

Our Family's Emergency Planning Guide



**Holy Family
Catholic Church**

Prayer and preparation are the keys to success in handling any adversity.

3 simple steps to prepare for emergencies:

- 1) get an emergency supply kit;
- 2) make a family emergency plan; and
- 3) learn more about how to respond to the different emergencies that could affect our area.

Our Family's Emergency Planning Guide

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“Failure to prepare is preparing to fail.”

Coach John Wooden

Our Family's Emergency Planning Guide

Planning

- a. Get Informed**
- b. Make a Plan**
- c. Assemble a Kit**
- d. Maintain your Plan and Kit**

“At the time, all discipline seems a cause not for joy but for pain, yet later it brings the peaceful fruit of righteousness to those who are trained by it.”

Hebrews 12:11

Where Will You or Your Family Be When a Disaster Strikes?

You could be anywhere — at work, at school, or in the car. How will you find each other? Will you know if your children are safe? Emergencies and disasters can strike quickly and without warning and can force you to evacuate your neighborhood or confine you to your home.

What would you do if basic services — water, gas, electricity, or telephones were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away.

You can cope with disaster by preparing in advance and by working with your family as a team. Follow these 4 steps to be prepared:

1. Get informed
2. Make a plan
3. Assemble a kit
4. Maintain your plan and kit

Knowing what to do is your best protection and your responsibility.

Four Steps to Preparedness

STEP 1 - Get Informed

Contact your local emergency management office or local American Red Cross chapter to gather the information you will need to get informed.

Community Hazards

Ask about the specific hazards that threaten your community (e.g., hurricanes, tornadoes, and earthquakes) and about your risk from those hazards. Additionally, hazard information for your local area can be obtained at www.fema.gov/hazard/map.index.shtm.

Community Disaster Plans

Learn about community response plans, evacuation plans, and designated emergency shelters. Ask about the emergency plans and procedures that exist in places you and your family spend time, such as places of employment, schools, and child care centers. If you do not own a vehicle or drive, find out in advance what your community's plans are for evacuating those without private transportation.

Community Warning Systems

Find out how local authorities will warn you of a pending disaster and how they will provide information to you during and after a disaster. Learn about NOAA Weather Radio and its alerting capabilities (www.noaa.gov).

Step 2 - Make a Plan

- **Meet with Your Family Members.** Review the information you gathered about community hazards and plans. Explain the dangers to children and work with them as a team to prepare your family. Be sure to include caregivers in your meeting and planning efforts.

- **Choose an Out-of-Town Contact.** Ask an out-of-town friend or relative to be your contact. Following a disaster, family members should call this person and tell them where they are. Everyone must know the contact's phone numbers. After a disaster, it is often easier to make a long distance call than a local call from a disaster area.

- **Decide Where to Meet.** In the event of an emergency, you may become separated from family members. Choose a place right outside your home in case of a sudden emergency, like a fire. Choose a location outside your neighborhood in case you can't return home.

- **Complete a Family Communication Plan.** Your plan should include contact information for family members, work, and school. Your plan should also include information for your outof-town contact, meeting locations, emergency services, and the National Poison Control Center (1-800-222-1222). A sample form for recording this information can be found at www.ready.gov or at www.redcross.org/. These websites also provide blank wallet cards on which contact information can be recorded and carried in a wallet, purse, backpack, etc. for quick reference. Teach your children how to call the emergency phone numbers and when it is appropriate to do so. Be sure each family member has a copy of your communication plan and post it near your telephone for use in an emergency.

- **Escape Routes and Safe Places.** In a fire or other emergency, you may need to evacuate on a moment's notice. Be ready to get out fast. Be sure everyone in your family knows the best escape routes out of your home as well as where the safe places are in your home for each type of disaster (i.e., if a tornado approaches, go to the basement or the lowest floor of your home or an interior room or closet with no windows).

Use a blank sheet of paper to draw floor plans of your home. Show the location of doors, windows, stairways, large furniture, your disaster supplies kit, fire extinguisher, smoke alarms, collapsible ladders, first aid kits, and utility shut-off points. Show important points outside such as garages, patios, stairways, elevators, driveways, and porches. Indicate at least two escape routes from each room, and mark a place outside of the home where household members should meet in case of fire. If you or someone

in your household uses a wheelchair, make all exits from your home wheelchair accessible. Practice emergency evacuation drills at least two times a year, but as often as you update your escape plan.

☐ **Plan for those with Disabilities and Other Special Needs.** Keep support items in a designated place, so they can be found quickly. For those who have home-health caregivers, particularly for those who are bed-bound, it is essential to have an alternate plan if the home-health caregiver cannot make it to you. In advance, provide the power company with a list of all power-dependent life support equipment required by family members. Develop a contingency plan that includes an alternate power source for the equipment or relocating the person.

☐ **Plan for Your Pets.** Take your pets with you if you evacuate. However, be aware that pets (other than service animals) usually are not permitted in emergency public shelters for health reasons. Prepare a list of family, friends, boarding facilities, veterinarians, and pet-friendly hotels that could shelter your pets in an emergency.

☐ **Prepare for Different Hazards.** Include in your plan how to prepare for each hazard that could impact your local community and how to protect yourself. For instance, the actions you would take to protect yourself from a tornado are different from those you would for a fire. Reference the websites listed on the back cover to learn more about the different actions required for different hazards.

☐ **Utilities** - Know how and when to turn off water, gas and electricity at the main switches or valves and share this information with your family and caregivers. Keep any tools you will need near gas and water shut-off valves. Turn off the utilities only if you suspect the lines are damaged, you suspect a leak, or if local officials instruct you to do so. *(Note: Gas shut-off procedure — As part of the learning process, do not actually turn off the gas. If the gas is turned off for any reason, only a qualified professional can turn it back on. It might take several weeks for a professional to respond. In the meantime, you will require alternate sources to heat your home, make hot water, and cook.)*

Action Checklist – Items to Do Before a Disaster

☐ **Fire Extinguisher** - Be sure everyone knows how to use your fire extinguishers (ABC type) and where they are kept.

☐ **Smoke Alarms** - Install smoke alarms on each level of your home, especially near the bedrooms. Individuals with sensory disabilities should consider installing smoke alarms that have strobe lights and vibrating pads. Follow local codes and manufacturer's instructions about installation requirements. Also, consider installing a carbon monoxide alarm in your home.

☐ **Insurance Coverage** - Check if you have adequate insurance coverage. Homeowners insurance does not cover flood damage and may not provide full coverage

for other hazards. Talk with your insurance agent and make sure you have adequate coverage to protect your family against financial loss.

- **First Aid & CPR/AED (Automated External Defibrillation)** - Take American Red Cross first aid and CPR/AED classes. Red Cross courses can accommodate people with disabilities. Discuss your needs when registering for the classes.
- **Inventory Home Possessions** - Make a record of your possessions to help you claim reimbursement in case of loss or damage. Store this information in a safe deposit box or other secure (flood/fire safe) location to ensure the records survive a disaster. Include photographs or video of the interior and exterior of your home as well as cars, boats, and recreational vehicles. Also, have photos of durable medical equipment and be sure to make a record of the make and model numbers for each item. Get professional appraisals of jewelry, collectibles, artwork, or other items that may be difficult to evaluate. Make copies of receipts and canceled checks showing the cost for valuable items.
- **Vital Records and Documents** - Vital family records and other important documents such as birth and marriage certificates, Social Security cards, passports, wills, deeds, and financial, insurance, and immunizations records should be kept in a safe deposit box or other safe location.
- **Reduce Home Hazards** - In a disaster, ordinary items in the home can cause injury and damage.

Take these steps to reduce your risk.

- Have a professional repair defective electrical wiring and leaky gas connections.
- Place large, heavy objects on lower shelves and hang pictures and mirrors away from beds.
- Use straps or other restraints to secure tall cabinets, bookshelves, large appliances (especially water heater, furnace, and refrigerator), mirrors, shelves, large picture frames, and light fixtures to wall studs.
- Repair cracks in ceilings and foundations.
- Store weed killers, pesticides, and flammable products away from heat sources.
- Place oily rags or waste in covered metal cans and dispose of them according to local regulations.
- Have a professional clean and repair chimneys, flue pipes, connectors, and gas vents.

Step 3 - Assemble a Disaster Supplies Kit

In the event you need to evacuate at a moment's notice and take essentials with you, you probably will not have the opportunity to shop or search for the supplies you and your family will need. Every household should assemble a disaster supplies kit and keep it up to date. A disaster supplies kit is a collection of basic items a family would probably need to stay safe and be more comfortable during and after a disaster. Disaster supplies kit items should be stored in a portable container(s) as close as

possible to the exit door. Review the contents of your kit at least once per year or as your family's needs change. Also, consider having emergency supplies in each vehicle and at your place of employment.

- Three-day supply of non-perishable food, manual can opener and utility knife
 - ✓ Ready-to-eat canned meats, fruits and vegetables
 - ✓ Canned juices, milk and soap
 - ✓ Staples – sugar, salt , pepper
 - ✓ High Energy foods – peanut butter, jelly, crackers, granola bars, trail mix
 - ✓ Vitamins
 - ✓ Foods for infants, elderly persons or persons on special diets
 - ✓ Comfort/stress foods – cookies, hard candy, sweetened cereals, lollipops, instant coffee and tea
- Three-day supply of water for drinking, food prep and sanitation - (one gallon of water per person, per day)
- Tools and Supplies
 - ✓ Our Family's Emergency Planning Guide
 - ✓ Paper Cups, plates and plastic utensils
 - ✓ Portable, battery-powered radio or television and extra batteries
 - ✓ Flashlight and extra batteries
 - ✓ First aid kit and manual
 - ✓ Non-prescription Drugs – some type of pain reliever, anti-diarrhea, Laxative, antacid, and for Poison Control - Syrup of Ipecac and Activated Charcoal
 - ✓ Fire extinguisher: small canister, ABC type
 - ✓ Sanitation and hygiene items (hand sanitizer, moist towelettes toilet paper, soap, feminine supplies, personal hygiene items, garbage bags/ties, plastic bucket, disinfectant and household chlorine bleach)
 - ✓ Matches in a waterproof container
 - ✓ Whistle
 - ✓ Tube Tent
 - ✓ Blankets or Sleeping Bags
 - ✓ One change of clothes and foot wear per person.
 - ✓ Paper and Pencil
 - ✓ Needles and Thread
 - ✓ Plastic sheeting
 - ✓ Small Tool Kit
 - ✓ Tape
 - ✓ Compass
 - ✓ Rain Gear
 - ✓ Aluminum foil
 - ✓ Signal Flare
 - ✓ Plastic Storage containers
 - ✓ Kitchen accessories and cooking utensils
 - ✓ Photocopies of identification and credit cards
 - ✓ Cash and coins

- ✓ Special needs items such as prescription medications, eyeglasses, contact lens solution, and hearing aid batteries
- ✓ Items for infants, such as formula, diapers, bottles, and pacifiers
- ✓ Entertainment – games and books
- ✓ Important Family Records
- ✓ Pet supplies, a map of the local area, and other items to meet your family's unique needs.

If you live in a cold climate, you must think about warmth. It is possible that you will not have heat during or after a disaster. Think about your clothing and bedding needs. Be sure to include one set of the following for each person:

- Jacket or coat
- Long pants and long-sleeve shirt
- Sturdy shoes
- Hat, mittens, and scarf
- Sleeping bag or warm blanket

Supplies for your vehicle include:

- Flashlight, extra batteries, and maps.
- First aid kit and manual.
- White distress flag.
- Tire repair kit, booster/jumper cables, pump, and flares.
- Bottled water and non-perishable foods such as granola bars.
- Seasonal supplies: Winter — blanket, hat, mittens, shovel, sand, tire chains, windshield scraper, fluorescent distress flag; Summer — sunscreen lotion (SPF 15 or greater), shade item (umbrella, wide-brimmed hat, etc.).

Step 4 - Maintain Your Plan

Quiz: Review your plan every six months and quiz your family about what to do.

Drill: Conduct fire and emergency evacuation drills on a regular basis with your family.

Restock: Check food supplies for expiration dates and discard or replace stored water and food every six months.

Test: Read the indicator on your fire extinguisher(s) and follow the manufacturer's instructions to recharge. Test your smoke alarms monthly and change the batteries at least once a year. Replace alarms every 10 years.

If Disaster Strikes

If you are instructed to take shelter immediately, do so at once. If you are instructed to evacuate

- Listen to the radio or television for the location of emergency shelters and for other instructions from local emergency officials.
- Wear protective clothing and sturdy shoes.
- Take your disaster supplies kit.
- Use travel routes specified by local authorities and don't use shortcuts because certain areas may be impassable or dangerous.

After a disaster

- Administer first aid and get help for seriously injured people.
- If the emergency occurs while you are at home, check for damage using a flashlight. Do not light matches or candles or turn on electrical switches.
- Check for fires and electrical and other household hazards. Spilled bleaches, gasoline, and other liquids may produce deadly fumes when chemicals mix, or be a fire hazard. Contact your local fire department for information on how to clean up spilled chemicals.
- Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Shut off any damaged utilities.
- Check on your neighbors, especially those who are elderly or disabled.
- Call your out-of-town contact — do not use the telephone again unless it is a life-threatening emergency.
- Stay away from downed power lines.
- Listen to local radio and TV for information about where you can get disaster relief assistance.

If electrical power is lost

- Call your local power company.
- Use a flashlight or battery-operated lantern. Do not use candles for emergency lighting. Candles and kerosene lanterns are fire hazards.
- Turn off all major appliances. They could overload electric lines when power is restored, causing a second outage.
- Keep refrigerator and freezer doors closed as much as possible. Food can be kept cold for a day or two if the doors are kept closed.
- Use portable generators cautiously. Make sure they are operated only out-of-doors in a well-ventilated area. Refuel a generator only after it has cooled. Do not connect a generator to your home's electrical system except through an approved transfer switch installed in compliance with local electrical code.
- In cold weather, drain pumps, supply lines, water heaters, and boilers can freeze when the power is lost. Traps in drains of tubs, sinks, commodes, washing machines, and dishwashers can also freeze. To avoid burst pipes, close the main water valve and open the spigots and supply lines and drain them.

The Federal Emergency Management Agency's Community and Family Preparedness Program and American Red Cross Community Disaster Education are nationwide efforts to help people prepare for disasters of all types.

For more information, please contact your local emergency management office or American Red Cross chapter. This information and the preparedness are online at www.fema.gov and www.redcross.org. Other preparedness materials are available at these sites, as well as at www.ready.gov

COMPREHENSIVE EMERGENCY PREPAREDNESS CHECKLISTS

The basic checklist provided in the Red Cross documentation, along with the assistance of government agencies, will be sufficient for most any emergency we might encounter. However, if a catastrophic disaster, similar to the 2011 events in Japan, occurred the recovery may last take longer than what a basic supply kit provides. In addition, this level of disaster may overwhelm government agencies' ability to supply needed assistance and utility services may be out of commission for a prolonged period of time.

The Holy Family Disaster Preparedness Team has prepared a comprehensive list of items that may be needed during and after the occurrence of a catastrophic disaster. It is hoped that the checklists will help people determine what they may need in a catastrophic disaster so that they can get items needed for their survival **before** a catastrophic disaster occurs.

No one will need everything on the checklists. Few people could afford to purchase all of the items on the lists. Room to store everything could also be an issue. Each individual should determine what is most essential and affordable for them and then get them as resources permit.

Without water people have survived for up to three days. People have survived for up to a couple of weeks without food if they had water. How long could you survive with the food, water and other supplies that you currently have?

In the final analysis, people have to be responsible for themselves and their family. After a major disaster there are many items you will need to survive and prosper. Will you have them?

CHECKLIST INDEX

1. WATER LIST
2. FOOD LIST
3. PERSONAL/HYGENE/SANITATION LIST
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5. POWER/LIGHTING/BATTERIES LIST
6. TOOLS LIST
7. FUELS LIST
8. GARDENING LIST
9. SECURITY/FIREARMS LIST
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Our Family's Emergency Planning Guide

Contacts

- a. Emergency Contacts**
- b. Teaching your Child to Use 9-1-1**
- c. 2-1-1 Fact Sheet**
- d. Safe and Well Registration**
- e. Family Contacts and Wallet Cards**

“Who you going to call?”

Theme song from “Ghostbusters”, written and performed by Ray Parker, Jr.

EMERGENCY CONTACTS

9-1-1

Use for life threatening situations such as a fire, intruder in the home or for someone seriously ill or injured. See more information about 9-1-1 on the following pages.

2-1-1

Use for information about health and human services such as housing, employment, legal aid or counseling. See more information about 2-1-1 on the following pages.

