



**FPL**®



***Behind every sunny day  
is a good storm plan***

## **Storm Guide for Seniors**

**Hurricane season is June 1 - Nov. 30**

### **This guide provides:**

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

At Florida Power & Light Company (FPL), we prepare year-round for hurricane season and encourage all customers to prepare early for a storm. For older adults and those with mobility or chronic health issues, hurricanes can be especially challenging. We've created this resource guide with essential strategies to help older adults be prepared before, during and after a storm. While not all-inclusive, this guide can be used alongside your support network to ensure all your needs are met.

## How FPL Restores Power

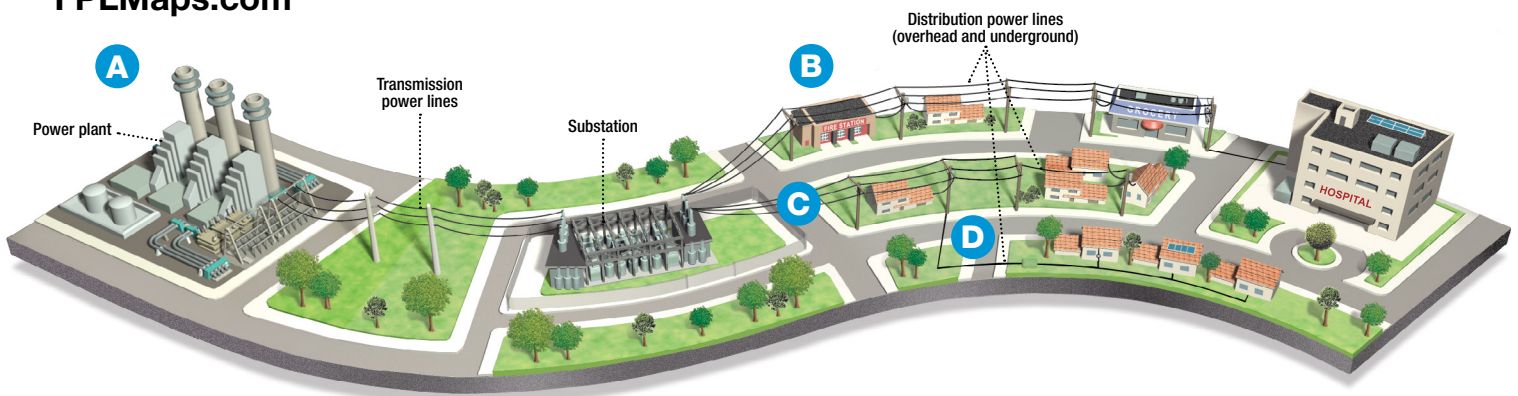
FPL has a comprehensive plan to respond safely and as quickly as possible after a hurricane. We start by repairing any damage to our power plants and the power lines that carry electricity from our plants to the local substations.

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

**FPLMaps.com**



## Getting Ready: Assessing Your Risks and Needs

In all cases, early preparation is the key to weathering a storm. Before getting started with your hurricane plan, it is important to think through what you need to do to secure your home, arrange for medical or other special needs and identify your support network.

### What are your risks?

- Which Evacuation Zone do you live within?
- Are you in a flood zone?
- Does your house have storm shutters?
- Do you know your evacuation route?

### Have medical needs?

- If you rely on electric-powered medical equipment, are you registered for a Special Needs Shelter that can support you during an extended power outage?

### Do you have support?

- Identify your support network - family, friends, neighbors, caregivers, and healthcare providers to build your network of people who may be able to assist as you prepare for a storm.



As you prepare this storm season, make sure to contact your local social service agencies as early as possible if you require assistance, and consider the following four plans. Whatever you choose, be sure to fill out the enclosed checklist 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:

- Establish a "safe room" in an interior room with no windows. Bring needed supplies.
- Make sure that your home is secure and shuttered. Ask neighbors to assist with preparations, if necessary.

