

# Pinellas County Emergency Management



## Evacuation Assistance Program

### Standard Operating Procedures

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Revised 10/2002

[www.pinellascounty.org/ema](http://www.pinellascounty.org/ema)



# EVACUATION ASSISTANCE PROGRAM

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- 7- Evacuation Assistance Assessment Sheet
- 8- Evac Account “Location Lookup” Input Methods

## EVACUATION ASSISTANCE PROGRAM SOP

**Purpose:** The purpose of this SOP (Standard Operating Procedures) is to establish procedures for Pinellas County's Evacuation Assistance Program, and to provide local officials with general guidelines for the transportation and sheltering of citizens with Special Needs.

**Scope:** This SOP is applicable to all municipalities, and agencies involved in the registration, evacuation and sheltering of Pinellas County Evacuation Program registrants.

**General:** Florida Statute 252.355 requires County Emergency Management Departments to maintain a registry of disabled persons within their jurisdictions. The registration shall identify those persons in need of assistance and shall plan for the allocation of resources to meet their needs. (FS 252.355 Attachment 1)

Annually, on or before May 1, every electric utility in the State shall notify residential customers in their service area that the registration program is available through their local Emergency Management agency.

All appropriate agencies and community based service providers, including Home Health Care providers, shall assist Emergency Management with the collection of registration information for people with special needs requiring evacuation assistance. They will also establish programs to increase the awareness of the registration process and educate clients about the procedures they should follow to increase their safety during disasters.

Pinellas County, local Municipalities, Pinellas Suncoast Transit Authority (PSTA), Pinellas County Health Department, County EMS, and the Pinellas County School Board are tasked with providing the necessary resources to safely evacuate and shelter citizens that have registered for evacuation assistance. Pinellas County Emergency Management will coordinate these resources through the County Emergency Operations Center.

## THE REGISTRATION PROCESS

**Registration:** To register for the Pinellas County Evacuation Assistance program a registration form must be completed and submitted to the **local Fire Department** or:

**Pinellas County Emergency Management  
400 S. Fort Harrison Ave. Rm#111  
Clearwater, FL. 33756**

If the citizen is receiving Home Health Care, Counseling, State Assistance or some other home based service they should be screened and registered by that agency.

If there is no Home Health Care provider the citizen may obtain a registration form by calling Pinellas County Emergency Management at (727) 464-3800, by calling the local Fire Department, or from the Emergency Management Web Site [www.pinellascounty.org/ema](http://www.pinellascounty.org/ema).

**Localized Incidents:** This program was established to assist Fire Departments with the identification of individuals that will need evacuation assistance during incidents isolated to a specific area of the County. These incidents may include hazardous materials incidents, fires, or other local disasters that require evacuation of some portion of the population.

Individuals that **ONLY** require assistance evacuating during localized disasters (Incidents other than hurricanes) may be registered in the Evacuation Assistance program. The box on the registration form that states “**NON-HURRICANE EVACUATIONS ONLY**” must be checked. This program is described in greater detail on page 10 of this document.

**Dialysis Patient Registration:** Pinellas County has established a program that will allow Dialysis patients access to three “Emergency” Dialysis clinics during the threat of a hurricane. Patients who are in need of transportation assistance should make this known to their respective Dialysis clinic and **NOT** register in the Evacuation Assistance Program unless it is only for Non-Hurricane Evacuations.

Dialysis clinics will begin calling in their patients for treatments once a Hurricane Watch is issued for the County. Dialysis patients will use their normal means of transportation to get to the clinic. Those that have transportation challenges will remain in the facility until the Official Evacuation Order is issued or the storm threat has passed allowing everyone to return home using their normal means of transportation.

If an **Evacuation Order** is issued PSTA will send a bus to each clinic in the County and transport the patients needing assistance to one of the four pre-selected public Evacuation Centers designated for Dialysis clients.

During **Localized Disasters** some Dialysis clients may require evacuation assistance. Citizens that meet the established registration criteria for the Evacuation Assistance Program should be registered for “Non-Hurricane Evacuations Only.”

**Screening:** Any agency involved in registering citizens in the Evacuation Assistance Program is tasked with screening those applicants. The screening process should be viewed as a lesson in preparing for hurricanes as well as a close assessment of individual needs.

During this process the present mental and medical condition of the registrant should be considered. The interviewer should try to provide the applicant with other evacuation and sheltering options that they may be able to accomplish on their own, with family, friends, clergy or other community support. This will ensure that only those with a true actual need are registered in the program.

Those involved in the screening process must recognize that these issues are very personal to many, especially those that are having difficulty giving up their independence due to deteriorating medical or mental health. Always show dignity and a respect for privacy.

**Suggested screening questions/information:**

- Who takes you to get groceries?
- How do you get to the doctors office?
- Do you have family in the area? In the County?
- Do those who could help you have emergency related jobs? (Fire, Police, etc)
- Do you drive at all? Could you drive if you had to in fair conditions?
- If you need help getting someone in the car, what about friends, or neighbors?
- Wouldn't you be more comfortable with family or friends across town?
- Most businesses will close. He/she won't have to go to work that day.
- If you do not need to go to the hospital today then you should not go just because there's a hurricane coming, unless it is medical necessity.
- Many hospitals must evacuate, others will double their populations.
- Nursing homes will either be sheltering or evacuating, there will not be much space left it will be saved for those in life or death situations.
- This program is for those who have tried EVERYTHING else and no other option exists!
- An Evacuation Order will be issued BEFORE the high winds and rain get close.
- In an Evacuation Center your space is 10 sq ft, it is hot, crowded and will have long lines for restrooms and food.
- Have you talked about sheltering with your doctor?
- Where is your neighbor going in a Hurricane Evacuation? Can you ride with them?

## HANDLING REQUESTS FOR EVACUATION ASSISTANCE

These procedures have been established to provide a structured routing system for evacuation requests from Emergency Management to each local fire jurisdiction. The three Phases below describe each level of program readiness and the general guidelines that should be followed.

