

Evacuee/Resident Hurricane Recovery Information Booklet Instructions for the library Compiler

Description: This document offers a template that a public library might use to assemble information,¹ in booklet form, that evacuees or residents might need when recovering from a hurricane disaster. The template consists of an alphabetical set of potential subject headings² some of which have relevant state or national web sites included. Subject headings might be added or deleted or altered for local use. Relevant local information sources may be added under each heading. For example, a potentially relevant subject heading, “BANKS” is suggested the local compiler would add contact information for each bank in the community. More than one means of contact is provided in case one means is out of order e.g., the phones don't work yet. Both template and accompanying example are in English but booklets in other languages may well be useful.

Format: You may wish to produce several booklets based on different areas of your city or county. The template is presented in a single column format using black and blue colors. You may wish to produce a three column, two-sided brochure or an (expensive) laminated two-sided information sheet³ for your town or county. You may want to include lots of graphics and colors or none at all. Critical is current, accurate, readable information. This means a format that is computer generated (i.e., a word processor) so that the information listed can be quickly changed at need. Note, make a copy before the lights go out and the storm begins. A web based version of this document on the public library's web site should also be considered. We call them dashboards. The benefit is that a web-based dashboard can be continuously updated.

Distribution: Ideally this is a document that is produced and distributed just prior to a storm event or when evacuees begin to arrive in town. The document can then be re-done as warranted by updated information and re-distributed. Either a new version is produced or an update sheet is produced. The document may be distributed to emergency responder organizations: public library, emergency management, police, fire, churches, Red Cross, etc. Next the document may be distributed where evacuees and residents are likely to gather: gas stations, supermarkets, malls, quick stops, hotels, etc. Where possible make arrangements with these distribution points and distributors in advance. One alternative is to distribute the document electronically across the community. Then have local production and distribution of the document at different pre-arranged locations. In that way, if one location is damaged, distribution may continue. You may want to keep a single source for production for accuracy and consistency.

Sources of Information: In general, all trusted sources should be considered. This may include government agencies, non-profits, businesses, churches, and schools. Include web sites even though they may not be accessible all the time. What works best is approaching each organization in advance of a storm⁴ and asking them to supply information to you whenever there is a change for inclusion. Be sure to offer the

¹ This is a list of information not guidance – like that found in county survival guides.

² An arrangement by agency, like a directory or phone book requires a user to know which agency to contact. It does not help the evacuee who knows they need a shower. But does not know that the Y is making shower facilities available during the hurricane recovery period.

³ For a good example see: NOAA Extreme Weather Information Sheets
<http://www.ncddc.noaa.gov/activities/noaa-extreme-weather-information-sheet-newis>

⁴ Basic information and layout can be done well in advance of need.

organization multiple ways of contacting you and a backup contact. Second best is having you regularly check an organization's web site for changes. The last alternative is having no formal contact with the organization – just reading their promotional material like anyone else. If possible, gain support for the project from emergency management and senior government officials and invoke their names where needed to obtain updates. Business and other organizations may rent “ad space” to underwrite costs when appropriate.



*This brochure is brought to you by your local public library and
the Florida State University*

Information Use Management & Policy Institute.

142 Collegiate Loop, PO Box 3062100, Tallahassee, FL 32306-2100

Tel: 850-645-5683 <http://www.ii.fsu.edu> 3/27/2009

Evacuee & Resident Hurricane Recovery Information Finder

This brochure provides hurricane recovery information for our area. Topics are arranged alphabetically by service, benefit or need. This information is regularly updated and available at the nearest branch of your local public library. See topic heading "Libraries" below at: <http://www.leoncountyfl.gov/LIBRARY/> Report corrections and additions to XXXXX when possible.

ACCOMODATIONS (see HOUSING)

AIRLINES

Continental <http://www.continental.com/web/en-US/default.aspx>

Delta <http://www.delta.com/>

Jet Blue <http://www.jetblue.com/>

Northwest <http://www.nwa.com/>

United <http://www.united.com/>

US Air <http://www.usairways.com/>

ANIMALS (including "Pets" & "Veterinarians"):

←Note use of color and BOLD

Organization Name

←Note basic format

Web site

Contact: Name and E-mail Hours

Physical Address

Phone

Animal Hospitals

← Use of sub headers

Northwood Animal Hospital

←Example

<http://www.animalhelp.com/>

Jack Smith <jsmith@AnimalDoc.com>

Hours M-F 9-6 Sat. 9-Noon Sun. Closed

7647 Route A1A (Atlantic & Jackson Aves.)

Ferris, FL 32456 Phone: (850)385-8181 Emergency: (850)385-7387 TDD (850)606-2603

AUTOMOBILES

Rental

Repair

ATMs (see also BANKS & MONEY):

BANKS (see also ATMS & MONEY):

BLUE TARPS:

Distribution Points are:

BENEFITS:

-- Florida Department of Children & Families. Access Florida.

<http://www.myflorida.com/accessflorida/>

-- Social Security Administration (includes Medicaid). <http://www.ssa.gov/>

BUILDING SUPPLIES (see HOME REPAIRS):

BUSES (see TRANSPORTATION):

CABLE (phone & TV) (see UTILITIES):

CARS (see AUTOMOBILES):

CHARGERS, EQUIPMENT (see LIBRARIES)

CHARGERS, EQUIPMENT (see LIBRARIES)

CHILDREN

-- FL Division of Emergency Management. SERT. Kids.

