READY NOW!

Emergency Preparedness Tool Kit

For People with Disabilities

Oregon Office on Disability & Health (OODH)
Oregon Institute of Disability & Development (OIDD)
Center on Community Accessibility (CCA)
Oregon Health & Science University (OHSU)

Grant funded by the Centers for Disease Control and Prevention
Grant # GCDRC0164

OREGON HEALTH & SCIENCE UNIVERSITY
OHSU

Acknowledgments

Information included in the Emergency Preparedness Tool Kit has been adapted from invaluable resources and publications developed by national and regional organizations and institutions. We extend our gratitude to: The American National Red Cross, American Red Cross Disaster Services for People with Disabilities and General Disaster Services; Department of Homeland Security's Ready Campaign; Federal Emergency Management Agency (FEMA); PDX Prepared; Delta Society; National Organization on Disability; June Isaacson Kailes and the Center for Disability Issues and the Health Profession at Western University of Health Sciences, Pomona, CA; Independent Living Resource Center, San Francisco; City of San Francisco Department of Emergency Management; University of California, Berkley; and the Emergency Preparedness Tool Kit for People with Disabilities (2007) developed by the Occupation Therapy Department at Virginia Commonwealth University and the Virginia Leadership Education in Neurodevelopmental Disabilities (Va-LEND), Tony Cahill, PhD and the University of New Mexico Center for Development and Disability; Women with Disabilities Health Equity Coalition.

Special thanks to the following Oregon Office on Disability & Health staff for their input in developing the Emergency Preparedness Tool Kit: Danielle Bailey, MPH, Denise Spielman, BA, and edited by Lisa Voltolina, BA. Workshop participants continue to supply practical and helpful feedback on the Tool Kit and accompanying handouts.

This particular version of the ReadyNow Toolkit has been adpated by Independent Living Resources, Cathy Blahut MSW and partnershiop with the Oregon Office on Disabilty & Health . The materials are specifc for the City of Portland, Disability Specific Disaster Self-Preparedness Grant.

The Emergency Preparedness project was made possible by a grant from the Centers for Disease Control and Prevention (Grant # GCDRC0164B) via the Oregon Institute on Disability and Development.

The Center on Community Accessibility is a program of the Oregon Institute on Disability & Development and includes the Oregon Office on Disability & Health, collaboration between OHSU and the Oregon Department of Human Services, Health Services Division.

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For additional copies or to order alternative formats of the training guide, please contact:

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Why an Emergency Preparedness Tool Kit?

"Emergency preparedness" is a term used to describe a plan to prepare you in case of an emergency. Regardless of your gender, race, or disability, planning for emergencies such as hurricanes, tornadoes, fires, or terrorist attacks is an important part of being responsible. People with disabilities may have special needs to consider in an emergency. If you have a disability, it may require extra planning to handle an emergency.

This tool kit is a guide to help you prepare for an emergency. The tools and checklists in this handbook can be used as a step-by-step guide to making an emergency plan.

Making an emergency plan and putting together your emergency tool kit is a big job. Your plan may include family, friends, neighbors, and organizations that can support you and help you make decisions. Your tool kit does not have to be perfect, but it is important to plan ahead.

Because everyone's situation is different, not all subjects of emergency preparedness are covered in this guide. Think about your personal needs and plan ahead for what you will need to stay safe in an emergency.

Remember: Some plan is better than no plan. You can do it!

Community Involvement
Vital Part of Emergency Preparedness

What ŏl·y ̆ ̀ē2ɖz do??

Sign up for Volunteer Emergency Registry

The Voluntary Emergency Registry (VER) is a cooperative effort of the City of Portland and Multnomah County to identify and assist people who may need extra help during an emergency.

VER is a list of persons who would need help evacuating their home during an emergency or would be unable to evacuate without special assistance or notification from emergency response personnel. The registry also includes people who would be unable to remain at home,without assistance, following a disaster.

Information in this list will be provided to the Portland Office of Emergency Management (POEM), Bureau of Emergency Communications (911) and other emergency response personnel from the City of Portland, Gresham and Multnomah County, depending on which type of registration you choose.

The two registration types include:

- **ALL EMERGENCIES –** Information will be released whenever there is an emergency at that your address.

- **DISASTER ONLY –** Information will only be released if a disaster is declared by authorized City, County, or State officials

To fill out an application online, go to:
http://multnomah.or.networkofcare.org/aging/erf.aspx

A paper application and/or assistance filling out the application is available by calling (503) 823-2036.

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 William Warren at (503) 823-4421 with 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

North Portland

FMA 22 Primary Staging Area
St. Johns Community Center
8427 N. Central

FMA 26 Staging Area
U of P Soccer Field
N. Willamette and Hodge

NET 8 Arbor Lodge staging area
Arbor Lodge Park
N. Dekum and Delaware

FMA 24 Staging Area
Empty lot at Killingsworth & Interstate
N. Killingsworth & Interstate

FMA 24 Staging Area
Jefferson HS Football Field
Killingsworth at Kerby

Northeast

FMA 14 Staging Area
Woodlawn Park
NE 13th and Dekum

FMA 14 Secondary Staging Area
Woodlawn Methodist Church
1425 NE Dekum

FMA 28 Primary Staging Area
Trinity Lutheran Church
NE 55th and Killingsworth

FMA 28 Earthquake Staging Area
Grace Presbyterian Church
NE 60th and Prescott

NET 43 Staging Area
Sacramento School Playground
117th and Sacramento

NET 43 Secondary Staging Area
Knott Park
11550 NE Knott St.