### PHASE 1

**During normal day to day operations** (No immediate storm threat) Evacuation Assistance Program registration forms received by Emergency Management will be scanned daily then faxed to each Municipality weekly (Typically on Friday). The original hard copy forms are kept at County Emergency Management indefinitely.

### PHASE 2

**Storm is threatening.** Phase 2 is announced when the Citizens Information Center (CIC) and Municipal EOC's are activated. Requests for evacuation assistance will be forwarded to each Municipality via the County 911 Computer System in CIC. The "Special Needs" Operators in CIC will input all information regarding requests received for evacuation assistance from callers or fax machines.

CIC Operators will input these requests by using the computerized "Last Minute Evacuation Request Form" in the 911 Cad Evac Account. Once the CIC Operator submits the information it will go directly to each Municipal CJ Account within a few seconds. The evacuation request will automatically display in yellow within the Fire Department's Company Journal (CJ) account (Different from all other entries). The yellow color indicates that the item is a Non-Emergency request for evacuation assistance. The request will also show on the "Evacuation Status Screen" and the information will be sent to that Fire Department EOC printer/pager.

### PHASE 3

**Storm Conditions are Unsafe!** Phase 3 is activated when conditions outside are unsafe for Fire/Rescue personnel. Callers will be advised by CIC Operators to shelter in place and protect themselves the best they can. Requests will continue to be forwarded from CIC to the respective Municipality via the County computer system as long as the system is still functioning. Requests for assistance made during Phase 3 will be handled by the Municipality once conditions outside are considered safe. Municipalities will place these requests on a priority welfare checklist for Search, Rescue operations after the event. A message will be sent from Emergency Management to each municipality indicating that Phase 3 operations are in effect. Citizens must realize that placing a **request for evacuation assistance during the threat of a storm** does not guarantee that they will be picked up. The request will be placed at the bottom of the pre-registered list and the local Fire Department will do their best to fulfill the request considering the safety of crews. To ensure that assistance is provided everyone should Register Early!

### **Recovery Phase**

After the storm has passed and winds drop below Tropical Storm Force (39 MPH). The Evacuation Center consolidation process will begin in conjunction with damage assessment when possible. As areas of the county are made safe to re-occupy, Evacuation Centers will be closed and evacuees moved as necessary.

## SHELTERING GUIDELINES

**Shelters:** Any pre-designated facility that meets or exceeds the Pinellas County Evacuation Center Guidelines may be used to shelter citizens.

Evacuation Assistance Program sheltering has been broken down into a simplified process known as Transport Codes. The Transport Codes are directly related to the type of Evacuation Center and level of care need for an individual to sustain life.

TRANSPORT CODE	SHELTER	CRITERIA GUIDELINES
T1	Hospital	Electrically Dependant, Oxygen use 4 LPM or Greater
T2	Nursing Home	Skilled Care Required, Oxygen use between 2 and 4 LPM
T3	Special Care Unit	Minimal assistance, Oxygen use 2 LPM or less
T4	Public Evac Center	No Oxygen or Special Care Needed, Transportation only
T5	Dialysis Evac Center	Dialysis Patient, Transportation only

Evacuees are asked to bring all of their oxygen supplies, medications, and physician orders when evacuating. Caregivers must provide for their clients throughout the event. **Home Health care must support their client needs no matter where they shelter.**

**Public Evacuation Center:** Public sheltering conditions are less than ideal for people with mental or medical challenges. Crowds, noise, long lines for restrooms and food are common situations that make this environment uncomfortable for many but life threatening for some. Public Evacuation Centers provide limited emergency power capabilities or none at all in some cases. **They have no special equipment, no cots, blankets or special dietary foods.** They are usually public schools or churches located in Non-Evacuation Areas of the County.

**Special Care Unit (SCU):** Special Care Units are designated areas (**Approx. 20% of the Evacuation Centers capacity**) within Public Evacuation Centers designated for use by citizens with Special Needs. Pinellas County has the capability to deploy a maximum of fifteen (15) such units to the existing Evacuation Centers.

**Oxygen (H) Cylinders** and at least one Oxygen Supply Box is delivered to each unit before the arrival of Tropical Storm Force Winds. An additional supply of tanks will be delivered to each unit if it is deemed necessary by the County EOC. Each “H” Tank can supply approximately 50 hours of oxygen at 2 liters per minute.

Each **Oxygen Supply Box** will contain three Oxygen Manifolds (Gang Regulators) with six (6) or seven (7) drops on each depending upon the model. Each box will contain a Trans-filler that is used to fill small portable tanks. Oxygen Cylinder stops, Oxygen Tubing and Nasal Canula supplies in addition to other pulmonary equipment is in the box. Sunstar and County Fleet Management are responsible for the distribution of oxygen tanks and supplies prior to the arrival of Tropical Storm Force Winds. Additional SCU medical supplies are provided by County EMS.

**Nursing Home Shelters:** Each Non-Evacuating Nursing Home within Pinellas County is encouraged to shelter citizens in the community. They are also asked to support the Evacuation Assistance Program by providing shelter for those citizens that require a greater level of supportive care than can be provided in a Special Care Unit.

Emergency generator capabilities in Nursing Homes vary. Some power all equipment within the facility while others power just essential lights and a few emergency outlets. Make sure that the facility selected has the necessary capabilities and is not required to evacuate.

**Hospital Shelters:** Each Non-Evacuating hospital within Pinellas County has agreed to provide shelter space for citizens in the community that are electrically dependant or using oxygen in excess of 4 liters per minute.

These individuals should not be admitted to the hospital unless medical necessity warrants. The plan to establish an area within the hospital where electricity and oxygen needs can be met. This may be a lounge or some other area that has been converted to meet the needs of the evacuees. If the Evacuee has a caregiver, they must stay and provide support throughout the event.

As a general rule, if a patient does not meet hospital admittance criteria then that individual should not be hospitalized just because a storm is threatening the area. Exceptions to that general rule are pregnant women in their third trimester, high-risk pregnancies, patients with true electrical dependency, and high flow oxygen users exceeding 4 LPM. During a storm, hospitals will be operating under adverse conditions with limited staff.