<http://www.floridadisaster.org/kids/index2.htm>

--FEMA for kids. <http://www.fema.gov/kids/hurr.htm>

-- National Child Traumatic Stress Network. Recovery after a hurricane.

http://www.ncctsn.org/nccts/nav.do?pid=typ_nd_hurr_recovery&disasterType=hurr&navPid=typ_nd_hurr_desc

-- University Corporation for Atmospheric Research (UCAR). Hurricane strike for middle school teachers.

https://www.meted.ucar.edu/loginForm.php?urlPath=hurrican/strike&go_back_to=http%253A%252F%252Fwww.meted.ucar.edu%252Fhurrican%252Fstrike%252F#

Hurricane preparedness week. <http://www.nhc.noaa.gov/HAW2/english/intro.shtml>

-- Ready.gov. Kids. <http://www.ready.gov/kids/index.html>

-- OneStorm. Child care. <https://www.onestorm.org/prepare/children/Index.aspx>

CHURCHES (see **HOUSES OF WORSHIP**):

CLOTHING (see also **LAUNDROMATS**):

COMPUTER ACCESS (see also **LIBRARIES**):

CONTRACTORS (see also **HOME REPAIR**)

COOLING LOCATIONS

COPIERS (see also **LIBRARIES**):

COPING (see also **HOUSES OF WORSHIP**):

-- Dave Baldwin's trauma information pages. <http://www.trauma-pages.com/disaster.php>

-- OneStorm. Behavioral issues. <https://www.onestorm.org/prepare/behavioral-issues/Index.aspx>

-- Salvation Army Prayer and Spiritual Support Hotline: 1-888-363-2769

CURFEW AREAS

DAY CARE (see also **SCHOOLS**):

DEBRIS (see **GARBAGE PICKUP**)

DONATIONS:

-- Florida Disaster Recovery Fund. <http://www.flahurricanefund.org/>

-- OneStorm. Donating in times of disaster.

<https://www.onestorm.org/prepare/relief-effort/DuringTheStorm/WaysToDonate.aspx>

-- Florida Volunteer and Donations Hotline: 1-800-FLHELP1

-- American Red Cross Donations Hotline: 1-866-HELP-NOW or visit www.redcross.org --

Salvation Army Donation Hotline: 1-800-996-2769

ELECTRICITY (see also **UTILITIES**):

E-MAIL ACCESS (see **LIBRARIES**)

EMERGENCY (see also **FIRE, HOSPITALS AND CLINICS, MEDICATION & POLICE**):

EMERGENCY HOUSING (see **HOUSING**)

EMPLOYMENT

-- Florida unemployment compensation

<http://www.floridajobs.org/unemployment/index.html>

-- State of Florida Employment. People first. <https://peoplefirst.myflorida.com/logon.htm>

-- Department of Labor. Hurricane recovery assistance. <http://www.dol.gov/opa/hurricane-recovery.htm>

-- USAJobs. <http://www.usajobs.gov/>

EVACUATION:

-- Florida Division of Emergency Management. SERT. Florida's storm surge zones, evacuation routes and evacuation zones.

<http://www.floridadisaster.org/publicmapping/index.htm>

-- Coalition of Organizations for Disaster Education. (2007, March). Evacuation and sheltering, and post-disaster safety.

http://www.redcross.org/images/pdfs/code/Evacuation_Sheltering_and_Post-Disaster%20Safety.pdf What to do if evacuation is necessary because of a storm.

http://www.redcross.org/images/pdfs/code/What_to_Do_if_Evacuation_Is_Necessary_Because_of_a_Storm.pdf

-- One Source. Deciding to stay or go. <https://www.onestorm.org/prepare/stay-or-go/Index.aspx>

EXTERMINATORS (see **PESTS**)

FAX (see also **LIBRARIES**):

FEMA

-- FEMA. Apply for assistance. <http://www.fema.gov/assistance/index.shtm> Phone: 1-800-621-3362 Disaster recovery center locator.

<https://asd.fema.gov/inter/locator/drcLocator.jsp> Recovering from a disaster.

<http://www.fema.gov/rebuild/recover/after.shtm>

FIRE DEPARTMENTS

FLOODING:

- Florida Division of Emergency Management. SERT. Florida's storm surge zones, evacuation routes and evacuation zones.
<http://www.floridadisaster.org/publicmapping/index.htm>
- FEMA. Flood maps.
<http://msc.fema.gov/webapp/wcs/stores/servlet/FemaWelcomeView?storeId=10001&catalogId=10001&langId=-1>
- NOAA. Office of Hydrologic Development. Hurricane flooding: A deadly inland danger.
http://www.nws.noaa.gov/oh/hurricane/inland_flooding.html
- OneStorm. Flood center. <https://www.onestorm.org/prepare/flood-center/Index.aspx>
- USGS. WaterWatch. Florida. <http://water.usgs.gov/waterwatch/?m=real&r=fl>

FOOD (see also GROCERS, RETAIL; RESTAURENTS, FAST FOOD):

Food Safety

Food Stamps & Federal Disaster Food Stamp Program:

- Florida Department of Children & Families. Access Florida.
<http://www.myflorida.com/accessflorida/>

Food Banks:

Free Meals (see POINTS OF DISTRIBUTION):

FRAUD:

- FL Attorney General Price gauging hotline.
<http://myfloridalegal.com/pages.nsf/0/308348F71208C29085256EED00604673?OpenDocument>
- U.S. Department of Energy. Gas price watch. <http://gaswatch.energy.gov/>

FURNITURE:

GARBAGE PICKUP

- Broward County. Debris and trash removal.
http://www.naturescapebroward.com/hurricane/hm_debris.htm

GAS (see also UTILITIES):

GAUGING: (see FRAUD)

GROCERS, RETAIL (see also FOOD):

HAITIAN CREOLE: (See LANGUAGE ASSISTANCE)

HOME REPAIR: (see PROPERTY REPAIR and see also CONTRACTORS)

HOSPITALS & CLINICS (see also "Emergency"):

HOUSING:

Hotels & Motels & B&Bs:

Shelters

- Florida Division of Emergency Management. SERT. State of Florida's shelter.
<https://floridanss.communityos.org/cms/openshelters>
- One Source. Evacuation shelter. <https://www.onestorm.org/prepare/evacuation-shelters/Index.aspx>

ICE: (See also POINTS OF DISTRIBUTION)

Stores That Regularly Sell Ice

INFORMATION (see also "Libraries"):

INSECT PROTECTION: (see PESTS)

INSURANCE CLAIMS

INTERNET ACCESS (see also LIBRARIES):

JOBS (see EMPLOYMENT):

LANGUAGE ASSISTANCE:

LAUNDROMATS (see also CLOTHING):

LEGAL AID

- American Bar Association. (2008, September 25). Free legal assistance available for Florida hurricane victims.
http://www.abanet.org/abanet/media/release/news_release.cfm?releaseid=462

LIBRARIES (see also INFORMATION):

LOST OR MISSING PEOPLE (see "PEOPLE, LOST):

MAIL:

FEDERAL EXPRESS OFFICES: <-Can also lower font for sub-headings
POST OFFICES: USPS. National Mail Service Updates.
<http://www.usps.com/communications/news/serviceupdates.htm>
UPS LISTING:

MAPS:

MEALS (See FOOD & RESTAURENTS, FAST FOOD):

MEDIA (see also NEWSPAPERS & RADIO):

MEDICAID

-- Florida Department of Children & Families. Access Florida.
<http://www.myflorida.com/accessflorida/>

MEDICATIONS (see also EMERGENCY):

MISSING PERSONS (see PEOPLE, MISSING):

MOLD (see PROPERTY REPAIR)

MONEY (see also "ATMs" & BANKS):

[List various sources for obtaining emergency money, etc.]

