuación del Condado de Volusia, incluida en este guía, indica el orden de deshabitar con áreas coloreadas en el mapa. El desalojo debe llevarse a cabo en la siguiente orden:

- Las áreas rosadas se deben de evacuar en caso de huracanes de categoría 1 y 2.
- Las áreas amarillas se deben de evacuar en caso de huracanes de categoría 3 o mayor.



## Si es requerido evacuar su vivienda recuerde:

- Tenga un plan específico hacia dónde ir, (refugio público, casas de familiares o amigos, hotel, o motel).
- Obtenga un mapa con dos rutas a su destino.
- Infórmele a otras personas acerca de sus planes, hacia donde se dirige.

Su equipo de emergencia durante un desastre debe incluir suministro de agua de 7 días, alimentos no perecederos, medicinas y otros efectos personales. Para calcular las cantidades de agua hay que considerar:

- 1 a 2 galones de agua potable por día para cada persona.
- Para las mascotas, aparte de su tener comida, debe de tener ( 1/2 a 1 galón de agua por día por mascota).



- Asegure su casa o propiedad.
- Llévese sus abastecimientos de emergencia.

No todos los refugios estarán abiertos a la vez durante una emergencia. Para obtener información sobre los refugios que están disponibles, sintonice los noticieros locales ó llame libre de cargos a la Línea de Información al Ciudadano al (866) 345-0345 (disponible solamente durante el desastre).

Hay información para quienes tengan defectos auditivos, pero solamente en inglés, si llaman al Dispositivo de Tele-comunicaciones para Sordos al (386) 248-1792. La mayoría de los refugios no aceptan mascotas. Los terrenos de la feria del condado Volusia (carretera 44 en DeLand) son el refugio designado para aquellas personas con mascotas. Para información de cómo proteger y proveer refugio a su mascota, comuníquese con la Oficina de Servicios Pro Animales al (386) 248-1790, 740-5241, y/o 423-3369.

## Si no es requerido evacuar su vivienda:

- Tome las medidas necesarias para proteger su propiedad.
- Verifique sus provisiones de emergencia.
- Permanezca en el lugar designado como el más seguro en su hogar durante el evento.
- Manténgase alejado de puertas y ventanas de vidrio.

Utilice el generador fuera de la casa y conecte los enseres eléctricos directamente al generador. Es importante no conectar el generador directamente a la caja de fusibles. Hacer esto puede herir o matar a los trabajadores de la compañía de electricidad.

## Transportación

Los autobuses escolares del Condado de Volusia y Votran proveerán transporte gratuito hacia los refugios públicos durante emergencias. Todas las paradas de Votran son puntos de encuentro para el desalojo de todos aquellos habitantes del condado que lo requieran, cuando exista una orden de evacuación.

## Personas con necesidades especiales

Personas con impedimentos físicos y/o mentales, personas con incapacidades sensoriales, y los ancianos que necesitan asistencia durante una posible evacuación, deben de registrarse desde ahora, o sea anticipadamente, con el Programa para Personas con Necesidades Especiales (PSN) en la oficina de Servicios de Administración de Emergencias del Condado de Volusia (Emergency Management Services). Aquellas personas con necesidades especiales que requieren transportación durante la emergencia, deben de llamar a Votran y hacer arreglos con anticipación llamando al (386) 322-5100, 943-7050, y/o 424-6810. Para más información sobre el Programa PSN puede llamar al (386) 258-4088, 736-5980, y/o 423-3395.

## Información de emergencia

El Centro de Información para Ciudadanos, y todos los habitantes del condado (CIC), provee información durante la emergencia, incluyendo actualizaciones sobre el proceso de evacuación, y el estatus de los refugios (capacidad y disponibilidad). Este servicio se provee para que no tengan que ocupar a las líneas de emergencias formales y que tampoco tengan que esperar para recibir un respuesta. Se puede comunicar con el CIC llamando al (866) 345-0345, **Estas líneas estarán disponibles solamente durante la emergencia.**

Durante casos de emergencia, se puede obtener información por correo electrónico. Usted puede suscribirse a este servicio gratuito a través de <http://www.volusia.org/listserve.htm>.