Medicare Part A has published the General Medicare Bulletin G-190 (dated October 16, 1995) to address Billing Procedures Regarding Evacuations of Medicare Beneficiaries as a Result of Hurricanes. The bulletin is the result of procedures that were put in place by the Health Care Financing Administration (HCFA).

**Final Authority:** The local Fire Department has the Final Authority as to which Evacuation Center a special needs registrant within their jurisdiction will be taken. This is primarily due to the fact that they are tasked with coordinating the transport and pickup of evacuees. The Fire Department shall take into account the individuals present condition, their life support needs, physician orders, their mobility as well as the available shelter space at local Hospitals, Nursing Homes, Special Care Units, and Evacuation Centers. They will then place the individual in a location that is appropriate for their current condition given the limitations noted above.

## SPECIAL CARE UNIT STAFFING

Special Care Unit philosophy is that we are all in this together and cannot do it alone.

**Pinellas County Health Department SCU Support:** Pinellas County Health Department (PinCHD) is the lead agency responsible for staffing the SCU's in Pinellas County. PinCHD has developed "**SCU Teams**" using their own staff members. Each "Team" consists of a minimum of a Team Leader, 2 Nurses (RN or LPN) and Administrative support personnel. The typical "SCU Team" has approximately 12-15 people.

PinCHD has developed procedures to check in evacuees and document any care provided while in the Center. The staff will also document observations made to the best of their ability considering the disaster conditions. When Evacuee arrives via their own transportation the SCU Team will screen the evacuee to ensure they are appropriate for the SCU environment. That information is kept on file with PinCHD as long as required by Florida Statute. Once the Evacuee that arrived via his/her own transportation enters the SCU a "Magenta & White" wristband is placed on the wrist. This wristband indicates that the evacuee arrived at the shelter using his/her own transportation and not via the Fire Department provided transportation.

**School Board SCU Support:** Pinellas County has a contract with the School Board to provide Administrative staff for each Evacuation Center located within a Public School and Nursing Staff for the Special Care Units.

The School Board Nurses shall be assigned by their Administration to each activated Evacuation Center. They will work in conjunction with the SCU Team under the direction of the SCU Team Leader.

**Municipal SCU Support:** Each Municipality is required to support the Evacuation Centers that citizens from their community are using. Municipalities that are evacuated such as those on the barrier islands must send support personnel to Evacuation Centers used by their citizens in adjacent Non-Evacuation areas.

SCU's require a Municipality to send ALS personnel and equipment to support sheltering operations. The Municipality must send at least one Fire Rescue Unit or the equivalent manpower and supplies to each SCU they are supporting. It is encouraged that they send 2 allocations to Evacuation Centers that shelter more than 3000 people.

**Sunstar SCU Support:** Prior to the arrival of Tropical Storm Force winds a Sunstar Ambulance and crew will be assigned to each SCU. The ambulance should be parked against the building to protect it as much as possible while allowing access to the contents. Sunstar staff will work in conjunction with the SCU Team under the direction of the Team Leader.

**Volunteer SCU Support:** Each SCU Team is encouraged to recruit volunteers from within the Evacuation Center. Volunteers will be used to the greatest extent possible to assist the staff with manpower tasks such as bringing meals for those that cannot walk or helping someone to the restroom. Volunteer staff will work in conjunction with the SCU Team under the direction of the Team Leader.

**Hospice SCU Support:** Two of the County Evacuation Centers have been designated for Hospice patients that must evacuate and have no other sheltering alternatives. Hospice will send support staff and medical supplies to each of the designated SCU's. Hospice staff will work in conjunction with the SCU Team under the direction of the Team Leader.

Hospice of the Florida Suncoast will encourage evacuees to continue searching for other sheltering alternatives to the greatest extent possible.

**Dialysis SCU Support:** The County Dialysis Centers in a cooperative agreement with Pinellas County Emergency Management will send Dialysis Center staff to support the four primary Special Care Units.

The agreement shown in "Attachment 4" requires all Dialysis Centers to support the three "Emergency Centers" that will remain staffed and operating throughout a hurricane event. Dialysis staff will work in conjunction with the SCU Team under the direction of the Team Leader.

**Home Health Agency SCU Support:** Home Health Agencies are encouraged and required in some cases to support their patients while they are sheltering. Home Health Agency staff arriving at the SCU should make their presence and intentions known to the SCU Team Leader.

Home Health Nurses are encouraged to become part of the SCU Team and participate in the annual training prior to the event. These Home Health Volunteers will not be compensated financially but they may operate under the established protocols of the SCU for liability protection.

Home Health Nurses must present a current Florida Medical License and work in conjunction with the SCU Team under the direction of the Team Leader.

## TRANSPORTATION GUIDELINES

The Municipal Fire Departments are tasked with coordinating and picking up citizens that have registered in the Evacuation Assistance Program for their respective community. These are citizens who are unable to evacuate themselves from their home in the event of a hurricane or localized disaster.

Transportation is assigned by the EOC and is provided by PSTA, the Pinellas County School Board and Sunstar. Some Municipalities have their own transport capabilities. Typically, buses are sent to the most vulnerable areas of the County first, as described in the Pinellas County Comprehensive Emergency Management Plan (CEMP).

**Hurricane Evacuation:** Transportation will be provided to Municipalities so they can assist those citizens that have no other means of evacuation. Citizens that are handicapped/disabled, or those that typically use Public Transportation may be registered for this assistance. The transportation resources are coordinated through the County EOC and dispatched from the joint School Board/PSTA Communication Center at the Walter Pownall Service Center.

### **ALS Transportation Support:**

Due to the large number of health care facilities that may have to evacuate, ALS Ambulance units may be very limited in their availability. Dissemination of ALS units is the responsibility of the Sunstar Desk Officer located in the County EOC during activations.

The Sunstar Desk Office will coordinate with the Sunstar Communications Center Manager to prioritize the distribution of those assets.