MOSQUITOES (see PESTS)

NEWSPAPERS (see also MEDIA & RADIO)

[List to Include main papers and weeklies]

PESTS

-- Koo, Ingrid. Rats, mosquitoes and snakes oh my!

http://infectiousdiseases.about.com/od/prevention/a/Hurricane_Ike.htm

-- National Library of Medicine. Rodents, snakes, insects and pesticides.

<http://sis.nlm.nih.gov/enviro/hurricane.html#a7>

-- Johnsen, Mark. Potential mosquito problems after a hurricane. [http://www-](http://www-aes.tamu.edu/Mosquitos/Potential%20Mosquito%20Problems%20after%20a%20Hurricane.pdf)

[aes.tamu.edu/Mosquitos/Potential%20Mosquito%20Problems%20after%20a%20Hurricane.pdf](http://www-aes.tamu.edu/Mosquitos/Potential%20Mosquito%20Problems%20after%20a%20Hurricane.pdf)

Exterminators:

-- List of local exterminators

PETS (see ANIMALS)

PEOPLE, LOST: (See also POLICE)

-- Red Cross. Safe and Well. <https://disastersafe.redcross.org/>

PHONE (see UTILITIES)

PLAN, EMERGENCY: (see also WEATHER)

-- FL Division of Emergency Management. SERT. Family disaster plan.

<http://www.floridadisaster.org/family/>

-- My Florida. Public Service Commission. Get a hurricane plan now!

<http://www.psc.state.fl.us/consumers/hurricane/en/default.aspx>

-- FEMA. NIMS. EMI. IS-324 Community Hurricane Preparedness training.

<http://training.fema.gov/EMIWeb/IS/is324.asp>

-- Coalition of Organizations for Disaster Education. (2007, March). Hurricanes and tropical storms.

http://www.redcross.org/images/pdfs/code/Hurricanes_and_Tropical_Storms.pdf Family

disaster plan. http://www.redcross.org/images/pdfs/code/family_disaster_plan.pdf

-- OneStorm. Storms explained. [https://www.onestorm.org/prepare/storms-](https://www.onestorm.org/prepare/storms-explained/Index.aspx)

[explained/Index.aspx](https://www.onestorm.org/prepare/storms-explained/Index.aspx)

-- Operation Hope. Personal disaster preparedness guide. <http://operationhope.org/pdpg/>

-- Ready.gov. Emergency family plan.

<http://www.ready.gov/america/makeaplan/index.html>

-- Red Cross. Make a plan.

[http://www.redcross.org/portal/site/en/menuitem.d229a5f06620c6052b1ecbf43181aa0/?v](http://www.redcross.org/portal/site/en/menuitem.d229a5f06620c6052b1ecbf43181aa0/?vgnextoid=845b5f138dceb110VgnVCM10000089f0870aRCRD&cpsextcurrchannel=1)

[gnnextoid=845b5f138dceb110VgnVCM10000089f0870aRCRD&cpsextcurrchannel=1](http://www.redcross.org/portal/site/en/menuitem.d229a5f06620c6052b1ecbf43181aa0/?vgnextoid=845b5f138dceb110VgnVCM10000089f0870aRCRD&cpsextcurrchannel=1)

-- San Francisco. Department of Emergency Management. www.72hours.org.

[http://72hours.org/](http://www.72hours.org/)

-- United Way. After the storm.

http://www.houstonlibrary.org/images/united_way_afterstorm.pdf

POINTS OF DISTRIBUTION (PODs)

POLICE

[Listing of main office and precincts]

POST OFFICE see MAIL

POWER OUTAGES (see UTILITIES)

PRESERVATION:

-- AIC. Tips for the care of water-damaged family heirlooms and other valuables.

<http://aic.stanford.edu/library/online/disaster/tentip.html>

-- New Orleans Conservation Guild, Inc. Is your artwork wet or damaged? here's what to do. <http://www.art-restoration.com/damage.htm>

-- NARA. Saving family treasures guidelines.

<http://www.archives.gov/preservation/disaster-response/guidelines.html>

Photographs: Kodak. Flood damaged photographs.

<http://www.kodak.com/global/en/service/faqs/faq0700.shtml>

PROPERTY REPAIR & STRENGTHENING (see also CONTRACTORS)

CLEAN UP:

-- Center for Disease Control. Clean up safely after a natural disaster. English

<http://www.bt.cdc.gov/disasters/pdf/cleanup.pdf> French

<http://www.bt.cdc.gov/disasters/fr/pdf/cleanup.pdf> Spanish

<http://www.bt.cdc.gov/disasters/espanol/pdf/cleanup.pdf> Vietnamese

<http://www.bt.cdc.gov/disasters/vi/pdf/cleanup.pdf>

-- Center for Disease Control. Getting rid of cleaning products & other chemicals. English

<http://www.bt.cdc.gov/disasters/pdf/flyer-getting-rid-of-chemicals.pdf> Spanish

<http://www.bt.cdc.gov/disasters/espanol/pdf/flyer-getting-rid-of-chemicals-spanish.pdf>

Vietnamese <http://www.bt.cdc.gov/disasters/vi/pdf/flyer-getting-rid-of-chemicals-vi.pdf>

-- Center for Disease Control. Kill germs with bleach. English

<http://www.bt.cdc.gov/disasters/pdf/flyer-clean-with-bleach.pdf> Spanish

<http://www.bt.cdc.gov/disasters/espanol/pdf/flyer-clean-with-bleach-spanish.pdf>

Vietnamese <http://www.bt.cdc.gov/disasters/vi/pdf/flyer-clean-with-bleach-vi.pdf>

-- FloridaDisaster.org. Strengthen your home.