## Plan B: Stay with Local Friends

If you plan to stay with family or friends in a safe area 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.
- If you are caring for a loved one with medical needs, review considerations enclosed.

## Plan C: Relocate Outside the Area

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

- Have a full tank of gas and a current, easy-to-read map handy.
- Leave early and know where you are going. If you are traveling to a hotel, make sure that you have a reservation as many hotels, even those far away, will fill up quickly.

## Plan D: Go to a Shelter

When going to a shelter, prepare in case of extended stay and take these precautions:

- Make sure that the shelter is open and available before you go. Shelters fill quickly and it is important to secure your spot early.
- Check with your shelter officials on supplies you can bring with you or if they allow pets.
- Transportation assistance may be available in your community, but the primary responsibility in getting to the shelter lies with the individual.

**As you review shelter options for your needs, make sure to also:**



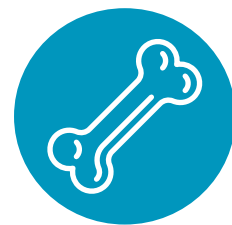
### Keep connected

Share your evacuation plans with your support network. Identify how you will receive emergency alerts and warnings.



### Prepare supplies

Gather supplies early using the enclosed checklist and additional list for supporting loved ones with medical conditions.



### Plan for your pet

If humans need to evacuate, so should pets. Check online or talk to your vet about local pet friendly shelters.

If you or someone in your home is dependent on electric-powered life-sustaining medical equipment, review your family’s plan for backup power or make arrangements to relocate to a Special Medical Needs Shelter when a storm warning is issued.

If you undergo routine treatments administered by a clinic or hospital, understand their emergency plan and identify back-up service providers.

Make sure at least one person in your support network has an extra key to your home, knows where you keep your emergency supplies and can use lifesaving equipment or administer medicine.

Medication	Dose	Schedule

## What you need to know about Special Medical Needs Shelters:

The Special Medical Needs Shelters are available for those with medical needs that require electricity, such as oxygen machines, dialysis, ventilators, nebulizers, etc. **To take part, you must pre-register and meet established criteria.**

- You will need a companion/caregiver to accompany you during the time you shelter. Be sure to ask about any pre-registration requirements that apply to your caregiver.
- You may need to complete the pre-registration form with your doctor. 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 (1-800-96-ELDER) to learn about special needs shelters in your community.
- You can also call directory assistance or go online to **FloridaDisaster.org/shelters**.
- You’ll need to bring all required medical supplies and equipment including items such as incontinence supplies.
- The information you provide is confidential.

**Space is limited and prioritization is based on need, make sure to register as soon as possible.**

If your loved one has special medical needs you can help to pre-register them with the Special Medical Needs Shelter in your area. Seek assistance through local agencies, support groups, family and neighbors.

## If you stay at home:

- 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.
- 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.
- 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.
- Make sure you have a current photo of your loved one.

## If you go to another location or shelter:

- In addition to the necessities on our check list, pack a few “comforts of home” like a favorite pillow or blanket to 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 them. Choose a quiet corner or talk to the shelter aides.

## Additional considerations for loved ones with Dementia or Alzheimer's:

- If you're evacuating to a friend's home 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 would at home to hide sharp objects, medications and other dangerous items. Limit access to exits and cover mirrors.
- 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.

## Personal Information:

Full Name

Address

Cell Number

Home Phone Number

## Shelter Plan:

- Stay Home    Stay Local with Friends    Relocate Outside the Area    Shelter Facility

Address of chosen shelter location

Alternative shelter location

## Pet Plan:

- Home with Owner    Friends Home    Pet Shelter or Veterinarian

Pet's Name

Pet Shelter Location

## My Emergency Contact Information:

Name

Phone Number

Name

Phone Number

## Important Notes/Medical Notes:

To let friends and family know of your well-being, the American Red Cross has a safe and well website, visit [redcross.org/safeandwell](http://redcross.org/safeandwell). 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.

