



# Everybody Ready: Philadelphia Edition

## Prepare to Stay Healthy During Emergencies

2019-2020 Handbook



**First Responders See Back Cover** → → → → → → →  →

**Use this handbook** to help you prepare for emergencies that can happen in our area.



Large-scale emergencies may affect everyone, but some people may be at greater risk for worse health outcomes due to physical, mental, economic, and social challenges. Examples of **at-risk populations** are people who are:

- Asthma patients
- Blind or visually-impaired
- Caregivers
- Children
- Chronically ill
- Deaf, hard-of-hearing, or have hearing loss
- Dependent on electricity-powered equipment
- Dependent on medical equipment or prescription medications
- Dependent on oxygen equipment
- Dialysis patients
- Experiencing homelessness





- Homebound
- Incarcerated (currently or formerly)
- Individuals with an intellectual disability
- Individuals with physical disabilities
- Lesbian, gay, bisexual, transgender, or queer (LGBTQ)
- Living with an addiction
- Living with a mental illness
- Low-income
- Overweight or underweight
- Pregnant
- Seniors
- Unable to communicate well in English
- Veterans



## Know Who May Be At-Risk



**Know what emergencies** can happen in our area.



Large-scale emergencies that can impact many people in Philadelphia include:

- **Natural disasters and extreme weather**  
(like extreme heat events, floods, hurricanes, tornadoes, and winter storms)
- **Man-made disasters**  
(like oil spills, train derailments, widespread power outages, or terrorism)
- **Disease outbreaks or other public health emergencies**  
(like a new strain of influenza)

**The next pages of this handbook will describe how to do these things to stay healthy before, during, and after a disaster:**



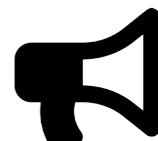


- Stay informed and follow instructions.
- Make a plan and pack a bag.
- Stock a cabinet and plan for medical needs.
- Plan for pets and service animals.
- Get your shots and cover your cough.
- Protect yourself from animal and insect bites.
- Prevent illness and injury.
  - Avoid carbon monoxide poisoning.
  - Follow safety tips for food and water.
  - Clean up safely.
- Get help with managing stress.
- Get trained in how to help others.
- Fill out a Health Information Card (there are two in this handbook).
- Follow Philly response agencies on social media (like Facebook, Twitter and Instagram).



## Prepare to Stay Healthy





**Keep a radio** in your home.

- You should be able to use the radio when the power goes out.
- The radio should have batteries, solar cells, or a wind-up crank.

**Sign up today** for notification services.

- Sign up online for ReadyPhiladelphia to receive emails and text alerts about emergencies at: [www.phila.gov/ready](http://www.phila.gov/ready)
- Sign up online to receive emails from the health department at: <http://bit.ly/HealthBulletinSignUp>

**Stay tuned** to the radio, television, internet, telephone, text messages, and emails.

- Listen to local news stations for information about emergencies.
- Tune in to radio station KYW 1060 AM or government access cable TV channel 64 for updates.





**Follow instructions** from government officials.

Your local health department, emergency management agency, and elected officials work to keep you safe and healthy.

**Here are some examples of instructions you may receive:**

- Shelter in place (stay inside a safe place)
- Go to an emergency shelter if one is opened for the event
- Evacuate (get out of the building or area)
- Wait and listen for more information
- Go to a designated place to receive emergency medication



**Stay Informed and Follow Instructions**



## Make a family communication plan.



Develop a communication plan with your family members so you know how to reach each other in an emergency. Your plan should include:

- Local and out-of-town emergency contacts
- Important phone numbers, emails, addresses, and appropriate contact methods for family members and service providers
- Evacuation meeting places



**Keep your gas tank at least half-full** in case you must leave in a hurry.

**Pack a go-bag** for evacuation emergencies.

Pack a backpack or small suitcase for each member of your household as if you were going on an overnight trip. **Include items to help you communicate, stay healthy, and be comfortable.**





