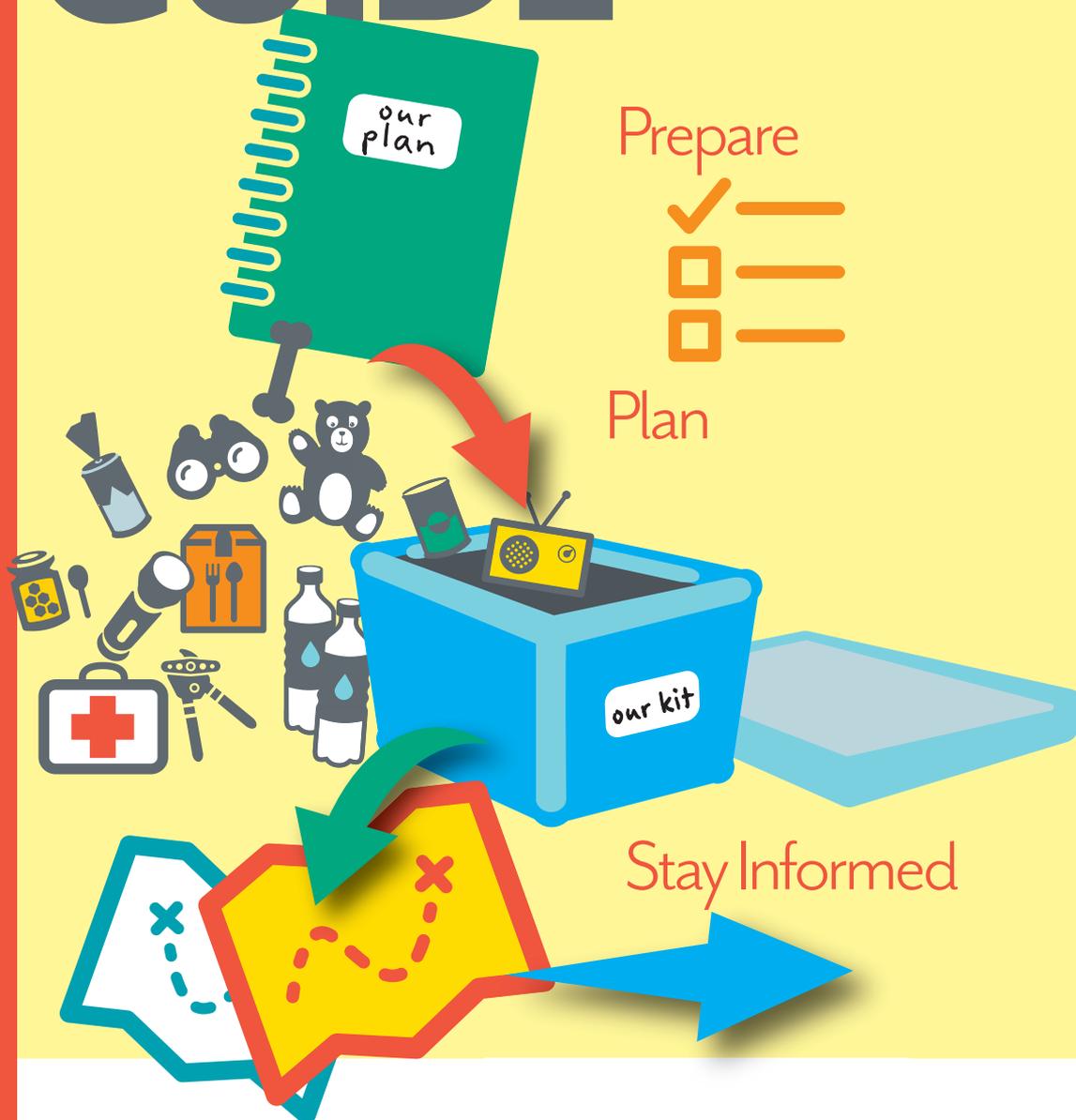


# FLORIDA EMERGENCY PREPAREDNESS GUIDE



**The *Florida Emergency Preparedness Guide* is available in English, Spanish and Creole. A large-print version is also available.**

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# Make an **Emergency Plan**

## Your Plan, Just Make It!

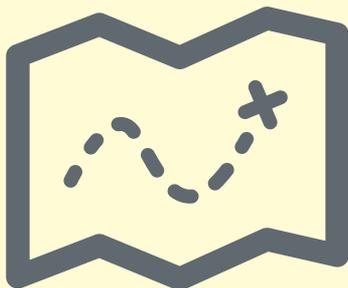
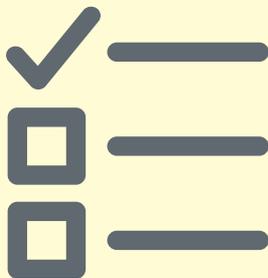
- >What you and your family will do.
  - >What to have on hand.
  - >What to take with you.
- >Where to go, if necessary.
  - >A pet plan.