FMA 13 Staging Area
Irvington Elementary
NE 12th and Breeze

FMZ 9/Laurelhurst NET Primary Staging Area
All Saints Church
NE 39th and Glisan St.

Laurelhurst NET Secondary Staging Area
Laurelhurst School
840 NE 41St Ave.

Southeast

FMA 19 Staging Area
Montavilla Park
SE 82nd and Glisan

NET 7 Staging Area
Seventh Day Adventist Church
10501 SE Market St

Buckman Primary Staging Area
Col. Summers Park

Buckman Secondary Staging Area
Washington-Monroe HS
SE 14th and Stark St.

FMA 29 Staging Area
Baptist Church parking lot
SE 112th and Powell

FMZ 9 Secondary Staging Area
Central Christian Church
1844 SE 39th Ave.

Foster-Powell Primary Staging Area
Essex Park
SE 76th Ave. and Center St.

Foster-Powell Backup Staging Area
Kerns Park
SE 67th Ave. and Center St.

FMA 11 Staging Area
Lents Park
92nd and Holgate

NET 25 Woodstock Staging Area
Woodstock Park
SE Steele & 50th Ave.

NET 25 Brentwood-Darlington Staging Area
Brentwood Park near Cooper
Near 62nd and Cooper

FMA 20 Staging Area
Sellwood Park
SE 7th and Sellwood Blvd.

FMA 20 Staging Area
Sellwood Middle School parking lot
SE 16th Ave

Southwest

FMA 15 Primary Staging Area
SW Skyline and SW Burnside

FMA 15 Secondary Staging Area
East Sylvan School Soccer Field
1849 SW 58th Ave

FMA 5 Staging Area
Wilson HS Bleachers
1151 SW Vermont St.

FMA 18 Staging Area
Gabriel Park
SW 45th and Vermont

FMA 18 Staging Area
Multnomah Center
7688 SW Capitol Hwy

Markham NET staging area
Capitol Hill United Methodist Church
2401 SW Taylors Ferry Rd.

FMA 10 Staging Area
Empty Lot next to I-5 onramp
SW 20th and 21st at I-5

FMA 10 Staging Area
Behind St. Clare church
SW 19th at Spring Garden

FMA 18 Staging Area
West Hills Friends Church
7425 SW 52nd Ave.

FMA 18 Staging Area
Smith School
8935 SW 52nd Ave

FMA 18 Staging Area
West Portland United Methodist Church
4729 SW Taylor's Ferry Rd

FMA 18 Staging Area
Dickinson Park
SW 55th Ave & Alfred Ct

FMA 10 Staging Area
Stephenson Elementary
2627 SW Stephenson

Northwest

FMA 3 Primary Staging Area
Wallace Park
NW 25th and Raleigh

FMA 3 Secondary Staging Area
24-Hour Fitness parking lot
Corner of NW 13th and Johnson

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.

- ☐ Basic Steps …….....…….…….....Tab 1
- ☐ What Emergencies Might You Expect…..……...Tab 2
- ☐ Personal Ability Self Assessment……...….….Tab 3
- ☐ Emergency Support Group ……..……..……..Tab 4
- ☐ Emergency Contact List ……....Tab 5
  - ☐ Neighbor Contact List
  - ☐ Medical Information List
  - ☐ Emergency Information List
  - ☐ Emergency Telephone List
  - ☐ Emergency ID Cards
- ☐ Emergency Papers…….….....Tab 6
- ☐ Tips for Specific Disabilities……...……...…....Tab 7
  - ☐ Disability-Related Supplies and Equipment
- ☐ Should I Stay or Should I Go?……..…….....Tab 8
  - ☐ Things to Know About Your Utilities
  - ☐ Emergency To Go Bag
  - ☐ 72-hour Emergency Supply Kit
  - ☐ Storing Emergency Supplies & Food Items to Include
  - ☐ Emergency Supply Kit Check List
- ☐ Prepare Your Service Animals and Pets……..……..….....Tab 9
- ☐ Emergency Evacuation Plans……..…….…..…...Tab 10
- ☐ Summary Checklist …….....Tab 11
- ☐ Resources……..……..…Tab12

Basic Steps

Tab 1

BASIC STEPS TO EMERGENCY PREPAREDNESS

1. Know the **resources** and assistance your community has to offer and get involved

2. Know what kinds of **emergencies** could happen in your area and consider what your **neighborhood** might look like after one happens.

3. 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.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. Fill out a **summary checklist** to make sure that your emergency plan covers every problem you might have.

10. 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.