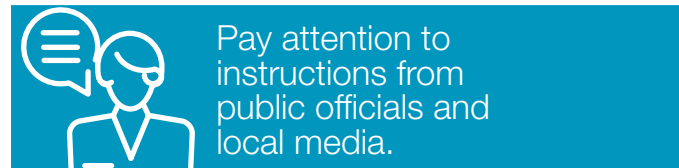
# Important Contact Numbers

Contact	Name	Phone/Account Number
Emergency Contact		
Emergency Contact		
Friend/Neighbor		
Friend/Neighbor		
Evacuation Registration And Transportation		
County Emergency Mgmt.		
Primary Doctor		
Specialist/Doctor		
Home Health Aide		
Pharmacy		
Veterinarian		
Medical Insurance Information		
Life Insurance Company		
Auto Insurance Company		
Home Insurance Company		
Home Owner's Association Contact		
Water Utility Provider		
Electric Utility Provider	Florida Power & Light Company	
Community Resources	American Red Cross	
Community Resources	Elder Helpline	1-800-963-5337
Community Resources	United Way Helpline	2-1-1
Emergency	Poison Control	1-800-222-1222

Visit [FPL.com](http://FPL.com) if you need to update your phone number or email address on record.

**During a hurricane WATCH:** (hurricane may hit your area within 24 – 36 hours)

- Use the hurricane supplies checklist to prepare necessary items like prescriptions, your first aid kit, food, supplies and water.
- Have cash/travelers checks in case banks are closed and ATMs aren't working.
- Fill up your car with gas.
- Fill propane tanks if you plan to use a grill after the storm passes.
- 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.
- Organize important documents in a waterproof container that is easily accessible, portable and secure. You should include:**
  - Personal identification including Birth Certificate, Passport or Social Security Card
  - Medical Insurance Documents
  - Disabilities Services Documentation
  - Marriage Certificate / Will / Power of Attorney
  - Vehicle Registration / Titles / Proof of Insurance
  - Property and Life Insurance Documents
  - For Pet Owners:** Copies of vaccinations, shot records, ownership papers and current photo of each pet. Include yourself in the photo of each pet.



**During a hurricane WARNING:** (hurricane is likely to hit your area within 24 hours)

- Fasten and protect all doors and shutters.
- Lower all blinds and close curtains.
- Sanitize bathtub and fill with water.
- If you live in a condo building and plan to evacuate, remember to shut off the main water valve before you leave.
- 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.
- Review your hurricane supplies checklist to make sure you have all necessary items.
- A copy of my Hurricane Plan to give to:

Title	Name	Phone Number	Address
Caregiver			
Family			
Friend			
Other			



## Medical supplies

- Arrange for a one-month supply of all medications and any equipment for needed medical devices. 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. Plan for your food needs if you follow a special diet.
- 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
- Large and small trash bags, tarp or plastic sheeting, paper towels, tissues and rubber gloves

## Personal products

- First aid kit and protective gear
- Sanitary/incontinence supplies (toilet paper, adult diapers, etc.)
- Personal hygiene items (toothbrush, toothpaste, deodorant, soap, etc.)
- Whistle and fire extinguisher
- Insect repellent, sunscreen and disinfectant
- Protective clothing, hats, extra clothing including dry socks and comfortable shoes

## Pet supplies

- Pet food and water - enough for a minimum of four days
- Carrier cage, bowls, newspaper, pet toys, cleaning supplies and kitty litter with pan
- Medication (heart worm medicine, motion sickness pills, sedatives, etc.)
- Leashes and collars with current license identification and rabies tags securely attached, and a muzzle, if necessary

## Other supplies

- Flashlights and extra batteries
- Battery-operated radio
- Extra charger for your cell phone
- Matches in a waterproof container
- Sleeping bag/air mattress with pillows, blankets, large towel and washcloths
- Non-cordless telephone (cordless phones will not work if the power is out)



Remember to check with your shelter officials on supplies you can bring with you or if they allow pets. Red Cross shelters do not allow pets.

