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VERSIÓN EN ESPAÑOL



SCAN FOR  
DIGITAL VERSION

# OSCEOLA HURRICANE GUIDE 2024

**UF** | IFAS Extension  
UNIVERSITY OF FLORIDA

CITY OF  
**KISSIMMEE**  
1 8 8 3

**KUA**  
KISSIMMEE  
UTILITY  
AUTHORITY

*St. Cloud*  
FLORIDA



**OSCEOLA  
COUNTY**



Dear Osceola County Resident,

The 2024 Atlantic Hurricane Season is expected to be “extremely active” according to weather experts, which is why it’s even more important this year for you and your family to be prepared.

In this guide, you’ll find helpful information on how to plan ahead before the storm, tips on keeping your family safe during the storm and steps to take after the storm has passed.

Last year’s hurricane season brought 20 named storms, seven hurricanes and three major hurricanes, making it an above-normal hurricane season. Looking ahead to the 2024 Atlantic hurricane season, weather forecasters are predicting 23 named storms, 11 hurricanes, and five major hurricanes. Experts reference the likely transition of El Niño to La Niña as a primary factor leading to hurricane-favorable conditions.

We urge you to begin reviewing the information in this guide to help you and your family develop a plan. Learn your evacuation routes or best practices for staying home during the storm. Make a plan, build a kit, stay informed and be prepared to take action.

As you and your family prepare, KUA is doing the same. We have a team of nearly 300 highly skilled employees ready to respond to severe weather at a moment’s notice.

Stay safe!

Sincerely,

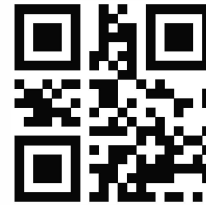
**Brian Horton**  
President and General Manager



**REPORT AN OUTAGE**

The quickest way to report a power outage to KUA is via text message. If an outage occurs, text the word “OUT” to our toll-free number 877-582-7700 and you will be prompted through the system. When power is restored, a follow-up message will be sent.

Scan the QR code below to report a power outage via text.



To view KUA’s outage map in real-time visit [kua.com/map](http://kua.com/map).



Alert Osceola is a **free emergency notification** system used by various public agencies in Osceola County to keep residents informed. To register for Alert Osceola, visit [www.alertosceola.org](http://www.alertosceola.org) or text the phrase “alertosceola” to 888777.



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## EMERGENCY NUMBERS

**FIRE, POLICE, MEDICAL: 911**

## OSCEOLA COUNTY CITIZEN INFORMATION CENTER HOTLINE

**407-742-0000**

## LOCAL NEWS AND INFORMATION

### Positively Osceola

www.positivelyosceola.com

 @PositivelyOsceola

### WFTV — Channel 9 (ABC)

www.WFTV.com

 @wftv

### WESH — Channel 2 (NBC)

www.WESH.com

 @wesh2news


### WKMG — Channel 6 (CBS)

www.Clickorlando.com

 @News6

### WOFL — Channel 35 (FOX)

www.Fox35.com

 @FOX35Orlando

### Central Florida News 13 (Spectrum)

www.Mynews13.com

 @LikeNews13

### Telemundo — Channel 31

www.Telemundo31.com

 @Telemundo31

### Univision — Channel 43

www.Noticiasya.com/orlando

 @NoticiasUnivisionOrlando

### Osceola News Gazette

www.aroundosceola.com

 @osceolanewsgazette

### El Osceola Star

www.elosceolastar.com

 @osceolastarnews

### Orlando Sentinel

www.orlandosentinel.com

 @orlandosentinel

## LOCAL GOVERNMENT

### Osceola County Government

#### Emergency

407-742-2275

www.osceola.org

 @OsceolaCountyFl

### Osceola County Office of

#### Emergency Management

407-742-9000

emdo@osceola.org

www.readyosceola.org

 @OsceolaEOC

### City of Kissimmee

407-847-2821

www.kissimmee.gov

 @CityofKissimmee

### City of St. Cloud

Public Information Office:

407-957-7303

www.StCloudFL.gov

 @CityofStCloudFL

## POLICE DEPARTMENTS

### Kissimmee Police Department

407-846-3333 (Non-emergency)

www.kissimmee.gov

 @KissimmeePolice

### Osceola County Sheriff's Office

407-348-2222 (Non-emergency)

Administration Building: 407-348-1100

www.osceolasheriff.org

 @osceolasheriff

### St. Cloud Police Department

407-891-6700 – (Non-emergency)

www.StCloudFL.gov

 @StCloudPD

## HOSPITALS

### HCA Florida Osceola Hospital

700 W. Oak Street, Kissimmee, FL 34741

407-518-3801 (Emergency Room)

407-846-2266 (Non emergency)

www.hcafloridahealthcare.com/locations/osceola-hospital

 @HCAFloridaOsceolaHospital

### AdventHealth Kissimmee

2450 North Orange Blossom Trail

Kissimmee, FL 34744

407-933-6632 (Emergency Room)

407-846-4343 (Non-emergency)

www.adventhealth.com

 @AdventHealthKissimmee

### Orlando Health St. Cloud Hospital

2906 17th Street, St. Cloud, FL 34769

407-498-3620 (Emergency Room)

407-892-2135 (Non-emergency)

www.stcloudregional.com

 @OrlandoHealthStCloudHospital

### AdventHealth Celebration

400 Celebration Place

Celebration, FL 34747

407-303-4772 (Emergency Room)

407-303-4000 (Non-emergency)

www.adventhealth.com

 @AdventHealthCelebration

### HCA Florida Poinciana Hospital

325 Cypress Parkway, Kissimmee, FL 34758

407-530-2100 (Emergency Room)

