



Disaster Relief Plan

SOCIETY OF ST. VINCENT DE PAUL

<https://svdpstldisasterrelief.weebly.com/>

Forward

Disasters disrupt hundreds of thousands of lives every year. Each disaster has lasting effects, both to people and property. Being prepared can reduce fear, anxiety, and losses that accompany disasters. As second responders, being prepared will help us expedite help to the disaster survivors.

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Committee Members

Annette Bligh, Chairperson
Elizabeth Barbieri, Board President
John Heithaus, Council
Steve Rupp, Council
Gena Bast, Council
Mike Halterman, Advisor
Bob Hook, Festus
Bruce Gallion, Festus
Steve Polk, Gravois
Marty Bligh, North
Margaret McCarthy, NC
Matt Medina NW
Ken Gebken, South
Marilyn Gilbert, SC
Clay Whitener, SE
Jeff Bunten, SW
Wes Karna, West
Denise Dean, SVDP USA

Council Conference Call Information

Phone #: **1-844-871-9234**

PIN #: **7837**

Types of Disasters

- **TORNADOES**
- **ACTIVE SHOOTER**
- **SEVERE THUNDERSTORMS**
- **SEVERE WINTER WEATHER**
- **FLOODING**
- **EARTHQUAKES**
- **EXTREME HEAT**
- **FIRES**
- **DAM FAILURE**
- **HAZARDOUS MATERIALS**

Please visit the SVDP Disaster Relief website for more information on how to prepare for each type of disaster. <https://svdpstldisasterrelief.weebly.com/>



Society of St. Vincent de Paul Disaster Recovery Plan

Director of Communications,
DOC
Anne Steffens
Contacts her counterpart at
the Red Cross.
Peggy Barnhart

DOC Contacts the Disaster
Recovery Chair: Annette Blight

Disaster Recovery Chair:
Annette Blight Notifies:

- Council Office, Vincentian Services Team,
- Roads Responder, Roads Responder will contact Steve Rupp & John Helthaus
- District President(s) & Conference President(s) where disaster took place.

District Presidents
Contact
Conference
Presidents.

Visit
Disaster Site

Meet
w/Conference

Meet w/Red
Cross

Meet with
other Partners
CC, COAD

MARC
Multi Agency
Resource

M
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Short Term
Lodging, Cash, Food, etc.

Medium Term
Auto, Scorp, household goods, etc.

Long Term
Needs may arise several years after disaster,
e.g. furniture, household goods, etc.

Review
Entire
Process

Council Office Meets: Complete
Disaster Event Action Plan

- Details of disaster
- Assign Roles, *List who is doing what*
- Set up Communication Deployment

Template on file & included in manual

Communication
Deployment

Process reports

- Board
- Conference Presidents
- Vincentians
- Staff



Importance of Participation in the St. Louis City/County COAD and the National VOAD

You may have heard the term “planning in blue skies.” This means when things are good and there is no current disaster, this is the time to plan. It is paramount to establish relationships in “blue skies”. During a Disaster is not the time to exchange business cards.

The best place to start is your local COAD-Community Organizations Active in Disasters. Being a part of the COAD has afforded SVDP St. Louis access to agencies in the St. Louis City and County area. We are therefore better able to serve the neighbors in need who have been affected by a disaster.

The Society of St. Vincent de Paul is one of the founding members of the National VOAD (Volunteer Organizations Active in Disasters). The National VOAD has a number of online resources and local COADs often have members who participate in both organizations.

SVDP St. Louis is a member of both the VOAD and COAD.

Communication

Communication is the most important piece of disaster relief and recovery. It is vital to have multiple streams of communication: landline, cell phone, internet, handheld mics and texting ability. Texting is the least compromised means of communication. It uses SMS-short message service.

When a disaster strikes...

- I. Disaster Recovery Chairperson: Annette Bligh Notifies:
 - A. District President(s) & Conference President(s) where disaster took place.
 - B. All District Presidents
District Presidents Contact Conference Presidents.
 - C. Council Office, Vincentian Services Team,
VS Disaster Point will contact Director of VS Team and the Manager of Member Relations.

