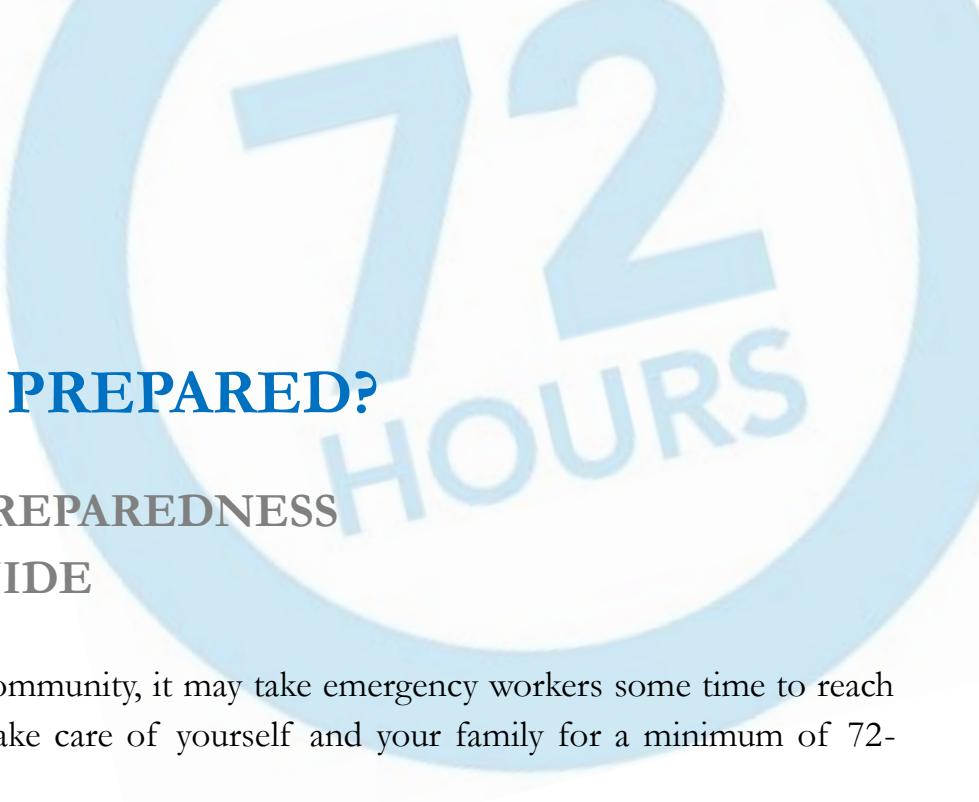


Your Emergency Preparedness and Evacuation Guide

Lake Havasu City
2019





72-HOURS IS YOUR FAMILY PREPARED?

YOUR EMERGENCY PREPAREDNESS AND EVACUATION GUIDE

If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72-hours.

Learn how quick and easy it is to become better prepared to face a range of emergencies - anytime, anywhere. Use this emergency preparedness and evacuation guide to create your own emergency plan and build a 72-hour emergency supply kit. These basic steps will help you take care of yourself and your loved ones during an emergency.

Hyperlinks are included in the electronic version of this guide to allow you to obtain more information.

Please keep in mind that websites may be moved or changed without our knowledge.



GUIDE INTRODUCTION

Since September 11, 2001, we are more aware of our vulnerabilities, more appreciative of our freedom, and more understanding that we have a personal responsibility for the safety of our families, our neighbors, and our nation.

Your Emergency Preparedness and Evacuation Guide provides practical information on how your family can prepare for any emergency. It includes up-to-date safety tips and information about preparedness and protection. In addition to information on most natural and technological emergencies, there is information about persons with disabilities and special needs, school emergency planning, and other timely information.

We know that emergency preparedness works. We can take action now that will help protect our families, reduce the impact an emergency has on our lives, and deal with the chaos if an emergency occurs near us. Our vision of a prepared community is best achieved by your participation in community and family preparedness, so we are all better protected for every emergency.

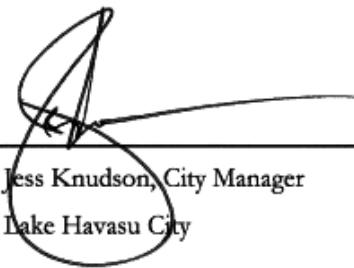
Contact the Mohave County Emergency Management office, your local fire department, or local responders (American Red Cross, The Salvation Army, etc.) for information about specific hazards in your area or to volunteer to help make your community better prepared.

We know that an emergency can strike at any time and we all have a personal responsibility to be ready.

Sincerely,



Cal Sheehy, Mayor
Lake Havasu City


Jess Knudson, City Manager
Lake Havasu City

Brian Davis, Chief
Lake Havasu City Fire


Dan Doyle, Chief
Lake Havasu City Police

Acknowledgement

This guide has been prepared for direct dissemination to the public and is based on the most reliable hazard awareness and emergency education information available at the time of publication, including advances in scientific knowledge, defined technical language, and the latest physical research on what happens in emergencies.

This publication is too brief to cover every factor, situation, or difference in buildings, infrastructure, or other environmental features that might be of interest. To help you explore your interest further, additional sources of information have been compiled in the Resource Directory section at

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PREPARING YOUR FAMILY EMERGENCY PLAN

Emergencies disrupt hundreds of thousands of lives every year. If an emergency occurs in our community, local government and emergency relief organizations will reach out to help, but you need to be ready as well. Local responders may not be able to reach you immediately or they may need to focus their efforts elsewhere.



Understanding how to prepare for an emergency can reduce fear, anxiety, and losses that accompany an emergency. Do you know how to evacuate, where the nearest emergency shelter is located, or know how to care for your family's basic medical needs? You should know how to respond to severe weather or any emergency that could occur in your area - severe winds, thunderstorms and lightning, hail, power outages, extreme hot weather, flash flooding, or an act of terrorism might necessitate an emergency response. You should also be ready to be self-sufficient for at least 72-hours. This may mean providing for your family's own shelter, first aid, food, water, and sanitation.

This guide is being provided to you so you are informed and can prepare to care for yourself and your family. It was developed by Lake Havasu City, working in conjunction with the Mohave County Department of Emergency Management and Mohave County Public Health Department. It contains step-by-step advice on how to prepare for, respond to, and recover from emergencies.

While this guide focuses on the physical hazard of emergencies, there are also the emotional effects of losing a loved one, a home, or treasured possessions. When under stress, people can become irritable, fatigued, hyperactive, angry, and withdrawn. Children and older adults are especially vulnerable to post-emergency psychological effects.

Teach children how to respond to emergencies. Give them a sense of what to expect. Being prepared, understanding the risks, and taking steps to reduce those risks can reduce the damage caused by hazards.



What Should You Do Now?

It's important to take the time now, before an emergency happens, to sit down with all your family members and discuss ways to prepare for an emergency. It will help you and your family know what to do when an emergency strikes.

When making a family emergency plan and putting together your family's emergency supply kit, remember to consider:

- Is someone in your household an older adult or disabled? How would you prepare for their needs?
- What plans are in place for a workplace emergency and for my child's school or daycare facility. Or what if the family is not together when an emergency occurs?
- A plan for your service animal or pets. Remember, pets may not be allowed inside emergency shelters or hotels due to health regulations.

PREPARING YOUR FAMILY EMERGENCY PLAN

Keep your family's emergency plan in an easy-to-find, easy-to-remember place (for example, with your emergency supply kit). Photocopy the family's emergency plan and keep it in your car and/or at work. If you complete your family's emergency plan online, keep an electronic version on your electronic device (computer, phone, etc.).

Safe Home Instructions

Make sure you have working smoke alarms, carbon monoxide detectors, fire extinguishers, and a well-stocked first aid kit. If you live in an apartment, condo, or if you are staying in a hotel, know where the fire alarms and emergency exits are located.

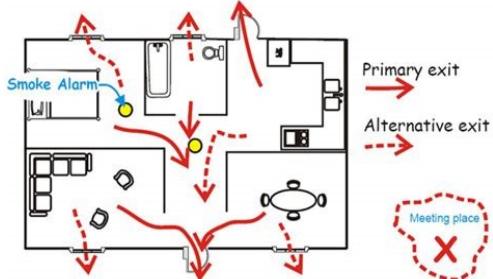
There should be a fire extinguisher on every level of your home, including one in your kitchen. All capable adults and older children should know where to find each fire extinguisher and how to use it.

Make sure your fire extinguishers are properly maintained. If your fire extinguisher is in need of service or replacement, contact your local fire protection company.

All capable adults and older children should know how to shut off your home's water, electricity, and gas. Keep gas and water valves shut-off instructions close by and read them carefully. Inspect your home at least once a year and fix potential hazards.

Household Emergency Plan - Emergency Exits

Draw up a floor plan of your home that shows all possible exits from each room. Plan a primary exit route and an alternative exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevator. If you are unable to use the stairs, notify emergency personnel ahead of time. Also, identify an evacuation route from your neighborhood in case you need to leave in a hurry (and think of more than one option).



Planning for Evacuation

- Ask your county emergency management office or local fire department about community evacuation plans. Learn evacuation routes. If you don't own a car, make transportation arrangements with family, friends or neighbors.
- Talk with your family and friends about the possibility of evacuation. Plan where you would go if you had to leave the community. Determine how you would get there. In your planning, consider different scales of evacuations. In a severe hazardous materials incident, for example, entire neighborhoods might be evacuated, while a much smaller area would be affected by a large structure fire or hostage situation.
- Plan a place to meet members of your household in case you are separated from one another in an emergency. Pick two places to meet:
 - * Outside of the home in case of a fire.
 - * Outside your neighborhood in case you cannot return home.

PREPARING YOUR FAMILY EMERGENCY PLAN

- Print your emergency contact phone number list and place a copy next to each phone in your home. Carry one with you and have one in your car. If possible, program these phone numbers into your home phone and cell phone.
- Ask a family member or friend outside your town to be the checkpoint, so everyone in the household can call that person to say they are safe.
- Assemble an emergency supply kit.
- Keep fuel in your car if an evacuation seems likely. Gas stations may be closed during an emergency and unable to pump gas during power outages.
- Know how to shut off your home's electricity, gas, and water supplies at main switches and valves. Have the tools you would need to do this; usually adjustable pipe and crescent wrenches.

TIPS

Electricity, gas, water, sewage treatment, and telephones may be off for days, a week, or longer. Your emergency supply kit should contain items to help you and your family manage during these outages.

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When in doubt, do not drink water you suspect may be contaminated. Check with your local authorities for details.

Workplace

Learn about emergency evacuation plans in your workplace and what you will need to do. You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay for a while. Check with your employer about their workplace emergency plan, including fire alarms, emergency exits, and meeting points.

Visit the [Insurance Institute for Business Safety](#) web site for a free toolkit and training videos.

Child Daycare and School



Every school has an emergency plan. It is your responsibility, as a parent, grandparent, or guardian to ask your child's daycare or school about their emergency policies. Find out how they will contact families during an emergency.

The [Lake Havasu Unified School District](#) (LHUSD) is responsible for ensuring all children have a safe and secure learning environment. Parents should become involved by understanding LHUSD emergency plan at their child's school.

Plan for Specific Risks

Learn about the risks that are most likely to effect your community, such as extreme hot weather, thunderstorms and lightning, flash flooding, etc.

PREPARING YOUR FAMILY EMERGENCY PLAN

Put the Plan into Action

- Print your emergency contact phone number list and place a copy next to each phone in your home. Carry one with you and have one in your car. If possible, program these phone numbers into your home phone and cell phone.
- Review the list with all your family members.
- Make sure children know how and when to dial 9-1-1 or local emergency medical services numbers.
- Show each capable adult and older children how and when to shut off the water, gas, and electricity.
- Install ABC fire extinguishers in your home. Teach family members how to use the fire extinguisher and where it is kept.
- Install smoke alarms and carbon monoxide detectors on each level of your home. Check manufactures instructions for appropriate locations.
- Stock emergency supplies and assemble an emergency supply kit.
- Plan two ways out from each room in your home.