11. 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**
- **Fires**
- **Power Outages**
- **Contagious Disease Outbreaks**
- **Volcanic Eruptions**
- _____
- _____
- _____
- _____

EARTHQUAKE

If you are <u>indoors</u> when shaking starts:

DO:

- ✓ **Do** DROP, COVER, AND HOLD ON.
- ✓ **Do** lie on the floor against an inside wall and cover your head and neck with your arms.
- ✓ If you use a wheelchair, **do** lock the wheels and cover your head.
- ✓ **Do** avoid windows, hanging objects, mirrors, tall furniture, large appliances, and cabinets filled with heavy objects.
- ✓ If you are in bed, **do** stay where you are and 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 the structure during strong shaking.
- If you are in a building downtown, **do not** leave unless there is a fire or gas leak.
- **Do not** use elevators.

If you are <u>outdoors</u> when shaking starts:

DO:

- ✓ **Do** move to a clear area if you can walk there safely.
- ✓ **Do** avoid power lines, buildings, and trees.
- ✓ 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** check if the people around you are hurt and give them first aid if you can.
- ✓ **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.
- ✓ **Do** hang up phones that have fallen off the hook.
- ✓ **Do** look around your house for damage.

DO NOT:

- **Do not** move seriously injured persons unless they are in danger.
- **Do not** turn off the gas unless you smell a gas leak.

If you are trapped in debris:

DO:

✓ **Do** cover your nose and mouth.

✓ **Do** tap on a pipe or wall so that rescuers can hear where you are, or use a whistle or your radio if you have it with you.

DO NOT:

- **Do not** move around very much so you don't kick up dust.
- **Do not** shout unless that is your last resort.

STORM / FLOODING

If you are experiencing a storm or flood:

DO:

- ✓ **Do** listen to local radio or TV channels for emergency advisories and instructions.
- ✓ **Do** unplug electrical appliances and shut off electric circuits if authorities tell you to leave your home. If authorities tell you to, shut off gas service as well.
- ✓ If your car stalls during a flood, **do** get out of it immediately and leave it where it is.

DO NOT:

- **Do not** walk through water that has entered your basement or garage.
- **Do not** try to drive over a flooded road.
- **Do not** walk through moving water. If you need to 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 in contact with downed power lines.
- **Do not** allow children to play around high water, storm drains, or any flooded areas.

EXREME 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.

HOT WEATHER:

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 that has air conditioning – a shopping mall, theater, or church - for the hottest part of the day.

For more information about services for seniors and disabled including a list of air conditioned locations, transportation services, and 24-hour crisis intervention, call Multnomah County's Aging and Disability Services Helpline at 503-988-3646 or TTY at 503-988-3683, 503-823-4000 or call 211

DO:

COLD WEATHER:

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

During a cold weather event your local NET team can help, by bringing you food and supplies if you cannot get out of your home. You can access them by calling Aging and Disability Services Helpline at 503-988-3646 or TTY at 503-988-3683 or 503-823-4000 or call 211

FIRE

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

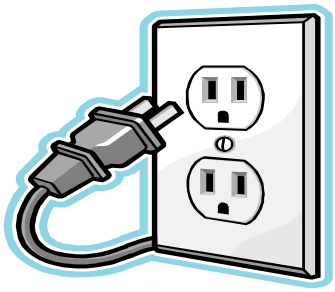
DO:

- ✓ **Do** stay calm and get out of the house or building.
- ✓ **Do** find another way out if you see smoke coming from 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 and fumes and crawl to a safe place.
- ✓ If your clothes catch on fire, **do** STOP where you are, DROP to the ground, and ROLL over and over to put out the flames.
- ✓ **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 the building, **do** stay near a window and close to the floor and signal for help.

DO NOT:

- **Do not** open doors that feel hot when you touch them with the back of your hand, or if you see smoke coming from under the door.
- **Do not** go back into the building until you are told it is safe.

POWER OUTAGE



If there is no power in your neighborhood:

DO:

- ✓ **Do** turn off and unplug appliances and computers.
- ✓ **Do** leave one light on so you will know when the power works again.
- ✓ If a traffic signal is not working **do** stop at the intersection as if there were a stop sign.
- ✓ 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 because they can cause fires.
- **Do** not use a gas stove for heating or use generators inside your house or garage.

CONTAGIOUS DISEASE EMERGENCIES

A contagious disease emergency (Swine Flu –H1N1, Avian Flu, and Pandemic Flu) can make a lot of people sick. People may not feel well or have to go to the hospital. If the disease is very serious, it sometimes can cause death. If there is a contagious disease emergency in Oregon, the State or County Department of Public Health will give you information and tell you how to stay healthy.

DO:

- ✓ **Do** listen to your TV or radio for information and instructions from authorities.
- ✓ **Do** stay home unless you truly need to go out.
- ✓ **Do** wear latex gloves or sterile non latex and a mask over your nose and mouth if you have to leave the house.
- ✓ **Do** cough in your arm and not on your hands
- ✓ **Do** wash your hands often
- ✓ **Do** avoid touching your eyes, nose or mouth
- ✓ **Do** Get Vaccinated

- ✓ **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** see medical attention from a doctor if you feel flu like symptoms (high temperature, vomiting, sneezing, coughing, body chills)

VOLCANIC ERUPTION

A volcano is a mountain that opens downward to a reservoir of molten rock below the surface of the earth. When pressure from gases within the molten rock becomes too great, an eruption occurs. Eruptions can be quiet or explosive. There may be lava flows, flattened landscapes, poisonous gases, and flying rock and ash.

