

State Response and Recovery Actions

Florida Division of Emergency Management:

- Tallahassee, FL — During an emergency, our Florida Governor will issue an Executive Order, declaring a state of emergency in anticipation of impacts from a potential disaster. This executive order allows state officials to make critical resources available to areas that may be impacted by the storm. For more information, visit the governor's website [here](#).

Know your Zone – Know your Home:

- Every year it's important for residents to know if they live in an evacuation zone, a low-lying, flood prone area, a mobile home or an unsafe structure during hurricane season. To view your address and evacuation zone, visit [here](#).
- If your house is not in an evacuation zone, you may consider sheltering in place. If you shelter in place, it's important to know your home and its ability to withstand strong winds and heavy rain.

Health and Human Services:

- The Florida Department of Health (DOH) works with local Emergency Management Services to prepare special needs shelters. To learn more visit their website [here](#) or call to register for a spot at a special needs shelter (850)-245-4444.
- Senior citizens and individuals with special needs or medically dependent individuals are encouraged to complete [Florida's Special Needs Registry](#) to provide first responders and emergency management personnel with valuable information ahead of a disaster.

Shelter:

- The Florida State Emergency Response team has compiled a list of shelters currently open in the area. To view the full list, please visit the website [here and click the shelter index by county](#).

Education/Childcare:

- For a full, up to date list of school closures, please visit the Florida Department of Education's [website](#).

Crisis & Disaster Resources

Updated Sept. 2024

Power:

- To respond to power outages and power line hazards to Duke Energy at (800)-228-8485.

Communications:

- In response to the tropical storm, Verizon has readied its fleet of portable assets, including fully functional, generator-powered cell sites that can replace or enhance network coverage and capacity in a given area as well as drones and a fixed wing aircraft that can provide service and situational awareness from the sky above. Additionally, Verizon has pre-staged satellite-based portable network assets that can provide an alternate way to connect cell sites to the rest of the network in the event that a fiber cable is lost due to commercial power outages or physical damage. All of these mobile assets are complemented by portable generators and a comprehensive refueling program ready to keep the network running in case of commercial power outages.
- In response to tropical storm, T-Mobile has readied Network Operation Centers (NOCs) to manage network traffic, with backup equipment and power supplies on hand, pre-located cell sites on wheels (COWS) to provide additional wireless capacity to hardest-hit areas, and 24/7 national Engineering Response & Crisis Management teams.

Donations/Volunteering:

- Charity Navigator organization reviews charities and assigns them a score based on the charity's financial health, accountability, and transparency. For more information, please visit their website [here](#).
- The American Red Cross provides several ways to help: If you would like to volunteer, click [here](#). Make a \$10 donation by texting the word **REDCROSS** to **90999** or donate at **800-733-2767** or [RedCross.org](https://www.RedCross.org).

American Red Cross

The Red Cross provides emergency response services throughout the state of Florida. You can search for local shelters and get updated information on the Tropical Storm by visiting the Central Florida and U.S. Virgin Islands chapter [website](#). Below is a list of all chapters in the Central Florida Region.

Crisis & Disaster Resources

Updated Sept. 2024

- Tampa Bay Region HQ - 3310 West Main Street Tampa, FL 33607, 813-348-4820
- Mid-Florida - 147 Avenue A, Northwest Winter Haven, FL 33881, 863-294-5941
- Greater Orlando - 5 North Bumby Avenue Orlando, FL 32803, 407-894-4141
- Southwest Florida - 2001 Cantu Court Sarasota, FL 34232, 941-379-9300
- Florida's Space Coast - 8245 Devereaux Drive, Suite 101Viera, FL 32940, 321-890-1002

Shelter: Find open Red Cross shelters [here](#).

Safe and Well: If you are looking for a loved one in the area or are in an affected area and would like to list yourself as safe and well, please visit the Red Cross Safe and Well registry [here](#).

211 Florida

2-1-1 Florida connects callers to health and human services information and is available 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, basic needs, and disaster assistance. To find your local 211, visit the website [here](#) and enter your city, county, or zip code.

511 Florida

511 Florida provides locally generated reports on traffic conditions on major evacuation routes, road and bridge closures, toll suspensions, and travel alerts in affected counties, cities, roadways, and agencies. During an emergency, real-time information on planned routes via the 511-phone call or the app is provided. You may also request to have email alerts sent by phone. You may visit their website [here](#).

Florida Department of Education

The Florida Department of Education works closely with school districts before, during and after natural disasters to ensure they have the resources necessary to resume normal operations as quickly as possible. Please visit the website [here](#) to stay up to date with announcements.

Florida Department of Aging

Florida Department of Aging service providers around the state are in progress or have completed check-in and informational calls to their senior clients. Please call the Elder Helpline Line at **(800)-963-5337** for assistance.

Additional Natural Disaster Resources

Airbnb Open Homes Program

Airbnb helps individuals impacted by a natural disaster by offering free temporary housing to displaced persons. Click [here](#) to learn more.

Federal Emergency Management Agency (FEMA)

- Visit the FEMA website for information [here](#).
- Find open shelters near you by texting SHELTER and your zip code to 4FEMA (43362). Example: Shelter 01234. (Standard text message rates apply.)
- To Register for FEMA Disaster Assistance
 - Online: <https://www.disasterassistance.gov/>
 - Phone: **800-621-3362**, TTY **800-462-7585**
- FEMA tips on how to find short-term and long-term housing after a disaster can be found [here](#).

Ready.Gov

This website provides emergency updates, disaster preparedness tips, and resources. You can sign up to receive emergency updates on your cell phone or download an app for updates. For disaster preparedness resources visit their website [here](#).

Rebuilding After a Hurricane or Tropical Storm

- FEMA offers a fact sheet on Rebuilding after a hurricane or tropical storm which can be found [here](#).
- Insurance information on recovering after a hurricane or tropical storm can be found on the Insurance Information Institute website [here](#).

CARe Inc.

- CARe is short for Community Assisting Recovery. Their mission is to provide free comprehensive information about disaster recovery, including the insurance claim process, to disaster survivors so they may effectively reestablish their homes and communities.
- All CARe volunteers and staff have lost their homes and successfully recovered from disasters. They understand the needs of disaster survivors. To learn more about their services, please visit their website: www.carehelp.org

SAMHSA – Disaster Distress Helpline

SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. This resource is available to anyone in the United States, as well as in Puerto Rico.

- For anyone in the United States looking for support, call: (800) 985-5990
- For anyone in Puerto Rico looking for support, call: (800) 985-5990 and select option 2 for a Spanish-speaking counselor.
- You may visit the website for more information [here](#).

SAMHSA Behavioral Health Treatment Services Locator

Visit the website [here](#).

This line is available 24 hours/day and 7 days/week. The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. You can access the free and confidential treatment provider search tool using the link listed above. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider.

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area.

This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.