Fire Departments are encouraged not to request these assets except for acute emergency situations. All Evacuation Assistance Program Evacuees should be transported via buses to the greatest extent possible.

The following table illustrates the guidelines used to determine if ALS transport is necessary for an Evacuee. Remember, these are only guidelines and the disaster may force the EOC to deviate from them depending upon the situation.

<b>Advanced Life Support (ALS) Transportation Criteria</b>
<ul style="list-style-type: none"><li>• Patient is on oxygen at a flow rate greater than 4 liters per minute.</li><li>• Patient has an IV in place that needs to be maintained for constant blood or medication infusion. An IV maintained for purposes of intermittent medication administration, hydration, or feeding should be converted to a heparin lock or some other type of lock for transport by a non-ALS unit.</li><li>• Patient is on a respirator.</li><li>• Patient is unconscious or must be on a monitor at all times or is declared a critical patient by on line medical control.</li></ul>

Municipalities requesting ambulances for Evacuation Assistance Program Evacuees must fax or phone their requests to the Sunstar Desk Officer.

## LOCALIZED EVACUATION

This program is typically for citizens that are located in non-evacuation zones for hurricanes but are unable to evacuate themselves during an event that affects their home or community. Some events that may require these registrants to evacuate are fires, flooding, or hazardous materials incidents in their neighborhood.

An Incident Commander on the scene of a fire at an apartment complex or some other incident affecting a relatively small geographical area may need to evacuate citizens. By the citizen registering for "Localized Evacuation" the Commander will know that someone lives at a particular location that cannot get out of the home on their own.

The Commander could receive this information from the Communications Center when the location Grid is entered into the system. The system also allows the Commander to access the names and addresses of registrants living in a complete Fire/EMS Grid (1 mile x 1 mile area). This can be especially helpful during hazardous materials incidents when a large area must be quickly evacuated such as a 1 square mile area South of the incident for example.

The Commander may have several registrants that need to be evacuated from an area. He/She could then request transportation support from the EOC. This support will primarily be in the form of a bus from the Pinellas County School Board or PSTA depending upon the situation.

This support may be to evacuate the general public, a medical facility or a group of citizens with special needs.

The initial request from the Commander should be made through the Pinellas County Emergency Communications Center. They in turn will notify County Emergency Management who will then actually make the request from either PSTA or the School Board for the requested resource.

The request from the Incident Commander should be as specific as possible and include the number of people needing transportation along with any known challenges that could affect transport such as wheelchairs, walkers, or bed bound evacuees.

To facilitate this process on the scene the Incident Commander may appoint a Transportation or Logistics Officer to manage the assets in accordance with the Pinellas County Incident Command SOP.

## HOME HEALTH GUIDELINES

Home health agencies are required by law (s 400.492, Florida Statutes and 59A-8.027, Florida Administrative Code) to develop a Comprehensive Emergency Management Plan that is designed to assist their clients with disaster and emergency planning. In Pinellas County they are asked to provide care to their clients while sheltering to the greatest extent possible. **At a MINIMUM Nurses are asked to visit all clients receiving skilled nursing care in the home at or near the Hurricane Watch.** The Nurse will then update the Patient Care Plan and ensure that the client is ready to shelter in place or evacuate depending upon their situation.

### **Evacuation Assistance Program for Home Health Clients:**

Prior to a Home Health client being registered in the Evacuation Assistance Program the provider must help the client pursue all other alternatives to public sheltering.

When no alternative exists for the client such as family in the area, friends in Non-Evacuation Zones, Civic Club Memberships, or Church Affiliation then and only then should the client be registered for Evacuation Assistance.

Once the Home Care provider has a client registered in the program they must ensure that the client is ready to go when the fire department arrives for evacuation. This shall include a bag packed with the appropriate evacuation supplies for a 72 hour period including a two (2) week supply of medication, special dietary needs, physician orders and an updated Patient Care Plan.

If the client is sheltering in place then the Home Care Nurse should educate the client on how to shelter in place and survive a 72 hour period on their own.

### **Oxygen Users**

If the citizen is using oxygen and lives in a non-evacuation zone, as a general rule they should **NOT be registered for Evacuation Assistance.** The Oxygen Supplier should be notified to bring the patient enough bottled oxygen to last for a 72 hour period. This would enable the registrant to stay in their home through the storm in the event of a power outage. Make sure the supply company has placed enough oxygen on site to support that entire period of time.

If the patient has their own transportation and is sheltering with friends or family they must contact the oxygen supplier in advance of the event so the 72 hour supply of oxygen could be moved to that location prior to the arrival of the storm. (Accredited medical supply companies are required to provide this FREE service.)

**If needs can be met in the home the patient must be encouraged to shelter in place.** Public Evacuation Centers are crowded, uncomfortable, with long lines for food and restrooms. There are no cots, mattresses, blankets or other amenities available for evacuees.

**Oxygen usage in Special Care Units is limited to 2 LPM or less.** This is primarily due to the lack of substantial emergency power and the use of tanked oxygen in the Evacuation Center.

Home health nurses are encouraged to establish relationships with the local Municipal Special Needs Officers. This is important when trying to return clients to their homes or when a nurse wants to find the location to which a patient was evacuated.

## **FIRE DEPARTMENT SUPPORT**

The local Municipal Fire Departments are tasked with several very important elements of this program. The success of the program depends greatly upon the unconditional support the citizens of each community receive from their local Fire Department.

### **Registration**

**Phase 1** - Fire Departments will receive EAP Registration forms via fax from County Emergency Management. They will also receive requests for Evacuation Assistance over the telephone.

The Fire Department is required to interview each registrant either in person or over the telephone. A personal visit is recommended to ensure all of the information is correct and the registrant has tried all explored all possible alternatives.

**Phase 2** - Fire Departments will receive requests for non-emergency evacuations in their CJ (Company Journal) Account, the EOC Printer and via pager. This information is being input in the "911 CAD EVAC Account" either by the call taker at the fire department, the County CIC (Citizens Information Center) Special Needs Operators or directly from the 911 Center.