407-530-2000 (Non-emergency)

https://www.hcafloridahealthcare.com/locations/poinciana-hospital

 @HCAFloridaPoincianaHospital

### Orlando Health Emergency Room and Medical Pavilion – Osceola

1001 E. Osceola Parkway

321-842-1270

www.orlandohealth.com

## ELECTRIC UTILITIES

### Kissimmee Utility Authority

407-933-9800 or 407-933-7777

Report Outage: Text “out” to

877-582-7700

www.kua.com

 @mykua

### Duke Energy

407-629-1010 or 800-700-8744

Report Outage: 800-228-8485

www.duke-energy.com

### OUC (St. Cloud)

407-957-7373

Report Outage: 407-957-7373

www.ouc.com

 @oucthereliableone

### Peace River Electric Cooperative

863-773-4116 or 800-282-3824

Report Outage: 800-282-3824

www.preco.coop

## WATER COMPANY

### Toho Water Authority

407-944-5000

www.tohowater.com

 @tohowater

### St. Cloud Customers

407-957-7344

www.stcloudfl.gov/1674/Utilities



**TRASH COLLECTION INSIDE THE CITY OF KISSIMMEE**

**City of Kissimmee Solid Waste Division**  
Debris Pickup: 407-518-2507  
www.kissimmee.gov

**TRASH COLLECTION OUTSIDE THE CITY OF KISSIMMEE**

**Osceola County Solid Waste Division & Recycling Trash & Yard Waste**  
407-742-7750  
www.osceola.org

**TRASH COLLECTION INSIDE THE CITY OF ST. CLOUD**

**City of St. Cloud Solid Waste Division**  
407-957-7289  
www.StCloudFL.gov

**COMMUNITY ASSISTANCE**

**2-1-1 Community Resources & Elder Helpline**  
407-839-4357 or 800-963-5337  
www.hfuw.org

**American Red Cross**  
5 N. Bumby Ave., Orlando, FL 32803  
407-894-4141 or 407-644-9300  
www.redcross.org  
www.midfloridaredcross.org

**Osceola Council on Aging**  
700 Generation Point, Kissimmee, FL 34744  
407-846-8532  
Elder Helpline: 800-963-5337  
www.osceolagenerations.org

**Meals on Wheels**  
407-847-2144  
www.osceolagenerations.org

**GAS COMPANIES**

**(Natural) TECO Peoples Gas**  
407-425-4662 or 877-832-6747  
www.peoplesgas.com

**(Propane) Suburban Propane**  
407-847-3582 or 800-776-7263  
www.suburbanpropane.com

**TELEPHONE COMPANIES**

**CenturyLink**  
866-642-0444  
www.centurylink.com

**TELEVISION CABLE**

**Spectrum**  
855-707-7328  
www.spectrum.com

**Comcast Cable/Xfinity**  
800-934-6489 or 800-266-2278  
www.xfinity.com

**PERMITS**

**City of Kissimmee:** 407-518-2120  
www.kissimmee.gov/permits

**City of St. Cloud:** 407-957-7224  
www.stcloud.org

**Osceola County:** 407-742-0200  
permits.osceola.org

**OTHER**

**Florida Poison Information Center**  
800-222-1222  
www.poisoncentertampa.org

**Osceola County Animal Services**  
407-742-8000  
www.osceolacountypets.com

**Osceola County Annual Special Needs Shelter Application**  
407-742-9001  
www.osceola.org

**UF IFAS Extension in Osceola County**  
Educational information about:  
Tree Inspection/Licensed Arborists  
Disaster Preparation and Recovery  
321-697-3000  
osceola.ifas.ufl.edu

**Osceola County Mosquito Control**  
407-742-0505  
www.osceola.org

**Osceola District Schools**  
407-870-4007 (Community Relations Office/School Closings)  
407-870-4600  
407-870-4897 (Student Services)  
www.osceolaschools.net

**TRANSPORTATION**

**(Rail/Train) Amtrak Information & Reservations**  
800-872-7245  
www.amtrak.com

**SunRail**  
855-724-5411  
www.sunrail.com

**(Bus) Greyhound**  
800-231-2222  
www.greyhound.com

**Lynx Bus Service**  
407-841-5969  
www.golynx.com

**FEDERAL/STATE ASSISTANCE**

**FEMA:** 800-621-3362  
www.fema.gov

**Fla. Building Contractor License Verification Dept. of Business and Professional Regulation**  
850-487-1395  
www.myfloridalicense.com

**Florida Department of Agriculture and Consumer Services**  
800-435-7352 or 800-352-9832 (Espanol)  
www.freshfromflorida.com

**State Assistance Information Line**  
800-342-3557  
www.floridadisaster.org

**Price Gouging Hotline**  
866-966-7226 or 850-414-3990  
www.myfloridalegal.com

**State Department of Financial Services Consumer Hotline**  
877-693-5236  
www.myfloridacfo.com

**State Volunteer & Donations Hotline**  
850-414-7400  
www.volunteerflorida.org

**WEATHER LINKS**

**National Hurricane Center**  
www.nhc.noaa.gov  
f @NWSNHC

**National Oceanic & Atmospheric Administration**  
www.noaa.gov  
f @NOAA

**The Weather Channel**  
www.weather.com  
f @theweatherchannel

**Florida Division of Emergency Management**  
www.floridadisaster.org  
f @FLSERT

**Red Cross**  
www.redcross.org  
www.redcross.org/local/florida/central-florida  
f @RedCross

**NOAA Weather Radio Information**  
www.weather.gov/nwr

**Weather Safety and Preparedness**  
www.weather.com/safety



## CREATE A FAMILY DISASTER PLAN

### STEP 1



#### GATHER INFORMATION

Contact your local emergency management office and your local American Red Cross Chapter for the following information.

### STEP 2



#### SHARE INFORMATION WITH YOUR FAMILY

Meet with all in your household to share information in these areas.

### STEP 3



#### PLAN HOW YOUR FAMILY WILL STAY IN CONTACT IF SEPARATED BY A DISASTER

In a disaster, normal communications may not be possible. To contact your loved ones, you should choose a meeting place.

### STEP 4



#### PREPARE YOUR FAMILY AND HOME

Post emergency telephone numbers at a specific location in your home, and save important numbers in your cell phone contacts.

### STEP 5



#### MEET WITH YOUR NEIGHBORS

Plan how the neighborhood could work together after a disaster.

## SANDBAGS

Sandbags can be a simple yet highly effective method of preventing water damage during a hurricane, and they are an essential tool for anyone living in an area at risk of flooding.

Sandbags can be placed in strategic locations around a property to prevent floodwaters from entering. They are typically made of heavy-duty materials, such as burlap or polypropylene, which can withstand the weight of the sand and the force of the water. When placed correctly, sandbags can act as a barrier, diverting water away from the property and preventing it from seeping in.

Prior to a tropical storm or hurricane, Osceola County will open sandbag distribution at one or more locations. Supplies including bags and sand are provided, and residents are typically allowed 25 sandbags per household and should bring their own shovel or filling tool.