Local Police Departments

Clarksville
Phone: 812-288-7151
Jeffersonville
Phone: 812-283-6633
Charlestown
Phone: 812-256-6345
New Albany
Phone: 812-948-5311
Sellersburg
Phone: 812-246-4491
Clark County Sheriff
Phone: 812-283-4471
Floyd County Sheriff
Phone: 812-948-5400

Indiana State Police

Phone: 812-246-5424

American Red Cross

Clark County Chapter
Phone: 812-283-8416
www.clarkredcross.org,

National Response Center

Toxic Spills & Terrorist Hotline
Phone: 800-424-8802

Utilities

Duke Energy
Phone: 800-343-3525
Vectren
Phone: 800-227-1376
Clark County REMC
Phone: 866-480-7362
Indiana American Water
Phone: 800-492-8373

Immediate Care Centers

Norton Immediate Care Clarksville
Phone: 812-282-1720
Norton Immediate Care Jeffersonville
Phone: 812-280-9355
Floyd Memorial Urgent Care New Albany
Phone: 812-949-1577
Floyd Memorial Urgent Care Floyds Knobs
Phone: 812-923-6336
Urgent Health Medical Center
Phone: 812-542-1902

Fire Departments

Clarksville
Phone: 812-283-5541
Jeffersonville
Phone: 812-285-6445
Charlestown
Phone: 812-256-4790
New Albany
Phone: 812-948-5300
Sellersburg
Phone: 812-246-7233

Poison Center

Phone: 800-222-1222

Seven County Services

Crisis & Information Center
Phone: 800-221-0446

Hospitals

Clark Memorial
Phone: 812-282-6631
Floyd Memorial
Phone: 812-944-7701
University of Louisville
Phone: 502-562-3775
Veterans
Phone: 502-287-4000
Jewish
Phone: 502-587-4011
Kosair Children's
Phone: 502-629-6000
Norton Downtown
Phone: 502-629-8000
Norton Audubon
Phone: 502-636-7111
Norton Suburban
Phone: 502-893-1000
Baptist East
Phone: 502-897-8100

Floyd County Red Cross Office

Georgetown, IN
Phone: 812-951-2288

Teaching Your Child How to Use 911

One of the challenges of being a parent is arming your kids with the skills to handle the obstacles life presents. Teaching them how to use 911 in an emergency could be one of the simplest — and most important — lessons you'll ever share.

Talking About 911 With Kids

Not that long ago, there was a separate telephone number for each type of emergency agency. For a fire, you called the fire department number; for a crime, you called the police; for a medical situation, you called an ambulance or doctor.

But now 911 is a central number for all types of emergencies. An emergency dispatch operator quickly takes information from the caller and puts the caller in direct contact with whatever emergency personnel are needed, thus making response time quicker.

According to the National Emergency Number Association, 911 covers nearly all of the population of the United States, but check your phone book to be sure that 911 is the emergency number to use in your area.

Everyone needs to know about calling 911 in an emergency. But kids also need to know the specifics about what an emergency is. Asking them questions like "What would you do if we had a fire in our house?" or "What would you do if you saw someone trying to break in?" gives you a chance to discuss what constitutes an emergency and what to do if one occurs. Role playing is an especially good way to address various emergency scenarios and give your kids the confidence they'll need to handle them.

For younger children, it might also help to talk about who the emergency workers are in your community — police officers, firefighters, paramedics, doctors, nurses, and so on — and what kinds of things they do to help people who are in trouble. This will clarify not only what types of emergencies can occur, but also who can help.

When to Call 911

Part of understanding what *is* an emergency is knowing what is *not*. A fire, an intruder in the home, an unconscious family member — these are all things that would require a call to 911. A skinned knee, a stolen bicycle, or a lost pet wouldn't. Still, teach your child that if ever in doubt and there's no adult around to ask, make the call. It's much better to be safe than sorry.

Make sure your kids understand that calling 911 as a joke is a crime in many places. In some cities, officials estimate that as much as 75% of the calls made to 911 are non-emergency calls. These are not all pranks. Some people accidentally push the emergency button on their cell phones. Others don't realize that 911 is for true emergencies only (not for such things as a flat tire or even about a theft that occurred the week before).

Stress that whenever an unnecessary call is made to 911, it can delay a response to someone who actually needs it. Most areas now have what is called enhanced 911, which enables a call to be traced to the location from which it was made. So if someone dials 911 as a prank, emergency personnel could be dispatched directly to that location. Not only could this mean life or death for someone having a real emergency on the other side of town, it also means that it's very likely the prank caller will be caught and punished.

How to Use 911

Although most 911 calls are now traced, it's still important for your kids to have your street address and phone number memorized. They'll need to give that information to the operator as a confirmation so time isn't lost sending emergency workers to the wrong address.

Make sure your kids know that even though they shouldn't give personal information to strangers, it's OK to trust the 911 operator. Walk them through some of the questions the operator will ask, including:

- Where are you calling from? (Where do you live?)
- What type of emergency is this?
- Who needs help?
- Is the person awake and breathing?

Explain that it's OK to be frightened in an emergency, but it's important to stay calm, speak slowly and clearly, and give as much detail to the 911 operator as possible. If they're old enough to understand, also explain that the emergency dispatcher may give first-aid instructions before emergency workers arrive at the scene.

Make it clear that your child should **not** hang up until the person on the other end says it's OK, otherwise important instructions or information could be missed.

More Safety Tips

Here are some additional safety tips to keep in mind:

- Always refer to the emergency number as "nine-one-one" not "nine-eleven." In an emergency, a child may not know how to dial the number correctly because of trying to find the "eleven" button on the phone.
- Make sure your house number is clearly visible from the street so that police, fire, or ambulance workers can easily locate your address.
- If you live in an apartment building, make sure your child knows the apartment number and floor you live on.
- Keep a list of emergency phone numbers handy near each phone for your kids or babysitter. This should include police, fire, and medical numbers (particularly important if you live in one of the few areas where 911 is not in effect), as well as a number where you can be reached, such as your cell phone, pager, or work number. In the confusion of an emergency, calling from a printed list is simpler than looking in the phone book or figuring out which is the correct speed-dial number. The list should also include known allergies, especially to any medication, medical conditions, and insurance information.
- If you have special circumstances in your house, such as an elderly grandparent or a person with a heart condition, epilepsy, or diabetes living in your home, prepare your child by discussing specific emergencies that could occur and how to spot them.
- Keep a first-aid kit handy and make sure your kids and babysitters know where to find it. When kids are old enough, teach them basic first aid.

Note: All information on KidsHealth® is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.

This information was provided by KidsHealth®, one of the largest resources online for medically reviewed health information written for parents, kids, and teens. For more articles like this, visit KidsHealth.org or TeensHealth.org. © 1995- 2011 . The Nemours Foundation/KidsHealth®. All rights reserved.

Indiana ★



Get Connected. Get Answers.

Indiana 211 Partnership, Inc.

Fact Sheet

January 2010

Our Mission:
...connecting
Hoosiers
with needs
to human
services
through
2-1-1...

What is 2-1-1?

2-1-1 is a three-digit phone number anyone can call to get information about health and human services. Call 2-1-1 if you need information on housing, employment, legal aid, counseling and much more.

Why 2-1-1?

- 2-1-1 is easy to use.
- Disaster relief is more effective, reducing non-emergency calls to 911. 2-1-1 connects victims, donors and volunteers with service providers.
- 2-1-1 is good for business, helping employees with family situations.
- Better use of volunteers, local and faith-based services.
- Track service gaps, duplication and trends.

Where is 2-1-1 Available?

Today, 2-1-1 reaches approximately 80% of the US population; over 240 active 2-1-1 systems covering all or part of 47 states.

Currently **79 Indiana counties** have limited access to 2-1-1 service provided by **15 Centers** around the state. They make 2-1-1 available to over **95%** of all Hoosiers and received over **440,000** calls during 2009. To see a list of counties currently served, visit www.in211.org.

We Can't Stop Now

IN211's goal is to reach all Hoosiers. Until 2-1-1 is funded by a public-private partnership, our work won't be done. Private dollars have funded the majority of the startup.

NOW - State funding is needed to sustain and expand the service.



Investing in the Future

Support is needed to:

- Ensure all Hoosiers can reach 2-1-1
- Provide detailed statewide web-based database of human service information
- Implement technology plan and make upgrades to integrate voice and data.
- Continue statewide training and evaluation to assure ongoing quality
- Implement the public education plan

Helping Hoosiers

Top 2009 Caller Needs

- Housing & Utilities 27%
- Food & Meals 10%
- Information Services 9%
- Income Support/Assistance 8%
- Clothing & Household Goods 5%
- Individual & Family Support 5%
- Health Care 5%
- Mental Health/Addictions 5%
- Legal & Public Safety 4%

Top Unmet Needs

Financial Assistance for Rent and Utilities, Transportation and Shelter

Call 2-1-1 for Help

www.in211.org

To learn more, call
317.921.7527
fax: 317.921.1397

3901 North Meridian
Street, #9
Indianapolis, IN
46208-4026

When will all Hoosiers have 2-1-1?

Indiana 211 Partnership (IN211) has a plan for statewide service, and it now services over 95% of all Hoosiers. IN211 is ready to complete the system once the required resources are secured.

The Indiana Utility Regulatory Commission (IURC) made rulings on February 20, 2002 and June 17, 2004 that authorized IN211 to operate 2-1-1 statewide.

The Indiana General Assembly passed legislation supporting 2-1-1 in 2004 (I.C. 8-1-19.5), which created an account--although without an appropriation. In 2008, HEA 1159 requires the General Assembly study "methods to enhance the use and delivery of and to ensure adequate funding of information and referral services in Indiana, including statewide 211 services".

How does 2-1-1 work?

For the caller, it's as simple as picking up the phone and dialing 2-1-1. Trained and caring Information & Referral Specialists answer the 2-1-1 calls, talk about the caller's needs, and offer referrals to human service programs. Because of the changes in telephone services, it may take some time to ensure complete coverage from all types of telephones.

What is a typical call to 2-1-1?

Indiana's 2-1-1 Centers respond to all kinds of human service needs. **The most frequent calls are about food, housing, and financial help with rent or utilities.** Callers may also learn where to donate goods, find counseling or support groups, seek employment assistance, legal aid or parenting classes, among other needs.

Will I be charged for 2-1-1?

IN211 is working to ensure that calls to 2-1-1 will be **free to the caller** or at no more than the cost of a local call. While most land-line calls are free, normal usage costs per minute apply to cell phone calls.

Want to learn more?

More information may be found at www.in211.org, www.211.org and www.airs.org, or by calling 317.921.7527.



How is 2-1-1 currently funded?

IN211 and its Centers are primarily supported by private dollars from United Ways, community foundations, grants and individual donors. As a public-private partnership, IN211 needs to leverage the philanthropic funding with governmental funding. There are efforts at the state and federal levels to create sustainable public funding. 2-1-1 system implementation requires at least \$1 to \$1.50 per person annually for the area served. This means \$6.3 million and \$9.6 million in annual support in Indiana.

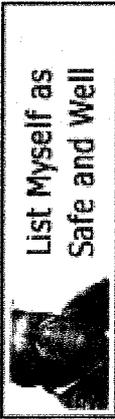
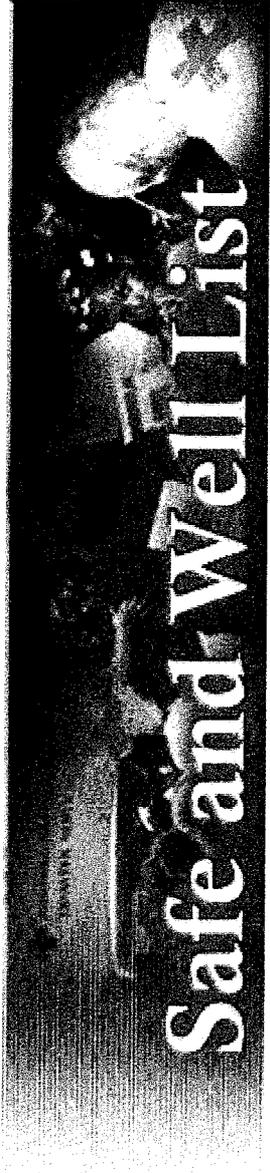
How Other States Support 2-1-1

Twenty-three states offer 2-1-1 statewide, and most do so with substantial support from State governments (*abbreviated below*).

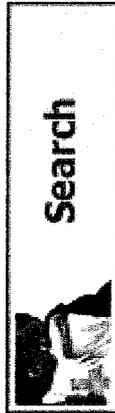
- Bioterrorism/Center for Disease Control in AZ, NE, and WI
- Department of Human Services (Medicaid, Nutrition, Food Stamps, TANF, work programs in CT, FL, HI, ID, LA, MI, NJ, OH, OK, OR, TN, TX, UT, VT, and WV
- State appropriation in CT, LA, NJ, NY, OH, OK, TX, and WA
- Maternal Child Health in CT, ID, and OR
- Other specialized lines (Aging, child care, disability, anti-smoking, Department of Justice) in CO, CT, HI, TX, and VT
- Telecommunications and Information Technology in ME, NE, NJ, and TX
- Community Development Block Grant through US Housing and Urban Development in MI, and OR



**American
Red Cross**



If you have been affected by a disaster, register yourself as "safe and well." From a list of standard messages, you can select those that you want to communicate to your family and friends, letting them know of your well-being.



If you are concerned about a loved one that may have been affected by a disaster, search for messages posted by those who register.

Access the Safe and Well Website by following the link at www.redcross.org or call 1-866-438-4636 to register by phone.

Family Contacts and Wallet Cards

1. **Create your own card.**
2. **Create manually by using the American Red Cross Template. Template included in this manual. Print additional templates at:**
<http://www.redcross.org/www-files/Documents/pdf/Preparedness/ECCard.pdf>
3. **Create your family contact and communication plan electronically at:**
<http://ready.adcouncil.org/beprepared/fep/index.jsp>
Example included in this manual.

Create Your Family Contact and Communication Plan Electronically

This application allows you to create a comprehensive family contact cards and communications plan for any emergency situation. You can save your plan as a PDF as well as print and share your plan with the members of your family and other emergency contacts. Go to:

<http://ready.adcouncil.org/beprepared/fep/index.jsp>



Prepare. Plan. Stay Informed.



[Back to Ready.gov](#)

[Get A Kit](#)

[Make A Plan](#)

[Be Informed](#)

Be Prepared

- [Overview](#)
- [My Emergency Widget](#)
- [QuickShare Your Emergency Information](#)
- [My Family Emergency Plan](#)

Here's Something To Think About...

Commit a weekend to updating telephone numbers, buying emergency supplies and reviewing your emergency plan with everyone.



This information is not used or stored permanently.

It is only used for your personalized Family Emergency Plan. When you close this browser window, **all information will be cleared.**

[Start A New Plan](#)

Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations.

- It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members.
- Be sure every member of your family **knows the phone number** and has **coins** or a **prepaid phone card** to call the emergency contact.
- **You may have trouble getting through**, or the telephone system may be down altogether, **but be patient.**

Ready

Family Emergency Plan



Prepare. Plan. Stay Informed.

Make sure your family has a plan in case of an emergency. Before an emergency happens, sit down together and decide how you will get in contact with each other, where you will go and what you will do in an emergency. Keep a copy of this plan in your emergency supply kit or another safe place where you can access it in the event of a disaster.

Neighborhood Meeting Place: **Smith Family House** Phone: **555-555-5678**

Out-of-Neighborhood Meeting Place: **Grandpa Doe's House** Phone: **555-555-1234**

Out-of-Town Meeting Place: **Uncle Bill's House** Phone: **444-444-4444**

Fill out the following information for each family member and keep it up to date.

Name: **John Doe** Social Security Number: _____
 Date of Birth: _____ Important Medical Information: **Diabetic**

Name: **Jane Doe** Social Security Number: _____
 Date of Birth: _____ Important Medical Information: **Allergic to Peanuts**

Name: **Billy Doe** Social Security Number: _____
 Date of Birth: _____ Important Medical Information: **Scared of the dark.**

Name: _____ Social Security Number: _____
 Date of Birth: _____ Important Medical Information: _____

Name: _____ Social Security Number: _____
 Date of Birth: _____ Important Medical Information: _____

Name: _____ Social Security Number: _____
 Date of Birth: _____ Important Medical Information: _____

Write down where your family spends the most time: work, school and other places you frequent. Schools, daycare providers, workplaces and apartment buildings should all have site-specific emergency plans that you and your family need to know about.

Work Location One **Doe's Plumbing** School Location One **St. Anthony School**
 Address: **125 Main Street** Address: **320 Sherwood Avenue**
 Phone: **555-555-5554** Phone: **812-282-2114**
 Evacuation Location: **first at John Doe's house, then follow their** Evacuation Location: _____

Work Location Two **Jane's Hair Salon** School Location Two _____
 Address: **115 Main Street** Address: _____
 Phone: **555-555-5557** Phone: _____
 Evacuation Location: **Jane Doe's House then follow own emerg** Evacuation Location: _____

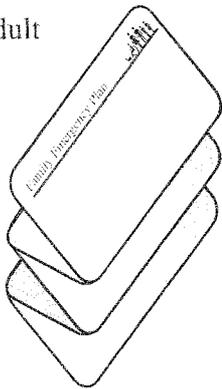
Work Location Three _____ School Location Three _____
 Address: _____ Address: _____
 Phone: _____ Phone: _____
 Evacuation Location: _____ Evacuation Location: _____

Other place you frequent _____ Other place you frequent _____
 Address: _____ Address: _____
 Phone: _____ Phone: _____
 Evacuation Location: _____ Evacuation Location: _____

Name	Telephone Number	Policy Number
Police	xxx-xxx-xxxx	
Fire	xxx-xxx-xxxx	
Hospital	xxx-xxx-xxxx	
Animal Control	x	
Poison Hotline	800-222-1222	

Dial 911 for Emergencies

Adult



< FOLD HERE >

Family Emergency Plan



Personal ID

Place additional
Information on the
reverse side as needed.