DO:

- ✓ Do follow evacuation orders, listen to a battery-powered radio or television for the latest emergency information
- ✓ Do be aware of mud flows. Mudflows can move faster than you can walk or run. Look upstream before crossing a bridge, and do not cross the bridge if a mudflow is approaching.
- ✓ Do, avoid contact with any amount of ash if you have respiratory problems
- ✓ Do wear long-sleeved shirts and long pants.
- ✓ Do use goggles and wear eyeglasses instead of contact lenses.
- ✓ Do use a dust mask or hold a damp cloth over your face to help with breathing.
- ✓ Do stay away from areas downwind from the volcano to avoid volcanic ash.
- ✓ Do stay indoors until the ash has settled unless there is a danger of the roof collapsing.
- ✓ Do close doors, windows, and all ventilation in the house (chimney vents, furnaces, air conditioners, fans, and other vents.
- ✓ Do clear heavy ash from flat or low-pitched roofs and rain gutters.

DO NOT:

- Do not run car or truck engines. Driving can stir up volcanic ash that can clog engines, damage moving parts, and stall vehicles.
- Do not drive in heavy ash fall unless required. If you have to drive, keep speed down to 35 MPH or slower.

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

Personal Ability Self Test

Tab 3

Personal Ability Self Assessment

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.

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 help you. It is important to choose more than one person in case someone is not available when you need help.

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

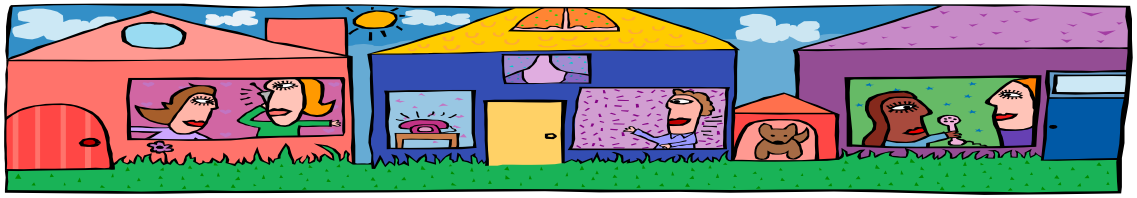
- Pick and practice a way to communicate. Think about how you would get in touch with each other if your telephone was not working, if your electricity shuts off, or both.
- Give a set of your keys to someone you trust.

- Show your personal support group where you keep your emergency supplies.
- Share copies of your escape plan, emergency documents, and health information card with your personal support group.
- Let your personal support group know when you will be out of town. It may be a good idea to leave a telephone number where you can be reached.
- Practice your emergency plans with your personal support group to make sure they are able to help you. Ask yourself these questions: Is each person strong enough? Can they all communicate clearly? Can they all guide you safely?
- Write reminders on your calendar to ask your personal support group if they 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

CONTACT LIST – Updated _____/_____/_____					
Person	Address	Phone Numbers			Email
		Home	Cell	Work	
1.					
2.					
3.					
4.					
5.					
6.					
7.					

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.prg

Emergency Telephone List

EMERGENCY - DIAL 911	
Name	**Number**
Police Department	
Fire Department	
Other	
FAMILY	
Name	**Number**
FRIENDS / CO-WORKERS	
Name	**Number**
DOCTORS	
Name	**Number**
OTHERS	
Name	**Number**

Emergency Information List

Name:	**Birth date:**
Social Security Number:	
Address:	
Home Phone Number:	**Cell Phone Number:**
Local emergency contact person:	**Emergency contact person's numbers:**
	Home:
	Cell:
	Work:
Support Group Members:	**Support Group Member's contact numbers:**
1.	**Home:** **Cell:** **Work:**
2.	**Home:** **Cell:** **Work:**
3.	**Home:** **Cell:** **Work:**
4.	**Home:** **Cell:** **Work**

Out-of-town contact:	**Out-of-town contact's numbers:**
Out-of-town contact name:	**Home:**
	Cell:
	Work:
How best to communicate with me:	
Other Information:	

Medical Information List

Primary Physician:	**Telephone:**
Address:	
Specialist:	**Telephone**
Address:	
Specialist:	**Telephone:**
Address:	
Hospital affiliation:	
Type of Health Insurance:	**Policy Number:**
Blood Type:	**Allergies and sensitivities:**
Medications and dosage being taken:	
1.	**Dosage:**
2.	**Dosage:**
3.	**Dosage:**
4.	**Dosage:**
5.	**Dosage:**

Specific Medical Conditions:
Physical Limitations:
Adaptive Equipment and vendors' phones:
Communication difficulties:
Cognitive difficulties:
Mental Health condition:
Other:

Emergency Information	Diagnosis
Name:_____ Address_____ _____ Home Phone:_____ Cell Phone:_____ Emergency Contact (Name & Ph. Number) _____ _____ _____ _____ _____	_____ _____ Medications – What it is for & dose _____ _____ _____ _____ Medical technology /equipment used: _____ _____
CRITICAL CONTACTS	
Name_____ Phone_____ Other Info_____ _____	Doctor – Name & Phone Number _____ _____ Hospital:_____

Emergency Information	Diagnosis
Name:_____ Address:_____ _____ Home Phone:_____ Cell Phone:_____ Emergency Contact (Name & Ph. Number) _____ _____ _____ _____ _____	_____ _____ Medications – What it is for & dose _____ _____ _____ _____ Medical technology /equipment used: _____ _____
CRITICAL CONTACTS	
Name_____ 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 w here 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 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)

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 kind 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.
- 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.