### Be sure to include:

- 3-day supply of medications
  - List of medications and doctors' phone numbers
  - Small bottle of water
  - Ready-to-eat food (such as peanut butter or a granola bar)
  - Copies of important documents in a waterproof bag, including:
    - Insurance cards
    - Photo IDs and birth certificates
    - Deeds and proof of address
    - Your communication plan
  - Extra set of car and house keys
  - Cash in small bills
  - Small radio with batteries
  - Other items to consider: \_\_\_\_\_
- Cell phone charger
  - Flashlight and extra batteries
  - Aids for daily living (extra eyeglasses, hearing aid, cane, etc.)
  - Personal hygiene items (toothbrush, toilet paper, hand sanitizer, tampons, pads, etc.)
  - Child care items (diapers, infant formula, or anything you use on a daily basis)
  - Books or toys
  - Seasonal clothing
  - One pair of sneakers and two pairs of socks
  - Pet care supplies (collar, leash, etc.)
  - Whistle

**Check your bags every six months and replace any expired items.**

## Make a Plan and Pack a Bag





**Keep extra supplies** in a cabinet in your home. Only use these when you need to shelter in place.

**Be sure to include:**

- 3-day supply of medications
- List of medications and names of doctors
- Water (3 gallons per person)
- Non-perishable food that meets your dietary needs
- Manual can opener
- Whistle
- Pen and paper
- First aid kit
- Plastic trash bags and duct tape
- Blankets and pillows
- Other items to consider: \_\_\_\_\_
- Cell phone charger
- Flashlight and extra batteries
- Aids for daily living (extra eyeglasses, hearing aid, cane, etc.)
- Personal hygiene items (toothbrush, toilet paper, hand sanitizer, tampons, pads, etc.)
- Child care items (diapers, infant formula, or anything you use on a daily basis)
- Books or toys
- One change of clothing for each person





**Add these supplies** if you have a child or family member with medical needs.

**Be sure to include:**

- Medical equipment
  - A copy of your child's care plan
  - Special dietary foods or supplies
  - Comfort items like special toys or blankets
  - An AC adapter for your car to charge medical equipment
  - An extra medical alert bracelet
  - Other items to consider: \_\_\_\_\_
- Extra batteries for medical equipment
  - Back-up chargers for devices
  - Extra medicines and medical supplies (such as needles and bandages)
  - Cooler and ice packs for keeping insulin and other medicines cold



**Stock a Cabinet and Plan for Medical Needs**





Many people with functional needs depend on service animals to help them with their activities of daily living.

**Plan for how your animals will be cared for in an emergency:**

- Service animals are allowed in emergency shelters for people. Your local emergency management agency will provide information about sheltering for pets.
- Talk with at least two friends or family members and arrange for them to check on or care for your pet if you cannot get home.
- For more tips, visit these websites:
  - [redpawemergencyreliefteam.com](http://redpawemergencyreliefteam.com)
  - [www.aspca.org/pet-care/disaster-preparedness](http://www.aspca.org/pet-care/disaster-preparedness)
  - [www.pasart.us](http://www.pasart.us)
  - [www.avma.org/disaster](http://www.avma.org/disaster)





**Add these supplies** to your kits if you have pets or service animals.

**Be sure to include:**

- A license, ID tag, and microchip number
  - List of current vaccinations
  - 3-day supply of food, water, and medicines
  - Photos of you with your pet
  - Bowls
  - Collar, leash, and muzzle
  - Pet carriers/cages
  - Contact information for your vet
  - Toys and treats
  - Litter, litter box, and scoop (if necessary)
  - Other items:
- 





**Take care of your health** throughout the year:



- Stay caught up on all of your vaccinations to protect yourself and your family from whooping cough, measles, mumps, and other preventable diseases.
- Get your flu shot every year. It's the best way to prevent the flu.
- Wash your hands often. Wash them after you use the bathroom, after you cough or sneeze, and before you touch anyone's hands or food.
- Cough or sneeze into your shoulder, elbow, or tissue.
- Stay home when you are sick.
- Get an annual physical exam.