<http://www.floridadisaster.org/mitigation/rcmp/strengthen/strengthen.html>

-- OneStorm. Preparing your home. <https://www.onestorm.org/prepare/preparing-your-home/Index.aspx> Cleaning up after a storm. <https://www.onestorm.org/prepare/cleaning-up/Index.aspx>

Books: MBK Consulting. Cleaning books.

<http://www.mbkcons.com/wkshp/disaster/disastercleanill.htm>

Mold:

-- Center for Disease Control. Check your HVAC system for mold. English

<http://www.bt.cdc.gov/disasters/pdf/flyer-hvac.pdf>

-- Center for Disease Control. Getting rid of mold. English

<http://www.bt.cdc.gov/disasters/pdf/flyer-get-rid-of-mold.pdf> Spanish

<http://www.bt.cdc.gov/disasters/espanol/pdf/flyer-get-rid-of-mold-spanish.pdf> Vietnamese

<http://www.bt.cdc.gov/disasters/vi/pdf/flyer-get-rid-of-mold-vi.pdf>

-- Center for Disease Control. Protect yourself from mold. English

<http://www.bt.cdc.gov/disasters/mold/pdf/moldprotection.pdf> French

<http://www.bt.cdc.gov/disasters/mold/fr/pdf/moldprotection.pdf> Spanish

<http://www.bt.cdc.gov/disasters/mold/es/pdf/moldprotection.pdf>

-- SOLINET. Water damage resources.

<http://www.solinet.net/Preservation/Disaster%20Resources/Disaster%20Recovery%20Resources.aspx>

Protection:

-- FEMA. Protect your property or business from disaster.

<http://www.fema.gov/plan/prevent/howto/index.shtml#4>

-- FLASH. Strengthening your home. (available in English & Spanish)

<http://www.flash.org/activity.cfm?currentPeril=1>

-- My safe Florida program. <http://www.mysafefloridahome.com/>

Salvage: Walsh, Betty. Salvage at a glance. <http://cool-palimpsest.stanford.edu/waac/wn/wn19/wn19-2/wn19-207.html>
Shutters: Sun Sentinel. (2009, March 27). Hurricane shutter guide. <http://www.sun-sentinel.com/news/local/broward/sfl-hc-shutterguide,0,4944474.htmlstory>
-- NOAA. Hurricane shutters FAQ. <http://www.aoml.noaa.gov/hrd/shutters/index1.html>

PUBLIC WORKS (see also UTILITIES):

QUIK STOPS (see GROCERS, RETAIL)

RADIO (see also MEDIA & NEWSPAPERS):

E.g., WFAN Web site (frequencies) , Address Phone Fax Website

Radio locator. (Radio stations located by city or zip). <http://www.radio-locator.com/>

RECREATION:

BOOKSTORES:

LIBRARIES:

MOVIES:

PARKS:

RESTAURENTS, FAST FOOD (see also FOOD):

ROAD CONDITONS (see TRANSPORTATION)

SATELLITE (Internet, Phone, TV) (see UTILITIES):

SCHOOLS (see also DAY CARE):

BOARD OF EDUCATION

PUBLIC SCHOOLS:

PRIVATE SCHOOLS:

SENIORS:

SPANISH (See LANGUAGE ASSISTANCE)

SPECIAL NEEDS:

SHELTERS (see HOUSING):

FEMA Lodging Assistance

SUPERMARKETS (see GROCERS, RETAIL)

SUPPLIES:

Emergency Supply Kit

-- Coalition of Organizations for Disaster Education. (2007, March). Disaster supplies kit. http://www.redcross.org/images/pdfs/code/disaster_supplies_kit.pdf First aid kit contents. http://www.redcross.org/images/pdfs/code/First_Aid_Kit_Contents.pdf First aid kit for pets. http://www.redcross.org/images/pdfs/code/First_Aid_Kit_for_Pets.pdf. Stocking and storing food and water.

http://www.redcross.org/images/pdfs/code/Storing_Food%20and%20Water_Safely.pdf

-- Galveston County (TX). Office of Emergency Management. Go bag.

<http://www.gcoem.org/content/view/44/153/>

-- Ready.gov. Get a kit. <http://www.ready.gov/america/getakit/index.html>

-- Red Cross. Get a kit.

<http://www.redcross.org/portal/site/en/menuitem.d229a5f06620c6052b1ecbf43181aa0/?vgnextoid=354c2aebdaadb110VgnVCM10000089f0870aRCRD&cpsextcurrchannel=1>

-- SOUTHCOM. Hurricane survival kit.

http://www.southcom.mil/hurricaneprep/hurricane_survival_kit.htm

For basic supplies: food, cloth, toiletries also look for neighborhood gas stations and quick stops.

K Mart

Shopping Malls

(Major) Shopping Centers

Target

Walmart

TARPS (see POINT OF DISTRIBUTION)

TRANSPORTATION:

-- Florida Department of Highway safety. Safety tips.

<http://www.flhsmv.gov/fhp/misc/HurricaneLinksTips.htm> Road closures.

http://www.eoconline.org/EM_Live/roadstat.nsf

Airlines

Buses: Schedule information source:

Emergency Transportation:

Evacuation routes:

Road Conditions:

-- Florida Department of Highway safety. Road closures.

http://www.eoconline.org/EM_Live/roadstat.nsf

-- Intellicast. INav. <http://www.intellicast.com/Travel/Driving/Traffic.aspx>

Taxis:

Vans:

TRASH (see GARBAGE REMOVAL)

UTILITIES:

[Include Cable, Electricity, Gas, Phone, Satellite, Water]

VANS (see TRANSPORTATION)

VETERINARIANS (see ANIMALS)

VITAL RECORDS:

-- National Center for Health Statistics. Florida (where to write for vital records in Florida).