### **The basics**

- **List each person** your plan will cover and each person's full contact information.
- **List all supplies and equipment** needed for each person in your plan. It may be 72 hours or more before help can arrive.
- **Identify any health conditions or disability-related needs** of your group and include instructions.
- Decide on where you will go if an evacuation becomes necessary. Plan your route and **include alternate options**.
- **Make copies of financial, insurance and medical records** and keep them with your emergency plan.
- **Be sure children know and understand** the emergency plan.
- Each person will need identification and contact information to carry with them in an evacuation, **especially children and older adults**.
- Include your **service animals and family pets** in your plan.

### **Create effective evacuation steps**

- **Be clear about where you will go in an evacuation.** Decide if you will stay with friends or relatives in a safe location, stay in a hotel or motel, or go to a county approved public shelter.
- If someone in your evacuation group needs **basic medical care on a daily basis**, a Special Needs shelter may be an option. Contact your county emergency management office (see page 13) for more information.



- **Be aware of each person's transportation needs.** Keep up your vehicle's basic maintenance and refill the gas tank when it reaches half-full.

- If you know you will **need transportation assistance** in an emergency, pre-register with your county emergency management office. This will enable the responding agency to plan for needs in advance.

- Determine **two additional emergency locations** to meet in case you are unable to return home. One should be nearby your home, and the other outside of your neighborhood. Be sure everyone listed in your evacuation plan is familiar with these rally points.

- **Identify a central emergency contact person** for your group. Choose a friend or family member who lives outside the area and provide contact information for everyone in your group. Be sure each person has the central contact's phone numbers, email and street address.

- Remember, in most cases, an evacuation means to go **tens of miles**, not hundreds of miles away.

**Maintain your plan, supplies & equipment**

- Review and practice your plan **every six months**.

- Conduct **fire and emergency evacuation drills** every six months with everyone in your home.

- Check **food supplies** every six months for expiration dates. Use any food about to expire and replace it in your supply kit.

- Read the **indicator on your fire extinguishers** and follow the manufacturer's recharge instructions.

- Test smoke and carbon monoxide alarms monthly and change the batteries at least once a year. **Replace alarms every 10 years.**

**Make a pet plan**

- List the basic supplies needed for a **minimum of three days** for each pet: healthy food, water, medicine, bed, leash, muzzle, toys and a carrier for each animal.

- Have **up-to-date immunization records** for your pet and keep them with your emergency plan.

- Have your pet wear a **collar and identification tag at all times**, and add your cell phone number or your veterinarian's phone number on your pet's ID tag.

- Know if your evacuation destination (friends, hotel or shelter) is **pet-friendly**.

- Find out what your **community's plans and resources** are for protecting pets in an emergency.

- Contact your veterinarian, local animal shelter or humane society for information about their **emergency plans to shelter pets**.

## Take Action!

### **Before an emergency**

- Have **emergency cash** on hand and keep your car's gas tank full.
- Know where you are going and how you plan to get there before you leave home. **Let others know your destination** and intended route.
- **Leaving early** in an evacuation is helpful. Leaving later may not allow you enough time to reach safe shelter.
- Remember that people in other areas of the state may have received evacuation orders, so if you leave early, **roads may already be congested.**
- Know what **alternate routes** are available before you leave.

### **Food safety**

- Turn refrigerator and freezer controls to the **coldest settings.** Only open the refrigerator or freezer during a power outage when necessary.
- Food will stay frozen for up to 48 hours if a freezer is full and **tightly packed.** Food may keep for 24 hours in a partially-filled freezer.

- You can **fill empty freezer spaces** with reusable ice containers. Fill empty plastic containers about 90 percent full with water—loosely cap the containers and place in freezer.
- If food in the freezer does defrost, use it within one or two days. **Never refreeze food** that has thawed completely. If you're unsure food is safe, throw it out!

### **After an emergency**

- **Carry valid ID.** You may be asked to show proof of residency to be allowed back into your home neighborhood.
- If you are home, **stay home.** This will help keep roads clear for emergency responders.
- If there was flooding, be aware of **snakes, insects and animals** driven to higher ground.
- Avoid downed or damaged **power wires.**
- **Enter your house with caution.** Do not strike matches until you are certain there are no gas leaks.
- If there is a power outage, turn off or unplug all major appliances and electric

devices to **avoid damage from a sudden surge** when power is restored.

- **If you have a generator, remember to never operate it inside.** Do not operate it near any open door, window or garage door.

### **Help children cope**

- Present a truthful picture of the situation that is **simple and manageable.**
- **Monitor media exposure.** If your child watches any television or uses the Internet when images or news about the event will be shown, watch with them to encourage communication and provide explanations.
- **Children's fears are valid.** Always take their feelings seriously.
- Give children **simple tasks** to do that can help in an emergency.
- Teach your children **who and when to call for help**—family members or family friends. Teach your children how to take shelter and how to contact others if they are at home alone.

# Make an Emergency Supply Kit



Your kit should meet your needs and the needs of those in your plan. Choose a waterproof container that is easy to carry. **Make sure everyone knows where the kit is stored!**

## The basics

### > WATER

Store water in plastic containers such as large soft drink, juice or milk bottles—keep in a cool, dry place. Avoid containers that will decay or break, such as paper milk cartons or glass bottles. Store water in a bathtub for washing and flushing toilets.

