a toolkit for organizations establishing a volunteer host homes program
**WHAT ARE HOST HOMES?**

Host homes belong to citizens who live in non-evacuation areas of the county who open their doors to friends, coworkers, fellow parishioners or members of the same club, who in the event of a hurricane, would need to evacuate their own home for safety’s sake.

**WHY IS THIS PROGRAM NEEDED?**

If a category 3 hurricane is headed to Pinellas County, about 391,000 people would need to evacuate a low-lying area or a mobile home. With approximately 74,000 public shelter spaces, alternative shelter is needed. Some people will head to hotel rooms or they’ll hit the road, which could lead to more problems if traffic jams stop the flow. There are safe places to stay right here in Pinellas County, but it requires individuals helping out by opening their homes.

We saw the devastating loss of life that came when Katrina’s surging flood waters wiped out entire communities. The Tampa Bay area is at risk for that kind of flooding, but our residents simply don’t believe it will ever happen here. The truth is – it can. The other truth is that, despite the media blitz, citizens still are not adequately prepared.

**WHAT CAN MY ORGANIZATION DO TO HELP?**

Organizations first need to realize that they have a unique leadership position in the community. Because of the sheer size of the task, local governments can only do so much. Employers, places of worship, civic organizations and community groups can set the example by having their own plan, and they can encourage the employees or members to have plans and act on them. Organizations can also sponsor a volunteer Host Homes program.

**WHAT ARE THE STEPS FOR THE HOST HOMES PROGRAM?**

Host Homes is not a county program. It is a completely voluntary program run by an organization in a manner that meets specific needs of size, geographic location and level of participation. The county can provide some tools to get started, but the organization can use them at their own discretion, or create their own. The basics of the program are:

1. Identify an individual or a small committee to manage the program
2. Gather information by disseminating a quick survey form that asks about personal plans and determines interest in the Host Homes program
3. Distribute host and guest forms to interested participants and, using that information, match hosts and guests
4. Encourage hosts and guests to speak to each other to confirm details, or hold an informal “meet and greet” event to facilitate the conversation
5. Once the matching is complete, the organization maintains the information in a file or a spreadsheet for updates or to use the following year. The rest is up to the participants

**WHY DO THIS THROUGH ORGANIZATIONS?**

While there are some efforts to match people using an online service, experience tells us that people are more likely to open their homes to people with whom they have a connection of some type. It also takes a bit of a push to make a program like this work, which is why organizational leadership is needed. It also seems to work better when narrowed down to small groups such as departments within a corporation or Sunday school classes within a large church. As a leader of your organization, you will best know how to encourage participation.

Pinellas County is extremely vulnerable to deadly surge flooding and has limited road access out of town. By best utilizing our own resources, we can make a huge difference when that big storm really does head our way. Do not assume that your employees or members have a plan, because chances are they don’t.

By encouraging a Host Homes program, you can save lives – and that’s what it’s all about.
Approximately 550,000 Pinellas County residents live in an evacuation zone or mobile home. That’s over half the total population. So if a hurricane heads in our direction, where will they all go for shelter?

The truth is, public shelters, hotels and evacuation routes out of town won’t be enough. You can help by setting up a Host Homes program within your organization. It’s simple to coordinate. Most of the tools you need are included in this packet.

Your small investment of time and preparation now will help take some of the fear out of hurricane season and will possibly save the lives of people you know. We all remember the tragic scenes from Katrina. Don’t let that happen here. Help our neighbors find shelter from the storm.

MORE ABOUT THE NEED FOR HOST HOMES

Tampa Bay is an extremely vulnerable region for the deadly surge flooding that comes with hurricanes. In Pinellas County alone, more than half the residents would need to evacuate for a category 5 storm. Never happen? Well consider that a more likely category 3 storm would still affect 391,000 people. That’s still a lot of folks who need safe shelter. While the government provides public shelter space, citizens should consider shelters a last resort. Not only is space limited in terms of numbers (approximately 74,000 total shelter spaces), your personal space is limited to a 10 sq. ft. spot on the floor.

