

## Be Informed

- Find out what your community is doing to prepare for an emergency.
- Become trained as a volunteer in programs such as the Medical Reserve Corps ([www.mnresponds.org](http://www.mnresponds.org)), the American Red Cross ([www.redcross.org](http://www.redcross.org)), or Community Emergency Response Team (CERT) ([www.citizencorps.gov](http://www.citizencorps.gov)).

## Meeting the Needs of the People You Serve

Determine the special needs of people in your organization to help prepare (see *Section 4: At-Risk and Vulnerable Populations* on pg. 89). Encourage others to help those who cannot fully prepare by making extra emergency kits for a neighbor or an entire group of people.

## Emotional Care

In emergency preparedness, one of the major objectives is to allow people to take control and function in an emergency. Emotional care is a part of the process of taking control. Emotional care provides the survivor with the opportunity to share their emotions without judgment, understanding that they are being looked after and given attention and respectful assistance in helping survivors understand what occurred and the subsequent recovery. The role of community-based organizations will be to provide emotional care to disaster victims and emergency workers coping with the stress of an emergency also do not neglect the emotional needs of your staff and volunteers. See the *PowerPoint Presentation, "Psychological First-Aid"* on pg. 71 for more information about how you can assist your clients and staff with emotional care during an emergency.

According to the U.S. Department of Health and Human Services:

- No one who sees or is part of an emergency is untouched by it.
- Survivors respond to active, genuine interest, a listening ear, and help with immediate problem-solving.
- Interventions by professionals, staff and volunteers need to be appropriate to the phase of the emergency.
- Immediate needs and reactions of the disaster survivor have been found to be consistent including:
  - A concern for basic survival.
  - Grief over loss of loved ones and loss of valued and meaningful possessions.
  - Fear and anxiety about personal safety and the safety of loved ones.
  - Sleep disturbances, often including nightmares and imagery from the emergency.
  - A need to talk about events and feelings associated with the emergency, often repeatedly.

Your organization can study and discuss the issues of emotional care prior to an emergency occurring. Volunteers can be taught to recognize the signs and symptoms of stress disorders immediately following an emergency and in the long term. Create a list of mental health resources to expedite care to those who need professional attention.

Organizational volunteers provide hope to those who are suffering by listening and caring for survivors. Survivors respond when volunteers offer eye contact while listening and a calm presence. Volunteers can be taught the following listening and communication techniques:

- Allow silence
- Attend nonverbally
- Paraphrase
- Reflect feelings
- Allow expression of emotions even when they are negative

- Validate their search for meaning

### **Ethical Issues**

Two ethical issues should be addressed with volunteers who will be providing emotional and spiritual care:

- **Confidentiality** – Information between survivor and volunteer must be held in confidence unless the survivor gives permission to the volunteer to share information with others.
- **Proselytizing** – Refrain from all forms of proselytizing which means attempting to convert people to another opinion.

In general, an ethical emergency response would strive as much as possible to assure that:

- No one person or group is made to bear a disproportionate share of the harm.
- Personnel in socially vital roles are given priority to resources that allow them to fulfill these roles.
- Individual holistic needs, including psychological, social and spiritual needs are being met.
- Community-based organization staff members are valued resources in leading their individual organizations in ethical discussions. Topics that would be pertinent to discuss include:
  - a. Community-based principles for ethical decision making.
  - b. Determining the “essential services” the organization offers that can be postponed or canceled.
  - c. Organizational care for the special needs clients of the organization.
  - d. Loss and grief.



Tool: PowerPoint Presentation, "Are You Ready? Personal and Family Emergency Preparedness"

## Are You Ready? Personal and Family Emergency Preparedness



Adapted from University of Minnesota MERET & Hennepin County by  
Bloomington Public Health

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## Natural Disasters In Our Area



- Tornadoes
- Winter Storms
- Power Outage
- Floods
- Fires
- Infectious Disease

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## A Personal Approach to Preparing for Disasters

This Workshop is About YOU!