TIPS

Ask a family member or friend outside your town to be the *checkpoint*, so everyone in the household can call that person to say they are safe.

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If you recently moved to a new area, make arrangements through friends, community organization, or cultural associations.

Neighborhood Safety Plan

Work with your neighbors to identify:

- Types of emergencies that may affect your neighborhood.
- People who may need extra help. Help make sure everyone is taken care of by assigning “block buddies.”
- Needed supplies already on hand; equipment, tools, first aid kits, blankets, generators, tarps, etc.
- Communication technology in your neighborhood to utilize communication with one another and the outside world; mobile radios, ham radios, landline phones, cell phones, etc.



Once the neighborhood safety plan has been completed, publish your plan and send out to all neighborhood residents.

PREPARING YOUR FAMILY EMERGENCY PLAN

Emergency Instructions

Call 9-1-1 to report a fire, a crime, or to save a life.

For non-emergency calls, use the following local numbers: **Police - (928) 855-4111 or Fire - (928) 855-1141.**

When notifying emergency services of your location, provide the exact street address and nearest intersection.

In an Emergency

- Follow your emergency plan.
- Grab your emergency supply kit.
- Make sure you are safe before assisting others.
- Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions.
- Stay put until all is safe or until you are ordered to evacuate.

SAFE IDEA

Learn about first aid.

You could save a life.

Along with making emergency plans and preparing an emergency supply kit, knowing first aid could save a life. Contact your local American Red Cross or Havasu Regional Medical Center for classes in your area.

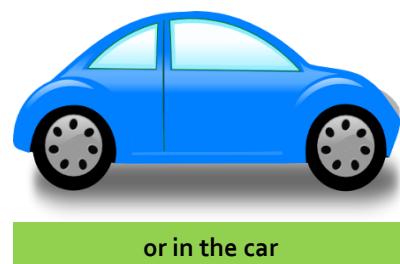
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Practice and Maintain Your Plan

- Review your plan every six months so all family members remember what to do.
- Conduct fire/emergency evacuation drills.
- Test/recharge your fire extinguishers according to manufacturer's instructions.
- Test your smoke alarms and carbon monoxide detectors every month. Replace the batteries every year and replace your smoke detectors every 10 years.
- Replace stored water and food every six months.

Use this guide as your foundation for your family's emergency preparedness and evacuation guide. Consider getting involved in your local emergency preparedness and response activities by volunteering in your community. Contact your local [American Red Cross](#) to become trained in emergency response or become a volunteer with the [Community Emergency Response Team](#) (CERT).

Where will your family be when an emergency strikes? They could be anywhere -



PRESERVING FAMILY DOCUMENTS

In an emergency, where you might have to leave your home quickly, important documents may be left behind and ultimately destroyed. Before an emergency occurs, decide which documents are most essential to you and your family. One factor to consider is how readily a lost document could be replaced. The following is a list of documents you should safeguard and be able to retrieve quickly:

- Driver's License and other ID
- Social Security card
- Passports
- Medical history information and health insurance cards
- Immunization records
- Birth, marriage, and death certificates
- Records of bank accounts
- Credit card information
- Insurance policies
- A list of important/valuable belongings for insurance purposes (inventory, photos or videos of household goods)
- Wills, contracts, deeds
- Records of stocks, bonds, or retirement accounts
- List of utilities account numbers, doctors, and veterinarian information.
- Back-up of key computer files
- Family photos



TIP

Keep some cash on hand, as automated bank machines (ATMs) and their networks may not work during an emergency. You may have difficulty using debit or credit cards.

There are many ways to prepare your essential documents for an emergency. Whatever method you use, remember to keep your records updated. At the very least, choose one day each year to make certain they are current and ready to evacuate.

Be sure to store these documents and photos in a safe deposit box, watertight container, or in a zip lock bag in your personal emergency supply kit. You can also save copies on a USB drive. Make one for yourself and your out-of-area contact.



Visit the FEMA library to download more facts about [Protecting Critical Documents and Valuables](#).

EMERGENCY PLANNING FOR OLDER ADULTS

Make a Plan

- Assess what personal abilities and limitations may affect your response to an emergency.
- Plan escape routes & meeting places with your neighbors or your caregiver.
- If you receive care at home, speak with your case manager to learn about their emergency plan and how they plan to assist you.
- Create a *Personal Support Network*, such as family members, co-workers, friends, neighbors, and/or caregivers. They can help you identify and get the needed resources to help you cope during and after an emergency. Have at least three people in your network from various locations, since people are not always available.
- Place emergency phone numbers near your phone and in your wallet. In some emergencies, telephone lines might not be working. Consider having an alternate plan for contacting those in your network.
- Keep support items (cane, walker, wheelchair, etc.) in a designated place so they can be found quickly.
- Be aware that pets (except service animals) may not be allowed in emergency shelters or hotels.
- Visit the FEMA library to download more facts about [Preparing for Emergencies](#).

TIP

Learn how to protect yourself and cope with an emergency by making a plan. Even if you have physical limitations, you can still prepare and protect yourself and your family.

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Make a Kit

Have an emergency supply kit packed and ready before an emergency hits.

- Assemble enough supplies to last at least three days. Store your supplies in an easy-to-carry container - consider storing supplies in a container that has wheels.
- Place an ID tag on your emergency supply kit. Make sure your support items (cane, walker, wheelchair, etc.) are labeled with your name, address, and phone number.
- If you use a motorized wheelchair or scooter, consider having an additional battery available. Keep a tire patch kit or a can of Fix-A-Flat in your emergency supply kit.
- Visit the FEMA library to download more facts about your [Emergency Supply Kit](#).

Be Informed

- Prepare for an emergency that might affect your area: thunderstorms and lightning, extreme hot weather, flash floods, home fires, etc.
- Learn how local authorities will warn you of a pending and current emergency.
- Contact your local emergency teams, ([American Red Cross](#), [The Salvation Army](#), etc.) and ask them how they could assist with your emergency plan.
- Purchase a NOAA Weather Radio/All-Hazard Alert Radio. These special radios will provide early warnings of weather and other emergencies. Visit NOAA to download more facts about [NOAA Weather Radios](#).

EMERGENCY PLANNING FOR PEOPLE WITH DISABILITIES

You are the best person to plan for your own safety. You know your functional abilities and needs. You can cope with any emergency by planning in advance with your family, neighbor, and caregiver.

Tips for Planning Ahead

Below are a few extra tips to keep in mind when you prepare for an emergency:

- Create a *Personal Support Network*, such as family, roommates, co-workers, friends, neighbors, and/or caregivers. They can help you identify and get the needed resources to help you cope during and after an emergency. Have at least three people in your network from various locations, since people are not always available.
 - * Make arrangements to have someone check on you immediately after an emergency.
 - * Exchange keys (house, car, etc.).
 - * Inform them where your emergency supply kit is located.
 - * Give them copies of your family documents, evacuation plans, health information, and phone numbers.
- Do a personal assessment. Decide what you are able to do for yourself and what assistance you may need before, during, and after an emergency? Make a list of your personal needs and note your answers (in writing or recorded) to share with your *Personal Support Network*. (see page 53-56)
- Determine how to communicate with emergency personnel if you don't have an interpreter or your hearing aids are not working?
- Indicate if you use any special equipment, if you have allergies, or if you have communication difficulties.
- Print an emergency phone list to give to your *Personal Support Network*, place by each phone, and carry a copy.
- Make your home safe by making sure exits (hallways, stairwells, doorways, etc.) are accessible for your support item (cane, walker, wheelchair, etc.). Have a plan to cope with debris in your home or along exit routes after an emergency hits.
- Make sure you have items needed for personal care, such as bathing (shower chair), grooming, or adaptive equipment to help you get dressed.
- Special feeding utensils to help prepare or eat food independently.

TIP

When assembling an emergency supply kit for your service animal, make sure you have enough supplies to last up to three to seven days.

- Make a prescription/medicine list with names and phone numbers of your doctors, how much you take, and your medical condition. (see page 51)
- Contact your local emergency teams, ([American Red Cross](#), [The Salvation Army](#), etc.) and ask them how they could assist with your emergency plan and what their emergency plan is for people with disabilities.

EMERGENCY PLANNING FOR PEOPLE WITH DISABILITIES

- Will you need a power source for electric-dependent equipment such as electrical lifts?
- Do you need access to a specially equipped vehicle or transportation?
- If your family and/or caregiver cannot reach you, will you need help in getting groceries, prescriptions, or medical supplies?
- How will you call for assistance to leave a building? Do you know the location of text telephones and phones that have amplifications?
- Make plans with your employer if you need assistance exiting your office.
- Do you use a ramp to exit out of your home or office building? What is your plan if the ramp access is blocked or the ramp has shaken lose from the building?
- Will you be able to care for your service animal: provide food, shelter, veterinary attention, etc.? Make sure that your service animal has the appropriate licenses.

Special Health Needs

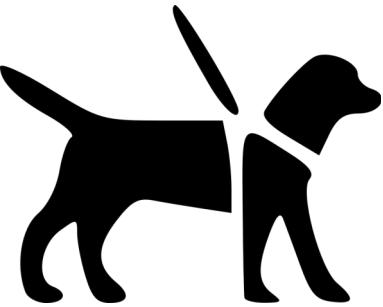
Establish a *Personal Support Network* such as family, roommates, co-workers, friends, neighbors, and/or caregivers who understand your special needs. Write down details about you accommodation needs, emergency contacts, medical conditions, medication, etc.

Keep a copy of this information in your emergency supply kit and give a copy to your *Personal Support Network*.

Talk with your doctor about preparing an emergency supply kit with a two-week supply of medication and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

Plan for Service Animals and Pets

In case of an evacuation, remember that pets (except service animals) may not be allowed in the emergency shelters or hotels. In case of an evacuation, prepare to take your pets with you to the home of a family member or friend, or take steps to identify [pet-friendly hotels](#) or pet boarding facilities in your area and further away from home.



Plan to take care of your service animal and pets during and after an emergency. Have enough food, water and medicine for up to seven days.

- Do you have the appropriate licenses for your service animal and pets?
- Do you have a caregiver for your pets in case you are unable to meet their needs or take them with you?

Visit the American Public Health Association for additional [emergency preparedness tips](#) for people with disabilities.

CHILDREN AND EMERGENCIES

Getting children to help prepare for an emergency teaches them the basics of staying safe and will make the emergency less stressful. Ask them what items they think should go into an emergency supply kit and plan.

Tell Children about Emergencies

Talking to children, without overly alarming them, about emergencies can help them during an emergency. Tell them that an emergency is something that could hurt people or cause damage. Explain that nature sometimes provides too much fire, rain, or wind. Let your children know there are many people who can help them during and after an emergency, so they will not be afraid of firemen, policemen, or other emergency officials. When you are talking with your children, be sure to present a realistic picture that is both honest and manageable.

Teach children:

- How to call for help.
- When to use emergency numbers.
- To call the checkpoint (family member or friend outside your town) if they are separated from the family.



The most important part a parent can play in an emergency is to stay calm. In an emergency, children look towards their parents for help and clues on how to act, if you are showing fear and anxiety, your children will easily pick up on your reactions.

Children depend on daily routines: they wake up, eat breakfast, go to school, and play with friends. When an emergency interrupts this routine, children may become anxious; they may not want parents out of their sight, and/or refuse to go to school or child care. A child's fear also may stem from their imagination and should be taken seriously. Our words and actions can provide reassurance.

Be aware that after an emergency, children are most afraid that:

- The event will happen again.
- Someone will be injured or killed.
- They will be separated from their family.
- They will be left alone.

Listen to what your child is asking about the emergency. Answer them simply without elaboration needed for an older child or adult. Allow the child to draw pictures to tell their story if they are having difficulty expressing their thoughts and feelings.

SAFE IDEA

Learn about first aid.

You could save a life.

Along with making emergency plans and preparing an emergency supply kit, knowing first aid could save a life. Contact your local American Red Cross or Havasu Regional Medical Center for classes in your area.