- ❑ Store one gallon of water per person per day for up to 7 days. Include water for drinking, cooking, hygiene.

- ❑ Active people need to drink at least two quarts of water each day—hot environments and extra physical activity can double that amount. Children, nursing mothers and people who are ill will need more water.

- ❑ Keep purchased bottled water in its original, sealed container. Note the “use by” date.

### > FOOD

Choose foods that are healthy, non-perishable, and do not require refrigeration before and after opening. Foods that do not require cooking are easiest to manage.

- ❑ Store at least a three- to seven-day supply of food per person.

- ❑ Canned or packaged non-perishable meats or fish

- ❑ Canned vegetables, fruits, packaged dried fruits, nuts

- ❑ Manual can openers

- ❑ Disposable plates and utensils, special eating utensils, paper napkins, towels

- ❑ Canned jellied alcohol (like Sterno) if you must heat food. Pack matches in a waterproof bag. Only use grills or gas-operated cookers outdoors.

### > MEDICINE

Arrange with your health care provider and pharmacist for emergency medication supplies. Under a federally declared emergency, you can get an extra 30-day supply with no price increase—even for recently filled prescriptions.

- ❑ List of all medications

- ❑ Equipment and supplies necessary for your medications: alcohol wipes, syringes, test equipment, ice or other coolants for medications that require lower temperatures.

- ❑ Aspirin or non-aspirin pain reliever

- ❑ Anti-diarrhea medication

- ❑ Antacid for upset stomach

- ❑ Syrup of Ipecac—use to induce vomiting if advised by the Poison Control Center



### For babies

- Formula
- Diapers and wipes
- Disposable bottles and nipples
- Powdered formula, milk, or baby food
- Medications, medicine dropper
- Baby soap and shampoo
- Baby's physician or nurse phone numbers
- Water



### For pets

- Pet food, water, and bowls
- Medications, immunization records
- Collar, leash, or harness
- Identification and rabies tags
- Carrier, 1 per animal
- Cat litter pan, extra litter

- Laxative
- Children's medications



### > GLASSES & HEARING AIDS

- Spare prescription glasses, even if they are not your latest prescription. Spare contact lenses and cleaning solution.
- Sunglasses—prescription or not
- Spare hearing aids, even if they are not your latest prescription—pack extra batteries.

### > MEDICAL & DEVICES

- List of medical devices such as pacemakers, pumps, monitors and accommodation devices, with their models and serial numbers—pack extra batteries.



### > FIRST AID KIT

**Make first aid kits for your home and each car.**

- Sterile, adhesive bandages—assorted sizes
- Safety pins—assorted sizes

- Cleansing agent or soap
- Latex gloves, 2 pairs
- Sunscreen
- 2-inch sterile gauze pads, 4–6
- 4-inch sterile gauze pads, 4–6
- Triangular bandages, 3



- 2-inch sterile roller bandages, 3
- 3-inch sterile roller bandages, 3
- Scissors
- Sewing needle
- Adhesive tape
- Tweezers
- Moistened towelettes
- Antiseptic
- Rubbing alcohol
- Thermometer
- Tongue blades, 2
- Tube of petroleum jelly or other lubricant
- Medicine dropper

### > CLOTHING & BEDDING

- Laundry detergent in resealable container
- One complete change of clothing, and sturdy shoes or work boots for each person

- Large-brim hat to protect head and ears
- Rain gear
- Favorite pillows and sheets
- Blankets or sleeping bags
- Cold weather items: hat, gloves, thermal underwear

### > OTHER ITEMS

- Do not include candles in your kit.** Candles cause more fires after a disaster than anything else. Use flashlights or lanterns.
- Toothbrushes, toothpaste, denture cleaner
  - Cash or traveler's checks
  - Spare keys
  - Aluminum foil
  - Standard telephone that plugs directly into a wall
  - TTY's with extra batteries
  - Hand-crank or battery-powered radio with headphones or earplugs—pack extra batteries
  - Hand-crank or battery-powered flashlight—pack extra batteries

## Important documents

### > PROPERTY

- ❑ List of home belongings. Include pictures of your belongings and home.
- ❑ List of business inventory and photos
- ❑ Insurance company information (property insurance)

### > CONTACTS

**Organize the following contact information:**

- ❑ A list of official emergency numbers
- ❑ Family and friends
- ❑ Credit card, bank, securities information
- ❑ Home maintenance and personal services workers
- ❑ Include instructions for shutting off utilities
- ❑ Animal immunization records and veterinarian information

### > MEDICAL INFORMATION

- ❑ Doctor's contact numbers
- ❑ Health insurance provider information (health insurance policy numbers, claims numbers, contact numbers)
- ❑ Blood type
- ❑ Allergies
- ❑ Medical history and current conditions
- ❑ Medications and doses, special handling
- ❑ Instructions and dispensing pharmacy phone numbers
- ❑ List of style and serial numbers of medical devices such as pacemakers, pumps, accommodation devices, assistive devices
- ❑ Documents identifying disabilities or access and functional needs, records

### > MAKE YOUR DOCUMENTS PORTABLE FOR AN EVACUATION

**Scan and save important documents and files onto a thumb drive, or organize important information in a notebook.**

- ❑ Store all thumb drives, documents and information notebooks in waterproof bags or containers.