<http://www.cdc.gov/nchs/howto/w2w/florida.htm>

-- Florida Department of Highway Safety & Motor Vehicles (for drivers license, vehicle registration). <http://www.hsmv.state.fl.us/>

-- Florida Health Information Network. Personal health records for hurricane preparedness. <http://www.fhin.net/PHR/index.shtml>

-- Passports & Visas: U.S. Department of State. <http://travel.state.gov/>

-- U.S. citizenship and Immigration. <http://www.uscis.gov/portal/site/uscis>

-- Vital Statistics (for birth, death, divorce, marriage certificates)

http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html

VOLUNTEER

-- Citizen Corp. Programs and partners. <http://www.citizen corps.gov/programs/>

-- OneStorm. Volunteering in times of disaster. <https://www.onestorm.org/prepare/relief-effort/DuringTheStorm/WaysToVolunteer.aspx>

WATER (see also FLOODING, UTILITIES):

Boil Water Notices

Storage:

-- Coalition of Organizations for Disaster Education. (2007, March). Stocking and storing food and water.

http://www.redcross.org/images/pdfs/code/Storing_Food%20_and%20_Water_Safely.pdf

-- OneStorm. Food and water. <https://www.onestorm.org/prepare/food-and-water/Index.aspx>

WEATHER:

-- FL Division of Emergency Management. SERT. Watches & warnings. Weather images. Your weather. <http://www.floridadisaster.org/index.asp>

-- NOAA. Hurricane basics.

http://www.climate.noaa.gov/education/hurricanes/hurricane_basics.pdf

-- Pinellas County Emergency Management. Hurricane 101.

<http://www.pinellascounty.org/emergency/presentations.htm#one>

-- NOAA. National Weather Service. National hurricane center. <http://www.nhc.noaa.gov/>

-- NOAA. Coastal services center. Storm information for coastal officials.

http://csc.noaa.gov/storm_info/

-- Storm advisory. Hurricane tracking. <http://stormadvisory.org/map/atlantic/>

-- Weather Channel. Storm watch.

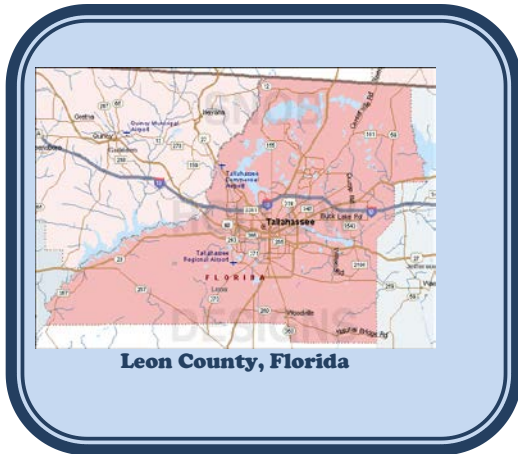
http://www.weather.com/newscenter/stormwatch/?from=wxcenter_news

Weather Radio Local Frequencies: e.g., 162.550

YELLOW PAGES: AT&T. Real yellow pages.

<http://www.realpageslive.com/entrymap.asp?screen=1024&screenheight=768&os=wi>

Example:
**Leon County RESIDENT HURRICANE
 Recovery Information Guide**



**TOGETHER,
 WE WILL MAKE IT!**

This community is committed to helping those families who have lost so much and suffered such a great loss during the devastation caused by a hurricane event. This guide is just one small way to assist the public in identifying services and resources to help toward re-establishing your lives. Be confident that we are working hard to do everything within our means to accommodate and provide support to those in need during such a crisis situation.

**Bryan Desloge
 III
 Chairman,
 Leon County
 Tallahassee**

**John Marks

 Mayor,
 City of**

Commissioners Board



*This brochure is brought to you by your local public library
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 the Florida State University
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 142 Collegiate Loop, PO Box 3062100, Tallahassee, FL
 32306-2100*

Tel: 850-645-5683 <http://www.ii.fsu.edu> 12/09/2008

Hurricane Recovery INFORMATION

This brochure provides information for those recovering from a hurricane in the Leon County/Tallahassee area. Topics are arranged alphabetically, and then by the likelihood of need (food, clothing, shelter) and by government agency, community organization or business providing services.

This Recovery Guide will help you:

- *Quickly identify available help from the topics listed below.*
- *Contact organizations by phone, e-mail, web site or in person, as available.*

**This information is regularly updated and available at the nearest branch of your local public library (see "Library Branches" below) or by accessing the library's web site:
<http://www.leoncountvfl.gov/library/>**

*** IMPORTANT REMINDER ***

Be prepared! Be prepared! Be prepared!

It is recommended that you have appropriate documentation available when attempting to

access government services and resources (such as your Social Security card, Driver's license, Insurance information, Medicaid ID, Prescriptions, etc.)

Basic Sources of Help

ANIMALS (see also "Pets" & "Veterinarians"):

24 HOUR EMERGENCY PET CARE

Northwood Animal Hospital:

(850)385-8181

After Hours and Emergency:

(850)385-7387

SHELTERING YOUR PET

Tallahassee Animal Service Center

Phone: (850)891-2950

Website: www.talgov.com/residents/comm_services/petsanimals.cfm

ATMs (see also "Banks" & "Money"):

Tallahassee State Bank

601 N Monroe St, Tallahassee, FL
 (850)576-1182

Tallahassee State Bank

3471 Thomasville Rd, Tallahassee, FL
 (850)576-1182

Tallahassee State Bank

2720 W Tennessee St, Tallahassee, FL
 (850)576-1182

Money Tree ATM

1944 W Pensacola St, Tallahassee, FL

(850)575-0401

BANKS (see also "ATMs" & Money"):

Wachovia Bank

3652 Coolidge Ct, Tallahassee, FL
(850)656-5466

Sun Trust Bank

3535 Apalachee Pkwy, Tallahassee, FL
(850)671-2635

Regions Bank

3621 Apalachee Pkwy, Tallahassee, FL
(850)942-2977

Capital City Bank

3513 Apalachee Pkwy, Tallahassee, FL
(850)942-3100

BLUE TARPS:

