



2025

Preparedness & Resource Guide Alabama Edition

LeadingAge[®]
Southeast
Florida | Alabama | Louisiana | Mississippi

ADVOCATE. EDUCATE. SERVE.

Power Company Contact Information

Make sure that you get to know your local power company contact and the person that is in charge of managing your account. Furthermore, make sure the power company knows what type of facility or community you are. Continuing Care/Life Plan Communities and look-a-like communities can have multiple buildings with different addresses on their campus. Make sure your power company knows your community to help ensure power is restored all across your campus, not just your healthcare buildings.

It is also critical to let them know if you are housing vulnerable residents that rely on oxygen tanks or other electrical medical equipment.

- **Alabama Power Company:** 1-888-430-5787.
- **Baldwin EMC:** (251) 989-6247 or 1-800-837-3374 (24 hours a day) to report an outage
- **North Baldwin Utilities:** In case of an emergency, please call 251-580-1626 immediately or 251-580-2559 if outside of business hours.
- **Southern Pine Electric Cooperative:** 1-800-231-5240 and press 1 to report an outage
- **Gulf Coast Electric Cooperative:** To report an outage during normal business hours, call (850) 265-3631, (850) 481-1188, or (850) 639-2216. To report an outage after normal business hours, call (800) 568-3667 or (800) 333-9392.
- **Spire Energy (formerly Alagasco):**
 - Central and Northern Alabama: (800)-292-4008
 - Mobile Area: (800)-292-4008

In addition to power, it is recommended that the community identifies the appropriate contact for water services. Knowing who to contact in case of water supply disruptions can prevent significant issues and ensure the safety and well-being of residents. Confirm and document the contact details of your local water utility provider and have them readily accessible.

Alabama Department of Public Health



Provider Services: (334) 206-5175

Long-Term Care: (334) 206-5111

Assisted Living Facilities: (334) 206-5575

To report a public health emergency after normal business hours, weekends or holidays, contact the ADPH Center for Emergency Preparedness (CEP) at 1-866-264-4073.

Please contact LeadingAge Southeast if you need additional assistance in getting answers to your questions. LeadingAge Southeast staff can quickly assist you in contacting resources and tracking down answers.

Make sure that you:

- Test your generators and have sufficient fuel on-site for 96 hours of operation.
- Review your state and federal emergency plans, and update as needed.
- Test the implementation of the emergency management plan annually, either in response to a disaster, an emergency, or in a planned drill.
- Have adequate food and other supplies available.

Alabama Emergency Management Agency



**Alabama
Emergency
Management
Agency**

Phone: 1-205-280-2200 & 1-800-843-0699

In case of an emergency, your first point of contact should be your local Emergency Management Agency. [Click here](#) to find contact information for all 67 County Emergency Agency Offices.

Listed below are additional helpful resources from the Alabama EMA:

- [Emergency Management Training](#)
- [Ready.Gov Hurricane Resources](#)
- Alabama EMA Email: info@ema.Alabama.gov

In anticipation of possible evacuations in your area, please be advised of the following:

- [Evacuation Zones](#) - Know your zone and view designated evacuation zones.
- In the event that you have to evacuate your residents, and you need assistance, contact your [local EOC](#).
- Keep a National Oceanic and Atmospheric Administration (NOAA) weather radio in working condition in an audible location at your property. If a disaster occurs, keep it with you so you can stay updated at all times of changes, particularly if you have to evacuate. Keep a fresh set of batteries with you as well. NOAA Weather Radio All Hazards (NWR) requires a special radio receiver or scanner capable of picking up signals. Broadcasts are found in the public service band at the following seven frequencies (HMz): 162.400, 162.452, 162.450, 162.475, 162.500, 162.525 and 162.550.
- Contact your local transportation authorities immediately about increased frequency of bus routes. Tell them where your building is located and how many residents are in your building. Make sure your building is on the emergency bus route and the drivers are aware of the resident's age, physical limitations, etc.

- Be sure to gas up all your vehicles and fuel tanks for emergency power. Have extra flashlights and batteries on hand.
- Explore alternate ways to communicate with families in case traditional ways of communicating do not work.

LeadingAge Disaster Resources: Preparedness, Response and Recovery



LeadingAge has a user-friendly toolkit that includes videos, guides, worksheets and checklists to help housing organizations prepare to respond when disaster strikes. You can access this guide [here](#).

Additional Tips for Senior Housing Providers

- Coordinate with your [local emergency management office](#). Let them know what your needs will be, especially if there are restrictions on the use of public shelters and special needs shelters. Ask if they can do a presentation for your staff and residents to emphasize the importance of being prepared.
- Contact your contracted transportation companies early to ensure they are prepared to handle the transport of your residents should you need to evacuate.
- Review your communications plan to know how you will communicate real-time updates to residents, their families and staff.
- Determine which of your residents have health conditions that would require a special needs shelter, especially if your building were to lose power. This would include residents with medical devices that require electricity or medications that require refrigeration.
- The Florida Department of Health, in coordination with its county health departments and each local emergency management agency in the state, developed a registry for persons with special needs to register with their local emergency management agency to receive assistance during a disaster. Encourage high-risk residents to log into their account to confirm all of their information is up to date by visiting: <https://snr.flhealthresponse.com/>. Providers should contact SNR@flhealth.gov to obtain a login for the special needs registry to ensure they are able to use all health care provider functions.
- If you have a generator capable of powering common areas, determine if it would be safe to allow residents with special needs to shelter in place. Involve your corporate attorney in that decision.
- Ask all residents to think ahead and make a plan with family or friends about where they would go if there is a need to evacuate, especially if your community is in a flood zone.
- Give residents a list of what they will need in the way of emergency supplies, water, food and medication if there is a hurricane. Encourage them to start purchasing those items whenever they have the opportunity leading up to hurricane season. [Click here](#) for a sample Hurricane

Preparedness Guide” for residents graciously shared by LeadingAge Southeast member Westminster Communities of Florida.