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Arrange for each family member to call, email, or text the same out-of-town contact person in case of an emergency.



For a Family Communication Contact Plan for kids, go to:

CDC - [Ready Wrigley Checklists](#)

FEMA - [Family Communication Plan for Parents and Kids-Ready Kids](#)

CHILDREN AND EMERGENCIES



Weather Word Find



C	G	P	D	H	R	A	M	T	S	L	A	E	P	M	F	B	I	S	E
A	L	S	I	E	T	Z	H	L	E	S	L	N	D	N	A	D	E	E	R
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AIR	FLASH FLOOD	METEOROLOGIST	SUPERCELL
ANEMOMETER	FOG	MICROBURST	TEMPERATURE
ATMOSPHERE	FORECAST	RADAR	THERMOMETER
BLIZZARD	FUNNEL CLOUD	RAIN	THUNDER
CLOUD	HAIL	SEA BREEZE	TORNADO
COLD FRONT	HURRICANE	SEVERE STORM	WARM FRONT
CONVECTION	ICICLE	SLEET	WARNING
DEW POINT	JET STREAM	SNOWFLAKE	WATCH
DROUGHT	LIGHTNING	STORM SHELTER	WEATHER
DRY LINE	MESOCYCLONE	SUN	WIND

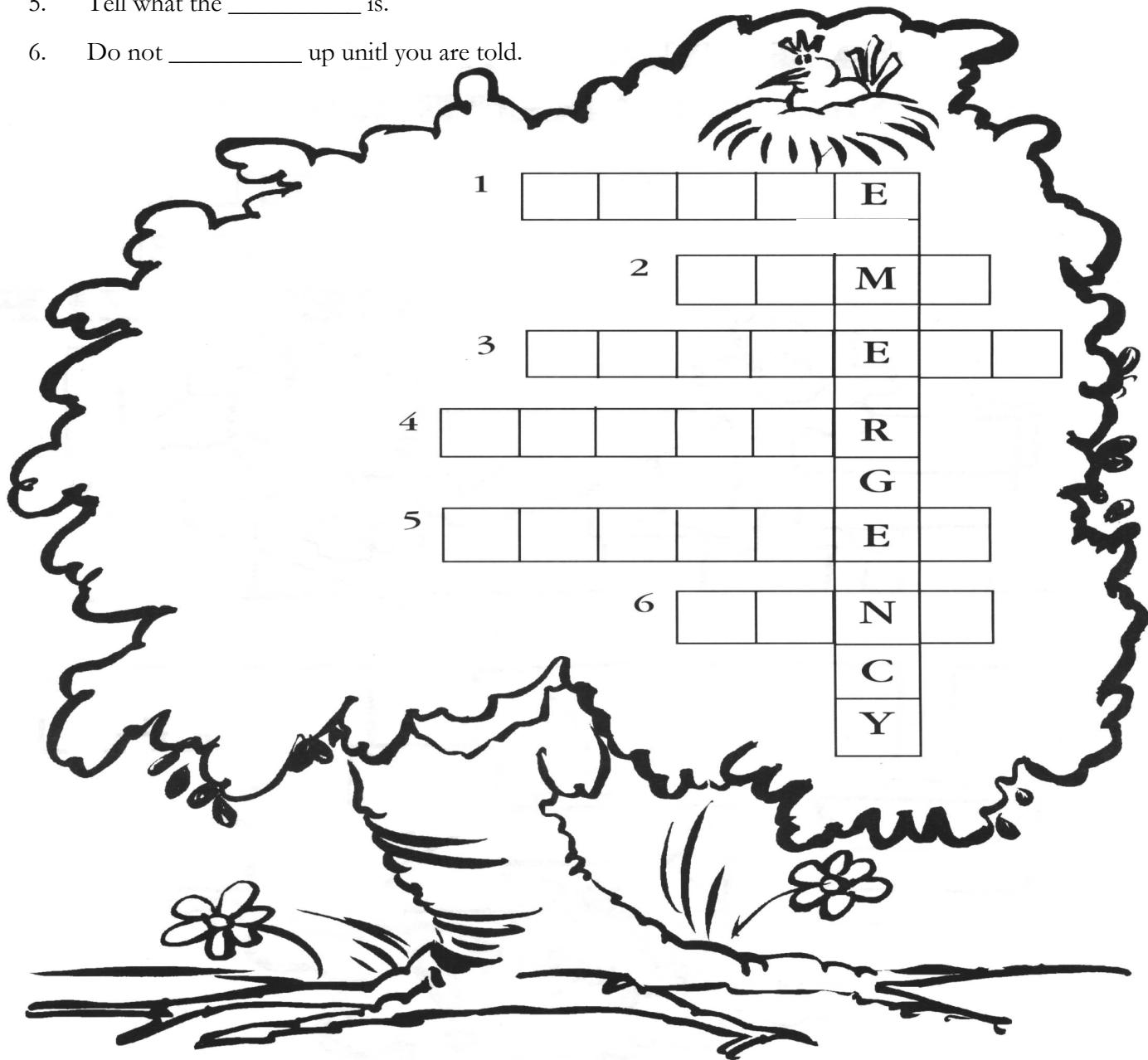
CHILDREN AND EMERGENCIES

Write the missing word to each sentence in the boxes on the tree.

After you dial the emergency number 9-1-1, tell the Operator...

Across

1. This is an emergency and I am home _____.
- 2, 3 & 4. Give your _____, _____, and phone _____.
5. Tell what the _____ is.
6. Do not _____ up until you are told.



Answers: 1) alone, 2) name, 3) address, 4) number, 5) problem, 6) hang

SCHOOL EMERGENCY PLANNING

The Lake Havasu Unified School District is responsible for ensuring all children have a safe and secure learning environment. Parents should become involved by understanding and following basic emergency plans at their child's schools.

Emergency Plans

- Your school has established a school crisis plan in partnership with public safety agencies, including law enforcement, fire, health, mental health, and local emergency preparedness agencies. They address traditional crises and emergencies such as fires, school shootings, and accidents, as well as biological, radiological, chemical, and other terrorist activities.
- Your school's crisis plan address the unique circumstances and needs of your child's school. Each school crisis plan address four major areas.
 - * Prevention/Mitigation
 - * Response
 - * Preparedness
 - * Recovery

TIP

Write yourself a reminder to review your contact information, practice your emergency evacuation plans, and to restock your kits.

Be Prepared

- Know the process the school has established for communicating with you during a crisis.
- Know the school's plan for discharging students under all circumstances to include severe storms, utility outages, fires, etc.
- Remember that during a crisis or early dismissal, you may not be able to get to the school to pick up your child. Prepare a plan now to make sure your child has a secondary contact person, contact information is readily available at the school, and your child knows who is authorized to pick them up.
- Listen to your local radio stations and watch local news reports. Emergency and school officials will use these outlets to distribute important information during a crisis.

If There is a School Emergency

- In the event a crisis has occurred at your child's school, do not assume that you should go directly to the school to pick up your child. Sometimes the safest place for them to be is within the school building. For example, if there is a hazardous materials incident and your child is at school, you will probably not be permitted to drive to the school to pick up your child. Even if you go to the school, the doors will probably be locked to keep the children safe.
- Follow the directions of your local emergency officials.

School Safety Tips for Parents, Grandparents, and Guardians

Advocate for these safeguards to be placed at your child's school:

- * An Emergency Plan
- * Regular Emergency Drills
- * Readily Available First Aid Kits
- * An Off-Campus Meeting Site
- * A Way to [Report Bullying](#) and Violence
- * [Interventions for Troubled Youth](#)

SERVICE ANIMAL AND PETS

Service animals and pets can be a big part of your family; therefore, you need to think about their needs and prepare for their safe being.

What To Do Now:

- Plan on how you will assemble your service animal and pets, and anticipate where you will go.
- Be aware that an emergency shelter or hotel may not allow your pets (except service animals) inside. Before an emergency happens, check which facilities in your area might be an option for you and your pets. Visit GoPetFriendly.com to locate pet friendly locations.
- Make sure your service animal and pets has a properly fitted collar that includes the current license, rabies tag, and a tag with your name, address, and phone number.

Emergency Supplies for Service Animal and Pets

- Crate/pet carrier for each pet with an envelope taped to the top of the carrier containing a photo with your pet's name on it, vaccination records, prescription medication information, and vet's name and phone number.
- Food should be dry and kept in an airtight, waterproof container. Water sufficient for up to seven days. Food and water dish.
- If your pet is on medication or a special diet, ask your vet if you can get an extra supply of medications and keep in a waterproof container.
- Towels or blankets for warmth. Short/long leashes. Pet's favorite toys.
- Waste cleanup bags. Plastic litter box, kitty litter, and a scoop.
- First aid kit, which should include cotton bandage rolls, spray disinfectant, latex gloves, scissors, flea and tick prevention, and a pet first aid reference book.

What To Do During

- Bring pets inside immediately. Animals have instincts about severe weather changes and will often isolate themselves if they are afraid. Never leave a pet outside or tied up during a storm.
- If you have to evacuate and need to leave your pets at home, prepare a safe location for it:
 - * Leave a three-seven day supply of dry food and water; place the food in a sturdy container the pets cannot overturn and leave water in a sturdy, no-spill container.
 - * Replace a chain "choke" collar with a leather or nylon collar. Make sure the collar has tags and identification.
- Separate dogs and cats, even if they normally get along. The anxiety of an emergency situation can cause pets to act unpredictable.
- If you evacuate and plan to take your pets, remember to bring your pet's medical records, medications, food, and water.

What To Do After

- A few days after the emergency, leash your pet when they go outside to maintain close contact.
- The behavior of your pet may have changed; normally quiet/friendly to aggressive/defensive.
- Leash dogs and place in a fenced yard with access to shelter and water.
- Wild or stray domestic animals can pose a danger during or after many types of emergencies. If an animal must be removed or caught, contact the local animal control authorities or wildlife control business.

EMERGENCY SUPPLY KIT

In an emergency, you will need some basic supplies and may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72-hours.

Make sure your kit is easy to carry and everyone in the household knows where it is. If you have several people in your household, you may want to separate some of the supplies in backpacks. This way your kit will be more portable and each person can personalize his or her own emergency supply kit.

For more information about your emergency supply kit, visit [Department of Homeland Security](#).

Basic Emergency Supply Kit

- Water - at least a three-day supply of water for each person for drinking and sanitation; include small bottles that can be easily carried in case of an evacuation order. Children, nursing mothers, and sick people may need more water. Replace water supply every six-months.
- Non-perishable food - at least a three-day supply: whole grain cereals, nuts, canned food, high energy food (peanut butter, granola bars, trail mix, beef jerky), and dried foods. Replace food supply every six-months. Avoid food that makes you thirsty. Select foods your family will eat and require no refrigeration, preparation, or cooking, and use little or no water. Food for toddlers and infant formula.
- Kitchen/cooking and eating utensils - sugar, salt, pepper, aluminum foil and plastic wrap, re-sealable plastic bags, paper cups, plates, plastic utensils, small cooking stove and can of cooking fuel, include a manual can-opener.
- Crank or battery-powered flashlight (and extra batteries). Replace batteries once a year.
- Crank, battery-powered radio (and extra batteries) or a weather radio.
- Extra keys to your car and house.
- Personal identification, credit cards, and some cash in smaller bills, such as \$10 bill.
- A copy of your family's emergency plan and contact information.

TIP

Plan to rotate emergency kit items every 6-months.

This includes making sure the clothes you have packed still fit!

- First aid kit for your home and your car - first aid manual, sterile adhesive bandages in assorted sizes, assorted sizes of safety pins, cleaning agents, latex gloves, scissors, cotton balls, tweezers, antiseptic, sterile gauze pads, prescription medication, aspirin and non-aspirin medication, antacid, equipment for people with disabilities.
- Food, water, and medication for your service animal or pets. Personalize according to their needs.

Visit the FEMA library to download more facts about [emergency supply lists](#).