Osceola County recommends that residents store uncontaminated sandbags for reuse during possible future storms. Sandbags that have not come into contact with water can be saved to be used in case of additional flooding. Uncontaminated sand can be used for gardens or flower beds and bags can be thrown in the garbage.

Never use the sand from sandbags to fill children's sandboxes or playgrounds. Residents must dispose of sandbags that have come in contact with floodwater by taking them to the Bass Road Yard Waste Disposal Site at 750 S. Bass Road, Kissimmee, FL 34746.



## MY FAMILY DISASTER PLAN

Keep written contact information with you at all times. Use this form to write down your family's emergency plan. Post a copy where family members can see it, and put a copy in your emergency kit.

### WHERE CAN YOU REACH YOUR FAMILY DURING AN EMERGENCY?

Workplace and phone:

School and phone:

### DURING AN EMERGENCY, IT'S OFTEN EASIER TO REACH FAMILY OR FRIENDS WHO LIVE OUT OF TOWN





Out-of-town contact:

	
 Call or text:	 Call or text:
 Email:	 Email:

### DECIDE ON A MEETING PLACE IF YOU CANNOT RETURN TO YOUR HOME:










Neighborhood meeting place:

Out-of-town meeting place:

### FAMILY HEALTH

Doctors:

	
	
Name of medication and corresponding dosage:	
	
	

### I HAVE MADE PLANS FOR MY SPECIAL NEEDS FAMILY MEMBERS.

My plans are:

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### I HAVE MADE PLANS FOR MY PETS.

My plans are:

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Veterinarian phone:

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### I HAVE COMPLETED MY PROPERTY INVENTORY AND PLACED IT IN A SAFE, WATERPROOF PLACE.

Location:

---



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### I HAVE THE FOLLOWING DOUCMENTS:

- |  |  |
|--|--|
| <input type="checkbox"/> Homeowners insurance    | <input type="checkbox"/> Flood insurance   |
| <input type="checkbox"/> Wind and hail insurance | <input type="checkbox"/> Renters insurance |


### INSURANCE INFORMATION:

Name of Company/Agent:

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### I HAVE COMPLETED THE NECESSARY PRECAUTIONS FOR THE FOLLOWING:

- |   |   |
|---|---|
| <input type="checkbox"/> Exterior windows             | <input type="checkbox"/> Roof protection                  |
| <input type="checkbox"/> Large windows and glass door | <input type="checkbox"/> Indoor hazard protection plan    |
| <input type="checkbox"/> Garage doors                 | <input type="checkbox"/> Outdoor property protection plan |
| <input type="checkbox"/> Roof gable ends              | <input type="checkbox"/> Trees                            |

### I HAVE IDENTIFIED ANY ANTICIPATED EXTRA EXPENSE DUE TO A DISASTER, AND HAVE CALCULATED AN APPROXIMATE AMOUNT OF MONEY THAT WILL BE REQUIRED TO SEE MYSELF AND MY FAMILY THROUGH A DISASTER.

That amount is: \$

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## HURRICANE SURVIVAL KIT CHECKLIST

Your “Survival Kit” should contain the following seven basic categories: **WATER, FOOD, FIRST AID SUPPLIES, CLOTHING AND BEDDING, TOOLS, EMERGENCY SUPPLIES AND SPECIAL NEEDS ITEMS.** Listed below are some items that could be included. Decide what items best fit your family’s needs. Gather quantities for 5–7 days.

### FOOD

- fruits: canned, dried, roll-ups
- meats: canned or dried
- vegetables: canned
- milk: dried
- juices: canned or bottled
- drinking water
- peanut butter
- crackers
- soups: canned
- high energy bars

### EQUIPMENT

#### LIGHTING

- waterproof flashlights
- fluorescent distress flag
- extra batteries

#### COMMUNICATION EQUIPMENT

- battery operated radio
- extra batteries
- NOAA weather radio
- cell phone
- charger

#### COOKING EQUIPMENT

- gas grill
- extra propane gas
- barbecue grill
- lighter fluid/charcoal
- sterno stove
- outdoor cooking utensils
- manual can opener
- bottle opener
- disposable eating utensils
- disposable plates and
- cups
- paper towels

### FAMILY SUPPLIES

#### BABY, KIDS AND ADULT SUPPLIES

- diapers, baby wipes
- milk, food, formula
- clothes
- disposable bottles and liners
- blankets, sheets, bed liners
- medications
- portable crib
- quiet toys
- coloring book
- crayons
- puzzles
- books
- extra batteries
- shaving kit
- mirror
- eye glasses and contact lenses
- cash
- post cards, stamps, cards

#### PERSONAL ITEMS

- soap, toothbrush,
- deodorant
- towel and washcloth
- sewing kit
- shampoo
- feminine hygiene items

#### CLOTHING & BEDDING

- rain gear
- sleeping bags and pillows
- extra shoes and work
- boots
- extra clothes

### PAPERS & VALUABLES

- birth certificates
- social security cards
- marriage records
- death records
- computer back-ups
- small valuables
- legal IDs
- extra cash
- deeds
- mortgages
- stocks and bonds
- checking account information
- savings account records
- household inventory (photos, video or DVD)
- driver license

### MEDICATIONS

- aspirin/acetaminophen
- sore throat lozenges and spray
- prescription medication
- laxative
- eye drops
- antacids
- nose spray
- vitamins
- cough medicine
- ear drops
- antibiotic ointment
- antibacterial soap
- baking soda
- hydrogen peroxide
- calamine lotion
- Betadine®
- lip balm
- antifungal cream
- sun block

### FIRST AID SUPPLIES

- first aid handbook
- scissors, tweezers
- thermometer
- first aid tape
- gauze rolls
- large non-stick pads
- Band-Aids™
- arm sling
- snake-bite kit
- cotton swabs
- ice/heat packs
- latex gloves
- safety pins

### CLEANING SUPPLIES

- plastic garbage bags
- paper towels, toilet paper
- liquid detergent
- disinfectant
- washing detergents
- mops, brooms, etc.
- buckets, extra hose
- old blankets, towels, rags
- large plastic bags
- rubber gloves
- bleach, disinfectants

### SAFETY SUPPLIES

- fire extinguisher
- waterproof matches
- work gloves
- work knife
- shovel, hand saw, ax
- hammer, nails, tarp, duct
- tape
- small boat
- chain saw / chain saw chaps
- work boots
- leather gloves
- safety glasses
- generator
- wet/dry vacuum
- extra oil, gas

