



Behind every sunny day  
is a good storm plan



## Hurricane Guide for Seniors

### This guide provides:

- » Survival location options
- » Plans to keep pets safe
- » Information on special needs shelters
- » Instructions on how to care for someone with special needs
- » Important contact numbers sheet
- » Preparation and supply checklists
- » Post-storm safety tips
- » FPL's restoration plan

# Hurricane season is June 1 - Nov. 30

## What's your plan for shelter if a hurricane approaches?

In all cases, early preparation is the key to surviving a hurricane with as little discomfort as possible. If you need assistance at any point, be sure to contact your local social service agencies as early as possible, as agency employees will also be preparing for the hurricane and cannot assist you at the last minute. You have four survival plan options. Whatever you choose, make sure to fill out the enclosed checklists in preparation of a storm.

### Plan A: Stay Home

If you don't live in an evacuation zone or a manufactured/mobile home, you can stay home if you take these precautions:

- » Gather supplies early, including flashlights, medication, food and drinking water.
- » Establish a "safe room" in an interior room with no window. Bring needed supplies.
- » Make sure that your home is secure and shuttered. Ask neighbors to assist with preparations, if necessary.
- » Make sure that a neighbor or loved one knows your whereabouts.

### Plan B: Stay with Local Friends

If you plan to stay with family or friends during a hurricane:

- » Call them in advance. Make sure they will be ready for you.
- » Have a backup plan in case they are out of town.
- » Bring extra clothes, medications and important papers.
- » If you're evacuating with a loved one who has dementia, ask to have a room just for the two of you. Remember to take the same safety precautions you have in your home (e.g., hide sharp objects and poisons, limit access to exits, cover mirrors).
- » Notify a neighbor or loved one of your evacuation plans.

### Plan C: Relocate Outside the Area

If you relocate because you live in an evacuation zone and/or a mobile/manufactured home:

- » Leave early and let others know where you are planning to go.
- » Have a full tank of gas and a current, easy-to-read map handy.
- » Know where you are going. If you are going to a hotel, make sure that you have a reservation, as many hotels, even 100 miles away, will fill up quickly.
- » Remember to bring important papers, medications and extra clothing.
- » If you live in a condo building, remember to shut off the main water valve before you leave.

### Plan D: Go to a Shelter

When going to a shelter, prepare for an extended stay by taking these precautions:

- » Make arrangements for your pets before hurricane season starts. Red Cross shelters do not allow pets. Ask your veterinarian if there are pet friendly shelters in your area.
- » Prepare supplies that you can bring with you; e.g., important papers, food, water, medications, a change of clothes, snacks, personal hygiene supplies, etc. You may also need to bring a sleeping bag/air mattress. Please check with your shelter officials.
- » Make sure that the shelter is available.
- » Bring your cell phone and charger.
- » Notify a neighbor or loved one of your evacuation plans.



## What should I do with my pet?

If it is safe to remain at home during the storm, remember to speak to your pet regularly in a calm and reassuring voice.

You should never leave your pet outside during the storm. If humans need to evacuate, so should pets. Find a pet-friendly place to evacuate to, such as a friend or family's house, hotel or veterinary clinic (you may need to make arrangements in advance).

Consider obtaining a pet carrier. If you can't afford one, contact an animal shelter or thrift shop to purchase one for little or no cost. Train your pet to be comfortable in the carrier before you need to evacuate.

### **Have a pet emergency kit available, including:**

- » Pet food and water (enough for a minimum of three days)
- » Kitty litter and pan
- » Medication (heartworm medicine, motion sickness pills, sedatives, etc.)
- » Bowls, paper towels, newspaper, pet toys and cleaning supplies
- » Leashes and collars with current license identification and rabies tags securely attached, and a muzzle, if necessary

### **If evacuating, your pet should be accompanied with their important records.**

#### **Keep them in a plastic bag secured to the carrier. These helpful records include:**

- » Copies of vaccinations and shot records
- » Ownership papers
- » Current photo of each pet (include yourself in the picture)
- » Contact list of phone numbers for friends and relatives outside the evacuation area

After the storm, walk your pet on a leash. Never allow it to roam free where it might encounter a downed power line or other hazard. Never allow your pet to consume food or water that may be contaminated.