Disability-Related Supplies and Special Equipment

Put a check in the box next to the items you use. Write down where you keep them and any information about them you may need during an emergency.

☐ **Glasses**

_____

_____

☐ **Eating utensils**

_____

_____

☐ **Grooming utensils**

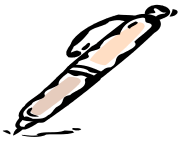
_____

_____

☐ **Dressing devices**

_____

_____



☐ **Writing devices**

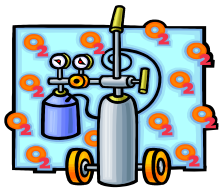
_____

_____

☐ **Hearing devices**

_____

_____



☐ **Oxygen/ Flow rate**

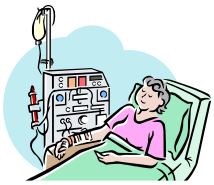
_____

_____

☐ **Suction equipment**

_____

_____



☐ **Dialysis equipment**

_____

_____

☐ **Sanitary supplies**

_____

_____

☐ **Urinary supplies**

_____

_____

☐ **Ostomy supplies**

_____

_____

☐ **Wheelchair (motorized or manual) and repair kit**

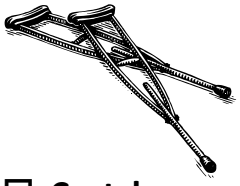
_____

_____

☐ **Walker**

_____

_____



☐ **Crutches**

_____

_____

☐ **Cane**

_____

_____

☐ **Dentures or retainers**

_____

_____

☐ **Monitors**

_____

_____

☐ **Anything else?**

_____

_____

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

Should I Stay or Should I Go?

Tab 8

Deciding to Stay or Go

The first important decision you need to make during an emergency is whether you should stay where you are or leave. Plan for both possibilities and use your common sense and good judgment to make decisions with the information you are given.

Local authorities may not always be able to give information about what is happening or what you should do immediately. You should watch the news on television or listen to a local radio news report for information and instructions as they become available.

If local authorities tell you to leave your home or seek medical treatment, grab your emergency supply kit and leave immediately. Develop a plan with friends, family, and neighbors of alternative ways to leave. Practice with your support people and always have a backup plan with different people identified.

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

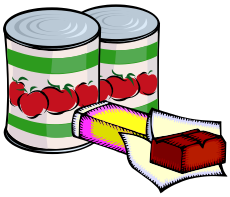
Emergency Supplies to Gather Together

☐ The purse or bag you usually use

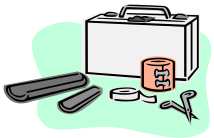
☐ Extra money, Keep the amounts small, like five or one dollar bills and quarters, dimes and nickels. (Remember that ATMs may not function during a power outage.)

☐ Bottled water and water purification tablets

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



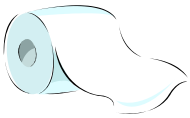
☐ First Aid supplies and fire extinguisher



☐ Can opener

☐ Paper towels

☐ Plastic bags for throwing away trash



☐ Toilet paper and feminine products

☐ Hand sanitizer or liquid soap

☐ Bleach for making water drinkable (see page 96 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

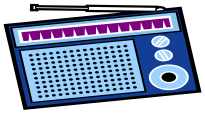
☐ Emergency Papers, like vaccination records and insurance policy numbers

☐ 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

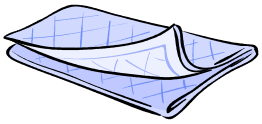
☐ Signaling device, like a whistle, bell, or beeper

☐ Small radio that runs on batteries or can be wound



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

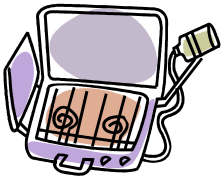
☐ Blanket



☐ Extra batteries

☐ Walking stick

☐ Cook stove with fuel

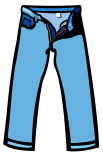


☐ Heavy gloves

☐ 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?

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

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.