Since Phase 2 is during an actual threat so there is probably only enough time to call these individuals for a quick over the phone assessment.

**Phase 3** – Activated when conditions outside are unsafe for Fire/Rescue personnel. The caller is advised they will be placed on a priority Search & Rescue list until after the storm.

### **Evacuation Center Support:**

**FD Staffing Support** - Each Municipality has agreed to support the Evacuation Center where their citizens are sheltering. It is recommended that Evacuation Centers with Special Care Units receive the compliment of at least one Fire Rescue Unit per Evacuation Center. If a Unit is not sent then the personnel and equipment should be sent to support those operations.

**Generators** - Special Care Units with little or no built in emergency power will use portable generators. Emergency Management will loan the generators to the Municipality. County Fleet will perform scheduled maintenance and repairs as needed on each unit. The Municipality must pick up the generator provide fuel, oil and conduct a weekly test run on the unit.

**Evac Account Guidelines** - Each Fire Department has access to the "Evac Account" from the County 911 computer System. Some key points in using the system are as follows:

- Data process evacuation requests as soon as practical to keep system data current.
- Update all registrant data annually prior to the start of hurricane season (1 June).
- Only delete registrant data with confirmation that assistance is no longer needed.
- Use "Last Minute Evac Entry" during storm threats to keep system data current.
- Use "Evac Name Search" to confirm individual is registered for assistance.
- The "Evac Monitor" screen will display last Minute Evac Entries (Realtime).
- Requests for custom "User Menu" reports must be made through EM.
- Any problems with system or suggested improvements must be made through EM.

## WRISTBAND IDENTIFICATION PROGRAM

The need for this program came about with the experience of evacuating citizens from several Fire Districts to a common shelter or evacuating citizens from a common community to different types of shelters. The system will help you quickly identify the type of shelter an evacuee needs and the City from which they came.

Fire Departments must place their name or logo on the Wristband for proper identification. Departments that are using several buses may also want to use a bus numbering system to accurately identify which bus was used to transport the evacuee.

Buses are normally assigned by the EOC to each Municipality as described in the County Comprehensive Emergency Management Plan (CEMP). Exceptions to this rule are usually made during the DAC (Disaster Advisory Committee) meeting.

As buses arrive it is recommend that a Municipal representative board the bus with a radio or cell phone to communicate with the Municipal EOC. This will expedite those last minute requests for Evacuation Assistance called in by citizens.

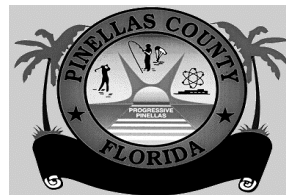
Sunstar units may or may not be available for use depending upon the scale of the event. The Municipal evacuation plan should be developed without Sunstar using backboards strapped to the tops of the seats in the buses. If Sunstar units do become available they will be assigned on an as needed basis by the Sunstar desk officer in the County EOC.

WRISTBAND COLOR	DESCRIPTION
<b>Red</b>	<b>Hospital Shelter via FD</b>
<b>Yellow</b>	<b>Nursing Home Shelter via FD</b>
<b>Green</b>	<b>Public Center/SCU via FD</b>
<b>Magenta &amp; White</b>	<b>Public Center/SCU via POV</b>

The table above illustrates which color wristband is worn by an evacuee based on the type of shelter needed. As a general rule wristbands should only be placed on evacuees utilizing the Evacuation Assistance Program and citizens that evacuated themselves to Special Care Units.

# ATTACHMENTS

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- 2- Evacuation Assistance Registration Form
- 3- Emergency Dialysis Plan
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**252.355 Registry of disabled persons; notice.**

(1) In order to meet the special needs of persons who would need assistance during evacuations and sheltering because of physical or mental handicaps, each local Emergency Management Agency in the state shall maintain a registry of disabled persons located within the jurisdiction of the local agency. The registration shall identify those persons in need of assistance and plan for resource allocation to meet those identified needs. To assist the local Emergency Management Agency in identifying such persons, the Department of Health and Rehabilitative Services shall provide registration information to all of its special-needs clients and to all incoming clients as a part of the intake process. The registry shall be updated annually. The registration program shall give disabled persons the option of preauthorizing emergency response personnel to enter their homes during search and rescue operations if necessary to assure their safety and welfare following disasters.

(2) On or before May 1 of each year each electric utility in the state shall annually notify residential customers in its service area of the availability of the registration program available through their local Emergency Management Agency.

(3) All records, data, information, correspondence, and communications relating to the registration of disabled persons as provided in subsection (1) are confidential and exempt from the provisions of s. 119.07 (1), except that such information shall be available to other emergency response agencies, as determined by the local Emergency Management Director. This exemption is subject to the Open Government Sunset Review Act in accordance with s. 119.14.

(4) All appropriate agencies and community-based service providers, including home health care providers, shall assist Emergency Management Agencies by collecting registration information for people with special needs as part of program intake processes, establishing programs to increase the awareness of the registration process, and educating clients about the procedures that may be necessary for their safety during disasters. Clients of state or federally funded service programs with physical or mental handicaps who need assistance is evacuating, or when in shelters, must register as people with special needs.