Para más información mas actualizada durante de la emergencia sintonice las emisoras locales de televisión y radio. La emisora que difundirá información en español para el Condado de Volusia es UniVision TV26; y la emisoras de radio es Mega 98.1 FM.

\* Esta traducción es ratificada como fiel y exacta por un equipo de traductores calificados y profesionales.

# DURING THE THREAT

## RIDING OUT THE STORM



Once the storm arrives, there are additional measures you can take to keep everyone safe.

- Stay indoors in a secure location or in your "safe room." The strongest part of a house is usually away from windows and exterior doors.
- Place towels along window sills and the bottom of doors leading outside to prevent water from coming inside. Have buckets, mops and sponges handy in case of flooding.
- Place valuables on tables or high places in case flooding occurs.
- Do not go outside as the calm eye of the hurricane passes, unless repairs are absolutely essential. The storm is not over. More severe damage can occur once the eye passes and the winds blow from the opposite direction.
- Be aware that tornados can spawn from hurricanes at any time. Monitor your local news station and if a tornado warning is issued, take cover in your safe room of an interior hallway or lower level if in a tall building. Stay away from glass doors and windows. You also can seek shelter under heavy furniture in the center of the house.
- Leave the main breaker on unless the electricity goes off or you evacuate prior to the storm. If the electricity goes off, turn off air conditioners, refrigerators, freezers, television sets and computers to avoid damage due to power surges. If the power returns and is steady, these may be turned back on.
- Use flashlights for lighting when the power goes off. Do not use candles or any other type of open flame. The fire department can not respond during a hurricane.
- Use the telephone for emergencies only. Jammed phone lines may obstruct emergency calls for police, fire rescue, emergency medical and Red Cross disaster units.
- If the power is off, open refrigerator and freezer doors as little as possible.
- Stay away from the fuse box, main breaker and electrical outlets in the event of flooding. Normally the electric current will fail with flooding.

### Quick tip

#### Air travel

For airport or flight information, please visit [www.flydaytonafirst.com](http://www.flydaytonafirst.com), call **(386) 248-8069** or call your airline.



### Kids and disasters

Children who live in the track of hurricanes feel firsthand the threat of danger to themselves and those they care about. To comfort and reassure them:

- Be honest and open about the disaster, but keep information age appropriate.
- Encourage them to express their feelings through talking, playing or drawing.
- Try to maintain your daily routine as much as possible.
- Limit their exposure to news media reports.

### Using your safe room

Having a designated safe room in your home can help protect you, your family and pets from the dangerous forces of extreme winds. It also can relieve some of the anxiety created by the threat of a tornado or hurricane. Keep these things in mind when choosing your safe room.

- A good safe room is an interior room on the first floor of the house.
- Closets, bathrooms and small storage rooms with one door and no windows are well-suited for use as safe rooms. Interior bathrooms have the added advantage of having a water supply and toilet.
- Keep in mind that a space selected to be used as a safe room should be free of clutter for quick and easy entry and so occupants will not be injured by falling objects. A bathroom is often a better choice than a closet or storage space.
- If you have the option, the safe room should not be in an area that can flood.
- Your safe room should be readily accessible from all parts of your house.
- Your safe room must be adequately anchored to the house foundation to resist overturning and uplift.

*For more information on safe rooms, visit the Federal Alliance for Safe Homes at [www.flash.org](http://www.flash.org)*



### Beware of flooding hazards

- Do not drink water from the faucet unless it has been declared safe.
- Be aware that anything flood waters have reached is considered contaminated, including food, canned goods, cosmetics and medicines.
- Call a licensed electrician if you have significant water damage to your home (it may be unsafe for your home to receive electricity).
- If you use natural gas, be alert for gas fumes. Call your local utility services from outside the home if you detect gas fumes.

### Chain saw safety tips

- Keep both hands on the chainsaw handles.
- Never cut branches above your head.
- Cut with the lower edge of the saw blade when possible.
- Do not force the saw.
- Wear protective clothing (hard hat, goggles, sturdy shoes, gloves and trim-fitting clothes).

### Traffic safety tips

When traffic signals are not working, intersections should be treated as four-way stops. To prevent chaos, please wait your turn. It is not necessary to report downed traffic signals.