## HOUSEHOLD INVENTORY

### PREPARATION PAYS OFF

Here are a few tips to help you complete those last-minute details once a tropical storm or hurricane watch has been issued:

- Check food, water, first aid, batteries, pet supplies and other stored supplies to make sure they are fresh, adequate and ready to use.
- Start a “last-minute” shopping list for any items you may need and pick them up as soon as possible.
- Fill your car with gas, check oil, tires and other maintenance points.
- If you plan to evacuate, place items you’ll need in your car.
- Complete any laundry or other household chores to ensure your family will be more comfortable if you have to spend time at home without electricity.
- Pick up loose items around your property and store them until after the storm passes.
- Check the tools and supplies you’ll need to secure windows, doors and other storm-vulnerable areas.
- Make sure your generator, if you plan to use one, is ready with gas, oil and a safe location for operation.
- Update your family’s emergency phone list if necessary.
- Contact your doctor, veterinarian, dentist or pharmacist to arrange for any extra prescriptions or other medications you need to have on hand.

**By the time a storm watch or warning is issued for your area, the majority of your family’s emergency preparations should be completed.**

- Once a “Hurricane Warning” has been issued for Osceola County, check with your local government on their sandbag distribution policy and locations.

### IF YOU EVACUATE

- Secure your home and property to protect it from hurricane-related damage. This includes boarding up windows, turning off power at the source, etc.
- Continue monitoring local news and weather updates.
- Let your family, friends and neighbors know where you will be, how you can be reached and when you plan to return home.
- Leave the area as soon as possible to help minimize traffic delays along evacuation routes. Plan to leave early and allow extra driving time.
- Once you arrive at your destination outside the risk area, call to let your loved ones know you have arrived safely. Plan to stay until local officials give the “all-clear” for returning home.

### IF YOU STAY HOME

#### SECURE YOUR HOME AND PROPERTY

The most susceptible areas of your home are the exterior windows, glass doors, garage doors and roof and gable ends. If hurricane winds enter any of these openings, increased internal pressure and uplifting on walls and roof supports can cause major damage. Address any danger areas early in the season, so you can be ready to take action quickly when a storm approaches.

#### EXTERIOR WINDOWS - LARGE WINDOWS AND GLASS DOORS

The most secure coverings for windows are shutters. If there are no shutters on your home, temporary coverings can be made of 5/8" plywood that must be installed with a 4" overlap on all sides. The plywood should be bolted to the house. This procedure will ensure it will stay in place and not become detached during a hurricane. Reinforcement of plywood over large windows and glass doors can be accomplished by bolting a two-by-four support beam across the plywood and angling another two-by-four beam from that beam to an anchor that has been firmly set in the ground.

#### ROOF GABLE ENDS

Hurricane force winds can cause damage by lifting off the roof when entering unsecured openings of roof gable ends. Use the same temporary shutter procedures for exterior windows to cover the openings in this area.

- Secure your home and property to protect it from hurricane-related damage. This includes boarding up windows, securing all doors, including the garage door, turning off power at the source, etc.
- Make sure all family members and pets are safely indoors, and that they stay there until the danger has passed.
- Make sure your vehicle is parked in the safest possible location to minimize storm-related damage.
- Continue monitoring local news and weather updates.
- Keep in touch with friends and family during the storm to let them know how you’re faring.

#### ROOF PROTECTION

Hurricane straps can increase the strength of your roof against the uplifting forces of hurricane winds by 50 to 75 percent. They are galvanized metal bracing materials designed to hold the roof joist to the top plate and reinforce the bonding strength beyond that of regular nails. Retrofitting your home with these straps is not considered a “do-it-yourself” project. A professional should be contracted.

#### GARAGE DOORS

Garage doors can be reinforced by adding horizontal bracing to each panel at its weakest point. Kits are available at your local home improvement center.

#### WIND-BLOWN DEBRIS

Check around the yard for loose objects, such as toys, gardening tools, barbecue equipment, lawn chairs and other items that could cause damage if blown around. Have a “cleanup drill” to practice gathering these items quickly and putting them in a safe location.





## KEEPING A HOUSEHOLD INVENTORY AND PROTECTING VALUABLE RECORDS

A disaster strikes. Your home and possessions are destroyed. Will you be able to pick up the pieces? You will, if you:

- Keep an up-to-date household inventory.
- Keep this guide and other valuable documents in a secure location.

## KEEPING A HOUSEHOLD INVENTORY

An up-to-date household inventory is a valuable resource. Before a disaster, the inventory will help you determine if you have enough insurance to cover the contents of your home. After the disaster, the inventory will help prove the value of the possessions that are damaged or destroyed for insurance or tax deduction purposes. An inventory consists of:

- Description of each item (include model and serial numbers)
- When you bought it
- How much it costs

It is highly recommended to have photos or a video to accompany your inventory.

Do not forget less expensive items, such as towels and clothes. It will be costly to replace them entirely. Be thorough. Do not forget lawn furniture or tools in the garage. Keep the inventory up to date.

## PROTECTING VALUABLE RECORDS

The key to a smooth recovery is documentation. Secure your valuable papers in a waterproof, fireproof container.

## KEEP CASH

After a disaster, you may need cash for the first few days, or even weeks. Income may stop if you can't work. Consider keeping a small amount of cash or traveler's checks at home in a place where you can access it quickly in case of a sudden evacuation. A disaster can shut down local ATMs and banks.

## VALUABLE PAPERS TO KEEP IN YOUR SAFE DEPOSIT BOX



### PROPERTY

- Property records (deeds, titles, leases)
- Household inventory
- Home improvement records
- Automobile title and bill of sale
- Copies of insurance policies

### FINANCIAL

- Income tax returns
- Copyrights and patents
- Contracts (including promissory notes)
- Copies of insurance policies
- Certificates for stocks, bonds, etc.
- Important receipts and bills of sale
- Supporting documents for years of large transactions, unusual losses or deductions

### IDENTIFICATION

- Social security cards
- Citizenship papers
- Passports
- Birth certificates
- Death certificates

### OTHERS

- Income tax returns
- Copyrights and patents
- Contracts (including promissory notes)
- Copies of insurance policies
- Certificates for stocks, bonds, etc.
- Important receipts and bills of sale
- Supporting documents for years of large transactions, unusual losses or deductions