Name: **John Doe** DOB: _____
 Address 1: **111 Main Street** State: **IN** Zip: **47129**
 Address 2: _____ State: _____ Zip: _____
 Home Phone: **555-555-5551** E-mail: **john@johndoe.com**
 Cell Phone: **555-555-5553** Other E-mail: **555-555-5552**

Special Needs, Medical Conditions, Allergies, Important Information:

Diabetic

Ready ✓

Work

Business Name: **Doe's Plumbing**
 Address: **125 Main Street** State: **IN** Zip: _____
 Office Phone: **555-555-5554**
 Point of Contact or Special Instructions:
Susie 555-555-5554

Work Emergency Plan:

Employees meet first at John Doe's house, then follow their own family plan.

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Name: **Billy Doe** DOB: _____ Sex: **M** Children _____
 Identifying Characteristics: **4'6"**
 School/Daycare: **St. Anthony School** Address: **320 Sherwood Avenue**
 School Phone: **812-282-2114** Cell Phone: _____
 Name: _____ DOB: _____ Sex: _____
 Identifying Characteristics: _____
 School/Daycare: _____ Address: _____
 School Phone: _____ Cell Phone: _____
 Name: _____ DOB: _____ Sex: _____
 Identifying Characteristics: _____
 School/Daycare: _____ Address: _____
 School Phone: _____ Cell Phone: _____

< FOLD HERE >

Name: **Smith Family House** Neighborhood Emergency Meeting Place
 Address: **116 Main Street** State: **IN** Zip: **47129** Phone: **55-555-567**
 Point of Contact or Special Instructions: **Charles and Betty Smith**

Name: **Grandpa Doe's House** Out of Neighborhood Emergency Meeting Place
 Address: **156 10th Street** State: **IN** Zip: **47129** Phone: **55-555-123**
 Point of Contact or Special Instructions: **If possible stay until all arrive.**

Name: **Uncle Bill's House** Out of Town Emergency Meeting Place
 Address: **113 Broadway** State: **IN** Zip: **44444** Phone: **44-444-444**
 Point of Contact or Special Instructions: **Call Bill and then stay until arrive.**

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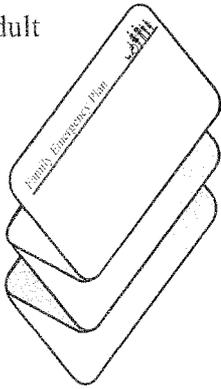
Important Numbers or Information
 Name: **Police** Phone: **xxx-xxx-xxxx**
 Name: **Fire** Phone: **xxx-xxx-xxxx**
 Name: **Hospital** Phone: **xxx-xxx-xxxx**
 Name: **Animal Control** Phone: **x**
 Name: **Poison Hotline** Phone: **800-222-1222**
 Name: _____ Phone: _____
 Name: _____ Phone: _____

Name: **Rover** Type: _____ Age: **6 yrs.** Pets
 Name: _____ Type: _____ Age: _____
 Veterinarian Phone: **555-555-5559**

DIAL 911 FOR EMERGENCIES

Ready ✓

Adult



< FOLD HERE >

Family Emergency Plan



Personal ID

Place additional
Information on the
reverse side as needed.

Name: **Jane Doe** DOB: _____
 Address 1: **111 Main Street** State: **IN** Zip: **47129**
 Address 2: _____ State: _____ Zip: _____
 Home Phone: **555-555-5551** E-mail: **jane@janedoe.com**
 Cell Phone: **555-555-5556** Other E-mail: _____

Special Needs, Medical Conditions, Allergies, Important Information:

Allergic to Peanuts

Ready ✓

Business Name: **Jane's Hair Salon** Work
 Address: **115 Main Street** State: **IN** Zip: _____
 Office Phone: **555-555-5557**
 Point of Contact or Special Instructions:
Martha 555-555-5558

Work Emergency Plan:

Report to Jane Doe's House then follow own emergency plan.

< FOLD HERE >

Name: **Billy Doe** DOB: _____ Sex: **M** Children
 Identifying Characteristics: **4'6"**
 School/Daycare: **St. Anthony School** Address: **320 Sherwood Avenue**
 School Phone: **812-282-2114** Cell Phone: _____
 Name: _____ DOB: _____ Sex: _____
 Identifying Characteristics: _____
 School/Daycare: _____ Address: _____
 School Phone: _____ Cell Phone: _____
 Name: _____ DOB: _____ Sex: _____
 Identifying Characteristics: _____
 School/Daycare: _____ Address: _____
 School Phone: _____ Cell Phone: _____

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Name: **Smith Family House** Neighborhood Emergency Meeting Place
 Address: **116 Main Street** State: **IN** Zip: **47129** Phone: **55-555-567**
 Point of Contact or Special Instructions: **Charles and Betty Smith**

Name: **Grandpa Doe's House** Out of Neighborhood Emergency Meeting Place
 Address: **156 10th Street** State: **IN** Zip: **47129** Phone: **55-555-123**
 Point of Contact or Special Instructions: **If possible stay until all arrive.**

Name: **Uncle Bill's House** Out of Town Emergency Meeting Place
 Address: **113 Broadway** State: **IN** Zip: **44444** Phone: **44-444-444**
 Point of Contact or Special Instructions: **Call Bill and then stay until arrive.**

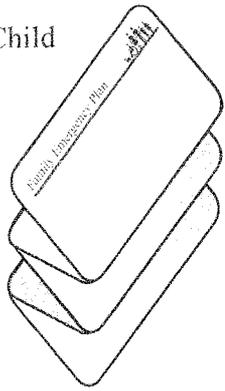
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Name: **Police** Phone: **xxx-xxx-xxxx**
 Name: **Fire** Phone: **xxx-xxx-xxxx**
 Name: **Hospital** Phone: **xxx-xxx-xxxx**
 Name: **Animal Control** Phone: **x**
 Name: **Poison Hotline** Phone: **800-222-1222**
 Name: _____ Phone: _____
 Name: _____ Phone: _____
 Name: _____ Phone: _____
 Name: **Rover** Type: _____ Age: **6 yrs** Pets
 Name: _____ Type: _____ Age: _____
 Veterinarian Phone: **555-555-5559**

DIAL 911 FOR EMERGENCIES

Ready ✓

Child



< FOLD HERE >

Family Emergency Plan



Personal ID

Name: **Billy Doe** DOB: _____
 Address 1: **111 Main Street** State: **IN** Zip: **47129**
 Address 2: _____ State: _____ Zip: _____
 Home Phone: **555-555-5551** E-mail: **billy@billydoe.com**
 Cell Phone: _____ Other E-mail: _____

Special Needs, Medical Conditions, Allergies, Important Information:

Scared of the dark.

Ready ✓

School / Daycare

School Name: **St. Anthony School**
 Address: **320 Sherwood Avenue** State: **IN** Zip: _____
 Office Phone: **812-282-2114**
 Point of Contact or Special Instructions:
School Office

School Emergency Plan:

< FOLD HERE >

Parent / Guardian / Care Giver

Name: **John Doe** Home Phone: **555-555-5551**
 Address 1: **111 Main Street** State: **IN** Zip: **47129**
 Address 2: _____ State: _____ Zip: _____
 Work Phone: **555-555-5554** E-mail: **john@johndoe.com**
 Cell Phone: **555-555-5553** Other E-mail: **555-555-5552**
 Identifying Characteristics: **260 lbs**

Name: **Jane Doe** Home Phone: **555-555-5551**
 Address 1: **111 Main Street** State: **IN** Zip: **47129**
 Address 2: _____ State: _____ Zip: _____
 Work Phone: **555-555-5557** E-mail: **jane@janedoe.com**
 Cell Phone: **555-555-5556** Other E-mail: _____
 Identifying Characteristics: **134 lbs**

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Name: **Smith Family House** Neighborhood Emergency Meeting Place
 Address: **116 Main Street** State: **IN** Zip: **47129** Phone: **55-555-567**
 Point of Contact or Special Instructions: **Charles and Betty Smith**

Name: **Grandpa Doe's House** Out of Neighborhood Emergency Meeting Place
 Address: **156 10th Street** State: **IN** Zip: **47129** Phone: **55-555-123**
 Point of Contact or Special Instructions: **If possible stay until all arrive.**

Name: **Uncle Bill's House** Out of Town Emergency Meeting Place
 Address: **113 Broadway** State: **IN** Zip: **44444** Phone: **44-444-444**
 Point of Contact or Special Instructions: **Call Bill and then stay until arrive.**

< FOLD HERE >

Important Numbers or Information

Name: **Police** Phone: **xxx-xxx-xxxx**
 Name: **Fire** Phone: **xxx-xxx-xxxx**
 Name: **Hospital** Phone: **xxx-xxx-xxxx**
 Name: **Animal Control** Phone: **x**
 Name: **Poison Hotline** Phone: **800-222-1222**
 Name: _____ Phone: _____
 Name: _____ Phone: _____

Name: **Rover** Type: _____ Age: **6 yrs** Pets
 Name: _____ Type: _____ Age: _____
 Veterinarian Phone: **555-555-5559**

DIAL 911 FOR EMERGENCIES

Place additional Information on the reverse side as needed.

Ready ✓

Our Family's Emergency Planning Guide

Tips during a Disaster

- a. Food**
- b. Water**
- c. First Aid Primer**
- d. Shelter in Place**
- e. Your Emotional Help**
- f. Helping Children Cope with Disaster**
- g. Pet Safety**

“Preparation is essential. Understand the game before you play.”

Emergency Food Supplies

Even though it is unlikely that an emergency would cut off your food supply for two weeks, consider maintaining a supply that will last that long. You may not need to go out and buy foods to prepare an emergency food supply. You can use the canned goods, dry mixes, and other staples on your cupboard shelves. Be sure to check expiration dates and follow the practice of first-in, first-out.

As you stock food, take into account your family's unique needs and tastes. Familiar foods are important. They lift morale and give a feeling of security in times of stress. Try to include foods that they will enjoy and that are also high in calories and nutrition. Foods that require no refrigeration, water, special preparation, or cooking are best.

Individuals with special diets and allergies will need particular attention, as will babies, toddlers, and the elderly. Nursing mothers may need liquid formula, in case they are unable to nurse. Canned dietetic foods, juices, and soups may be helpful for ill or elderly people.

Make sure you have a manual can opener and disposable utensils.

Don't forget non-perishable foods for your pets.

Storage Tips

- ◆ Keep food in a dry, cool spot—a dark area if possible.
- ◆ Open food boxes and other resealable containers carefully so that you can close them tightly after each use.
- ◆ Wrap perishable foods, such as cookies and crackers, in plastic bags and keep them in sealed containers.
- ◆ Empty open packages of sugar, dried fruits, and nuts into screw-top jars or air-tight canisters for protection from pests.
- ◆ Inspect all food for signs of spoilage before use.
- ◆ Throw out canned goods that become swollen, dented, or corroded.
- ◆ Use foods before they go bad, and replace them with fresh supplies, dated with ink or marker. Place new items at the back of the storage area and older ones in front.

Shelf life of Foods for Storage

The following provides some general guidelines for replacement of common emergency foods.

Use within six months:

- ◆ Powdered milk — *boxed*
- ◆ Dried fruit
- ◆ Dry, crisp crackers
- ◆ Potatoes

Use within one year, or before the date indicated on the label:

- ◆ Canned condensed meat and vegetable soups
- ◆ Canned fruits, fruit juices, and vegetables
- ◆ Ready-to-eat cereals and uncooked instant cereals
- ◆ Peanut butter
- ◆ Jelly
- ◆ Hard candy and canned nuts
- ◆ Vitamins

May be stored indefinitely (in proper containers and conditions)

- ◆ Wheat
- ◆ Vegetable oils
- ◆ Dried corn
- ◆ Baking powder
- ◆ Soybeans
- ◆ Instant coffee, tea, and cocoa
- ◆ Salt
- ◆ Noncarbonated soft drinks
- ◆ White rice
- ◆ Bouillon products
- ◆ Dry pasta
- ◆ Powdered milk — *in nitrogen-packed cans*

If the Electricity Goes Off ...

FIRST ...

Use perishable food from the refrigerator, pantry, garden, etc.

THEN ...

Use the foods from the freezer. To limit the number of times you open the freezer door, post a list of freezer contents on it. In a well-filled, well-insulated freezer, foods will usually still have ice crystals in their centers (meaning foods are safe to eat) for at least two days. Check to make sure the seal on your freezer door is still in good condition.

FINALLY ...

Begin to use non-perishable foods and staples.

How to Cook if the Power Goes Out

For emergency cooking indoors, you can use a fireplace. A charcoal grill or camp stove can be used outdoors. You can keep cooked food hot by using candle warmers, chafing dishes, and fondue pots. Use only approved devices for warming food. Canned food can be eaten right out of the can. If you heat it in the can, be sure to open the can and remove the label before heating. Always make sure to extinguish open flames before leaving the room.

When Food Supplies are Low

If activity is reduced, healthy people can survive on half their usual food intake for an extended period and without any food for many days. Food, unlike water, may be rationed safely, except for children and pregnant women. If your water supply is limited, don't eat salty foods, since they will make you thirsty. Instead, eat salt-free crackers, whole grain cereals, and canned foods with high liquid content.

Nutrition Tips

During and after a disaster, it is vital that you maintain your strength. Remember the following:

- ◆ Eat at least one well-balanced meal each day.
- ◆ Drink enough liquid to enable your body to function properly (two quarts or a half gallon per day).
- ◆ Take in enough calories to enable you to do any necessary work.
- ◆ Include vitamin, mineral, and protein supplements in your stockpile to ensure adequate nutrition.

Emergency Water Supplies

Having an ample supply of clean water is a top priority in an emergency. A normally active person needs to drink at least two quarts (half gallon) of water each day. People in hot environments, children, nursing mothers, and ill people will require even more. You will also need water for food preparation and hygiene. Store at least one gallon per person, per day. Consider storing at least a two-week supply of water for each member of your family. If you are unable to store this quantity, store as much as you can.

If supplies run low, never ration water. Drink the amount you need today and try to find more for tomorrow. You can minimize the amount of water your body needs by reducing activity and staying cool.

Prepare and Store an Emergency Supply of Water

To prepare the safest and most reliable emergency supply of water, it is recommended that you purchase commercially bottled water. Keep bottled water in its original container, and do not open it until you need to use it. Store bottled water in the original sealed container, and observe the expiration or “use by” date.

If You Are Preparing Your Own Containers of Water ...

It is recommended to purchase food-grade water storage containers from surplus or camping supplies stores to use for water storage. If you decide to re-use storage containers, choose two-liter plastic soft drink bottles — not plastic jugs or cardboard containers that have had milk or fruit juice in them. The reason is that milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth when water is stored in them. Cardboard containers leak easily and are not designed for long-term storage of liquids. Also, do not use glass containers, because they are heavy and may break.

- ◆ Thoroughly clean the bottles with dishwashing soap and water, and rinse completely so there is no residual soap.
- ◆ Additionally, for plastic soft drink bottles, sanitize the bottles by adding a solution of 1 teaspoon of non-scented liquid household chlorine bleach to a quart (1/4 gallon) of water. Swish the sanitizing solution in the bottle so that it touches all surfaces. After sanitizing the bottle, thoroughly rinse out the sanitizing solution with clean water.
- ◆ Fill the bottle to the top with regular tap water. (If your water utility company treats your tap water with chlorine, you do not need to add anything else to the water to keep it clean.) If the water you are using comes from a well or water source that is not treated with chlorine, add two drops of non-scented liquid household chlorine bleach to each gallon of water.
- ◆ Tightly close the container using the original cap. Be careful not to contaminate the cap by touching the inside of it with your fingers. Write the date on the outside of the container so that you know when you filled it. Store in a cool, dark place.
- ◆ Replace the water every six months if not using commercially bottled water.

Hidden Water Sources in Your Home

Safe water sources in your home include the water in your hotwater tank, pipes, and ice cubes. You **should not** use water from toilet flush tanks or bowls, radiators, waterbeds, or swimming pools/spas. You will need to protect the water sources already in your home from contamination if you hear reports of broken water or sewage lines or if local officials advise you of a problem. To shut off incoming water, locate the main valve and turn it to the closed position. Be sure you and other family members know beforehand how to perform this important procedure. To use the water in your pipes, let air into the plumbing by turning on the faucet in your home at the highest level. A small amount of water will trickle out. Then obtain water from the lowest faucet in the home. To use the water in your hot-water tank, be sure the electricity or gas is off, and open the drain at the bottom of the tank. Start the water flowing by turning off the water intake valve at the tank and turning on a hot-water faucet. Refill the tank before turning the gas or electricity back on. If the gas is turned off, a professional will be needed to turn it back on.

