

Acknowledgments

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Emergency Preparedness Tool Kit Checklist

Below is a list of important information to review as you prepare for an emergency. Put a check in the box after you review each section.

- 10 Steps to Emergency Preparedness Tab 1
- What Emergencies Can You Expect Tab 2
- Personal Ability Self-Assessment Tab 3
- How to Develop a Personal Support Group Tab 4
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10 Basic Steps

Tab 1



10 Steps to Emergency Preparedness

1. Know what kinds of **emergencies** could happen in your area and consider what your **neighborhood** might look like after one happens.
2. Complete a **personal assessment**. Think about what you will be able to do and what assistance you may need before, during, and after an emergency.
3. Make your own **support group** of family, friends, relatives, neighbors, roommates, care providers, and people you work with who could help you in an emergency.
4. Make an **emergency information list** so others will know whom to call if they find you unconscious, unable to speak, or if they need to help you leave your home quickly.
5. Make a **medical information list** with the names and phone numbers of your doctors, your medications, how much you take, and your medical conditions. Write down what special equipment you use, your allergies, and any communication difficulties you have.
6. Try to keep a **seven-day supply of medications** with you and fill your prescriptions as early as you can. Ask your doctor or pharmacist what you should do if you can't get more right away. If you get treatments at a clinic or hospital, ask the person who helps you what to do if you can't get your treatments during an emergency.

7. Install at least one **smoke alarm** on each floor in your home and test them every month. Know where the main **utility cutoff valves** are and learn how and when to disconnect them during an emergency. Know **evacuation routes** and **safe places** to go during an emergency.
8. Fill out a **summary checklist** to make sure that your emergency plan covers every problem you might have.
9. Keep an **emergency supply kit** in your home, car, workplace, or anywhere you spend your time. Include food, water, a first aid kit, adaptive equipment, batteries, and supplies for your pets or service animals.
10. Make your **home or office** safer by checking hallways, stairwells, doorways, windows, and other areas for problems that may keep you from safely leaving a building during an emergency. Secure or remove furniture that may block your path.

Source: American Red Cross (2007). *Disaster Preparedness Information*. Retrieved November 2008, from <http://www.prepare.org/index.htm>.

What Emergencies Might You Expect?

Tab 2



What Emergencies Might You Expect?

- Earthquakes
- Storms
- Floods
- Extreme weather conditions
- Tsunamis
- Fires
- Power Outages
- Terrorism
- Contagious Disease Outbreaks
- Volcanic Eruptions



Are there any we forgot? Fill them in below:

- _____
- _____
- _____

Earthquake

If you are indoors when shaking starts:



DO:

- ✓ **Do** drop, cover, and hold on.
- ✓ **Do** lie on the floor against an inside wall. Cover your head and neck with your arms.
- ✓ **Do** lock the wheels of your wheelchair, if you use one. Cover your head.
- ✓ **Do** stay away from windows, hanging objects, mirrors, tall furniture, large appliances, and cabinets filled with heavy objects.
- ✓ If you are in bed, **do** stay where you are. Cover your head with a pillow.
- ✓ If you are downtown, **do** stay inside a building unless there is a fire or gas leak.

DO NOT:

- × **Do not** run out of your house during strong shaking.
- × **Do not** use elevators.

If you are outdoors when shaking starts:

DO:

- ✓ **Do** move to a clear area if you can get there safely.
- ✓ If you are driving, **do** pull to the side of the road and stop in a clear area.
- ✓ If you are on the beach, **do** move to higher ground.

DO NOT:

- × **Do not** go near power lines, buildings, or trees.

When the shaking stops:

DO:

- ✓ **Do** ask the people around you if they are hurt. Give them first aid if you know how.
- ✓ **Do** check around you for dangerous conditions, such as fires, fallen power lines, and damage to the building you are in.
- ✓ **Do** put out small fires if you have a fire extinguisher and know how to use it.
- ✓ If you don't have a fire extinguisher, **do** buy one and learn how to use it.

- ✓ Keep the fire extinguisher somewhere in your house you can reach easily in an emergency, like your kitchen.
- ✓ **Do** hang up phones that have fallen off the hook.
- ✓ **Do** look around your house for damage.

DO NOT:

- × **Do not** move people with serious injuries unless they are in danger.
- × **Do not** turn off the gas unless you smell a gas leak. If you do smell gas, turn it off. Call your gas company to have it turned on again. **Do not** try to turn your gas on again yourself.

If you are trapped in debris:

DO:

- ✓ **Do** cover your nose and mouth.
- ✓ **Do** tap on a pipe or wall so rescuers can hear where you are. Use a whistle or your radio if you have it with you.

DO NOT:

- × **Do not** move around very much. Try not to kick up dust.
- × **Do not** shout. Shout only as a last resort.

Tsunami

(soo-nah-mee)



Tsunami waves can be caused by earthquakes. Even if you do not live close to the ocean or bay, you may take a vacation or visit close by. You should know what to do regardless of where you live.

When you vacation or visit near an ocean or bay, ask hotel staff, campground managers, or local residents what their communities are supposed to do if there is a tsunami warning. Ask if there is a particular radio station in the area for emergency information broadcasts. Learn about the meaning of siren alarms in that area. In some communities, a certain siren sound may be the warning to evacuate, and a different sound pattern may mean “all clear.” Look for road signs that show the evacuation route, and ask questions about emergency procedures if you do not understand what you have been told.

In any case, move to higher ground quickly if:

1. Authorities give a tsunami warning and tell you to leave your home, campground or hotel.
2. You hear the Outdoor Warning System and it is not a test.

3. The earth shakes so much that you cannot stand and lasts for longer than 20 seconds.
4. You notice water moving away from the shoreline.

Storm or Flood



If you are experiencing a storm or flood:

DO:

- ✓ **Do** listen to local radio or television channels for emergency messages and instructions.
- ✓ **Do** unplug electrical appliances. Shut off electric circuits if authorities tell you to leave your home. Shut off the gas service if authorities tell you to.
- ✓ If your car stalls during a flood, **do** get out of the car immediately. Leave it where it is and get to higher ground.

DO NOT:

- × **Do not** walk through water that has come into your basement or garage.
- × **Do not** try to drive over a flooded road.
- × **Do not** walk through moving water. If you must walk through water, make sure it is not moving and check how deep it is with a stick.
- × **Do not** go near water that is touching power lines that have fallen down.
- × **Do not** allow children to play around high water, storm drains, or any flooded areas.

Extreme Weather Conditions

In extreme weather conditions, authorities will tell you where shelters are that can keep you cool or warm. You may want to stay with family or friends if the bad weather is expected to last more than several days.

If the weather is extremely hot:



DO:

- ✓ **Do** have a fan and plenty of water if you do not have air conditioning.
- ✓ **Do** put wet towels or washcloths on your head and body to keep you cool.
- ✓ **Do** go to a building, like a shopping mall, theater, or church that has air conditioning for the hottest part of the day.

If the weather is extremely cold:



DO:

- ✓ **Do** make sure you have a lot of dry wood and matches for your fireplace, if you have one.
- ✓ **Do** go to a heated building for as much of the day as possible.
- ✓ **Do** keep hand warmer packets, warm clothing, gloves, hats, scarves, and a sleeping bag somewhere in your house that you can reach easily.
- ✓ **Do** keep enough food and water to last at least three to five days.

Fire



If your smoke alarm goes off or you see a fire:

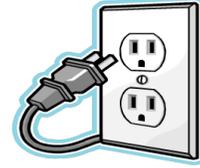
DO:

- ✓ **Do** stay calm. Get out of your house or the building you are in.
- ✓ **Do** find another way out if you see smoke coming in under the door.
- ✓ **Do** touch the door with the back of your hand before you open it. If it is hot, find another way out.
- ✓ **Do** drop to the floor to avoid smoke fumes. Crawl or roll to a safe place.
- ✓ If your clothes catch on fire, **do stop** where you are, *drop* to the ground, and *roll* over and over until the flames are out.
- ✓ **Do** call 9-1-1 from a safe place. Wait for the operator to hang up before you get off the phone.
- ✓ If you can't get out of your house or the building you are in, **do** stay near a window and close to the floor. Signal for help.

DO NOT:

- × **Do not** open doors that feel hot when you touch them with the back of your hand.
- × **Do not** open doors if you see smoke coming in under the door.
- × **Do not** go back into your house or the building you were in until authorities tell you it is safe.

Power Outage



If there is a power outage in your neighborhood:

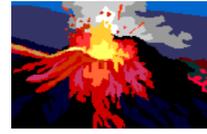
DO:

- ✓ **Do** turn off and unplug all your electrical appliances and computers.
- ✓ **Do** leave one light on so you will know when the power outage is over.
- ✓ If a traffic signal is not working, **do** stop at the intersection as if there were a stop sign.
- ✓ **Do** make sure food is stored at the right temperature. If you can't store food the right way, you will not be able to eat the food without getting sick.

