

## Hurricane Idalia Recovery: Community Resources for North Florida

Below are community and state resources for people recovering from Hurricane Idalia  
Please refer back to this document as information changes.

If you need help with this list or understanding what resources are available in your community, please call our **Florida Blue Center community specialists**. We can help with community and social services like food programs, transportation services, financial and housing assistance programs, community support resources, and many other types of relief programs.

**We're ready to help members and everyone in the community.** Visit one of our local [Florida Blue Centers](#) or call 1-877-352-5830, Monday – Friday, 9 a.m. – 7 p.m. or Saturday, 9 a.m. – 4 p.m.

### Resources North Florida Region

Here are important resources for North Florida residents:

- [FEMA](#)
- [American Red Cross- North Florida Region](#)
- [Ready.gov](#)
- [CDC: Natural Disasters and Severe Weather](#)
- [Meal on Wheels – Find a Provider](#)
- [Feeding the Gulf Coast](#)
- [211 United Way of West Florida](#)
- [United Way Big Bend 211](#)
- [Florida Disaster](#)
- [St. Johns County Emergency Information](#)
- [Duval County Emergency Information at JaxReady.com](#)
- [Clay County Emergency Management | Phone: 877-252-9362](#)
- [Call Escambia County 850-471-6400](#)

### Crisis Cleanup

If you need assistance with hurricane damage, call the **Crisis Cleanup Hotline** at 1-800-451-1954. You will be connected to volunteers from local relief organizations, community groups and faith communities.

### Mental Health Resources

Call or text the [Disaster Distress Helpline](#) at **1-800-985-5990**. The national hotline provides free 24/7, crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.

Family Resource Support Center **1-850-300-HOPE (4673)** to speak to a Hope Navigator.

- The Family Resource Support Center serves as a central hub for the community to access needed resources and supports. The center has staff on site, including Hope

Navigators, behavioral health partners who specialize in disaster recovery response, and public benefit eligibility specialists to help individuals and families. The Department will continue to work with local organizations and partners across the state to expand the array of resources that are available to help meet the needs of impacted families.

### St. Johns County Resources

Here are some important links for St. Johns County:

- [St. Johns County Emergency Information](#)
- [Sandbag Locations](#) — No Sandbag locations for Jacksonville. Just St. Johns County.
- [Evacuation Locations](#)
- Register for Nixle Alerts by **texting StJohnsEOC to 888777**
- Monitor [sjcfl.us/hurricane](http://sjcfl.us/hurricane) for all storm-related updates
- Call the St. Johns County Emergency Management Citizen Information Line at 904-824-5550 with any storm-related questions.
- Questions about FEMA IHP (individuals and household program)? Call the FEMA disaster helpline at **1-800-621-FEMA**. Hearing/speech impaired, call TTY 1-800-462-7585

### Duval County Resources

- [Duval County Emergency Information at JaxReady.com](#)
- [Sandbag Locations](#) — No Sandbag locations for Jacksonville. Just St. Johns County.
- [Evacuation Shelters](#)
- [Storm debris cleanup](#)

### Clay County Resources

Here are some important links for Clay County:

- [Clay County Emergency Management](#) | Phone: **877-252-9362**
- Report power outages to [MyClayElectric.com](http://MyClayElectric.com) or call **888-434-9844**
- report downed power lines, trees, damage, and get information 24/7: **877-252-9362**
- [Clay Emergency Management Facebook page](#)

### Escambia County Resources

Here are some important links for Escambia County:

- [Sandbag Locations](#)
- [Evacuation Shelters](#)
- [Escambia County Special Needs Shelter](#)
- [Food Pantries](#)
- [Services for after the storm](#)

## St. Johns County Shelters

**St. Johns County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters.

## GENERAL SHELTERS

St. Johns County provides general population shelters for North Floridians who have been evacuated from their homes, for those who live in low-lying areas, and for others seeking shelter from a storm. Shelters are alcohol, drug and weapon free. Individuals should come prepared with supplies. *ID cards are **not** required to enter shelters.*

St. Johns County will open two storm shelters to the public at 5 p.m. Tuesday

- Solomon Calhoun Community Center 1300 Duval St., St. Augustine General Population and Pet Shelter
- St. Johns County Health and Human Services Building 200 San Sebastian View, St. Augustine Special Medical Needs Shelter