**Do these things** when instructed by health officials:

- Limit your contact with people who may be sick.
- Go to a specific site to receive emergency medication or vaccines to protect yourself from getting sick.



**You can also check your stress and emotional well-being** in a number of ways through a free, quick, and anonymous screening.

- Visit this website:
  - o <https://healthymindsphilly.org/en/screening>
- Follow instructions to:
  - o Take an online screening
  - o Find a community event with in-person screenings
  - o Find a behavioral health screening kiosk



**Get Your Shots and Cover Your Cough**



## Prevent rabies. Protect yourself from animal bites.



- Animals can inflict serious and even fatal injuries or infections through bites or scratches.
- Rabies is a deadly virus, spread primarily by the bite of an infected animal.
- Make sure that your pets are up to date on their rabies vaccinations.
- Do not try to approach, pet, or capture stray or wild animals.
- Contact animal control professionals if you see or have been bitten by a stray or wild animal.
- Seek prompt medical care when bitten or scratched by an animal.

### In Philadelphia:

- **Call (215) 685-6748 to report animal bites.**
- **Call (267) 385-3800 to report wild, vicious, or stray animals.**
- **Call (215) 685-9000 to report rodents.**





## Prevent West Nile Virus and other diseases. Protect yourself from mosquito bites.

- The most common disease carried by mosquitoes in our area is West Nile Virus.
- Remove standing water where mosquitoes could lay eggs.
- Use window and door screens.
- Keep doors to the outside closed.
- Use air conditioning when possible.
- Use insect repellents with one of these active ingredients:
  - DEET
  - Picaridin
  - Oil of lemon eucalyptus (OLE)
- Follow label instructions.
- Wear long-sleeved shirts and long pants.



**In Philadelphia: Call (215) 685-9000 to report mosquito problems.**

**Protect Yourself from Animal and Insect Bites**





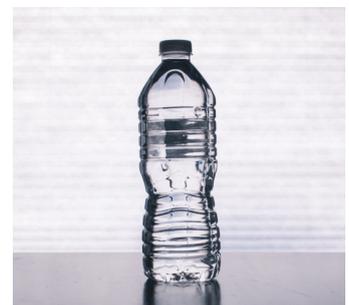
## Avoid carbon monoxide (CO) poisoning.

- You cannot see or smell CO gas.
- **Install** a CO detector in your home and test it every six months.
- **Never** leave your car running in the garage.
- When using a generator:
  - o **Never** use it inside your house or garage.
  - o **Never** use it within 20 feet of open windows, doors, or vents.



## Keep food and water safe after a disaster or emergency.

- Throw away food that may have come in contact with flood water.
- Throw away foods that weren't refrigerated properly after a power outage.
- When the power goes out, keep the refrigerator and freezer doors closed.
  - o A refrigerator will keep food cold for about 4 hours if the door is kept closed.
  - o A full freezer will keep food frozen for about 48 hours (24 hours if half-full).
- Do not taste food to determine if it is safe to eat.
- Do not use water that may be contaminated.
- You may be instructed by the health department to use bottled or treated water for drinking, cooking, and personal hygiene.





## Clean up safely after storms and flooding.

- Wear sturdy footwear (like closed-toed shoes or boots).
- Do not use electric tools or appliances while standing in water.
- Avoid exposure to flood water if you have an open wound.
- Clean up and prevent mold after a flood:
  - Dry out your home as quickly as possible.
  - Use fans and point them outside.
  - Wear gloves, a mask, goggles, pants, and long-sleeved shirts to protect yourself while cleaning.
  - Throw out anything that was wet with flood water and can't be cleaned and dried completely.
  - **Never mix bleach and ammonia** or other cleaning products (it can create toxic vapors).
  - Scrub surfaces with soap and water.
- For more information about cleaning up mold (like how much bleach to use) visit: <https://www.cdc.gov/mold/cleanup.htm>



**Prevent Illness and Injury**





It's normal to have a wide range of reactions after a disaster or traumatic event.