This can be a very scary and uncomfortable experience for anyone, but in particular for the elderly and families with small children.

People who live in the non-evacuation zones can help out by opening their homes whenever an evacuation order is issued.

Organizations that volunteer to establish a Host Homes program match volunteer hosts with guests who need to evacuate. Keeping the program within an organization helps to keep the hosting between people who have a connection through work, worship or a community organization.

To find your evacuation zone:
• Visit www.pinellascounty.org/emergency
• Call (727) 453-3150 and enter your ten digit home telephone number

Also can be found in:
• Truth in Millage (TRIM) notice mailed every August
• Your Pinellas County Utility Bill
• Front of telephone white pages
The concept of Host Homes is to encourage and assist organizations to set up and manage their own Host Homes program for their members/employees. Depending on the size of the organization, it may take one person or a committee of volunteers to do the paperwork necessary to get the information collected and make matches. Once the match is made, the host and the guest make their own particular arrangements based on their personal needs. The coordinators then work on keeping the lists current.

The Host Homes program works best when people know each other or have some kind of connection, such as working for the same company, worshipping at the same church or belonging to the same civic organization. Normally, the employee rosters or membership rolls of such organizations are geographically scattered enough so that effective match-ups can be made among those who must evacuate and those who can safely stay in their homes.

**THE FOLLOWING STEPS CAN ALLOW ANY ORGANIZATION TO EFFECTIVELY IMPLEMENT A HOST HOMES PROGRAM FOR ITS MEMBERS:**

- **Assign a leadership role.** A successful program is dependent on one or a few Host Homes coordinators taking charge and following all the necessary steps. The coordinators will be instrumental with executing Host Homes plans during an emergency, and updating Host Homes files to keep the data current.

- **Determine the evacuation needs of your organization’s members.** The packet includes a sample survey form so you can determine which members live in evacuation zones A, B, C, D and E, mobile/manufactured homes and non-evacuation zones.

- **Encourage all participants to understand what makes a home storm-worthy.** While no host home is guaranteed to survive a category 5 storm, host home volunteers should take necessary steps to properly prepare their home for their own personal safety and that of their guests. Information about increasing a home’s survivability can be obtained from Pinellas County Emergency Management at www.pinellascounty.org/emergency/handbook/prepare_your_home.htm or by calling (727) 464-3800. Other information can be found at www.flash.org or www.fema.gov.

- **Establish host home partnerships.** Match similar needs and lifestyles. Do your best to pair smokers with smokers, pet owners with pet lovers and children with family-friendly homes. (If all or most of the members of your particular group live in evacuation areas, perhaps a sister organization can provide viable host home locations or vice versa.)

- **Provide information.** The Host Homes program packet includes a sample form to be mailed to both host and guest with specific information about their match and contact numbers. You can also use map websites to provide a copy of a map to the host home.

- **Encourage participants to establish an early relationship, preferably in person.** Your organization could hold an informal event to allow participants to meet. Feel free to use the forms, letters and questionnaires in this package or use them as a guide to creating documents unique to your organization. Much of this information can be maintained in a computer database for easy reference.

As an extra step: Determine which members/employees need extra assistance and have volunteers pay special attention to their delicate situations. Many people have medication and equipment issues that need to be addressed before the storm. Those who live in evacuation areas may not be able to drive or cannot easily move by themselves. Establish a contingency plan that will offer them transportation. Also, local fire departments need to be aware of all citizens who qualify as “special needs,” so please be sure they have made the call to be added to the registry. For more information, call (727) 464-3800.
Decades of experience have made something clear. No matter how much hurricane safety and preparation information is available to people, they still need a little push to put it into practice. Even after watching Katrina’s devastation, surveys indicate that not all residents who need to evacuate will. Perhaps they don’t understand the danger. Perhaps they don’t believe it will actually happen in Pinellas County. Perhaps they don’t know where to go. Organizations that touch a distinct membership or employee base have a unique opportunity to demonstrate leadership and show concern. Your organization can encourage individuals to make a plan and act on it.