# Pinellas County Evacuation Assistance Registration Form (Attachment 2)

(Please Check)  If you are requesting assistance for **NON-HURRICANE EVACUATIONS ONLY**

Name: \_\_\_\_\_

Unit#: \_\_\_\_\_

Address: \_\_\_\_\_

Complex: \_\_\_\_\_

Number of people to evacuate

Bldg#: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Caregiver will assist with evacuation

Phone: \_\_\_\_\_

Pets are in the home

Grid: \_\_\_\_\_ F.D. \_\_\_\_\_

**Seasonal or Temporary registration** \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

- Ambulatory (Little or no assistance needed walking)
- Wheelchair (Has Wheelchair in the home)
- Wheelchair (Does **NOT** have Wheelchair in the home)
- Bedridden \_\_Can \_\_Cannot use wheelchair (Evacuating)
- Deaf
- Blind
- Alzheimer's patient
- Dialysis patient (Transport from dialysis clinic only)
- Electrically dependent  
Electric device used: \_\_\_\_\_
- Other: \_\_\_\_\_

### Evacuation Level & Zone Color

- Mobile home (Level A)
- A = Purple
- B = Blue
- C = Green
- D = Yellow
- E = Orange
- Non-Evac = White**

Check  
Evacuation Level  
Anytime Day or Night  
**(727) 453-3150**

**Use Oxygen** (circle one) As Needed – 24 Hours – Night Only \_\_\_\_\_ Liters per min

Notes: \_\_\_\_\_

Care Giver: \_\_\_\_\_

Phone: \_\_\_\_\_

Legal Guardian: \_\_\_\_\_

Phone: \_\_\_\_\_

Home Health Agency Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Family Doctor: \_\_\_\_\_

Phone: \_\_\_\_\_

Type of shelter recommended: \_\_\_\_\_

Phone: \_\_\_\_\_

The information contained herein is true and correct to the best of my knowledge. I have read the provided information and understand the limitation on the services and level of care available. I understand that assistance will be provided only for the duration of the emergency and that alternative arrangements should be made in advance of the event in case I am not able to return to my home. I grant permission to medical providers and transportation agencies and others as necessary to provide care and disclose any information necessary to respond to my needs. Please register me in the Pinellas County Evacuation Assistance Program.

**Registrant's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_



## **EMERGENCY DIALYSIS PLAN**

### **PURPOSE:**

To outline the procedures to treat, evacuate, transport, shelter and reestablish treatment of Dialysis patients during hurricane evacuations and recovery operations.

### **GENERAL:**

Like all Emergency Management Plans, a team effort is needed to provide critical services before, during and after disasters. This plan has been developed by the Pinellas ESRD (End Stage Renal Disease) Units in conjunction with the Pinellas County Department of Emergency Management.

### **CONCEPT OF OPERATIONS:**

When a Hurricane Watch is issued that includes Pinellas County, each ESRD unit will contact all clients and schedule them for treatment over the next eight hours. All clients will be advised of the location for their next treatment. If an evacuation becomes necessary, the three emergency treatment sites are shown below. As part of this agreement the Emergency Treatment Sites are required to have a generator, and window protection. The goal is to provide the County with dialysis capabilities immediately after the storm has passed.

### **EMERGENCY ESRD UNITS:**

1. **Clearwater Artificial Kidney Center**, 2563 Enterprise Rd, CLW
2. **Seminole Dialysis Center**, 5666 Seminole Blvd, Seminole
3. **Bays Dialysis Center**, 446 4th St. So, St. Petersburg

### **DIALYSIS DESIGNATED EVACUATION CENTERS:**

1. **East Lake High School**, 1300 Silver Eagle Drive, TS
2. **Kennedy Middle School**, 1660 Palmetto St, Clearwater
3. **Seminole Middle School**, 8701 131 St N, Seminole
4. **John Hopkins Middle School**, 701 16 St S, St. Petersburg

Clients requiring transportation will be picked up from the ESRD Unit and transported to one of the above Evacuation Centers. Transportation will be provided by PSTA.

If an evacuation order is not issued clients will need to return home by their normal mode of transportation.

## **RESPONSIBILITIES:**

### **ESRD Units**

- Provide staff and supplies to Emergency ESRD Units.
- Provide 2 staff members to each Evacuation Center with ESRD clients.
- Center support staff will come from the non-emergency ESRD units.
- Have plans in place to reestablish services as quickly as possible.

### **Emergency ESRD Units**

- Fortify buildings by protecting windows.
- Test and maintain generators.
- Establish procedures to receive staff and supplies from other ESRD units.
- Develop schedules to accommodate increased hours of operations.

### **Network Seven (Advised EM they can no longer provide these services)**

- Distribute weather alerts to ESRD units as received from County
- Provide support to Emergency ESRD units (Water/Filter system)

### **Emergency Management**

- Distribute weather alerts to each ESRD directly as necessary
- Assist ESRD units in recovery.
- Arrange for needed supplies.
- Provide water when necessary
- Include Network 7 on the County weather alert fax distribution list.
- Assist with critical recovery issues.

### **PSTA**

- Provide transportation from ESRD units to designated Evacuation Centers.

## EMERGENCY ESRD SUPPORT PLAN

During a Mandatory Hurricane Evacuation Dialysis Clinics have agreed to support one another with staff. The Emergency ESRD Units shown below will remain operationally capable throughout a hurricane event. To accomplish this they will require the other ESRD Units in the County to assist them with staffing.

The table below provides a guideline for that staff allocation. Representatives from each of the Emergency ESRD Units will contact the Support Unit to coordinate staffing needs during the threat of a hurricane.

<b>Emergency ESRD Units</b>	<b>Support Unit Allocation</b>
<b>BMA- Clearwater Artificial Kidney</b>	Gambro - Palm Harbor Gambro Health Care Gulf Breeze Dialysis
<b>Seminole Dialysis Center</b>	American Dialysis Center BMA St. Petersburg Bay Breeze Dialysis Gambro – Seminole
<b>Bays Dialysis Center</b>	BMA South St. Petersburg Bay Area Dialysis Center Gambro HC St Pete