# How do I learn more about a Special Needs shelter?

Special Needs shelters can help provide assistance for citizens with certain medical problems during a major emergency. To take part, you must pre-register and meet established criteria. Be aware that you may need to complete the form with your doctor or health care professional. If you do not qualify, seek advice from your doctor regarding your sheltering alternatives. Contact your county emergency management office or call the Elder Helpline at **1-800-963-5337** to learn how to obtain details on Special Needs shelters in your community. Space is limited and prioritization is based on need so make sure to sign up as soon as possible. Transportation assistance may be available in your community, but the primary responsibility in getting to the shelter lies with the individual.

You'll need to bring all required medical supplies and equipment (including items such as incontinent supplies) and should be accompanied by a caregiver, as the volunteer medical staff will be unfamiliar with your medical condition and treatment. Be sure to ask about specific shelter requirements and supplies that you need to bring and inquire about any pre-registration requirements that apply to your caregiver. Information you provide to officials, such as the emergency management office, will be used only to provide for your care during a major emergency. The information you provide is confidential and protected by Florida law.

The phone number for your county emergency management office can be found in your telephone book BLUE PAGES under county Government Offices or Public Safety Department. You can also call directory assistance or go online to **FloridaDisaster.org/shelters**.



# How to care for a loved one with special needs

- » Seek assistance through local agencies, support groups, family and neighbors.
- » Take care of your needs while you are caring for your loved one. Make sure that you both get the proper nutrition and amount of rest.
- » Ahead of the storm, ask your physician for an extra supply of regular medications, as well as those that could safely decrease anxiety and promote sleep.
- » Monitor your loved one's level of anxiety and agitation. Realize that your loved one may not understand what is going on. Stay calm and continue to reassure. Expect that stress levels may increase for you both.
- » If your loved one has special medical needs, pre-register with the Special Needs shelter officials in your area.
- » Make sure you have a current photo of your loved one.

If your loved one suffers from dementia, make sure that you and your loved one have a Safe Return + MedicAlert, or other identification bracelet on. For details, contact the Alzheimer's Association toll-free, 24-hour help line at **1-800-272-3900** or their Safe Return number at **1-888-572-8566**. In the meantime, a hand-made bracelet could be created with name, telephone and address.

## If you stay at home:

- » Expect that the home environment may be challenging. Enlist people to help prepare for the storm and stay with you.
- » Have activities to occupy and distract your loved one (photo books/albums, music with headphones or consider sing-along activities).
- » Keep rooms well lit – shadows and darkness add to confusion. Lantern style flashlights are preferable to spotlights, which will create more shadows.
- » Minimize outside noise by closing curtains and doors to rooms with windows that face outdoors as the sounds of wind, rain and flying debris can be particularly frightening and confusing.

## If you go to a shelter:

- » Bring your necessities, including pillows, blankets, sleeping bag/ air mattress, any special dietary food, toiletries, a change of clothes, prescription medicines and some battery- powered flashlights. A few “comforts of home” (a favorite pillow or quilt) can provide familiarity. Bring favorite foods and snacks to use as distractions.
- » Observe safety precautions such as limiting access to exits from the building or access to sharp objects.
- » Be aware of people interacting with your loved one as “strangers” and the unfamiliar environment may easily agitate your loved one. Choose a quiet corner.
- » Pack incontinent supplies and disposable cleaning cloths if necessary.

# My Hurricane Plan

**What do I need to do to secure my home, and who will help me?**

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**Where am I going to stay during the hurricane?**

☐ Home ☐ Friends/Family/Neighbors ☐ Hotel ☐ Shelter Address 

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**Where will my pet(s) stay?**

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**If I'm staying at home, what do I need to do to be prepared?**

- » Secure home
- » Gather supplies
- » Establish a safe room
- » Tell family/friends/neighbors that I'm staying home

**Make plans now for situations you might encounter after the storm.**

- » The doors could be blocked by debris. Think about a safe way to exit.
- » The garage door may need to be opened manually. Would you need help?