DO NOT:

- × **Do not** use candles. They can cause fires.
- × **Do not** use a gas stove to heat your house.
- × **Do not** use generators inside your house or garage.

Volcanic Eruption



A volcano is a mountain with an opening in it that leads to lava under the ground.

When a volcano erupts, lava comes out the top. A volcanic eruption can cause poisonous gases, destroyed land, and flying rocks.

If there is a volcanic eruption near you:

DO:

- ✓ **Do** listen to the news on the radio or television for emergency information.
- ✓ **Do** leave your house immediately if authorities tell you to.
- ✓ **Do** watch out for mud flows. They move faster than you can run and can cause you to fall. Mud flows are very dangerous if you are outside, so avoid them as much as possible.
- ✓ **Do** wear shirts with long sleeves and long pants.
- ✓ **Do** stay away from ash, especially if you have breathing problems.
- ✓ **Do** use goggles and wear eye glasses instead of contact lenses.
- ✓ **Do** use a dusk mask or hold a damp cloth over your face to help you breathe. Keep many dusk masks in your house, car, and workplace so you can replace them as needed and/or share them with other people.

- ✓ **Do** stay away from windy areas so you don't get ash in your eyes.
- ✓ **Do** stay inside your house unless you think your roof is falling down.
- ✓ **Do** close doors, windows, and all other vents in your house, like chimney vents, furnaces, air conditioners, and fans.
- ✓ **Do** clear heavy ash from flat or low roofs and rain gutters.

DO NOT:

- × **Do not** run car or truck engines. Ash can clog engines and break moving parts, which can cause your car to stall.
- × **Do not** drive when ash is falling unless you truly have to. If you have to drive, go 35 miles an hour or slower. Carry an extra oil filter and air filter in your car in case you have to drive when there is a lot of ash in the air. Write down how to change the filters and keep it in your car.

Source: Krumpe A., White E., Virginia Leadership Education in Neurodevelopmental Disabilities. *Emergency Preparedness Tool Kit for People with Disabilities*, 2007. Retrieved November 2008 from www.vcu.edu/partnership/PDF/EmergencyPrepToolkit.pdf



Terrorist Attacks

Terrorists try to cause fear in people by using many types of weapons. They may use chemicals, nuclear weapons, or other explosives to hurt other people. The best way to stay safe from terrorism is to be aware of your surroundings.

To stay safe from terrorist attacks:

DO:

- ✓ **Do** pay attention to your surroundings. Look for things you may need in an emergency, like emergency exits, pay phones, fire alarms, and fire extinguishers.
- ✓ **Do** tell someone in charge – like a store manager, supervisor, firefighter, or police officer – if you see or hear something that makes you suspicious or feel worried.
- ✓ **Do** stay calm. If there is an emergency, do what authorities ask you to do in order to stay safe.

DO NOT:

- × **Do not** spread rumors. If you are told something about a terrorist attack, check the information with someone you trust.



Contagious Disease Emergencies

A contagious disease emergency (Pandemic Flu, Avian Flu, and Swine Flu) can make a lot of people sick. People may not feel well and may have to go to the hospital. If the disease is very serious, it sometimes can cause death.

If there is a contagious disease emergency, the State or County Department of Public Health will give you information and tell you how to stay healthy in reports in newspapers, on television and the radio.

If there is a contagious disease emergency:

DO:

- ✓ **Do** listen to your television or radio for information and instructions from authorities, like the State or County Department of Public Health.
- ✓ **Do** stay home unless you truly need to go out.
- ✓ **Do** wear latex gloves and a mask over your nose and mouth if you have to leave the house.
- ✓ **Do** wash your hands often.
- ✓ **Do** cover your mouth and nose with a tissue when sneezing or coughing.

- ✓ **Do** avoid touching your eyes, nose or mouth.
- ✓ **Do** avoid contact with those who are not feeling well.
- ✓ **Do** practice other good health habits – get plenty of sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious foods.
- ✓ **Do** seek medical attention from a doctor if you feel flu like symptoms (high temperature, vomiting, sneezing, coughing, body chills).

Personal Ability Self-Assessment

Tab 3



Personal Ability Self-Assessment

This part of the workbook is intended to help you review the things you may need help with during a disaster so you can plan accordingly. Decide what you will be able to do for yourself and what help you may need before, during, and after an emergency based on the environment after the emergency, your capabilities, and your limitations.

Make a list of your personal needs and your resources for meeting them during an emergency. Think about the questions on the next few pages and write down your answers or record them using a cassette tape recorder to share with your support people.

These answers should describe both your physical abilities right now and the help you will need during an emergency. Plan as if you are having a bad day because of your disability and need a lot of help.

This is not a test. It is for your personal use and is meant as a tool to help you, your support group and family have a clear understanding of your needs. If you don't know the answer or need help ask the people who know you and your needs best. Planning together will help everyone get on the same page.

When answering this section think of your needs as they relate to an emergency when there is no power, when there is an earthquake, or when there is a snow storm. These are the three most common situations for us in the city of Portland.

I: Daily Living

Personal Care

Do you need help with personal care, such as bathing and grooming?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Do you use adaptive equipment to help you get dressed?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Water Service

What will you do if water service is cut off for several days, or if you are unable to heat water?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Personal Care Equipment

Do you use a shower chair, tub transfer bench, or other similar equipment?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Adaptive Feeding Devices

Do you use special utensils that help you prepare or eat food independently?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Electric Equipment

How will you use equipment that runs on electricity – such as dialysis machines, electrical lifts, and power chairs – if there is a power outage?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

II: Getting Around

Disaster Debris

How will you clean up the debris in your home after an emergency?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Transportation

Do you need a specially equipped vehicle or accessible transportation??

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Errands

How will you get groceries, medications, and medical supplies if your support people are unable to reach you?

✓ My Abilities Today:

Help I May Need in an Emergency:

III: Evacuating

Building Evacuation

Do you need help to leave your home or office?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Building Exits

Are there other exits you can use if the elevator in your building is not working?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Getting Help

How will you call for the help you will need to leave the building?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Mobility Aids

What will you do if you can't find your mobility aids or equipment you need for your service animal?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Ramp Access

What will you do if the building ramps have been damaged and can't be used?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Service Animals and Pets

Will you be able to care for your animal during and after an emergency?

✓ **My Abilities Today:**

Help I May Need in an Emergency:

Emergency Support Group

Tab 4



Emergency Support Group

Pick at least three people to be your emergency contacts that will check on you during an emergency to be sure you're okay and provide help. It is important to select more than one person in case someone is not available when you need help.

People You May Want to Include in Your Personal Support Group:

- Family
- Friends
- People you work with
- Personal care attendant
- Neighbors
- Roommates
- People who go to your church, temple, or place of worship



Important things to discuss with your Personal Support Group:

- Pick and practice a communication method. Think about how you would communicate if your telephone was not working, if your electricity shuts off, or both.
- Give a set of your keys to someone you trust.

Show your support people where you keep your emergency supplies.

- Share copies of your escape plan, emergency documents, and health information card with your support people.
- Let your support people know when you will be out of town.
- Practice your emergency plans with your support people to make sure they are able to help you. Are they strong enough? Can they communicate clearly? Can they guide you safely?
- Place reminders on your calendar to check that your support people are still able to help you.

Source: Krumpe A., White E., Virginia Leadership Education in Neurodevelopmental Disabilities. *Emergency Preparedness Tool Kit for People with Disabilities*, 2007. Retrieved November 2008 from www.vcu.edu/partnership/PDF/EmergencyPrepToolkit.pdf

Emergency Contact Lists

Tab 5





NEIGHBOR CONTACT LIST

Updated ___/___/___

| Person | Address | Home Phone | Cell Phone | Work Phone | Email |
|--------|---------|------------|------------|------------|-------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |

Source: June Isaacson Kailes, Disability Consultant, Playa del Rey, California and the Center for Disability Issues and the Health Profession, Western University of Health Sciences, Pomona, CA www.cdihp.org

Your Name: _____

Date last updated: ___/___/___

Emergency Telephone List

EMERGENCY - DIAL 911

| Name | Number |
|-------------------|--------|
| Police Department | |
| Fire Department | |
| Other | |
| Other | |

FAMILY

| Name | Number |
|------|--------|
| | |
| | |
| | |
| | |
| | |

FRIENDS / CO-WORKERS

| Name | Number |
|------|--------|
| | |
| | |
| | |
| | |
| | |

DOCTORS

| Name | Number |
|------|--------|
| | |
| | |
| | |
| | |
| | |

OTHERS

| Name | Number |
|------|--------|
| | |
| | |
| | |
| | |

Your Name: _____

Date last updated: ___/___/___

Emergency Information List

My Information

Name: _____

Birth date: _____

Social Security Number: _____

Address: _____

Home phone: _____

Cell phone: _____

Local Emergency Contact:

