



First Tennessee Area Agency
on Aging & Disability

Disaster Preparedness Guide

For easy access, please keep this near your telephone.

**First Tennessee Area Agency on Aging and Disability
Disaster Preparedness Guide**

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Disaster Preparedness Plan

Mission Statement

First Tennessee Area Agency on Aging & Disability (FTAAAD), working with the Emergency Management Agency (EMA) offices and other service agencies in the area, will maximize the emergency services potential to prepare for, respond to and recover from an emergency or disaster situation affecting people 60 years of age and older and to adults with physical disabilities in the upper eight county region of Tennessee which includes Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Washington, and Unicoi.

Goals and Objectives

I. Goal:

Assess the homebound elderly and disabled preparedness at the community, local and regional level to determine the type of education and/or preparation needed in our target population.

Objectives:

- 1) Review and summarize the information available on the individual's emergency preparedness as it relates to disasters including the community, local and regional preparedness and response.
- 2) Meet with each EMA to educate them on the availability of FTAAAD and the services we can render in a disaster situation.
- 3) Develop a resource manual specific to the needs of our target population.
- 4) Provide education and resources to our target population, their caregivers, and companion groups before and after a disaster occurs.
- 5) Follow the direction of the actions initiated by the local EMA offices in a local, state, or nationally declared disaster situation.

II. Goal:

Educate agency staff, senior centers, and other service agencies about disaster preparedness and appropriate response for people 60 years of age and older and to adults with physical disabilities.

Objectives:

- 1) Identify potential barriers to providing education and training to the service agencies and the target population.
- 2) Prepare lesson plans that are simple to implement in groups or in a one-on-one setting.
- 3) Offer train-the-trainer courses to service coordinators, case managers, senior centers, service agencies and volunteers available to advocate for disaster preparedness in the homebound.
- 4) Provide educational information that is easy to understand and can be quickly and efficiently communicated to the target population.

III. Goal:

Review interoffice emergency procedures.

DISASTER PREPAREDNESS CHECKLIST

(Supplies for a minimum of 3 days are needed)

- ◆ **Water:** 1 gallon per person per day
- ◆ **Food:** Non-perishable, high nutrition, no cooking required; include paper plates, cups, utensils
- ◆ **Manual can opener**
- ◆ **Flashlights:** Include extra batteries and place flashlights in locations around your home (check to be sure batteries do not have expired dates)
- ◆ **Cash:** Bills and coins
- ◆ **Battery-operated TV or radio** (NOAA weather radio, if possible), include extra batteries (check dates for expiration)
- ◆ **Medications:** Both prescription and non-prescription (10 day supply is recommended)
- ◆ **First Aid Kit:** Include a First Aid Manual
- ◆ **Clothing:** At least one change of clothing for everyone in your home, include sturdy shoes and gloves
- ◆ **Blankets or sleeping bags**
- ◆ **Matches in a waterproof container**
- ◆ **Whistle** to signal for help
- ◆ **Personal Items:** Eyeglasses or contact lenses and solution; hearing aid batteries; copies of important papers (ID cards, Social Security Number, insurance policies, including all healthcare policies, birth certificates, passports, etc.), comfort items such as toys and books, extra house and car keys
- ◆ **Tools:** Wrench (to turn off gas or water at the main switch or valve – if gas to your home has been turned off, it may only be turned back on by a professional!!), screwdriver, hammer, pliers, knife, duct tape, plastic sheeting, garbage bags and ties, fire extinguisher
- ◆ **Sanitation/hygiene supplies:** Toilet paper, paper towels, hand sanitizer, moist towelettes, garbage bags, feminine supplies, personal hygiene items, bleach, etc.
- ◆ **Map** of the area

PLEASE KEEP ALL OF THE ABOVE ITEMS IN A SPECIFIED SPACE!

(Utilize a plastic trash container, dufflebag, backpack, etc.
with an ID tag attached)

The following Disaster Preparedness Items are specific to certain needs or situations in the home:

