

## What is the Special Needs Registry?

It is a resource to assist residents who have special needs that would place them at a higher risk during an emergency event. Thirty-six to 72 hours before an emergency situation is expected in the area, registered individuals will be contacted by a trained volunteer to determine if they need additional assistance. If so, the Special Needs Task Force will work with the individual to get them to a safe location.

**Participation in the Special Needs Registry is completely voluntary. Your information will be kept confidential and will only be used in the event of an emergency.**

## How do I sign up?

Complete the form available:

- **At the Senior Resource Center:**  
2222 S. College Rd., Wilmington
- **Online:** ReadyNHC.com

## Special Needs Task Force

The Special Needs Task Force is a group of health and adult service professionals who volunteer to assist individuals with special medical needs during emergency situations. These volunteers help keep the community safe by:

- Educating the community on disaster preparedness
- Planning emergency evacuations
- Coordinating shelter for the highest risk individuals
- Working with the Retired and Senior Volunteer Program (RSVP) to maintain the accuracy of the registry and contact registered individuals when needed

## Contact Us

**Phone:** (910) 798-6416

**Website:** ReadyNHC.com

# HELPING YOU PREPARE FOR A DISASTER: SPECIAL NEEDS REGISTRY



**In the event of an emergency the Special Needs Registry & Task Force helps keep residents safe.**



**NEW HANOVER COUNTY**  
EMERGENCY MANAGEMENT

## PLAN AHEAD FOR DISASTERS

Work with your family and caretakers to create a detailed disaster plan. Home health agencies, adult services organizations, and oxygen providers may be able to assist as well.

### Your disaster plan should include:

- Where you will stay during the emergency - evacuate or “shelter in place” (stay) with family or a friend
- Transportation plan and provider
- Medications and medical equipment
- Special diet foods
- Plan to care for pets or service animal

Visit [ReadyNC.org](http://ReadyNC.org) for more details on creating a disaster plan and preparing an emergency supply kit.

## STAY INFORMED & SAFE

It is important to stay informed and follow the directions of emergency personnel to stay safe. Check for Emergency messaging on:

- [www.EmergencyNHC.com](http://www.EmergencyNHC.com)
- The radio
- News stations and newspapers
- The county’s TV station on Spectrum channel 13, and Charter channel 5
- Social Media—follow @NewHanoverCo on Facebook, Twitter and YouTube

## EMERGENCY EVACUATIONS

Depending on the emergency, local government officials may call for voluntary or mandatory evacuations. If a disaster such as a hurricane impacts our area, roads can flood and power lines may be damaged, causing power outages for days up to weeks. Residents who need power to run medical equipment are strongly encouraged to evacuate, as power can not be guaranteed during and in the days after an emergency.

**If you plan to evacuate, please call the Special Needs Registry at (910) 798-6416 to let them know where you are going so they can check on your safety.**

## TRANSPORTATION

The Special Needs Task Force has limited transportation to assistant residents on the registry, but may be able to help arrange transportation to and from a county or state-operated shelter.

## SHELTERING

Shelter arranged by the Special Needs Task Force (different from county-operated shelters) is reserved for the highest risk individuals. Special needs sheltering is **not admission to a facility or nursing home**; it is an agreement with that facility to provide **shelter only**.

Individuals provided special sheltering must have a responsible, adult caregiver with them at all times. You must also have at least a 3 day supply of supplies and medications you will need.

## SERVICE ANIMALS & PETS

Service animals are allowed to stay with their owners in a shelter, however proof of training and vaccination records are required. For family pets, the county will designate a pet co-location shelter where residents can stay with their cats and dogs. Due to health regulations, pets will be kept in a separate area.

If you want to evacuate but can’t take your pet with you, New Hanover County Animal Control has limited space to house pets during disaster situations.