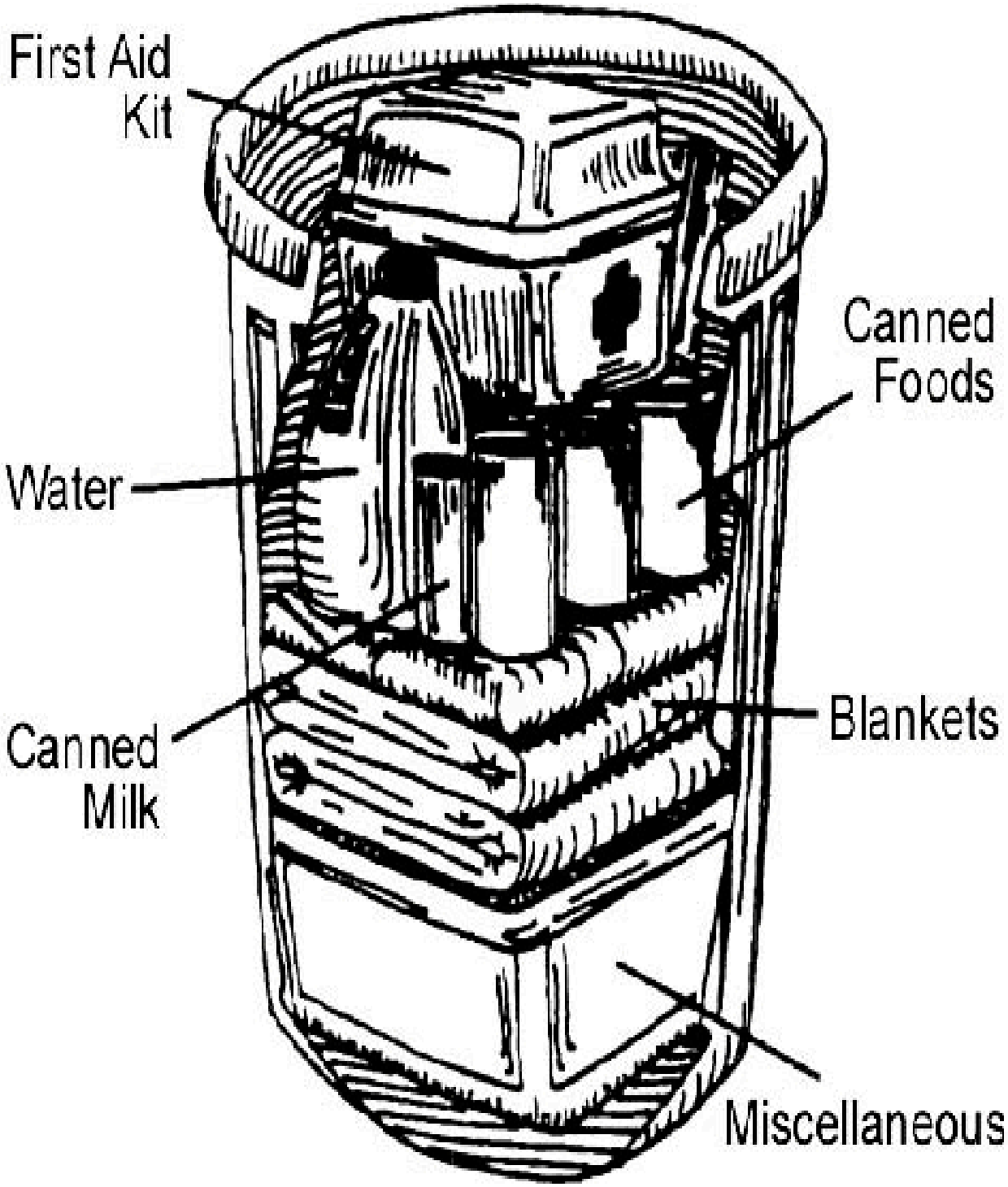
- If you live in an apartment or don't have a lot of space, get creative! Put your emergency supply kits under your bed or stairs.

- 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 page 95:

    - 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.

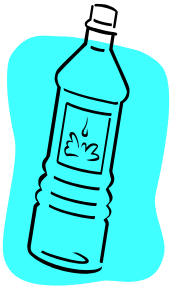
- If you're a camper or backpacker, you already have a head start. You can use the tent, stove, and other gear you use for fun as part of your emergency supplies.

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.

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.

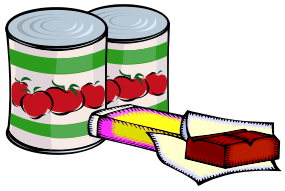
- Make sure your food is stored at the right temperature. Some foods spoil if they are not stored the right way, and you may get sick if you eat them.

- 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. Pets are usually not allowed in emergency shelters, so you may have to leave them at home with extra food and water if local authorities tell you to evacuate.

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

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.

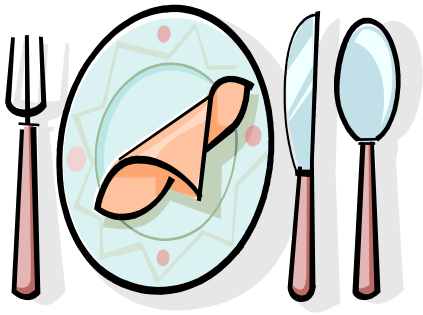
Foods that don't need to be cooked can be expensive. Make a budget for the food you buy for your emergency supply kits and only buy what foods you will be able to use in an emergency.

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

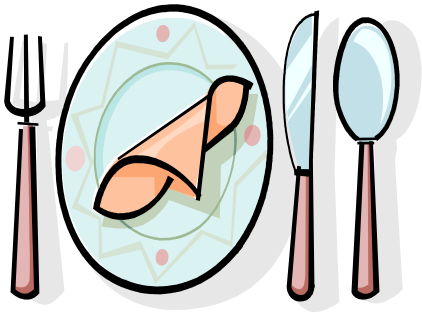
Lunch

- 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

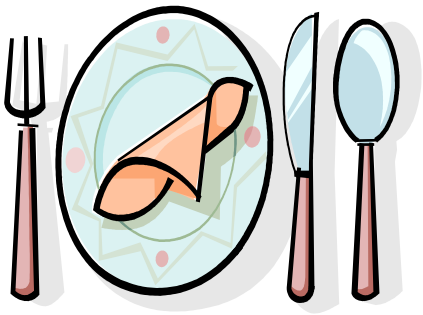
Lunch

- 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

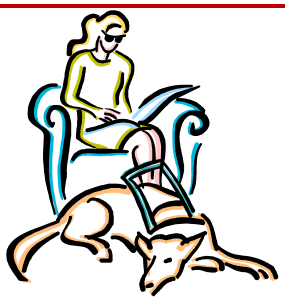
- Beef stew
- Breadsticks
- Box of orange juice
- Fruit cup

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) describes a service animal as any guide or signal animal trained to help 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

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 them.