CONSIDER THE FOLLOWING SUGGESTIONS AS A WAY YOUR ORGANIZATION CAN SUPPORT AND ENHANCE A VOLUNTEER HOST HOMES PROGRAM:

• Use the personal/family plan questionnaire form included in this packet to conduct an overall survey of your members/employees. This will help you determine the evacuation/non-evacuation status of all organizational members. By also asking your members/employees to provide basic preparation information, they will need to know their own answers to the important questions – something they may not do otherwise. To set the tone, attach a cover letter from the organization’s leadership encouraging or requiring completion of the form.
• Compile and maintain a registry of persons who live in an evacuation zone or a mobile/manufactured home.
• Compile and maintain a registry of host homes and their capabilities.
• Make the matches.
• Send the preliminary match forms and match confirmation forms to participants
• Hold an optional “meet and greet” event to give participants an opportunity to meet and discuss details. Recognize participants, as appropriate, to encourage others to join in.
• Maintain registration forms, tracking records and any databases that are created. Assist volunteers with monitoring the status of evacuees when evacuations are ordered. A volunteer phone tree works well in this situation.
Dear (Member or Employee),

It’s hurricane season again, the time when we will watch the weather reports with nervous anticipation. We’ll see the low pressure systems form and with each one, wonder if this is the storm that will hit Pinellas County.

As a (member or employee) of (Name of Organization), we are concerned about your safety. Hurricanes should not be taken lightly. Don’t get too relaxed about preparations and definitely have a hurricane plan.

(Enclosed or Attached) is a questionnaire for you to fill out and return to (fill in here) by (date). This form will help us know that each of you has a plan, and it will serve as a valuable information tool should a damaging hurricane send us into a state of chaos. In other words, after a storm, we want to be able to find you and make sure that you are okay.

We are also coordinating a volunteer Host Homes Program for people within (Name of Organization). This program will match people who need to evacuate with people who live in storm-worthy homes in non-evacuation zones. Shelter space is limited and roads out of town aren’t always an option, especially at the last minute. If you can provide a safe haven for a fellow (member or employee), you will not only give peace of mind, but perhaps be saving a life.

If you are interested in offering your home as a host home and live within a non-evacuation zone, please indicate “yes” for HOST on the personal/family plan questionnaire form. You will receive more information and a volunteer host information form.

If you live in an evacuation zone or a mobile/manufactured home and would like to be matched with a host home, please indicate “yes” to GUEST on the personal/family plan questionnaire form. You will receive more information and a guest information form.

Once the forms are collected, preliminary matches will be made. After a conversation between guest and host, a confirmation form is submitted if both parties agree to the arrangement.

As we saw with Katrina, it takes everyone pitching in to help. More than half the county’s population would need to evacuate for a Katrina-size storm. Host homes are a personal way for you to give a fellow (member or employee) shelter from the storm.

Sincerely,

(Your Name)
PLEASE PRINT

NAME

ADDRESS

CITY

STATE

ZIP

HOME PHONE

WORK PHONE

CELL PHONE

E-MAIL

FAMILY MEMBERS

NAME

AGE

GENDER (circle one): M F

NAME

AGE

GENDER (circle one): M F

NAME

AGE

GENDER (circle one): M F

NAME

AGE

GENDER (circle one): M F

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NAME

AGE

GENDER (circle one): M F

EVACUATION ZONE OF YOUR RESIDENCE
(please circle): A B C D E non-evacuation

(Not sure? Call (727) 453-3150 or visit www.pinellascounty.org/emergency)

DO YOU LIVE IN A MOBILE/MANUFACTURED HOME? (please circle) YES NO

FAMILY PLAN

In the event you are forced to evacuate, what do you and your family intend to do? (check one the following):

☐ We haven't made any plans yet

☐ Leave the county and go to:

Address

Phone ( )

☐ Stay with friends/relatives, or go to a motel:

Address

Name

Phone ( )

☐ Go to a public shelter:

☐ I am pre-registered at the following special needs shelter:

☐ Go to a host home (please send me more information)

☐ Volunteer as a host home (please send me more information)

HOST HOMES PROGRAM

Are you interested in joining the Host Homes program? (please circle) YES NO

(if yes, please circle which you are interested in):

HOST I am interested in opening my home as a host home

GUEST I would like to be matched with a host home

SPECIAL NEEDS

If you have special needs and haven't pre-registered, do you need additional information? YES NO

*If you are home bound and require special assistance with transportation to a shelter, you should contact your local fire department soon to determine if they could help you in a disaster.