Name: _____

Address: _____

Home phone: _____

Cell phone: _____

Work phone: _____

Out of Town Emergency Contact:

Name: _____

Address: _____

Home phone: _____

Cell phone: _____

Work phone: _____

Support Group Members:

Support Group Member #1:

Name: _____

Home phone: _____

Cell phone: _____

Work phone: _____

Support Group Member #2:

Name: _____

Home phone: _____

Cell phone: _____

Work phone: _____

Support Group Member #3:

Name: _____

Home phone: _____

Cell phone: _____

Work phone: _____

Support Group Member #4:

Name: _____

Home phone: _____

Cell phone: _____

Work phone: _____

Your Name: _____

Date last updated: ___/___/___

How best to communicate with me:

Other Information:

Your Name: _____

Date last updated: ___/___/___

Medical Information List

Primary Physician: _____

Telephone: _____

Address: _____

Specialist #1 Name: _____

Telephone: _____

Address: _____

Specialist #2 Name: _____

Telephone: _____

Address: _____

Hospital affiliation: _____

Type of Health Insurance: _____

Policy Number: _____

Blood Type: _____

Allergies and sensitivities: _____

| Medication name: | Dosage and time taken: |
|------------------|------------------------|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Your Name: _____

Date last updated: ___/___/___

Specific Medical Conditions: _____

Physical Limitations: _____

Adaptive Equipment and vendors' phones: _____

Communication difficulties: _____

Cognitive difficulties: _____

Mental Health condition: _____

Other: _____

Emergency Information (ID) Cards

Your Name: _____

Your Address: _____

Home Phone: _____

Cell Phone: _____

Emergency Contact Name & Phone:

Diagnosis:

Medications: What it is for & dose

Medical technology / equipment
used: _____

Critical Contacts

Contact Name: _____

Contact Phone: _____

Other Info: _____

Doctor Name & Phone Number:

Hospital: _____

-----Cut Here-----

Emergency Information (ID) Cards

Your Name: _____

Your Address: _____

Home Phone: _____

Cell Phone: _____

Emergency Contact Name & Phone:

Diagnosis:

Medications: What it is for & dose

Medical technology / equipment
used: _____

Critical Contacts

Contact Name: _____

Contact Phone: _____

Other Info: _____

Doctor Name & Phone Number:

Hospital: _____

Emergency Papers

Tab 6



Emergency Papers

Think about the important papers you may need if you have to move to a new city or state. Add these to your emergency supply kit. Think about how you will store these papers. A waterproof binder or folder that can fit in a bag is a good way to keep them safe and dry. You may also want to make photocopies of all these papers and send them to a trusted friend or relative who lives in another part of the country. You could put the copies in a sealed envelope that is not to be opened unless there is an emergency. Another way to easily store copies of important documents is to use a scanner to make electronic copies onto a computer, a computer flash drive or CD. [Note: Some people like to have their family photographs converted to a computer format so that those special memories can be saved in an emergency, too.]

Emergency Papers Include:

- Social Security Card/Number
- Passport
- Map of Your Area (showing where your house is)
- List of Your Medical Equipment/Supply Needs
- Style/Serial Numbers of Medical Devices (e.g., pacemakers)
- Health History Information Card



- Legal Papers, like Wills/Deeds/Marriage Certificate/ Divorce Papers
- Bank Account Information (Including Name of Bank & Contact Information)
- Insurance Policy Numbers and Agent and Company Contact Numbers
- Inventory of Household Goods
- School Papers, like Diplomas
- Any Professional Certificates/ Licenses
- Military Discharge Papers
- Credit Card Account Numbers and contact information for the company



Adapted from the 'Emergency Preparedness Tool Kit for People with Disabilities' from the Occupation Therapy Department at VCU & Virginia Leadership Education in Neurodevelopmental Disabilities (Va-LEND) 2007.

Tips for Specific Disabilities

Tab 7



Tips for Specific Disabilities

Different people have different disabilities. You should think about things that you need and steps you may need to take related to your own disability.

Communication Disabilities

Communication Aids

Put paper, pencils or pens, and a written statement that describes how you can communicate what you need during an emergency in your emergency supply kit.

Emergency Health Information

Make sure your emergency health information card includes the best way for people to communicate with you.

Powering Your Communication

Find batteries or another way to make sure your communication aid can stay on for a long time in an emergency situation.

Speech-to-Speech (STS) Relay Service

STS is a form of telephone relay service that helps people with speech disabilities who have difficulty being understood on the phone.

Communications Assistants (CAs) have been especially trained to recognize many different speech patterns. The CAs act as interpreters for

people with Cerebral Palsy, Parkinson's disease, a laryngectomy, ALS, stuttering, muscular dystrophy, stroke, and other conditions affecting clarity of speech. This service can be used at no charge, at any time of day or night.

In an emergency, either the person with speech difficulty or a first responder can call that state's toll-free STS phone number. In Oregon, the number is 1-877-735-7525 (to find the toll-free number if you are in another state, look online at <http://www.fcc.gov/cib/dro/sts.html> to find the right number for that state). The Communications Assistant will call the other party and repeat the words exactly. If you are a person with a communication difficulty, it is a good idea to make up a card you can carry with you that says something like, **"People sometimes cannot understand my speech. Please use your phone to call the Speech-to-Speech relay service at 1-877-735-7525. Have the CA (operator) call my number: [insert your phone number]. She or he will help you understand what I am trying to tell you."**

The person with speech difficulty can make the call to the STS service and have the CA place a call to the first responder's cell phone if that feels more comfortable for him or her. In that case, the card that person carries should read something like, **"People sometimes cannot understand my speech. I will call the Speech-to-Speech relay service and ask the CA (operator) to call you. She or he will help you understand what I am trying to tell you. Please tell me your phone number."**



Checklist

- Find a way to talk to people during an emergency and practice it.
- Put communication aids in your emergency supply kit.
- Put batteries for your communication aids in your emergency supply kit.

Cognitive Disabilities

Practice

Practice what to do during and after an emergency.

Practice leaving places you spend your time until you feel confident you will know what to do if there is an emergency.

Emergency Plan

Write your emergency plan on a piece of paper. Keep it with you and at places you spend a lot of your time. Make sure it is easy to read and understand.

Think about the things you will need to do after an emergency and how you can do them.

Keep a list of things you need to do to help you remember them if an emergency happens.

Communication

Think about what a police officer or firefighter might need to know about you. Be prepared to say it, or write it down on paper and keep it with you.

Here are some examples:

- “I talk to people in a different way. I can point to pictures or key words, which you can find in my wallet or emergency supply kit.”
- “I may have a hard time understanding what you are telling me.
- Please speak slowly and use simple words.”
- “I forget easily. Please write down information for me.”



Checklist

- Think of ways to help you remember important things.
- Practice how to tell someone what you need.

Hearing Impairments

Batteries

Keep extra batteries in your emergency supply kit for the devices you use to help you hear.

Hearing Aids

Keep hearing aids in a place you can find them easily during an emergency.

Alarms

Put different kinds of alarms in places you spend a lot of time to help you see if an emergency is happening.

Communication

Think about how you will communicate with police officers and fire fighters. Have paper and pens or pencils with you.

Consider a headlamp and batteries in addition to a flashlight, so you have your hands available to communicate.

Think about writing down things you need to say on paper and keeping it with you. For example:

- “I speak American Sign Language (ASL) and need an ASL interpreter.”



Checklist

- Keep things you need to hear and extra batteries in a place you can find easily if an emergency happens.
- Put alarms around your house that let you see a flashing light if there is an emergency.
- Write down things you need to say to police officers and firefighters.

Visual Impairments

If you have some vision, put security lights in each room to light walking paths.

Store high-powered flashlights with wide beams and extra batteries where you can find them easily.

Make sure you have extra glasses or contact lenses. You may need to have other things to help you see during an emergency.

Service animals may not handle an emergency well. Make sure you have a way to keep your animal safe and keep other people safe from the animal. Be prepared to use another way to get around.

If you use a cane, keep extras at work, home, school, and volunteer sites to help you get around obstacles and hazards. Keep a spare cane in your emergency supply kit.



Checklist

- Plan what to do if you lose the hearing cues you usually use.
- Mark emergency supplies with large print, fluorescent tape, and/or Braille.
- Make sure the things you use to help you get around – like a cane – will be safe during an emergency.

Mobility Impairments

Keep your emergency supply kit in a backpack attached to your walker, wheelchair, or scooter.

Keep things that help you get around close to you.

Emergency Kit

- Keep gloves in your emergency kit to keep your hands clean if you have to travel over glass, dirt, or trash.
- Extra batteries to keep your mobility device working.
- Make sure you know how to fix a tire if one goes flat.
- Identify the easiest route to get around.

Escape Plan

Make sure furniture will not get in your way if you need to get out of your house quickly.

If you spend time in a building with an elevator and several floors, plan another way to get out of the building. Practice using the stairs to escape if you can.