## VALUABLE PAPERS TO KEEP AT HOME IN A WATERPROOF, FIREPROOF LOCKED BOX



### GENERAL

- Safe deposit box key
- Safe deposit records and inventory of items
- List of emergency contacts (doctors, vets, financial advisors, clergy, licensed repair contractors and family members)

### PROPERTY

- Rental property records
- Guarantees and warranties
- Appliance manuals
- Copies of insurance

### FINANCIAL

- Income tax returns
- Current bank balances
- Loan payment books
- Employee benefits
- Bank account, loan, credit card, investment account numbers

### IDENTIFICATION

- Social security numbers
- Drivers license numbers
- Copies of citizenship papers
- Copies of birth certificates
- Copies of marriage certificates
- Educational records

### HEALTH

- Health records
- Copies of immunization records
- Copies of prescriptions for medicines and eyeglasses
- Copies of veterinary/vaccination records
- Health/dental or prescription insurance cards



## WHAT ABOUT PETS?

### WHAT TO DO WITH PETS

- Gather up pedigree and health records (including vaccination records) and lists of special dietary or other needs for your family’s pets. Keep this information together so you have quick access to it.
- Include contact information for your family veterinarian in the “Important Numbers and Notes” page of this handbook.
- Keep at least a one-month supply of any food and medications your pets may need, including flea and tick treatments, special shampoos, dietary supplements, etc. Label them clearly with your pet’s name and instructions for safe use of each product.
- Keep blankets, toys, and cleaning supplies including paper towels, spray bottles and trash bags in airtight bags within a plastic tote container.
- Be sure to have enough pet carriers, leashes, muzzles and any other restraining equipment you might need, and label them with your pet’s name, your name and your contact information.
- Decide ahead of time whether you will leave your pets at home, board them, or take them with you if you decide to evacuate.

### BOARDING

- It won’t help to board pets anywhere within the area threatened by a hurricane — they won’t be any safer than they would be at home. Choose boarding facilities well out of the threatened area, and make arrangements in advance to get your pets to that location.
- Budget for boarding costs of \$20 or more per animal per night, depending on the animal’s size and special needs.

### HOTELS

- If you plan to keep pets with you in a hotel, motel or campground, confirm ahead of time that the facility will accept your pets.
- Study your travel map ahead of time to determine where you will be able to stop to feed, water and exercise your pet.

### STAYING AT HOME

- The safest thing to do is evacuate before a hurricane ever arrives — but if for some reason you can’t evacuate (or choose not to evacuate), make plans to keep your pets indoors until the emergency is over.
- Don’t let pets go outdoors until you’re certain it’s safe. Be sure power lines, dangerous tree limbs, wildlife and other hazards have been addressed before any family member or pet goes outdoors alone.

### SHELTERS

Ideally, it is best for pet owners not to rely on pet-friendly shelters; they should make plans in advance to take pets with them to a location out of the threatened area. However, if no other option exists, pet-friendly shelters will serve as locations where pets and their owner can stay in the same building. Owners should bring the following supplies:

- A crate to house your pet with enough room to stand up, lie down, and stretch out
- Label crates with pet owner’s name and phone number
- Medications stored in a waterproof bag
- Food that is in a waterproof bag, water and bowls
- Blankets and toys
- Cleaning supplies including paper towels, spray bottles and trash bags
- A leash and harness collar with identification tags
- Veterinary records for each pet in an airtight bag



### OSCEOLA COUNTY HAS THREE APPROVED PET-FRIENDLY SHELTER LOCATIONS:

**Harmony High School**  
3601 Arthur J. Gallagher Blvd.  
Harmony, FL 34771

**Liberty High School**  
250 Pleasant Hill Blvd.  
Kissimmee, FL 34746

**Kissimmee Middle School**  
2410 Dyer Blvd.  
Kissimmee, FL 34741

*Specific shelter location openings are announced prior to an event.*

## FAMILY MEMBERS WITH SPECIAL NEEDS

Residents with disabilities, medical problems or mobility problems who may need transportation assistance or disaster shelter during an emergency may register with the Osceola County Special Needs Program at 407-742-9001 or online at [www.readyosceola.org](http://www.readyosceola.org). Keep these considerations in mind when making plans for your loved ones who have special needs.

### HOME HEALTH CARE AND HOME-BOUND LIFE-SUPPORT PATIENTS

Notify your health agency where you will be during a hurricane and when care can be re-established. Contact your physician if you are home-bound and under the care of a physician, but not a home health agency. If you require respirators or other electric dependent medical equipment, you should make prior medical arrangements with your physician.

If you require oxygen, check with your supplier about emergency plans. If you evacuate, remember to take medications, written instructions regarding your care, your walker, wheelchair, cane or special equipment, along with your bedding.



## HURRICANE EVACUATION ROUTES

### HAVE AN EVACUATION PLAN

Knowing your evacuation routes should be part of your family's evacuation plan. For those of us in Osceola County that usually means moving further inland or to the west. However, as we saw in 2004 with the approach of Hurricane Charley in the Gulf, there are times when the population may be evacuating to the east.



## EMERGENCY SHELTERS

Planning for hurricane season and other potential disasters can be stressful.

### WHEN TO EVACUATE

- If you live in a site-built home, shelter in place at your home. If you have to leave, make plans to stay with family or friends to ride out the storm.

- Shelter space will be prioritized for the following:

- Those living in low-lying or flood-prone areas
- Those living in manufactured homes
- Those with special needs

- All shelters will include enhanced registration and medical screening to include temperature checks.

### WHAT TO PACK

- Face coverings
- Blankets, pillows, sleeping gear
- Non-perishable foods that do not require cooking
- Important papers, including this Osceola Hurricane Handbook
- Water
- Extra clothing for each family member
- Baby supplies, such as diapers, baby formula/food, baby wipes, quiet toys
- Flashlight with extra batteries
- Medications
- Disinfectants
- Portable ice chest
- Personal hygiene items
- Quiet family activities — books, cards, puzzles, children's coloring books and crayons, etc.

### PREPARING FOR A SHELTER

If you evacuate to a public shelter, prepare a kit with personal items you cannot do without during an emergency.

### FAMILY MEMBERS WITH SPECIAL NEEDS

If your family has special needs relatives, it is important to decide what you will do in the event of an emergency or evacuation. Evacuation centers will not be able to offer the same quality of care that is provided for your elderly or disabled family members, only basic care and assistance will be available. Medications, skilled nursing care, oxygen and other special medical equipment will not be available. Remember, evacuation centers are staffed with volunteers, and supplies are limited to the basics such as food, water and first-aid kits.