EMERGENCY CONTACT*

Please provide information about a person outside of the county that we can contact in case we are unable to locate you:

NAME

ADDRESS

CITY

STATE

ZIP

HOME PHONE

WORK PHONE

CELL PHONE

E-MAIL

*In an emergency, this information could be beneficial to the local county emergency management agencies or out-of-town loved ones who could be concerned about your safety and location.
The greatest gift someone can give another is peace of mind and safety during an emergency. Host home volunteers, by opening their homes, are giving that gift to someone who otherwise, may not have a place to go when an evacuation order is issued.

A host home volunteer from North Dunedin Baptist Church recalls his experience: “For years, we hosted an elderly couple that lived near the coast. At the start of each evacuation, we drove over to pick them up and they would be waiting on their front porch with bags in hand. Within five minutes of arriving at our home, they would be asleep in our recliners. What a blessing it was to know we were giving them such comfort.”

This story is repeated throughout the county by those who participate in this voluntary program. But more volunteers are needed!

**IF YOU WANT TO VOLUNTEER YOUR HOME, CONSIDER THESE SUGGESTIONS FOR MAKING THE EXPERIENCE SAFE, PLEASANT AND COMFORTABLE FOR EVERYONE INVOLVED:**

- Attend an information/education session provided by your organization or take steps to educate yourself on the program.
- Contact your guest by phone or arrange to meet in person. Openly discuss the type of accommodation you can provide. Also discuss personal supplies, food, towels or bedding you need the guest to bring to your home. If the guest has children or pets, discuss any special arrangements.
- Provide a map to your home and information about where to park their vehicles.
- For your safety and your guests’ safety, identify a protected “safe” area to ride out the worst part of the storm. That area should be as close to the interior of the house as possible and have no windows.
- Provide safe, adequate sleeping accommodations and bedding.
- Provide space to securely store personal items and clothing.
- Be sure you have enough food, water and supplies on hand for yourself and your guests.
- Ask guests to contribute food or other supplies in advance.

- Take steps to make your home safer and stronger. Information about increasing a home’s survivability can be obtained from Pinellas County Emergency Management at www.pinellascounty.org/emergency/handbook/prepare_your_home.htm or by calling (727) 464-3800. More information can be found at www.flash.org, www.fema.gov and www.mysafefloridahome.org
- Inform the organization of your vacation schedule in advance if it will impact your host home availability. Also, call the organization coordinators immediately if you decide to evacuate your home for any reason so they can help your guest find an alternate host home. If that is a possibility, discuss this with your guest ahead of time so they can pre-arrange a back-up home.
- Provide transportation to and from your home if needed (or request a transportation volunteer).
- If possible, first aid/CPR training should be taken by someone in the host home.

Watch *Shuttering Your Home*, a step-by-step instructional video on boarding up your windows before a storm. Available for download at www.pinellascounty.org/media

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**Host Homes: Shelter from the Storm**

- Volunteer host roles and responsibilities

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### HOST HOME PROFILE & CONTACT INFORMATION

**NAME**

**ADDRESS**

**CITY**

**STATE**

**ZIP**

**HOME PHONE**

**WORK PHONE**

**CELL PHONE**

**E-MAIL**

### OVERVIEW OF EVERYONE CURRENTLY LIVING IN HOUSEHOLD, INCLUDING PETS

(please circle; each line represents one member of household)

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**IF ANIMAL (type):** [ ]

### TOTAL NUMBER OF GUESTS YOU CAN SAFELY ACCOMMODATE

(consider the size of your safe area):

### GUEST PREFERENCES

WOULD YOU ACCEPT (check all that apply):