## Additional Items for People with Disabilities or Access and Functional Needs

Mark all of your items with fluorescent tape, large print or Braille.

### **Equipment & other supplies**

- Spare parts, batteries or battery chargers for: mobility equipment, assistive devices and hearing aids.
- Check with your vendor about how to charge your battery. Can you connect to a vehicle battery using jumper cables? Connect to a converter that plugs into a vehicle's cigarette lighter? Or do you need a solar charger system?
- Wheelchair or scooter tire repair kit
- Walker, crutches or canes
- Urinary function supplies, ostomy supplies, incontinence pads, personal hygiene items
- Dialysis equipment and supplies
- Dressing devices
- Oxygen (tanks or generator) with flow rate attached
- Suction equipment
- Dentures
- Ice chest and ice or "keep cool" material for medications. If using dry ice, wear dry cotton gloves.
- Special pads or cushions
- Battery-operated radio or music player with headphone or earplug—pack extra batteries.
- Recreational or occupational reading material

### **If you have a visual disability**

- Talking or Braille clock, or large-print timepiece with extra batteries

- At least one extra white cane
- Extra magnifiers

### **If you are deaf or hard of hearing**

- Keep a card that indicates you are deaf or have hearing loss in your supply kit and with you at all times
- Include any other communication information such as "I do (or do not) know American Sign Language," or, "My service animal may legally remain with me."
- Battery-operated, digital television set—emergency broadcasts may give information in American Sign Language or open captioning.
- Paper and pencils in your car and supply kit
- Flashlight, whistle or other noisemaker—keep with you at all times.

### **If you have a speech-related or communication disability**

- Power converter for your laptop computer. A converter allows laptops 12 volts or less to be operated from the accessory socket on the dashboard of a vehicle.
- Pencil and paper for a backup communication resource.
- Electronic communicator or artificial larynx—keep with you at all times.
- Copies of a word or letter board, and preprinted key phrases you would need for an emergency. Keep in your kit, wallet, purse, etc.

***If you have a cognitive disability***

Have your assistant help prepare emergency plans and information in a way that is easy for you to understand. A step-by-step sequence is most helpful.

- ❑ Copy of any instructions or information you will need with you and in your supply kit.
- ❑ Pencil and paper to keep track of and to help you remember any new instructions.

***If you use self-administered medical treatments***

- ❑ Bring the medicines you will need when traveling.
- ❑ Arrange with your health care provider and pharmacist for emergency medication supplies. Under a federally declared emergency, you can get an extra 30-day supply with no price increase—even for recently filled prescriptions.

***If you use telecommunications relay services***

Look into different options to use as back-up including:

- ❑ Dialing 711, nationwide
- ❑ Cap Tel, captioned telephone
- ❑ Internet-based relay, through a computer, text pager, PDA, etc.
- ❑ Video relay services, through broadband

**People will want to help you**

**Be ready to give brief, clear and specific instructions and directions to people, either orally or in writing. Have cards with prewritten instructions. Examples:**

- “Please take my—  
 Oxygen tank.  
 Wheelchair.  
 Gamma globulin from the freezer.  
 Insulin from the refrigerator (or ice chest).  
 Communication device from under the bed.”
- > “Please do not try to straighten my knees. They are fused in a bent position.”
  - > “I have had a brain injury that affects my memory. Please write down all important instructions and information.”

- > “I am blind/visually impaired. Please let me grasp your arm firmly.”
- > “I am deaf. Please write things down for me or provide an ASL interpreter as soon as possible.”



**Priority Reconnection Service**

Florida law requires that all utility companies offer a “priority reconnection service” for people with disabilities who use power-dependent equipment. To get placed on their priority reconnection list, contact your utility company for more information.

**Waiting in lines**

**Let a responder or relief worker know if you cannot wait in long lines for items like water, food or other assistance. Practice how to explain clearly and briefly why you need this help. You may also want to write the explanation down ahead of time.**

# Be Prepared ...Stay Informed

If there is an emergency in your area, be ready to:

- Activate your emergency plan.
- Locate your emergency supply kit.
- Follow local alerts on the radio, television, internet and other warning systems.

For some emergencies, staying at home, formerly know as “shelter in place” is an option, but for others, evacuation is your best choice. Consider the risks in your area. Do you live on or near the coast, near a river or stream that can flood, or near a nuclear power plant? How could an emergency in your area affect roads and utilities?

Pay attention to your surroundings, monitor trusted sources of news and be ready to take action.

## Stay

- **Gather your family and friends** already in your home, your pet and your emergency supply kit.
- Stay inside your home, **away from all windows, skylights and glass doors**. The Federal Emergency Management Agency (FEMA) recommends using the most interior room, closet or hallway on the lowest level of your home during severe weather.
- Be sure you have **clean containers for storing water**. You should have a minimum of one gallon per person per day.
- Ready your week’s supply of healthy, non-perishable foods that you won’t need to cook. Remember to have a **non-electric, manual can opener** on hand.
- **Limit your telephone or cell phone** use to only when absolutely necessary. Make sure your cell phone and TTY are fully charged and back-up batteries are available.
- **If you have a generator, never operate it inside**. Do not operate it near any open door, window or garage door.
- It’s important to **wait for official notice** that the emergency is over before going outside your home.