If you can't use your wheelchair or the stairs, learn how to tell people how to lift and carry you safely.



Checklist

- Store the aids you need someplace you can reach easily.
- Put extra things you need in your emergency kit.
- Make sure you have a safe way to get out of your home and other buildings.

Mental Health Disorders

Think about what a police officer or firefighter may need to know about you. Be ready to say important information, or write it down and keep it with you.

Here are some examples:

- “I have a mental health disability and may become confused in an emergency. Please help me find a quiet place. I will be okay shortly.”
- “I have a panic disorder. If I panic, give me name of your medicine and how much you take located in my emergency supply kit.
- “I take name of your medicine and how much you take and my blood level needs to be checked.

Reactions

There are many ways you may react emotionally during an emergency.

You may:

- Be confused
- Have memory or thinking problems
- Feel anxious or panicky
- Cry or scream
- Feel that everybody is against you
- Have problems sleeping
- Shake or tremble
- Get angry easily
- Not want to be around people

- Feel depressed
- Not be able to sit still comfortably

Think about the reactions you may have. Plan how you will deal with your emotions.

Think about getting advice from your family, friends, or therapist.

You may need medical help or to go to the hospital. Write down the name and phone numbers of the people you would like your doctors to call if you need medical help.



Checklist

- Practice how to communicate your needs to other people.
- Think about the types of reactions you may have if an emergency happens. Plan ways to deal with your emotions.

Source: Krumpe A., White E., Virginia Leadership Education in Neurodevelopmental Disabilities. *Emergency Preparedness Tool Kit for People with Disabilities*, 2007. Retrieved November 2008 from [www.vcu.edu/partnership.PDF/Emergency PrepToolkit.pdf](http://www.vcu.edu/partnership.PDF/Emergency%20PrepToolkit.pdf).

Disability-Related Supplies and Special Equipment List

This is a list of some disability-related supplies you may use. Write down where you keep them and any information about them you may need during an emergency.

| Item | Location |
|---|----------|
|  <p>Glasses</p> | |
|  <p>Eating Utensils</p> | |
|  <p>Grooming Utensils</p> | |
|  <p>Dressing devices</p> | |
|  <p>Writing devices</p> | |
|  <p>Hearing devices</p> | |
|  <p>Oxygen & Flow rate</p> | |

| Item | Location |
|--|----------|
| <p>Suction equipment</p> | |
|  <p>Dialysis equipment</p> | |
|  <p>Sanitary supplies</p> | |
|  <p>Urinary supplies</p> | |
| <p>Ostomy supplies</p> | |
|  <p>Wheelchair (motorized or manual) and repair kit</p> | |
|  <p>Walker</p> | |
|  <p>Crutches</p> | |

| Item | Location |
|---|----------|
|  <p>Cane</p> | |
|  <p>Dentures</p> | |
|  <p>Monitors</p> | |
| <p>Anything else?</p> | |

Source: Adapted from Red Cross Disaster Preparedness for People with Disabilities. Accessed January 2009, from <http://www.prepare.org/disabilities/disability.pd>

Should I Stay or Should I Go?

Tab 8





Deciding to Stay or Go

The first important decision you need to make in an emergency is whether you should stay where you are or leave. Plan for both possibilities and, when an emergency arises, use your common sense and the information you have to make a decision.

Local authorities may not always be able to give information about what is happening and what you should do immediately. You should watch TV or listen to local radio news reports for information and instructions.

If you are told to leave your home or seek medical treatment, grab your emergency supply kit and leave immediately.

There may be times when it is safer to stay where you are than leaving. If you see debris in the air, or if local authorities say the air is contaminated, stay inside! If the air is contaminated, it's dangerous to breathe.

To Shelter in Place and Seal the Room:

- ✓ Bring your family and pets inside.
- ✓ Lock your doors and close windows, air vents, and fireplace dampers.
- ✓ Seal all the windows, doors, air vents and fireplace openings with plastic sheeting and duct tape. Think about measuring and cutting the sheeting ahead of time to save time during an emergency.
- ✓ Turn off fans, air conditioning, and forced air heating systems.
- ✓ Stay in a room at the center of your house that doesn't have many windows. Take your emergency supply kit with you unless you think it has been contaminated.
- ✓ Be prepared to use what you have on hand to create a barrier between yourself and anything that has been contaminated.
- ✓ Watch the news on television, listen to local radio news reports, or check the Internet often for official news and instructions from local authorities.



Emergency Supply Kit

Your emergency supply kit should include things you may need in an emergency situation away from home. Keep it someplace that is easy to remember and reach when you need it.

Think about the things you own that mean a lot to you – like a family photo album, or a jewelry box – and keep them where you can find them quickly in an emergency.

It is also a good idea to keep a “To Go” bag, a backpack or larger bag you can carry with you to hold your keys, cell phone, wallet, credit cards, a change of clothes, medications, medical supplies, food, water, money, check book, identification cards, flashlight, pet supplies. Remember to bring this bag with you if you have to leave your home quickly because of an emergency.

Emergency "To Go" Bag



Emergency Supplies to Gather Together

- The purse or bag you usually use



- Extra money, Keep the amounts small, like five or one dollar bills and quarters, dimes and nickels. (Remember that ATMs may not function during a power outage.)



- Bottled water and water purification tablets



- Food - store enough canned or dried food to last 3 to 5 days.



- First Aid supplies and fire extinguisher



- Can opener



- Paper towels



- Plastic bags for throwing away trash



- Toilet paper and feminine products



- Hand sanitizer or liquid soap



- Bleach and an eyedropper for making water drinkable
(see page 105 for instructions)



- Paper to write on and pens, pencils, crayons or wax pencils



- Cell phone. Save your emergency contacts' phone numbers under the name ICE (this stands for In Case of Emergency). Police officers or firefighters will know how to look for the number if you need help.



- Health Information Card



- Emergency papers, like vaccination records and insurance policy numbers



- Medicine and copies of your prescriptions. Make sure you have enough medicine to last at least 7 days.



- Flashlight that runs on batteries or can be wound



- Signaling device, like a whistle, bell, or beeper



- Small radio that runs on batteries or can be wound



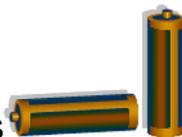
- Watch or clock that runs on batteries or can be wound



- Blanket



- Extra batteries



- Walking stick



- Cook stove with fuel



- Heavy gloves



- Duct tape



- Cloth tape to wrap your feet under your socks to prevent blisters

- A full change of clothing



- Extra socks



- Comfortable shoes



- Special equipment specific to your needs, like extra contact lenses or glasses, communication devices, laptop computers, hearing aids and batteries, or mobility aids



- Sun block with SPF

- Lip balm with SPF

What other items do you think you'll need?

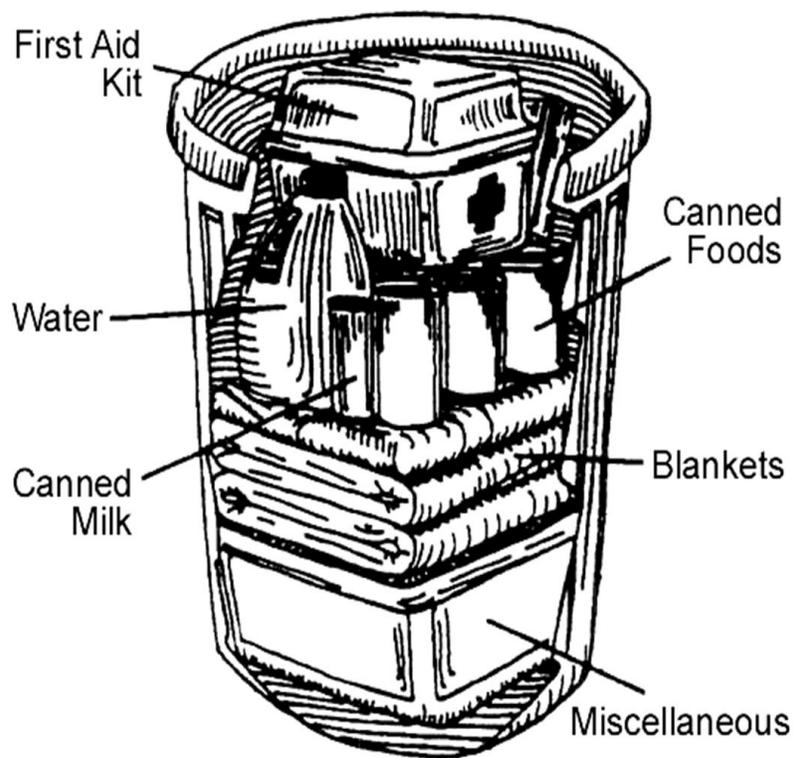
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Source: Adapted from the 'Emergency Preparedness Tool Kit for People with Disabilities' from the Occupation Therapy Department at VCU & Virginia Leadership Education in Neurodevelopmental Disabilities (Va-LEND) 2007.