**Other steps I need to take if I'm staying:**

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**If I'm NOT staying at my home, what preparations do I need to make?**

- » Secure home (turn off appliances or turn off your main breaker)
- » Confirm arrangements with the location where I will be staying (see page on Special Needs shelters)
- » Pack supplies
- » Secure transportation to the location
- » Tell family/friends/neighbors where I'm staying

**Other steps I need to take if I'm not staying:**

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To let friends and family know of your well-being, the American Red Cross has the website [safeandwell.org](https://safeandwell.org), also known as the safe and well site. You can register on the site and leave information on your condition before, during and after a storm. Then, family or friends can log on and search for you to see how you are doing and where you are located.

# Important Contact Numbers

| CONTACT                                       | NAME | PHONE/ACCOUNT NUMBER |
|-----------------------------------------------|------|----------------------|
| Relative/Friend                               |      |                      |
| Relative/Friend                               |      |                      |
| Service Provider                              |      |                      |
| Service Provider                              |      |                      |
| Electric Provider                             |      |                      |
| Life Insurance Co.                            |      |                      |
| Auto Insurance Co.                            |      |                      |
| Home Insurance Co.                            |      |                      |
| Doctor                                        |      |                      |
| Doctor                                        |      |                      |
| Doctor                                        |      |                      |
| Pharmacy                                      |      |                      |
| Medicaid/Medicare                             |      |                      |
| Bank                                          |      |                      |
| Bank                                          |      |                      |
| Other                                         |      |                      |
| Other                                         |      |                      |
| Elder Helpline                                |      | 1-800-963-5337       |
| Evacuation Registration<br>And Transportation |      |                      |
| American Red Cross                            |      |                      |
| County Emergency Mgmt.                        |      |                      |

**Medications** (carefully list all medications and the prescribed dosage)

| NAME | DOSAGE |
|------|--------|
|      |        |
|      |        |
|      |        |
|      |        |

Note: You may need to check your telephone book BLUE PAGES for numbers. Also, visit **FPL.com** if you need to update your phone number or email address on record with Florida Power & Light Company.

# Hurricane Preparation Checklist

## During a hurricane **WATCH**:

(hurricane **may** hit your area within 24 – 36 hours)

- ☐ Pay attention to instructions from public officials and the media
- ☐ Check your first aid kit
- ☐ Gather important documents
- ☐ Check food, supplies and water
- ☐ Obtain cash/travelers checks
- ☐ Refill medications and prescriptions
- ☐ Fill up your car with gas
- ☐ Fill propane tanks if you plan to use a grill after the storm passes
- ☐ Make sure you have a radio, flashlight and batteries
- ☐ Pick up all objects from your yard, including furniture, and store inside. Trash pickup is often suspended and may not be picked up at the curb before a hurricane.

## During a hurricane **WARNING**:

(hurricane is **likely** to hit your area within 24 hours)

- ☐ Pay attention to instructions from public officials and the media
- ☐ Fasten and protect all doors and shutters
- ☐ Lower all blinds and close curtains
- ☐ Sanitize bathtub and fill with water
- ☐ Secure storm shutters/awnings
- ☐ Fill clean containers with water for drinking and place in freezer
- ☐ Cover valuables and furniture with plastic and move away from windows
- ☐ Do **NOT** drain pool; **DO** turn off electricity to all pool equipment
- ☐ Place the following in a large waterproof bag or plastic container:
  - Medications
  - First aid kit
  - Detergent and soap
  - Trash bags
  - Insurance/important papers
  - Blanket and pillow
  - Personal care items including FPL bill
  - Clothing
  - Large towel, wash cloths
  - Sunscreen and insect repellent and paper towels



# Hurricane Supplies Checklist

## Medical supplies

- ☐ Arrange for a **one-month supply** of all medications. Contact your doctor and pharmacy early. Ask about how to properly store medication that needs refrigeration during a power outage.
- ☐ Have extra prescription eyeglasses, sunglasses and hearing aid batteries

## Food, water and related supplies (gather at least a week's worth of supplies):

- ☐ Non-perishable foods, such as ready-to-eat canned meats, fruits and vegetables; canned/bottled beverages; and dry foods such as crackers.
- ☐ Hand-held, non-electric can opener
- ☐ Drinking water. At least one gallon per person, per day.
- ☐ Non-electric stove and needed fuel supply
- ☐ Several coolers and ice. Consider making "blocks" of ice in advance.
- ☐ Disposable eating utensils
- ☐ Pet food, supplies and carrier cage
- ☐ Large and small trash bags
- ☐ Paper towels, tissues and rubber gloves

## Personal products

- ☐ Sanitary/continence supplies (toilet paper, adult diapers, etc.)
- ☐ Personal hygiene items (toothbrush, toothpaste, deodorant, soap, etc.)

## First aid/protective gear

- ☐ First aid kit
- ☐ Fire extinguisher
- ☐ Insect repellent and sunscreen
- ☐ Disinfectant
- ☐ Protective clothing and hats
- ☐ Extra clothing, including dry socks and comfortable shoes

## Other supplies and documents

- ☐ Flashlights and extra batteries
- ☐ Battery-operated radio
- ☐ Matches in a waterproof container
- ☐ Tarp or plastic sheeting
- ☐ Pillows and blankets
- ☐ Sleeping bag/air mattress
- ☐ Non-cordless telephone (cordless phones will not work if the power is out)
- ☐ Extra charger for your cell phone
- ☐ Cash/travelers checks in case banks are closed and ATMs aren't working
- ☐ Store important papers (insurance policies, FPL bill, list of medications, Medicare and/or Medicaid cards, birth certificates, etc.) in a waterproof, portable container and put in a safe place
- ☐ A current phone list of family and friends





## After the hurricane passes

- » Keep away from flooded and debris-laden areas, because they may be hiding downed lines that can cause electrical shock.
- » Don't touch any tree or object in contact with or near power lines.
- » Beware of weakened roads, bridges, tree limbs and porches that may collapse.
- » Use the telephone for emergencies only:
  - **DO** call police or utility immediately to report hazards such as downed power lines, broken gas or water mains or overturned gas tanks.
  - **DO NOT** call to report interruptions in electric, gas, water or telephone service. Utilities have plans for complete service restoration.
- » Continue to conserve refrigeration. Check food for spoilage after power is restored. If in doubt, throw it out!
- » Be cautious when using emergency cooking facilities. Fire fighting will be difficult if water lines are damaged.
- » Don't use candles; use battery-operated flashlights and lanterns instead.

If you use a portable generator, read and follow all instructions and use safely outside far away from opened windows. Visit **FPL.com/storm** for more generator and post-storm tips.

## How FPL restores power

FPL has a comprehensive plan to respond safely and as quickly as possible after a hurricane. We do not restore power based on when customers report an outage, where customers live or the status of accounts. Rather, we follow an overall plan that starts by repairing any damage to our power plants and the power lines that carry electricity from our plants to the local substations.

Next, we prioritize restoring power to critical facilities such as hospitals, police and fire stations, communication facilities, water treatment plants and transportation providers.

At the same time, we work to return service to the largest number of customers in the shortest amount of time – including service to major thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services.

From here, we repair the infrastructure serving smaller groups and neighborhoods, converging on the hardest-hit areas until every customer's power is restored. You can monitor our progress after the storm by listening to local media reports or by using a smart phone or tablet to view **FPL.com/powertracker**.

## **Development of this brochure was supported by:**

- » Alliance for Aging, Inc., for Miami-Dade and Monroe Counties  
**[allianceforaging.org](http://allianceforaging.org)**
- » Alzheimer's Association, Southeast Florida Chapter  
**[alz.org/seflorida](http://alz.org/seflorida)**
- » Alzheimer's Community Care, Inc.  
**[alzcare.org](http://alzcare.org)**
- » American Red Cross, South Florida Region  
**[RedCross.org/SouthFlorida](http://RedCross.org/SouthFlorida)**
- » Area Agency on Aging of Palm Beach/Treasure Coast, Inc.  
**[YourADRC.org](http://YourADRC.org)**
- » Palm Beach County Division of Emergency Management  
**[pbcgov.com/pubsafety/EOC](http://pbcgov.com/pubsafety/EOC)**
- » Palm Beach County Division of Senior Services  
**[co.palm-beach.fl.us/communityservices/programs/seniorservices](http://co.palm-beach.fl.us/communityservices/programs/seniorservices)**



## **CHANGING THE CURRENT. FPL.**

This guide is intended to help you prepare for a hurricane and deal with the aftermath.

THIS GUIDE IS NOT INTENDED TO BE ALL-INCLUSIVE.

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