## Quick tip

### Food Safety

Always keep a thermometer in your refrigerator. The temperature should read 41° F or lower. Thawed food usually can be eaten if it is still "refrigerator cold." However, you should discard food that has been at room temperature for two hours or more, and food that has an unusual odor, color or texture. Remember – when in doubt, throw it out!

# AFTER THE DISASTER

## KEEPING SAFE AFTER THE STORM

Some of the greatest dangers present themselves after a storm. Keep these important tips in mind.

- Treat all downed power lines as if they are live. If you see a power line down, call 911.
- Avoid standing water which may hide downed power lines or hazardous debris. Don't venture out in the dark because you might encounter a power line that could still be live.
- Debris-filled streets are dangerous.
- Guard against spoiled food. When in doubt, throw it out.
- Do not drive unless it is an emergency. If the power is out, traffic lights will not be working. Stop signs and street signs may be blown away. Streets will be littered with debris. Washouts may have weakened road and bridge structures.
- Take precautions to prevent fires. Lowered water pressure in city main lines and the interruption of other services will make firefighting more difficult.
- Protect property from further damage. Plastic sheeting, plywood, lumber or other materials can be used to seal or protect property that has been exposed by the storm. Take pictures to document damage then make temporary repairs that won't endanger your safety. Your insurance company expects you to do this to minimize further damage.
- Notify insurance representatives of any losses.
- Prepare a detailed inventory of damaged or destroyed property. Include a description of the item, date of purchase, cost at time of purchase, and estimated replacement cost.

## If the power goes out



### Generator safety

Generators are useful when temporary or remote electric power is needed, but they also can be extremely dangerous. Hazards include carbon monoxide poisoning, electric shock and fire. Heed these important safety tips:

- When installing a permanent generator, obtain the necessary permits and have a licensed electrician do the installation.
- Use the generator according to the manufacturer's instructions.
- Place portable generators outside in a well-ventilated area. Never place a generator inside a home including garages, basements or crawl spaces.
- You cannot see or smell carbon monoxide. If you start to feel sick, dizzy or weak while using a generator, go outside immediately.
- Install battery-operated or plug-in carbon monoxide alarms with battery backup in home.
- Do not refuel a generator while it is running.
- Do not store fuel indoors.
- Do not connect a portable generator directly to the house because the power you generate may flow back into power lines and cause damage or injure power line workers.
- Test your generator on a regular basis.



### Keep cool

Since hurricanes can happen during the hottest time of the year and power outages are common, heat safety is important.

- Drink cool, alcohol free, uncaffeinated beverages.
- Rest.
- If possible, seek an air-conditioned environment such as a mall or public library.
- Wear lightweight clothing.
- If possible, remain indoors during the heat of the day.
- Avoid strenuous activities.

Signs of heat exhaustion may include heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, fainting, cool and moist skin, fast and weak pulse rate, and fast and shallow breathing. If you experience any of these symptoms, seek medical attention.

### Use running water sparingly

During power outages, lift stations that normally pump raw sewage and wastewater may not be operating. Please restrict your use of running water as the system eventually can back up into your street, or showers, toilets and sink drains inside your home.

# AFTER THE DISASTER

## KEEPING SAFE AFTER THE STORM

### Don't drink the water

Immediately following a storm, do not use tap water unless you know it is safe. If a boil-water order is issued, remember that water system boundaries do not always correspond to city boundaries. Residents who are not sure should check with their service provider. If a boil-water order is issued, follow these steps:

- Boil water at a rolling boil for one minute to kill infectious organisms.
- If you don't have power, you can mix eight drops (1/8 teaspoon) of unscented household bleach per gallon of water and let it stand for 30 minutes.
- If the water is cloudy, add 16 drops (1/4 teaspoon) and let it stand for 30 minutes. The water will not be toxic, though it may have a chlorine odor and taste.



### Gas safety tips

- Evacuate immediately if you smell natural gas, which has the odor of rotten eggs, or see a broken gas line. Ventilate the area by opening the windows or a door. Do not light matches, turn on light switches or use the telephone.
- Call the gas company immediately from a telephone outside the home or business. If you are unable to contact your gas company, call 911.
- If you evacuate, do not turn off the gas supply at the main meter. Only emergency or utility personnel should turn this valve. If you choose to do so, you can turn off the gas for individual appliances.
- If you have difficulty relighting pilot lights, or if gas appliances have been exposed to flood waters, do not attempt to operate the appliance. Contact a qualified service contractor, or your gas company.