Storing Emergency Supplies

- Make sure the supplies you put in your emergency supply kits work well and won't break easily.
- Choose a safe place for your emergency supply kits. Spaces that are cool in temperature and dark, like a closet or an accessible place in your garage, are good options.
- If you live in an apartment or don't have a lot of space, get creative! Put your emergency supply kits under your bed or stairs.
- Layer supplies in your 72-hour emergency supply kit in a large container, like a plastic garbage can on wheels. Look at the picture on the next page:
 - Put toothbrushes, soap, eating and cooking utensils, and personal supplies into a box and place it at the bottom of the container.
 - Next, put in blankets and clothing.
 - Put water, food, and your first aid kit on top so you can reach them easily.
- If you're a camper or backpacker, you already have a head start. You can use the tent, stove, and other gear you use for fun as part of your emergency supplies.

72-Hour Emergency Supply Kit



Storing Water

- Store enough water so that everyone in your family will have enough to drink for at least 3 days. Here are some things to consider when storing water:
 - Each person in your family will need about one gallon of water every day to drink, wash, and cook with.
 - Your pets need water too! Store extra water for your pet to drink.
 - Put reminders on your calendar to replace the water in your emergency supply kits every six months. Even water tastes funny if you don't drink it soon enough!
- In some emergencies, you may need to take water from your hot water heater. Remember to turn off the gas or electricity to the tank before you take any water. Water from your hot water heater is not safe to drink or use for cooking or cleaning unless you bring it to a rolling boil and let it cool. To make water clean enough that it's safe to drink, you can boil the water, use water purification tablets or filter systems, or add a few drops of household bleach to it.
- Adding bleach to your water can be tricky. Look at the ingredients on the bottle of bleach. Make sure it contains 5.25% hypochlorite in it.
- The Federal Emergency Management Agency (FEMA) suggests adding 16 drops of bleach to a gallon of contaminated water to make it safe to drink. Use the eyedropper in your emergency kit to measure the 16 drops of bleach.





Storing Food

Canned foods can be stored easily and last a long time. Choose items like ready-to-eat canned meats, fruits, and vegetables that you and your family enjoy. Put reminders on your calendar to check your food supplies to make sure they are fresh. If you replace foods about three weeks or a month before their expiration date, you can still eat them before they go bad so that they don't go to waste.

Buy canned or dried juice mixes, powdered or canned milk, cereals and rice. Choose foods that are “high energy”, like peanut butter, jelly, crackers, unsalted nuts, and trail mix.



Make sure your food is stored at the right temperature. Some foods spoil if they are not stored the right way, and you may get sick if you eat them.



Remember to rotate your food. Most food comes with an expiration date on it. Eating food after that date can make you sick, so put a reminder on your calendar to check your foods every 6 months so you're sure they are safe to eat. Eat the food that is going to expire soon and buy new food for your emergency supply kit.



Don't forget your pets! Store canned or dried pet food and an extra collar and leash, in addition to your pet's emergency supply kit. Pets are usually not allowed in emergency shelters, so you may have to take them to a pet-friendly shelter while you go to an emergency shelter for people (if there is a pet-friendly shelter available). Your pets will need their emergency supply kits! Usually, it is not safe to leave your pet at home if you need to evacuate the area – you should try to plan ahead and leave early for a pet-friendly safer location away from the disaster. If you must leave your pet at home, leave them with additional food, water, and current identification tags.



Remember to pack a can opener, cooking and eating utensils, and some basic food seasonings in your emergency supply kit.



Source: PDXPrepared (2007). How to prepare a 72-hour Kit. Accessed January 2009, from <http://www.pdxprepared.net/72hour.php.net>.



What Foods to Include

Pick foods that you and your family enjoy.

It is very important that you choose foods that you and your family like to eat. Think about choosing foods you and your family enjoy but don't get to eat very often.

Choose foods that are easy to make or ready to eat.

When you use the food in your emergency kit, you may have been evacuated from your home, so you won't have your usual cooking supplies. You may have to stay in a Red Cross Shelter, campground, or in your car while you drive to a safe place. Pick foods that are easy to make or do not need to be cooked.



Don't spend a lot of money.

Foods that don't need to be cooked can be expensive. Make a budget for the food you buy for your emergency supply kits and only buy what foods you will be able to use in an emergency.

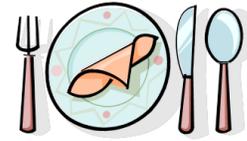
Examples of Foods to Pack



Here's a list of foods that you may want to add to your emergency supply kit:

- Beef jerky, dried beef, or beef sticks
- Corned beef or roast beef hash
- Applesauce cups or other fruit cups
- Breadsticks
- Cookies
- Canned or powdered milk and cereal snack packs
- Fruit rolls or fun fruits
- Raisins
- Peanuts
- Unrefrigerated pudding cups
- Granola bars or power bars
- Juice boxes
- Suckers, lollipops, or hard candy
- Trail mix
- Saltine crackers or oyster crackers
- Soup for One
- Cheese and crackers
- Power Bars
- Hot cocoa or iced tea mix

Example Menu: Day 1



Breakfast

- Cereal
- Powdered milk
- Fruit cup
- Box of orange juice

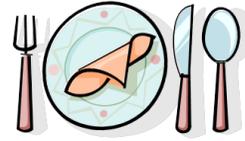
Lunch

- Cup of soup
- Saltine crackers
- Box of orange juice
- Pudding cup

Dinner

- Corned beef hash
- Applesauce
- Box of grape juice
- Granola bar

Example Menu: Day 2



Breakfast

- Instant oatmeal
- Fruit roll
- Box of apple juice
- Hot cocoa

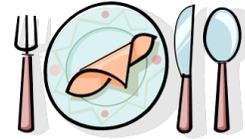
Lunch

- Beef jerky
- Peanuts
- Applesauce
- Box of grape juice

Dinner

- Chili with beans
- Saltine crackers
- Box of orange juice
- Unrefrigerated pudding cup

Example Menu: Day 3



Breakfast

- Granola bar
- Granola
- Box of grapefruit juice
- Iced tea

Lunch

- Box of orange juice
- Cheese and crackers
- Fruit cup
- Granola

Dinner

- Beef stew
- Breadsticks
- Box of orange juice
- Fruit cup

Source: University of California – Berkley. 72-hour kits. Accessed January 2009 at <http://www-suares.stanford.edu/72hour-kit.html>.

Prepare Your Service Animals & Pets



Tab 9



Prepare Your Service Animals and Pets



The Americans with Disabilities Act (ADA) defines a service animal as a dog [and in some cases, a miniature horse] that is individually trained to do work or perform tasks for a person with a disability. Service animals are different than pets. They can go into public places where pets are usually not allowed.

In an emergency, a service animal must be allowed to come inside a shelter, clinic, or any other facility related to the emergency with their owners. A service animal can be made to leave only if it threatens the health or safety of other people, or bothers people with bad behavior, like barking.

We have included two publications from the federal Department of Justice about service animals in this section. Keep in mind that your state laws may offer additional protections for yourself and your service animal, in all situations (not just emergency preparedness). Look on your state website for these additional laws.

If you have pets, your state website is also a good place to find out if there are additional ways to protect your pet in a disaster. Some states have pet-friendly emergency shelters during certain types of disasters.

Things to Consider

- Buy stickers or make a sign to put on your doors and windows to show the types of animals you have and where they may be in your house.
- Make sure your service animals and pets have current licenses and ID tags.
- Your telephone number and your out-of-town contact person's phone number should be on the tags.
- Become friends with other animal owners in your neighborhood so someone can help your animals if you are not home.
- Plan who will care for your pet if you have to leave your home in an emergency and can't bring it with you. Call your local Office on Emergency Management for information, and/or check with your veterinarian.
- If you have a pet in a carrier, you have a greater chance of having emergency shelter personnel allow the pet into the shelter. Don't forget to include your pet's emergency supply kit (next page) – shelters may not have the supplies needed to care for your pet.
- If you use a service animal, realize that he or she may be affected by the disaster, too – and not able to work as well. Practice your emergency plans using other assistance and/or cues.

An Emergency Supply Kit for your Service Animal or Pet

In an emergency, your service animal or pet will need supplies too! Here are some supplies to think about:

- A bowl for water.



- A seven-day supply of food and can opener.



- Two-week supply of water in plastic gallon jugs.



- A blanket or newspaper to sleep on.



- Plastic bags and paper towels for disposing of waste.



- Rubber gloves for you to use when disposing of waste.



- Neosporin ointment for minor wounds, bandages, and whatever other first aid supplies your veterinarian may recommend to keep your animal healthy.



A favorite toy.

An extra collar and leash, a muzzle (in case of injury or unusual behavior) .



Medicine(s) your animal needs.

Pet/Animal shampoo and brush.

A carrier that has your contact information on it.
Make sure you have one for each animal.