- Reactions may last for days, weeks, months, and even years.
- For most people, these reactions are a part of the normal coping and recovery process and will lessen with time.

### These are some common reactions:

- Mood swings or easy bouts of crying
- Changes in work or school performance
- Sadness
- Changes in relationships with friends or family
- Problems sleeping or sleeping too much
- Problems communicating or concentrating
- Feeling hopeless or helpless
- Increased use of drugs/alcohol
- Physical symptoms (stomach problems, headaches)
- Feelings of guilt and self-doubt



Children may demonstrate fears, sadness, or behavioral changes after a disaster.

- Younger children may have bedwetting, sleep problems, or separation anxiety.
- Older children may display anger, aggression, problems in school, or withdrawal.
- Children may experience stress even if they have only seen or heard about the disaster on TV.





**Seek professional help** if reactions interfere with your ability to live, work, relax, and play.

**Crisis Hotlines (available 24/7):**

Philadelphia Crisis Hotline:	<b>(215) 685-6440</b>
National Suicide Lifeline:	<b>(800) 273-8255 (Veterans: Press 1)</b>
Opioid Helpline (PA Get Help Now):	<b>(800) 662-4357</b>
Philadelphia Domestic Violence Hotline:	<b>(866) 723-3014</b>
SAMHSA Disaster Distress Helpline:	<b>(800) 985-5990</b>
SAMHSA Disaster Distress Textline:	<b>Text TalkWithUs to 66746</b>

**Non-Emergency Phone Numbers:**

Philadelphia Dept. of Behavioral Health and Office of Addiction Services:	<b>(215) 685-5400</b>
Philadelphia Office of Intellectual Disability Services:	<b>(215) 685-5900</b>
Community Behavioral Health (CBH) Member Services (24/7):	<b>(888) 545-2600</b>
Philadelphia Homeless Outreach Hotline:	<b>(215) 232-1984</b>





**Find out** how to help your community. Sign up for a training!

**Be sure to ask about accessibility when registering for training programs.**



**Volunteer** to help respond to public health emergencies.

**Visit** the Philadelphia Medical Reserve Corps (MRC) website:  
<http://bit.ly/PhillyMRC>



**Get trained** in emergency preparedness.

**Visit** the Philadelphia Office of Emergency Management (OEM) website:  
[www.phila.gov/ready](http://www.phila.gov/ready)



**Get trained** on how to administer naloxone to prevent drug overdose deaths.

- Naloxone is a prescription medicine that reverses opioid overdoses. It temporarily blocks the effects of opioids and helps a person to start breathing again.

**Visit** the City of Philadelphia Mental & Physical Health website:  
<http://bit.ly/PhillyNaloxoneTraining>





**Get trained** in hands-only CPR (cardiopulmonary resuscitation).

**Visit** the Mobile CPR Project website:  
<https://themobilecprproject.com>



**Get trained** in how to prevent deaths from blood loss.  
**Visit** the National Stop the Bleed campaign website:  
[www.bleedingcontrol.org](http://www.bleedingcontrol.org)

**Sign Up** for a Stop the Bleed training.

Email Nora Kramer at: [nora.kramer@jefferson.edu](mailto:nora.kramer@jefferson.edu)  
or call (215) 503-7201 or (215) 955-4960



**Take an online course** on national preparedness initiatives.

**Visit** the FEMA Emergency Management Institute website:  
<https://training.fema.gov>





**Be prepared** wherever you are.



Emergencies can happen at any time, and may leave you unconscious or unable to speak.

First responders will look in your purse or wallet to find out:

- Who you are
- Any medical conditions you have
- Who to contact in an emergency

**Keep one card** in your wallet or purse.



**Give the other card** to your caregiver, friend, or family member so they have your information to help first responders in an emergency.

**Download and print more cards** for your friends and family members.

Visit the Health Information Card website:

- <http://bit.ly/HealthInfoCards>





## Health Information Cards

Fill out both copies of the Health Information Cards below and tear them out of this handbook along the dotted lines.

Keep one of them in your purse or wallet, and give the other copy to someone in your support network.