**DISTRIBUTION POINTS FOR FEMA AND
ARMY BLUE TARP PROGRAM**

**Florida State Government
Emergency Management Division**

2555 Shumard Oak Blvd, Tallahassee, FL
(850)413-9969

US Government (FEMA)

Federal Emergency Management Agency
South Pinetree Blvd, Thomasville, GA
(229)225-4500

**CHURCHES/HOUSES OF WORSHIP (see
also "Counseling"):**

Christian Worship Center

3922 Coastal Hwy, Crawfordville, FL
(850)926-8332

Temple Israel-Reform

2215 Mahan Dr, Tallahassee, FL
(850)877-3517

Woodrun Baptist Church

8203 Apalachee Pkwy, Tallahassee, FL
(850)877-0820

Good Samaritan United Methodist Church

Tallahassee, FL
(850)325-6754

Taoist Tai Chi Society of the USA

2100 Thomasville Rd, Tallahassee, FL
(850)224-5438

Co-Cathedral of St Thomas More

900 W Tennessee St, Tallahassee, FL
(850)222-9630

CLOTHING (see also "Laundromats"):

Goodwill Industries

1308 Mahan Dr, Tallahassee, FL
(850)877-6840

Community Health Charities

15 Crescent Way, Crawfordville, FL
(850)926-7003

Lighthouse Children's Thrift Store

2810 S Adams St, Tallahassee, FL
(850)656-9497

Goodwill Industries Donation Centers

Thomasville Rd, Tallahassee, FL
(850)386-2165

Refuge House Thrift Store

729 W Gaines St, Tallahassee, FL
(850)487-8859

Salvation Army Thrift Store

2131 Jackson Bluff Rd, Tallahassee, FL
(850)575-9798

COUNSELING (see also "Churches"):

**FOR HELP DEALING WITH ISSUES RELATING
TO CRISIS, STRESS, OR DRUG ABUSE,
INDIVIDUALS MAY WISH TO CONTACT:**

Community Intervention Center, Inc.

345 Office Plaza Drive
Tallahassee, Florida 32301
(850)222-3508

Tallahassee Memorial Behavioral

1616 Physicians Dr, Tallahassee, FL

(850)431-5100

Florida Psychiatric Society

521 E Park Ave, Tallahassee, FL
(850)222-8404

Apalachee Center Inc

2634 Capital Cir NE # J, Tallahassee, FL
(850)523-3308

Eastside Psychiatric Hospital

Tallahassee, FL
(800)342-0774

DAY CARE (see also "Schools"):

Creative Child Learning Center

4390 Grove Park Dr, Tallahassee, FL
(850)513-1121

Faith Baptist Child Development Center

3333 Apalachee Pkwy, Tallahassee, FL
(850)877-7159

A Little Heaven's Academy

4104 Apalachee Pkwy, Tallahassee, FL
(850)656-7195

Childcare Network

E Park Ave, Tallahassee, FL
(850)391-0105

Scottsdale Academy

3498 Mahan Dr, Tallahassee, FL
(850)219-2400

Morningside Childcare

1560 Pedrick Rd, Tallahassee, FL
(850)656-8117

ELECTRICITY (see also "Utilities"):

**Tallahassee Utilities – Electric and Water
Service**

(850)891-4YOU (4968); TDD - 711

**Talquin Cooperative – Electric and Water
Service**

(888)802-1832

Public Works, Leon County
(850)606-1500

EMERGENCY (see also “Fire Departments”, “Hospitals and Clinics”, “Medication” & “Police”):

Emergency Help

911 (area police, fire and medical)

American Red Cross

(850)878-6080, (main number), or
(850)878-6020, (disaster services)

**Office of Homeland Security, Florida
Emergency Management Agency**
(850)413-9969

Federal Emergency Management Agency
(770)220-5200 (For Florida Regional Office)

EMPLOYMENT (see also “Jobs”):

Maxim Staffing Solutions

1311 Executive Center Dr, Tallahassee, FL
(850)656-5419

Workforce Florida

1580 Waldo Palmer Ln, Tallahassee, FL
(850)921-1119

Labor Ready

2525 S Monroe St, Tallahassee, FL
(850)222-4889

Workforce Plus

2525 S Monroe St # 3A, Tallahassee, FL
(850)413-0315

Manpower

2417 Mill Creek Ct # 3, Tallahassee, FL
(850)386-8150

Spherion

1907 Capital Cir NE, Tallahassee, FL
(850)671-2345

FIRE DEPARTMENTS (see also
“Emergency”):

City of Tallahassee: Fire Department

327 N Adams St, Tallahassee, FL
(850)891-6600

Fire Marshal Division

325 John Knox Rd, Tallahassee, FL
(850)413-3170

Tallahassee Fire Department: Fire Training

2964 Municipal Way, Tallahassee, FL
(850)891-5570

**Tallahassee Regional Airport
Aircraft Rescue & Fire Fighting-ARFF**
Tallahassee, FL
(850)891-7850

FOOD (see also “Retail Grocers”):

Publix Super Market

101 N Blairstone Rd, Tallahassee, FL
(850)219-6211

Publix Super Market

3111 Mahan Dr # 18, Tallahassee, FL
(850)656-5968

Albertson's Supermarkets: Food Centers

2010 Apalachee Pkwy, Tallahassee, FL
(850)878-8218

Publix Super Market

2111 Capital Cir NE, Tallahassee, FL
(850)297-0708

Publix Super Market

1700 N Monroe St, Tallahassee, FL
(850)222-1975

Publix Super Markets

800 Ocala Rd # 200, Tallahassee, FL
(850)575-3929

**FOOD STAMPS & the FEDERAL
DISASTER FOOD STAMP PROGRAM:**

http://www.fns.usda.gov/disasters/response/DFSP_Handbook/guide.htm

FOOD BANKS:

Tallahassee Food Headquarters
(Serving: Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla & Counties)

America's Second Harvest of the Big Bend, Inc.