Boots and perhaps coat in case the animal needs to walk and there is much dangerous debris on the ground.

Source: The American National Red Cross. Prepare.org. 2006

Source: National Organization on Disability. *Disaster Readiness Tips for Owners of Pets and Service Animals*. 2007

Service Animal and Pet Identification

Take a photo of your service animal or pet beside an object that will show its size (like a dining room chair or a kitchen stove). Take a picture of the face and then a picture showing the animal from the side. On the back of the picture, write:

1. The animal's name and owner contact information
2. The current date
3. If the animal has an identification chip implanted, note that.
4. The animal's birth date & current weight
5. Your vet's name, address and contact info
6. What shots your animal has had & when
7. What medications the animal takes, if any, & the dosages
8. What food the animal normally eats
9. Any allergies the animal might have
10. What you DON'T let your animal have in the way of food/toys/treats
11. Any quirks your animal has that first responders need to know about (e.g., is afraid of thunder & might try to run away; is frightened by big dogs and may get aggressive, etc.)
12. What kinds of things calm the animal (classical music playing on a transistor radio? A ticking clock?).

Laminate the picture(s) with the information with laminating paper or clear contact paper and put the picture **inside** the carrier. Mark your calendar to update the picture as the animal's looks change over time.

Source: The American National Red Cross. Prepare.org. 2006

Source: National Organization on Disability. *Disaster Readiness Tips for Owners of Pets and Service Animals* 2007.

Commonly Asked Questions About Service Animals in Places of Business

[Note: This document was last updated in 2008. A document updated in 2010, with new regulations and information, is also provided in this section.]

1. Q: What are the laws that apply to my business?

A: Under the Americans with Disabilities Act (ADA), privately owned businesses that serve the public, such as restaurants, hotels, retail stores, taxicabs, theaters, concert halls, and sports facilities, are prohibited from discriminating against individuals with disabilities. The ADA requires these businesses to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed.

2. Q: What is a service animal?

A: The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Guide dogs are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service

animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.
- A service animal is not a pet.

3. Q: How can I tell if an animal is really a service animal and not just a pet?

A: Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. However, an individual who is going to a restaurant or theater is not likely to be carrying documentation of his or her medical condition or disability. Therefore, such documentation generally may not be required as a condition for providing service to an individual accompanied by a service animal. Although a number of states have programs to certify service animals, you may not insist on proof of state certification before permitting the service animal to accompany the person with a disability.

4. Q: What must I do when an individual with a service animal comes to my business?

A: The service animal must be permitted to accompany the individual with a disability to all areas of the facility where customers are normally allowed to go. An individual with a service animal may not be segregated from other customers.

5. Q: I have always had a clearly posted "no pets" policy at my establishment. Do I still have to allow service animals in?

A: Yes. A service animal is not a pet. The ADA requires you to modify your "no pets" policy to allow the use of a service animal by a person with a disability. This does not mean you must abandon your "no pets" policy altogether but simply that you must make an exception to your general rule for service animals.

6. Q: My county health department has told me that only a guide dog has to be admitted. If I follow those regulations, am I violating the ADA?

A: Yes, if you refuse to admit any other type of service animal on the basis of local health department regulations or other state or local laws. The ADA provides greater protection for individuals with disabilities and so it takes priority over the local or state laws or regulations.

7. Q: Can I charge maintenance or cleaning fee for customers who bring service animals into my business?

A: No. Neither a deposit nor a surcharge may be imposed on an individual with a disability as a condition to allowing a service animal to accompany the individual with a disability, even if deposits are routinely required for pets. However, a public accommodation may charge its customers with disabilities if a service animal causes damage so long as it is the regular practice of the entity to charge non-disabled customers for the same types of damages. For example, a hotel can charge a guest with a disability for the cost of repairing or cleaning furniture damaged by a service animal if it is the hotel's policy to charge when guests without disabilities cause such damage.

8. Q: I operate a private taxicab and I don't want animals in my taxi; they smell, shed hair, and sometimes have "accidents." Am I violating the ADA if I refuse to pick up someone with a service animal?

A: Yes. Taxicab companies may not refuse to provide services to individuals with disabilities. Private taxicab companies are also prohibited from charging higher fares or fees for transporting individuals with disabilities and their service animals than they charge to other persons for the same or equivalent service.

9. Q: Am I responsible for the animal while the person with a disability is in my business?

A: No. The care or supervision of a service animal is solely the responsibility of his or her owner. You are not required to provide care or food or a special location for the animal.

10. Q: What if a service animal barks or growls at other people or otherwise acts out of control?

A: You may exclude any animal, including a service animal, from your facility when that animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. You may not make assumptions, however, about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

Although a public accommodation may exclude any service animal that is out of control, it should give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises.

11. Q: Can I exclude an animal that doesn't really seem dangerous but is disruptive to my business?

A: There may be a few circumstances when a public accommodation is not required to accommodate a service animal--that is, when doing so would result in a fundamental alteration to the nature of the business. Generally, this is not likely to occur in restaurants, hotels, retail stores, theaters,

concert halls, and sport facilities. But when it does, for example, when a dog barks during a movie, the animal can be excluded.

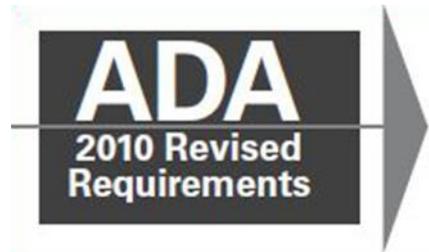
If you have further questions about service animals or other requirements of the ADA, you may call the U.S. Department of Justice's toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TDD).

Reproduction of this document is encouraged. Last updated January 14, 2008.

U.S. Department of Justice

Civil Rights Division

Disability Rights Section



Service Animals [2010 Revised Requirements]

[Note: A previous document (updated in 2008) that provides more information about service animals and the places they are allowed is also in this *Ready Now!* book. See the previous few pages in this section for that document.]

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Overview

This publication provides guidance on the term “service animal” and the service animal provisions in the Department’s new regulations.

Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.

A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.

Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

How “Service Animal” Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the State attorney general's office.

Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal's presence may compromise a sterile environment.

Service Animals Must Be Under Control

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the

dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a

business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.

Staff are not required to provide care or food for a service animal.

Miniature Horses

In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable.

The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

For more information about the ADA, please visit our website or call our toll-free number.

ADA Website

www.ADA.gov

ADA Information Line

800-514-0301 (Voice) and 800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time) to speak with an ADA Specialist. All calls are confidential.

For persons with disabilities, this publication is available in alternate formats.

Duplication of this document is encouraged. July 2011.

Source: U.S. Department of Justice, Civil Rights Division, Disability Rights Section. *Service Animals*. Available at:

http://www.ada.gov/service_animals_2010.htm. Accessed December 16, 2013.

Emergency Evacuation Plans



Tab 10



Emergency Evacuation Plans



In some emergency situations, you may decide to leave your home or you may be ordered to leave. Keep in mind that your usual ways of support and assistance may not be available to you for some time during and after an evacuation. Prepare yourself based on the capabilities and limitations you believe you will have in an emergency situation.

Evacuation

If you smell gas, see smoke or fire, or fear for your safety for other reasons, immediately evacuate everyone in your home. Once you are in a safe location, call 9-1-1 and report what happened.

If local authorities tell you to evacuate, follow their instructions. Use the evacuation routes they give you, and carpool if possible. Follow these steps if you are told to leave your home:

- Decide where you will go beforehand, if you can.**

Think about at least three places you could go, like a friend or family member's house, a hotel, or a motel outside the area you live. Sometimes public emergency shelters do not provide all the help you may need.



- Call for transportation if you need help.**



Plan more than one way to leave your home and be ready to leave early. Think about how you will call for transportation help if the phones and electricity are not working. In some areas, local government agencies provide transportation for people who need help during an emergency. Ask your local Emergency Management Office or fire department if transportation services are available for people with disabilities where you live.

Grab your emergency supply kit.

Make sure you take your emergency supply kit that it contains your medicine and important documents. Put items that are important to you in the supply kit, or someplace safe.



and

Know what equipment you need.

Decide what type of equipment you need to help you. can't use the stairs, talk to your emergency support people about how you can leave your building in an emergency.



If you



Take care of your pets.



Unlike service animals, pets may not be allowed into emergency shelters. Contact your local Red Cross chapter, Humane Society or your veterinarian for more information about where you can take your pet while you are at a shelter.



Turn off the electricity.

Except for the refrigerator or freezer, all your electricity should be turned off at the main box.



Call your personal support group.

It's important that you call the people in your personal support group to let them know you are safe and where you are going. If you plan to leave the area or the state, you may know a telephone number where you will be able to be reached. Give them that number.



Advocate for yourself.

Practice how to quickly explain how to guide or move you and your adaptive equipment safely and rapidly. Be ready to give brief, clear, and specific instructions to rescue personnel, either verbally or in writing.