- [ ] ADULTS
- [ ] CHILDREN 0-4
- [ ] CHILDREN 5-12
- [ ] CHILDREN 13-17
- [ ] MALES
- [ ] FEMALES
- [ ] PETS (if yes, please list what kinds):

OTHER CONSIDERATIONS:

### CAN YOU PROVIDE TRANSPORTATION IF NEEDED FOR GUESTS TO YOUR HOME? (please circle)

- [ ] YES
- [ ] NO

### HOME/EMERGENCY INFORMATION

**EVACUATION ZONE:** A B C D E non-evacuation

(Not sure? Call (727) 453-3150 or visit www.pinellascounty.org/emergency)

**TYPE OF HOUSING:**

- single family home
- condo
- apartment
- duplex
- townhouse
- other:

**DO YOU HAVE GENERAL HURRICANE SUPPLIES (for example, flashlights, batteries, coolers, portable radios)?**

- [ ] YES
- [ ] NO

**DO YOU HAVE ANY STAIRS?**

- [ ] YES
- [ ] NO

**DO YOU HAVE A GENERATOR?**

- [ ] YES
- [ ] NO

**DO YOU HAVE A SAFE ROOM?**

- [ ] YES
- [ ] NO

**OUT-OF-TOWN SCHEDULE (list known dates you are not available for house guests):**

__________________________________________

__________________________________________

__________________________________________

__________________________________________
It was Ben Franklin who said, “Fish and visitors smell in three days.” If you’ve ever had company, you know there’s some truth to it. People’s routines are altered, noise levels increase and you have to wait in line for the bathroom. Imagine how during a hurricane emergency, that situation could be magnified when fear, uncertainty and power outages added to the mix.

In the best-case scenario, the hurricane skirts the area and you are able to go back to your home immediately. However, if a hurricane does hit, the situation will become hard for both the host and the guest. Stress levels will rise as the heat and humidity invade a home with no air conditioning. Food and water become precious when shortages arise. Sewers can be unusable and fresh water may not be available. Do your best to be cooperative and respect your host’s space. Keep in mind that you are a guest in someone else’s home and they are doing you a favor to help you stay alive. Help out whenever possible and remember to say, “thank you.”

CONSIDER THE FOLLOWING SUGGESTIONS:

• Provide your organization with any necessary personal information such as out-of-town family contacts and medical information. Make sure your family knows where you are going before you evacuate.

• Bring any needed medications (with instructions), eyeglasses or special equipment (wheelchair, braces, etc.) to the host home when you evacuate. Also, bring names and phone numbers of all your health care providers.

• Maintain a personal emergency-supplies kit to be used for evacuation which would include, not only medications, but also several days supply of clothing, personal hygiene items (toothbrush, shaving gear, etc.) and pillows or special bedding. Bringing your own flashlight, radio with headphones and entertainment items can be helpful.

• Bring any important personal documents that can’t be replaced or might be needed after a storm, such as insurance cards and policies, driver’s license, account numbers, passports and birth certificates.

• You may also want some cash on hand as banks will be closed following a storm. Don’t expect your host to provide you with emergency supplies after a storm.

• Bring a set of house keys and other vital keys, such as a safe deposit box, etc.

• If possible and practical, bring a supply of non-perishable food items, water containers and any special foods to the host home, particularly if you have diet restrictions.

• If you are bringing children, be sure you have all the necessary food, formula, diapers and first-aid supplies you’ll need. Also, bring a manageable supply of toys and games, along with a pack ‘n play that also be used for sleeping.

• If you will be bringing any pets to the host home location, be sure to bring with you any necessary food, traveling containers or other needed items, such as a cat litter box, dog leashes, dishes and toys.

• Ask your host about where to park your vehicle.

• If you can, offer to help the host make last-minute preparations to the home and to clean up before heading to your own home.

• If a storm damages your home and you are unable to return, discuss options with your host. Do not assume that your host can offer you a long-term place to stay. Within a few days, emergency services will start to offer temporary housing.

