

Hillsborough County Special Needs Shelter Program

Frequently Asked Questions

Are there service fees?

This service is free.

What is available at the shelter?

Supplies available at the special needs shelters include medical cots, linens, blankets, and pillows. Oxygen will be available as well as generator power. General and medical staff will be available to assist the client and the client's caregiver.

What is the shelter space like?

The shelter will be an open and shared space. We ask that clients bring one bag only (not including medical equipment/supplies) as space will be limited. Remember, shelters should be used if you have no other option for refuge.

What should I bring?

You must bring your own medical equipment, special dietary foods, and supplies (medications, list of medications, wound care supplies, bedding, towel/washcloth, change of clothing, wheelchair/walker, personal hygiene items (soap, toothbrush, adult diapers, etc.)). We also highly encourage you to bring one caregiver to assist you at the shelter.

Should I bring my own oxygen tank or concentrator?

Yes, please bring your own oxygen tank or concentrator so you have enough oxygen to get to the shelter and to return home.

Are pets allowed at the shelter?

Only registered service animals may accompany registrants in the shelter. Pets will be kept kenneled in a separate room where they will be monitored by staff and owners may visit and care for them. It is the responsibility of the owner to bring their pet's kennel, food, and supplies. Please consider making separate arrangements for your pets prior to arriving at the shelter. For information about pet sheltering contact Pet Resources at (813) 744-5660.

Is transportation assistance available?

Yes. The evaluation form will ask if you need a ride to the shelter. Please mark "yes" if applicable.

How do I check my evacuation zone and route?

If you need assistance locating your evacuation zone or evacuation route, please contact Hillsborough County Office of Emergency Management at (813) 236-3800. You can also look up your evacuation zone at <https://maps.hillsboroughcounty.org/HEAT/HEAT.html>

May I register during an evacuation?

No, when a storm is approaching and evacuation efforts begin, registration efforts stop. If you are not registered and believe you should go to a special needs shelter during an evacuation, you may monitor local media to determine which special needs shelters are open and go to the one closest to you. You will be triaged onsite to determine if you meet the eligibility criteria. Pre-registration is preferred to expedite entry at the special needs shelter and assist us with planning, but you do not have to be registered to go to a shelter.