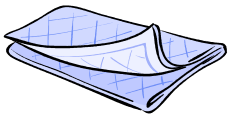
- Become friends with other animal owners in your neighborhood so someone can help your animals if you are not home.

- 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

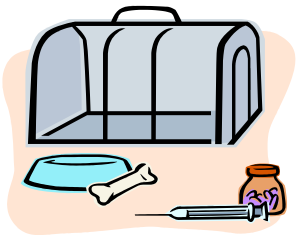
- Be prepared to get along without help from your service animal. Practice your emergency plans using other mobility helpers. If you have a pet in a carrier, you have a greater chance of having emergency shelter personnel allow the pet into the shelter.

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 a can opener
- ☐ A 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 and whatever bandages or other first aid supplies your veterinarian may recommend to keep your animal healthy.
- ☐ A favorite toy
- ☐ An extra collar and leash, a muzzle (if needed)

- ☐ 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.

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

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 <u>any</u> 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 non-disabled guests 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?

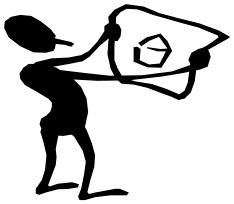
A: There may be a few circumstances when a public accommodation is not required to accommodate a service animal--that is, when doing so would result in a fundamental alteration to the nature of the business. Generally, this is not likely to occur in restaurants, hotels, retail stores, theaters, concert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

Emergency Evacuation Plans

Tab 10



Emergency Evacuation Plans

In some emergency situations, you may decide to leave your home or local authorities may tell you to leave. Keep in mind that your usual ways of getting support may not be available to you for some time. Prepare yourself based on the capabilities as well as the limitations you think you may experience during an emergency.

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.

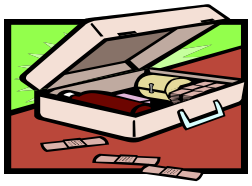
If local authorities tell you to evacuate, follow their instructions. Use the evacuation routes they give you, and carpool if possible. Follow these steps if you are told to leave your home:

- ☐ **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.

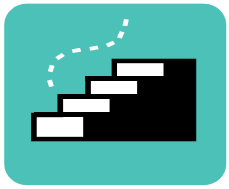
☐ **Call for transportation if you need help.**

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.



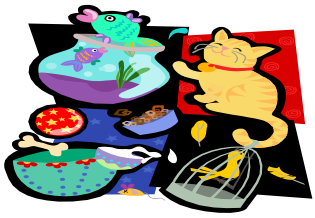
☐ **Grab your emergency supply kit.**

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



☐ **Know what equipment you need.**

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



☐ **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

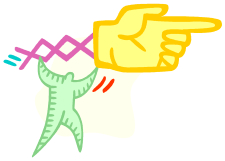
for more information about where you can take your pet while you are at a shelter.

☐ **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.**

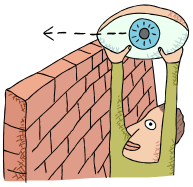
It's important that you call the people in your personal support group to let them know you are safe and where you are going. If you plan to leave the area or the state, you may know a telephone number where you will be able to be reached. Give them that number.



☐ **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**



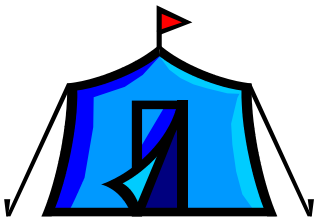
Practice, practice, practice! Identify any obstacles you may experience. Get your personal support group involved. Ask them to practice how to help you. Practice on different days of the week, and at different times of the day. Evacuating when it is daylight is not the same as evacuating at night when 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 Department at VCU & Virginia Leadership Education in Neurodevelopmental Disabilities Va-LEND 2007.

Emergency Shelters



When an emergency happens, local authorities will choose emergency shelters for people to go to in order to stay safe. They can't tell you where to go before an emergency happens because they need to make sure the shelters are safe and have not been damaged.

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.

Summary Checklist

Tab 11

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 if you would like to learn more about emergency preparedness:

American Red Cross Disaster Services for People with Disabilities: 202-303-5000

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

American Red Cross: General Disaster Campaign

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

American Red Cross National Headquarters: 202-303-5000

http://www.redcross.org/contactus

Department of Homeland Security's Ready Campaign

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

Department of Homeland Security: 202-282-8000

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

FEMA: Tips for Individuals with Specific Needs: 1-800-480-2520

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

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:

Red Cross: 202-203-5000

Department of Homeland Security: 202-282-8000

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

My Local Resources:

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.gove/america/makeaplan/stayingput.html. Accessed January 9, 2009.