**If you use a wheelchair, make more than one exit from your home wheelchair accessible in case the primary exit is blocked. Plan and practice how to escape from your home.**



or



### **Evacuate**

- If you must leave home, **follow your emergency plan** and your steps for an effective evacuation.
- **Gather your family and friends** already in your home, your pet and your emergency supply kit.
- Turn off your home's water and electricity **at the main valve and breaker**. Turn off any propane tanks. Do not turn off natural gas unless local officials say to do so.
- Hurricanes, severe storms, tornadoes and wildfires can change direction. **Continue to listen for weather updates** and stay informed.
- Follow your planned travel route **or as directed by local authorities**, and bring a map.
- For some emergencies, a public shelter may be opened in your area. Local authorities will make **announcements on the status of public shelters**.
- Depending on the scale of the emergency, you may need to evacuate the area entirely, out of the forecasted impact zone. But in general, **tens of miles, not hundreds of miles, are necessary for evacuations**.



## > **Flooding**

**STORM SURGE** is a dome of water pushed onshore by hurricane and tropical storm winds. Storm surges can reach 25 feet or more.

**STORM TIDE** is a combination of storm surge and the normal tide that causes very high water levels.

### **Before the flood**

- Review **your emergency plan** and update as needed.
- **Are you in a flood zone?** Find and review your flood insurance policy if you have one.
- Flooding that threatens your home should trigger your emergency plan. **Locate your supply kit** and be ready to take action.

### **When a flash-flood watch is issued for your area**

- Refer to your **emergency plan's evacuation steps** as to what you will do and where you will go.
- **Monitor events by radio, television or internet.** Listen for warnings and reports of flooding.
- Be prepared to **evacuate immediately if needed.**
- If you are on a road, watch for flooding at highway dips, bridges and low areas. **Don't drive or walk through standing water.**
- Follow instructions from **emergency officials.**

### **When a flash-flood warning is issued for your area**

- Act quickly to protect yourself and those who depend on you. If you have to **hand-carry supplies, gather the critical items** from your emergency supply kit.
- **Don't try to drive through water.** As little as one foot of moving water can sweep most vehicles away. If your vehicle stalls, evacuate all passengers immediately to higher ground.
- **Do not attempt to cross a flooding stream on foot.** Avoid walking through any water if you have open cuts or sores.
- **Be cautious at night** while driving or walking when it's more difficult to recognize flood danger.
- Keep children away from **floodwaters near culverts and storm drains.**



**In an emergency, your best choice for shelter is outside of the evacuation area, in a safe and secure structure with family and friends.**

**The American Red Cross staffs emergency shelters. Visit [www.redcross.org/find-help/shelter](http://www.redcross.org/find-help/shelter) for a list of open shelters, or call your local Red Cross chapter for open shelter information.**

### **Shelters & pets**

Service animals (specially trained dogs or miniature horses) that assist people with disabilities are allowed in shelters. Their care is the sole responsibility of the owner.

Most shelters cannot accept pets because of health and safety concerns. Family pets are only allowed in pre-designated, pet-friendly shelters. Check with your county's emergency management office for policies and rules of pet-friendly shelters (see page 13).



## Shelters

When severe weather emergencies occur, the State of Florida may open temporary emergency shelters in approved schools, office buildings or other facilities.

### **Two types of shelters**

#### **GENERAL POPULATION SHELTERS**

This type of shelter is stocked with basic needs like food and water, and offers a temporary place to sleep during an emergency. A general population shelter is able to give basic first aid, but not medical care. You will need to bring supplies such as bed linens, blankets, clothing, toiletries, hygiene items and personal medications. Other than food and water, the resources available at general population shelters will vary. If you have a medical condition requiring daily assistance, you may want to pre-register for a special needs shelter.

#### **SPECIAL NEEDS SHELTERS**

Special needs shelters are different from general population shelters. If you need daily medical assistance like routine nursing care, help with medication, oxygen therapy, electricity for life-supporting medical equipment, and you don't have another place to go, you

may be eligible to go to a special needs shelter.

During an emergency, special needs shelters provide more medical care and supervision than a general population shelter. Be aware that special needs shelters do not provide the level of care of a hospital or emergency medical center. They provide a safe location for basic medical aid until the emergency is over. You will need to bring your medical supplies and current medications with you to the special needs shelter. Caregivers and service animals are encouraged to come with you.

There are certain eligibility criteria you must meet to have access to a special needs shelter. To find out if you are eligible and to pre-register, contact your county emergency management office (see page 13).

**If you evacuate, pack games, books and toys for children.**

# Services in Your Community

## Online resources

A planning tool for people with disabilities or access and functional needs is available at [www.floridadisaster.org](http://www.floridadisaster.org).

### American Red Cross:

[www.redcross.org](http://www.redcross.org) and [www.prepare.org](http://www.prepare.org). The American Red Cross booklet *Preparing for Disaster for People with Disabilities and other Special Needs* is available for free at: [www.redcross.org/services/disaster/beprepared/disability.pdf](http://www.redcross.org/services/disaster/beprepared/disability.pdf).

