

## Appendix I: American Red Cross Home and Office Preparedness Guidelines

### What You Can Do to Prepare

American Red Cross  
Family Disaster Planning  
(PDF File)

[http://www.redcross.org/static/file\\_cont36\\_lang0\\_23.pdf](http://www.redcross.org/static/file_cont36_lang0_23.pdf)  
2004

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services--water, gas, electricity or telephones--were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away.

#### Four Steps to Safety

##### 1. Find Out What Could Happen to You

- Contact your local Red Cross chapter or emergency management office before a disaster occurs--be prepared to take notes.
- Ask what types of disasters are most likely to happen. Request information on how to prepare for each.
- Learn about your community's warning signals: what they sound like and what you should do when you hear them.
- Ask about animal care after a disaster. Animals are not allowed inside emergency shelters because of health regulations.
- Find out how to help elderly or disabled persons, if needed.
- Find out about the disaster plans at your workplace, your children's school or day care center, and other places where your family spends time.

##### 2. Create a Disaster Plan

- Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire, severe weather, and earthquakes to children. Plan to share responsibilities and work together as a team.
- Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet:
- Right outside your home in case of a sudden emergency, like a fire.
- Outside your neighborhood in case you can't return home. Everyone must know the address and phone number.

- Ask an out-of-state friend to be your "family contact." After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- Discuss what to do in an evacuation. Plan how to take care of your pets.

### 3. Complete This Checklist

- Post emergency telephone numbers by phones (fire, police, ambulance, etc.).
- Teach children how and when to call 9-1-1 or your local Emergency Medical Services number for emergency help.
- Show each family member how and when to turn off the utilities (water, gas, and electricity) at the main switches.
- Check if you have adequate insurance coverage.
- Get training from the fire department for each family member on how to use the fire extinguisher (ABC type), and show them where it's kept.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Conduct a home hazard hunt.
- Stock emergency supplies and assemble a Disaster Supplies Kit.
- Take a Red Cross first aid and CPR class.
- Determine the best escape routes from your home. Find two ways out of each room.
- Find the safe places in your home for each type of disaster.

### 4. Practice and Maintain Your Plan

- Quiz your kids every six months or so.
- Conduct fire and emergency evacuations.
- Replace stored water and stored food every six months.
- Test and recharge your fire extinguisher(s) according to manufacturer's instructions.
- Test your smoke detectors monthly and change the batteries at least once a year.

### If Disaster Strikes

- Remain calm and patient. Put your plan into action.
- Check for Injuries
- Give first aid and get help for seriously injured people.
- Listen to Your Battery-Powered Radio for News and Instructions
- Check for Damage in Your Home...
- Use flashlights. Do not light matches or turn on electrical switches, if you suspect damage.
- Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.

- Shut off any other damaged utilities. (You will need a professional to turn gas back on.)
- Clean up spilled medicines, bleaches, gasoline, and other flammable liquids immediately.

**Remember to...**

- Confine or secure your pets.
- Call your family contact--do not use the telephone again unless it is a life-threatening emergency.
- Check on your neighbors, especially elderly or disabled persons.
- Make sure you have an adequate water supply in case service is cut off.
- Stay away from downed power lines.

To get copies of American Red Cross community disaster education materials, contact your local Red Cross chapter.

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**Disaster Supply Kits**

There are six basics you should stock for your home: water, food, first aid supplies, clothing and bedding, tools and emergency supplies, and special items. Keep the items that you would most likely need during an evacuation in an easy-to carry container--suggested items are marked with an asterisk(\*). Possible containers include a large, covered trash container, a camping backpack, or a duffle bag.

**Water**

- Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles. A normally active person needs to drink at least two quarts of water each day. Hot environments and intense physical activity can double that amount. Children, nursing mothers, and ill people will need more.
- Store one gallon of water per person per day.
- Keep at least a three-day supply of water per person (two quarts for drinking, two quarts for each person in your household for food preparation/sanitation).\*

**Food**

Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation or cooking, and little or no water. If you must heat food, pack a can of sterno. Select food items that are compact and lightweight.

Include a selection of the following foods in your Disaster Supplies Kit:

- Ready-to-eat canned meats, fruits, and vegetables
- Canned juices
- Staples (salt, sugar, pepper, spices, etc.)

- High energy foods
- Vitamins
- Food for infants
- Comfort/stress foods

### First Aid Kit

Assemble a first aid kit for your home and one for each car.

- (20) adhesive bandages, various sizes.
- 5" x 9" sterile dressing.
- conforming roller gauze bandage.
- triangular bandages.
- 3 x 3 sterile gauze pads.
- 4 x 4 sterile gauze pads.
- roll 3" cohesive bandage.
- germicidal hand wipes or waterless alcohol-based hand sanitizer.
- (6) antiseptic wipes.
- pair large medical grade non-latex gloves.
- Adhesive tape, 2" width.
- Anti-bacterial ointment.
- Cold pack.
- Scissors (small, personal).
- Tweezers.
- CPR breathing barrier, such as a face shield.

### Non-Prescription Drugs

- Aspirin or nonaspirin pain reliever
- Anti-diarrhea medication
- Antacid (for stomach upset)
- Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center)
- Laxative
- Activated charcoal (use if advised by the Poison Control Center)

### Tools and Supplies

- Mess kits, or paper cups, plates, and plastic utensils\*
- Emergency preparedness manual\*

- Battery-operated radio and extra batteries\*
- Flashlight and extra batteries\*
- Cash or traveler's checks, change\*
- Non-electric can opener, utility knife\*
- Fire extinguisher: small canister ABC type
- Tube tent
- Pliers
- Tape
- Compass
- Matches in a waterproof container
- Aluminum foil
- Plastic storage containers
- Signal flare
- Paper, pencil
- Needles, thread
- Medicine dropper
- Shut-off wrench, to turn off household gas and water
- Whistle
- Plastic sheeting
- Map of the area (for locating shelters)

### Sanitation

- Toilet paper, towelettes\*
- Soap, liquid detergent\*
- Feminine supplies\*
- Personal hygiene items\*
- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach

### Clothing and Bedding

- \*Include at least one complete change of clothing and footwear per person.
- Sturdy shoes or work boots\*
- Rain gear\*
- Blankets or sleeping bags\*

- Hat and gloves
- Thermal underwear
- Sunglasses

**Special Items**

Remember family members with special requirements, such as infants and elderly or disabled persons

**For Baby\***

- Formula
- Diapers
- Bottles
- Powdered milk
- Medications

**For Adults\***

- Heart and high blood pressure medication
- Insulin
- Prescription drugs
- Denture needs
- Contact lenses and supplies
- Extra eye glasses
- Entertainment
- Games and books

**Important Family Documents**

General Disaster Preparedness Materials Children & Disasters

"Disaster Preparedness Coloring Book" (ARC 2200, English, or ARC 2200S, Spanish) Children & Disasters ages 3-10.

"Adventures of the Disaster Dudes" (ARC 5024) video and Presenter's Guide for use by an adult with children in grades 4-6.

- Keep these records in a waterproof, portable container:
  - Will, insurance policies, contracts deeds, stocks and bonds
  - Passports, social security cards, immunization records
  - Bank account numbers
  - Credit card account numbers and companies
  - Inventory of valuable household goods, important telephone numbers
  - Family records (birth, marriage, death certificates)
- Store your kit in a convenient place known to all family members. Keep a smaller version of the supplies kit in the trunk of your car.
- Keep items in airtight plastic bags. Change your stored water supply every six months so it stays fresh. Replace your stored food every six months. Re-think your kit and family needs at least once a year. Replace batteries, update clothes, etc.
- Ask your physician or pharmacist about storing prescription medications.

## Personal Workplace Disaster Supplies Kit

### Flashlight with extra batteries

Use the flashlight to find your way if the power is out. Do not use candles or any other open flame for emergency lighting.

### Battery-powered radio

News about the emergency may change rapidly as events unfold. You also will be concerned about family and friends in the area. Radio reports will give information about the areas most affected.

### Food

Enough non-perishable food to sustain you for at least one day (three meals), is suggested. Select foods that require no refrigeration, preparation or cooking, and little or no water. The following items are suggested:

Ready-to-eat canned meals, meats, fruits, and vegetables.

Canned juices.

High-energy foods (granola bars, energy bars, etc.).

### Water

Keep at least one gallon of water available, or more if you are on medications that require water or that increase thirst. Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles.

### Medications

Include usual non-prescription medications that you take, including pain relievers, stomach remedies, etc. If you use prescription medications, keep at least three-day's supply of these medications at your workplace. Consult with your physician or pharmacist how these medications should be stored, and your employer about storage concerns.

### First Aid Supplies

If your employer does not provide first aid supplies, have the following essentials:

(20) adhesive bandages, various sizes.

(1) 5" x 9" sterile dressing.

(1) conforming roller gauze bandage.

(2) triangular bandages.

(2) 3 x 3 sterile gauze pads.

(2) 4 x 4 sterile gauze pads.

(1) roll 3" cohesive bandage.

(2) germicidal hand wipes or waterless alcohol-based hand sanitizer.

(6) antiseptic wipes.

(2) pair large medical grade non-latex gloves.

Adhesive tape, 2" width.

Anti-bacterial ointment.

Cold pack.

Scissors (small, personal).

Tweezers.

CPR breathing barrier, such as a face shield.

### Tools and Supplies

Emergency "space" blanket (mylar).

Paper plates and cups, plastic utensils

Non-electric can opener.

Personal hygiene items, including a toothbrush, toothpaste, comb, brush, soap, contact lens supplies, and feminine supplies. Plastic garbage bags, ties (for personal sanitation uses) .

Include at least one complete change of clothing and footwear, including a long sleeved shirt and long pants, as well as closed-toed shoes or boots.

If you wear glasses, keep an extra pair with your workplace disaster supplies.

### General Information

Your kit should be adjusted based on your own personal needs.

Do not include candles, weapons, toxic chemicals, or controlled drugs unless prescribed by a physician.

**APPENDIX J – CONTACT LISTS**

**Appendix J.1: STAFF CALL-BACK LIST**

Procedure: If you receive an official warning or witness an emergency or disaster, contact the Clinic Executive Director. If he/she is not reachable call each person at the top of the list until successful contact is achieved. The highest ranked clinic manager will determine whether or not to activate a response.

If a response is activated, each person will call the next two people on the list. Redundant calls are ok. If you cannot reach one of the people you call, leave a message (if possible) and call the next person. Note the name of the person you could not reach and call again one hour later. If unsuccessful, report name to Incident Manager.

**DATE OF LAST UPDATE:** \_\_\_\_\_ **UPDATED BY:** \_\_\_\_\_

<b>THIS LIST CONTAINS SENSITIVE INFORMATION AND SHOULD REMAIN CONFIDENTIAL</b>						
<b>NAME POSITION</b>	<b>PREFER Home / Cell / Other</b>	<b>HOME PHONE</b>	<b>CELL PHONE</b>	<b>OFFICE PHONE</b>	<b>OTHER (PAGER, ETC.)</b>	<b>EMAIL</b>
Executive Director						
Medical Director						
Nursing Director						
Operations/ Office Manager						
HR Director						
Finance Director						

<b>THIS LIST CONTAINS SENSITIVE INFORMATION AND SHOULD REMAIN CONFIDENTIAL</b>						
<b>NAME POSITION</b>	<b>PREFER <u>H</u>ome / <u>C</u>ell / <u>O</u>ther</b>	<b>HOME PHONE</b>	<b>CELL PHONE</b>	<b>OFFICE PHONE</b>	<b>OTHER (PAGER, ETC.)</b>	<b>EMAIL</b>
Facilities Director						
Risk Manager						
Safety Manager						
ERT Member						
ERT Member						
ERT Member						
ERT Member						
ERT Member						

**Appendix J.2: BASIC CLINIC SUPPORT SERVICES LIST**

**DATE OF LAST UPDATE:** \_\_\_\_\_ **UPDATED BY:** \_\_\_\_\_

**Contact List: Vendors / Funding Sources / Community Liaisons**

	<b>Telephone (999) 999-9999</b>	<b>Email</b>	<b>Contact Person</b>
EMS Provider			
Fire Service			
Law Enforcement			
Clinic Consortium			
Gas or Propane			
Telephone			
• Equipment Provider			
• Equipment Repair			
• Service Provider			
Information Technology Support			
Medical Supply and Equipment			
• Vendor			
• Vendor			
• Vendor			
• Repair			
• Repair			
• Repair			
• Maintenance			
• Maintenance			

**Appendix J.2: Basic Clinic Support Contact List**

	<b>Telephone (999) 999-9999</b>	<b>Email</b>	<b>Contact Person</b>
•			
•			
•			
<i>Other Numbers</i>			

**Appendix J.3: DISASTER RESPONSE CONTACTS LIST**

**DATE OF LAST UPDATE:** \_\_\_\_\_ **UPDATED BY:** \_\_\_\_\_

**Contact List – Disaster Response Officials**

	<b>Telephone (999) 999-9999</b>	<b>Email</b>	<b>Contact Person</b>
County EOC / Warning Center			
Med/Health Op Area Coordinator			
<Name of County> Division of Epidemiology: Bioterrorism Emergency Number			
CDC Emergency Response Office			
Nearest Hospital Emergency Department			
Nearest Clinic / Medical Group			
Local EMS Agency			
<Name of County> Health Department (general)			
<Name of County> County Medical Society			
<Name of County> Office of Emergency Services Director			
Regional Amateur Radio Contact			
Media – Television			
Media – Radio			

**Appendix J.3: Disaster Response Officials Contact List**

California Clinic Emergency Preparedness Project

Emergency Operations Plan Template

	<b>Telephone (999) 999-9999</b>	<b>Email</b>	<b>Contact Person</b>
Media – Newspaper			
<i>Other Numbers</i>			

**Appendix J.4: CLINIC EMERGENCY WALLET CARD INSTRUCTIONS (DRAFT EXAMPLE)**

- **Add in your personal important phone numbers in the space provided**
- **Make sure you are familiar with the content of the card**
- **Fold once in half, then fold again**
- **Put in your ID badge pocket on the other side of your photo.**

CLINIC EMERGENCY WALLET CARD		BUILDING EVACUATION	CLINIC CONTACT NUMBERS			
<table border="1"> <tr> <td><b>EOC POSITIONS</b> EOC Management PIO / Legal / Liaisons / Safety Operations Planning Logistics Finance</td> <td><b>ERT MEMBERS</b> ERT Leader Safety / Security Triage / Medical Fire / Search &amp; Rescue</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	<b>EOC POSITIONS</b> EOC Management PIO / Legal / Liaisons / Safety Operations Planning Logistics Finance	<b>ERT MEMBERS</b> ERT Leader Safety / Security Triage / Medical Fire / Search & Rescue			<ul style="list-style-type: none"> <li>• Stay calm and focused.</li> <li>• Help others with special needs.</li> <li>• Get everyone out, put a “post-it” on your door and close it to let searchers know the room is clear. Leave doors unlocked if possible.</li> <li>• Go directly to “rally point” for roll call</li> <li>• Do not leave the area or go to your vehicle.</li> <li>• Do not try to re-enter building</li> <li>• Follow direction of those in charge of the evacuation. Fire and police will direct you.</li> </ul>	<p>Clinic Main Number: Clinic Executive Director: Medical Director: Safety Officer: Nursing Director:</p> <p>Supervisor:</p> <p>Clinic Hotline:</p>
<b>EOC POSITIONS</b> EOC Management PIO / Legal / Liaisons / Safety Operations Planning Logistics Finance	<b>ERT MEMBERS</b> ERT Leader Safety / Security Triage / Medical Fire / Search & Rescue					
<p><b><u>DISASTER NOTIFICATION</u></b> <b>In the event of a disaster, and you are at home, in the field, or on way to work:</b></p> <ul style="list-style-type: none"> <li>• <b>Listen to _____ radio station for updates and specific information related to (Name of Clinic)</b></li> <li>• Be available by phone (if they are operating) at the number listed in your work phone tree list or division phone contact list.</li> <li>• Call into Employee Hot Line for current status and information related to Clinic employees only.</li> </ul>	<p><b>If you are at work (on site, workstation):</b></p> <ol style="list-style-type: none"> <li>1. Stay close to work station, check in with supervisor, gather information.</li> <li>2. Collect personal effects (cell phone, keys, pager, medicines, etc.)</li> <li>3. Arrange for possible evacuation</li> <li>4. Consideration of those with special needs (disabled, medically fragile, etc.)</li> <li>5. Save documents, possibly even shut down computer.</li> </ol>	<p><b>EXTERNAL PHONE NUMBERS</b></p> <p>Poison Control: Police (non-emergency): Security: County Health Dept: OES:</p> <p>HVAC Repair: Computer Repair: Telephone Repair:</p>				