## DISTRIBUTION/TRANSPORTATION PLAN

BMA Clearwater Clearwater Artificial Kidney 2565 Enterprise Rd Clearwater 33763-1106 Phone: 796-9122 Fax: 726-6862	East Lake High School 1300 Silver Eagle Dr. Tarpon Springs	<b>Group Supports North Emergency ESRD</b>
Gambro - Palm Harbor 30522 US Hwy 19 N Ste 100 Palm Harbor 34684-4436 Phone: 787-6601 Fax: 789-1735	East Lake High School 1300 Silver Eagle Dr. Tarpon Springs	
Gambro Health Care 1125 Lakeview Rd Ste 1 Clearwater 33756-3524 Phone: 461-5477 Fax: 442-2494	Kennedy Middle School 1660 Palmetto St Clearwater	
Gulf Breeze Dialysis Center 1121 Overcash Dr Dunedin 34698-5522 Phone: 738-4425 Fax: 736-3353	Kennedy Middle School 1660 Palmetto St Clearwater	
American Dialysis Center 5785 49th Street N. St. Petersburg 33709 Phone: 522-2555 Fax: 526-8390	Seminole Middle School 8701 131 St N Seminole	<b>Group Supports Central Emergency ESRD</b>
Seminole Dialysis Center 5666 Seminole Blvd Ste 6 Seminole 33772-7328 Phone: 393-5551 Fax: 398-1971	Seminole Middle School 8701 131 St N Seminole	
BMA St. Petersburg St. Peterburg Artificial Kidney 8601 4th St N Ste 101 St. Petersburg 33702-3158 Phone: 576-8227 Fax: 576-5191	Seminole Middle School 8701 131 St N Seminole	
Bay Breeze Dialysis 11465 Ulmerton Rd Largo 33778 Phone: 581-9894 Fax: 518-9318	Seminole Middle School 8701 131 St N Seminole	
Gambro – Seminole 12505 Starkey Rd. #B Largo, FL. 33778 Phone: 531-8227 Fax: 539-0706	Seminole Middle School 8701 131 St N Seminole	

## DISTRIBUTION/TRANSPORTATION PLAN

Bays Dialysis Center 446 4th St S St. Petersburg 33701-4603 Phone: 896-5500 Fax: 898-5317	John Hopkins MS 701 16 St S St. Petersburg 33711	<b>Group Supports South Emergency ESRD</b>
BMA South St. Petersburg 3251 3rd Ave N Ste 125 St. Petersburg 33713-8547 Phone: 321-2527 Fax: 576-5191	John Hopkins MS 701 16 St S St. Petersburg 33711	
Bay Area Dialysis Center 1101 9th St N Ste A St. Petersburg 33701-1564 Phone: 895-1472 Fax:822-0268	John Hopkins MS 701 16 St S St. Petersburg 33711	
Gambro Health Care St Pete 1117 Arlington Ave North St. Petersburg 33705 Phone: 896-9029 Fax:896-7269	John Hopkins MS 701 16 St S St. Petersburg 33711	

## **LEWIS COMMISSION RECOMMENDATIONS CONCERNING SHELTERING PEOPLE WITH SPECIAL NEEDS**

The health, safety and welfare of people with special needs must be ensured in a disaster. The testimony received by the Commission called for actions to ensure that disaster plans that address these populations are in place. These plans should consider individuals who reside in residential care facilities and individuals who live independently in the community. Counties should ensure the coordination of disaster plans for people with special needs at the community and regional levels.

### **Recommendation #30:**

**The Florida Legislature should amend Chapter 252, Florida Statutes, to better define all people with special needs.**

Comments:

- a. The term all people with special needs has traditionally referred to people who need assistance to evacuate and includes the elderly, frail, disable, homebound, and otherwise functionally limited population. A task force consisting of appropriate special needs agencies should be created to develop this definition.
- b. Functional limitations in the activities of daily living should be the basis to define people with special needs. Special needs population should not be defined in terms of disability; the term A disability can lend itself to some subjective interpretations. It is the general perception that individuals living in residential care facilities are to some extent defined by the type of facility they are in and the type of care they receive.
- c. It is important to differentiate between people with special needs who live independently in the community and people who live in a residential care facility (such as a nursing home, adult congregate living facility or group home). In addition, this definition should consider the different levels of functional limitations and address the fact that additional individuals will develop special needs as a result of a disaster.
- d. Other related terms which need to be agreed upon and defined include: service provider (referring to any agency that has contact with the subject population), special needs unit or special care unit (shelter for people with special needs), and host facility (shelter for resident care facilities that are evacuated).

## AMERICANS WITH DISABILITIES ACT/LEGAL OVERSIGHT SUBCOMMITTEE

### **Priorities:**

Clarify the impact of the Americans with Disabilities Act on (special needs) sheltering and Equal Access to emergency public information.

#### **I. Clarify the impact of the ADA on sheltering individuals with special needs.**

The ADA does apply to governments attempt to provide special needs sheltering. While the ADA does not require the development of policies and procedures for special needs units/shelters and other aspects of a states emergency preparedness response, it clearly states that ANY policies and procedures developed must be neutral and nondiscriminatory; that is, neither designed nor applied in such manner as to screen out or tend to screen out individuals with disabilities.

The Florida policy regarding special needs units/shelters cannot simply require segregation of persons with disabilities or the provision of a separate service for persons acknowledging an impairment. To this broad general rule, of course, is the A necessity exception to the regulations implementing the ADA. The necessity exception allows public entities to utilize rules and criteria which may screen out or segregate persons with disabilities when necessary to insure the safe operation of the program or if the individual poses a direct threat to the health or safety of others. The necessity exception is certainly useful and applicable in disaster response situations where safety and preservation of life for a group of citizens outweighs the individual civil rights of a single person alleging an ADA violation. Moreover, service at special needs units/shelters may be a means of providing the sheltering service to persons with disabilities and affording an effective opportunity for their participation.

While the common good may outweigh individual civil rights, local government must act in good faith and delicately balance the interests of all citizens concerned. The federal government provides no financial assistance to local government efforts to comply with the ADA. This, both sheltering and ADA accommodations must be provided within existing local resources. Special needs units/shelters are often a means of providing accommodation without undue expense and administrative burden, consistent with the ADA, for the local governmental entity. They are not intended to serve as the sheltering option for all persons with disabilities. Nothing within the ADA precludes the use of special needs units/shelters as an effective and cost efficient means of meeting the emergency needs of a large segment of the Florida population.

## **II. Equal access to emergency public information.**

The rule changes for the Emergency Alerting System (formerly Emergency Broadcasting System) were effective July 1, 1995. Division of Emergency Management staff will provide updated information to the Task Force as it is received.