- Beginning to prepare is tough, but essential
- Your preparations will be specific to your needs
- There is no right or wrong way: it is personal
- Your preparedness will also help others that depend on you to be prepared:
  - Your family, community, employer, volunteer organization

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## Intentional Man-Made Disasters



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## A Case For Preparing



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## Preparing Makes Sense

- During an emergency, help may not be available immediately
- Community preparedness starts with individuals
- Preparing reduces anxiety



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## 1. Have a Communication Plan



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## Know the Emergency Plan for your children's schools



- Schools have emergency communication plans
- Know school emergency plans and phone numbers
- Identify how school will communicate quickly in a large scale disaster

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## Communication May Be Interrupted



- Land lines may be physically down
- Cell phone lines may be overwhelmed
- Power outage may cause problems for cordless telephones or cell phones

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## Family Emergency Communication Plan: How Do We Reach Each Other Quickly?

- Complete an **Emergency Contact Card** for each family member
- Have out-of-town contact and phone #'s
- Keep card in wallet, purse, backpack, etc.

NAME (PRINT)	
ADDRESS (PRINT)	CITY (PRINT)
STATE (PRINT)	
EMERGENCY CONTACT CARD	
PHONE	
MOBILE NUMBER	
HOME PHONE	

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## Pre-identify Back-up Plans

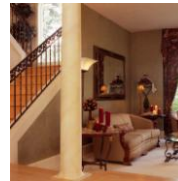
Identify a contact person living out of area



Identify a meeting site for family

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## 2. Prepare to Stay Safe at Home



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## Create a Stock of Emergency Supplies at Home



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## Know Home Safety Practices

- What to do in a power outage
- Utility and water shut off
- Smoke and carbon monoxide detector
- How to dial 911
- Learn first-aid and CPR
- Use of fire extinguisher



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## Emergency Supplies for Home

- Essentials to survive at home for 2 weeks
- Supplies to care for an ill family member
- Supplies to care for a family member with special needs (infants, chronic illness, etc)
- Assume few or no resources available



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## Be prepared to “Shelter-in-Place”

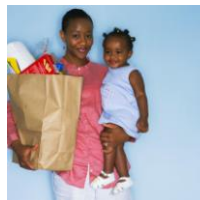
- Term used by emergency planners
- Can occur following release of biological or infectious disease
- Instruction to shelter-in-place will come from emergency or public health officials
- Usually occurs over a few hours or a day

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## Emergency Supplies for Home

- Purchase “one extra” philosophy
- Stockpile philosophy

*There is more than one right way to do it!*



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## 3. Prepare to Stay Healthy



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## Health Issues During an Emergency

- Hospitals may be overwhelmed
- Emergency response services (911) may be delayed or unavailable
- Have health supplies on hand
- Practice good health habits to minimize spread of illness
- Prepare for family members needing care at home



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## Prevent Spread at Home

### Respiratory Etiquette:

- Cough and sneeze into your sleeve or fabric
- If you use tissues- dispose of after each use
- Keep hands away from eyes, nose, and mouth



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## Have a First-Aid Kit

- First-aid manual
- Adhesive bandages
- Sterile dressings
- Roller gauze
- Adhesive tape
- Fever reducing medication
- Anti-diarrhea medication
- Antiseptic
- Disposable gloves
- Cold pack
- Scissors
- Tweezers
- CPR breathing barrier
- Emergency blanket



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## Prepare to Care for Ill Family Members

- Have a thermometer
- Have fever reducing medications
- Ensure you have liquids on hand for fever and dehydration
- Learn fever reduction and dehydration prevention techniques
- Watch for information from the health department in times of community illness
- Have family physician and after hours phone numbers readily available

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## Prevent Spread at Home

### Hand Hygiene:

- Wash hands frequently
- Wash vigorously for 15-20 seconds
- Use warm water and soap
- Rinse and dry thoroughly
- Use alcohol-based hand rubs if hands are not visibly soiled



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## 4. Have an Evacuation Plan



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## Reasons to Evacuate

- Hazardous spill or release
- Fire
- Explosion
- Flood
- Other weather related risk



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## Go Kit: Supplies for 3 Days