**Appendix K.1: CLINIC COMMUNICATIONS EQUIPMENT INVENTORY**

**DATE OF LAST UPDATE:** \_\_\_\_\_ **UPDATED BY:** \_\_\_\_\_

**Clinic Communications Equipment Inventory**

Equipment Type	Number of Items	Location in Clinic	Date of Testing / Maintenance	Staff Contact
<b>Telephone</b>				
Clinic Phone System		Phones throughout clinic. Digital switchboard located: _____		
Fax Machines				
Analog telephone jacks				
Analog telephones				
Cellular telephones				
Satellite telephones				
<b>Computer</b>				
Email		Computers throughout clinic. Server location: _____		
Satellite Internet Connectivity				
Telemedicine				
Videoconference – camera and video monitor				
<b>Radio-based</b>				
Amateur Radio		Location of radio:		Operator contact information:
Handheld radios / Walkie – Talkie				
<b>Other Radios</b>				
EMS – Ambulance				
Hospital Status Radio				

**Appendix K.2: PROCEDURES FOR COUNTY COMMUNICATIONS SYSTEM**

**PLACEHOLDER**

**Coordinate with Clinic Consortia and local EMS Agency to determine if county communications system radio is appropriate for your clinic.**

**Appendix L: PRIMARY AND ALTERNATE SITES FOR HEALTH CARE AND EMERGENCY OPERATIONS**

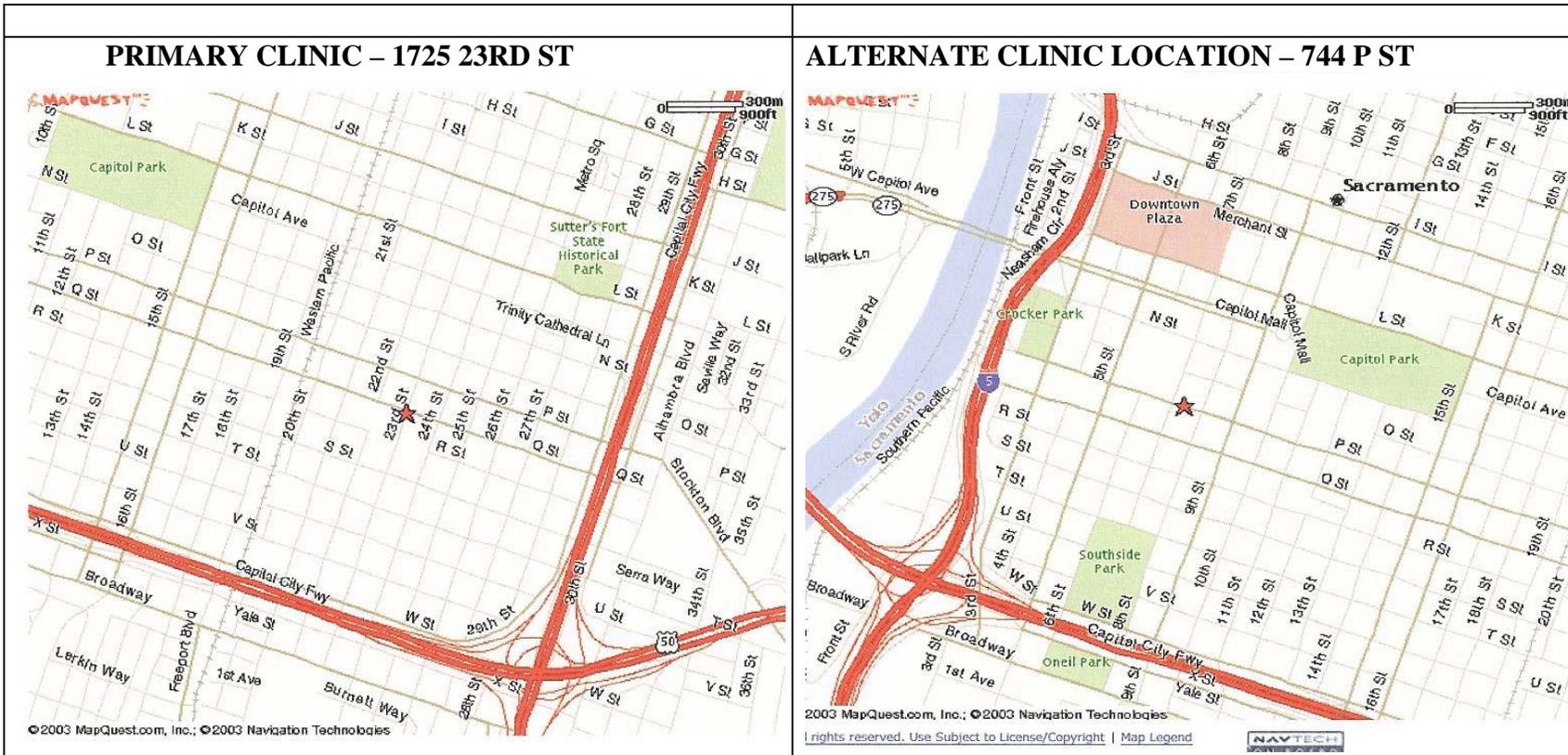
**Appendix L.1: HEALTH CARE ALTERNATE AND REFERRAL FACILITY LOCATIONS  
(SAMPLE MapQuest Maps – www.mapquest.com)**

<NAME OF CLINIC> CLINIC LOCATION

1725 23rd Street, Disaster Conference Room, Sacramento

ALTERNATE CLINIC LOCATION

Name of Clinic: <Alternate Clinic Name>  
Address: 744 P ST, Sacramento  
Phone Number: (999) 999-9999  
Contact Name: <Name of Contact>