4016 NW Passage, Tallahassee FL 32303

Phone: (850)562-3033

Fax: (850)562-6176

Contact: Cheryl Phoenix

Email: cphoenix@fightinghunger.org

Web Site: www.fightinghunger.org

Florida Impact

1331 E. Lafayette Street, Suite A,
Tallahassee, FL
(850) 309-1488

Second Harvest Food Bank

4016 NW Passage, Tallahassee, FL
(850) 562-3033

Your Secret Pantry

1660 N Monroe St # 6, Tallahassee, FL
(850) 576-4488

Crossbridge Christian Church

3196 Merchants Row Blvd # 200,
Tallahassee, FL
(850) 877-9166

FREE MEALS (see also “Shelters”):

Haven of Rest Mission

510 W Tennessee St, Tallahassee, FL
(850)224-7313

Refuge House

Tallahassee, FL
(850)681-2111

Second Harvest Food Bank
4016 NW Passage, Tallahassee, FL
(850)562-3033

FURNITURE:

Beds & More Furniture Outlet
3201 Apalachee Pkwy # A, Tallahassee, FL
(850)671-5155

Oak Street Furniture
3209 Apalachee Pkwy, Tallahassee, FL
(850) 201-4650

Scan Haus
3213 Apalachee Pkwy, Tallahassee, FL
(850) 386-7676

Havertys Furniture Store
2940 Apalachee Pkwy, Tallahassee, FL
(850) 656-3444

Furniture Wizard
1510 Capital Cir SE # E4, Tallahassee, FL
(850) 942-0968

Room Store
1212 Capital Cir SE, Tallahassee, FL
(850) 656-2095

GAS (see also "Utilities"):

College Point Shell
1813 W Tennessee St, Tallahassee, FL
(850)222-9162

Shell
1610 W Tennessee St, Tallahassee, FL
(850)561-1222

Circle K
2009 W Pensacola St, Tallahassee, FL
(850)576-6810

Murphy USA
3501 Apalachee Pkwy, Tallahassee, FL
(850)878-2365

Country Corner Shell
3105 Apalachee Pkwy, Tallahassee, FL

(850)877-3322

Capital City Gas Service
9014 Hardwood Ln, Tallahassee, FL
(850)942-1739

HOME REPAIRS:

Capital Cash & Carry Inc
1021 Railroad Ave, Tallahassee, FL
(850) 224-2131

Sherwin-Williams
1818 Thomasville Rd, Tallahassee, FL
(850) 224-0109

Lowe's
2121 Capital Cir NE, Tallahassee, FL
(850) 386-5022

Paint Center Inc
1322 S Adams St, Tallahassee, FL
(850)224-2218

Home Depot
3200 Capital Circle, Tallahassee, FL
(850)422-2777

Home Depot
1490 Capital Cir NW, Tallahassee, FL
(850)350-9001

Capital City Lumber Co Inc
2501 Lonnbladh Rd, Tallahassee, FL
(850)385-0315

Apalachee Ace Hardware
3626 Apalachee Pkwy, Tallahassee, FL
(850)656-5947

HOSPITALS & CLINICS (see also "Emergency"):

Capital Medical Commons
2535 Capital Medical Blvd., Tallahassee, FL
(850)877-4688

Capital Regional Medical Center
2626 Capital Medical Blvd. , Tallahassee, FL

(850)325-5000

Patients First Medical Center
3401 Capital Circle- NE, Tallahassee, FL
(850)386-2266

Tallahassee Memorial Hospital
1300 Miccosukee Rd., Tallahassee, FL
(850)431-1155

**HOUSING (see also "Shelter"):
EMERGENCY HOUSING**

HOTELS & MOTELS & B&BS

ICE DISTRIBUTION POINTS

**SUGGESTIONS FOR STORES THAT
REGULARLY SELL ICE**

INFORMATION (see also "Libraries"):

JOBS (see also "Employment"):

LAUNDROMATS (see also "Clothing"):

LIBRARIES (see also "Information"):

- **Leon County Public Library**
<http://www.leoncountyfl.gov/LIBRARY/> 200 West Park
Avenue Tallahassee, FL 32301 Phone: (850)606-
2603 TDD (850) 606-2603
- Northeast branch 5313 Thomasville Rd. Phone:
(850) 606-2603
- Other branch listings

**LOST OR MISSING PEOPLE (see also
"Missing Persons", "People Finder" &
"Police"):**

**MAIL:
FEDERAL EXPRESS OFFICES:**

POST OFFICES:

2800 S Adams Street, Tallahassee, FL 32301
(XXX)XXX-XXXX

400 N Adams Street, Tallahassee, FL 32301

(XXX)XXX-XXXX

600 West College Avenue, Tallahassee, FL 32306
(XXX)XXX-XXXX

2020 West Pensacola Street, Tallahassee, FL 32304
(XXX)XXX-XXXX

2355 Centerville Road, Tallahassee, FL 32308
(XXX)XXX-XXXX

1845 N Martin Luther King Jr., Tallahassee, FL
32303
(XXX)XXX-XXXX

3607 N Monroe Street, Tallahassee, FL 32303
(XXX)XXX-XXXX

UPS LISTING:

MAPS:

The following website (mapquest) provides a way for you to view a map of the local area, allowing you to identify highways and local businesses, such as restaurants, libraries, medical centers, etc.:

<http://www.mapquest.com/maps/map.adp?city=Tallahassee&state=fl>

MEDIA (see also “Newspapers” & “Radio”):

MEDICATIONS (see also “Emergency”):

The **American Red Cross** can help provide access to medications to meet your immediate needs. It has arrangements with local clinics where people can be referred to doctors who will provide needed prescriptions. If available, individuals should provide the Red Cross disaster health representatives with prescriptions, physician contact information and other medical documentation.

American Red Cross

(850)878-6080 (main number)
(850)878-6020 (disaster services)

MISSING PERSONS (see also “Lost or Missing People”, “People Finder” & “Police”):

MONEY (see also “ATMs” & “Banks”):
LIST VARIOUS SOURCES FOR OBTAINING EMERGENCY MONEY, ETC.