## SPECIAL NEEDS SHELTERS

- St. Johns County Health and Human Services Building 200 San Sebastian View, St. Augustine Special Medical Needs Shelter

## PET-FRIENDLY SHELTERS

- Solomon Calhoun Community Center 1300 Duval St., St. Augustine General Population and Pet Shelter

St. Johns County pet-friendly shelters during an emergency and reminds families to include pets in their hurricane prep plans:

- Ensure pet vaccinations are current.
- Consider microchipping pets if not already done so to ensure you can find pets in the event you are separated.
- Have a copy of your pet's medical records, which should be included in your "Pet Disaster Kit."
- Arrange for a safe place to stay that permits pets.
- Research places that are pet friendly. (Note – animals are not allowed in Red Cross Shelters, except for service animals, so you may want to stay with a friend or relative, or motel/hotel that is pet-friendly).
- If possible, PLEASE do not leave pets behind during an evacuation or emergency.
- With pending serious weather, bring all households pets inside.

For pet-friendly shelters, individuals are asked to bring a carrier, copy of medical records to ensure pets are current on vaccines, food, water and any necessary medications and identification for the pet.

## Duval County Shelters

**Duval County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters. For registration and information on Special Needs Shelters, please **call 904-630-2489**.

## GENERAL SHELTERS

Duval County provides general population shelters for North Floridians who have been evacuated from their homes, for those who live in low-lying areas, and for others seeking shelter from a storm. Shelters are alcohol, drug and weapon free. Individuals should come prepared with supplies. **ID cards are not required to enter shelters.**

The 6 shelters will be at:

- Chimney Lakes Elementary
- LaVilla Middle School
- Ocean Way Elementary
- Landmark Middle School
- Atlantic Coast High School
- The Legends Center

Shelters and can accommodate those with special needs. People can check in at any time. There is no cut off and they won't turn you away

## SPECIAL NEEDS SHELTERS

Duval County strongly encourages residents who require a Special Needs/Medical Shelter during an emergency to please call 6302489. JTA will be offering free transportation to shelters starting at 12:00 p.m. on Tuesday. Take any JTA bus that is marked **Evacuation Shuttle.**

- Atlantic Coast High School

## PET-FRIENDLY SHELTERS

- Chimney Lakes Elementary
- Landmark Middle School

Duval County anticipates opening pet-friendly shelters during an emergency and reminds families to include pets in their hurricane prep plans:

- Ensure pet vaccinations are current.
- Consider microchipping pets if not already done so to ensure you can find pets in the event you are separated.
- Have a copy of your pet's medical records, which should be included in your "Pet Disaster Kit."
- Arrange for a safe place to stay that permits pets.
- Research places that are pet friendly. (Note – animals are not allowed in Red Cross Shelters, except for service animals, so you may want to stay with a friend or relative, or motel/hotel that is pet-friendly).
- If possible, PLEASE do not leave pets behind during an evacuation or emergency.
- With pending serious weather, bring all households pets inside.

For pet-friendly shelters, individuals are asked to bring a carrier, copy of medical records to ensure pets are current on vaccines, food, water and any necessary medications and identification for the pet.

## Clay County Shelters

**Clay County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters.

- **Lake Asbury Junior High:** Special needs shelter — 2851 Sandridge Rd, Green Cove Springs
- **Keystone Heights High School:** General population and pet-friendly shelter — 900 S.W. Orchid Avenue, Keystone Heights
- **Wilkinson Elementary School:** General population — 4965 County Road 218 Middleburg, Florida 32068
- **Orange Park High School:** General population and pet-friendly shelter — 2300 Kingsley Ave, Orange Park

Please keep in mind that the only pets allowed are dogs, cats, rodents (such as hamsters and gerbils), rabbits, and birds. The ADA allows a miniature horse, as long as it provides a service connected to the owner's disability.

## Escambia County Shelters

**Escambia County** provides hurricane and storm shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters.

- [Evacuation Shelters](#)
- [Escambia County Special Needs Shelter](#)



**Get Connected. Get Help.™**

**Call:** 211

**Text:** Your zip code to 898211

**Chat:** [online here](#)

United Way's 2-1-1 is Central Florida's 24/7/365 information and assistance hotline during natural disasters, and throughout the year, for connecting with community resources, like:

- Shelter information and housing assistance
- Sandbags, tarps and other storm supplies
- Evacuation routes and road closures
- Food, clothing and hygiene locations
- Special needs registry and medical supplies
- Emotional and crisis support

To search for resources in your area using our online database, visit [UW211Help.org](http://UW211Help.org).