## Older Adults with Limited Resources

Look for discounted or free resources for building your emergency kit and explore community resources that offer assistance during emergencies by calling the 2-1-1 Helpline.

- **Return Home Safely:** Wait until authorities say it's safe to return or venture outside.
- Document any property damage for insurance.
- Keep away from flooded and debris-laden areas, there may be downed power lines that are hidden from view but can still cause electric shock. Don't touch any tree or object in contact with or near power lines.
- If the front door is blocked by debris, the garage door is an alternative but may need to be opened manually. Make sure to call for help if you need it.
- 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.
- 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.
- If you use a portable generator, read and follow all instructions and use safely it outside far away from opened windows.

**Visit [FPL.com](http://FPL.com) for more generator and post-storm tips.**

## We're here to help

FPL remains committed to helping support customers experiencing hardship after severe weather. Along with bill payment assistance, FPL's Care To Share program provides financial help to eligible customers for electrical repairs, including damaged meter cans and weather heads.



### Low-Income Home Energy Assistance Program (LIHEAP)

This federally-funded program helps income qualified households with their utility bill. Funding is distributed by local community agencies that have the ability to make a payment directly on the customer's behalf.

### Elderly Home Energy Assistance Program (EHEAP)

Florida's EHEAP helps income qualified households, with at least one person age 60 and older, when the households are experiencing a home energy emergency and are unable to pay their utility bill.

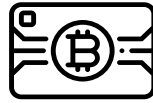
For information on how to apply for assistance, visit [FPL.com/Help](http://FPL.com/Help).

After a storm, there is often an increase in scams. Scammers target customers using various tactics including posing as an FPL employee going door-to-door, via phone calls or text, and online by posting impostor websites or phone numbers. **Know the signs:**



## By Phone

Don't trust Caller ID, scammers can manipulate the name to appear to be FPL. Call the number on your bill to verify your account.



## Prepaid Cards

FPL will never ask customers to pay through prepaid cards, cryptocurrency or wire transfer services such as PayPal, Zelle, Cash App or Venmo.



## Online Searches

Don't use search engines to find contact information. Scammers create fake websites and ads. Call the number on your bill.



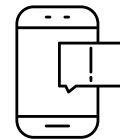
## Email or Text

Delete suspicious texts or emails asking for personal information. FPL will never text you to request immediate payment.



## Unexpected Visitors

Shut the door and call the police if a visitor without FPL identification tries to collect payment or aggressively sell you any products.



## Threats to Disconnect

Hang up on callers demanding immediate payment and threatening immediate disconnection.

Learn more at [FPL.com/Protect](https://www.fpl.com/Protect).

### Development of this brochure was supported by:

- ▶ Alliance for Aging, Inc., for Miami-Dade and Monroe Counties  
[allianceforaging.org](https://allianceforaging.org)
- ▶ Alzheimer's Association, Southeast Florida Chapter  
[alz.org/seflorida](https://alz.org/seflorida)
- ▶ Alzheimer's Community Care, Inc.  
[alzcare.org](https://alzcare.org)
- ▶ American Red Cross, South Florida Region  
[RedCross.org/SouthFlorida](https://RedCross.org/SouthFlorida)
- ▶ Area Agency on Aging of Palm Beach/Treasure Coast, Inc.  
[YourADRC.org](https://YourADRC.org)
- ▶ Palm Beach County Division of Emergency Management  
[pbcgov.org/publicsafety/dem/Pages/default.aspx](https://pbcgov.org/publicsafety/dem/Pages/default.aspx)
- ▶ Palm Beach County Division of Senior Services  
[pbcgov.org/communityservices/seniorservices/Pages/default.aspx](https://pbcgov.org/communityservices/seniorservices/Pages/default.aspx)



**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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