

ATTENTION: Residents with special needs + hurricane season

Registration with the city's or county's special needs programs **DOES NOT**:

- offer you uninterrupted utility service
- exempt you from payment of electric bills
- make your property a higher priority for restoration

Customers on life support systems should **make arrangements in advance** to move to a location where their needs can be met.



City of Winter Park Medical Essential Service Program

This program provides its electric utility customers with:

1. Limited extension of time to pay utility bills.
2. Special notification* prior to disconnection of service for non-payment to allow customer to secure funds or make necessary arrangements. [*Outages due to natural disasters are unexpected, no prior notifications will be provided].

Electric utility customers need to meet the following criteria:

1. Certified by a licensed physician of your medically essential need.
2. Dependent on electric-powered equipment that must be operated continuously or as circumstances require as specified by a physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

To receive these benefits, download, complete and submit a Medical Essential Service Information Form by accessing cityofwinterpark.org/MedicalEssentialService.



Orange County People with Special Needs Program

During periods of evacuation or emergency, if you or a family member require evacuation and/or sheltering assistance due to physical, mental or cognitive impairments, or sensory disabilities, it is important that you are aware of the Orange County People with Special Needs Program [PSN].

Who is eligible?

Any Orange County resident who meets the established eligibility criteria may register. Registrants need to update their information annually or as the registrant's needs change. Registrants that do not update their information annually will be placed in an inactive status.

How do you register?

1. Access snr.flhealthresponse.com
[Florida Department of Emergency Management]
2. Access orangecountyfl.net
[Orange County Government]
3. Contact **407-836-9319** to request the form for the Orange County People with Special Needs Program.
4. Contact **407-836-9140** to request the form from the Orange County Office of Emergency Management.
5. Ask your home healthcare agency, hospice agency, medical equipment supplier or senior social service agency to register you.

please note Information collected during the registration process is confidential by law and can only be given to emergency responders who may provide for the registrant's needs during an emergency.

Shelters

Orange County provides hurricane and storm emergency shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters. In the event of a storm, shelters will be opened as deemed necessary. Residents are asked to **call 311** if they require special needs sheltering or transportation.



Preparedness Guide

More information about what to expect and how to stay prepared ahead of a hurricane is available in the city's Hurricane Preparedness Guide accessed at cityofwinterpark.org/hurricanes.