- ◆ **Pet supplies:** food, water, leash, litter box, plastic bags, medications, plastic gloves
- ◆ **Infants:** formula, diapers, bottles, pacifiers, plastic bags and ties, moist towelettes, toys, etc.
- ◆ **Please contact your area Power Company with a list of all electrically-powered life-support equipment. Also, check with your medical supply company for information regarding a back-up power source such as an additional battery or generator.**
- ◆ Please have an alternate plan prepared if your home health caregiver cannot reach your home.
- ◆ Please complete a CONTACT LIST, including EMERGENCY INSTRUCTIONS, listing important information for use by you and those assisting in an emergency.
- ◆ If you have a home inventory, place a copy of it with your Personal Items in your Disaster Preparedness container.
- ◆ **Medical equipment:** have canes, walkers, wheelchairs, motorized wheelchairs/scooters (with extra battery supplies) placed in your home for easy access during a power outage or other emergency.
- ◆ If **special medical supplies** (such as oxygen, syringes, IVs, feeding tube equipment, etc.) are needed, please maintain a minimum 7-to-10-day supply of all items.
- ◆ For those who are deaf or hearing-impaired, store pens or pencils and paper with your emergency supplies. Also, having pre-printed cards that state if you use ASL (American Sign Language) or lip-read might be beneficial for those assisting you.
- ◆ In the event of an evacuation to an American Red Cross shelter, service animals are allowed to accompany their owners in the shelter. Only service animals will be allowed in the shelters.

CONTACT LIST for _____

Family: Name Phone number

Friends / Neighbors:

“Out-of-State” Contact: (for family to “check in” with in case of emergency)

Primary Care Physician:

General Emergency: 911

Area Agency on Aging & Disability: Information and Assistance - (423) 928-3258 or Main Office - (423) 928-0224

American Red Cross of Northeast Tennessee: (423) 378-8700

EMS (Ambulance service): 911

Utilities (Power and Water): (check your local telephone directory)

EMERGENCY INSTRUCTIONS for _____

Medications:

<u>Name of medication</u>	<u>Dosage Amt.</u>	<u>Time(s) Taken</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Physician(s):

<u>Physician Name</u>	<u>Phone Number</u>
_____	_____
_____	_____
_____	_____

Additional Miscellaneous Information: (allergies, medical equipment needs, specific medical conditions, etc.)

Safety Steps for FIRE

PREPARE:

- ◆ Prepare escape plans (including escape routes from each room of your dwelling) to a predetermined designated meeting place and communicate these plans to everyone in your dwelling.
- ◆ Maintain your smoke detector(s) (test often and change batteries at least once a year).
- ◆ Maintain a packet of important documents, information, and valuables (or at least copies of the documents) in a safe-deposit box or a fire-proof container.

IN CASE OF FIRE:

- ◆ Evacuate as soon as possible.
- ◆ If smoke is present, drop to the floor and crawl (the cleanest air is near the floor).
- ◆ Check temperature of any door before it is opened. If the door is hot to the touch, find another way to escape the dwelling.
- ◆ If your clothing catches on fire: **Stop**, **Drop** to the floor and **Roll** until the fire is out.
- ◆ Never go back into a burning building.
- ◆ Call 911 from a nearby location.

Safety Steps for FLOODS

PREPARE

- ◆ Determine if you live in an area at risk for flooding.
- ◆ If so, check your homeowner's insurance policy regarding flood coverage.
- ◆ Maintain a Disaster Supply Kit, including a local map. (Refer to Disaster Preparedness Checklist)
- ◆ Have written instructions on the procedures to turn off electricity, gas, and water supplies to your home – utilize if advised to do so by authorities. (Remember, that your gas supply **must** be turned back on **only by a professional!**)
- ◆ Have an evacuation plan which includes identifying potential places to stay and safe routes for travel.
- ◆ Keep important documents, information and valuables (or at least copies) in a safe-deposit box or fire-proof and waterproof container.
- ◆ Have a radio (NOAA weather radio is recommended) with extra batteries in your home.

TERMS:

Flood Watch: A flood is possible in your area.

Flash Flood Watch: A flash flood is possible in your area.

Flood Warning: Flooding is already occurring or will occur soon in your area.

Flash Flood Warning: Flash flooding is occurring or will occur soon in your area.

IN CASE OF "FLOOD WATCH":

- ◆ Listen for updates on your radio or television.
- ◆ If not a flash flood, move furniture/valuables to higher floors, time permitting.
- ◆ Fill your car's gas tank, in case of evacuation notice.

IN CASE OF "FLOOD WARNING":

- ◆ Listen for updates on your radio or television.
- ◆ Be prepared to evacuate immediately if authorities notify you or issue an evacuation notice through the media (radio and TV stations).
- ◆ With a "Flash Flood Warning", evacuate immediately if you think flooding has already started. (You may have only moments to escape in a flash flood.)