Practice your plan.

Practice, practice, practice! Identify any obstacles you may experience. Get your personal support group involved. Ask them to practice how to help you. Practice on different days of the week, and at different times of the day. Evacuating when it is daylight is not the same as evacuating at night when you may not be able to see landmarks that usually guide you.

Practice using more than one evacuation route, since some routes may be blocked by the disaster.

Review and revise your plan.

Review and revise your plan often or as your condition changes or your area is changed (such as when new streets are opened or old streets closed). Make sure that if you change your support group people, they practice with you and know your plan.



Adapted from the 'Emergency Preparedness Tool Kit for People with Disabilities' from the Occupation Therapy Department at VCU & Virginia Leadership Education in Neurodevelopmental Disabilities (Va-LEND) 2007.

Emergency Shelters



Review and revise your plan often or as your condition changes or your area is changed (such as when new streets are opened or old streets closed). Make sure that if you change your support group people, they practice with you and know your plan.

You can find out what shelter to go to by listening to your local radio news broadcast, watching the television news, or by calling or texting your local Red Cross office. If it is not safe to stay where you are and you don't have another safe place to go, get to a chosen emergency shelter and stay there until the emergency is over. Remember to:

- Take your emergency supply kit with you to the shelter.
- Tell your emergency support group where you are going.

At first, emergency shelters may not be able to give you basic supplies. Consider bringing extra items you may need, like a blanket, pillow, air mattress, towel, washcloth, food, and supplies for children and babies.

Usually, only service animals are allowed in emergency shelters. If you can't make other plans for your pets, Animal Care and Control staff at the emergency shelter may be able to help you find a safe place for your pet. Remember to take your pet's emergency supply kit with him or her!

Summary Checklist



Tab 1



Summary Checklist for Personal Emergency Preparedness

Write the date you finish each part of your emergency preparedness plan in the space provided. Update your checklist regularly.

1. Make an emergency information list. Include:

- Medical and emergency contact information
- Emergency out-of-town contacts
- Names and phone numbers of everyone in your network
- Name and number of a relative or friend who lives more than 100 miles away

Date Completed: _____

2. Write down the best way to communicate with you on a card or piece of paper that you can always carry with you if you have communication difficulties.

Date Completed: _____

3. Fill out a medical information list. Include:

- Medical providers
- Medications you use
- Adaptive equipment and system support equipment you use
- Allergies and sensitivities
- Communication or cognitive difficulties

Date Completed: _____

4. Attach copies of health insurance cards and related information to your medical information list.

Date Completed: _____

5. Keep enough of your medications to last 7 days at all times. Fill your prescriptions at the earliest date possible. Remember: prescriptions for non-narcotic medicines can be used only one year after they are written, and narcotic prescriptions can be used for only 6 months. Put reminders on your calendar to check your medications and prescriptions monthly.

Date Completed: _____

6. Have extra copies of your prescriptions.

Date Completed: _____

7. Talk with your doctor or pharmacist about what you should do if you do not have enough medicine during an emergency. Find out how long your medication is usable and what temperature to keep it at.

Date Completed: _____

8. Determine how often you should replace medication. Put reminders on your calendar.

Date Completed: _____

9. Identify safe places to go during a/an:

- Earthquake
- Tornado
- Hurricane
- Flood
- Fire
- Tsunami
- Terrorist attack

Date Completed: _____

10. Install at least one smoke detector on each level of your home and near the rooms you sleep in.

Date Completed: _____

11. Find utility cutoff valves and switches. Learn how to use them.

Date Completed: _____

12. Identify as many exits as possible from each room in your home and the buildings you spend your time in.

Date Completed: _____

13. Make a floor plan of your home that includes your main escape routes to keep posted on the refrigerator or other easy place to see.

Date Completed: _____

14. Practice leaving your building from different exits, especially if you are in a building with many stories.

Date Completed: _____

15. Decide what type of equipment you will need for help during an evacuation.

Date Completed: _____

16. Be ready to give brief, clear, specific instructions and directions to rescue personnel.

Date Completed: _____

17. If you do not drive, talk with your support people about how you will leave the area if authorities tell you to leave.

Date Completed: _____

18. Ask your local Emergency Management Office if transportation services are available for people with your disability during an emergency evacuation. Find out how to get the service.

Date Completed: _____

19. Learn all about the emergency evacuation plan for your office, school, and any other location where you spend a lot of time.

Date Completed: _____

20. Choose a place to stay if you can't go home.

Date Completed: _____

21. Have a care plan for your pet and/or service animal.

Date Completed: _____

Source: American Red Cross (2007). *Disaster Preparedness Information*.
Retrieved November 2008 from <http://www.prepare.org/index.htm>

Resources



Tab 12

Helpful Resources

Visit these websites to learn more about emergency preparedness:

American Red Cross Disaster Services for People with Disabilities

Phone 202-303-5000

<http://www.hhs.gov/od/documents/disabilityAmericanRedCross.pdf>

American Red Cross: General Disaster Campaign

<http://www.prepare.org/index.htm>

Department of Homeland Security's Ready Campaign

http://www.ready.gov/america/_downloads/disabilities_508.pdf

Department of Homeland Security

Phone: 202-282-8000

<http://www.dhs.gov/index.shtm>

FEMA: Tips for Individuals with Specific Needs

Phone: 1-800-480-2520

<http://www.fema.gov/plan/prepare/specialplans.shtm>

Ready.gov

<http://www.ready.gov/>

If you do not have a computer, look for these resources in your local library. You can call the local offices of the organizations if there is a number for them in your phone book, or you can call the national office at:

American Red Cross: 202-203-5000

Department of Homeland Security: 202-282-8000

Federal Emergency Management Agency: 1-800-480-2520

Learn How and When to Turn Off Utilities



If there is damage to your home or local authorities tell you to turn off your utilities, there are important things to keep in mind:

- ✓ Know where the electric, gas, and water shut off valves are located.
- ✓ Keep the tools you'll need near the shut off valves for easy access.
- ✓ It's a good idea to teach your family members how to turn off the utilities.
- ✓ If you turn the gas off, a professional must turn it back on. Don't try to do it yourself!

Even if you live in an apartment, it is possible that the manager or landlord does not live on the property or is not able to turn off utilities. You may need to do it or you may need to be able to tell someone else how to do it. It is a good idea to hold an emergency planning meeting with your manager and all the residents in your building or complex.

Source: Ready.Gov. Deciding to Stay or Go. Information adapted from <http://www.ready.gov/america/makeaplan/stayingput.html> Accessed January 9, 2009.

Source: Information adapted from the City of San Francisco Department of Emergency Management <http://www.72hours.org/utilities.html>

Things to Know about Your Utilities in an Emergency

Gas

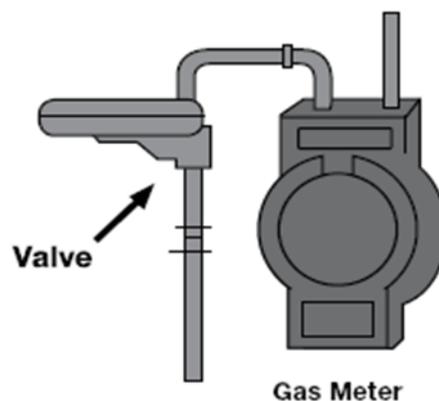
If you smell or hear gas, see a broken pipeline, or think you have a leak:

- Shut off the main valve.
- Open all the windows and doors.
- Do not turn on electrical switches or appliances.
- **Do not light a match or candle – it could cause an explosion.**

Here's how to turn off your gas:

1. First, find the main valve. It's usually on the outside of large buildings and inside a closet in many homes. If the shut-off valve is inside a landlord's apartment, find out what to do if he/she is not home or cannot get home.

Your main valve may look like this:



2. After you find the valve, turn it slightly. You'll know the gas is off when the lever is in a straight line from left to right on the pipe.



The gas is on if the lever is straight from top to bottom.



The gas is off when the lever is straight from left to right.

- Keep a wrench or another tool you can use to help you turn the lever.
- Remember: You must not turn the gas back on yourself.** Call your gas company to ask them to do it.

The name of my gas company is: _____

My gas company's phone number is: _____



Water

Water leaks can cause damage to your home and electrocution. Here are some general rules for handling water leaks:

- Shut off your water after an earthquake or explosion.

Here's how to turn off your water:

1. The water shut off valve is usually in the basement, garage, or where the water line comes into your house. You will see a pipe coming out of the ground with a valve on it that looks like a wheel.
2. Turn the wheel clockwise to shut off the water.

The name of my water company is: _____

My water company's phone number is: _____



Electricity

You can be electrocuted and killed if you touch live electrical wires or anything that has been touched by live electrical wires. Shut off the electricity when:

- The insides of electrical devices burn when you plug them in.
- There is a fire or water leak.
- You smell the insulation in your house burning.
- The area around switches and plugs is hot when you touch it.
- The area around switches and plugs is black.
- The power goes out and you smell something burning.