When leaving to go to a host home:

• Lock and secure your home’s doors and windows

• Turn off all utilities at the main switch

• Let someone know where you’re going
HOST HOME GUEST PROFILE & CONTACT INFORMATION

NAME ____________________________________________

ADDRESS _______________________________________ CITY __________________________ STATE _______ ZIP _______

HOME PHONE (______) ______________________________ WORK PHONE (______) __________

CELL PHONE (______) ______________________________ E-MAIL _________________________

OVERVIEW OF EVERYONE IN HOUSEHOLD, INCLUDING PETS, NEEDING TO EVACUATE
(please circle; each line represents one member)

1. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

2. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

3. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

4. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

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6. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

7. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

8. MALE FEMALE AGE RANGE: 0-4 5-12 13-17 18-25 26-40 41-64 65+ IF ANIMAL (type): ____________

GUEST PROFILE (information is for matching purposes only)

YES NO DOES ANYONE HAVE SPECIAL DIETARY NEEDS? (please describe): ____________________________

YES NO DOES ANYONE HAVE SPECIAL MEDICAL NEEDS? (for example, medication needing refrigeration, use of oxygen, allergies to smoke or pets)(please describe): ____________________________

YES NO WOULD YOU REQUIRE ELECTRICITY FOR ANY OF THESE NEEDS? (please describe): ____________________________

YES NO IS ANYONE MOBILITY IMPAIRED? (such as requires use of a walker, wheelchair, cane, mobility scooter, raised toilet seat)(please describe): ____________________________

YES NO IS ANYONE ELDERLY/FRAIL (please describe): ____________________________

YES NO ANY SMOKERS? ____________________________

YES NO OTHER CONSIDERATIONS? (please describe): ____________________________

WOULD YOU AND YOUR HOUSEHOLD REQUIRE TRANSPORTATION TO THE HOST HOME? (please circle) YES NO

HOME/EMERGENCY INFORMATION (please circle)

EVACUATION ZONE: A B C D E non-evacuation mobile/manufactured home
(Not sure? Call (727) 453-3150 or visit www.pinellascounty.org/emergency)

DO YOU HAVE GENERAL HURRICANE SUPPLIES (for example flashlights, batteries, coolers, portable radios)? YES NO

OUT-OF-TOWN SCHEDULE (list known dates you won’t need a host home): ____________________________
THE SPONSORING ORGANIZATION HAS PRELIMINARILY MATCHED
THE HOST HOMES VOLUNTEER AND GUEST LISTED BELOW:

**HOST**

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**GUEST**

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The next step is for the host and guest to have an in person or telephone meeting to discuss their potential host home arrangement.

If this match is agreeable to both parties, please send the match confirmation forms to the coordinator listed for your organization. If either party does not agree to this match, contact your coordinator immediately.

If at any time you can no longer serve as a host or no longer require to stay at this host home once the confirmation has been submitted, contact your coordinator immediately.

Note to coordinator:
Send a copy of this form to both the host and the guest along with copies of blank confirmation match forms.
THE PARTIES LISTED BELOW AGREE TO THEIR HOST HOME MATCH:

Sponsoring Organization: ________________________________

Host Home Volunteer Name: ________________________________

Signature: __________________________  Date: ________________

Guest Name: ________________________________

Signature: __________________________  Date: ________________

RETURN THIS FORM TO YOUR COORDINATOR:
(print or add label below)
Approximately 550,000 Pinellas County residents live in an evacuation zone or mobile home. That’s over half the total population. So if a hurricane heads in our direction, where will they all go for shelter?

The truth is, public shelters, hotels and evacuation routes out of town won’t be enough.

There is a way you can help.

Join Our Host Homes Program Today!

The program is simple. People who live in the non-evacuation portion of the county can volunteer to host individuals or families that would need to evacuate in the event of a hurricane.

Host Homes will help take some of the fear out of hurricane season and could possibly save lives in the event a hurricane brings deadly surge flooding to our county. The Tampa Bay area is extremely vulnerable to surge flooding, and we all remember the tragic scenes from Katrina. Don’t let that happen here. Help our neighbors find shelter from the storm.

Contact Your Coordinator For More Information