**Appendix L.1: HEALTH CARE ALTERNATE SITES AND REFERRAL FACILITIES**

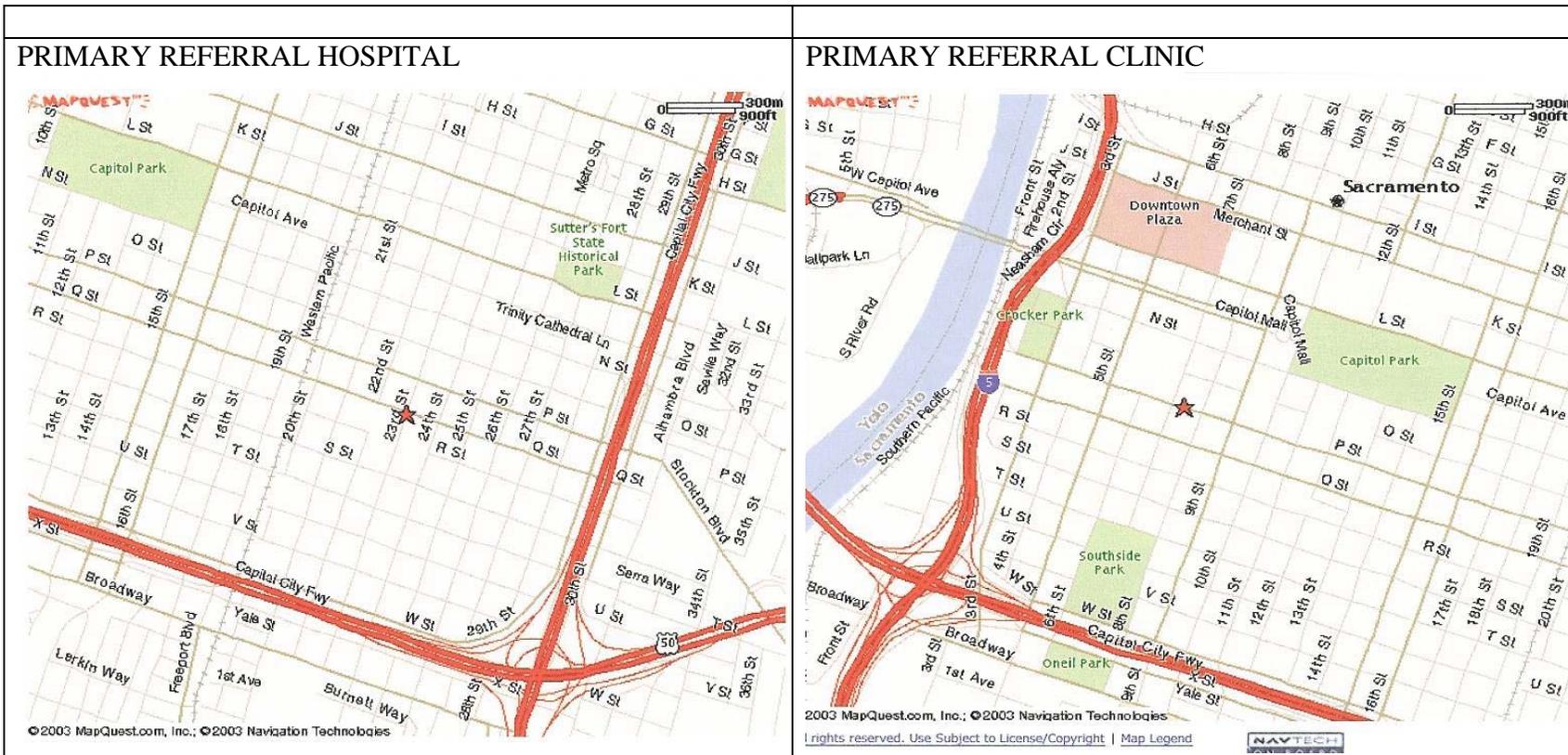
(SAMPLE MapQuest Maps – www.mapquest.com)

**PRIMARY REFERRAL HOSPITAL**

Hospital Name: <Name of Hospital>  
 Location: Address  
 Phone: (999) 999-9999  
 Contact: <Name of Contact>

**PRIMARY REFERRAL CLINIC**

Clinic Name: <Name of Clinic>  
 Location: Address  
 Phone: (999) 999-9999  
 Contact: <Name of Contact>



**Appendix L.2: PRIMARY AND ALTERNATE CLINIC EOC AND COMMAND CENTER LOCATIONS  
(SAMPLE MapQuest Maps – www.mapquest.com)**