## Picking up the pieces

After the storm, please separate storm debris into these categories:

- **Household garbage** – Perishable items, such as food and normal household waste, will be collected by your regular garbage service provider. This type of garbage will have priority service. Service may be interrupted due to road closures. Normal recycling collection will resume as soon as possible, but all other services have priority.
- **Yard debris** – All yard waste must be placed in the right of way. Leaves, plants and small branches should be contained in a waste can. Palm fronds and limbs should be stacked. Tree limbs must be less than four feet long, 12 inches across, and 60 pounds. Large tree sections and limbs may be collected as service is expanded after a declared disaster.
- **Construction debris bulk items** – Storm-damaged bulk items, such as large furniture and building and construction materials, may be collected as an extension of service. Construction debris is not included in normal collection service.
- **Household hazardous materials** – Separated household hazardous waste is accepted free at the Tomoka Landfill in Port Orange and the West Volusia Transfer Station in DeLand for Volusia County residents during normal work-day hours. Household cleaners, paint cans, fuels, fertilizers, solvents and cleaners must be separated from your regular garbage and debris because they have specified disposal requirements. Please contact your local government agency or Volusia County Solid Waste for information.

**Volusia County Solid Waste** – Emergency telephone numbers are listed on the back page. For service information after the storm, please visit [www.volusia.org/recycle](http://www.volusia.org/recycle).

## Seeking disaster assistance

Many times damages from storms not only are caused by the wind, but also from the rain and flooding. Citizens should monitor local news media for sources of information about where to get emergency housing, food, first aid, clothing and financial assistance. There are many resources available for citizens affected by a disaster.

### What is disaster assistance?

Disaster assistance is money or direct assistance to individuals, families and businesses whose property has been damaged or destroyed and whose losses are not covered by insurance. It is meant to help you with critical expenses that cannot be covered in other ways. This assistance is not intended to restore your damaged property to its condition before the disaster.

While some housing assistance funds may be available through the Federal Emergency Management Agency's Individuals and Households Program, most disaster assistance from the federal government is in the form of loans administered by the Small Business Administration.

#### • American Red Cross

The American Red Cross is the community's first line of defense for local disasters. Your American Red Cross can assist with immediate emergency needs (food, clothing and shelter) caused by a disaster. The Red Cross also assists with clean-up supplies. Call Florida's Coast to Coast Chapter of the American Red Cross at **(386) 226-1400**.

#### • 2-1-1/First Call For Help

This is a service provided by the United Way of Volusia-Flagler Counties. 2-1-1 lets you access free information about services in the community.

#### • Volusia County Health Department

Did you know the dangers from a storm do not end when the storm passes? There is potential for illness and disease. The health department urges residents to be cautious following a storm and has information about how to stay safe in flooded areas, mold cleanup tips, mosquito precautions, and water-testing kits for homeowners with submerged wells. For more information, please call the Environmental Health Office at **(386) 822-6250** or visit [www.volusiahealth.com](http://www.volusiahealth.com).

## Federal disaster assistance

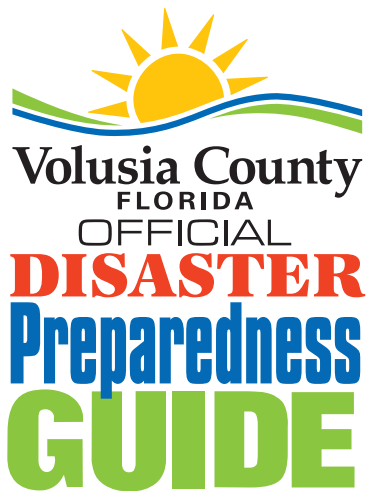
In the most severe disasters, the federal government is called in to help individuals and families with temporary housing, counseling (for post-disaster trauma), low-interest loans and grants, and other assistance. The federal government also has programs that help small businesses and farmers.

Most federal assistance becomes available when the president declares a "Major Disaster" for the affected area at the request of a state governor. The Federal Emergency Management Agency (FEMA) will provide information through the news media and community outreach about federal assistance and how to apply.

### For FEMA assistance

[www.fema.gov](http://www.fema.gov) or **(800) 621-FEMA (3362)**.