EMERGENCY SUPPLY KIT

Recommended Additional Items

- Prepare an emergency supply kit to keep in your vehicle.
- Two additional gallons of water, per person per day, for cooking & cleaning.
- Candles- placed in a deep, sturdy container. Do not burn unattended.
- Matches/waterproof matches stored in a waterproof container or lighter.
- One complete change of clothing, sturdy footwear, and a hat for each person. Gloves, extra socks, extra underwear, and sunglasses.
- Sleeping bag or warm blanket for each household member and pillows.
- Sanitation and Hygiene:

<input checked="" type="checkbox"/> washcloth and towel	<input checked="" type="checkbox"/> towelettes/soap	<input checked="" type="checkbox"/> hand sanitizer	<input checked="" type="checkbox"/> liquid detergent
<input checked="" type="checkbox"/> toothbrush/paste	<input checked="" type="checkbox"/> brush/comb	<input checked="" type="checkbox"/> shampoo	<input checked="" type="checkbox"/> shaving items
<input checked="" type="checkbox"/> feminine supplies	<input checked="" type="checkbox"/> lip balm	<input checked="" type="checkbox"/> sunscreen	<input checked="" type="checkbox"/> insect repellent
- Dental & personal hygiene items: toilet paper, denture adhesive, etc.
- Eye glasses, contact lens, and solution.
- Garbage bags for water storage and waste.
- Basic tools:

<input checked="" type="checkbox"/> hammer	<input checked="" type="checkbox"/> pliers	<input checked="" type="checkbox"/> wrench	<input checked="" type="checkbox"/> screwdriver
<input checked="" type="checkbox"/> shut off tools	<input checked="" type="checkbox"/> signal flares	<input checked="" type="checkbox"/> work gloves	<input checked="" type="checkbox"/> dust mask
<input checked="" type="checkbox"/> pocket knife	<input checked="" type="checkbox"/> scissors	<input checked="" type="checkbox"/> duct tape	<input checked="" type="checkbox"/> jumper cables
<input checked="" type="checkbox"/> tire patch kit	<input checked="" type="checkbox"/> small shovel		
- Cell phone and charger.
- A whistle, in case you need to attract attention.
- Household chlorine bleach or water purifying tablets.
- Specialty items - remember to consider the needs of:
 - * infants/toddlers
 - * older adults
 - * disabled persons
 - * service animal and pets

TIP

It is important for you to be ready, wherever you may be when an emergency strikes. With the information above, you can now put together an emergency supply kit for your household.

ALERT AND WARNING NOTIFICATIONS

*Don't Become a Statistic!
People die when trying to evacuate too late.*

The Emergency Alert System (EAS) is a national public warning system that requires broadcasters, cable television system, wireless cable systems, satellite digital audio radio service (SDARS) providers, and direct broadcast satellite (DBS) providers to provide the President of the United States with communications capability to address the American people within 10 minutes during a national emergency. The system also may be used by state and local authorities, in cooperation with the broadcast community, to deliver important emergency information such as weather information, AMBER alerts, and local incidents information targeted to specific areas.

The amount of time you have to evacuate will depend on the emergency. If the event can be anticipated in advance, like a severe power outage, you might have a day or two to get ready. However, many emergencies allow no time for people to gather even the most basic necessities. This is why you should prepare now.

At the local level, EAS is a means for emergency management, public safety officials, and the National Weather Service (NWS) to provide public emergency alert information quickly via commercial radio, television, and cable licensees.



How to Stay Informed

- Tune into your local radio stations:

KAAA-1230 AM (*Kingman*)

KZZZ-1490 AM (*BHC*)

KFLG-1000 AM (*BHC*)

KGMN-100.1 FM (*Kingman*)

KJJJ-102.3 FM (*Laughlin, NV*)

KNTR-980 AM (*LHC*)

KVYL-93.7 FM (*Mohave Vly*)

KZUL-104.5 FM (*LHC*)

KRRK-101.1 FM (*Desert Hills*)

KRCY-96.7 FM (*LHC*)

KNLB-91.1 FM (*LHC*)

KGPS 98.7 FM (*Kingman*)

KPKR-97.3 FM (*Parker*)

KLPZ-1380 AM (*Parker*)

KAIH 89.3 FM (*LHC*)

KTOX-1340 AM (*Needles, CA*)

KNKK-107.1 FM (*Needles, CA*)

KWFH-FM 90.1 (*Parker*)

- Check for [Nixle](#) alerts.
- Listen for fire and law enforcement announcements in your neighborhood.

EVACUATION ORDERS

Evacuations are more common than you may realize. In the United States, home and business owners are evacuated several times a year for emergencies ranging from transportation and industrial accidents, releases of harmful substances, fires, bomb threats, and floods forcing individuals to leave their locations.

When a community evacuation becomes necessary, listen to a battery-powered radio and follow LOCAL instructions. If the danger is a chemical release and you are instructed to evacuate immediately, gather your household and go. Take one car per household when evacuating. This will keep your household together and reduce traffic congestion and delays. In other cases, you may have time to follow these steps:



- Gather water, food, clothing, emergency supplies, insurance and financial documents.
- Wear sturdy shoes and clothing that provides some protection, such as long pants, long-sleeved shirts, and a hat.
- Secure your home. Close and lock doors and windows. Unplug appliances. Turn off water main, gas, and electricity.
- Let others know where you are going.
- Leave early enough to avoid being trapped by severe weather or other evacuees.
- Follow recommended evacuation routes. Do not take shortcuts, as they may be blocked. Be alert for washed out roads and bridges. Do not drive into flooded areas. Stay away from downed power lines.

Emergency situations can be intense, stressful, and confusing. Should an evacuation be necessary, local authorities will do their best to notify the public, but do not depend entirely on this. Often, an emergency can strike with little or no warning, providing local authorities scant time to issue an evacuation order. In addition, it is possible that you may not hear of an evacuation order due to communications or power failure or not listening to your battery-powered radio.

In the absence of evacuation instructions from local authorities, you should evacuate if you feel you and your household are threatened or endangered. Use pre-designated evacuation routes and let others know what you are doing and your destination. Many emergencies allow no time for people to gather even the most basic necessities. This is why you should prepare now.

Evacuations save lives and allow responding personnel to focus on the emergency at hand.
Please evacuate promptly when requested!

EXTREME HOT WEATHER

Stay Cool



- **Wear Appropriate Clothing:** choose lightweight, light-colored, loose-fitting clothing.
- **Stay Cool Indoors:** Stay in an air-conditioned place as much as possible. If your home does not have air conditioning, go to the library or to the grocery store - even a few hours spent in air conditioning can help your body stay cooler when you go back into the heat. Keep in mind: electric fans may provide comfort, but when temperatures are in the high 90s or higher, they will not prevent heat-related illness.
- **Schedule Outdoor Activities Carefully:** Try to limit your outdoor activity to when it's coolest, like morning and evening hours. Rest often in shady areas so your body has a chance to recover.
- **Pace Yourself:** cut down on exercise during the heat.
- **Wear Sunscreen:** sunburn affects your body's ability to cool down and can make you dehydrated. If you must go outdoors, protect yourself from the sun by wearing a wide-brimmed hat, sunglasses, and put on sunscreen of SPF 15 or higher.
- **Do Not Leave Children or Pets in Your Vehicle:** vehicles can quickly heat up to dangerous temperatures, even with a window cracked open. While anyone left in a parked car is at risk, children are especially at risk of getting heat stroke or dying.
- **Avoid Hot and Heavy Meals:** they add heat to your body!

Stay Hydrated



- **Drink Plenty of Fluids:** drink more fluids, regardless of how active you are. Don't wait until you're thirsty to drink.
 - * **Warning:** if your doctor limits the amount you drink or has you on water pills, ask how much you should drink while the weather is hot.
 - * **Stay away from very sugary or alcoholic drinks:** these actually cause you to lose more body fluids. Also avoid very cold drinks, because they can cause stomach cramps.
- **Replace Salt and Minerals:** heavy sweating removes salt and minerals from the body that needs to be replaced. A sports drink can replace the salt and minerals you lose in sweat.
- **Keep Your Pets Hydrated:** provide plenty of fresh water for your pets and leave the water in a shady area.

Stay Informed



- **Check for Updates:** check your local news for extreme heat alerts, safety tips and to learn about any cooling shelters in your area.
- **Know the Signs:** learn the signs and symptoms of heat-related illnesses and how to treat them. (see page 57)
- **Monitor those at High Risk:** although anyone at any time can suffer from heat-related illness, some people are at greater risk than others:
 - * infants and young children
 - * people 65 years of age or older
 - * people who are overweight
 - * people who overexert during work or exercise
 - * people who are physically ill, especially with heart disease or high blood pressure, or who take certain medication, such as for depression, insomnia, or poor circulation.

EXTREME HOT WEATHER & OLDER ADULTS

People aged 65 years or older are more prone to heat-related health problems. If you're an older adult or a caretaker of an older adult, review this page for information on how you or the person you're caring for can stay safe during the hot weather.

Why Older Adults are More Prone to Heat Stress?

- Older adults do not adjust, as well as young people, to sudden changes in temperature.
- They are more likely to have a chronic medical condition that changes normal body response to heat.
- They are more likely to take prescriptions that affect the body's ability to control its temperature or sweat.

Stay Cool, Stay Hydrated

- Stay in air-conditioned buildings as much as possible. If your home doesn't have air conditioning, locate an air-conditioned shelter, go to the library, or the grocery store.
- Do not rely on a fan as your main cooling source when it's really hot outside.
- Drink more water than usual and **don't wait** until you're thirsty to drink.
 - * If your doctor limits the amount of fluids you drink or has you on water pills, ask them how much you should drink during hot weather.
- Don't use the stove or oven to cook - it will make you and your house hotter.
- Wear loose, lightweight, light-colored clothing.
- Take cool showers or baths to cool down.
- Do not engage in very strenuous activities and get plenty of rest.
- Check on a friend or neighbor and have someone do the same for you.



Stay Informed

- Check the local news for health and safety updates.
- Stay informed with the [National Weather Service \(NOAA\)](#).
- **Seek medical care immediately** if you have or someone you know has [symptoms of heat-related illness](#) like muscle cramps, headaches, nausea or vomiting.

Visit the FEMA library to download more facts about [Extreme Heat](#).

Extreme Heat Terms

Heat Wave: prolong period of excessive heat and humidity.

Heat Index: number of Fahrenheit degrees that tells how hot it really feels when humidity is added to the temperature.

Heat Cramps: muscular pains and spasms due to heavy exertion. These are early signs that your body is having difficulty with the heat.

Heat Exhaustion: occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating.

Heat Stroke: life threatening- body temperature can rise so high that brain damage and death may result if the body is not cooled down quickly.

THUNDERSTORMS & LIGHTNING

Lake Havasu City and the surrounding communities experience approximately 20 severe thunderstorms a year, mostly between the spring and summer seasons (April to September). A thunderstorm is always accompanied by lightning, possibly gusty winds, and heavy rainfall. Here are some safety tips to prepare you and your family for severe weather.

What To Do Now: PREPARE

- Keep an eye to the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder.
- If you can hear thunder, you are close enough to the storm to be struck by lightning. Seek shelter immediately.
- Move pets inside your home or inside a safe secured location.
- Stay tuned to your local media for weather updates, alerts, or warnings.

What To Do During: SURVIVE

- Find shelter- a sturdy building is the safest place to be during a thunderstorm.
- If indoors, avoid running water or using landline phones. Electricity can travel through plumbing and phone lines.
- Protect your property. Unplug appliances and other electric devices. Secure outside furniture.
- Turn off air conditioners because power surges from lightning can overload the compressor and cause extreme damage.
- Close window coverings to prevent windows from shattering into your home due to flying debris.



What To Do If You Are Outside: SURVIVE

- If boating or swimming, get to land and find a sturdy, grounded shelter, or vehicle immediately.
- If necessary, take shelter in a car with a metal top and sides. Do not touch anything metal.
- If caught in the desert, go to low-lying, open place away from trees, poles, or metal objects. Make sure the place you find is not subject to flooding. Squat low to the ground. Place your hands on your knees with your head between them. Make yourself the smallest target possible.
- Do not lie flat on the ground, as this will make you a large target!