# Sandbags

## ST. JOHNS AND DUVAL COUNTIES

- [Sandbag Locations](#) — No Sandbag locations for Jacksonville. Just St. Johns County.

## CLAY COUNTY

Sandbag locations will be open at 7 a.m. Tuesday as weather permits.

Sandbags are limited to 10 per resident. Bags are first come, first served and have a limited supply. The county will refill the sites as needed. You will have to fill up your own bags.

Shovels are not provided. Residents should bring their own to fill their bags.

The county will continue to offer bags until they are gone or if it becomes unsafe for our employees to be in the conditions. The county will refill the sites as needed.

Locations:

- **Fleming Island:** Eagle Harbor Soccer Complex, 4387 Lakeshore Drive
- **Green Cove Springs:** Old fire station, 25 Roderigo Avenue
- **Keystone Heights:** City Hall for bags at 555 South Lawrence Boulevard and Keystone Heights Cemetery for sand on State Road 100
- **Orange Park:** Orange Park Athletic Association fields, 1086 From hart Road
- **Middleburg:** Omega Park, 4317 County Road 218

## ESCAMBIA COUNTY

- [Sandbag Locations](#)

## After Storm Resources Information

### Emergency food pantry locations

**Phone:** 407-295-1066

**Website:** [Feed Hope Now](#)

### Red Cross Shelters

**Phone:** 407-894-4141 (local) or 800-733-2767 (Toll Free National)

**Website:** [Red Cross: Find an open shelter](#)

### FEMA Federal Emergency Management Agency

**Apply for assistance:** [DisasterAssistance.gov](#)

**Phone:** 800-621-3362

**Website:** [FEMA.gov](#)

**Twitter:** [@FEMA](#)

## Utility Service Provider: Florida Public Service Commission

Program provides an [online locator tool](#) for public, private and city utility providers.

## Volunteers Needed

Volunteers are needed to staff our state's shelters and support other disaster relief organizations.

- Heart of Florida United Way – Disaster Response Team. [Sign up here.](#)
- Volunteer Florida – Disaster Action Team Responders, Disaster Mental Health Services, and Food Banks. [Sign up here.](#)

## Disaster Distress Helpline

Provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. **Call 800-985-5990 or text TalkWithUs.**

# Florida Hurricane Resources

## Florida Disaster State Emergency Response Team (SERT)

**Website:** [FloridaDisaster.org](http://FloridaDisaster.org)

**Phone:** 1-800-342-3557

**Twitter:** [@FLsert](#)

**Facebook:** [@FloridaSERT](#)

**Alerts:** Text **FLPrepares** to 888777 to have alerts sent straight to your phone

## FEMA Federal Emergency Management Agency

**Phone:** 1-800-621-3362

**Website:** [FEMA.gov](http://FEMA.gov)

**Twitter:** [@FEMA](#)

## Florida Special Needs Registry

**Website:** [FloridaDisaster.org/snr/](http://FloridaDisaster.org/snr/)

**Phone:** 800-374-9689

**Special needs by county:** [FloridaDisaster.org/disability/specialneeds](http://FloridaDisaster.org/disability/specialneeds)

# Additional Resources

5-1-1

Contact 5-1-1 for information about traffic and evacuation routes.

**Call:** 5-1-1

**Website:** [fl511.com](http://fl511.com)

**Twitter** [@fl511\\_central](#)

**Text alerts:** [fl511.com/personalizedservices](http://fl511.com/personalizedservices)

**App:** [Find here](#)

## GasBuddy

Check GasBuddy for live updates on fuel availability

**App:** [GasBuddy.com/app](http://GasBuddy.com/app)

**Price Gouging Hotline**

Report instances of price gouging on hurricane supplies

**Phone:** 1-866-966-7226

**Ready.Gov**

Step-by-step plan on how to prepare from days to hours before a hurricane: [Ready.gov/hurricanes](https://www.ready.gov/hurricanes)