### DON'T PACK

- Weapons or firearms
- Alcoholic beverages or illegal drugs
- Pets
- Valuables and "family treasures" of irreplaceable value
- Candles, kerosene lamps or other flammables

## KEEPING YOUR FAMILY SAFE DURING THE STORM

**As a hurricane approaches, local emergency preparedness officials will recommend who should prepare to evacuate, when to evacuate and which evacuation routes they should follow.**

If a hurricane strikes our area, the best place to ride out the storm is far away, well outside the storm's path. In some cases that may mean traveling several hours to get out of the storm's path. If you are not able to travel that far, and your home is not a safe location, take your family to an emergency shelter located as far as possible from the danger area.

### STAYING AT HOME

Every family should make every possible effort to prevent being trapped at home during a hurricane. Even after all necessary arrangements have been made to evacuate in plenty of time, it might be a good idea to discuss these "during the storm" safety tips, just in case someone becomes stranded and must weather the storm at home:

### AVOID

- **Never go outdoors during a hurricane** — not even during the "quiet time" that occurs while the storm's eye is moving through the area. In addition to wind, flying debris and possibly hail or lightning, you may also encounter dangers such as rising water and downed power lines.
- **Stay away from any windows or glass-paned doors** that haven't been boarded up from the outside. Cover them with blankets from the inside to prevent injury or damage from water, flying debris or broken glass.
- **Never attempt to travel the roads until after the storm is over** and local authorities have declared the area safe for traveling.



### THINGS TO DO



- Stay tuned to local news and weather broadcasts via **battery-operated radios or televisions** to monitor of the storm's progress and other emergency bulletins.
- Never rely on candles, kerosene lamps or other flammable lighting materials. **Use glow sticks, flashlights or battery-powered lamps instead.**
- **Keep your family together at all times**, preferably in an interior room of your home, or whatever indoor location you feel will provide the best protection from hurricane-force winds.
- Gather up extra pillows, blankets, sleeping bags, sofa cushions and mattresses to make a "soft shelter" your family can use in case your home is damaged by hurricane winds or tornadoes.
- **Keep pets with you at all times** so you can monitor their behavior and keep them safe.



## TIME FOR CAUTION

It's natural to feel a great sense of relief when the storm moves away from our area. That feeling of relief, however, shouldn't diminish your sense of caution, because many dangers remain after a hurricane has passed. In fact, most hurricane-related deaths occur after a hurricane, often when people are removing debris. Downed power lines; broken water, sewer or gas lines; clogged roadways and dangling tree limbs are just a few of the lingering hazards that must be dealt with after a hurricane has moved through the area.

Here are several tips to keep you and your family safe during the cleanup and recovery period following any major storm.

### GENERAL GUIDELINES

- Avoid driving until authorities clear roadways of debris and downed power lines.
- Don't drive through standing water. You could be stranded, injured or swept away by flash-flood waters.
- Watch out for downed power lines. Stay away from them, and report them to authorities.
- Be on the lookout for other broken utility lines — water, sewer and gas lines in particular, but also phone, cable and other service hook-ups. Report these kinds of problems to authorities as well.
- Never try to touch or move downed lines or repair broken electric or gas connections.
- Be careful not to accidentally set fires, and quickly report any fires you do notice. Fires spread rapidly during emergency situations when decreased water pressure and transportation problems may hinder firefighters.
- Be extremely careful clearing storm debris, which may camouflage downed power lines and serve as hiding places for wild animals, or be contaminated with raw sewage or other hazards.
- Always wear heavy gloves and boots, and wear chainsaw chaps if operating a chainsaw.
- If remodeling or rebuilding your home is necessary, be sure to check with your local building office for proper permits.

### FOOD STORAGE TIPS

- While you are waiting for the lights — and the refrigerator — to come back on, you may not be able to travel safely to the grocery store. Plan ahead to have enough non-perishable food on hand for several days of use.
- Check all canned or stored dry goods for quality before consuming them. Toxins can form quickly in the form of bacteria or mold in the hot, humid days after a hurricane.
- If you aren't sure whether the food is safe, do not eat it! You might not have quick access to emergency medical care to treat food poisoning.
- Keep a supply of non-perishable food in the trunk of your car or some other safe location, just in case your primary grocery stores become damaged during the storm and cannot be used.



### KEEP A SAFE WATER SUPPLY

It may be several days before authorities can restore water and sewer service to your home after a hurricane. While you're waiting, it is important to keep stored water safely drinkable and free of contamination. Store a three-day supply for each family member. A normally active person needs to drink at least two quarts of water daily.



## GENERATOR SAFETY

### PURCHASING A GENERATOR

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

Look at the labels on lighting, appliances and equipment you plan to connect to the generator to determine the amount of power that will be needed to operate the equipment.

For lighting, the wattage of the light bulb indicates the power needed. Appliances and equipment usually have labels indicating power requirements on them.

Choose a generator that produces more power than will be drawn by the combination of lighting, appliances and equipment you plan to connect, including the initial surge when it is turned on.

If your generator does not produce adequate power for all your needs, plan to stagger the operating times for your equipment. If you cannot determine the amount of power that will be needed to operate your appliances, lighting and equipment, ask an electrician to determine that for you.

If your equipment draws more power than the generator can produce, you may blow a fuse on the generator or damage the connected equipment.

### USING A GENERATOR

Follow the directions supplied with the generator. Under no circumstances should portable generators be used indoors, including inside a garage. Adequate ventilation is necessary, and proper refueling practices, as described in the owner's manual, must be followed.

It is a good idea to install one or more carbon monoxide (CO) alarms inside your home. If carbon monoxide gas from the generator enters your home and poses a health risk, the alarm will sound to warn you.

Many home fires and deaths from carbon monoxide poisoning have occurred from using a generator improperly.

Be sure to let the generator cool down before refueling. Store fuel for the generator in an approved safety can. Use the type of fuel recommended in the instructions or on the generator label. Local laws may restrict the amount of fuel you may store, or the storage location. Ask your fire department for additional information about local regulations. Store fuel for the generator outside in a locked shed or other protected area. Do not store fuel in a garage, basement or anywhere inside a home, as vapors can be released that may cause illness and are a potential fire or explosion hazard.