What To Do After: BE SAFE

- Listen to authorities and weather forecasts for information on whether it's safe to go outside and instructions regarding potential flash flooding.
- Watch for fallen power lines and trees. Report them immediately.
- If someone is struck by lightning, call 9-1-1 for help.
- A person struck by lightning carries no electrical charge and can be handled safely to give first aid. If breathing has stopped begin rescue breathing. If the heart has stopped beating, a trained person should begin CPR.

Visit the FEMA library to download more facts about [Thunderstorms and Lightning](#).

FLOOD WATCH/WARNING

Failing to evacuate flooded areas, entering flood waters, or remaining after a flood has passed can result in injury or death.
If you are under a flood warning, find safe shelter right away.

Steps to Take

- Know what types of flood risk are in your area. Visit FEMA's [Flood Map Service Center](#) for information.
- If flash flooding is a risk in your location, stay tuned to your phone alerts, TV, or radio for weather updates, emergency instructions, or evacuation orders.
 - * A **Flood/Flash Flood Watch** means a flood or flash flood is possible in your area.
 - * A **Flood/Flash Flood Warning** means a flood or flash flood is already occurring or will soon occur in your area. **TAKE IMMEDIATE PRECAUTIONS!**
- Gather supplies. Build or restock your emergency supply kit. Include a flashlight, batteries, cash, and first aid supplies.
- Know the locations of sandbags and sand. Most local fire stations offer free sand and sandbags, but you might want to bring your own shovel.
- Know where to go. Learn and practice evacuation routes to reach higher ground quickly and on foot.
- Move pets inside your home or inside a safe secured location.
- Children should **NEVER** play around high water, storm drains, or washes. It is very easy to be swept away by fast-moving water.

Prepare your Home

- Bring in outdoor furniture.
- Disconnect electrical appliances and do not touch electrical equipment if you are wet or standing in water. You could be electrocuted.
- If instructed, turn off your gas and electricity at the main switch or valve. This helps prevent fires and explosions.
- Use sandbags when flooding is expected. Most local fire stations offer free sand and sandbags, but you might want to bring your own shovel.
- Remember: standard homeowners insurance does not cover flooding, but flood insurance does.

Flood Warning

- Move immediately to higher ground or stay on high ground.
- Evacuate if directed.
- Avoid walking or driving through flood waters. **Turn Around, Don't Drown!®** Just 6 inches of moving water can knock you down. One foot of moving water can sweep your vehicle away.



Visit the Department of Homeland Security to learn more about [Floods](#).

FLASH FLOODING

Basic Safety Tips

- **Turn Around, Don't Drown!**[®] Avoid walking or driving through flood waters.
- Keep an eye to the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder.
- Do not drive over bridges that are over fast-moving floodwaters. Floodwaters can scour foundation material from around the footings and make the bridge unstable.
- If floodwaters rise around your car, do not leave the car and enter moving water.
- Avoid camping or parking along streams, rivers, and creeks during heavy rainfall. These areas can flood quickly and with little warning.
- Stay alert to the dangers of flash flooding when hiking in canyons. Even if it is not raining where you are, flash flooding can develop from distant showers or thunderstorms.
- If there is a chance of flash flooding, move immediately to higher ground.
- If you can hear thunder, you are close enough to the storm to be struck by lightning. Seek shelter immediately.

What To Do During: SURVIVE

- If told to evacuate, do so immediately. Never drive around barricades.
- Do not go into floodwaters. The water may appear to be shallow, but may be deeper than you think. Flood waters can rise quickly.
- If your vehicle stalls in floodwater, get out and go to higher ground, if possible.
- Telephone lines and metal pipes can conduct electricity. Unplug appliances and avoid using the telephone or any other electrical appliances.

SAFE IDEA

Did you know that just 6 inches of swift moving water can knock you off your feet and that 18 to 24 inches of water can sweep a vehicle away.

.....

What To Do If You Are Caught Outside: SURVIVE

- If you are boating or swimming, get to land and find shelter immediately.
- Stay off bridges over fast-moving water. Fast-moving water can wash bridges away without warning.
- If your vehicle is trapped in rapidly moving water, then stay inside. If water is rising inside the vehicle, then seek refuge on the roof.
- If trapped in a building, go to its highest level. Go on the roof only if necessary. Once there, signal for help.

What To Do After: BE SAFE

- Listen to authorities for information and instructions. Return home only when authorities say it is safe.
- Be aware of areas where floodwaters have receded and watch out for debris. Floodwaters often erode roads and walkways. Be aware of the risk of electrocution. Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock.
- Avoid driving, except in emergencies. Do not attempt to drive through areas that are still flooded.
- Avoid standing water. It may be electrically charged from underground or downed power lines.
- Photograph damage to your property for insurance purposes.

Turn Around, Don't Drown![®]

POWER OUTAGES

What To Do Now: PREPARE

- Take inventory of the items you need that rely on electricity or are battery-operated dependent like a medical device and determine a back-up plan. Plan for alternatives to meet your needs when the power goes out.
- Ask your physician about a power outage plan for refrigerated medicines and how long medication can be stored at higher temperatures. Get specific guidance for any medications that are critical for life.
- Make sure you have alternative charging methods for your phone or any device that requires power. For more information visit [Get Tech Ready](#). Keep mobile phones and other electric equipment charged.
- Know where the manual release lever of your electric garage door opener is located and how to operate it.
- Purchase ice or freeze water-filled plastic containers to help keep food cold during a temporary power outage.
- Keep your car's gas tank full- gas stations rely on electricity to power their pumps. If you use your car to recharge devices, do NOT keep the car running in a garage, partially enclosed space, or close to a home. This can lead to carbon monoxide poisoning.

What To Do During: SURVIVE

- Only use flashlights for emergency lighting, candles can cause fires.
- Keep your refrigerator and freezer doors closed. Most food requiring refrigeration can be kept safely in a closed refrigerator for several hours. An unopened refrigerator will keep food cold for about 4 hours. A full freezer will keep the temperature for about 48 hours.
- Take steps to remain cool if it is hot outside. In intense heat, when the power may be off for a long time, consider going to a movie theater or “cooling shelter” that may be open in your community. If you remain at home, move to the lowest level of your home, since cool air falls. Wear lightweight, light-colored clothing. Drink plenty of water, even if you do not feel thirsty.
- Put on layers of warm clothing if it is cold outside. Never burn charcoal for heating or cooking indoors. Never use your oven as a source of heat. If the power may be out for a prolonged period, plan to go to another location (the home of a relative or friend, or a public facility) that has heat to keep warm.
- Turn off or disconnect appliances and other equipment in case of a momentary power “surge” that can damage computers and other devices. Consider adding surge protectors.
- If you are considering purchasing a generator for your home, consult an electrician or engineer before purchasing and installing. Only use generators away from your home and NEVER run a generator inside a home or garage, or connect it to your home's electrical system. AVOID CARBON MONOXIDE POISONING.

What To Do After: BE SAFE

- **When in doubt, throw it out!** Throw away any [refrigerated food](#) that has been exposed to temperatures of 40° F (4° C) for 2 hours or more or that has an unusual odor, color, or texture. If food in the freezer is colder than 40° F and has ice crystals on it, you can refreeze it.
- If the power is out for more than a day, discard any medication that should be refrigerated, unless the drug's label says otherwise. If a life depends on the refrigerated drugs, consult a physician or pharmacist.
- Restock your emergency supply kit with fresh batteries, canned foods, and other supplies.

HOME FIRE SAFETY

LHC Fire Department responds to several fire-related calls, many of which could have been prevented. To protect yourself, it's important to understand the basic characteristics of a fire. A fire spreads quickly; there is no time to gather valuables or make a phone call. In just two minutes a fire can become life-threatening. In five minutes a residence can be engulfed in flames. Heat and smoke from a fire can be more dangerous than the flames. Inhaling the super-hot air can sear your lungs. Fire produces poisonous gases that make you disoriented and drowsy. Instead of being awakened by a fire, you may fall into a deeper sleep.

What To Do Before: PREPARE

- Install smoke alarms. **Working smoke alarms decrease your chances of dying in a fire by nearly 50%.**
 - * Install smoke alarms on every level of your home, outside each separate sleeping area and in each bedroom.
 - * Test & clean smoke alarms at least once a month using the test button. Replace batteries at least once a year. Replace smoke alarms every 10 years.
- Make a home escape plan. Draw a map of each level of your home. Show all doors and windows. Go to each room and point to the two ways out. Practice the plan with everyone in your household.
- Clean out storage areas. Don't let trash such as old newspapers and magazines accumulate.
- Check the electrical wiring in your home. Inspect extension cords for frayed or exposed wires or loose plugs.
- Never use gasoline, benzene, naptha or similar liquids indoors. Store flammable liquids in approved containers in well-ventilated storage areas.
- Check heating sources. Many home fires are started by faulty furnaces or stoves, cracked or rusted furnace parts, and chimneys with creosote build-up. Have chimneys, wood stoves, and all home heating systems inspected and cleaned annually by a certified specialist.
- Insulate chimneys and place spark arresters on top. The chimney should be at least three feet higher than the roof. Remove branches hanging above and around the chimney.
- Be careful when using alternative heating sources, such as wood, coal, kerosene heaters, and electrical space heaters. Place heaters at least three feet away from flammable materials. Make sure the floor and nearby walls are properly insulated.
- Keep matches and lighters up high, away from children. If possible keep in a locked cabinet.
- Do not smoke in bed when drowsy or medicated. Provide smokers with deep, sturdy ashtrays. Douse cigarette and cigar butts with water before disposal.
- If possible, sleep with your bedroom door closed- it may slow the spread of smoke, heat, and fire.
- Install ABC type fire extinguishers in your home and teach each family member how to use them.
 - * Type A - wood or paper fires only
 - * Type C - electrical fires
 - * Type B - flammable liquid or grease fires
 - * Type ABC - rated for all fires and recommended for the home
- Consider installing an automatic fire sprinkler system in your home.
- Ask your local fire department to inspect your residence for fire safety and prevention.
- Teach children how and when to report a fire and when to use 9-1-1.
- To support insurance claims in case you do have a fire, conduct an inventory of your property and possessions and keep the list in a separate location. Photographs are also helpful.

HOME FIRE SAFETY

What To Do During: SURVIVE

- Do not try to put out a fire that is getting out of control. If you're not sure you can control it, get everyone out of the residence and dial 9-1-1 from a neighbor's residence.
- Never use water on electrical fires. Use only a fire extinguisher approved for electrical fires.
- Smother oil and grease fires in the kitchen with baking soda or salt, or put a lid over the flame if it is burning in a pan. Do not attempt to take the pan outside.
- If your clothes catch fire; **Stop, Drop, and Roll** until the fire is extinguished. Running only makes the fire burn faster.
- If you are escaping through a closed door, use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and the door frame before you open it. Never use the palm of your hand or fingers to test for heat. Burning those areas could impair your ability to escape from a fire (i.e., climbing ladders and crawling).
 - * If the door is cool, open slowly and ensure fire and/or smoke is not blocking your escape route. If your escape route is blocked, shut the door immediately and use an alternate escape route, such as a window. If clear, leave immediately through the door.
 - * If the door is warm or hot, do not open. Escape through a window. If you cannot escape, hang a white or light-colored sheet outside the window, alerting firefighters to your presence.
- If you must exit through smoke, crawl low under the smoke to your exit. Heavy smoke and poisonous gases collect first along the ceiling.
- Close doors behind you as you escape to delay the spread of the fire.

What To Do After: BE SAFE

- Do not enter a fire-damaged building unless authorities say it is okay.
- Call your insurance agent.
 - * Make a list of damage and losses. Pictures are helpful.
 - * Keep records of clean-up and repair costs. Receipts are important for both insurance and income tax claims.
 - * Do not throw away any damaged goods until an official inventory has been taken. Your insurance company may take all damages into consideration.
- If you are a tenant, contact the landlord. It's the [property owner's responsibility](#) to prevent further loss or damage to the site.
- Discard food, beverages, and medicines that have been exposed to heat, smoke, or soot. Refrigerators and freezers left closed hold their temperature for a short time. Do not attempt to refreeze food that has thawed.