### Florida Emergency Management Community:

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

### Federal Emergency Management Agency (FEMA):

[www.fema.gov](http://www.fema.gov)

**Florida Centers for Independent Living (CIL)** are committed to assisting those with disabilities plan for emergencies: 1-866-575-6004 or 1-877-822-1993.

### National Organization on

**Disability:** [www.nod.org/emergency](http://www.nod.org/emergency)

**Clearinghouse on Disability Information, Special Education and Rehabilitative Services Communications and Customer Service Team:** 1-202-245-7307 or 1-202-205-5637, TTD

**The National Center on Emergency Planning for People with Disabilities:** [www.disabilitypreparedness.org](http://www.disabilitypreparedness.org)

### Florida Poison Information Center Network toll-free hotline

The Florida Poison Information Center Network (FPICN) provides emergency services 24 hours a day to Floridians: **1-800-222-1222**, accessible by voice and TTY.

### Disaster contact information

**American Red Cross**—food, shelter, financial assistance: 1-800-RED CROSS (1-800-733-2767). National headquarters staff: 1-202-303-5214. Public inquiries: 1-202-303-4498.

**America's Second Harvest**—food: 1-800-771-2303

**FEMA Fraud and Abuse Hotline**, Department of Homeland Security: 1-800-323-8603

**FEMA Registration**—first step for disaster assistance: 1-800-621-3362 or 1-800-621-FEMA

**FEMA**—TTY for hearing impaired: 1-800-462-7585

**Florida Abuse Hotline:** 1-800-962-2873 or 1-800-96ABUSE

**Florida Child Care**—resource and referral: 1-888-352-4453

**Florida Department of Financial Services**—claims problems: 1-800-227-8676 or 1-800-22-STORM

**Florida Emergency Information Line:** 1-800-342-3557

**Florida Volunteer and Donations Hotline:** 1-800-354-3571

**Hunger Hotline**, Florida Association for Community Actions: 1-800-329-3663

**Price Gouging Hotline**, Florida Department of Agriculture and Consumer Services: 1-800-435-7352

**Price Gouging Hotline**, Florida State Attorney General: 1-800-646-0444

**Project HOPE**, Florida Department of Children and Families—crisis counseling: 1-866-518-1825

**Salvation Army:** 1-800-725-2769. To volunteer and donate: 1-866-435-7669.

**U.S. Department of Veterans' Affairs**—information and referral: 1-800-827-1000

## ***Special needs shelter registries (emergency management offices)***

**Alachua:** (352) 264-6500

**Baker:** (904) 259-6111

**Bay:** (850) 784-4000

**Bradford:** (904) 966-6336

**Brevard:** (321) 637-6670

**Broward:** (954) 357-6385

**Calhoun:** (850) 674-8075

**Charlotte:** (941) 833-4000

**Citrus:** (352) 746-6555

**Clay:** (904) 284-7703

**Collier:** (239) 252-3600

**Columbia:** (386) 758-1125

**DeSoto:** (863) 993-4831

**Dixie:** (352) 498-1240

**Duval:** (904) 630-2472

**Escambia:** (850) 471-6400

**Flagler:** (386) 313-4200

**Franklin:** (850) 653-8977

**Gadsden:** (850) 875-8642

**Gilchrist:** (386) 935-5400

**Glades:** (863) 946-6020

**Gulf:** (850) 229-9111

**Hamilton:** (386) 792-6647

**Hardee:** (863) 773-6373

**Hendry:** (863) 612-4700

**Hernando:** (352) 754-4083

**Highlands:** (863) 385-1112

**Hillsborough:** (813) 236-3800

**Holmes:** (850) 547-1112

**Indian River:** (772) 567-2154

**Jackson:** (850) 482-9678

**Jefferson:** (850) 342-0211

**Lafayette:** (386) 294-1950

**Lake:** (352) 343-9420

**Lee:** (239) 533-0622

**Leon:** (850) 488-5921

**Levy:** (352) 486-5213

**Liberty:** (850) 643-2339

**Madison:** (850) 973-3698

**Manatee:** (941) 749-3507

**Marion:** (352) 369-8100

**Martin:** (772) 287-1652

**Miami-Dade:** (305) 513-7700 or 311

**Monroe:** (305) 292-4591

**Nassau:** (904) 548-4980

**Okaloosa:** (850) 651-7150

**Okeechobee:** (863) 462-5819

**Orange:** (407) 836-9140

**Osceola:** (407) 343-2133

**Palm Beach:** (561) 712-6400

**Pasco:** (727) 847-8137 or  
TDD line, (352) 521-5137