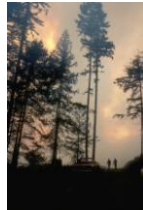
- Radio and flashlight
- Extra batteries
- Small first-aid kit
- Medications
- Keys/cash/coins
- Important documents
- Contact phone numbers
- Water (1 gallon/person/day)
- Can opener
- Change of clothes/shoes
- Blanket/sleeping bag
- Tools/special needs
- Personal hygiene supplies
- Sanitation supplies



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## Family Evacuation Plan

- Select meeting sites
- Know school evacuation plan
- Make arrangements for pets or take them with you
- Make a family drill plan



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## Include Documents In Go Kit

- Make sure these items are in waterproof container:
  - Personal identification
  - Emergency contacts with phone numbers
  - Cash & coins
  - Credit/ATM cards
  - Extra set of house & car keys
  - Maps of the area
  - Copies of important documents

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## 5. Prepare a Go Kit

- Personal, specific and essential supplies for families for 3 days away from home
- Include supplies for pets
- Portable container, tub or backpack
- Ready at all times for immediate evacuation



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## Create a Car Kit

- A Car Kit should remain in your vehicle at all times for emergencies on the road
- Keep your gas tank at least half full



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## Know your Evacuation Procedure

- Take emergency Go Kit
- Lock your home
- Turn off utilities if time permits
- Post a note and/or initiate emergency communication plan
- Go to designated family meeting site

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## Volunteer, Get Trained

- Organizations can sign up to help in a disaster
- Minnesota Responds Medical Reserve Corps Volunteer (MRC)
  - [www.mnresponds.org](http://www.mnresponds.org)
- Join a Community Emergency Response Team (CERT)
- Take classes & workshops:
  - Red Cross
  - Public Health



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Make a plan to develop your plan.



## Questions?

\*[Insert Local Public Health Office of Emergency Preparedness Contact information here]\*

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## Stay Informed

Know where to go to get emergency information:

- Radio: WCCO 830 AM
- TV: All major local channels
- Local cable stations
- City & Emergency Preparedness Websites

For limited English speakers:

- Watch Minnesota public television channel 17
- Call ECHO phone line #1-888-883-8831 (10 languages) [www.echominnesota.org](http://www.echominnesota.org)

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### *Tool: Planning Guide for Individual and Family Readiness*

Disasters can happen unexpectedly. They may force you to evacuate your neighborhood or confine you to your home. You may be without basic services such as gas, electricity, water, or telephone for an unknown period of time. By preparing ahead of time, you can remain calm and safe. Discuss the types of events that are most likely to happen in your area. Think about different ways to respond to a natural disaster, terrorist event, or major public health emergency (like Pandemic Flu). Your family plan should address the following:

- Escape routes
- Family communications
- Utility shut-off and safety
- Insurance and vital records
- Special needs
- Caring for pets/animals
- Pandemic flu outbreak
- Safety skills
- Additional resources

#### **Escape Routes**

Know how to safely get out of your home in an emergency. Make sure children understand how to get out safely. Establish a place to meet in the event of an emergency – one near your home and one outside of your immediate area.

#### **Family Communications**

Think about how you will communicate with your family in different situations. Your family may not be together when disaster strikes, so plan how you will contact one another. Complete a contact card for each family member and keep these cards on you at all times in a wallet, backpack, or purse. Ask an out-of-state friend or family member to be your “family contact.” All family members can call this person with their location so your family can be reunited quickly.

#### **Utility Shut-off and Safety**

You may be instructed to shut off utility service at your home. Keep necessary tools near shut-off valves. Label valves with tags for easy identification. When turning off electricity, always shut off all the individual circuits before shutting off the main circuit breaker. If you turn off your gas for any reason, a qualified professional must turn it back on. NEVER attempt to turn the gas back on yourself.

#### **Insurance and Vital Records**

If you do not have them already, obtain property, health, and life insurance policies. Review your existing policies to ensure what you have in place will cover you and your family for all possible hazards. Make a record of your personal belongings. To help record your possessions, you can download a guidebook entitled, *Household and Personal Property Inventory Book* from the University of Illinois at [www.aces.uiuc.edu/vista/abstracts/ahouseinv.html](http://www.aces.uiuc.edu/vista/abstracts/ahouseinv.html).

Make copies of important documents (i.e. insurance policies, deeds, property records, bank information) and store them in your emergency kit. Also file important documents in a safe place away from your home (like a safety deposit box).