Visit the FEMA library to learn more about [Home Fires](#).

ACTIVE SHOOTER / LOCKDOWN

Be Informed

- Sign up for an active shooter training.
- **If You See Something, Say Something** to an authority right away.
- Sign up to receive local emergency alerts and register your work and personal contact information with any work sponsored alert system.
- Be aware of your environment and any possible dangers.

What To Do Before: PREPARE

- Make a plan with your family and ensure everyone knows what they would do if confronted with an active shooter.
- Look for the two nearest exits anywhere you go. Have an escape path in mind and identify places you could hide.
- Understand the plans for individuals with disabilities or other access and functional needs.

What To Do During: SURVIVE

RUN and escape, if possible.

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 9-1-1 when you are safe and describe the shooter, location, and weapons.

ACTIVE SHOOTER RESPONSE

LEARN HOW TO SURVIVE A SHOOTING EVENT



RUN



HIDE



FIGHT

CALL 911 ONLY WHEN IT'S SAFE TO DO SO

HIDE, if escape is not possible.

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text message or social media to tag your location, or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

ACTIVE SHOOTER / LOCKDOWN

FIGHT as an absolute last resort.

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

What To Do After: BE SAFE

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident and they may have to pass injured along the way.
- Officers may be armed with rifles, shotguns and/or handguns, and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.
- Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.

Visit the Department of Homeland Security to learn more about [Active Shooter/Lockdown](#).

Safe Ideas

Good practices for coping with an active shooter situation.

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him or her.

CALL 9-1-1

WHEN IT IS SAFE TO DO SO!

.....



To learn more about surviving an active shooter event, click on the picture above to watch

RUN. HIDE. FIGHT. Surviving an Active Shooter Event

BOMB THREAT

Bomb Threat

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Follow the procedures below.

If a phone threat is received:

- Remain calm and **DO NOT HANG UP.**
- If possible, signal or pass a note to other staff members to listen and help notify authorities.
- Write down as much information as possible - caller ID number, copy the number and/or letters on the window display. Record the call, if possible.
- Write down exact wording of threat, type of voice or behavior, etc. - that will aid investigators.
- Keep the caller on the line as long as possible and use the [Bomb Threat Checklist](#) to gather as much information as you can.

If a verbal threat is received:

- If the perpetrator leaves, note which direction they went.
- Notify your supervisor and authorities.
- Write down the threat exactly as it was communicated.
- Note the description of the person who made the threat:

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> Name (if known) | <input checked="" type="checkbox"/> Race | <input checked="" type="checkbox"/> Gender |
| <input checked="" type="checkbox"/> Type/color of clothing | <input checked="" type="checkbox"/> Body size (height/weight) | <input checked="" type="checkbox"/> Hair and eye color |
| <input checked="" type="checkbox"/> Distinguishing features | <input checked="" type="checkbox"/> Voice (loud, deep, accent, etc.) | |

If a bomb threat is received by handwritten note:

- Handle note as little as possible.
- Notify your supervisor and authorities.
- Rewrite the threat exactly as is on another sheet of paper and note the following:

<input checked="" type="checkbox"/> Date/time/location document was found.	<input checked="" type="checkbox"/> Full names of any personnel who saw the threat.
<input checked="" type="checkbox"/> Any situations or conditions surrounding the discovery/delivery.	<input checked="" type="checkbox"/> If large/stationary, secure the location.

If a bomb threat is received by email:

- Leave the message open on the computer - do not delete the message.
- Notify your supervisor and authorities.
- Print, photograph, or copy the message and subject line; note the date and time.

Visit the Department of Homeland Security to learn more about [Explosions](#).

BOMB THREAT CALL PROCEDURES CARD

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- | | |
|-----------------------|----------------------|
| • No return address | • Poorly handwritten |
| • Excessive postage | • Misspelled words |
| • Stains | • Incorrect titles |
| • Strange odor | • Foreign postage |
| • Strange sounds | • Restrictive notes |
| • Unexpected delivery | |

* Refer to your local bomb threat emergency response plan for evacuation criteria

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



**Homeland
Security**

2014

BOMB THREAT CHECKLIST

DATE: _____ TIME: _____

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)

- When will it go off?

- What does it look like?

- What kind of bomb is it?

- What will make it explode?

- Did you place the bomb? Yes No

- Why?

- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)

- Estimated age:

- Is voice familiar? If so, who does it sound like?

- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Rasp		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:

SUSPICIOUS PACKAGES AND MAIL

Be on the look out for packages and mail that are misshaped, damaged, and oddly labeled. Also look for minor details like the absence of a return address and small areas exposed by wear and tear.

Characteristics of a Suspicious Package

- Always remain aware!
- Look for the anomalies:
 - * Rigid or bulky
 - * Lopsided or uneven
 - * Wrapped in string
 - * Badly written or misspelled labels
 - * Generic or incorrect titles
 - * Excessive postage
 - * No postage
 - * Foreign writing, postage, or return address
 - * Missing, nonsensical, or unknown return address
 - * Leaks, stains, powders, or protruding materials
 - * Ticking, vibration, or other sound

Handling Suspicious Packages:

- DO NOT open or shake it.
- DO NOT carry or show to others.
- DO NOT bring to the Police Department.
- DO NOT sniff, touch, or taste.
- DO place on stable surface, preferably a Bio-Safety Cabinet.
- DO alert others in the area.
- Leave the area, close doors, and prevent others from entering by using signs or guarding.
- Distance and separation are the safest precautions to take.
- Wash hands with soap and water.
- Create a list of persons in the room where the package was received.

Mail Bomb Recognition Checklist



Source: United States Postal Service

TERRORISM

Terrorism is the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion, or ransom.

Terrorism Facts

- Terrorists often use threats to create fear among the public. This is done to convince citizens that their government is unable to protect them and to get immediate publicity for their causes.
- Acts of terrorism include: threats of terrorism; assassinations; kidnappings; hijackings; bomb scares and bombings; cyber attacks (computer-based); and the use of chemical, biological, radiological, and nuclear weapons.
- High-risk targets for acts of terror include military and civilian government facilities, international airports, large cities, and high profile landmarks. Terrorists might also target large public gatherings, water and food supplies, utilities, and corporate centers.

What Actions To Consider Now: PREPARE

- Learn about the nature of terrorism and be aware of your surroundings.
- Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave your luggage unattended.
- Leave an area if you feel uncomfortable or if something does not seem right.
- Locate emergency exits and learn how to quickly evacuate a building, transportation corridor, or congested public area.
- Stay clear of heavy or breakable objects that could move, fall, or break in an explosion.
- Assemble an emergency supply kit.
- Create an evacuation plan for your family and have a backup route in mind.
- Identify an out-of-area person that all family members can contact if separated.

What Actions To Consider During: SURVIVE

- Take cover immediately.
- Stay low to the floor or ground.
- Listen to local radio and television stations for updates and instructions.
- Evacuate immediately if directed to do so.



What Actions To Consider After: BE SAFE

- Stay away from the event area; there may be danger of secondary devices.
- Check for injured and trapped persons near the event area and provide first aid and CPR, if trained to do so.
- Listen to local radio and television stations for the latest emergency information and instructions.
- Check the foundation, chimney, and surrounding land for damage. Be especially careful of downed power lines and gas line that may have ruptured.
- Notify family and friends of your condition and location. Use phone service sparingly.

COPING WITH AN EMERGENCY

Emergencies strike quickly and without warning. The emotional toll that an emergency brings can be even more devastating than the financial strains of damage and loss of home, business, or personal property. Everyone who experiences or sees a disaster is affected by it in some way. These events can be traumatic for adults and children.

It's important to know that a natural grieving process takes place after any loss and that a disaster of any size will cause unusual and unwanted stress. People may become anxious or confused, but most of all frightened as they attempt to reconstruct their lives and get back to their daily routines.

Recognize Signs of Disaster-Caused Stress

Seek counseling if you or a family member are experiencing disaster-caused stress. When a family member has the following signs, they might need crisis counseling or stress management assistance:

- Difficulty communicating thoughts.
- Difficulty maintaining balance in their lives.
- Increased use of drugs/alcohol.
- Poor work/school performance.
- Tunnel vision/muffled hearing.
- Disorientation or confusion.
- Reluctance to leave home.
- Feelings of hopelessness.
- Overwhelming guilt and self-doubt.
- Difficulty sleeping.
- Low threshold of frustration.
- Limited attention span.
- Headaches/stomach problems.
- Colds or flu-like symptoms.
- Difficulty concentrating.
- Depression, sadness.
- Moods-swings and easy bouts of crying.
- Fear of crowds, strangers, or being along.

Easing Disaster-Caused Stress

Talk to someone and/or seek professional help for disaster-caused stress. The following are a few ways to ease post-disaster stress:

- No matter how difficult, talk with someone about your feelings- anger, sorrow, and other emotions.
- Seek professional help from a counselor who deals with post-disaster stress.
- Maintain a normal family and daily routine. Limit demanding responsibilities on yourself and your family.
- Spend time with family and friends. Take time off and do something you and your family enjoy.
- Use existing support groups of family, friends, and religious institutions.

HELPING CHILDREN COPE WITH EMERGENCIES

Children's reactions are influenced by the behavior, thoughts, and feelings of adults. Adults should encourage children and adolescents to share their thoughts and feelings about the incident. Clarify misunderstandings about risks and danger by listening to children's concerns and answering questions. Maintain a sense of calm by validating children's concerns and perceptions and with discussion of concrete plans for safety.

Listen to what the child is saying. If a young child is asking questions about the event, answer them simply without the elaboration needed for an older child or adult. Some children are comforted by knowing more or less information than others; decide what level of information your particular child needs. If a child has difficulty expressing feelings, encourage the child to draw a picture or tell a story of what happened.

Try to understand what is causing anxieties and fears. Be aware that following an emergency, children are most afraid that:

- The event will happen again.
- Someone close to them will be injured or killed.
- They will be left alone or separated from the family.



Reassuring Children After an Emergency

Suggestions to help reassure children include the following:

- Personal contact is reassuring. Hug and touch your children.
- Calmly provide factual information about the recent emergency and current plans for insuring their safety along with recovery plans.
- Encourage your children to talk about their feelings.
- Spend extra time with your children such as at bedtime.
- Re-establish your daily routine for work, school, play, meals, and rest.
- Involve your children by giving them specific chores to help them feel they are helping to restore family and community life.
- Praise and recognize responsible behavior.
- Understand that your children will have a range of reactions to an emergency.
- Encourage your children to help update your family emergency plan.

If you have tried to create a reassuring environment by following the steps above, but your child continues to exhibit stress, if the reactions worsen over time, or if they cause interference with daily behavior at school, at home, or with other relationships, it may be appropriate to talk to a professional. You can get professional help from the child's primary care physician, a mental health provider specializing in children's needs, or a member of the clergy.

RETURNING HOME AFTER AN EMERGENCY

Returning home can be both physically and mentally challenging. You may be anxious to see your property, but do not return to your home before the area is declared safe by local officials.

Above all, use caution!

Before You Enter Your Home

As you return home, watch for fallen objects, downed electrical wires, weakened walls, bridges, roads and sidewalks.

Inspect your home carefully before entering. Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, have your residence inspected by a qualified building inspector or structural engineer before entering.

- Keep a battery-powered radio with you so you can listen for emergency updates and news reports.
- Use a battery-powered flashlight to inspect a damaged home. **Note: The flashlight should be turned on outside before entering - the battery may produce a spark that could ignite leaking gas, if present.**
- Watch out for animals, especially poisonous snakes. Use a stick to poke through debris.
- Use the phone only to report life-threatening emergencies.

Do not enter if:

- You smell gas.
- Floodwaters remain around the building.
- Your home was damaged by fire and the authorities have not declared it safe.



Going Inside Your Home

Be cautious when entering your home after an emergency.