NEWSPAPERS (see also “Media” & “Radio”):

Tallahassee Democrat
<http://tallahassee.com/>
Address
Phone
Fax

OTHER NEIGHBORHOOD PAPERS AND WEEKLIES:

PETS (see also “Animals” & “Veterinarians”):

Northwood Animal Hospital

(850)385-8181

After Hours and Emergency: (850)385-7387

Leon County Humane Society

(850)224-9193

Tallahassee Animal Service Center

(850)891-2950

Website:

http://www.tal.gov.com/residents/comm_services/petsanimals.cfm

PEOPLE FINDER (see also “Lost or Missing People”, “Missing Persons” & “Police”):

RED CROSS - SAFE AND WELL:

This website provides a way for you to register yourself as “safe and well.” You can also communicate information to your family

members, letting them know how you’re doing.

American Red Cross – Safe and Well:

<https://disastersafe.redcross.org/>

If you’ve lost contact, call **(866)GET-INFO.**

POLICE (see also “Lost or Missing persons”, “Missing Persons” & “People Finder”):

LISTING OF MAIN OFFICE AND PRECINCTS

PUBLIC WORKS (see also “Utilities”):

RADIO (see also “Media” & “Newspapers”):

WFAN (frequencies)

Address

Phone

Fax

Website

OTHER LISTINGS

RECREATION:

BOOKSTORES:

LIBRARIES:

MOVIE THEATERS:

PARKS:

SCHOOLS (see also “Day Care”):

Board of Education

Address

Phone

Website

PUBLIC SCHOOLS:

PRIVATE SCHOOLS:

SENIORS:

Listings.....

SPECIAL NEEDS:

For shelter it is best to register in advance. **Leon County Emergency Management Agency** will assist with transportation: (850)488-5921.

SHELTER:

PUBLIC SHELTERS:

Main Public Shelter:

480 West Tennessee Street, Tallahassee FL

Phone: (850)224-8448; Email:

shelter@hcsmail.com

Leon County shelters will be opened on an as-required basis. Public shelters are basic; bring your own creature comforts. Shelter locations will be broadcast on radio and TV. Medical care is generally not available. Shelters will have food, but it is best to bring your own. Do not expect a bed; be ready to set up a home away from home on the floor.

Shelter Info Hotline:

(850)894-6741; *ARC from your cell phone

[Listen to Radio and TV for shelter locations near you](#)

SHELTER INFORMATION: SPECIAL NEEDS

Individuals with special needs are encouraged to register with the Leon County Emergency Management Agency for help in making arrangements for transportation or other special assistance due to age, disability, or other special needs. Please call: (850)488-5921

RED CROSS SHELTERS (TALLAHASSEE):

- Lawton Chiles High School, 7200 Thomasville Rd.
- Springwood Elementary School, 3801 Fred George Rd.
- Oak Ridge Elementary School, 4350 Shelfer Rd.
- Florida High School, 3000 Schoolhouse Rd.

GENERAL SHELTER RULES:

Make Sure To Bring...

- **No more than TWO hand-carry bags per person.**
- Lightweight folding chairs, cots, and bedding.

- Dry milk, fruit juice, canned meat/fish, canned beans, bread, crackers, peanut butter, dried fruit, granola bars, cookies, dry cereals & other non-perishables.
- Extra clothing, personal care items and toilet paper.
- Quiet games or toys for the children.
- **IDENTIFICATION;** to prove residency or ownership in order to gain reentry.
- Spare eyeglasses, prescription medicine, special diet and baby foods.
- Diapers, blankets, pillows and sleeping bags.
- Flashlights with extra batteries, cash or travelers checks.
- No weapons, alcohol or illegal drugs.

ENTERING A SHELTER:

- **Evacuees will be directed to a registration area at the LEON COUNTY CIVIC CENTER.**
- **Evacuees will be seated by BUS ASSIGNMENT** on Board of Education buses for transport to inland shelters for the duration of the evacuation.
- The **earliest buses go to the closest shelters** and therefore have the **SHORTEST trips.**
- The **buses will be crowded.** Be reasonable with what you take; **no more than TWO hand-carry bags per person.**
- **School buses are NOT air-conditioned;** expect some discomfort.
- Several seats are left empty on each bus to accommodate stranded motorists.

FEMA LODGING ASSISTANCE PROGRAM:

Anyone needing federal assistance with lodging expenses should register with FEMA to ensure that they are able to receive support as services are made available. Evacuees first need to apply for federal assistance through FEMA either online at www.fema.gov or by calling the FEMA toll free number at 1-800-621-FEMA (3362), TTY 1-800-462-7585.

SUPPLIES:

FOR BASIC SUPPLIES: FOOD, CLOTH, TOILETRIES, ETC. ALSO LOOK FOR NEIGHBORHOOD GAS STATIONS AND QUICK STOPS.

K Mart

Shopping Malls

(Major) Shopping Centers

Target

Walmart

TRANSPORTATION:

EMERGENCY TRANSPORTATION:

BUSES:

TAXIS:

UTILITIES (see also "Electricity", "Gas" & "Water"):

Natural Gas

(850)891-5100; **TDD** - 711

Electric and Water Service

(850)891-4YOU (4968); **TDD** - 711

Embarq - Telephone Service/DSL

Support: (888)723-8010

Public Works

(850)606-1500

VETERINARIANS (see also "Animals" & "Pets"):

Bevis Veterinary Hospital

1156 March Rd, Tallahassee, FL
(850) 878-1880

The Animal Hospital & Pet Resort

2528 Capital Cir SE, Tallahassee, FL
(850) 942-6650

Cross Creek Animal Clinic

2728 Apalachee Pkwy, Tallahassee, FL
(850) 656-2525

Capital Circle Veterinary Hospital

1826 Capital Cir NE, Tallahassee, FL

(850) 877-1149

Novoy Animal Hospital

1157 E Tennessee St, Tallahassee, FL
(850) 878-8800

Tallahassee Veterinary Hospital

2323 Centerville Rd, Tallahassee, FL
(850) 386-5151

WATER (see also "Utilities"):

**Tallahassee Utilities – Electric and Water
Service:**

(850)891-4YOU (4968); TDD - 711

**Talquin Cooperative – Electric and Water
Service:**

(888)802-1832

Public Works, Leon County:

(850)606-1500

WEATHER:

**National Oceanic Atmospheric
Administration:**

www.noaa.com

National Weather Service:

(843)744-0303. Press 3 for weather conditions.

www.nws.noaa.gov