- All buildings should have some type of emergency communication system in the event that services are disrupted. Make sure yours is in good condition. You should also have a battery-powered radio and supplies of flashlights, lanterns, and batteries on hand in the event of loss of power.
- Stock up on the supplies you did not plan for but needed during the last hurricane.
- Have a plan to get prescription medication refills in advance of the storm. The Agency for Health Care Administration often lifts limits on early prescription refills for Medicaid recipients during a declared emergency.
- The Department of Elder Affairs (<https://elderaffairs.org/programs-services/disaster-preparedness/>) publishes a disaster preparedness guide every year in late May or early June. It contains checklists that could be of help to you and your residents while preparing for hurricane season.
- Florida disaster preparedness sales tax holiday: The first period runs from June 1 through June 14, 2024. The second 14-day tax holiday runs from August 24 through September 6, 2024.

When Property Damage Occurs on a HUD Property:

- The U.S. Department of Housing and Urban Development has a website with information and guidance. Multifamily Housing Guidance for Disaster Recovery is available at: https://www.hud.gov/program_offices/housing/mfh/disasterguide. We encourage you to review this website **before** an event occurs.
- [Chapter 38 of HUD Handbook 4350.1](#) outlines procedures and forms to be used by a HUD property when property damage occurs due to a natural disaster.
- Owners and Management Agents are obligated to always **immediately report** physical damage to a property interior or exterior that has resulted from a fire, flood, wind, severe cold, or other natural disaster or weather event. Owners are encouraged to complete and forward damage assessments forms to HUD. Please use the form applicable to your situation:
 - For a FEMA Declared Emergency or Disaster: [Preliminary Disaster Assessment Form \(Appendix A-3 of Chapter 38 of Handbook 4350.1.\)](#)
 - For an Event not declared by FEMA: [Basic Damage Assessment Form](#)

Please forward the appropriate Assessment Form within 24 hours of the damage occurrence. Either form should be legibly handwritten or typewritten and emailed to:

AtlantaDisasterAssistance@hud.gov for properties assigned to an Account Executive reporting to the Atlanta Regional Office or DamageAssessmentsFlorida@hud.gov for properties assigned to an Account Executive reporting to the Jacksonville Satellite Office.

To find your assigned Account Executive, please [click here](#).

Owner Responsibilities for Preparing Building and Residents

Owners/agents are responsible for:

- Developing a pre-disaster checklist that is shared with tenants.
- Developing an emergency relocation plan to relocate residents prior to the storm, especially at Section 202 Elderly and Section 811 Disabled residents properties.
- Ensuring that the property and property records are secured, and that residents' possessions and valuables are secured and protected to the greatest extent possible.
- Contacting the local HUD office immediately following a disaster.
- Providing a status report of the residents and property conditions.
- Ensuring that residents provide EMERGENCY contact numbers, especially if they become displaced from the property.
- Determining the extent of damage, security needs, resident property protection needs, etc.
- Contacting the property's insurance provider to apply for property and business interruption claims.
- Maintaining inventory of all residents, property, phone numbers, mailing address, and emails.
- Determining which residents have been displaced due to unit damage or a failure of a major building system such as the electrical system, etc.
- Tracking each displaced resident's temporary location and maintaining contact information for each displaced resident, particularly if the property will likely have units off-line for more than 30 days.
- Contacting FEMA for on-going guidance and instructing residents to register with FEMA through 1-800-621-FEMA (3362), or www.fema.gov.
- Applying for assistance with FEMA, Small Business Administration, Housing Finance Agency and others.

Hotlines for Emergency Relief

- State Assistance Information Line (SAIL): 1-800-342-3557 -- <https://www.floridadisaster.org/>
- LeadingAge Southeast: 850-671-3700 -- <https://www.leadingagesoutheast.org/>
- Volunteer and Donations Hotline: -- <https://www.volunteerflorida.org/> (website is main resource) 1-800-FLHELP1 (1-800-354-3571)
- American Red Cross Donations Hotline: 1-800-HELP-NOW (1-800-435-7669) or visit: <https://www.redcross.org/>
- American Red Cross Information Hotline: 1-800-RED-CROSS (1-800-733-2767)
- Salvation Army Donation Hotline: 1-800-728-7825 -- <https://www.salvationarmyusa.org/usn/>
- Salvation Army Emotional & Spiritual Care Hotline: 1-844-458-4673

Hotlines for Financial and Recovery Assistance

- FEMA Disaster Assistance Hotline: 1-800-621-FEMA (1-800-621-3362)
- SBA Business Physical Disaster Assistance Loan and SBA Economic Injury Disaster Loans: 1-800-659-2955
- To verify contractor licensure, call: 1-850-487-1395, or visit: <http://www.myfloridalicense.com/dbpr/>
- To report unlicensed activity, call: 1-866-532-1440 or email the department at ULA@DBPR.state.fl.us.

- To report price gouging, call: 1-866-966-7226 or report violations online at <http://myfloridalegal.com/>.
- Reemployment Claims and Benefits: 1-800-204-2418

Notes: _____