When you go inside your home, there are certain things you should and should not do. Enter the home carefully and check for damage. Be aware of loose boards and slippery floors. The following items are other things to check inside your home:

- Natural gas. If you smell gas or hear a hissing or blowing sound, open a window and leave immediately. Turn off the main gas valve from the outside, if you can. Call the gas company from a neighbor's residence. If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.
- Sparks, broken, or frayed wires. Check the electrical system unless you are wet, standing in water, or unsure of your safety. If possible, turn off the electricity at the main fuse box or circuit breaker. If the situation is unsafe, leave the building and call for help. Do not turn on the lights until you are sure they are safe to use. You may want to have an electrician inspect your wiring.

RETURNING HOME AFTER AN EMERGENCY

- Roof, foundation and chimney cracks. If it looks like the building may collapse, leave immediately.
- Appliances. If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.
- Water and sewage systems. If pipes are damaged, turn off the main water valve. Check with local authorities before using any water; the water could be contaminated. Do not flush toilets until you know that sewage lines are intact.
- Food and other supplies. Throw out all food and other supplies that you suspect may have become contaminated or came in to contact with floodwater.
- Open cabinets. Be alert for objects that may fall.
- Cleanup household chemical spills. Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also clean salvageable items.

Call your insurance agent. Take pictures of damages. Keep good records of repair and cleaning costs.

Being Wary of Wildlife and Other Animals as You Return Home

Disaster and life threatening situations will exacerbate the unpredictable nature of wild animals. To protect yourself and your family, learn how to deal with wildlife.

- Do not corner wild animals or try to rescue them. Wild animals will likely feel threatened and may endanger themselves by dashing off into floodwaters, fire, and so forth. Call your local animal control office or wildlife control business.
- Do not approach wild animals that have taken refuge in your home. Wild animals such as snakes and coyotes often seek refuge from floodwaters in homes and have been known to remain after water recedes. If you encounter animals in this situation, open a window, door, or provide another escape route and the animal will likely leave on its own. Do not attempt to capture or handle the animal. Should the animal stay, call your local animal control office or wildlife control business.
- Beware of an increased number of snakes and other predators. These animals will try to feed on the carcasses of reptiles, amphibians, and small mammals who have been drowned or crushed in their burrows or under rocks.
- Do not attempt to move a dead animal. Animal carcasses can present serious health risks. Outbreaks of anthrax, encephalitis, and other diseases may occur. Contact your local emergency management office or health department for help and instructions.
- If bitten by an animal, seek immediate medical attention.

RESOURCE DIRECTORY

Dial 9-1-1 for all life threatening emergencies

- 9-1-1** Call [9-1-1](#) only to report a life-threatening situation requiring police, medical or fire emergency assistance. Do not call 9-1-1 unnecessarily; lines must be kept open for people with true emergencies. **Information you will need to know:** location, phone number, type of emergency, and name of those involved.
- 5-1-1** **Travel / Road Information:** State highway traffic and weather information is available by dialing [5-1-1](#) from most phones. **Receive:** travel information, road conditions, construction project alerts, and weekend freeway travel advisories.
- 4-1-1** **Telephone Directory Assistance:** Most phone companies allow you to access directory assistance service by dialing 4-1-1. Charges may vary depending on your service provider. **Information you will need:** city, state, street address, name and/or spelling of person or business.
- 8-1-1** **Call Before You Dig: It's the Law!** Call [8-1-1](#) before beginning any excavation to ensure that any publicly owned underground utilities will be marked according to the APWA (American Public Works Association) color code so you can safely dig. Knowing these locations will help prevent damage to underground utilities, service interruptions, and bodily injury. The Utility Notification Center is open 24 hours every day, and accepts calls from contractors, homeowners, or anyone planning to dig.

Lake Havasu City Local - Non-Emergency

City Hall	(928) 855-2116	www.lhcaz.gov
Fire Department Administration, Fire Prevention Bureau/Fire Marshal	(928) 855-1141	www.lhcaz.gov/fire-department
Police Department Administration, Police Reports/Records	(928) 855-1171	www.lhcaz.gov/police
MCSO Sheriff - LHC Substation	(928) 453-0745	www.mohavecounty.us/
River Medical Ambulance Administration	(928) 855-4104	amr.net/
Animal Control - Humane Society	(928) 855-5083	westernarizonahumane.org
Animal Control - LHC Police Dept.	(928) 855-4111	www.lhcaz.gov/police/animal-control
LHC Public Works (water, sewer, streets)	(928) 855-3377	www.lhcaz.gov
LHC Parks & Recreation	(928) 453-8686	www.lhcaz.gov
LHC Planning & Zoning/Building	(928) 453-4148	www.lhcaz.gov/community-investment
Lake Havasu Unified School District	(928) 505-6900	www.havasu.k12.az.us
American Water Company (Desert Hills)	(928) 453-4748	www.amwater.com
Havasu Height Water District	(928) 764-4545	

RESOURCE DIRECTORY

Dial **9-1-1** for all life threatening emergencies

Hospitals & Urgent Care Facilities

Lake Havasu City

Havasu Regional Medical Center (HRMC)	(928) 855-8185	www.havasuregional.com
Havasu Regional Urgent Care	(928) 505-1030	www.havasuregional.com/our-services/urgent-care
NextCare Urgent Care	(928) 453-4600	www.nextcare.com

Hospitals near Lake Havasu City

Colorado River Medical Center (Needles)	(760) 326-7100	www.crmccares.com
Kingman Regional Medical Center (KRMC)	(928) 757-2101	www.azkrmc.com
La Paz Regional Hospital	(928) 669-9201	www.lapazhospital.org
Parker Indian Health Center	(928) 669-2137	www.healthgrades.com/hospital-directory/arizona-az/parker-indian-health-center-hgst50a855c7031307
Valley View Medical Center (Ft. Mohave)	(928) 788-2273	www.valleyviewmedicalcenter.net

Local Utility Agencies

Local Utility Agencies Emergency/Non-Emergency

Frontier Communications	(800) 928-8101	www.frontier.com
Suddenlink	(844) 874-7558	www.suddenlink.com
UniSource Emergency Hotline - downed wires/outages	(877) 837-4968	www.uesaz.com
UniSource Energy Services - gas & electric	(877) 837-4968	www.uesaz.com

Emergency Preparedness Tips

1. Communicate where you will be.
2. Know the warning signs and alert signals for your area.
3. Check your emergency supply kit.
4. Collect emergency building materials, such
5. Fuel up your vehicles and equipment.
6. Be sure you have car chargers for your cell phone, smart phone, and other portable devices.
7. Secure all outdoor objects or move them inside.
8. Know how to shut off all utilities.

RESOURCE DIRECTORY

Dial **9-1-1** for all life threatening emergencies

Mohave County

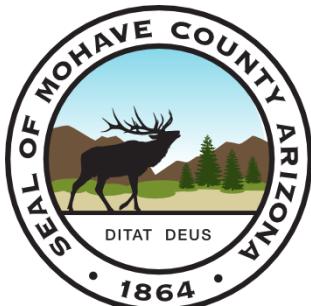
Mohave County Emergency/Non-Emergency

DEPARTMENTS LOCATED IN LAKE HAVASU CITY

Desert Hills Fire District	(928) 764-3333	www.deserthillsfire.org
Environmental Health	(928) 453-0712	www.mohavecounty.us
Nutrition and Health Promotion	(928) 453-0716	www.mohavecounty.us
Public Health Nursing	(928) 453-0703	www.mohavecounty.us
Senior Programs	(928) 453-0715	www.mohavecounty.us
Sheriff's Office - LHC Sub Station	(928) 453-0745	www.mohavecounty.us

DEPARTMENTS LOCATED IN KINGMAN

Administration Office	(928) 753-9141	www.mohavecounty.us
Development Services - flood control	(928) 757-0903	www.mohavecounty.us
Office of Bio Defense, Emergency Preparedness and Response	(928) 753-0774	www.mohavecounty.us
Public Health Department	(928) 716-5547	www.mohavecounty.us
Public Works	(928) 757-0910	www.mohavecounty.us
Risk & Emergency Management	(928) 757-0930	www.mohavecounty.us
School Superintendent	(928) 753-0747	www.mohavecounty.us
Sheriff	(928) 753-0753	www.mohavecounty.us
Western AZ Human Society	(928) 753-2727	www.westernarizonahumane.org



Mission Statement: "The mission of Mohave County is to serve its citizens through the efficient management of resources and the promotion of cooperation among communities, in a visionary manner that enhances the lives of those served."

RESOURCE DIRECTORY

Dial **9-1-1** for all life threatening emergencies

State/Federal Emergency/Non-Emergency

American Assoc. of Poison Control Center	(800) 222-1222	www.aapcc.org
AZ Dept. of Emergency/Military Affairs	(602) 267-2700	www.dema.az.gov
AZ Dept. of Health Services	(602) 542-1025	www.azdhs.gov
AZ Dept. of Public Safety (DPS)	(928) 753-5551	www.azdps.gov
Bureau of Land Management (BLM)	(928) 505-1200	www.blm.gov
Center for Disease Control (CDC)	(800) 232-4636	www.cdc.gov
Dept. of Homeland Security (DHS)	(202) 282-8000	www.dhs.gov
Federal Bureau of Investigation (FBI)	(623) 466-1999	www.fbi.gov
Federal Emergency Management Agency (FEMA)	(800) 621-3362	www.fema.gov
National Safety Council	(800) 621-7619	www.nsc.org
National Oceanic & Atmospheric Admin. (NOAA)		www.noaa.gov
National Weather Service - Las Vegas	(702) 263-9744	www.weather.gov
US Fish & Wildlife Dept. Services	(928) 667-4144	www.fws.gov

Assistance & Support Agencies

American Red Cross - Lake Havasu City	 American Red Cross	(928) 779-0569	www.redcross.org
American Red Cross 24-Hour Emergency/ Emergency Response Service	 American Red Cross	(800) 842-7349	www.redcross.org
Havasu Regional Medical Hospital Auxiliary	 HAVASU REGIONAL MEDICAL CENTER	(928) 453-0812	www.havasuregional.com
Hospice of Havasu	 HOSPICE of HAVASU	(928) 453-2111	www.hospicehavasu.org
The Salvation Army - Lake Havasu City	 THE SALVATION ARMY	(928) 680-3678	www.salvationarmyusa.org
The Society of St. Vincent DePaul of Arizona	 THE SOCIETY OF ST. VINCENT DE PAUL	(928) 453-3125	www.stvincentdepaul.net
Western AZ Council of Governments (WACOG)	 WACOG <small>Western Arizona Council of Governments</small>	(928) 753-6247	www.wacog.com

RESOURCE DIRECTORY

Dial 9-1-1 for all life threatening emergencies

Additional Resources

American Public Health Association	www.apha.org/
AZ Dept. of Environmental Quality (ADEQ)	www.azdeq.gov
AZ Dept. of Health Services - Just In Case AZ!	azdhs.gov/preparedness/emergency-preparedness/just-in-case
AZ Dept. of Housing - AZ Residential Landlord and Tenant Act	housing.az.gov/general-public/landlord-and-tenant-act
AZ Game and Fish - Wildlife Control Businesses	www.azgfd.com/wildlife/control
AZ Interagency Wildfire Prevention	www.wildlandfire.az.gov
Center for Disease Control & Prevention	www.cdc.gov/
Community Emergency Response Team (CERT)	www.ready.gov/community-emergency-response-team
FEMA - National Flood Insurance Program	www.fema.gov/national-flood-insurance-program
Fire Restrictions	firerestrictions.us/
Insurance Institute for Business & Home Safety (IBHS)	disastersafety.org/ibhs-business-protection/ofb-ez-business-continuity/
The Arizona Geological Survey - natural hazards in AZ	data.azgs.az.gov/hazard-viewer
The Humane Society of the United States	www.humanesociety.org
U.S. Dept. of Agriculture - food safety	www.fsis.usda.gov/emergency-preparedness/keeping-food-safe-during-an-emergency/CT_Index
U.S. Dept. of Health & Human Services - food safety	www.foodsafety.gov/keep/charts/refridg_food

RESOURCE DIRECTORY

Dial 9-1-1 for all life threatening emergencies

Additional Resources

U.S. Dept. of Homeland Security - active shooter

www.dhs.gov/publication/active-shooter-preparedness-factsheet

U.S. Dept. of Homeland Security - emergency planning for older adults

www.ready.gov/seniors

U.S. Dept. of Homeland Security - emergency planning for individuals with disabilities

www.ready.gov/individuals-access-functional-needs

U.S. Fire Administration - Fire Prevention & Public Education

www.usfa.fema.gov/prevention/outreach/

EMERGENCY PREPAREDNESS SUMMARY

Emergencies can create a variety of hazards for residents in the impacted area. Prepare before an emergency strikes and ensure that you and your family have the necessary equipment, know where to find shelter, and how to keep you and your family safe.