## FAQ'S ABOUT POWER RESTORATION

### HOW LONG WILL I BE WITHOUT POWER?

KUA employees work 24/7 to restore power as quickly as possible after a storm or hurricane — including bringing in crews from other areas to assist, if necessary. To view a real-time map of outages affecting KUA customers, visit <http://kua.com/map>.

### PHASES OF POWER RESTORATION

#### Phase 1: Assess & Protect

We send highly trained workers to locate and monitor safety hazards. These hazards can include downed wires and poles. Our crews then make sure electricity is off for your safety. They also ensure that power is flowing to critical facilities like hospitals, fire stations and other essential services.

#### Phase 2: Repair Damage

Once damage has been assessed and safety measures are in place, we dispatch crews to make repairs. Substations and main electric lines and wires must be repaired to restore power to you. Even if you do not see our field crew teams, rest assured we are working nearby to get your power restored.

#### Phase 3: Restore Power

Once damage is repaired, we begin restoring power to homes and buildings. If you notice that a neighbor's power is back before yours, don't worry. Your home may be on a different circuit or line. We appreciate your patience as we work as safely and quickly as possible to get your lights back on. Please review the illustrations on page 33 for information on power restoration and who is responsible for fixing what.

### HOW DOES KUA DECIDE WHO GETS POWER FIRST?

After we repair our power plants and the lines that carry electricity from them, we restore customers who provide essential services to the community, including hospitals, care facilities and police/fire stations. Then, we repair damage that will return power to the greatest number of customers in the least amount of time. Finally, we restore small neighborhoods and individual customers.

### WHAT DO I DO IF MY HOUSE FLOODS?

If you, your friends or neighbors remain without power following severe flooding from a hurricane, please know that KUA and Osceola County will work together to get your service restored. Please follow these steps to ensure power is connected to your property quickly and safely.

**Step 1** – Contact KUA to determine the reason you are without power. If you cannot receive power because of flood concerns, proceed to Step 2.

**Step 2** – Contact a licensed electrician of your choice. They will need to pull a permit through Osceola County to inspect your property's utility connection and ensure power can be restored safely to your structure. This permit is generally free of charge following a storm.

**Step 3** – With a completed permit and approval from a licensed electrician, Osceola County officials will mark your meter safe to receive power and will then alert KUA that power can be restored.

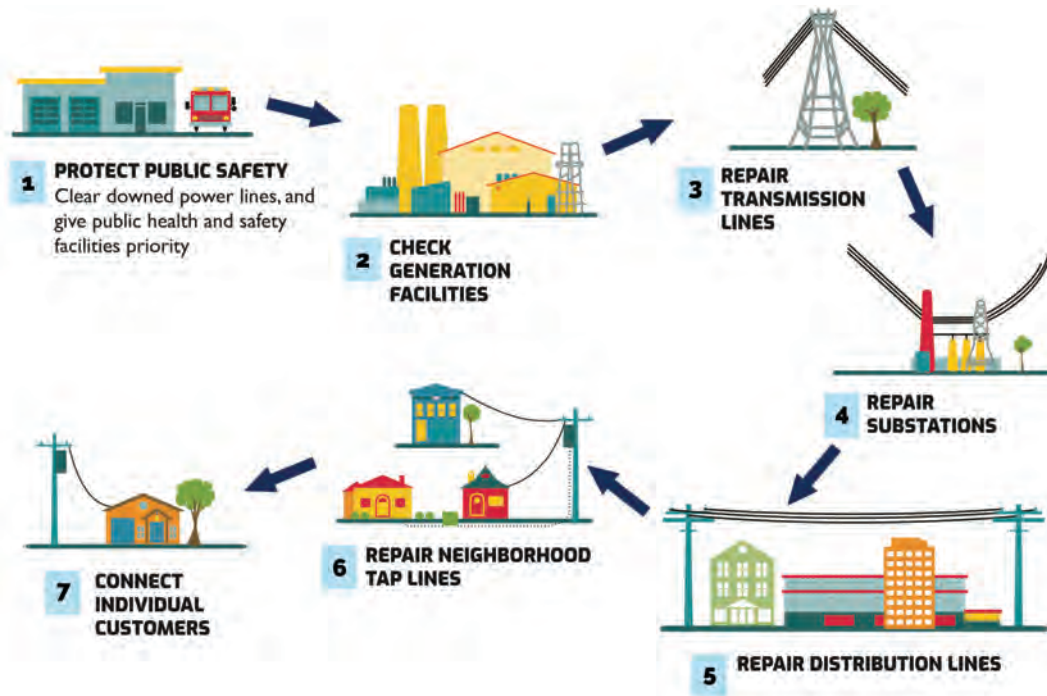
**Step 4** – KUA will restore power.



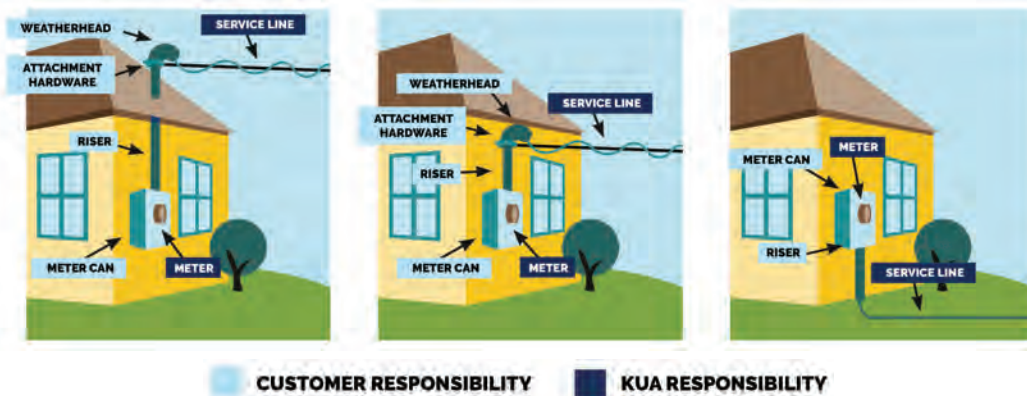
## POWER OUTAGE RESTORATION

### HOW WE RESTORE POWER

When a power outage happens, KUA first ensures public safety, then we begin making repairs. At each step, we prioritize the jobs that help the most people. We greatly appreciate your patience while we move through these steps to restore power to everyone.



If your electrical components are damaged, you may be responsible for repairs. Identify your type of service connection below to learn what your responsibilities are.