**Pinellas:** (727) 464-3800

**Polk:** (863) 534-5600

**Putnam:** (386) 329-0379

**Santa Rosa:** (850) 983-5360

**Sarasota:** (941) 861-5000

**Seminole:** (407) 665-5102

**St. Johns:** (904) 824-5550

**St. Lucie:** (772) 462-8100

**Sumter:** (352) 569-1660

**Suwannee:** (352) 364-3405

**Taylor:** (850) 838-3575

**Union:** (386) 496-4300

**Volusia:**

Southeast Volusia, (386) 423-3395

West Volusia, (386) 736-5980

Daytona Beach, (386) 258-4088

**Wakulla:** (850) 745-7200

**Walton:** (850) 892-8186

**Washington:** (850) 638-6203

## County health departments

### Alachua County

224 S.E. 24th St.  
Gainesville 32641  
(352) 334-7900  
FAX (352) 955-6428

### Baker County

480 W. Lowder St.  
Macclenny 32063  
(904) 259-6291,  
EXT. 2230  
FAX (904) 259-1950

### Bay County

597 W. 11th St.  
Panama City 32401  
(850) 872-4455  
FAX (850) 872-7626

### Bradford County

1801 N. Temple Ave.  
Starke 32091  
(904) 964-7732  
FAX (904) 964-3024

### Brevard County

2575 N. Courtenay Pky  
Merritt Island 32953  
(321) 454-7151  
FAX (321) 454-7128

### Broward County

780 S.W. 24th St.  
Ft. Lauderdale 33315  
(954) 467-4700  
FAX (954) 760-7798

### Calhoun County

19611 S.R. 20 West  
Blountstown 32424  
(850) 674-5645  
FAX (850) 674-5420

### Charlotte County

1100 Loveland Blvd.  
Port Charlotte 33980  
(941) 624-7200  
FAX (941) 624-7202

### Citrus County

3700 W. Sovereign Path  
Lecanto 34461  
(352) 527-0068, EXT. 261  
FAX (352) 620-7565

### Clay County

301 S. West St.  
Green Cove Springs  
32043  
(904) 529-2801  
FAX (904) 529-28031

### Collier County

3301 Tamiami Trail East  
Suite 145, Bldg. H  
Naples 34112-4961  
(239) 252-8200  
FAX (239) 252-2552

### Columbia County

217 N.E. Franklin St.  
Lake City 32055  
(386) 758-1068  
FAX (386) 758-3900

### DeSoto County

34 South Baldwin Ave.  
Arcadia 34266  
(863) 993-4601  
FAX (863) 993-4606

### Dixie County

149 N.E. 241st St.  
Cross City 32628  
(352) 498-1360  
FAX (352) 498-1363

### Duval County

900 University Blvd. North  
Jacksonville 32211  
(904) 253-1000  
FAX (904) 632-5338

### Escambia County

1295 W. Fairfield Dr.  
Pensacola 32501  
(850) 595-6500  
FAX (850) 595-6745

### Flagler County

301 Dr. Carter Blvd.  
Bunnell 32110  
(386) 437-7350  
FAX (386) 437-7353

### Franklin County

139 12th St.  
Apalachicola 32320  
(850) 653-2111  
FAX (850) 653-9896

### Gadsden County

278 LaSalle LeFall Dr.  
Quincy 32353  
(850) 875-7200, EXT. 325  
FAX (850) 627-9134

### Gilchrist County

119 N.E. 1st St.  
Trenton 32693  
(352) 463-3120  
FAX 352-463-3425

### Glades County

1021 Health Park Dr.  
Moore Haven 33471  
(863) 946-0707  
FAX (863) 946-3097

### Gulf County

2475 Garrison Ave.  
Port St. Joe 32456  
(850) 227-1276  
FAX (850) 227-1766

### Hamilton County

209 S.E. Central Ave.  
Jasper 32052  
(386) 792-1414  
FAX (386) 792-2352

### Hardee County

115 K D Revell Rd.  
Wauchula 33873-2051  
(863) 773-4161  
FAX (863) 773-0978

### Hendry County

1140 Pratt Blvd.  
LaBelle 33975-0070  
(863) 674-4041, EXT. 108  
FAX (863) 674-4605

### Hernando County

300 South Main St.  
Brooksville 34601  
(354) 540-6800  
FAX (352) 754-4132

### Highlands County

7205 S. George Blvd.  
Sebring 33875  
(863) 386-6040, EXT. 215  
FAX (863) 386-6048

### Hillsborough County

1105 East Kennedy Blvd.  
Tampa 33604  
(813) 307-8000  
FAX (813) 272-6984

### Holmes County

603 Scenic Circle  
Bonifay 32425  
(850) 547-8500  
FAX (850) 547-8515

### Indian River County

1900 27th St.  
Vero Beach 32960  
(772) 794-7400  
FAX (772) 794-7453

### Jackson County

4979 Healthy Way  
Marianna 32446  
(850) 526-2412  
FAX (850) 718-0383

### Jefferson County

1255 W. Washington St.  
Monticello 32344  
(850) 342-0170  
FAX (850) 342-0257

### Lafayette County

140 S.W. Virginia Circle  
Mayo 32066-1806  
(386) 294-1321  
FAX (386) 294-3876

### Lake County

16140 U.S. Hwy. 441  
Eustis 32726  
(352) 589-6424  