- ATMs may not work during a power outage, make sure you have some small bills at home.
- Do not stand under a doorway in an earthquake - drop, cover, and hold on.
- If you have a bedroom that's above the first floor, buy an emergency ladder to escape out the window.
- Plan two escape routes from every room in your home.
- Keep a solar or hand crank radio and flashlight on hand.
- Pick a place to meet family members after an emergency.
- Choose a person outside your city to be your family's contact after an emergency.
- Keep enough emergency supplies at home to meet your family's needs for at least three days.
- Review and update your emergency plan every 12 months.
- Review emergency plans at your children's school.
- Teach your children when and how to dial 9-1-1.
- Make a neighborhood emergency plan.
- Make plans to care for your services animals/pets.
- Keep at least three extra days of prescription medication on hand.
- Keep emergency supplies in a cool, dry place that is easy to access.
- Keep towelettes, garbage bags, and plastic ties for personal sanitation in case the water is shut off.
- Be prepared to stay at work at least 24 hours after an emergency with food, water, and walking shoes.
- Keep a fire extinguisher in your kitchen and make sure it is charged.
- Carry an emergency contact card in your wallet and give copies to each member of your family.
- Get a gas and water shut off wrench and keep it in an easy to access location.
- Store one-gallon of water per person per day for at least three days for drinking, cooking, and sanitation.
- Don't forget to gather emergency supplies for infants, toddlers, older adults, or any person with a disability.

APPENDIX A

Family Emergency Plan Worksheets

42
HOURS

FAMILY EMERGENCY PLAN

It may be difficult to think during the stress of an emergency and because normal routines have been disrupted.

Take a few minutes and write down your family emergency plan and important phone numbers.

Place a copy of this emergency plan in every vehicle, emergency supply kit, by your phone, and at work.

You may also need financial and insurance policies, names, and numbers to file claims.

Family Last Name(s) or Household Address:

Date:

Family Members/Household Contact Information (*if additional space is needed, please use section #10 below*)

Name	Home Phone	Cell Phone	Email

Service Animal/Pets Information (*if additional space is needed, please use section #10 below*)

Name	Type	Color	Registration No.

Plan of Action

1. Emergencies most likely to affect our household are:

2. What are the escape routes from our home?

3. If separated during an emergency, where is our meeting place near our home?

FAMILY EMERGENCY PLAN

4. If we cannot return home or are asked to evacuate, where is our meeting place outside of our neighborhood?

What is our route to get there? If the first route is impassible, what is our alternate route?

5. In the event our household is separated or unable to communicate with each other, our emergency contact outside of our immediate area is:

Name	Home Phone	Cell Phone	Email

After an emergency, let your friends and/or family know you are okay by registering at "[Safe and Well](#)" or by calling **1-800-733-2767**. You can also give them a call, send a quick text, or update your status on social networking sites.

6. If at school/daycare, our child(ren) will be evacuated to:

Child's Name	Evacuation Site (address and contact information)

7. Our plan for people in our household with a disability or special need is:

Person's Name	Plan

8. During certain emergencies, local authorities may direct us to "shelter in place" in our home. An accessible, safe room where we can go, seal windows, vents and doors, and listen to emergency broadcasts for instructions, is:

FAMILY EMERGENCY PLAN

9. Family Member Responsibilities in the Event of an Emergency:

Task	Description	Family Member Responsible
Emergency Supply Kit*	Stock the emergency supply kit and take it if evacuation is necessary. Include items you might want to take to an evacuation shelter. Remember to include medications and eyeglasses.	
Be informed	Maintain access to NOAA weather radio or local radio, TV, email or text alerts for important and current information about emergencies.	
Family Medical Information	Make sure the household's medical information is taken with us if evacuation is necessary.	
Financial Information	Obtain copies of bank statements and cash in the event ATMs and credit cards do not work due to power outages. Bring copies of utility bills as proof of residence in applying for assistance.	
Pet Information	Evacuate your pets, keep a phone list of pet-friendly motels and animal shelters, and assemble and take the pet emergency kit.	
Sharing and Maintaining the Plan	Share the completed plan with those who need to know. Meet with household members every 6 months or as needed to change or update household plan.	

***What supplies and records should go in your emergency supply kit?**

Visit www.redcross.org

10. Other information, if not able to be included above:

FAMILY EMERGENCY PLAN - CONTACT INFO

Emergency Supply Kit Location

Family Contact

Name: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email: _____

Home Address: _____

Out-of-Town Contact

Name: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email: _____

Home Address: _____

Friend/Neighbor Contact

Name: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email: _____

Home Address: _____

Daycare/School Information

Make sure your child's daycare/school has updated contact information for yourself, designated person, and caregivers.

Daycare Contact Person: _____

Daycare Phone Number: _____

School Contact Person: _____

School Phone Number: _____

FAMILY EMERGENCY PLAN - CONTACT

Home Security System

Company's Name: _____

Phone Number: _____

Physician

Physician's Name: _____

Phone Number: _____

Health Information

Health Information: _____

Medication and Medical Equipment: _____

Insurance Agent/Company

Insurance Agent's/Company Name: _____

Phone Number: _____

Home/Car Insurance Policy Numbers: _____

Pet-Friendly Facilities

Pet-Friendly Hotel: _____

Pet Boarding Facility: _____

Pet-Friendly Shelter: _____

Non-Emergency Numbers

Police: _____

Fire: _____

Urgent Care: _____

Poison Control Center: **1-800-222-1222**

Other contact numbers: _____

FAMILY EMERGENCY PLAN - CONTACT INFO

EMERGENCY PHONE NUMBERS ARIZONA

EMERGENCY NUMBERS

Poison Control Center:

1-800-222-1222

ASPCA Animal Poison Control:

1-888-426-4435

Pharmacy:

Dentist:

Hospital:

Family Doctor:

Health Insurance Plan:

Policy Number:

EMERGENCY CONTACTS

Parents' Numbers:

Parents' Work:

Emergency Contact 1:

Emergency Contact 2:



Teach your kids! Read the guide and be prepared:

<http://www.childsafetyexperts.com/emergency-numbers/>



APPENDIX B

Family Emergency Plan Medication List

12 HOURS

My Medication List

My Name: _____

Birth Date (mm/dd/yyyy): _____

FAMILY EMERGENCY PLAN - MEDICATION LIST

MEDICATION brand, generic name	APPEARANCE color, shape, size, markings, etc.	HOW MUCH	HOW TAKEN	STARTED taking on	STOP taking on	REASON FOR TAKING / NOTES	WHO TOLD ME TO USE/HOW TO CONTACT
							Dr. Smith (928)555-1239
Ex. XXXX/XXXXXX	20 mg pill; small, white, round	40 mg; use two 20 mg pills	Take orally, 2 times a day, at 8 a.m. and 8 p.m.	1/15/2018		Lowers blood pressure; check blood pressure once a week; blood test on 4/15/08	
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

APPENDIX C

Family Emergency Plan Personal Ability Plan



4
HOURS

PERSONAL ABILITY PLAN

Use this section to help you decide what you are able to do for yourself and what help you may need before, during, and after an emergency. Make a list of your personal needs and your resources based on your surroundings, your capabilities, and your limitations.

Answer the questions on the next few pages and write down or record your answers. Make sure to share this information with your *Personal Support Network*. Your answers should describe both your abilities and the help you may need during an emergency.

COMMUNICATIONS

Do you use a device to help you communicate (like an iPad, communication board, or CapTel)?

My abilities today:	Help I may need in an emergency:

Do you use American Sign Language (ASL)?

My abilities today:	Help I may need in an emergency:

Do you read Braille or written English/Spanish?

My abilities today:	Help I may need in an emergency:

DAILY LIVING

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

My abilities today:	Help I may need in an emergency:

PERSONAL ABILITY PLAN

Do you use adaptive equipment to help you get dressed?

My abilities today:	Help I may need in an emergency:

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

My abilities today:	Help I may need in an emergency:

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

My abilities today:	Help I may need in an emergency:

Do you need special foods or need your foods to be prepared in a special way?

My abilities today:	Help I may need in an emergency:

UTILITIES

My abilities today:	Help I may need in an emergency:

PERSONAL ABILITY PLAN

How will you use your equipment that runs on electricity or batteries; communication devices, power chairs, dialysis machines, electrical lifts, etc.

My abilities today:	Help I may need in an emergency:

GETTING AROUND

How will you clean up debris in your home or along your planned exit route after an emergency?

My abilities today:	Help I may need in an emergency:

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

My abilities today:	Help I may need in an emergency:

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

My abilities today:	Help I may need in an emergency:

EVACUATING

My abilities today:	Help I may need in an emergency:

PERSONAL ABILITY PLAN

Can you get to and use other exits if the building elevator is not working?

My abilities today:

Help I may need in an emergency:

How will you call for help if you need assistance leaving the building?

My abilities today:

Help I may need in an emergency:

What will you do if the building ramps have been damaged and are unavailable for use?

My abilities today:

Help I may need in an emergency:

SERVICE ANIMALS AND PETS

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

My abilities today:

Help I may need in an emergency:

ADDITIONAL SUPPORT NEEDED

My abilities today:

Help I may need in an emergency:

APPENDIX D

HEAT-RELATED ILLNESSES

WHAT TO LOOK FOR	WHAT TO DO
HEAT STROKE	
<ul style="list-style-type: none">• High body temperature (103°F or higher)• Hot, red, dry, or damp skin• Fast, strong pulse• Headache• Dizziness• Nausea• Confusion• Losing consciousness (passing out)	<ul style="list-style-type: none">• Call 9-1-1 right away- heat stroke is a medical emergency• Move the person to a cooler place• Help lower the person's temperature with cool cloths or a cool bath• Do not give the person anything to drink
HEAT EXHAUSTION	
<ul style="list-style-type: none">• Heavy sweating• Cold, pale, and clammy skin• Fast, weak pulse• Nausea or vomiting• Muscle cramps• Tiredness or weakness• Dizziness• Headache• Fainting (passing out)	<ul style="list-style-type: none">• Move to a cool place• Loosen your clothes• Put cool, wet cloths on your body or take a cool bath• Sip water <p>Get medical help right away if:</p> <ul style="list-style-type: none">• You are throwing up• Your symptoms get worse• Your symptoms last longer than 1 hour
HEAT CRAMPS	
<ul style="list-style-type: none">• Heavy sweating during intense exercise• Muscle pain or spasms	<ul style="list-style-type: none">• Stop physical activity and move to a cool place• Drink water or a sports drink• Wait for cramps to go away before you do any more physical activity <p>Get medical help right away if:</p> <ul style="list-style-type: none">• Cramps last longer than 1 hour• You're on a low-sodium diet• You have heart problems
SUNBURN	
<ul style="list-style-type: none">• Painful, red, and warm skin• Blisters on the skin	<ul style="list-style-type: none">• Stay out of the sun until your sunburn heals• Put cool cloths on sunburned areas or take a cool bath• Put moisturizing lotion on sunburned areas• Do not break blisters
HEAT RASH	
<ul style="list-style-type: none">• Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases)	<ul style="list-style-type: none">• Stay in a cool, dry place• Keep the rash dry• Use powder (like baby powder) to soothe the rash



Is Your Family
Prepared?