Safety Steps for HEAT WAVE

PREPARE:

- ◆ Choose coolest place in your dwelling to spend the warmest time of the day.
- ◆ If you can travel, choose other places that offer relief from the heat during the warmest time of the day.
- ◆ Avoid strenuous activities during the warmest time of the day.
- ◆ Wear lightweight, light-colored clothing.
- ◆ Learn about any reactions that might occur with regard to prescription medications and excessive heat.
- ◆ If your dwelling is cool, stay indoors as much as possible.
- ◆ Drink plenty of water (water is the safest liquid to drink during heat emergencies), even if you do not feel thirsty.
- ◆ Eat small meals and eat more often.

TERMS:

Heat Exhaustion: Heat exhaustion typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating (can result in the form of a mild stroke). If not treated, the victim may suffer heat stroke.

Heat Stroke: Heat stroke is life-threatening. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.

Sunstroke: Another term for heat stroke.

Treatment for Heat Exhaustion: Get person out of the heat, apply cool cloths, and have them drink cool water slowly.

Treatment for Heat Stroke: Call 911, move person to cool place, immerse in a cool bath or wrap wet sheets around the body. Watch for breathing problems.

Safety Steps for LOSS OF ELECTRICAL POWER

PREPARE:

- ◆ Have telephone number of your local power company accessible for reporting outages.
- ◆ Have flashlights or battery-operated lanterns available in multiple locations in your dwelling. Use of candles and kerosene lanterns can be a fire hazard.
- ◆ Maintain a Disaster Supply Kit. (Refer to Disaster Preparedness Checklist)
- ◆ Investigate other sources of heat for your dwelling, keeping in mind that some heating sources are only for outdoor use (for example: portable generators and gas grills).

IN CASE OF LOSS OF ELECTRICAL POWER:

- ◆ If phone service is available, report power outage to local power company.
- ◆ Turn off major appliances to prevent overload when the power is restored.
- ◆ Keep your refrigerator and freezer doors closed as much as possible (food can be kept cold for 1-2 days with minimal opening of the appliance door).
- ◆ If a high probability exists for pipes freezing (due to excessively low temperatures and/or extended duration of power outage), drain water supply lines, if possible, to avoid ruptured pipes due to freezing water lines.

Safety Steps for PANDEMIC (WIDE SPREAD EPIDEMIC)

PREPARE:

- ◆ Refer to the Disaster Preparedness Checklist and prepare a Disaster Supply Kit. Supplies for two (2) weeks are recommended in a pandemic/wide spread epidemic situation. (Be sure to include any non-prescription drugs and other health supplies such as pain relievers, stomach remedies, cough and cold medicines, anti-diarrhea medications, fluids with electrolytes, and vitamins.)
- ◆ Periodically check your regular prescription medicines to ensure a continuous supply in your home.
- ◆ Communicate with your family members about the healthcare needs of each person in your home should a pandemic/wide spread epidemic outbreak develop. Make plans for specific situations such as the inability of healthcare workers to arrive at your home as scheduled.

IN CASE OF PANDEMIC (Wide Spread Epidemic):

- ◆ Listen to your area news agencies for updates and specific information on the health crisis.
- ◆ Wash hands frequently with soap and water.
- ◆ Cover coughs and sneezes with tissues and dispose of tissues properly.
- ◆ Stay away from others as much as possible if they become ill. Stay home, if possible.
- ◆ Follow the guidelines/directions issued by your local public health agencies.

Safety Steps for THUNDERSTORMS

PREPARE:

- ◆ Learn if a community warning system is in place (in case a tornado develops).
- ◆ Identify a safe place in your dwelling (away from windows, skylights, glass doors); the basement is the best choice.
- ◆ Maintain a Disaster Supply Kit. (Refer to Disaster Preparedness Checklist)
- ◆ Have First Aid Instructions available for emergency situations. (First Aid Kit should be included in your Disaster Supply Kit)
- ◆ Have a radio (NOAA weather radio is recommended), along with extra batteries, in your dwelling.

In Case of THUNDERSTORM:

- ◆ Seek shelter when thunder increases in consistency and/or volume.
- ◆ Watch for lightning strikes and increasing wind gusts.
- ◆ Listen to your radio or television stations for updates.
- ◆ Avoid using land-line telephones and electrical appliances during a thunderstorm.
- ◆ Avoid taking baths or showers during a thunderstorm.
- ◆ Draw blinds or shades over windows in case of excessive wind (shattered window glass will be somewhat contained behind window coverings).

Safety Steps for TORNADOES/SEVERE WINDS

PREPARE:

- ◆ Learn warning signs (most occur in the late afternoon on a hot spring day, but they can occur in any month of the year and at all times of the day or night).
- ◆ Learn about your community's alert plan.
- ◆ Have access to a radio (NOAA weather radio is recommended), with extra batteries.
- ◆ Inventory your possessions for insurance purposes, keep copy of inventory in a safe-deposit box or other safe place away from your dwelling.
- ◆ Prepare family plan/procedure for this specific emergency.