## SAFFIR-SIMPSON WIND SCALE

The Saffir-Simpson Hurricane Wind Scale is a rating of 1 to 5 based on a hurricane's sustained wind speed, with 5 being the highest. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures.

### CATEGORY 1 WINDS 74 – 95 MPH

Very dangerous winds will produce some damage. Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few hours to several days.



### CATEGORY 2 WINDS 96 – 110 MPH

Extremely dangerous winds will cause extensive damage. Well-constructed frame homes could sustain major roof and siding damage. Failure of aluminum, screened-in, swimming pool enclosures will be common. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.



### CATEGORY 3 WINDS 111 – 129 MPH

Devastating damage will occur. Well-built framed homes may sustain major damage or removal of roof decking and gable ends. Most commercial signage, fences and canopies will be destroyed. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water may be unavailable for several days to a few weeks after the storm passes.



### CATEGORY 4 WINDS 130 – 156 MPH

Catastrophic damage will occur. Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles will be downed. Fallen trees and power poles will isolate residential areas. Power outages may last for weeks to possibly months. Most of the area could be uninhabitable for weeks or months.



### CATEGORY 5 WINDS 157 MPH OR HIGHER

Catastrophic damage will occur. A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Extensive damage to roof covers, windows and doors will occur. Fallen trees and power poles will isolate residential areas. Power outages may last for weeks to possibly months. Most of the area could be uninhabitable for weeks or months.



**EMERGENCY TERMS**

**EMERGENCY ALERT SYSTEM**

**(EAS):** A digital system designed to give emergency information and instructions from federal, state and local authorities. When activated, it broadcasts the latest information on weather reports, road conditions, evacuations, shelter locations and re-entry information.

**EMERGENCY SHELTER:** A shelter provided during and immediately following a disaster.

**EVACUATION ORDER:** The most important instruction you will receive from local government officials.

**EVACUATION ROUTE SIGNS:** Signs are located on all major evacuation routes.

**SHELTER PERIOD:** The interval of time from the point of evacuation until the primary situation or event has decreased to a level that will permit people to leave designated emergency shelters. The time may vary from several hours to several days, depending upon the severity of the hurricane.

**SMALL CRAFT ADVISORY:** When a tropical cyclone threatens a coastal area, small craft operators are advised to remain in port and not venture to sea.

**WEATHER TERMS**

**EYE:** The low-pressure center of a hurricane. It is surrounded by the most intense area of the storm, and in contrast to the eye wall, winds are normally calm and sometimes the sky clears.

**FLASH FLOOD WATCH:** The National Weather Service issues this type of watch when local flooding can be expected within 12 to 24 hours. Stay alert.

**FLOOD WARNING:** The National Weather Service issues a flood warning when flood waters are expected to exceed flood stage at any point on rivers and bayous. Most flood warnings will be issued 24 to 60 hours in advance of the crest.

**GALE WARNINGS:** Issued when winds of 39 to 54 mph (34–47 knots) are expected.

**HURRICANE:** Pronounced rotary circulation with a constant wind speed of at least 74 mph (64 knots).

**HURRICANE SEASON:** The portion of the year having a relatively high incidence of hurricanes. In the Atlantic, Caribbean and Gulf of Mexico, generally regarded as June 1 through Nov. 30.

**HURRICANE WARNING:** Hurricane conditions are expected somewhere within the specified coastal area, usually within 36 hours.

**HURRICANE WATCH:** Hurricane conditions are possible somewhere within the specified coast area, usually within 48 hours.

**KNOTS:** A measure of wind speed over a nautical mile. A nautical mile is one minute of one degree of longitude and is slightly longer than the ordinary statute mile as used in the United States.

**LANDFALL:** The term used that indicates the moment the eye of a hurricane hits land.

**MILLIBAR:** A metric measure of air pressure.

**STORM SURGE:** A great dome of water, often 50 miles wide, that comes sweeping across the coastline near the area where the eye of a hurricane makes landfall.

**STORM WARNINGS:** Issued when winds of 55 to 73 mph (48–63 knots) are expected. If a hurricane is expected to strike a coastal area, gale or storm warnings will not usually precede hurricane warnings.

**TORNADO WARNING:** Indicates a tornado has been spotted. Be prepared to take shelter.

**TORNADO WATCH:** Conditions are favorable for this type of storm.

**TROPICAL CYCLONE:** A general term for all cyclonic circulations originating over tropical water.

**TROPICAL DEPRESSION:** Rotary circulation at the surface with a maximum constant wind speed of 38 mph.

**TROPICAL DISTURBANCE:** A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more. This type of disturbance is common.

**TROPICAL STORM:** Distinct rotary circulation with constant wind speed ranges of 39 to 73 mph.

**TROPICAL STORM WARNING:** Tropical storm conditions are expected within the specified coastal area within 36 hours.

**TROPICAL STORM WATCH:** Tropical storm conditions are possible within the specified coastal area within 48 hours.

**TROPICAL WAVE:** A kink or bend in the normally straight flow of the surface air in the tropics which forms a low pressure trough or pressure boundary, with showers and thunderstorms. These may eventually develop into a tropical cyclone.

**ORGANIZATIONS, PEOPLE AND PLACES TO KNOW**

**FEDERAL EMERGENCY MANAGEMENT AGENCY**

**(FEMA):** The agency that assists state and local governments, as well as citizens, in recovering from a disaster. FEMA is part of the federal Department of Homeland Security.

**NATIONAL OCEANIC ATMOSPHERIC ADMINISTRATION**

**(NOAA):** Provides a continuous radio broadcast of weather conditions in Central Florida. The broadcast frequency is 162.475 or 162.550.

**OSCEOLA COUNTY OFFICE OF EMERGENCY MANAGEMENT:**

The county department responsible for providing the coordination of the preparedness, response, recovery and mitigation of natural and man-made disasters that may affect the residents and visitors of Osceola County.

**Public Information Hotline:**

407-742-0000 or [www.readyosceola.org](http://www.readyosceola.org).

**OSCEOLA COUNTY SPECIAL NEEDS PROGRAM:**

Residents with disabilities, medical problems or mobility problems who may need transportation assistance or disaster shelter during an emergency may register with the Osceola County Special Needs Program. To register call the Osceola County Special Needs Program at 407-742-9001 or go online at [www.readyosceola.org](http://www.readyosceola.org).





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