FAX (352) 589-6492

### Lake County Satellite

835 7th St. Bldg. B, Ste 4  
Clermont 34711  
(352) 394-4399, EXT. 113

### Lee County

3920 Michigan Ave.  
Ft. Meyers 33916  
(239) 332-9501  
FAX (239) 332-9567

**Leon County**  
2965 Municipal Way  
Tallahassee 32316  
(850) 606-8150  
FAX (850) 487-7954

**Levy County**  
66 W. Main St.  
Bronson 32621  
(352) 486-5300  
FAX (352) 486-5307

**Liberty County**  
12832 North Central Ave.  
Bristol 32321  
(850) 643-2415  
FAX (850) 643-5689

**Madison County**  
218 S.W. Third Ave.  
Madison 32340  
(850) 973-5000  
FAX (850) 973-5007

**Manatee County**  
410 6th Ave. E.  
Bradenton 34208-1968  
(941) 748-0747, EXT. 1222  
FAX (941) 714-7282

**Marion County**  
1801 S.E. 32nd Ave.  
Ocala 34478  
(352) 629-0137  
FAX (352) 694-1613

**Martin County**  
3441 SE Willoughby Blvd.  
Stuart 34994  
(772) 221-4000  
FAX (772) 221-4990

**Miami-Dade County**  
8175 N.W. 12th St.  
Suite 300  
Miami 33126  
(305) 324-2400  
FAX (786) 336-1297

**Monroe County**  
1100 Simonton St.  
Key West 33041-6193  
(305) 293-7500  
FAX (305) 293-7535

**Nassau County**  
30 South 4th St.  
Fernandina Beach 32035-0517  
(904) 548-1800  
FAX (904) 277-7286

**Okaloosa County**  
221 Hospital Drive, N.E.  
Ft. Walton Beach 32548  
(850) 833-9240  
FAX (850) 833-9252

**Okeechobee County**  
1728 N.W. 9th Ave.  
Okeechobee 34973  
(863) 462-5819  
FAX (863) 462-5219

**Orange County**  
6101 Lake Ellenor Dr.  
Orlando 32809  
(407) 858-1400  
FAX (407) 858-5514

**East Orlando Satellite Office**  
12050 E. Colonial Dr.  
Orlando 32826  
(407) 249-6232, EXT. 249

**Osceola County**  
1875 Boggy Creek Rd.  
Kissimmee 34745  
(407) 343-2000  
FAX (407) 343-2084

**Palm Beach County**  
800 N. Clematis St.  
West Palm Beach 33401  
(561) 840-4500  
FAX (561) 837-5197

**Pasco County**  
13941 15th St., Room 212  
Dade City 33525-4010  
(352) 521-1450  
FAX (352) 521-1386

**New Port Richey Satellite Office**  
10841 Little Rd.  
New Port Richey 34654  
(727) 861-5250, EXT. 151

**Pinellas County**  
205 Dr. Martin Luther King  
Jr. Blvd. North  
St. Petersburg 33701  
(727) 824-6900  
FAX (727) 820-4275

**Polk County**  
1290 Golfview Ave.  
Bartow 33830  
(863) 519-7900, EXT. 11002  
FAX (863) 534-0293

**Putnam County**  
2801 Kennedy St.  
Palatka 32177  
(386) 326-3200  
FAX (386) 326-3350

**Santa Rosa County**  
5527 Stewart St.  
Milton 32572-0929  
(850) 983-5200  
FAX (850) 983-5215

**Sarasota County**  
2200 Ringling Blvd  
Sarasota 34237  
(941) 861-2900  
FAX (941) 861-2828

**Venice Satellite Office**  
4000 Tamiami Trail South  
Venice 34293  
(941) 861-3528

**Seminole County**  
400 West Airport Blvd.  
Sanford 32773-5496  
(407) 665-3000  
FAX (407) 665-3259

**St. Johns County**  
1955 U.S. 1 South,  
Suite 100  
St. Augustine 32086  
(904) 825-5055  
FAX (904) 823-4062

**St. Lucie County**  
5150 N.W. Milner Rd.  
Port St. Lucie 34983  
(772) 462-3800  
FAX (772) 873-4941

**Sumter County**  
415 E. Noble Ave.  
Bushnell 33513  
(352) 569-3121  
FAX (352) 793-1506

**Wildwood Satellite Office**  
104 Rutland St.  
Wildwood 34785  
(352) 330-1313, EXT. 245  
FAX (352) 568-0930

**Suwannee County**  
915 Nobles Ferry Rd.  
Live Oak 32060  
(386) 362-2708  
FAX (386) 362-6301

**Taylor County**  
1215 Peacock Avenue  
Perry 32347  
(850) 584-5087, EXT. 174  
FAX (850) 584-8653

**Union County**  
495 East Main St.  
Lake Butler 32054  
(386) 496-3211  
FAX (386) 496-1599

**Volusia County**  
1845 Holsonback Dr.  
Daytona Beach 32120  
(386) 274-0500  
FAX (386) 274-0506

**Wakulla County**  
48 Oak St.  
Crawfordville 32327  
(850) 926-0400  
FAX (850) 926-1938

**Walton County**  
362 State Highway 83 St.  
DeFuniak Springs 32433  
(850) 892-8015  
FAX (850) 892-8457

**Washington County**  
1338 South Blvd.  
ChIPLEY 32428  
(850) 638-6240  
FAX (850) 638-6244





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