IN CASE OF TORNADO/SEVERE WINDS:

- ◆ When warning is activated, seek shelter in your basement under something sturdy such as a workbench – if there is no basement, then shelter in a small interior room in the middle of the building, such as a closet or bathroom.
- ◆ If in a mobile home, evacuate as soon as a Tornado Watch/Severe Wind Advisory is announced.
- ◆ Following a tornado/severe winds, be alert to downed power lines.

TERMS:

Tornado Watch: Conditions are favorable for tornadoes to develop. Take precautions to protect you and your property and listen to your radio for updates.

Tornado Warning: A tornado has actually been sighted. If in your area, seek shelter immediately.

Safety Steps for WINTER WEATHER

PREPARE:

- ◆ Be careful of the combined effort of cold winter temperatures and wind speed, called Wind Chill.
- ◆ To avoid a chill, stay warm and dry.
- ◆ Layering clothes is helpful to prepare for differing conditions and activities.
- ◆ Wear a hat – this can save 50% of your body heat loss. Gloves and warm socks help protect fingers and toes.
- ◆ Keep walkways and driveways free from ice and snow to avoid slips and falls.

TERMS:

Hypothermia: Low body temperature

Warning signs: Uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion

Detection: Body temperature below 95 degrees. If so, seek immediate medical care.

Shoveling: *Get help from others, if possible.
*If you must shovel, take it slow and be careful.
*Lift small amounts.
*Use proper posture to prevent back strain.
*Overexertion and strain from the cold may cause a heart attack.
*Sweating from overexertion can lead to chill and hypothermia.

Immediate Post Disaster Checklist

- ◆ Check yourself for injuries, taking care of your first-aid needs.
- ◆ Wait to hear an “all-clear” broadcast before going out.
- ◆ Do not drink tap water or well water until local emergency management officials declare it is safe to drink.
- ◆ Avoid contaminated foods.
- ◆ Do not touch fallen or low-hanging wires or trees and objects in contact with or near power lines.
- ◆ Avoid using elevators until officials advise that the elevators are safe to use.
- ◆ Turn off all utilities impacted by disaster.
- ◆ Open closet doors and cabinet doors with caution.
- ◆ Use the telephone only to report life-threatening situations.
- ◆ Do not use lights, matches, or candles.
- ◆ Do not turn on electrical switches until local emergency management officials declare it is safe to do so.

Avoid Post Disaster Scams

- ◆ Always check worker's credentials.
- ◆ Never let anyone into your home without first asking for identification. When in doubt, call the company and verify the identity of the worker.
- ◆ Ask for an address and phone number if the worker tells you they are self-employed.
- ◆ Ask for an estimate in writing and tell all workers you will get back to them.
- ◆ Be wary of anyone who offers to inspect your home for free.
- ◆ Always get a second opinion and written estimates from one or two local firms.
- ◆ Get guarantees in writing.
- ◆ Ask for references and call them.
- ◆ If an offer is good "now or never" you can bet it never will be good.
- ◆ Do not pay for the job in full until the work is completed to your satisfaction.
- ◆ Be cautious with repair contracts if repair work is required. Check with the **Better Business Bureau of Greater East Tennessee (Knoxville) at 865-692-1600** or your local Chamber of Commerce to verify the credentials of those offering to provide repairs or services.

RESOURCES

First Tennessee Area Agency on Aging & Disability (FTAAAD)

Information & Assistance (I&A) 423-928-3258
Statewide I&A (toll free) 866-836-6678
TN Relay 800-848-0299

FTAAAD Service Coordinators:

Carter/Johnson Counties..... 423-543-4256
Greene County..... 423-639-7133
Hancock/Hawkins Counties 423-272-7835
Sullivan County – Bristol 423-764-1818
Unicoi County/Washington Co.-Jonesborough..... 423-753-1081
Washington County–Johnson City..... 423-975-2744

Tennessee Emergency Management Agency (TEMA)615-741-0001

<http://www.tnema.org>

East Region Office, 803 North Concord, Knoxville TN.....800-533-7343

email: east@tnema.org

Federal Emergency Management Agency (FEMA) 800-621-FEMA (3362)

<http://www.fema.gov> TTY: 800-462-7585

To find a shelter, obtain emergency food, water and other disaster relief,
contact your local Red Cross chapter - American Red Cross of Northeast
Tennessee423-378-8700 or 1-888-578-7531 (toll free)

<http://www.redcrossnetn.org>

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No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

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