## **III. Does registration of persons with special needs require registration of everyone submitting an application?**

Chapter 252, FS requires the assistance and cooperation of several agencies and entities in registering persons with special needs. The Task Force has defined persons with special needs. Educating the public and cooperating agencies is critical to the proper implementation of the registration requirement. The law neither requires nor authorizes the registration of all persons; only those who meet the definition of persons with special needs are covered.

Since the law does not require registration of everyone, there is no right violated by the reasonable refusal to register a person who does not meet the definition. The statute creates no duty to serve individual persons, absent a showing of their compliance with the statutory definition. Since the determination is a discretionary matter, government immunity applies to the decision.

#### **IV. What liability coverage extends to volunteers during sheltering or disaster response services delivery?**

Both statutory and case law clearly establish immunity from liability for volunteers.

Volunteers may be individuals or organizations providing services without compensation to a governmental entity. Generally, the county is the governmental entity responsible for supervision and control of volunteers for purposes of disaster response or emergency management services.

Volunteers provide services without compensation or expectation of reimbursement. As such, volunteers are protected from liability as agents of government, so long as they are performing within the scope of the volunteer assignment, and are acting in good faith.

Volunteer immunity issues may be clouded by compensation arrangements. Volunteers eligible or receiving compensation are usually not extended government immunity. Paid employees of a volunteer organization may not receive governmental immunity even though their employer is a volunteer and receives such protection. Each set of facts may lead to a different conclusion; this is not uncommon with issues of agency relationships where the degree of supervision and control must be determined by the courts on a case by case basis. Consequently, only general guidance can be provided herein. We are encouraged, however, that no cases, to date, have imposed liability upon volunteer persons or organizations rendering services to persons with emergency management needs. In fact Sections 252.51 and 252.52, provide that: any person or organization, public or private, which voluntarily permits official designation of its premises as a shelter, or use of its services, during emergencies is freed of liability, except in the case of gross negligence or wilful or wanton misconduct.

Emergency management needs do not void contracts. Thus, the person receiving the same home health care services in the shelter as had been provided at home remains responsible for payment for those services. Neither the county, the shelter, nor the provider becomes the responsible party by virtue of a disaster or emergency situation. A provider may report to a shelter to fulfill contract obligations for contract payment assuming contract report to a shelter to fulfill contract obligations for contract payment assuming contract liability. The same provider may render volunteer services without compensation to others in the shelter and be covered by governmental Avolunteer@ immunity.

**PINELLAS COUNTY EVACUATION ASSISTANCE PROGRAM  
TRANSPORTATION ASSESSMENT**

The following are pictures of the bus transportation available for use in the Evacuation Assistance Program. Buses are provided to each Municipality by the Pinellas County School Board and the Pinellas Suncoast Transit Authority. The information contained in this section is a result of studies conducted by Pinellas County Emergency Management and the City of Clearwater Fire Department. Special thanks to the Pinellas County School Board, PSTA, and Freedom Square Nursing Home for their assistance.

<b>PINELLAS COUNTY SCHOOL BOARD BUSES</b>	<b>PINELLAS SUNCOAST TRANSIT AUTHORITY BUSES</b>
<p><b>Large bus with a wheelchair lift capacity:</b></p> <p>3 Wheelchairs or 2 Geri-chairs and 1 wheelchair and 4 Backboards and 16 people seated</p>	<p><b>Regular low floor bus with wheelchair ramp:</b></p> <p>2 Wheelchairs or 2 Geri-chairs and 2 Backboards and 12 people seated</p>

**LIABILITY CLAUSE**

**FS252.51 Liability.**-Any person or organization, public or private, owning or controlling real estate or other premises who voluntarily and without compensation grants a license or privilege or otherwise permits the designation by the local emergency management agency or use of the whole or any part of such real estate or premises for the purpose of sheltering persons during an actual, impending, mock, or practice emergency if any, agency, together with his successor in interest shall not be liable for the death of, or injury to, any person on or about such real estate or premises during the actual, impending, mock, or practice emergency, or for loss of, or damage to, the property of such person, solely by reason or as a result of such license, privilege, designation, or use, unless the gross negligence or the willful and wanton misconduct of such person owning or controlling such real estate or premises or his successor in interest is the proximate cause of such death, injury, loss, or damage occurring during such sheltering period.

History.-s. 1, ch. 74-285; s. 32, ch. 83-334



## EVAC ACCOUNT LOCATION INPUT METHODS

When entering new registrant information always try to use the "Location Lookup" option. By doing so the system will automatically fill in the all the information that is available from the CAD. It will also help prevent from entering an address that does not exist.

ENTRY METHOD	FORMAT
<p><b>PHONE NUMBER</b></p> <p>The easiest way to enter a location</p>	<p>##### No spaces or dashes</p> <p>ex: To enter 900 Richards Av, type: THE PHONE NUMBER</p>
<p><b>ADDRESS</b></p> <p>The most accurate, updated information.</p> <p>Directionals will normally appear at the end of an address such as N, S, E, W.</p> <p>ex: Caller advises S Fort Harrison Av</p> <p>Will appear in CAD as Fort Harrison Av S</p>	<p>### Enter the house number (numerical)</p> <p>_ _ _ Enter the first 3 letters of the street name, or the numbers, if it is a numbered street</p> <p style="text-align: center;">OR</p> <p>### prefix</p> <p>ex: To enter 700 SR 590, type: 700 SR</p>
<p><b>INTERSECTION</b></p>	<p>_ _ _ / _ _ _ Enter the first 3 letters of one street name, a slash, and the first 3 letters of the other street name, or numbers, if it is a numbered street.</p> <p>ex: To enter the intersection of Richards Av and Palmetto St, type:</p> <p style="text-align: center;">RIC/PAL (enter)</p>
<p><b>LANDMARK</b></p> <p>Used for locations with no address or high call volume.</p> <p>This option should rarely be used for Evac lookup.</p>	<p>The entry must be made EXACTLY as found in the computer.</p> <p>ex: To enter Courtney Campbell Cswy, you must type: CCC</p>