Hearing- or speech-impaired individuals can call **(800) 462-7585 (TTY)**.



## Stay connected during crisis

### Official emergency broadcast stations

#### Television

DSC channel 15  
Univision channel 26  
(Spanish)

#### Radio

WNDB 1150 AM  
WHOG 95.7 FM  
US93 93.1  
WVYB 103.3 FM  
MEGA 98.1 FM  
(Spanish)

#### Web

[www.volusia.org](http://www.volusia.org)

## Telephone numbers

**Volusia County Emergency Management**  
(386) 258-4088, (386) 736-5980, (386) 423-3395

#### Citizens Information Center (CIC)

(Only during a disaster): Toll free (866) 345-0345  
Telecommunications Device for the Deaf: (386) 248-1792

#### Shelter transportation: **Votran**

(386) 322-5100, (386) 943-7050, (386) 424-6820

#### Directions to shelters in Volusia County

Volusia County School Board  
(386) 226-7852, (386) 943-7626

#### Directions to shelters in adjacent counties

(321) 637-6670 Brevard County  
(352) 622-3205 Marion County  
(386) 586-5111 Flagler County  
(386) 329-0379 Putnam County  
(352) 343-9732 Lake County  
(407) 665-5102 Seminole County

#### Marine and weather information

(321) 255-0212 National Weather Service (Melbourne)  
(888) 404-3922 Fish and Wildlife Conservation Comm.  
(386) 428-9084 U.S. Coast Guard (New Smyrna Beach)  
(386) 258-8733 U.S. Coast Guard (Daytona Beach area)  
(386) 239-6542 Volusia County Sheriff  
(386) 252-8000 24-hour (Weather Line Forecast Service)  
(386) 248-8043 U.S. Customs Service (Daytona Beach)  
(305) 229-4470 National Hurricane Center (Miami)

#### Disaster assistance programs

(800) 621-3362 FEMA (Federal Emergency Management Agency) registration  
TDD: (800) 462-7585  
(800) 427-9662 National Flood Insurance Program  
(386) 226-1400 American Red Cross (local)  
(386) 236-2020 Salvation Army (local)

#### Solid waste information

(386) 671-8670 Daytona Beach  
(386) 673-0800 Daytona Beach Shores/Holly Hill  
(386) 668-2040 DeBary  
(386) 228-0963 Lake Helen  
(386) 878-8100 Deltona  
(386) 774-6162 DeLand/Orange City  
(386) 424-2476 Edgewater  
(386) 424-2205 New Smyrna Beach (ext. 301)  
(386) 345-3522 Oak Hill  
(386) 676-3577 Ormond Beach  
(386) 774-6162 Pierson  
(386) 322-6729 Ponce Inlet  
(386) 506-5575 Port Orange  
(386) 322-3080 South Daytona  
(386) 943-7889 Unincorporated Volusia County

#### Volusia County Animal Services

(386) 248-1790, (386) 740-5241, (386) 423-3369

#### Volusia County Health Department

(386) 274-0500 Daytona Beach  
(386) 822-6215 DeLand  
(386) 789-7507 Deltona  
(386) 424-2065 New Smyrna Beach

## Sign up to receive notifications

**E-mail:** To receive **Emergency Management updates**, sign up at [www.volusia.org/emergency](http://www.volusia.org/emergency)

**Phone:** To receive **a notification of an emergency in your area**, citizens can register their phone number(s) at [www.volusia.org/emergency](http://www.volusia.org/emergency). Volusia County Emergency Management is using Twenty First Century Communications to provide this service. Do not assume your number is in the database. Get your number included by signing up today at [www.volusia.org/emergency](http://www.volusia.org/emergency).

Citizens who do not have Internet access but would like to sign up for any of these notifications can call Volusia County Emergency Management telephone numbers listed on this page.

## Citizens Information Center

During an emergency Citizens Information Center (CIC) operators will help callers with specific concerns. The CIC provides emergency information without tying up emergency telephone lines or causing callers to wait for information. The CIC hotline is activated only during a disaster. The CIC hotline telephone number is **(866) 345-0345**.



## Weather alerts

To sign up to be notified of severe weather or other important public safety information, visit

[www.volusia.org/emergency](http://www.volusia.org/emergency).