



COLLIER COUNTY EMERGENCY MANAGEMENT

People with Special Needs

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The registration information on this page refers to the COLLIER COUNTY Special Needs program only.

However all counties in Florida are statutorily required to maintain a Special needs database.

If you are located outside Collier County you should contact your local Emergency Management office. Check the Government listings in your telephone book.

It's difficult enough to prepare for a [hurricane](#), [tornado](#) or other disaster when you don't have the added challenge of a disability, or lack of resources. Florida law *requires* all county Emergency Management agencies to maintain a list of persons with special needs, and to provide services to meet those needs in time of emergency.

People with special needs may include the elderly, infirmed, or chronically ill; those without transportation to get to a [safe refuge](#); anyone who legitimately is not able to do what is necessary to protect their lives without assistance. *Those who require skilled medical care on a 24 hour basis should contact their medical professional to make arrangements, if hospital admission will be required.* The Special Needs program cannot provide 24 hour skilled care. **The special needs program provides only**

transportation, and a [designated shelter](#) for eligible special needs clients.

If you have your own transportation, and need no special assistance, you are not eligible for the special needs program, and should make plans to take appropriate action when the time comes. **No home protection services are available.**

Collier County Emergency Management annually updates a list of several hundred residents who need help when a disaster threatens. When a storm appears to be a threat to our area, a computer first delivers a voice message 36 to 48 hours before expected landfall. The message advises the special needs client that there is a threat they should be aware of. The message may also suggest basic response actions that should be taken immediately.

When it appears likely that our area will be impacted by the event, the special needs client will receive a second call, from a live operator, updating the situation, and advising what actions should be taken and when. If transportation will be sent to take the client to a special needs shelter, the operator will give an *approximate* time. **The client and any caregiver who will assist, *must be ready to go when the transportation arrives.*** Buses and vans will be moving hundreds of people, in a short time through crowded traffic conditions, and must stay on schedule. Special Needs transportation is not a taxi service. **If you refuse transportation when it arrives, you may not have another opportunity to leave!** This will put you at greatly increased risk!

Special Needs clients who need transportation assistance will be taken to a designated special needs shelter, or the hospital (with prearrangements completed by your doctor) **only**. Collier County opens special needs shelters at Barron Collier High school. If you have transportation, and are registered with our special needs program, we highly recommend you go to this shelter if you leave your home, and have no where else to go.

You should take *everything* you will *need* for 72 hours with you. Refer to our [72 hour disaster kit](#) and separate out those things you'll need to take with you.

How to register:

The most critical thing you must do, if you need help in preparing for, or riding out a storm, is to **register**. **Please do not wait until a storm is approaching!**

You may:

- **Call Collier County Emergency Management at 774-8000, Monday through Friday, between 8:00 AM and 5:00 PM to request the registration packet.** It will be sent to you by mail. The form should be completed and signed by the client, or someone who is responsible for their care, and returned to the address below. **If you will need help, call today!**
- [Request a registration packet online](#), via email

or

- Download the Special Needs Information ([guidelines](#)) and registration documents in [Microsoft Word](#) format.

For additional Collier County hurricane information, write or call:

**Collier County Emergency Management
3301 East Tamiami Trail, Bldg F, Suite 103
Naples, Florida 34112
(239) 774-8000**

(Bureau of Emergency Services, Board of County Commissioners, Collier County Florida)

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