The name of my electric company is: _____

My electric company's phone number is: _____

Sewer Service



Damage to sewer lines can affect the way you deal with human waste. When sewer lines aren't working, you will not be able to flush the toilet. If you think your sewer line is damaged, don't flush the toilet! Turn off the water at the main valve, and call your sewer company.

Here are some things you can do to keep clean if the sewer line is damaged:

- If there is no water in the toilet bowl but your sewer lines still work, pour 3 to 5 gallons of water into the toilet bowl so you can flush it.
- If there is no water in the toilet bowl and the sewer lines are broken, line your toilet bowl with double garbage bags to collect waste. After you use the toilet, add a small amount of bleach to the bowl. Then, seal the garbage bag and put it into a container with a lid that fits tightly. Keep the container away from people.
- If your toilet can't be used at all, line a bucket that has a tight fitting lid and line it with garbage bags. Remember to add a small amount of bleach and keep the bucket away from people and animals.

The name of my sewer company is: _____

My sewer company's phone number is: _____

How to Make a Home Inventory



If your home was damaged by fire or a burglar made off with your valuables, would you remember the details of your possessions? If asked, could you recall your TV's screen size and brand name? How about your camera or video camera? Do you remember when and where you bought these items and how much they cost?

If your belongings are stolen or destroyed, your insurance company will ask you to provide a record of them. Without an inventory, important details are sure to escape you. Add the trauma and stress a major loss can cause, and inevitably, you'll forget items. Save yourself time, money and frustration by planning ahead and completing a personal property inventory.

How an Inventory Can Help You

If a disaster strikes, a personal property inventory will help you:

- Provide your insurance company with a complete list of your household goods and personal belongings so you're sure to receive compensation for everything your policy covers.
- Promptly file a complete claim that can be settled quickly and accurately.
- Confirm that you have adequate coverage for your belongings.

- Determine which items were stolen and identify recovered property after a burglary.
- Provide a record of serial and model numbers for easy identification of your items.
- Provide a receipt from the original place of purchase.
- Verify any parts of your loss that you may write off on your federal income taxes.

A Complete Inventory Contains:

- A listing of all your items with pertinent facts
- Receipts for your most valuable objects
- A videotape or photographs of your home and contents
- Current appraisals

It's Easy to Get Started

Prepare your inventory by hand or on a computer. Several software packages are available just for this purpose, or design your own form with a spreadsheet program. Keep in mind, a computerized inventory is easy to update and store.

If you design your own form, include columns for the name and description of each item, the quantity, model and serial number, purchase date, where

you bought it, original cost and estimated current value. You may want to add a column to indicate if you have a receipt or photo of the article.

Cover One Room at a Time

One way to complete your inventory is to tackle a different room of your home each week until everything's listed. Record your high-valued items, such as jewelry, silverware, special collections, antiques, paintings and artwork.

Then list furniture, carpeting, electronics like TVs, stereo equipment and computers. Remember clothing, draperies, wall hangings, rugs, CDs, tapes, pots and pans, linens, tools, lamps and appliances that weren't included in the purchase of your home.

Open drawers, cupboards and closets, and record what's inside. Open toolboxes, china cabinets and storage bins and include their contents.

Use a Camera or Video Camera

Supplement your inventory with photos or a videotape of your belongings. These will provide further proof of ownership and add detail to your written descriptions. They also help document each item's condition and size. Videotape or take wide-angle photos of entire rooms, which will help show the magnitude of a loss. If you use a video camera, you can record audio descriptions and make special comments. Take individual, close-up shots of expensive items and group shots of lower-value items. Zoom in on labels and special features, like signatures on artwork or serial numbers on

appliances and electronics. Be sure to date each photo or use the date imprint function on your video camera.

When you inventory outdoor items, include bicycles, sporting goods, yard equipment and any other articles kept outside. While you're outside, it's also a good idea to photograph each side of your home's exterior. Include your carport and other structures like a storage shed. Capture rare trees or shrubs and unusual landscaping. These things aren't considered personal property, but it will be helpful to have a record of their appearance in case of a loss.

After You've Completed Your Inventory

Once you've completed your inventory, copy everything, including lists, appraisals, receipts, videotapes, disks and computer printouts, and have an extra set of photos developed. Store one inventory packet off premises. A safe deposit box is the most secure location, or ask a friend or relative to keep a copy.

Be sure to update your inventory packet every four to six months. In the meantime, save receipts for any new items you'll need to add. If you make a major purchase, update your inventory as soon as possible. And remember to delete items you no longer have.

Community Involvement Vital Part of Emergency Preparedness

What you can do??

Sign up for Public Alerts

<http://www.publicalerts.org/signup>

A joint City of Portland and Multnomah County community emergency notification system is able to send phone, text/SMS and email alerts to addresses within Multnomah County. Emergency responders use the system to notify residents and businesses affected during an emergency. Their alerts often suggest safety actions such as staying inside or evacuating. The system is preprogrammed with local landline phone numbers from phone company records. To receive messages by email, text, cell phone or Voice over Internet Protocol (VoIP), residents must register relevant contact information at www.PublicAlerts.org.

The notification system is just one of several tools used by emergency responders to alert the public. It is not activated in all situations. Emergency information is also provided through broadcast and print media, social media, the PublicAlerts.org website and the Emergency Alert System (EAS) on TV and radio.

Sign up for Additional Needs Registry

What Is The Additional Needs Registry?

The Additional Needs Registry is a voluntary program for those persons in Portland and Multnomah County who may need specific disability-related assistance and/or accommodations in the event of a major disaster. Signing up for the registry is done through the website PublicAlerts.org.

Specific accommodations and assistance needs may include communicating through alternative means, requiring specialized para-transit services, life sustaining medications or equipment, etc.

Enrollees should still take appropriate measures to become as self-prepared as necessary, given their particular personal situations. Enrollees are not prioritized for first consideration or evacuation.

Who should register?

Everyone in Portland and Multnomah County should register to receive notifications at PublicAlerts.org. You should fill out the Additional Needs Registry section if you have difficulty with one or more of the following activities: getting around inside your home; getting in or out of bed or a chair; bathing; dressing;

eating; seeing; hearing; speaking; thinking; understanding; lifting/carrying; using stairs; and walking.

How do I register?

If you have access to a computer you can sign up at <https://www.publicalerts.org/signup/> You will be prompted to fill in your contact information. After you complete the first section you will be asked about having additional needs in a disaster. Check the box and you will be taken to the Additional Needs Registry. If you do not have access to a computer or need assistance in filling out the application, please call the Multnomah County Helpline at (503) 988-3646. Staff will take your information over the phone to set you up in the system.

What happens with my information?

Your information will only be used for emergency and disaster-related efforts. Emergency management officials use the information to ensure plans reflect the needs and demographics of the community.

Some information is entered into the 9-1-1 system to assist emergency responders. It is essential your information is kept up-to-date. Volunteers will call you on a yearly basis to confirm your information is accurate.

Volunteer for your Neighborhood Emergency Team (NET)

Volunteer for your Neighborhood Emergency Team (NET). Whatever your background and physical abilities may be, the Neighborhood Emergency Team in your neighborhood needs you! The basic training will give you the skills to work with your neighbors to save lives and property during the first 72 hours of any citywide emergency. The skills you'll learn in the free NET training will also help you manage emergencies that you may encounter in daily life.
<http://www.pdxprepared.net/>

If you are a person with a disability and would like to volunteer as a member of your Neighborhood Emergency Team (NET), contact (503) 823-4421 at the Portland Office of Emergency Management (POEM). Tell him that you are a person with a disability and you would like to attend the next NET training.

Neighborhood Emergency Team

You and your neighbors will be the first people to respond in a major disaster. Professional rescuers will have to focus first on the most dangerous situations where the most people can be helped. That means neighborhoods will be on their own for a significant amount of time, perhaps days. Past disaster statistics show that fully 80% of all rescues are performed by untrained citizens. The NET program aims

to prepare all communities with the skills needed to be safe and effective when disaster strikes.

Staging Areas

These areas designated by NET as a relatively safe place to go after a catastrophic event such as an earthquake. NETs have committed to convening at these staging areas after a disaster to initiate search and rescue operations, medical treatment and volunteer coordination.

<http://www.pdxprepared.net/maps/stagingareas.php>

BEECNs

BEECNs (pronounced “beacons”) are places to go for emergency assistance and information during a post-earthquake communications blackout. BEECNs are intended for use when phones and email aren’t working and when residents in dire need of help are unable to remain safe at home. Workers at BEECN sites will use radios to relay calls for help to first responders.

BEECNs are located throughout the Portland neighborhoods. Here is a link to a map showing where you can find them.

[www.portlandoregon.gov/pbem/
article/424349](http://www.portlandoregon.gov/pbem/article/424349)

Emergency Preparedness Tool Kit For People with Disabilities