Things to Know about Your Utilities in an Emergency

Gas

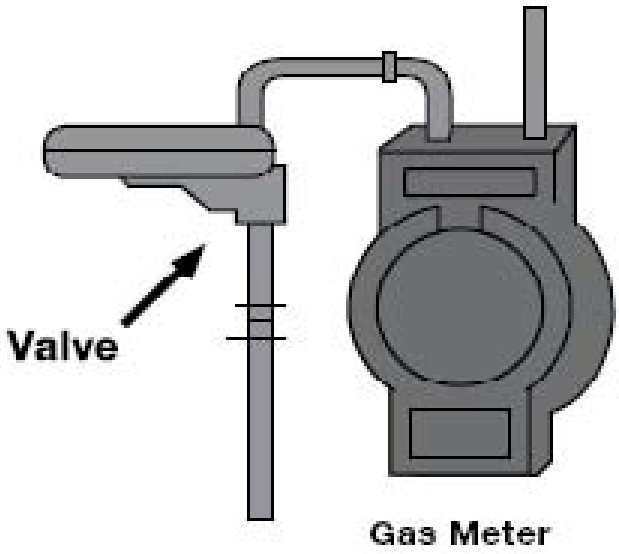
If you smell or hear gas, see a broken pipeline, or think you have a leak:

- 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.**

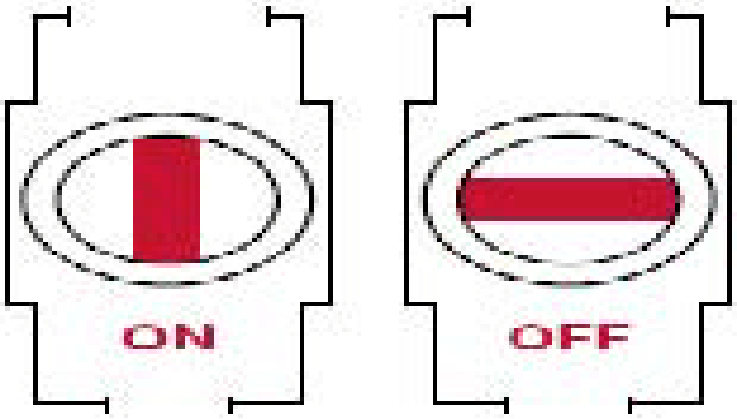
Here's how to turn off your gas:

- 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 is not home or cannot get home.

Your main valve may look like this:



- 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.

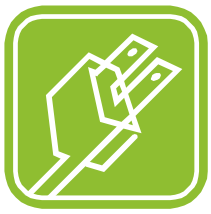
Here's how to turn off your water:

- 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.
- 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.

service dogs welcome!™

Laws that protect the rights of people with disabilities who have trained service animals

The federal civil rights law, the American's with Disabilities Act (ADA), Title III, 28 CFR Sec 36.104, defines a service animal as any animal that is individually trained to do work or perform tasks for a person with a disability (the disability might not be visible). By law, a service animal is not considered a pet. Most service animals are dogs; they can be any breed or size, and are not legally required to wear special equipment or tags. The ADA does not require proof or "certification "of the service dog's training. Service animals are trained to do specific tasks for the benefit of people with physical or mental impairments.

Federal (e.g., 28 CFR Sec 36.302) and state laws protect the rights of individuals with disabilities to be accompanied by their trained service animals in taxis, buses, trains, stores, restaurants, doctors' offices, schools, parks, hotels and other public places. Federal laws which protect individuals with disabilities include the ADA; the Fair Housing Amendments Act (1988); Sect. 504 of the Rehabilitation Act (1973); The Air Carrier Access Act (1986), and other regulations.

State and local laws* which protect the rights of individuals who have disabilities to be accompanied by their service animals are (fill in the code numbers of the laws that apply):

_____

_____

***NOTE: If federal and state or local law conflict, the law that provides greater protection for the individual with the disability will prevail.** For example, if state law grants access only by service dogs that do guide work, and the service dog in question performs work other than guide work, federal law will apply. The person with the disability must be permitted access with the service dog.

The person who is accompanied by the service animal is responsible for its stewardship (behavior, care and well-being), must obey animal welfare laws (such as leash, cruelty or other similar regulations), and is liable for any damage done by the service animal.

For more information about service animals, visit the Delta Society® National Service Dog Center® on Delta's web site: www.deltasociety.org

About the ADA, contact the U.S. Department of Justice ADA Information Line 800-514-0301 (V); 800-514-0383 (TDD)

About state and local laws, contact the State Attorney General's Office

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Instructions:

1. Cut around the outside border of the column of text.
2. Write your local laws and phones numbers in the space provided on the card. Write other helpful information on the back.
3. Laminate the card.
4. Fold in thirds, so the finished card is the size of a business card.

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Emergency Preparedness Tool Kit

For People with Disabilities

Oregon Office on Disability & Health (OODH)
Oregon Institute of Disability & Development (OIDD)
Center on Community Accessibility (CCA)
Oregon Health & Science University (OHSU)

Grant funded by the Centers for Disease Control and Prevention
Grant # GCDRC0164

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