Emergency Outdoor Water Sources

If you need to find water outside your home, you can use these sources. Be sure to treat the water according to the instructions on the next page before drinking it.

- ◆ Rainwater
- ◆ Streams, rivers, and other moving bodies of water
- ◆ Ponds and lakes
- ◆ Natural springs Avoid water with floating material, an odor, or dark color. Use saltwater only if you distill it first. You should not drink flood water.

Ways to Treat Water

The instructions below are for treating water of uncertain quality in rare emergency situations in the absence of instructions from local authorities when no other reliable clean water source is available and you have used all of your stored water. If you store enough water in advance, you will not need to treat water using these or other methods. In addition to having a bad odor and taste, contaminated water can contain microorganisms (germs, bacteria, and viruses) that cause diseases such as dysentery, typhoid, and hepatitis. You should treat all water of uncertain quality before using it for drinking, food preparation, or hygiene. There are many ways to treat water, though none are perfect. Often the best solution is a combination of methods. Boiling or chlorination will kill most microorganisms but will not remove other contaminants such as heavy metals, salts, and most other chemicals. Before treating, let any suspended particles settle to the bottom, or strain them through layers of paper towel, clean cloth, or coffee filter.

Boiling is the safest method of treating water. In a large pot or kettle, bring water to a rolling boil for 1 full minute, keeping in mind that some water will evaporate. Let the water cool before drinking.

Boiled water will taste better if you put oxygen back into it by pouring the water back and forth between two clean containers. This will also improve the taste of stored water. You can use household liquid bleach to kill microorganisms. Use only regular household liquid bleach that contains 5.25 to 6.0 percent sodium hypochlorite. Do not use scented bleaches, colorsafe bleaches, or bleaches with added cleaners. Because the potency of bleach diminishes with time, use bleach from a newly opened or unopened bottle. Add 16 drops (1/8 teaspoon) of bleach per gallon of water, stir and let stand for 30 minutes. The water should have a slight bleach odor. If it doesn't, then repeat the dosage and let stand another 15 minutes. If it still does not smell of bleach, discard it and find another source of water. Other chemicals, such as iodine or water treatment products (sold in camping or surplus stores) that do not contain 5.25 to 6.0 percent sodium hypochlorite as the only active ingredient, are not recommended and should not be used.

While the two methods described above will kill most microorganisms in water, distillation will remove microorganisms that resist these methods, as well as heavy metals, salts, and most other chemicals. Distillation involves boiling water and then collecting the vapor that condenses back to water. The condensed vapor will not include salt or most other impurities. To distill, fill a pot halfway with water. Tie a cup to the handle on the pot's lid so that the cup will hang rightside- up when the lid is upside down (make sure the cup is not dangling into the water), and boil the water for 20 minutes. The water that drips from the lid into the cup is distilled.⁹

First Aid Primer

If you encounter someone who is injured, apply the emergency action steps: **Check- Call-Care.**

Check the scene to make sure it is safe for you to approach. Then check the victim for unconsciousness and life threatening conditions. Someone who has a life-threatening condition, such as not breathing or severe bleeding, requires immediate care by trained responders and may require treatment by medical professionals. **Call** out for help. There are some steps that you can take, however, to **care** for someone who is hurt, but whose injuries are not life threatening.

CONTROL BLEEDING

- Cover the wound with a dressing, and press firmly against the wound (direct pressure).
- Elevate the injured area above the level of the heart if you do not suspect that the victim has a broken bone.
- Cover the dressing with a roller bandage.
- If the bleeding does not stop:
- Apply additional dressings and bandages.
- Use a pressure point to squeeze the artery against the bone.
- Provide care for shock.

CARE FOR SHOCK

- Keep the victim from getting chilled or overheated.
- Elevate the legs about 12 inches (if broken bones are not suspected).
- Do not give food or drink to the victim.

TEND BURNS

- Stop the burning by cooling the burn with large amounts of water.
- Cover the burn with dry, clean dressings or cloth.

CARE FOR INJURIES TO MUSCLES, BONES AND JOINTS

- Rest the injured part.
- Apply ice or a cold pack to control swelling and reduce pain.
- Avoid any movement or activity that causes pain.
- If you must move the victim because the scene is becoming unsafe, try to immobilize the injured part to keep it from moving.

BE AWARE OF BIOLOGICAL/RADIOLOGICAL EXPOSURE

- Listen to local radio and television reports for the most accurate information from responsible governmental and medical authorities on what's happening and what actions you will need to take.

REDUCE ANY CARE RISKS

The risk of getting a disease while giving first aid is extremely rare. However, to reduce the risk even further:

- Avoid direct contact with blood and other body fluids.
- Use protective equipment, such as disposable gloves and breathing barriers.
- When ever possible, thoroughly wash your hands with soap and water immediately after giving care.

It is important to be prepared for an emergency and to know how to give emergency care.

Be Red Cross Ready

Coping with Shelter-in-Place Emergencies

Sheltering in place can disrupt our routines and challenge our ability to tend to responsibilities, such as work and caring for loved ones. Understandably, we may become nervous or uncomfortable when sheltering in place. The following information can help you cope emotionally with this type of emergency.

People are resilient, and most often bounce back after difficult times.

Understanding Sheltering in Place



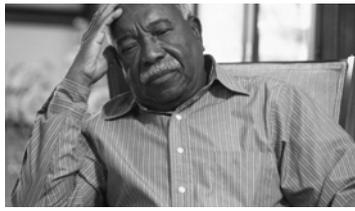
During certain emergencies, local authorities may ask or require you to shelter in place.

- Sheltering in place is taking immediate shelter wherever you are—at home, work, school or in between.
- Emergency personnel advise or require sheltering in place during rare instances when the safest action for you and others is to remain at your current location.
- These instances include events such as a gas leak, chemical spill or nuclear accident.
- Local officials or authorities on the scene are the best source of information for your particular situation. Following their instructions during a shelter-in-place emergency will help keep you and your loved ones safe.
- During a shelter-in-place emergency, authorities provide information on TV, the radio and other forms of electronic communication in order to help you understand how to remain safe.
- In spite of challenging circumstances, most individuals who have sheltered in place have successfully coped with the emergency. You can, too.

Useful Resources

- Your local American Red Cross chapter: <http://www.redcross.org/where/where.html>
- Your state and local health departments: <http://www.cdc.gov/mmwr/international/relres.html>
- Your local emergency management agency: <http://www.ready.gov/america/local/index.html>
- Humane Society of the United States: <http://www.humanesociety.org/about/state>

Typical Reactions



Understanding typical reactions to sheltering in place helps us recognize them and better cope.

- Our personal emotional reactions during difficult times are unique. Reactions of those who have experienced shelter-in-place emergencies have varied widely, ranging from feelings of stress to uncertainty or even fear.
- During a shelter-in-place emergency, emotional reactions may show themselves as:
 - Anxiety, particularly when separated from loved ones.
 - Uncertainty regarding how long we will need to shelter in place.
 - Concerns for the physical safety of ourselves and others.
 - Confusion or frustration regarding questions left unanswered by public officials or the media.
 - Guilt about not being able to fulfill responsibilities, such as work, parenting or caring for dependents.
 - Feelings of boredom or isolation.
 - Thoughts of blame, worry or fear.
- Those who have sheltered in place for more than a few hours have also reported having:
 - Concerns about meeting obligations and lost income.
 - Problems making decisions or staying focused on topics.
 - Changes in appetite or sleep patterns.

What You Can Do



You can take actions that will help protect emotional well-being during a shelter-in-place emergency.

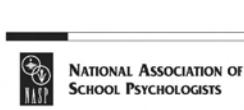
- Remain informed, if possible, by checking in with local news sources. However, also take care not to become overexposed. Excessive or repeated exposure to media can increase feelings of stress, uncertainty and fear, especially in children.
- Pay attention to your emotional health while sheltering in place, remembering that many different feelings are common. Know that others are also experiencing emotional reactions and may need your time and patience to put their feelings and thoughts in order. Try to recognize when you or those around you may need extra support.
- Monitor your physical health needs. When sheltering in place for more than a few hours, remember to eat, rest and take regularly prescribed medications. Avoid alcohol or substance use.
- Focus on positive actions you can take right away, such as taking an inventory of emergency supplies, obtaining accurate information and providing support to others.
- Try to maintain contact with family, friends and those around you. The telephone and the Internet can be helpful when physical separations become necessary.
- Hold a picture in your mind of the best possible outcome. Make a list of your personal strengths and use these to help both yourself and others stay emotionally strong.
- Maintain religious and/or spiritual practices that you have found to provide comfort and emotional strength.

Special Situations

- Children: Be creative, and think of fun activities that will occupy your child's time. Keep a schedule, set appropriate limits and maintain usual rules of behavior.
- If you are alone: Know that the same tips for staying emotionally strong apply. If possible, try to connect with others and stay informed.
- Pets: Plan to shelter in place with them. If something is not safe for you, it is not safe for them. Like people, pets' behaviors may change. Keep track of their well-being and, as best you can, take care of their needs.

Let Your Family Know You're Safe

If your community has experienced a disaster, register on the American Red Cross Safe and Well Web site, available through RedCross.org/SafeandWell, to let your family and friends know about your welfare. You may also call **1-866-GET-INFO** to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.

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Be Red Cross Ready

Taking Care of Your Emotional Health after a Disaster

Each positive action you take can help you feel better and more in control.

Disasters can bring about significant stress.

- This is especially true if you have experienced a previous disaster.
- The good news is that many people have experience coping with stressful life events and are naturally resilient—meaning we are designed to bounce back from difficult times.
- Here is some information on how to recognize your current feelings and tips for taking care of the emotional health of you, your family and your friends.

What you may be feeling now



When we experience a disaster or other stressful life event, we can have a variety of reactions, all of which can be common responses to difficult situations.

These reactions can include:

- Feeling physically and mentally drained.
- Having difficulty making decisions or staying focused on topics.
- Becoming easily frustrated on a frequent basis.
- Frustration occurring more quickly and more often.
- Arguing more with family and friends.
- Feeling tired, sad, numb, lonely or worried.
- Experiencing changes in appetite or sleep patterns.

Most of these reactions are temporary and will go away over time. Try to accept whatever reactions you may have. Look for ways to take one step at a time and focus on taking care of your disaster-related needs and those of your family.

Taking action



Getting ourselves and our lives back in a routine that is comfortable for us takes time.

- Take care of your safety.** Find a safe place to stay and make sure your physical health needs and those of your family are addressed. Seek medical attention, if necessary.
- Eat healthy.** During times of stress, it is important that you maintain a balanced diet and drink plenty of water.
- Get some rest.** With so much to do, it may be difficult to have enough time to rest or get adequate sleep. Giving your body and mind a break can boost your ability to cope with the stress you may be experiencing.
- Stay connected with family and friends.** Giving and getting support is one of the most important things you can do.
- Be patient with yourself and with those around you.** Recognize that everyone is stressed and may need some time to put their feelings and thoughts in order.
- Set priorities.** Tackle tasks in small steps.
- Gather information** about assistance and resources that will help you and your family members meet your disaster-related needs.
- Stay positive.** Remind yourself of how you've successfully gotten through difficult times in the past. Reach out when you need support, and help others when they need it.

If you still don't feel better ...



Many people have experience coping with stressful life events and typically feel better after a few days. Others find that their stress does not go away as quickly as they would like and it influences their relationships with their family, friends and others.

If you find yourself or a loved one experiencing some of the feelings and reactions listed below for 2 weeks or longer, this may be a sign that you need to reach out for additional assistance.

- Crying spells or bursts of anger
- Difficulty eating
- Difficulty sleeping
- Losing interest in things
- Increased physical symptoms such as headaches or stomachaches
- Fatigue
- Feeling guilty, helpless or hopeless
- Avoiding family and friends

For additional resources, contact your local Red Cross Disaster Mental Health or community mental health professional.

Please seek immediate help if you or someone you know is feeling that life isn't worth living or if you are having thoughts of harming yourself or others. You can also contact the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) or SuicidePreventionLifeline.org.

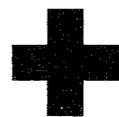
Let Your Family Know You're Safe

If your community experiences a disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Helping Children Cope with Disaster



Federal Emergency
Management Agency



American
Red Cross

Children may respond to disaster by demonstrating increased anxiety or emotional and behavioral problems. Some younger children may return to earlier behavior patterns, such as bed wetting and separation anxiety. Older children may react to physical and emotional disruptions with aggression or withdrawal. Even children who have only indirect contact with the disaster may have unresolved feelings.

In most cases, such responses are temporary. As time passes, symptoms usually ease.

However, high winds, sirens or other reminders of the emotions associated with the disaster may cause anxiety to return.

Children imitate the way adults cope with emergencies. They can detect adults' uncertainty and grief. Adults can make disasters less traumatic for children by maintaining a sense of control over the situation. The most assistance you can provide a child is to be calm, honest, and caring.

A Child's Reaction to Disaster by Age

Below are some common physical and emotional reactions in children after a disaster or traumatic event:

BIRTH TO 2 YEARS — When children are pre-verbal and experience a trauma, they do not have the words to describe the event or their feelings. However, they can retain memories of particular sights, sounds, or smells. Infants may react to trauma by being irritable, crying more than usual, or wanting to be held and cuddled. As children get older, their play may involve acting out elements of the traumatic event that occurred several years in the past and was seemingly forgotten.

PRESCHOOL - 2 TO 6 YEARS — Preschool children often feel helpless and powerless in the face of an overwhelming event. Because of their age and small size, they lack the ability to protect themselves or others. As a result, they feel intense fear and insecurity. Preschoolers cannot grasp the concept of permanent loss. They see consequences as being reversible. In the weeks following a traumatic event, preschoolers' play activities may involve aspects of the event. They may reenact the incident or the disaster over and over again.

SCHOOL AGE - 8 TO 10 YEARS — The school-age child has the ability to understand the permanence of loss. Some children become intensely preoccupied with the details of a traumatic event and want to talk about it continually. This preoccupation can interfere with the child's concentration at school and academic performance may decline. School-aged children may display a wide range of reactions — guilt, feelings of failure, anger that the event was not prevented, or fantasies of playing rescuer.

PRE-ADOLESCENCE TO ADOLESCENCE - 11 TO 18 YEARS — As children grow older, their responses begin to resemble adults' reaction to trauma. They combine some more childlike reactions with others that seem more consistent with adult reactions. Survival of trauma can be equated with a sense of immortality. A teenager may become involved in dangerous, risk-taking behavior, such as reckless driving or alcohol or drug use. In contrast, a teenager can become fearful of leaving home. Much of adolescence is focused on moving out into the world. After a trauma, the world can seem dangerous and unsafe. A teenager may feel overwhelmed by intense emotions, and yet feel unable to discuss them with relatives.

(Information courtesy of the American Red Cross and the University of Illinois)

PREPAREDNESS HELPS

Preparing for disaster helps everyone in the family accept the fact that disaster can happen, and provides an opportunity to identify and collect the resources needed to meet basic needs after disaster. Preparedness includes:

- Talking about damage that may be caused by disasters that can strike in your area of the country.
- Deciding on a number to call and a place where the family will reunite if separated by a disaster.
- Pulling together supplies of basic items: food, water, battery, radio, flashlight, etc.
- Selecting valued personal items for each member of the family to take if you are required to leave your home. For a child, such items may include a favorite toy, blanket or other item that the child uses as a source of comfort when upset.
- Safeguarding personal possessions with emotional importance such as photographs, family heirlooms, baby books, or other items that can't be replaced. Be sure to include one or two items that your child is especially proud of.



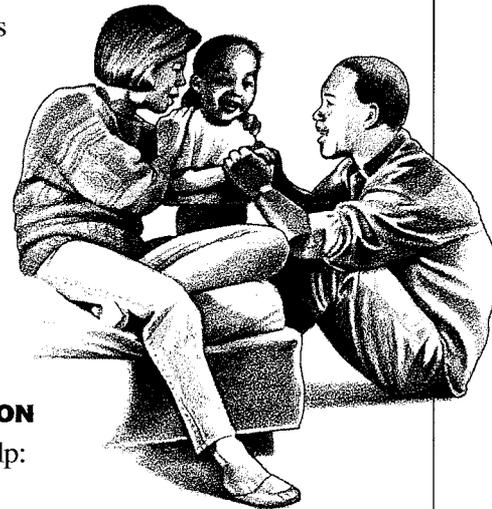
Meeting the Child's Emotional Needs

Children usually take their lead in a situation by reading the emotions of adults. Adults should share their true feelings about the incident, but maintain a sense of calm for the child's sense of well-being.

Listen to what the child is saying. If a young child is asking questions about the event, answer them simply without the elaboration needed for an older child or adult. If a child has difficulty expressing feelings, allow the child to draw a picture or tell a story of what happened.

Try to understand what is causing anxieties and fears. Be aware that following a disaster, children are most afraid that —

- The event will happen again
- Someone will be killed
- They will be separated from the family
- They will be left alone



REASSURE CHILDREN WITH COMPASSION AND UNDERSTANDING. Suggestions to help:

- Hug and touch your children.
- Calmly and firmly provide factual information about the recent disaster.
- Encourage your children to talk about their feelings. Be honest about your own.
- Spend extra time with your children at bedtime.
- Re-establish a schedule for work, play, meals and rest.
- Involve your children by giving them specific chores to help them feel they are helping to restore family and community life.
- Encourage your children to help develop a family disaster plan.
- Make sure your children know what to do when they hear smoke detectors, fire alarms, and local community warning systems such as horns or sirens.
- Praise and recognize responsible behavior.
- Understand that your children will need to mourn their own losses.

You've tried to create a reassuring environment. If your children do not respond when you follow the suggestions listed above, seek help from an appropriate professional such as the child's primary care physician, a mental health provider specializing in children's needs or a member of the clergy.

Be Red Cross Ready

Pets and Disaster Safety Checklist

Our pets enrich our lives in more ways than we can count. In turn, they depend on us for their safety and well-being. The best way to ensure the safety of your family is to be prepared with a disaster plan. If you are a pet owner, that plan includes your pets. Being prepared can help save lives.

Learn First Aid for Your Pets

Dogs and cats are more than pets—they're family. And just like any other family member, pets deserve to be cared for and protected. That's why the American Red Cross has developed Dog First Aid and Cat First Aid, comprehensive guides to help keep pets healthy and safe. From basic responsibilities, like spaying/neutering and giving medications, to managing cardiac emergencies and preparing for disasters, these guides offer information pet owners can trust.

Contact your local chapter to purchase guide books and first aid kits or log on to the Red Cross Store to see all available products.

How can I prepare?



Plan to take your pets with you in an evacuation. If it is not safe for you to stay, it is not safe for them either.

- Know which hotels and motels along your evacuation route will accept you and your pets in an emergency. Call ahead for reservations if you know you may need to evacuate. Ask if no-pet policies could be waived in an emergency.
- Most Red Cross shelters cannot accept pets because of health and safety concerns and other considerations. Service animals that assist people with disabilities are allowed in Red Cross shelters.
- Know which friends, relatives, boarding facilities, animal shelters or veterinarians can care for your animals in an emergency. Prepare a list with phone numbers.
- Although your animals may be more comfortable together, be prepared to house them separately.
- Include your pets in evacuation drills so that they become used to entering and traveling in their carriers calmly.
- Make sure that your pet's vaccinations are current and that all dogs and cats are wearing collars with securely fastened, up-to-date identification. Many pet shelters require proof of current vaccinations to reduce the spread of disease.
- Consider having your pet "microchipped" by your veterinarian.

What should I do?



Assemble a portable kit with emergency supplies for your pets.

- Keep items in an accessible place and store them in sturdy containers so that they can be carried easily. Your kit should include—
 - Sturdy leashes, harnesses and/or carriers to transport pets safely and ensure that they can't escape.
 - Food, drinking water, bowls, cat litter/pan and a manual can opener.
 - Medications and copies of medical records stored in a waterproof container.
 - A first aid kit.
 - Current photos of you with your pet(s) in case they get lost. Since many pets look alike, this will help to eliminate mistaken identity and confusion.
 - Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian in case you have to foster or board your pets.
 - Pet beds and toys, if easily transportable.

Know what to do as the disaster approaches.

- Often, warnings are issued hours, even days, in advance. At the first hint of disaster, act to protect your pet.
- Call ahead to confirm emergency shelter arrangements for you and your pets.
- Ensure that all pets are wearing collars with securely fastened, up-to-date identification.
- Check that your pet disaster supplies are ready to take at a moment's notice.
- Bring pets inside so you won't have to search for them if you need to leave quickly.

After a disaster ...



- The behavior of pets may change dramatically after a disaster, becoming aggressive or defensive, so be aware of their well-being and protect them from hazards to ensure the safety of other people and animals.
- Watch your animals closely and keep them under your direct control as fences and gates may have been damaged.
- Pets may become disoriented, particularly if the disaster has affected scent markers that normally allow them to find their home.
- Be aware of hazards at nose and paw or hoof level, particularly debris, spilled chemicals, fertilizers and other substances that might not seem to be dangerous to humans.
- Consult your veterinarian if any behavior problems persist.

Emergency action plans for your family should include your animals—all of your animals.

For information on disaster planning and emergency actions to take for livestock, horses, birds, reptiles or other small animals, such as gerbils or hamsters, please visit RedCross.org, the Humane Society of the United States (www.HSUS.org) or Ready.gov.

Let Your Family Know You're Safe

If your community has experienced a disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Our Family's Emergency Planning Guide

Disaster Specific Information

- a. **CBR (Chemical/Biological/Radiological)**
- b. **Earthquake**
- c. **Extended Electrical Outage**
- d. **Fire**
- e. **Wild Fire**
- f. **Flood**
- g. **Heat Wave**
- h. **Pandemic/Flu**
- i. **Terrorism**
- j. **Thunderstorm**
- k. **Tornado/Wind**
- l. **Winter Storm**

“Know your enemy and know yourself and you can fight a hundred battles without a disaster.”

Sun Tzu - Chinese General and Author, 500BC

Chemical/Biological/Radiological Threats

Biological agents are organisms or toxins that can kill or incapacitate people, livestock, and crops. The three basic groups of biological agents that would likely be used as weapons are bacteria, viruses, and toxins. Most biological agents are difficult to grow and maintain. Many break down quickly when exposed to sunlight and other environmental factors, while others, such as anthrax spores, are very long lived. Biological agents can be dispersed by spraying them into the air, by infecting animals that carry the disease to humans, and by contaminating food and water. Delivery methods include:

- Aerosols - biological agents are dispersed into the air, forming a fine mist that may drift for miles. Inhaling the agent may cause disease in people or animals.
- Animals - some diseases are spread by insects and animals, such as fleas, mice, flies, mosquitoes, and livestock.
- Food and water contamination - some pathogenic organisms and toxins may persist in food and water supplies. Most microbes can be killed, and toxins deactivated, by cooking food and boiling water. Most microbes are killed by boiling water for one minute, but some require longer. Follow official instructions.
- Person-to-person - spread of a few infectious agents is also possible. Humans have been the source of infection for smallpox, plague, and the Lassa viruses.

Specific information on biological agents is available at the [Centers for Disease Control and Prevention's](#) web site.

Take Protective Measures

Before a Biological Attack

The following are guidelines for what you should do to prepare for a biological threat:

If you receive a telephoned bomb threat, you should do the following:

- Check with your doctor to ensure all required or suggested immunizations are up to date. Children and older adults are particularly vulnerable to biological agents.
- Consider installing a High Efficiency Particulate Air (HEPA) filter in your furnace return duct. These filters remove particles in the 0.3 to 10 micron range and will filter out most biological agents that may enter your house. If you do not have a central heating or cooling system, a stand-alone portable HEPA filter can be used.

Filtration in Buildings

Building owners and managers should determine the type and level of filtration in their structures and the level of protection it provides against biological agents. The National Institute of Occupational Safety and Health (NIOSH) provides technical guidance on this topic in their publication *Guidance for Filtration and Air-Cleaning Systems to Protect Building Environments from Airborne Chemical, Biological, or Radiological Attacks*. To obtain a copy, call 1 (800) 35NIOSH or visit www.cdc.gov/NIOSH/publist.html and request or download NIOSH Publication 2003-136.

During a Biological Attack

In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine what the illness is, how it should be treated, and who is in danger. Watch television, listen to radio, or check the Internet for official news and information including signs and symptoms of the disease, areas in danger, if medications or vaccinations are being distributed, and where you should seek medical attention if you become ill.

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. Be suspicious of any symptoms you notice, but do not assume that any illness is a result of the attack. Use common sense and practice good hygiene.

If you become aware of an unusual and suspicious substance nearby:

- Move away quickly.
- Wash with soap and water.
- Contact authorities.
- Listen to the media for official instructions.
- Seek medical attention if you become sick.

If you are exposed to a biological agent:

- Remove and bag your clothes and personal items. Follow official instructions for disposal of contaminated items.
- Wash yourself with soap and water and put on clean clothes.
- Seek medical assistance. You may be advised to stay away from others or even quarantined.

Using HEPA Filters

HEPA filters are useful in biological attacks. If you have a central heating and cooling system in your home with a HEPA filter, leave it on if it is running or turn the fan on if it is not running. Moving the air in the house through the filter will help remove the agents from the air. If you have a portable HEPA filter, take it with you to the internal room where you are seeking shelter and turn it on.

If you are in an apartment or office building that has a modern, central heating and cooling system, the system's filtration should provide a relatively safe level of protection from outside biological contaminants.

HEPA filters will not filter chemical agents.

After a Biological Attack

In some situations, such as the case of the anthrax letters sent in 2001, people may be alerted to potential exposure. If this is the case, pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand. The basic public health procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease. It is important for you to pay attention to official instructions via radio, television, and emergency alert systems.

Chemical Agents: Facts About Sheltering in Place

What "sheltering in place" means

Some kinds of chemical accidents or attacks may make going outdoors dangerous. Leaving the area might take too long or put you in harm's way. In such a case it may be safer for you to stay indoors than to go outside.

"Shelter in place" means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to give you adequate protection from chemicals.

Every emergency is different and during any emergency people may have to [evacuate](#) or to shelter in place depending on where they live.

How to prepare to shelter in place

Choose a room in your house or apartment for the shelter. The best room to use for the shelter is a room with as few windows and doors as possible. A large room with a water supply is best—something like a master bedroom that is connected to a bathroom. For most chemical events, this room should be as high in the structure as possible to avoid vapors (gases) that sink. This guideline is different from the sheltering-in-place technique used in tornadoes and other severe weather and for [nuclear or radiological](#) events, when the shelter should be low in the home.

You might not be at home if the need to shelter in place ever arises, but if you are at home, the following items, many of which you may already have, would be good to have in your shelter room:

- First aid kit
- Flashlight, battery-powered radio, and extra batteries for both
- A working telephone
- Food and bottled water. Store 1 gallon of water per person in plastic bottles as well as ready-to-eat foods that will keep without refrigeration in the shelter-in-place room. If you do not have bottled water, or if you run out, you can drink water from a toilet tank (not from a toilet bowl). Do not drink water from the tap.
- Duct tape and scissors.
- Towels and plastic sheeting. You may wish to cut your plastic sheeting to fit your windows and doors before any emergency occurs.

How to know if you need to shelter in place

Most likely you will only need to shelter for a few hours.

- If there is a “code red” or “severe” terror alert, you should pay attention to radio and television broadcasts to know right away whether a shelter-in-place alert is announced for your area.
- You will hear from the local police, emergency coordinators, or government on the radio and on television emergency broadcast system if you need to shelter in place.

What to do if you are directed to shelter in place.

Act quickly and follow the instructions of your local emergency coordinators such as law enforcement personnel, fire departments, or local elected leaders. Every situation can be different, so local emergency coordinators might have special instructions for you to follow. In general, do the following:

- Go inside as quickly as possible. Bring any outdoor pets indoors.
- If there is time, shut and lock all outside doors and windows. Locking them may pull the door or window tighter and make a better seal against the chemical. Turn off the air conditioner or heater. Turn off all fans, too. Close the fireplace damper and any other place that air can come in from outside.
- Go in the shelter-in-place room and shut the door.
- Turn on the radio. Keep a telephone close at hand, but don't use it unless there is a serious emergency.
- Sink and toilet drain traps should have water in them (you can use the sink and toilet as you normally would). If it is necessary to drink water, drink stored water, not water from the tap.
- Tape plastic over any windows in the room. Use duct tape around the windows and doors and make an unbroken seal. Use the tape over any vents into the room and seal any electrical outlets or other openings.
- If you are away from your shelter-in-place location when a chemical event occurs, follow the instructions of emergency coordinators to find the nearest shelter. If your children are at school, they will be sheltered there. Unless you are instructed to do so, do not try to get to the school to bring your children home. Transporting them from the school will put them, and you, at increased risk.
- Listen to the radio for an announcement indicating that it is safe to leave the shelter.
- When you leave the shelter, follow instructions from local emergency coordinators to avoid any contaminants outside. After you come out of the shelter, emergency coordinators may have additional instructions on how to make the rest of the building safe again.

An earthquake is a sudden, rapid shaking of the earth caused by the breaking and shifting of rock beneath the earth's surface. Earthquakes strike suddenly, without warning, and they can occur at any time of the year, day or night. Forty-five states and territories in the United States are at moderate to very high risk of earthquakes, and they are located in every region of the country.

Are you at increased risk from earthquakes?

- Contact your local emergency management office, local American Red Cross chapter, state geological survey or department of natural resources.
- Mobile homes and homes not attached to their foundations are at particular risk during an earthquake.
- Buildings with foundations resting on landfill and other unstable soils are at increased risk of damage.

Did you know?

Doorways are no stronger than any other part of the structure. During an earthquake, get under a sturdy piece of furniture and hold on. This will provide some protection from falling objects that can injure you during an earthquake.

How can I prepare?



- Become aware of fire evacuation and earthquake plans for all of the buildings you occupy regularly.
- Pick safe places in each room of your home, workplace and/or school. A safe place could be under a piece of furniture or against an interior wall away from windows, bookcases or tall furniture that could fall on you.
- Practice drop, cover and hold on in each safe place. If you do not have sturdy furniture to hold on to, sit on the floor next to an interior wall and cover your head and neck with your arms.
- Keep a flashlight and sturdy shoes by each person's bed.
- Make sure your home is securely anchored to its foundation.
- Bolt and brace water heaters and gas appliances to wall studs.
- Bolt bookcases, china cabinets and other tall furniture to wall studs.
- Hang heavy items, such as pictures and mirrors, away from beds, couches and anywhere people sleep or sit.
- Brace overhead light fixtures.
- Install strong latches or bolts on cabinets. Large or heavy items should be closest to the floor.
- Learn how to shut off the gas valves in your home and keep a wrench handy for that purpose.
- Learn about your area's seismic building standards and land use codes before you begin new construction.
- Keep and maintain an emergency supplies kit in an easy-to-access location.

What should I do during an earthquake?



If you are inside when the shaking starts ...

- Drop, cover and hold on. Move as little as possible.
- If you are in bed, stay there, curl up and hold on. Protect your head with a pillow.
- Stay away from windows to avoid being injured by shattered glass.
- Stay indoors until the shaking stops and you are sure it is safe to exit. If you must leave the building after the shaking stops, use stairs rather than an elevator in case there are aftershocks, power outages or other damage.
- Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.

If you are outside when the shaking starts ...

- Find a clear spot and drop to the ground. Stay there until the shaking stops (away from buildings, power lines, trees, streetlights).
- If you are in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses and power lines if possible. Stay inside with your seatbelt fastened until the shaking stops. Then, drive carefully, avoiding bridges and ramps that may have been damaged.
- If a power line falls on your vehicle, do not get out. Wait for assistance.
- If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris. Landslides are often triggered by earthquakes.

What do I do after an earthquake?



- After an earthquake, the disaster may continue. Expect and prepare for potential aftershocks, landslides or even a tsunami. Tsunamis are often generated by earthquakes.
- Each time you feel an aftershock, drop, cover and hold on. Aftershocks frequently occur minutes, days, weeks and even months following an earthquake.
- Check yourself for injuries and get first aid, if necessary, before helping injured or trapped persons.
- Put on long pants, a long-sleeved shirt, sturdy shoes and work gloves to protect against injury from broken objects.
- Look quickly for damage in and around your home and get everyone out if your home is unsafe.
- Listen to a portable, battery-operated or hand-crank radio for updated emergency information and instructions.
- Check the telephones in your home or workplace to see if you can get a dial tone. Make brief calls to report life-threatening emergencies.
- Look for and extinguish small fires. Fire is the most common hazard after an earthquake.
- Clean up spilled medications, bleach, gasoline or other flammable liquids immediately.
- Open closet and cabinet doors carefully as contents may have shifted.
- Help people who require special assistance, such as infants, children and the elderly or disabled.
- Watch out for fallen power lines or broken gas lines and stay out of damaged areas.
- Keep animals under your direct control.
- Stay out of damaged buildings.
- If you were away from home, return only when authorities say it is safe to do so. Use extreme caution and examine walls, floors, doors, staircases and windows to check for damage.
- Be careful when driving after an earthquake and anticipate traffic light outages.

Let Your Family Know You're Safe

If your community experiences an earthquake, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Be Red Cross Ready

Power Outage Checklist

Sudden power outages can be frustrating and troublesome, especially when they last a long time. If a power outage is 2 hours or less, you need not be concerned about losing your perishable foods. For prolonged power outages, though, there are steps you can take to minimize food loss and to keep all members of your household as comfortable as possible.

Energy Conservation Recommendations

- ❑ Turn off lights and computers when not in use.
- ❑ Wash clothes in cold water if possible; wash only full loads and clean the dryer's lint trap after each use.
- ❑ When using a dishwasher, wash full loads and use the light cycle. If possible, use the rinse only cycle and turn off the high temperature rinse option. When the regular wash cycle is done, just open the dishwasher door to allow the dishes to air dry.
- ❑ Replace incandescent light bulbs with energy-efficient compact fluorescent lights.

How do I prepare for a power outage?



To help preserve your food, keep the following supplies in your home:

- ❑ One or more coolers—Inexpensive Styrofoam coolers work well.
- ❑ Ice—Surrounding your food with ice in a cooler or in the refrigerator will keep food colder for a longer period of time during a prolonged power outage.
- ❑ A digital quick-response thermometer—With these thermometers you can quickly check the internal temperatures of food to ensure they are cold enough to use safely.

Put together an emergency preparedness kit with these supplies in case of a prolonged or widespread power outage:

- Water—one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
 - Food—non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)
 - Flashlight (NOTE: Do not use candles during a power outage due to the extreme risk of fire.)
 - Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
 - Extra batteries
 - First aid kit
 - Medications (7-day supply) and medical items
 - Multi-purpose tool
 - Sanitation and personal hygiene items
 - Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
 - Cell phone with chargers
 - Family and emergency contact information
 - Extra cash
- ❑ If someone in your home is dependent on electric-powered, life-sustaining equipment, remember to include backup power in your evacuation plan.
 - ❑ Keep a non-cordless telephone in your home. It is likely to work even when the power is out.
 - ❑ Keep your car's gas tank full.

What should I do during a power outage?



Keep food as safe as possible.

- ❑ Keep refrigerator and freezer doors closed as much as possible. First use perishable food from the refrigerator. An unopened refrigerator will keep foods cold for about 4 hours.
- ❑ Then use food from the freezer. A full freezer will keep the temperature for about 48 hours (24 hours if it is half full) if the door remains closed.
- ❑ Use your non-perishable foods and staples after using food from the refrigerator and freezer.
- ❑ If it looks like the power outage will continue beyond a day, prepare a cooler with ice for your freezer items.
- ❑ Keep food in a dry, cool spot and keep it covered at all times.

Electrical equipment

- ❑ Turn off and unplug all unnecessary electrical equipment, including sensitive electronics.
- ❑ Turn off or disconnect any appliances (like stoves), equipment or electronics you were using when the power went out. When power comes back on, surges or spikes can damage equipment.
- ❑ Leave one light turned on so you'll know when the power comes back on.
- ❑ Eliminate unnecessary travel, especially by car. Traffic lights will be out and roads will be congested.

Using generators safely

- ❑ When using a portable generator, connect the equipment you want to power directly to the outlets on the generator. Do not connect a portable generator to a home's electrical system.
- ❑ If you are considering getting a generator, get advice from a professional, such as an electrician. Make sure that the generator you purchase is rated for the power that you think you will need.

What should I do when the power comes back on?



- ❑ Do not touch any electrical power lines and keep your family away from them. Report downed power lines to the appropriate officials in your area.

Throw out unsafe food.

- ❑ Throw away any food that has been exposed to temperatures 40° F (4° C) for 2 hours or more or that has an unusual odor, color or texture. When in doubt, throw it out!
- ❑ Never taste food or rely on appearance or odor to determine its safety. Some foods may look and smell fine, but if they have been at room temperature too long, bacteria causing food-borne illnesses can start growing quickly. Some types of bacteria produce toxins that cannot be destroyed by cooking.
- ❑ If food in the freezer is colder than 40° F and has ice crystals on it, you can refreeze it.
- ❑ If you are not sure food is cold enough, take its temperature with the food thermometer. Throw out any foods (meat, poultry, fish, eggs and leftovers) that have been exposed to temperatures higher than 40° F (4° C) for 2 hours or more, and any food that has an unusual odor, color or texture, or feels warm to touch.

Caution: Carbon Monoxide Kills

- ❑ Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- ❑ The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.
- ❑ Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- ❑ If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- ❑ Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.

Let Your Family Know You're Safe

If your community experiences a disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Be Red Cross Ready

Fire Prevention & Safety Checklist

The most effective way to protect yourself and your home from fire is to identify and remove fire hazards. Sixty-five percent of home fire deaths occur in homes with no working smoke alarms. During a home fire, working smoke alarms and a fire escape plan that has been practiced regularly can save lives.

- If a fire occurs in your home, **GET OUT, STAY OUT** and **CALL** for help.
- Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas. Test them every month and replace the batteries at least once a year.
- Talk with all household members about a fire escape plan and practice the plan twice a year.

Prevent home fires



Steps You Can Take Now

- Keep items that can catch on fire at least three feet away from anything that gets hot, such as space heaters.
- Never smoke in bed.
- Talk to children regularly about the dangers of fire, matches and lighters and keep them out of reach.
- Turn portable heaters off when you leave the room or go to sleep.

Cooking Safely

- Stay in the kitchen when frying, grilling or broiling food. If you leave the kitchen for even a short period of time, turn off the stove.
- Stay in the home while simmering, baking, roasting or boiling food. Check it regularly and use a timer to remind you that food is cooking.
- Keep anything that can catch fire—like pot holders, towels, plastic and clothing—away from the stove.
- Keep pets off cooking surfaces and countertops to prevent them from knocking things onto the burner.

Caution: Carbon Monoxide Kills

- Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area.

Practice fire safety at home



Smoke Alarms

- Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.
- Teach children what smoke alarms sound like and what to do when they hear one.
- Once a month check whether each alarm in the home is working properly by pushing the test button.
- Replace batteries in smoke alarms at least once a year. Immediately install a new battery if an alarm chirps, warning the battery is low.
- Smoke alarms should be replaced every 10 years. Never disable smoke or carbon monoxide alarms.
- Carbon monoxide alarms are not substitutes for smoke alarms. Know the difference between the sound of smoke alarms and carbon monoxide alarms.

Fire Escape Planning

- Ensure that all household members know two ways to escape from every room of your home.
- Make sure everyone knows where to meet outside in case of fire.
- Practice escaping from your home at least twice a year and at different times of the day. Practice waking up to smoke alarms, low crawling and meeting outside. Make sure everyone knows how to call 9-1-1.
- Teach household members to **STOP, DROP** and **ROLL** if their clothes should catch on fire.

In case of fire ...



Follow Your Escape Plan!

Remember to **GET OUT, STAY OUT** and **CALL 9-1-1** or your local emergency phone number.

- If closed doors or handles are warm, use your second way out. Never open doors that are warm to the touch.
- Crawl low under smoke.
- Go to your outside meeting place and then call for help.
- If smoke, heat or flames block your exit routes, stay in the room with doors closed. Place a wet towel under the door and call the fire department or 9-1-1. Open a window and wave a brightly colored cloth or flashlight to signal for help.

Use Caution with Fire Extinguishers

- Use a portable fire extinguisher **ONLY** if you have been trained by the fire department and in the following conditions:
 - The fire is confined to a small area, and is not growing.
 - The room is not filled with smoke.
 - Everyone has exited the building.
 - The fire department has been called.
- Remember the word **PASS** when using a fire extinguisher.
 - **P**ull the pin and hold the extinguisher with the nozzle pointing away from you.
 - **A**im low. Point the extinguisher at the base of the fire.
 - **S**queeze the lever slowly and evenly.
 - **S**weep the nozzle from side to side.

Let Your Family Know You're Safe

If you experience a home fire or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.

Be Red Cross Ready

Wild Fire Safety Checklist

More and more people are making their homes in woodland settings, rural areas or remote mountain sites. There, residents enjoy the beauty of the environment but face the very real danger of wild fires. Wild fires often begin unnoticed. They spread quickly, igniting brush, trees and homes. In a wild fire, every second counts!

Supplies to take with you if you need to evacuate:

- Water—one gallon per person, per day (3-day supply)
- Food—non-perishable, easy-to-prepare items (3-day supply)
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Other essential items that could not be replaced if they were destroyed

What should I do to prepare ahead of time?



- Learn about wild fire risks in your area.
- Talk with members of your household about wild fires—how to prevent them and what to do if one occurs.
- Post emergency phone numbers by every phone in your home.
- Make sure driveway entrances and your house number or address are clearly marked.
- Identify and maintain an adequate water source outside your home, such as a small pond, cistern, well or swimming pool.
- Set aside household items that can be used as fire tools: a rake, ax, hand saw or chain saw, bucket and shovel. You may need to fight small fires before emergency responders arrive.
- Select building materials and plants that resist fire.
- Regularly clean roofs and gutters.

Plan ahead and stay as safe as possible during a wild fire.

- Plan and practice two ways out of your neighborhood in case your primary route is blocked.
- Select a place for family members to meet outside your neighborhood in case you cannot get home or need to evacuate.
- Identify someone who is out of the area to contact if local phone lines are not working.

What should I do if there are reports of wild fires in my area?



- Be ready to leave at a moment's notice.
- Listen to local radio and television stations for updated emergency information.
- Always back your car into the garage or park it in an open space facing the direction of escape.
- Confine pets to one room so that you can find them if you need to evacuate quickly.
- Arrange for temporary housing at a friend or relative's home outside the threatened area.

Limit exposure to smoke and dust.

- Listen and watch for air quality reports and health warnings about smoke.
- Keep indoor air clean by closing windows and doors to prevent outside smoke from getting in.
- Use the recycle or re-circulate mode on the air conditioner in your home or car. If you do not have air conditioning and it is too hot to stay inside with closed windows, seek shelter elsewhere.
- When smoke levels are high, do not use anything that burns and adds to indoor air pollution, such as candles, fireplaces and gas stoves. Do not vacuum because it stirs up particles that are already inside your home.
- If you have asthma or another lung disease, follow your health care provider's advice and seek medical care if your symptoms worsen.

Returning home after a wild fire ...



- Do not enter your home until fire officials say it is safe.
- Use caution when entering burned areas as hazards may still exist, including hot spots, which can flare up without warning.
- Avoid damaged or fallen power lines, poles and downed wires.
- Watch for ash pits and mark them for safety—warn family and neighbors to keep clear of the pits also.
- Watch animals closely and keep them under your direct control. Hidden embers and hot spots could burn your pets' paws or hooves.
- Follow public health guidance on safe cleanup of fire ash and safe use of masks.
- Wet debris down to minimize breathing dust particles.
- Wear leather gloves and heavy soled shoes to protect hands and feet.
- Cleaning products, paint, batteries and damaged fuel containers need to be disposed of properly to avoid risk.

Ensure your food and water are safe.

- Discard any food that has been exposed to heat, smoke or soot.
- Do NOT ever use water that you think may be contaminated to wash dishes, brush teeth, prepare food, wash hands, make ice or make baby formula.

Let Your Family Know You're Safe

If your community has experienced a wild fire, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Be Red Cross Ready

Flood Safety Checklist

Floods are among the most frequent and costly natural disasters. Conditions that cause floods include heavy or steady rain for several hours or days that saturates the ground. Flash floods occur suddenly due to rapidly rising water along a stream or low-lying area.

Know the Difference

Flood/Flash Flood Watch—Flooding or flash flooding is possible in your area.

Flood/Flash Flood Warning—Flooding or flash flooding is already occurring or will occur soon in your area.

What should I do?



- Listen to area radio and television stations and a NOAA Weather Radio for possible flood warnings and reports of flooding in progress or other critical information from the National Weather Service (NWS).
- Be prepared to evacuate at a moment's notice.
- When a flood or flash flood warning is issued for your area, head for higher ground and stay there.
- Stay away from floodwaters. If you come upon a flowing stream where water is above your ankles, stop, turn around and go another way. Six inches of swiftly moving water can sweep you off of your feet.
- If you come upon a flooded road while driving, turn around and go another way. If you are caught on a flooded road and waters are rising rapidly around you, get out of the car quickly and move to higher ground. Most cars can be swept away by less than two feet of moving water.
- Keep children out of the water. They are curious and often lack judgment about running water or contaminated water.
- Be especially cautious at night when it is harder to recognize flood danger.
- Because standard homeowners insurance doesn't cover flooding, it's important to have protection from the floods associated with hurricanes, tropical storms, heavy rains and other conditions that impact the U.S. For more information on flood insurance, please visit the National Flood Insurance Program Web site at www.FloodSmart.gov.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Emergency blanket
- Map(s) of the area
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Extra set of car keys and house keys
- Extra clothing, hat and sturdy shoes
- Rain gear
- Insect repellent and sunscreen
- Camera for photos of damage

What do I do after a flood?



- Return home only when officials have declared the area safe.
- Before entering your home, look outside for loose power lines, damaged gas lines, foundation cracks or other damage.
- Parts of your home may be collapsed or damaged. Approach entrances carefully. See if porch roofs and overhangs have all their supports.
- Watch out for wild animals, especially poisonous snakes that may have come into your home with the floodwater.
- If you smell natural or propane gas or hear a hissing noise, leave immediately and call the fire department.
- If power lines are down outside your home, do not step in puddles or standing water.
- Keep children and pets away from hazardous sites and floodwater.
- Materials such as cleaning products, paint, batteries, contaminated fuel and damaged fuel containers are hazardous. Check with local authorities for assistance with disposal to avoid risk.
- During cleanup, wear protective clothing, including rubber gloves and rubber boots.
- Make sure your food and water are safe. Discard items that have come in contact with floodwater, including canned goods, water bottles, plastic utensils and baby bottle nipples. When in doubt, throw it out!
- Do not use water that could be contaminated to wash dishes, brush teeth, prepare food, wash hands, make ice or make baby formula.
- Contact your local or state public health department for specific recommendations for boiling or treating water in your area after a disaster as water may be contaminated.

Let Your Family Know You're Safe

If your community experiences a flood, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org/SafeandWell to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Be Red Cross Ready

Heat Wave Safety Checklist

In recent years, excessive heat has caused more deaths than all other weather events, including floods. A heat wave is a prolonged period of excessive heat, often combined with excessive humidity. Generally temperatures are 10 degrees or more above the average high temperature for the region during summer months, last for a long period of time and occur with high humidity as well.

Know the Difference

Excessive Heat Watch—Conditions are favorable for an excessive heat event to meet or exceed local Excessive Heat Warning criteria in the next 24 to 72 hours.

Excessive Heat Warning—Heat Index values are forecast to meet or exceed locally defined warning criteria for at least 2 days (daytime highs=105-110° Fahrenheit).

Heat Advisory—Heat Index values are forecast to meet locally defined advisory criteria for 1 to 2 days (daytime highs=100-105° Fahrenheit).

How can I prepare?



- Listen to local weather forecasts and stay aware of upcoming temperature changes.
- The heat index is the temperature the body feels when the effects of heat and humidity are combined. Exposure to direct sunlight can increase the heat index by as much as 15° F.
- Discuss heat safety precautions with members of your household. Have a plan for wherever you spend time—home, work and school—and prepare for the possibility of power outages.
- Check the contents of your emergency preparedness kit in case a power outage occurs.
- Know those in your neighborhood who are elderly, young, sick or overweight. They are more likely to become victims of excessive heat and may need help.
- If you do not have air conditioning, choose places you could go to for relief from the heat during the warmest part of the day (schools, libraries, theaters, malls).
- Be aware that people living in urban areas may be at greater risk from the effects of a prolonged heat wave than are people living in rural areas.
- Get trained in first aid to learn how to treat heat-related emergencies.
- Ensure that your animals' needs for water and shade are met.

What should I do during a heat wave?



- Listen to a NOAA Weather Radio for critical updates from the National Weather Service (NWS).
- Never leave children or pets alone in enclosed vehicles.
- Stay hydrated by drinking plenty of fluids even if you do not feel thirsty. Avoid drinks with caffeine or alcohol.
- Eat small meals and eat more often.
- Avoid extreme temperature changes.
- Wear loose-fitting, lightweight, light-colored clothing. Avoid dark colors because they absorb the sun's rays.
- Slow down, stay indoors and avoid strenuous exercise during the hottest part of the day.
- Postpone outdoor games and activities.
- Use a buddy system when working in excessive heat.
- Take frequent breaks if you must work outdoors.
- Check on family, friends and neighbors who do not have air conditioning, who spend much of their time alone or who are more likely to be affected by the heat.
- Check on your animals frequently to ensure that they are not suffering from the heat.

Recognize and care for heat-related emergencies ...



Heat cramps are muscular pains and spasms that usually occur in the legs or abdomen caused by exposure to high heat and humidity and loss of fluids and electrolytes. Heat cramps are often an early sign that the body is having trouble with the heat.

Heat exhaustion typically involves the loss of body fluids through heavy sweating during strenuous exercise or physical labor in high heat and humidity.

- Signs of heat exhaustion include cool, moist, pale or flushed skin; heavy sweating; headache; nausea; dizziness; weakness; and exhaustion.
- Move the person to a cooler place. Remove or loosen tight clothing and apply cool, wet cloths or towels to the skin. Fan the person. If the person is conscious, give small amounts of cool water to drink. Make sure the person drinks slowly. Watch for changes in condition.
- If the person refuses water, vomits or begins to lose consciousness, **call 9-1-1** or the local emergency number.

Heat stroke (also known as sunstroke) is a life-threatening condition in which a person's temperature control system stops working and the body is unable to cool itself.

- Signs of heat stroke include hot, red skin which may be dry or moist; changes in consciousness; vomiting; and high body temperature.
- Heat stroke is life-threatening. **Call 9-1-1** or the local emergency number immediately.
- Move the person to a cooler place. Quickly cool the person's body by giving care as you would for heat exhaustion. If needed, continue rapid cooling by applying ice or cold packs wrapped in a cloth to the wrists, ankles, groin, neck and armpits.

Let Your Family Know You're Safe

If your community experiences a disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.

Be Red Cross Ready

Taking Care of People with the Flu

If you are caring for a loved one with the flu, it's important to take steps to protect yourself and others. The main way that flu viruses spread is from person-to-person in droplets of coughs and sneezes. Flu viruses may also be spread when a person touches droplets on another person or an object and then touches their own mouth or nose (or someone else's mouth or nose) before washing their hands. To prevent spread it is important to remember hand washing and to cover your cough or sneeze.

Always follow the current advice of the Centers for Disease Control and Prevention and your local department of public health.

Supplies to Keep on Hand

- Thermometer
- Soap
- Disposable gloves
- Acetaminophen
- Ibuprofen
- Alcohol-based hand sanitizer (60-95% alcohol)
- Paper towels
- Tissues
- Facemasks and N95 respirators
- Bleach
- Disinfecting wipes
- Oral rehydration solution, or water, if unavailable

Reducing the Spread of the Flu



- Get your flu shot(s) every year for the best chance of protection from the seasonal flu virus. Two shots will be needed for the 2009 flu season—one for seasonal flu and one for H1N1 flu.
- Take these common sense steps to reduce the spread of germs:
 - Wash hands frequently with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.
 - Avoid or minimize contact with people who are sick (a minimum six feet distancing is recommended).
 - Avoid touching your eyes, nose and mouth to prevent germs from entering your body.
 - Cover your mouth and nose with tissues when you cough and sneeze. Put used tissues in a wastebasket and then wash your hands.
 - If you don't have a tissue, cough or sneeze into the crook of your elbow.
- Disinfect door knobs, switches, handles, toys and other surfaces that are commonly touched. You can use a bleach solution that contains ¼ cup of bleach for every gallon of water. Mix new solution each time you clean. You may also choose to use a commercially-produced surface disinfectant.
- It is okay to wash everyone's dishes and clothes together. Use detergent and very hot water. Wash your hands after handling dirty laundry.

Taking Care of the Ill



- The person who is ill with the flu should stay in a room separate from common areas of the home and avoid contact with others as much as possible. The person should stay home for at least 24 hours after fever is gone without using fever-reducing medicines.
- Give fever-reducing medication such as acetaminophen or ibuprofen. Do NOT give aspirin to children or teens that have flu-like symptoms.
- Make sure the person who is ill receives lots of fluids and rest. Prevent dehydration by encouraging liquids at the first sign of the flu and follow these tips:
 - Give ice and easily digested foods such as soup and broth.
 - If the person has diarrhea or vomiting, give fluids that contain electrolytes. These are available at your pharmacy or grocery store and should be labeled 'oral rehydration solution,' which is different than sports drinks.
 - If drinking liquids makes nausea worse, give one sip at a time until the person can drink again.
- Persons ill with the flu should consider wearing a facemask, if available and tolerable, when they are sharing common spaces with other household members.
- Check with the person's health care provider initially about whether antiviral medication is recommended, or if fever persists, to determine if antibiotics are needed. Ensure all medications are taken as prescribed by their health care provider.
- Designate only one adult to be the caregiver. People at increased risk of severe illness from influenza should not be caregivers. If this is not possible, caregivers at increased risk should wear a facemask or N95 respirator.

Taking Care of Yourself



- When parents and caregivers deal with crisis situations calmly and confidently, they can provide the best support for their children and/or the people for whom they are caring.
- Taking care of someone else may cause you to lose sight of your own health or condition; remember to be mindful of your needs as well.
- Practice healthy habits to help maintain your body's resistance to infection, including:
 - Eat a healthy and balanced diet.
 - Drink plenty of water.
 - Exercise at least 3 times a week.
 - Manage stress.
 - Get enough sleep and rest.
- Caring for someone else, especially if they have a chronic condition can cause considerable stress. Common symptoms of stress include—
 - Sleep disturbances
 - Headaches
 - Muscle tension or aches
 - Changes in appetite
 - Skin problems
 - Anxiety
 - Depression, frustration and overreactions
- Dealing with stress:
 - Ask for help.
 - Make sure to express feelings to people you trust.
 - Get into a regular schedule including 7 to 8 hours of sleep, exercise and time to relax for yourself.
- For more information on dealing with stress and taking care of yourself or others contact your local Red Cross chapter or visit RedCross.org.

Get medical care right away if the person who is sick:

- has difficulty breathing or chest pain;
- has purple or blue discoloration of the lips;
- is vomiting and unable to keep liquids down;
- has signs of dehydration such as dizziness when standing, absence of urination, or in infants, a lack of tears when they cry;
- has seizures (for example, uncontrolled convulsions);
- is less responsive than normal or becomes confused.

Stay Informed

It is important to stay informed about changes to guidance issued by the Centers for Disease Control and Prevention (CDC). The CDC Web site (www.cdc.gov/H1N1flu) posts regular updates to public health recommendations regarding a number of public health threats, including H1N1 (swine flu). Your local public health department is also a reliable source for information.

Be Red Cross Ready

Flu Checklist

Influenza, also known as the flu, is a contagious respiratory disease caused by different strains of viruses. In the United States, there is a flu season that begins every fall and ends every spring. The type of flu people get during this season is called seasonal flu. Flu viruses spread from person to person when people who are infected cough or sneeze.

Know the Difference

Seasonal Flu—A contagious respiratory illness caused by influenza (flu) viruses occurring every year. It affects an average of 5 percent to 20 percent of the U.S. population by causing mild to severe illness, and in some instances can lead to death. Adults may be able to infect others 1 day before getting symptoms and as long as 5 days after getting sick.

Epidemic—The rapid spread of a disease that affects some or many people in a community or region at the same time.

Pandemic—An outbreak of a disease that affects large numbers of people throughout the world and spreads rapidly.

H1N1 (swine flu)—H1N1, referred to as “swine flu” early on, is a new influenza virus causing illness in people. In the United States, this new virus was first detected in people in April 2009. This virus is spreading from person-to-person worldwide, probably in much the same way that regular seasonal influenza viruses spread. On June 11, 2009, the World Health Organization (WHO) signaled that a pandemic of H1N1 flu was underway.

It is important to stay informed about changes to guidance issued by the Centers for Disease Control and Prevention (CDC). The CDC Web site posts regular updates to public health recommendations regarding a number of public health threats, including H1N1 (swine flu).

H5N1 (avian flu)—Commonly known as bird flu, this strain of influenza virus is naturally occurring in birds. Wild birds can carry the virus and may not get sick from it; however, domestic birds may become infected by the virus and often die from it.

What should I do to avoid getting sick?



Get your flu shot every year for the best chance of protection.

- Always practice good health habits to maintain your body's resistance to infection.
 - Eat a balanced diet.
 - Drink plenty of fluids.
 - Exercise daily.
 - Manage stress.
 - Get enough rest and sleep.
- Take these common sense steps to stop the spread of germs:
 - Wash hands frequently with soap and water or an alcohol-based hand sanitizer.
 - Avoid or minimize contact with people who are sick (a minimum three feet distancing is recommended).
 - Avoid touching your eyes, nose and mouth.
 - Cover your mouth and nose with tissues when you cough and sneeze. If you don't have a tissue, cough or sneeze into the crook of your elbow.
 - Stay away from others as much as possible when you are sick.
- Anyone with a fever or other symptoms of the flu should stay home from work or school until at least 24 hours after the fever has gone (without medications).
- Get a flu shot every year. Vaccination is one of the most effective ways to minimize illness and death. Two shots will be needed for the 2009 flu season - one for seasonal flu and one for H1N1 flu.

Are you considered high risk for flu-related complications?

- The following groups of people are at an increased risk: people age 50 or older, pregnant women, people with chronic medical conditions, children age 6 months and older and people who live with or care for anyone at high risk.
- People at high risk should have their vaccinations updated every year and receive pneumococcal pneumonia vaccine if age 50 or older, as directed by their physician.

Do I have the flu?



The flu usually begins with the rapid-onset of a high fever and body aches. Be aware of other common flu symptoms:

- Headache
- Extreme tiredness
- Sore throat
- Cough
- Runny or stuffy nose
- Vomiting and/or diarrhea (more common in children than in adults)
- *NOTE: Having all of these symptoms doesn't always mean that you have the flu. Many different illnesses have similar symptoms.*

Diagnosing the flu:

- It may be difficult to tell if you are suffering from the flu or another illness.
- Your health care provider may be able to tell you if you have the flu.
- If you develop flu-like symptoms and are concerned about possible complications, consult your health care provider.

Potential risks and serious complications of the flu:

- Bacterial pneumonia
- Dehydration
- Worsening of chronic medical conditions
- Ear infections
- Sinus problems

What should I do when someone is sick?



- Designate one person as the caregiver.
- Keep everyone's personal items separate. All household members should avoid sharing pens, papers, clothes, towels, sheets, blankets, food or eating utensils unless cleaned between uses.
- Disinfect doorknobs, switches, handles, computers, telephones, toys and other surfaces that are commonly touched around the home or workplace.
- Wash everyone's dishes in the dishwasher or by hand using very hot water and soap.
- Wash everyone's clothes in a standard washing machine as you normally would. Use detergent and very hot water and wash your hands after handling dirty laundry.
- Wear disposable gloves when in contact with or cleaning up body fluids.

Terminology defined

Immunity to a disease is defined by the presence of antibodies to that disease in a person's system. Most people have some resistance to infections, either after they recover from an illness or through vaccination. Seasonal flu viruses change over time and immunity to them cannot be acquired unless vaccination is administered.

Quarantine is the physical separation of healthy people who have been exposed to an infectious disease from those who have not been exposed.

Isolation is a state of separation between persons or groups to prevent the spread of disease.

Social distancing is a practice imposed to limit face-to-face interaction in order to prevent exposure and transmission of a disease.

Terrorism

Preparing for the Unexpected

Devastating acts, such as the terrorist attacks on the World Trade Center and Pentagon, have left many concerned about the possibility of future incidents in the United States and their potential impact. They have raised uncertainty about what might happen next, increasing stress levels.

If a Terroristic Disaster Strikes

- Remain calm and be patient.
- Follow the advice of local emergency officials.
- Listen to your radio or television for news and instructions.
- If the disaster occurs near you, check for injuries. Give first aid and get help for seriously injured people.
- If the disaster occurs near your home while you are there, check for damage using a flashlight. Do not light matches or candles or turn on electrical switches. Check for fires, fire hazards and other household hazards. Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Shut off any other damaged utilities.
- Confine or secure your pets.
- Call your family contact—do not use the telephone again unless it is a life threatening emergency.
- Check on your neighbors, especially those who are elderly or disabled.

A WORD ON WHAT COULD HAPPEN

As we learned from the events of September 11, 2001, the following things can happen after a terrorist attack:

- There can be significant numbers of casualties and/or damage to buildings and the infrastructure. So employers need up-to date information about any medical needs you may have and on how to contact your designated beneficiaries.
- Heavy law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
- Health and mental health resources in the affected communities can be strained to their limits, maybe even overwhelmed.
- Extensive media coverage, strong public fear and international implications and consequences can continue for a prolonged period.
- Workplaces and schools may be closed, and there may be restrictions on domestic and international travel.
- You and your family or household may have to evacuate an area, avoiding roads blocked for your safety.
- Clean-up may take many months.

EVACUATION

If local authorities ask you to leave your home, they have a good reason to make this request, and you should heed the advice immediately. Listen to your radio or TV, follow the instructions of local emergency officials and keep these simple tips in mind—

- Wear long-sleeved shirts, long pants and sturdy shoes so you can be protected as much as possible.
- Take your disaster supplies kit.
- Take your pets with you; do not leave them behind. Because pets are not permitted in public shelters, follow your plan to go to a relative or friend's home, or find a "pet-friendly" hotel.
- Lock your home.

- Use travel routes specified by local authorities— don't use shortcuts because certain areas may be impassable or dangerous.
- Stay away from downed power lines.

Listen to local authorities. They will provide you with the most accurate information specific to an event in your area. Staying tuned to local radio and television, and following their instructions is your safest choice.

If you're sure you have time:

- Call your family contact to tell them where you are going and when you expect to arrive.
- Shut off water and electricity before leaving,
- If instructed to do so. Leave natural gas service ON unless local officials advise you otherwise. You may need gas for heating and cooking, and only a professional can restore gas service in your home once it's been turned off. In a disaster situation it could take weeks for a professional to respond.

SHELTER IN PLACE

If you are advised by local officials to "shelter in place," what they mean is for you to remain inside your home or office and protect yourself there. Close and lock all windows and exterior doors. Turn off all fans, heating and air conditioning systems. Close the fireplace damper. Get your disaster supplies kit, and make sure the radio is working. Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. Using duct tape, seal all cracks around the door and any vents into the room. Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

ADDITIONAL POSITIVE STEPS YOU CAN TAKE

Raw, unedited footage of terrorism events and people's reaction to those events can be very upsetting, especially to children. We do not recommend that children watch television news reports about such events, especially if the news reports show images over and over again about the same incident. Young children do not realize that it is repeated video footage, and think the event is happening again and again. Adults may also need to give themselves a break from watching disturbing footage.

However, listening to local radio and television reports will provide you with the most accurate information from responsible governmental authorities on what's happening and what actions you will need to take. So you may want to make some arrangements to take turns listening to the news with other adult members of your household.

Another useful preparation includes learning some basic first aid. To enroll in a first aid and CPR course, contact your local American Red Cross chapter. In an emergency situation, you need to tend to your own well-being first and then consider first aid for others immediately around you, including possibly assisting injured people to evacuate a building if necessary. People who may have come into contact with a biological or chemical agent may need to go through a decontamination procedure and receive medical attention. Listen to the advice of local officials on the radio or television to determine what steps you will need to take to protect yourself and your family. As emergency services will likely be overwhelmed, only call 9-1-1 about life threatening emergencies.

Be Red Cross Ready

Thunderstorm Safety Checklist

A thunderstorm is considered severe if it produces hail at least 1 inch in diameter or has wind gusts of at least 58 miles per hour. Every thunderstorm produces lightning, which kills more people each year than tornadoes or hurricanes. Heavy rain from thunderstorms can cause flash flooding and high winds can damage homes and blow down trees and utility poles, causing widespread power outages.

Know the Difference

Severe Thunderstorm Watch—Severe thunderstorms are possible in and near the watch area. Stay informed and be ready to act if a severe thunderstorm warning is issued.

Severe Thunderstorm Warning—Severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property.

Every year people are killed or seriously injured by severe thunderstorms despite advance warning. While some did not hear the warning, others heard the warning and did not pay attention to it. The following information, combined with timely watches and warnings about severe weather, may help save lives.

How can I prepare ahead of time?



- Learn about your local community's emergency warning system for severe thunderstorms.
- Discuss thunderstorm safety with all members of your household.
- Pick a safe place in your home for household members to gather during a thunderstorm. This should be away from windows, skylights and glass doors that could be broken by strong winds or hail.
- Make a list of items to bring inside in the event of a severe thunderstorm.
- Make trees and shrubbery more wind resistant by keeping them trimmed and removing damaged branches.
- Protect your animals by ensuring that any outside buildings that house them are protected in the same way as your home.
- Consult your local fire department if you are considering installing lightning rods.
- Get trained in first aid and learn how to respond to emergencies.
- Put together an emergency preparedness kit:
 - Water—one gallon per person, per day
 - Food—non-perishable, easy-to-prepare
 - Flashlight • Battery-powered or hand-crank radio (NOAA Weather Radio, if possible) • Extra batteries • First aid kit
 - Medications (7-day supply) and medical items • Multi-purpose tool • Sanitation & personal hygiene items • Copies of personal documents • Cell phone with chargers • Family & emergency contact information • Extra cash

What should I do during a thunderstorm?



- Listen to local news or NOAA Weather Radio for emergency updates. Watch for signs of a storm, like darkening skies, lightning flashes or increasing wind.
- Postpone outdoor activities if thunderstorms are likely to occur. Many people struck by lightning are not in the area where rain is occurring.
- If a severe thunderstorm warning is issued, take shelter in a substantial building or in a vehicle with the windows closed. Get out of mobile homes that can blow over in high winds.
- If you can hear thunder, you are close enough to be in danger from lightning. If thunder roars, go indoors! The National Weather Service recommends staying inside for at least 30 minutes after the last thunder clap.
- Avoid electrical equipment and telephones. Use battery-powered TVs and radios instead.
- Shutter windows and close outside doors securely. Keep away from windows.
- Do not take a bath, shower or use plumbing.
- If you are driving, try to safely exit the roadway and park. Stay in the vehicle and turn on the emergency flashers until the heavy rain ends. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.
- If you are outside and cannot reach a safe building, avoid high ground; water; tall, isolated trees; and metal objects such as fences or bleachers. Picnic shelters, dugouts and sheds are NOT safe.

What do I do after a thunderstorm?



- Never drive through a flooded roadway. Turn around, don't drown!
- Stay away from storm-damaged areas to keep from putting yourself at risk from the effects of severe thunderstorms.
- Continue to listen to a NOAA Weather Radio or to local radio and television stations for updated information or instructions, as access to roads or some parts of the community may be blocked.
- Help people who may require special assistance, such as infants, children and the elderly or disabled.
- Stay away from downed power lines and report them immediately.
- Watch your animals closely. Keep them under your direct control.

If Lightning Strikes ...

Follow these steps if someone has been struck by lightning:

- Call for help.** Call 9-1-1 or the local emergency number. Anyone who has sustained a lightning strike requires professional medical care.
- Check the person for burns and other injuries.** If the person has stopped breathing, call 9-1-1 and begin CPR. If the person is breathing normally, look for other possible injuries and care for them as necessary. People who have been struck by lightning do not retain an electrical charge and can be handled safely.

Let Your Family Know You're Safe

If your community has experienced a disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Be Red Cross Ready

Tornado Safety Checklist

A tornado is a violently rotating column of air extending from the base of a thunderstorm down to the ground. Tornado intensities are classified on the Fujita Scale with ratings between F0 (weakest) to F5 (strongest). They are capable of completely destroying well-made structures, uprooting trees and hurling objects through the air like deadly missiles. Although severe tornadoes are more common in the Plains States, tornadoes have been reported in every state.

Know the Difference

Tornado Watch

Tornadoes are possible in and near the watch area. Review and discuss your emergency plans, and check supplies and your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Acting early helps to save lives!

Tornado Warning

A tornado has been sighted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property. Go immediately underground to a basement, storm cellar or an interior room (closet, hallway or bathroom).

What should I do to prepare for a tornado?



- During any storm, listen to local news or a NOAA Weather Radio to stay informed about watches and warnings.
- Know your community's warning system. Communities have different ways of warning residents about tornados, with many having sirens intended for outdoor warning purposes.
- Pick a safe room in your home where household members and pets may gather during a tornado. This should be a basement, storm cellar or an interior room on the lowest floor with no windows.
- Practice periodic tornado drills so that everyone knows what to do if a tornado is approaching.
- Consider having your safe room reinforced. Plans for reinforcing an interior room to provide better protection can be found on the FEMA Web site at <http://www.fema.gov/plan/prevent/rms/rmsp453.shtm>.
- Prepare for high winds by removing diseased and damaged limbs from trees.
- Move or secure lawn furniture, trash cans, hanging plants or anything else that can be picked up by the wind and become a projectile.
- Watch for tornado danger signs:
 - Dark, often greenish clouds—a phenomenon caused by hail
 - Wall cloud—an isolated lowering of the base of a thunderstorm
 - Cloud of debris
 - Large hail
 - Funnel cloud—a visible rotating extension of the cloud base
 - Roaring noise

What should I do if a tornado is threatening?



- The safest place to be is an underground shelter, basement or safe room.
- If no underground shelter or safe room is available, a small, windowless interior room or hallway on the lowest level of a sturdy building is the safest alternative.
 - Mobile homes are not safe during tornadoes or other severe winds.
 - Do not seek shelter in a hallway or bathroom of a mobile home.
 - If you have access to a sturdy shelter or a vehicle, abandon your mobile home immediately.
 - Go to the nearest sturdy building or shelter immediately, using your seat belt if driving.
 - Do not wait until you see the tornado.
- If you are caught outdoors, seek shelter in a basement, shelter or sturdy building. If you cannot quickly walk to a shelter:
 - Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter.
 - If flying debris occurs while you are driving, pull over and park. Now you have the following options as a last resort:
 - Stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible.
 - If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands.
 - Your choice should be driven by your specific circumstances.

What do I do after a tornado?



- Continue listening to local news or a NOAA Weather Radio for updated information and instructions.
- If you are away from home, return only when authorities say it is safe to do so.
- Wear long pants, a long-sleeved shirt and sturdy shoes when examining your walls, doors, staircases and windows for damage.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- Stay out of damaged buildings.
- Use battery-powered flashlights when examining buildings—do NOT use candles.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly and call the gas company or fire department.
- Take pictures of damage, both of the building and its contents, for insurance claims.
- Use the telephone only for emergency calls.
- Keep all of your animals under your direct control.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Check for injuries. If you are trained, provide first aid to persons in need until emergency responders arrive.

Let Your Family Know You're Safe

If your community experiences a tornado, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.



For more information on disaster and emergency preparedness, visit RedCross.org.

Be Red Cross Ready

Winter Storm Safety Checklist

Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Some winter storms are large enough to affect several states, while others affect only a single community. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

Know the Difference

Winter Storm Outlook

Winter storm conditions are possible in the next 2 to 5 days.

Winter Weather Advisory

Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.

Winter Storm Watch

Winter storm conditions are possible within the next 36 to 48 hours. People in a watch area should review their winter storm plans and stay informed about weather conditions.

Winter Storm Warning

Life-threatening, severe winter conditions have begun or will begin within 24 hours. People in a warning area should take precautions immediately.

What should I do?



- Dress in several layers of lightweight clothing, wear mittens and a hat (preferably one that covers your ears).
- Wear waterproof, insulated boots to keep your feet warm and dry and to maintain your footing in ice and snow.
- Minimize travel. If travel is necessary, keep a disaster supplies kit in your vehicle.
- Listen to a NOAA Weather Radio or other local news channels for critical information from the National Weather Service (NWS).
- Winterize your vehicle and keep the gas tank full. A full tank will keep the fuel line from freezing.
- Insulate your home by installing storm windows or covering windows with plastic from the inside to keep cold air out.
- Maintain heating equipment and chimneys by having them cleaned and inspected every year.
- Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.
- Running water, even at a trickle, helps prevent pipes from freezing.
- All fuel-burning equipment should be vented to the outside and kept clear.

Cold-Related Emergencies

- Frostbite** and **hypothermia** are two dangerous and potentially life-threatening emergencies. Learn how to care for these emergencies by taking a first aid class.

What supplies do I need?



- Water—at least a 3-day supply; one gallon per person per day
- Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- Flashlight
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra cash
- Baby supplies (bottles, formula, baby food, diapers)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Tools/supplies for securing your home
- Sand, rock salt or non-clumping kitty litter to make walkways and steps less slippery
- Warm coats, gloves or mittens, hats, boots and extra blankets and warm clothing for all household members
- Ample alternate heating methods such as fireplaces or wood- or coal-burning stoves

What do I do after a storm?



- Go to a designated public shelter if your home loses power or heat during periods of extreme cold.
- Avoid driving when conditions include sleet, freezing rain or drizzle, snow or dense fog.
- Before tackling strenuous tasks in cold temperatures, consider your physical condition, the weather factors and the nature of the task.
- Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.
- Help people who require special assistance such as elderly people living alone, people with disabilities and children.
- Check on your animals and make sure that their access to food and water is not blocked by snow drifts, ice or other obstacles. If possible, bring them indoors.

Caution: Carbon Monoxide Kills

- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.
- Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.

Let Your Family Know You're Safe

If your community experiences a severe winter storm, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Our Family's Emergency Planning Guide

Post Disaster & Resource Links

- a. After the Storm**
- b. Returning Home After a Disaster**
- c. Post Disaster Tips**
- d. Resource Links**

“The big lesson I learned from Hurricane Katrina is that we have to be thinking about the unthinkable because sometimes the unthinkable happens.”

Michael Leavitt served as the Secretary of Health and Human Services from 2005-2009



After the Storm Disaster Recovery Information

Your Checklist

Ways Red Cross Can Help

Your Home

1. Begin by assessing your home:

- Is it safe and secure?
Check inside, outside and foundation
- Are utilities on?
- What is damaged?
- What can be saved?
- What can be cleaned?
- Can you stay in your home?
- Can you cook and store food safely?

2. Determine if your home is destroyed or has suffered major damage due to this disaster:

- Roof off, foundation damaged
- Walls, ceilings, floors damaged
- Essential personal property is not usable
- Significant water in the living unit

3. Identify your available resources:

- Call your insurance agent
- Call your landlord or property manager
- Check with friends and family in the area for possible immediate help

4. If you cannot stay in your home:

- Pack a few changes of clothing, bedding, essential medications and toiletries
- Kennel your pets or take them to a safe place
- Arrange to stay with family, friends or in a recovery shelter
- Contact family members to let them know where you are and that you are OK

Emergency Meals

5. If you can stay in your home but cannot cook:

Meals may be available at community or Red Cross shelters or through mobile feeding vehicles traveling through the disaster area.

The Red Cross cannot provide money to replace perishable items lost due to power outage.

- ▶ Listen to your local TV/radio station for community guidance in your area prior to and following a disaster and visit www.RedCross.org for additional information.

- ▶ If you need help right now, listen to your local media to learn about assistance being provided in your community or call the Red Cross at **1-866-GET-INFO** to discuss your immediate emergency needs.

- ▶ To find the nearest shelter location, listen to your local TV/radio station for locations in your area or call the Red Cross at **1-866-GET-INFO**.

- ▶ Call the Red Cross at **1-866-GET-INFO** to find the nearest shelter or other feeding site. If your *only* loss is food that was in your freezer or refrigerator while power was out and you require support during the emergency, you may be referred to other community resources that may be able to assist you with food loss resulting from power outage.

Hearing Impaired? TDD 1-800-526-1417

If you have not done so already, register on the American Red Cross Safe and Well Web site available through www.redcross.org to let your family and friends know about your welfare. If you don't have internet access, call **1-800-RED CROSS** to register yourself and your family.

Be Red Cross Ready

Returning Home After a Hurricane or Flood

Preparing to return home after evacuating will keep you safer while inspecting and cleaning up the damage to your home. Before traveling, ensure local officials have declared that it's safe to enter your community and that you have the supplies you will need. Follow the suggestions below for returning to, inspecting and cleaning your home.

Items to Take When Returning Home:

- Government-issued photo ID and proof of address
- Important phone numbers
- Bottled water and non-perishable foods
- First aid kit
- Cleanser/hand cleaning gel for personal use
- Hygiene products and toilet paper
- Insect repellent and sunscreen
- Long-sleeved shirts, long pants, sturdy waterproof boots and work gloves
- Flashlight, portable radio and extra batteries
- Cameras for photos of damage for insurance claims

Before returning



- Find out if it is safe to enter your community or neighborhood. Follow the advice of your local authorities.
- Carry plenty of cash. ATMs may not work and stores may not be able to accept credit or debit cards.
- Bring supplies such as flashlights, batteries, bottled water and non-perishable foods in case utilities are out.
- Create back-up communication plans with family and friends in case you are unable to call from affected areas.
- Plan for delays when traveling. Bring extra food, water, pillows, blankets and other items that will make the trip more comfortable. Keep the fuel tank of your vehicle as full as possible in case gas stations are crowded, out of fuel or closed.
- Carry a map to help you route around heavy traffic or impassable roads.
- Find out if local medical facilities are open and if emergency services are functioning again. Do NOT call 9-1-1 or the local emergency number to do this.
- Understand that recovery takes time. Focus on the positive and have patience. Others will have similar frustrations.

First inspection



- If possible, leave children and pets with a relative or friend. If not, keep them away from hazards and floodwater.
- Beware of snakes, insects and other animals that may be in or around your home.
- Before entering your home, look outside for damaged power lines, gas lines, foundation cracks and other exterior damage. It may be too dangerous to enter the home.
- If you smell natural gas or propane, or hear a hissing noise, leave immediately and contact the fire department.
- If your home was flooded, assume it is contaminated with mold. Mold increases health risks for those with asthma, allergies or other breathing conditions.
- Open doors and windows. If the house was closed more than 48 hours, let it air it out before staying inside for any length of time.
- Turn the main electrical power and water systems off until you or a professional can ensure that they are safe. NEVER turn the power on or off, or use an electrical tool or appliance while standing in water.
- Check the ceiling and floor for signs of sagging. Water may be trapped in the ceiling or floors may be unsafe to walk on.

Using Generators Safely

- When using a portable generator, connect the equipment you want to power directly to the outlets on the generator. Do not connect a portable generator to a home's electrical system.
- If you are considering getting a generator, get advice from a professional, such as an electrician. Make sure that the generator you purchase is rated for the power that you think you will need.
- Wear protective clothing, including rubber gloves and rubber boots.

Cleaning your home



- Be careful when moving furnishings or debris, because they may be waterlogged and heavier.
- Throw out all food, beverages and medicine exposed to flood waters and mud, including canned goods and containers with food or liquid that have been sealed shut. When in doubt, throw it out.
- Some cleaning solutions can cause toxic fumes and other hazards if mixed together. If you smell a strong odor or your eyes water from the fumes or mixed chemicals, open a window and get out of your home.
- Throw out items that absorb water and cannot be cleaned or disinfected (mattresses, carpeting, cosmetics, stuffed animals and baby toys).
- Remove all drywall and insulation that has been in contact with flood waters.
- Clean hard surfaces (flooring, countertops and appliances) thoroughly with hot water and soap or a detergent.
- Return to as many personal and family routines as possible.

Caution: Carbon Monoxide Kills

- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.

Let Your Family Know You're Safe

If your community has experienced a flood, or any disaster, register on the American Red Cross Safe and Well Web site available through RedCross.org to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

Post Disaster

If you have been impacted by the disaster and your property has sustained damage. What do you do? Assistance may be available from a number of sources:

1. **Your Insurance.** If you have homeowners, renters or automobile insurance you may be covered for your damage - less deductible. Your insurance agent is be a good place to start.
2. **Federal Government –**
 - If the President of the United States declares the area a federal disaster, then you should apply for assistance through the **Federal Emergency Management Agency (FEMA)**. FEMA funds emergency programs and works closely with state and local sources. Register with FEMA by calling 1-800- FEMA (3362) or TTY 1-800-462-7585 or by going online to www.DisasterAssistance.gov. Assistance is based on individual needs. Assistance may be financial grants, low-interest loans, charitable contributions from voluntary agencies or essential home repairs. Not everyone who suffers damages will qualify.
 - **Small Business Administration (SBA) –** After a disaster, SBA loans are not just for small businesses. If you receive a SBA disaster loan application in the mail, do not throw it away even if you don't want a loan. Complete the application and return it. You can turn down the loan if you don't want it, but you must complete and return the loan application to be eligible for some federal disaster assistance.
3. **Local Government –** Local governments – State, County or City/Town – may offer emergency programs.
4. **Volunteer Organizations –** American Red Cross, Salvation Army, Catholic Charities, St. Vincent dePaul and many others will be available to assist. These organizations provide the emergency food, clothing and shelter.

FAQ

1. **Do I have to register with FEMA if I am already registered with the state, American Red Cross or another non-profit organization?**

Yes. Registering with other agencies is different than registering for FEMA assistance. In order to be considered for FEMA assistance you must register with FEMA directly.

2. **If I have insurance, can I still apply for FEMA assistance to help pay for losses my insurance doesn't cover.**

Yes. While insurance is you main source of funding, there may be things insurance does not cover. FEMA assistance may be able to fill the gap.

3. **Do I have to wait for an insurance adjustor or inspector before I can clean up? If I already repaired my home. Is it too late to apply?**

Start clean up and essential repairs as soon as possible to prevent further damage. If you have started or even completed your repairs you can still qualify for reimbursement of expense not covered by your insurance. But remember to take photos and keep records of your clean-up and repair efforts and expenses. And apply for assistance as soon as practical.

Resource Links

American Red Cross

www.redcross.org

Provides information on getting prepared for a disaster and how to get assistance and recovery after a disaster.

National SAFE KIDS Campaign

www.safekids.org

The National SAFE KIDS Campaign offers information about car seats, crib safety, fact sheets, and links to other health- and safety-oriented sites.

FEMA Home Page

<http://www.fema.gov>

Provides information on dealing with disasters with links to the following sites:

Ready.gov

www.ready.gov/

Information on preparing, planning and staying informed.

Ready Kids

www.ready.gov/kids/home.html

Great site for kids! Facts, fun and games for kids.

Disaster Assistance

www.disasterassistance.gov/

Site to locate and apply for disaster relief.

National Fire Prevention Association

<http://www.nfpa.org>

This nonprofit organization provides fire safety information and education.

Kids Health

<http://www.kidshealth.org/>

This site provides information about health, behavior, and development from before birth through the teen years.

Other Interesting Sites

For information on what a business can do to protect its employees and customers as well as develop business continuity plans, go to:

- <http://www.redcross.org/services/disaster/beprepared/> or
- <http://www.ready.gov/business/index.html>

For more information about the specific effects of chemical or biological agents, the following Web sites may be helpful:

- Centers for Disease Control and Prevention <http://www.bt.cdc.gov/>
- U.S. Department of Energy <http://www.energy.gov/>
- U.S. Department of Health and Human Services <http://www.hhs.gov/>
- Environmental Protection Agency <http://www.epa.gov/emergencies/index.htm>
- Johns Hopkins University <http://www.hopkins-biodefense.org/hc3.asp>
- <http://www.survivalblog.com/>
- <http://www.ki4u.com/>

Clip Here

- 1. Our Family's Disaster Plan**
- 2. Extra Family Wallet Cards**
- 3. Other Family Specific Information**