<b>ABOUT YOU</b>	Fill out this card with help from your healthcare provider. Keep it with you in your wallet, purse or other safe place.	<b>Allergies</b> (medicine, food or other): _____	<b>EMERGENCY CONTACTS</b>		<b>IN AN EMERGENCY:</b> <ul style="list-style-type: none"> <li>Follow your emergency plan and instructions from local officials.</li> <li>Keep this important information with you.</li> <li>Take medicines and important supplies with you if you have to leave your home.</li> </ul> 
	Name: _____	<b>Medical Conditions</b> (such as asthma, diabetes, epilepsy, heart condition, high blood pressure, lung problems, kidney disease, chronic hepatitis, HIV infection): _____	<b>1<sup>st</sup> Emergency Contact</b>		
	Phone: _____		Name: _____		
	Address: _____		Phone: _____		
	Birth Date: _____	<b>Special Needs</b> (hearing, speaking, seeing, moving): _____	<b>2<sup>nd</sup> Emergency Contact</b> (someone who lives out of town)		
	Blood Type: _____		Name: _____		
Primary Language Spoken: _____	<b>Special Equipment / Supplies / Other Needs:</b> _____	Phone: _____			
		E-mail: _____			
		<b>Other Important Numbers</b> (doctor, service providers) _____			
		_____			

<b>ABOUT YOU</b>	Fill out this card with help from your healthcare provider. Keep it with you in your wallet, purse or other safe place.	<b>Allergies</b> (medicine, food or other): _____	<b>EMERGENCY CONTACTS</b>		<b>IN AN EMERGENCY:</b> <ul style="list-style-type: none"> <li>Follow your emergency plan and instructions from local officials.</li> <li>Keep this important information with you.</li> <li>Take medicines and important supplies with you if you have to leave your home.</li> </ul> 
	Name: _____	<b>Medical Conditions</b> (such as asthma, diabetes, epilepsy, heart condition, high blood pressure, lung problems, kidney disease, chronic hepatitis, HIV infection): _____	<b>1<sup>st</sup> Emergency Contact</b>		
	Phone: _____		Name: _____		
	Address: _____		Phone: _____		
	Birth Date: _____	<b>Special Needs</b> (hearing, speaking, seeing, moving): _____	<b>2<sup>nd</sup> Emergency Contact</b> (someone who lives out of town)		
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		E-mail: _____			
		<b>Other Important Numbers</b> (doctor, service providers) _____			
		_____			

Fill Out a Health Information Card



Health Information Card

Health Information Card





**Follow these local response agencies** on social media.

Use your smart phone camera to scan these QR codes (you may need to download an app first). You can also type the blue text into your browser.



Philadelphia Office of  
Emergency Management  
(OEM) Facebook

Philadelphia Office of  
Emergency Management



Philadelphia Department  
of Public Health  
Facebook

Philadelphia Department  
of Public Health



PDPH Philly Health  
Prepared Facebook

Philly Health Prepared



OEM Twitter

@PhilaOEM



PDPH Twitter

@PHLPublicHealth



PDPH Philly Health  
Prepare Twitter

@PHLHlthPrepare

**Find out more** about preparing yourself for emergencies.

Visit these websites:

- <https://www.cdc.gov/disasters/index.html>
- [www.phila.gov/ready](http://www.phila.gov/ready)
- <https://www.cdc.gov/flu/protect/habits/index.htm>
- <https://www.cdc.gov/disasters/animalhazards/index.html>

**Follow Philly Response Agencies on Social Media**



## Keep These Phone Numbers Handy

### All About Me

My name:

The best way to communicate with me:

What objects MUST leave with me:

Emergency Numbers	Non-Emergency Numbers
Life-Threatening Emergencies: 911	City Services: 311 or (215) 686-1776
Poison Control Center: (800) 222-1222	Referrals to Human Services: 211 or (866) 964-7922

### Emergency Contacts

(Include friends, family members, care providers, and doctors)

Name	Relationship	Cell Phone	Work/School Phone