### **Special Needs**

If you or someone close to you has a disability or special need (diapers, medication, etc), you may have to take additional steps in your planning process. Consider the day to day life and needs of this person or yourself – what would be needed to ensure their comfort and survival in the event of an emergency? Examples include hearing device batteries and back up, non-motorized wheelchairs, games or books for children, access to non-English speaking resources, medications for chronically ill, dietary supplements, etc. If you or someone close to you has special needs, consider registering with your local government's fire or emergency services department for assistance. Create a network of neighbors, friends, co-workers, and family who will assist during an emergency. Be open about your needs when enlisting their help. Keep specialized items ready.

### **Care for Pets/Animals**

Animals, just like humans, are affected by disasters. You must plan for their needs during an emergency as well. Gather pet supplies, ensure your pet has proper ID, up-to-date vet records (keep copies of these in your emergency kit), and have a pet carrier and leash prepared. Know that with the exception of service animals, pets are not typically permitted in emergency shelters as they may affect the health and safety of other occupants. If you have larger animals (horses, pigs, cattle, sheep, goats) on your property be sure to plan in advance. Ensure all animals have some form of identification. Evacuate the animals if necessary and possible. Ensure that cars/trailers are available as well as a place to go that has food, water, and shelter for your animals.

### **Pandemic Flu Outbreak**

Pandemic Flu is a really unique emergency situation. Sickness spreads quickly, people get very sick, and it can be very dangerous. Social disruption may be widespread with schools closing, faith entities not meeting, and closing of areas where people meet. Being able to work may be difficult or impossible because of childcare issues or family illness. Schools and daycare may be closed for extended period of times. Transportation services may be disrupted or even suspended causing many to lose the ability to travel to work, medical appointments, or even the grocery store. Everyone will need advice and help at work and at home due to illness, absenteeism from work, and children being out of school. Think about these things and make a plan, talk to your children's school, talk to your employer and make a "Flu Friend" to help you in case you get sick. For more information, visit [www.flu.gov](http://www.flu.gov).

### **Safety Skills**

Be sure everyone knows where the fire extinguisher is kept and how to use it. Also, it is a good idea that your family knows some basic first-aid and CPR. There are first-aid and CPR classes offered by local American Red Cross chapters and hospitals/clinics. Consider installing an AED in your facility and training your staff to use it.

### **Additional Resources:**

- Emergency and Community Health Outreach (ECHO): [www.echominnesota.org](http://www.echominnesota.org)
- Minnesota Department of Health: [www.health.state.mn.us/oeep](http://www.health.state.mn.us/oeep)
- Centers for Disease Control and Prevention (CDC): [www.bt.cdc.gov](http://www.bt.cdc.gov)
- Federal Emergency Management Agency: [www.fema.gov/areyouready](http://www.fema.gov/areyouready)

### Family Members

Home Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone(s): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Medical Needs: \_\_\_\_\_

Employer: \_\_\_\_\_

Name: \_\_\_\_\_ Phone(s): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Medical Needs: \_\_\_\_\_

Employer: \_\_\_\_\_

Name: \_\_\_\_\_ Phone(s): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Medical Needs: \_\_\_\_\_

Employer: \_\_\_\_\_

Name: \_\_\_\_\_ Phone(s): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Medical Needs: \_\_\_\_\_

Employer: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Closest Hospital Name: \_\_\_\_\_

Address: \_\_\_\_\_

Nurse Line Phone Number: \_\_\_\_\_

Neighbors Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Neighbors Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Neighbors Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Neighbors Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## Escape Routes

Options	Where to Meet
Near Home	
Outside of Immediate Area	
Outside of Neighborhood (in case you are separated) <i>Note: Find out where schools and worksites evacuate</i>	

Family Communications
Local Family Contact Name & Relationship: _____ Address: _____ Phone (s): _____
Out of State Family Contact Name & Relationship: _____ Address: _____ Phones: _____
Nearest Relative Name: _____ Address: _____ Phone(s): _____

Utility Shut-off and Safety
Electric Company Name & Phone:
Gas Company Name & Phone:
Water Company Name & Phone:
Telephone Company Name & Phone: