

- ✓ **Make a Plan**
- ✓ **Get a Kit**
- ✓ **Stay Informed**
- ✓ **Get Involved**

# Emergency Preparedness Guide

*A personal  
handbook for  
preparedness in  
Central Virginia*

**3rd Edition**



# Contents

## Be Prepared

1

|  |          |
|--|----------|
| <b>Are You Ready?</b> .....  | <b>2</b> |
| <i>Get a Kit</i> .....   | 3        |
| <i>Emergency Supply Kit</i> .....                                    | 5        |
| <b>Make a Plan</b> .....   | <b>8</b> |
| <i>Obtaining Emergency Information</i> .....                         | 10       |
| <i>Seniors</i> .....   | 12       |
| <i>Children</i> .....  | 14       |
| <i>People with Disabilities or Access and Functional Needs</i> ..... | 15       |
| <i>Pets</i> .....  | 17       |
| <i>Business Preparation</i> .....                                    | 19       |

## During an Emergency

21

|   |           |
|---|-----------|
| <b>Stay Informed</b> .....              | <b>22</b> |
| <b>Staying Put</b> .....                | <b>22</b> |
| <i>Turning Off Your Utilities</i> ..... | 24        |
| <i>Portable Generators</i> .....        | 26        |
| <i>Water</i> .....                      | 27        |
| <i>Food Safety</i> .....                | 28        |
| <b>Emergency Shelters</b> .....         | <b>31</b> |
| <i>Assistance Centers</i> .....         | 31        |
| <b>Evacuating</b> .....                 | <b>32</b> |
| <b>Turn Around, Don't Drown®</b> .....  | <b>33</b> |

## Get Involved

35

|   |           |
|---|-----------|
| <b>Volunteer</b> .....                            | <b>36</b> |
| <b>If You See Something, Say Something™</b> ..... | <b>39</b> |

## Your Emergency Plan

43

|  |           |
|--|-----------|
| <b>Out-of-town Contacts</b> .....          | <b>43</b> |
| <b>Meeting Places</b> .....                | <b>44</b> |
| <b>Work &amp; School Locations</b> .....   | <b>44</b> |
| <b>Medications and Allergies</b> .....     | <b>46</b> |
| <b>Medical Equipment</b> .....             | <b>47</b> |
| <b>Medical Contacts</b> .....              | <b>48</b> |
| <b>Insurance Contacts</b> .....            | <b>49</b> |
| <b>Utility Shut-Off Instructions</b> ..... | <b>50</b> |
| <b>Building Contacts</b> .....             | <b>50</b> |
| <b>Emergency Contacts</b> .....            | <b>54</b> |

# Be Prepared

**The likelihood that you and your family will recover from a disaster tomorrow often depends on the preparations you make today.**

Emergencies and disasters are a part of life. Central Virginia is vulnerable to a variety of hazards including flooding, hurricanes, winter storms, tornadoes, hazardous material incidents, acts of terrorism, power outages, and resource shortages.

## *Preparing makes sense.*

Everybody's needs and abilities are unique, but every individual can take important steps to prepare for all kinds of emergencies and put plans in place. By evaluating your own personal needs and making an emergency plan, you will be better prepared for any situation.

## *Get ready now.*

Let us be more responsible for our own preparedness. If we can be prepared for the first 72 hours (three days) after a disaster, we will be ready for an emergency, no matter what form it takes. Three days might seem like a lot, but it's really only nine meals.



# Are You Ready?

***Following a disaster it may take 72 hours for outside assistance to reach your community.***

After a disaster, local officials, first responders, and relief workers will be on the scene, but they cannot assist everyone immediately. It is possible that help may reach you quickly, but depending on the size and severity of the problem, it could take a few hours, or perhaps much longer.

Basic services such as electricity, gas, water, and telephones may be cut off for several hours to a week or longer. Each of us has a responsibility to do our part and prepare for these possibilities.



***Ensure you are prepared with these four easy steps:***

***Make a Plan***

***Get a Kit***

***Stay Informed***

***Get Involved***

# Get a Kit

The first step in your preparation is to consider how an emergency might affect your individual and family needs. Plan to make it on your own for *at least* 72 hours. This means keeping food, water, and other supplies stored in an easy-to-carry container located in a convenient location.

Emergency preparedness is not just a concern for homeowners - renters are equally at risk. Having an emergency supply kit is critical for everybody.

If you have children, seniors, pets, or others that require assistance, include them in your emergency preparedness process. Not only will they benefit from knowing what their family's plans are, but it will also give them a sense of confidence to be a part of this important task.

Check the supplies, change stored water and rotate food supplies every six months. Check your kit when you change your clocks each spring and fall, just as you change the batteries in your smoke alarms. Consult your physician or pharmacist about storing prescription medications.

***Use the checklist on the following pages to help you put together an emergency supply kit.***





# Notes

# Emergency Supply Kit

## *Basic essentials*

- Water for drinking and sanitation – one gallon of water per person and pet per day for at least three days
- Food – at least a three-day supply of nonperishable food that does not require refrigeration or cooking, and uses little to no water
- First-aid kit
- Battery-powered or hand-cranked radio, and a NOAA Weather Radio with tone alert



- Flashlight or headlamp
- Extra batteries for your radios, flashlights, and other electronics
- Cell phone, chargers, and external power supply
- Whistle to signal for help
- Dust mask to help filter contaminated air
- Can opener (if kit contains canned food)
- Moist towelettes, garbage bags and plastic ties for personal sanitation

- Plastic sheeting and duct tape to shelter in place
- Wrench or pliers to turn off utilities
- Local maps



## Additional items to consider

- Prescription medications and glasses
- Cash and change
- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container
- Emergency reference material such as a first-aid book or smart phone apps (such as those developed by The American Red Cross)



hygiene items

- Sleeping bag or warm blanket for each person
  - Complete change of clothing including a long sleeved shirt, long pants, sturdy shoes, and undergarments
  - Infant formula and diapers
  - Fire extinguisher
  - Matches in a waterproof container
  - Feminine supplies and personal
- Mess kits, paper cups, plates, plastic utensils, and paper towels
  - Books, games, puzzles or other activities for children
  - Paper and pencil
  - Food, extra water, and shot records for your pet





## *Important Documents*

Make copies of important documents and put them in a binder to keep in a secure location near – but not inside – your emergency kit. Consider using a waterproof container.

Include copies of:

- Vital certificates and records (birth, marriage, divorce, adoption, child custody, death certificates)
- Driver's license, passport, or other identification documents
- Insurance policies
- Wills, living wills, and powers of attorney
- Debit and credit card numbers
- Property leases, deeds, mortgages, and records
- Financial documents including copies of pay stubs, bank accounts, investments, and recent tax returns
- Social Security cards
- Medical records including health care provider contact information, lists of medications and conditions, and copies of health insurance, Medicare, and Medicaid cards
- Legal ownership titles (auto, home)
- Home and bank safe deposit information or keys
- Passwords and personal identification numbers (PINs)
- Photographic or digital inventory of valuables (photos, videos, flash drive)
- Family photos, keepsakes, jewelry, or other mementos

You will likely need these items periodically through the year and having them in one place makes them easy to find and easy to grab should you need to evacuate your home.



# Make a Plan

Since you can't predict when a disaster may occur, it is important to have plans and supplies for the places where you and your household go regularly.

Knowing what to do during an emergency is part of being prepared and may make all the difference when seconds count. Planning ahead will ensure that you and your household will know what to do, and have the supplies you need to be safe wherever you are.

Ask about emergency plans at places where your family spends time, such as work, day care, school, and places of worship. If no plans exist, consider volunteering to help create one.

***Use the forms beginning on page 43 to help you develop an emergency plan.***



## **PLANNING TO STAY OR GO**

The first important decision you will need to make during an emergency is whether to stay where you are or evacuate. You should understand and plan for both possibilities.

Know at least two ways out of every room in your home or apartment. Know your building's evacuation plan, plans for elevator use, and locations for rescue. Unless otherwise instructed for your building, do not use elevators in a disaster.

Talk to your extended family and neighbors about how you can work together in the event of an emergency. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead and communicate with others in advance.



## **PERSONAL COMMUNICATION**

### **EMERGENCY CONTACTS**

Your family may not be together when disaster strikes, so it is important to plan in advance how you will contact or meet one another in different situations.

Start by identifying an out-of-town contact for you all to connect with during and after a disaster. It may be easier to make a long-distance phone call, so an out-of-town contact may be in a better position to communicate with separated family members. Be sure every member of your family knows this phone number and has a cell phone, coins, or a prepaid phone card to call the emergency contact.

If you have a cell phone, program your out-of-town contacts as “ICE” (In Case of Emergency) in your phone. If you are in an accident, emergency personnel will often check your ICE listings to contact someone you know. Make sure to tell your family and friends that you’ve listed them as emergency contacts.

### **TEXT MESSAGING**

Teach family members how to use text messaging. It is not unusual for cellular networks to become congested or disrupted during an emergency. Text messages are more likely to get through than phone calls.

# Obtaining Emergency Information

Now is the time to identify where you will look for information during an emergency. Identify the sources of information that you are most comfortable with, such as television, radio, Internet, or smartphone.

## SUBSCRIBE TO ALERT SERVICES

The WEA system, or Wireless Emergency Alerts, is a national emergency alert system that sends short, free messages to a user's mobile device based on its location at that time.

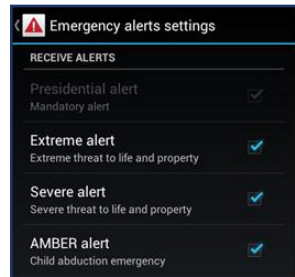
The three types of alerts are:

- ✓ Presidential Alerts – issued by the U.S. President;
- ✓ Imminent Threat Alerts – severe man-made or natural disasters where an imminent threat to life or property exists; and
- ✓ AMBER Alerts – help law enforcement search for and locate an abducted child.

Check with your provider to see if your cell phone can receive WEA alerts.

WEA alerts are not text messages. The system uses a different kind of technology to ensure they are delivered immediately and not subject to network delays. Mobile users are not charged for receiving WEA alerts.

In addition, many local governments provide their own alert systems. Check your local government's Emergency Management website to see if you can sign up for alerts there.



## SOCIAL MEDIA

Social media is a valuable tool for sharing information before, during, and after an emergency. Social media refers to the many Web-based tools that allow people to connect with each other online, such as Twitter and Facebook.

Social media can be a forum for emergency management officials to share updates and warnings with residents, but it also provides the public with a way to create and share information on the web.

Connecting with these resources now will help you find important information during and after a disaster.

Many city and county governments have Facebook, Twitter, YouTube, or other social media accounts that can help you learn about emergency preparedness. Go to your city or county's website and look for the social media logos that will link you to these accounts.



## PLANNING TOOLS ON THE INTERNET

For more information about what you can do to prepare, visit your local government's emergency management website or any of the websites below:

- ✓ Ready ([www.ready.gov](http://www.ready.gov)) – a national campaign designed to help you prepare for and respond to emergencies and disasters
- ✓ Ready Virginia ([www.vaemergency.gov/prepare-recover/](http://www.vaemergency.gov/prepare-recover/)) – a Virginia resource to help you prepare for an emergency and provide you with local information.
- ✓ VDEM YouTube Channel ([www.youtube.com/user/VAEmergency](http://www.youtube.com/user/VAEmergency)) – a variety of videos to help you prepare and learn how to deal with disasters.

# Seniors



Senior citizens often have specific needs that must be considered in their process of preparing and planning. The information in this section is intended to provide tools and resources that will assist you in preparing for, and responding to, an emergency or disaster.

## CREATE A SUPPORT NETWORK

If you anticipate needing assistance during a disaster, it is important that you identify your personal support network now and coordinate your plan.

- ✓ Talk with your family, friends, caregivers, and others who will be part of your personal support network.
- ✓ If you live in a senior community become familiar with any disaster notification plans that may already exist.
- ✓ Write down and share each aspect of your emergency plan with everyone in your support network.
- ✓ Make sure everyone in your support network knows how you plan to evacuate your home or workplace and where you will go in case of a disaster.
- ✓ Arrange for someone to check on you at the time of a disaster. Make sure that someone in your support network has an extra key to your home and knows where you keep your emergency supplies.
- ✓ Teach those who will assist you how to use any lifesaving equipment and how to administer medications in case of an emergency.
- ✓ Practice your plan with those who have agreed to be part of your support network.



## MEDICATIONS AND MEDICAL SUPPLIES

If you take medicine or use a medical treatment on a daily basis, be sure you have what you need to make it on your own for at least a week, maybe longer.

- ✓ Make a list of prescription medications including dosage, treatment and allergy information.
- ✓ Talk to your pharmacist or doctor about what else you need to do to prepare.
- ✓ If you undergo routine treatments administered by a clinic or hospital – or if you receive regular services such as home health care, treatment, or transportation – talk to your service provider about their emergency plans. Work with them to identify back-up service providers and incorporate them into your personal support network.
- ✓ As part of your plan, consider other personal needs such as eyeglasses, hearing aids and hearing aid batteries, wheelchair batteries, and oxygen.



# Children

Disasters can strike quickly and without warning. They are frightening for adults, and can be traumatic for children, especially if they don't know what to do.

Include your children in your process of preparing for an emergency. Not only will they learn what the family's plans are, but they will gain a sense of confidence from taking part in this important task. Planning with your children will reduce their fear, anxiety, and confusion during a disaster.

**Begin by teaching your children when and how to call 911.**

## CHILDREN'S RESPONSE TO DISASTER

Children depend on daily routines. They wake up, eat breakfast, go to school, play with friends. When emergencies or disasters interrupt this routine, many children may become anxious. Children's fears may arise from actual risks or from their imaginations, and you should take both seriously.

In a disaster, children will look to adults for help. How you react to an emergency gives them clues about how to act. Feelings of fear are healthy and natural for both adults and children. But as an adult, you need to manage the situation. Your words and actions can provide reassurance.



When you're sure that danger has passed, concentrate on your child's emotional needs by asking the child what is causing them concern. When talking with your child, be sure to present a realistic picture that is both honest and manageable.



# People with Disabilities or Access and Functional Needs

People with disabilities, and other access and functional needs, may wish to consider additional preparations depending on their individual needs. Now is the time to plan ahead for what you may need to stay safe, healthy, informed, mobile, and independent during a disaster.



Plan to maintain your independence before an emergency strikes. Be sure to consider your specific needs when creating your emergency supply kit. Remember that an emergency situation may require you to shelter in place at home or evacuate to a temporary shelter.

## MAINTAINING INDEPENDENCE

As you prepare, consider all the services, devices, tools and techniques you use daily. Keep in mind that you may need medications, medical equipment and supplies, your service animal, assistive technology, communications tools, disability service providers, accessible housing, and transportation.

- ✓ Create a support network to help you plan for an emergency. Consider family, neighbors, friends, people who provide services to you, and faith-based and community groups.
- ✓ Write down and share each aspect of your emergency plan with everyone in your support network. Be sure to tell them where you keep your emergency supplies.
- ✓ Give at least one member of your support network a key to your house or apartment.
- ✓ Show others how to operate your wheelchair or other assistive devices.

- ✓ If you receive dialysis or other life-sustaining medical treatment, identify the location and availability of more than one facility and work with your provider to develop your personal emergency plan.
- ✓ Keep contact information for local independent living centers and other disability-services organizations in a safe and easy-to-access place.
- ✓ If you use in-home support services, work with them to personalize emergency preparedness plans to meet your needs so you can keep in touch with them during and after an emergency. That contact may be your lifeline to other services in a disaster.
- ✓ If you provide any organizations or service providers with information about your functional needs and what you may require in an emergency, keep that data up to date.
- ✓ Work with local transportation and disability services to plan ahead for accessible transportation for evacuation or other reasons during a disaster.
- ✓ Develop backup plans for personal assistance services, hospice, or other forms of in-home assistance.
- ✓ During an emergency, you may need to explain to first responders and emergency officials that you need to be with your family, service animal, caregiver, or personal assistance provider so they can provide the support you need to maintain your health, safety, and independence.



# Pets

If you are like millions of animal owners nationwide, your pet is an important member of your household. The likelihood that you and your animals will survive an emergency depends largely on emergency planning done today.

Whether you decide to stay put in an emergency or evacuate to a safer location, you will need to make plans in advance for your pets. Keep in mind that what's best for you is typically what's best for your animals.

Visit the Virginia State Animal Response Team website at [VirginiaSART.org](http://VirginiaSART.org) for more information on pets and preparedness.



## DEVELOP A PET CARE PLAN

Make plans for shelter alternatives that will work for both you and your pets in case you must evacuate. Animals may not be allowed inside public shelters.

Make a back-up emergency plan in case you can't care for your animals yourself. Develop a buddy system with neighbors, friends and relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so. Be prepared to improvise and use what you have on hand to make it on your own for at least three days, maybe longer.

## A KIT FOR YOUR PET

Just as you do with your family's emergency supply kit, think about your pet's basic needs for survival, particularly food and water.

Consider two kits. In one, put everything you and your pets will need to stay where you are. The other should be a lightweight, smaller version you can take with you if you and your pets need to evacuate.

Your pet's emergency supply kit should include:

- Food – at least three days worth in an airtight, waterproof container;
- Water – at least three days worth of water specifically for your pets in addition to water you need for yourself and your family;
- Collar with ID Tag, leash, and copies of your pet's registration information, adoption papers, vaccination documents, and medical records;
- Sanitation – pet litter and litter box, newspapers, paper towels and plastic trash bags;
  - Crate or other pet carrier;
  - Medications and medical records; and
  - Pet first-aid kit.



***Check your kits regularly to ensure their contents, especially foods and medications, are fresh.***

# Business Preparation

*Preparation is good business sense.*

America's businesses are the backbone of the nation's economy. If businesses are prepared to survive and recover, the economy is more secure. A commitment to planning today will help support employees, customers, the community and the local economy. It also protects your business investment and gives your company a better chance for survival.

How quickly your company can get back to business after a disaster often depends on emergency planning done today. Though each situation is unique, any organization can be better prepared if it plans carefully, puts emergency procedures in place, and practices for emergencies of all kinds.

*Ready Business* is an online resource to help businesses identify risks and develop preparedness programs and plans. It provides practical steps and easy-to-use templates to help you plan for your company's future. It also provides useful links to resources providing detailed business continuity and disaster preparedness information.

Visit [www.ready.gov/business](http://www.ready.gov/business) and your local emergency management website for more information about preparing your business.





# Notes

# During an Emergency

**Knowing what to do during an emergency is an important part of being prepared and may make all the difference when seconds count.**

Before, during and after a disaster, it is critical that you listen for the most local and up-to-date information from emergency officials. Local television and radio media outlets will convey instructions, such as:

- ✓ orders to evacuate;
- ✓ details about evacuation routes;
- ✓ locations of emergency shelters;
- ✓ how to safely stay where you are;
- ✓ boil water notices;
- ✓ where to find assistance; and
- ✓ weather warnings and watches.



When monitoring the situation before a natural disaster, it is helpful to know the difference between a watch and a warning.

**A WATCH means that conditions are favorable for hazardous weather to develop.**

**A WARNING means that hazardous weather conditions are imminent or occurring.**



## Stay Informed

It is important that you keep yourself informed of the situation in your immediate area during a disaster. In addition to television and radio, you can also get valuable information from the Internet or a smartphone app that provides weather updates and alerts. Keep in mind that local outlets may be able to provide more specific information for your area.

Depending on the nature of the emergency, a critical early decision you may need to make is whether to stay where you are or evacuate. Use common sense and available information to determine if there is an immediate danger.

## Staying Put

There are times when staying put is your best option during an emergency. Use available information to assess the situation.

Local authorities may not immediately be able to provide information about what is happening and what you should do. You should watch TV, listen to the radio, or check the Internet often for official news and instructions, but you may need to act quickly based on the situation in your immediate area.

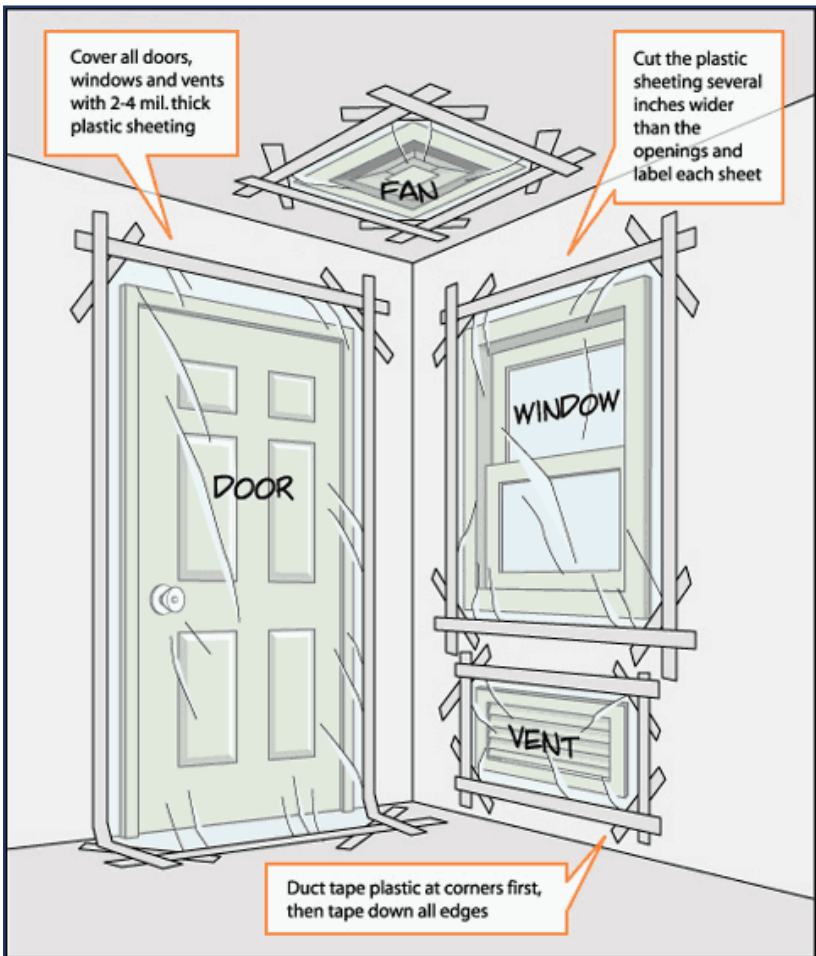
If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to create a barrier between yourself and the air outside, a process known as “sealing the room.”

### **SHELTER IN PLACE AND SEAL THE ROOM**

- Bring your family and pets inside.
- Lock doors and close windows, air vents and fireplace dampers.
- Turn off fans, air conditioning and forced-air heating systems.



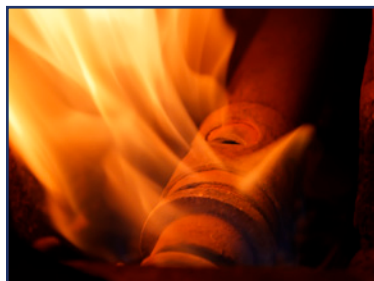
- ❑ Get your emergency supply kit, unless you have reason to believe it has been contaminated.
- ❑ Go into an interior room with few windows, if possible.
- ❑ Seal all windows, doors and air vents with plastic sheeting and duct tape. Consider measuring, cutting, and labeling the sheeting in advance to save time.
- ❑ Be prepared to improvise and use what you have on hand. For example, using towels to seal gaps.



# Turning Off Your Utilities

In an emergency, you may need to turn off the utilities to your home. Learn how and when to turn off the utilities in your home or place of business.

- ✓ Contact your utility service providers now to learn how to respond during an emergency. Write this information in your plan (see page 50).
- ✓ If you live in an apartment or condo, contact your landlord or building manager and ask what you should do to prepare for an emergency.
- ✓ If you are a property-owner, locate your property's gas, electric, and water shut-off valves or panels, and label them for easy identification.
- ✓ Teach family members how to turn off utilities.
- ✓ Keep necessary tools near gas and water shut-off valves.
- ✓ If you turn the gas off, a professional should turn it back on. Do not attempt to do this yourself.



# Notes

# Portable Generators

Portable electric generators provide backup power when there is an outage, but can easily become dangerous when used incorrectly. Before using your generator, carefully read and follow all instructions in the owner's manual.

**Never use a generator indoors** or in an attached garage because it emits deadly carbon monoxide. Only operate the generator in a dry, well-ventilated, outdoor area, away from windows and air intakes to the home.

**Use caution with flammable fuels.** Gasoline (and other flammable liquids) should be stored outside of living areas in properly labeled, non-glass safety containers. Always have a fully charged, approved fire extinguisher located near the generator. Never attempt to refuel a portable generator while it's running.

**Connect appliances directly to your generator, but do not connect your generator directly to your house.** The only safe way to connect a generator to your house is to have a licensed electrical contractor install a transfer switch. Without a switch, a generator connected to your home can "backfeed" onto the power lines, causing expensive damage and even killing utility linemen making repairs.

**Don't overload the generator.** A portable electric generator should be used only when necessary, and only to power essential equipment.

**Shut the generator down properly.** Turn off all equipment powered by the generator before shutting it down.

**Many generator parts are hot** enough to burn you during operation, so use caution and keep children away.



# Water

If your supply of water runs out, use other sources in your home, such as water heaters, pipes, and ice cubes. Do not use water from toilets, radiators, water beds, or swimming pools.



If you must use water from outside your home, you must treat it before using it for drinking, food preparation, or hygiene. There are many ways to treat water, though none is perfect.

## TREATING WATER FROM UNCERTAIN SOURCES

Always avoid water with an odor, floating material, or a dark color. Treating water will kill germs, but not remove heavy metals, salts, and most other chemicals. Before treating, let any particles settle to the bottom, or strain them out through a paper towel, clean cloth, or coffee filter.



### **BOIL**

Boil water for  
1 full minute

Boiling water for one full minute is the safest method of treating water. Let the water cool before drinking.

You can also use liquid household bleach to kill microorganisms. Use bleach that contains 5.25-6.0% sodium hypochlorite.

Do not use scented bleaches, color-safe bleaches, or bleaches with added cleaners.

Water treated with bleach should have a slight bleach odor. If it doesn't, repeat the dosage and let stand another 15 minutes. If it still does not smell of bleach, discard it and find another source of water because your bleach may have lost its potency.

| <b>WATER</b>   | <b>BLEACH</b>              |
|--|----------------------------|
| 1 quart  | 4 drops                    |
| 1 gallon   | 16 drops<br>(1/8 teaspoon) |
| 5 gallons  | 1 teaspoon                 |
| After adding bleach, shake or stir the water, then let stand 30 minutes. |                            |

# Food Safety

## BE PREPARED FOR EMERGENCIES

- ✓ Make sure to have a supply of bottled water – one gallon per person per day – stored where it will be as safe as possible from flooding.
- ✓ Make sure you have appliance thermometers in your refrigerator and freezer.
- ✓ Check to ensure that the freezer temperature is at or below 0° F and the refrigerator is at or below 40° F.
- ✓ Freeze containers of water to create ice to help keep food cold in the freezer, refrigerator, or coolers in case the power goes out. If your normal water supply is contaminated or unavailable, the melting ice will also supply drinking water.
- ✓ Purchase or make ice cubes in advance and store in the freezer for use in the refrigerator or in a cooler. Freeze gel packs ahead of time for use in coolers.
- ✓ Have coolers on hand to keep refrigerated food cold if the power will be out for more than four hours.
- ✓ Group food together in the freezer. This helps the food stay cold longer.
- ✓ Freeze refrigerated items that you do not need immediately, such as leftovers, milk, and fresh meat and poultry. This helps to keep them at a safe temperature longer.



## DURING AN EMERGENCY

- ✓ Store food on shelves that will be safely out of the way of contaminated water in case of flooding.
- ✓ For infants, try to use prepared, canned baby formula that requires no added water. When using concentrated or powdered formulas, prepare with bottled water if there is a possibility that the local water source is contaminated.
- ✓ Keep in mind that food that is not adequately refrigerated or frozen may cause illness if consumed, even if it is thoroughly cooked.


## WHEN THE POWER GOES OUT

- ✓ Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature.
  - If the door remains closed, the refrigerator will keep food cold for about four hours.
  - If the door remains closed, a full freezer will keep the temperature for about 48 hours (24 hours if it is half full).
- ✓ If you plan to eat refrigerated or frozen meat, poultry, fish or eggs while it is still at safe temperatures, it's important that each item be thoroughly cooked to the proper temperature to ensure that any food-borne bacteria that may be present is destroyed. Discard the food if at any point it was above 40° F for two hours or more.
- ✓ Wash fruits and vegetables with water from a safe source before eating.



## ONCE POWER IS RESTORED

- ✓ Determine the safety of your food. Exercise care when choosing whether to eat meat, poultry, seafood, milk, eggs, and other perishable food. When in doubt, throw it out.

- 
- ✓ Refrigerated food should be safe, so long as the power was out for no more than four hours and the refrigerator door was kept shut.
  - ✓ If an appliance thermometer was kept in the freezer, check the temperature when the power comes back on. If the freezer thermometer reads 40° F or below, the food is safe and may be refrozen.
  - ✓ If a thermometer has not been kept in the freezer, check each package of food to determine its safety. You can't rely on appearance or odor. If the food still contains ice crystals or is 40° F or below, it is safe to refreeze or cook.
  - ✓ Discard any perishable food, such as meat, poultry, fish, eggs, or leftovers, that has been above 40° F for two hours or more.

***More information about food safety issues can be found at [www.foodsafety.gov](http://www.foodsafety.gov).***





# Emergency Shelters

Local authorities may instruct you to seek shelter in an emergency shelter. An emergency shelter is an immediate short-term accommodation for people threatened or displaced by an incident. Public emergency shelters provide accommodations for all population groups.



Emergency shelters are designated throughout the city or county where you live. The type of event will determine which of the emergency shelters are opened.

- ✓ Pay attention to local media sources to learn the locations of available shelters in your area.
- ✓ When possible bring a change of clothes, sanitary supplies, pre-filled prescriptions, necessary medical supplies, and special dietary supplies.
- ✓ Pets are not permitted in most emergency shelters. However, many cities and counties now provide pet-friendly shelters or other accommodations for your pet until you are able to return to your home.

# Assistance Centers

Many jurisdictions provide locations for residents to obtain assistance or specific services, such as showers, laundry facilities, or charging stations for electronic devices. Check with your local emergency management office for more information.



# Evacuating

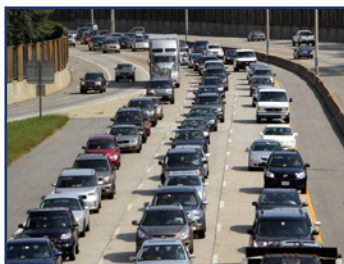
During an emergency, you may decide it is best to leave home, or public officials may order you to leave.



Plan how you will meet up with your family and where you will go if you need to evacuate. Choose several destinations in different directions so you have options in an emergency.

## CREATE AN EVACUATION PLAN

- ✓ Decide on the places where your family will meet, both inside and outside of your immediate neighborhood.
- ✓ If you have a car, keep at least a half tank of gas in it at all times.
- ✓ Become familiar with alternate routes and other means of transportation out of your area.
- ✓ If you do not have a car, plan how you will leave. Make arrangements with a neighbor, friend, or family member in advance.
- ✓ Take your emergency supply kit, unless you have reason to believe it has been contaminated.
- ✓ Lock the door behind you.
- ✓ Take your pets with you, but understand that only service animals may be permitted in public shelters.
- ✓ If time allows:
  - Call, email, or text the out-of-state contact in your family communications plan.
  - Tell them where you are going.



# Turn Around, Don't Drown®

People underestimate the force and power of rushing water. Each year, flooding causes more deaths than any other weather hazard. Whether driving or walking, any time you come to a flooded area, Turn Around Don't Drown®.

If you come to a flooded area, you will not know the depth of the water or the condition of the ground under the water. Road beds may be washed out under flood waters. Never drive through flooded roadways. Play it smart, play it safe.

More than half of all flood-related drownings occur when vehicles are swept away because drivers attempted to travel through flood water. Many people don't realize that vehicles, like ships, float because of buoyancy.

- ✓ Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
- ✓ Twelve inches of water will float many vehicles.
- ✓ Two feet of rushing water can carry away most vehicles including sport utility vehicles (SUVs) and pick-ups.

Death also can occur when people try to walk through or walk too close to flood waters. As little as six inches of fast-moving flood water can knock over an adult.

It is NEVER safe to drive or walk into flood waters.





# Notes

# Get Involved

## Recovery efforts require the whole community to get involved.

Building a safe and resilient community relies upon informed individuals and trained volunteers. Major disasters can overwhelm first responder agencies, but coordinated assistance from properly trained individuals can help greatly.

There are many ways to responsibly get involved in your community, especially before a disaster occurs, such as:

- ✓ learn first aid;
- ✓ volunteer and receive training to support disaster and preparedness efforts in your community;
- ✓ teach preparedness curriculum in your school, church, or community organization; and
- ✓ promote preparedness online by sharing preparedness tips on your social media account.

When disasters strike, people look for ways to help. As we look for ways to help those impacted, we should carefully weigh our options and feelings.

The most effective way to support disaster survivors in their recovery is to donate money and time to trusted, reputable, voluntary or charitable organizations. Immediately following a disaster, a community can become easily overwhelmed by the amount of generous people who want to help. But recovery lasts a lot longer than the media attention and needs will exist long after the initial wave of support.

# Volunteer



With proper training and education, civilian volunteers can support emergency response agencies and expand the resources available to states and local communities.

Volunteers help impacted communities heal from disasters, but recovery won't happen overnight. For many disasters, assistance will be needed for many months, and years afterwards.

## PREPARE TO HELP

Get training before the next disaster. Contacting and affiliating with an established organization involved in disaster response and recovery will ensure that you are appropriately trained and supported to respond in the most effective way.

## DISASTER RELIEF

Seeing images of disaster may compel you to head to the impacted area, but volunteers should not enter an impacted area until a need has been identified and the local community has requested support. Volunteering inside a disaster area can be dangerous, stressful work in extreme environments.

Be patient. There will be opportunities to volunteer for many months after the disaster.

**Be  
patient.**

**Recovery  
lasts a  
lot longer  
than media  
attention.**

The following tips will help you volunteer responsibly, make the most of your efforts, and truly assist impacted communities.

- ✓ Volunteer with an existing voluntary organization that has been asked to respond.
- ✓ Wait until it is safe to travel to volunteer sites and opportunities have been identified.
- ✓ Once assigned as a volunteer, make sure you are wearing proper safety gear for the task.
- ✓ Consider volunteering for the long-term community recovery

**For more information on volunteering, visit  
[vaemergency.gov/get-involved/](http://vaemergency.gov/get-involved/)**

## **VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER**

Voluntary Organizations Active in Disaster (VOAD) is a coalition of non-profit, faith-based, and other non-governmental organizations that respond and help during disasters.

The national, state, and regional chapters of VOAD are committed to fostering the four C's – communication, coordination, collaboration, and cooperation – to better serve people impacted by disasters. Members share knowledge and resources throughout all phases of the disaster cycle – preparation, response, relief, recovery, and mitigation – to help disaster survivors and their communities.



VOAD is a forum for member organizations to connect and communicate with government agencies, which enables all partners to better manage resources during a time of need.

**For more information on  
Virginia VOAD and regional chapters, visit  
[vavoad.communityos.org](http://vavoad.communityos.org)**

***Communication    Coordination    Collaboration    Cooperation***

## COMMUNITY EMERGENCY RESPONSE TEAM

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.



Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

**To learn more about CERT, visit [ready.gov/community-emergency-response-team/](https://ready.gov/community-emergency-response-team/)**

## MEDICAL RESERVE CORPS

The Virginia Medical Reserve Corps (MRC) is a force of dedicated volunteers who stand ready to support the community in the event of a public health emergency. Each local



MRC unit is comprised of teams of medical and public health professionals who, along with interested community members, volunteer their skills, expertise and time to support ongoing public health initiatives and assist during emergencies throughout Virginia.

MRC units actively improve and protect their community's public health by supporting communicable disease outbreak responses, emergency preparedness training exercises, and medical responses to terrorism attacks and disasters.

**To volunteer for the Virginia MRC, visit [vdh.virginia.gov/mrc/](https://vdh.virginia.gov/mrc/)**



# If You See Something, Say Something™

*If you see something suspicious, report it to the police or call 911.*



“If You See Something, Say Something™” is a national campaign that raises public awareness of the importance of reporting suspicious activity to state and local law enforcement. The campaign encourages people to monitor their own environments for suspicious objects or behavior in public places.

It’s easy to take for granted the routine moments in our lives, but your every day life is uniquely yours. So if you see something you know shouldn’t be there – or someone’s behavior that doesn’t seem quite right – say something. By being observant, you can reduce the chance of harm and help keep your community safer.

**Ethnicity, national origin, or religious affiliation, alone, are not suspicious.** For that reason, you should report only suspicious behavior and situations. As an example, you should report an unattended backpack in a public place or someone trying to break into a restricted area, but it is not appropriate to report a person’s beliefs, expressions, associations, or speech that are not related to terrorism or other criminal activity.

If you see something suspicious in a public place or on a public-transportation vehicle, please say something to the authorities.



## REPORTING SUSPICIOUS ACTIVITY

To report suspicious activity, contact your local law enforcement agency. Describe specifically what you observed, including:

- ✓ who or what you saw;
- ✓ when you saw it;
- ✓ where it occurred; and
- ✓ why it's suspicious.

If there is an emergency, call 9-1-1.

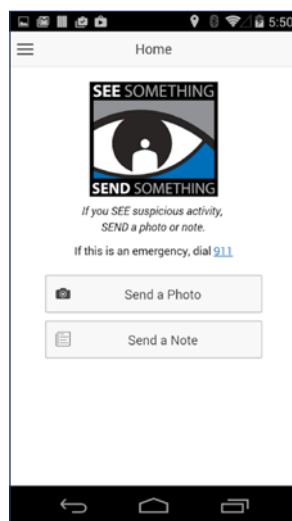
### SEE SEND APP

The “See Something, Send Something” mobile application – also known as the See Send app – is a nationwide tool for residents to report suspicious and criminal activity.

The app allows users to send suspicious activity as a photo or as written text directly to the proper authorities through a nationwide network of intelligence centers. Tips in Virginia are routed to the Virginia State Police. The app also has information to educate you on what to look for and when to submit suspicious activity reports along with how to receive important alerts.

The application can be downloaded at no cost for iOS and Android users.

For situations requiring an immediate response, you should always call 911 or local police directly.



### ***Report Suspicious Activity***

**Emergency: Call 911**

**Virginia terrorism hotline: 1-877-4VA-TIPS**

# Notes



# Notes

# Your Emergency Plan

**Planning ahead will ensure that you and your household will know what to do, and have the supplies you need, to be safe wherever you are.**

## Out-of-town Contacts

Identify out-of-town contacts for your family to connect with during and after a disaster.

### OUT-OF-TOWN CONTACT #1:

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

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

Cell phone: \_\_\_\_\_

Email: \_\_\_\_\_

### OUT-OF-TOWN CONTACT #2:

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

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

Cell: \_\_\_\_\_

Email: \_\_\_\_\_



# Meeting Places

Decide on meeting places in case you cannot return to your home, so that you know where you will go if you have to evacuate.

## NEIGHBORHOOD MEETING PLACE:

Place: \_\_\_\_\_

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

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

Cell phone: \_\_\_\_\_

## OUT-OF-TOWN MEETING PLACE:

Place: \_\_\_\_\_

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

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

Cell phone: \_\_\_\_\_

# Work & School Locations

Identify the locations where your family works or attends school:

**Name:** \_\_\_\_\_

Workplace/School: \_\_\_\_\_

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

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

**Name:** \_\_\_\_\_

Workplace/School: \_\_\_\_\_

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

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

**Name:**

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Workplace/School:

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Address:

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Phone:

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**Name:**

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Workplace/School:

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Address:

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Phone:

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**Name:**

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Workplace/School:

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Address:

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Phone:

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**Other Location:**

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Address:

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Phone:

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**Other Location:**

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Address:

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Phone:

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**Other Location:**

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Address:

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Phone:

---

**Other Location:**

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Address:

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Phone:

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# Medications and Allergies

For each family member, note the medications, dosages, and allergies. Keep this information up to date.

**Name:** \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

**Name:** \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

**Name:** \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

**Name:** \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_



**Name:** \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

**Name:** \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

## Medical Equipment

Keep a list of the style and serial number of medical devices or other life-sustaining devices. Include operating information and instructions.

**Device:** \_\_\_\_\_

Style & S/N: \_\_\_\_\_

Instructions: \_\_\_\_\_

**Device:** \_\_\_\_\_

Style & S/N: \_\_\_\_\_

Instructions: \_\_\_\_\_

**Device:** \_\_\_\_\_

Style & S/N: \_\_\_\_\_

Instructions: \_\_\_\_\_



# Medical Contacts

Collect information from medical providers you may need to contact in an emergency.

**Doctor #1:** \_\_\_\_\_

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

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

**Doctor #2:** \_\_\_\_\_

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

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

**Doctor #3:** \_\_\_\_\_

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

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

**Pharmacist:** \_\_\_\_\_

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

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

**Veterinarian:** \_\_\_\_\_

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

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

**Other Contact:** \_\_\_\_\_

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

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

# Insurance Contacts

Keep a list of your insurance providers and policies.

## **Medical Insurance:**

Policy Number:

Phone:

## **Homeowners/ Renters Insurance:**

Policy Number:

Phone:

## **Vehicle Insurance:**

Policy Number:

Phone:

## **Umbrella Insurance:**

Policy Number:

Phone:

## **Flood Insurance:**

Policy Number:

Phone:

## **Other Insurance:**

Policy Number:

Phone:



# Utility Shut-Off Instructions

## *Gas:*

Shut-Off Valve Location: \_\_\_\_\_

\_\_\_\_\_

Instructions: \_\_\_\_\_

\_\_\_\_\_

## *Electricity:*

Panel Location: \_\_\_\_\_

\_\_\_\_\_

Instructions: \_\_\_\_\_

\_\_\_\_\_

## *Water:*

Shut-Off Valve Location: \_\_\_\_\_

\_\_\_\_\_

Instructions: \_\_\_\_\_

\_\_\_\_\_

# Building Contacts

**Building Manager:** \_\_\_\_\_

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

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

**Landlord:** \_\_\_\_\_

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

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

# Notes

# About CVEMA

The Central Virginia Emergency Management Alliance (CVEMA) is a voluntary association of government and key stakeholder organizations that manage emergency preparation, response, relief, recovery, and mitigation in Central Virginia. Because emergencies and disasters are not limited by jurisdictional boundaries, the CVEMA partners are committed to working together to build resiliency and increase preparedness throughout Central Virginia.



The alliance provides a forum for local emergency managers, public safety officials, federal, state, regional, health care, higher education, non-profit, and public service partners to prepare, plan, and train together, so they can better serve the community during an emergency.



## CVEMA Jurisdictions

- Amelia
- Brunswick
- Caroline
- Charles City
- Chesterfield
- Colonial Heights
- Cumberland
- Dinwiddie
- Emporia
- Essex
- Goochland
- Greensville
- Hanover
- Henrico
- Hopewell
- King and Queen
- King William
- Louisa
- New Kent
- Nottoway
- Petersburg
- Powhatan
- Prince George
- Richmond
- Sussex

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FEMA





# Emergency Contacts

| Situation or Question  | Phone Number   |
|--|--|
| <b>IMMEDIATE EMERGENCY:</b><br>To request immediate assistance from the police, fire department or ambulance in case of a fire, car crash, medical emergency, or during a crime. | <b>911</b>   |
| <b>COMMUNITY SERVICES:</b><br>Call 211 VIRGINIA to obtain free information about community services available in your area.  | <b>211</b>   |
| <b>DOMINION ENERGY:</b><br>To report or check the status of an outage, report downed lines, or for other customer service needs.   | <b>dominionenergy.com</b><br><b>1-866-DOM-HELP</b><br>(1-866-366-4357) |
| <b>TERRORISM HOTLINE:</b> Call this toll free number to report suspicious activity.  | <b>1-877-4VA-TIPS</b><br>(1-877-482-8477)                              |
| <b>LOCAL POLICE (NON-EMERGENCY):</b>   |  |
| <b>LOCAL EMERGENCY MANAGEMENT OFFICE:</b>  |  |
| <b>WATER UTILITY:</b>  |  |
| <b>GAS UTILITY:</b>  |  |
| <b>ELECTRIC UTILITY:</b>   |  |



*The likelihood that you and your family will recover from a disaster tomorrow often depends on the preparations you make today.*