**PRIMARY EMERGENCY OPERATIONS CENTER / COMMAND CENTER**

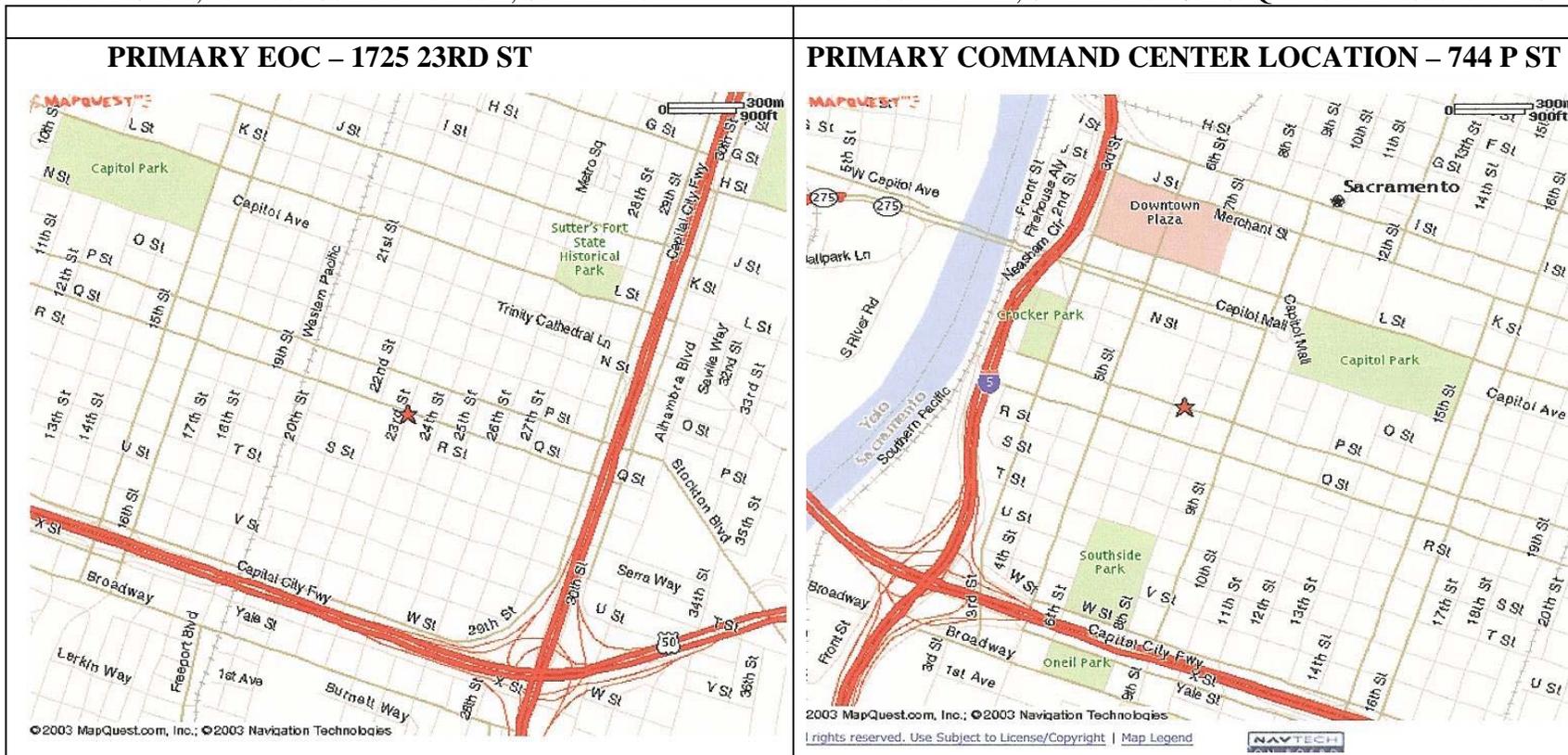
External Disaster EOC:  
1725 23rd Street, Disaster Conference Room, Sacramento

Internal Emergency Command Center:  
744 P Street, 1st Floor Conference Room, Sacramento

**ALTERNATE EMERGENCY OPERATIONS CENTER / COMMAND CENTER**

External Disaster Alternate EOC  
8745 Folsom Blvd, 2nd Floor Conference Room, Sacramento

Internal Emergency Alternate Command Center / Congregation Area  
Roosevelt Park, Sacramento – 9th & Q – 1 block east of 744 P St



**Appendix L.2: PRIMARY AND ALTERNATE CLINIC EOC AND COMMAND CENTER LOCATIONS**