Communication Protocol

TO BE COMPLETED BY THE NEW DIRECTOR OF COMMUNICATIONS.

SAMPLE EXAMPLES ON THE FOLLOWING PAGES

March 01, 2017

Dear Board Members:

As you may know, Perryville was hit by a tornado last night. We are working proactively with the American Red Cross to determine our role in helping our neighbors in need there, including some of our own Vincentians. Attached is an email John Heithaus be sending all Vincentians shortly.

Please keep all affected in your prayers.

Thank you,

John P. Foppe

Executive Director

Society of St. Vincent de Paul

Archdiocesan Council of St Louis



Helping Neighbors Starts At Home

John Foppe email to employees, Wednesday, 3/1 at 12:38 p.m.

Team:

As you may be aware, a tornado touched down in Perryville last night, killing one person. Here's a link to a story by the St. Louis Post-Dispatch.

http://www.stltoday.com/news/local/metro/residents-tallying-up-damage-after-deadly-tornado-hits-perryville-killing/article_117ab59b-1135-5ffa-84de-c5959aef729f.html

Perryville has a long Vincentian history, so this natural disaster literally hit close to home. We also have a strong Vincentian presence there, and many of our Vincentian volunteers have been affected as well.

We have planned for this. Since the winter flooding over a year ago, Annette Bligh (North District President) and Ronda Nesser (Manager of Volunteer Management and Training) have worked collaboratively with other organizations to strengthen relationships and communications so we can act in a timely manner during disasters like this one. Our Vincentian Services team is in contact with the American Red Cross, who is the first responder to disasters like this, and with the District President to make sure we have the adequate resources to seek and serve those in need, including our own Vincentians.

We will let you know if your help is needed and will keep you posted as to how we are responding. What we ask for right now is your prayer. In this season of Lent, it's great to remember that *"God is our refuge and our strength. An ever present help in times of trouble."* (Psalm 46).

As always, thank you for your commitment to helping our neighbors in need.

Thank you,

John P. Foppe
Executive Director
Society of St. Vincent de Paul
Archdiocesan Council of St Louis



Helping Neighbors Starts At Home

John Foppe email to Board March 03, 2017

Dear Board Members:

On behalf of the Council Office, Festus District and the St. Vincent de Paul Conference in Perryville, thank you for your emails, calls and prayers. This tornado in Perryville has shown us once again the spirit of Vincentian spirituality, friendship, and service.

The Council Vincentian Services team and Disaster Relief team went to Perryville to offer Council support, to help in organizing relief efforts, and to be in solidarity with our Vincentians and the people affected by the disaster. They met with the Southeast District President, the St. Vincent de Paul Conference in Perryville and the American Red Cross. The Perryville Conference has already committed to do the following:

- Pay the utility bills (gas, electricity and water) for all families affected so they don't get behind on their bills
- Serve as an intake through their own Conference Thrift Store for donated clothing, non-perishable food items and housewares.
- Along with Council Office members, serve at Saturday's MARC (Multi-Agency Resource Center). This all-day event is coordinated by the American Red Cross and brings together several agencies in one place (in this case, the Perry Park Center in Perryville), so tornado victims can come to one location and get immediate assistance and plans for longer term care.

Many of you have asked how you can help. Below are some ways:

- Prayers: Please pray for all affected. Many have lost everything they own and their recovery will take months, even years.
- Money: Please prayerfully consider donating to the relief effort by mailing a check to: Council Office of St. Vincent de Paul, 1310 Papin, St. Louis, MO 63103 Attn: Disaster Relief We will process the checks and send the money directly to the Perryville SVDP Conference.
- Non-perishable food items and household items (NO CLOTHING!): If you are near the Perryville area, you can drop off above items at the St. Vincent de Paul Thrift Store, 123 W North Street in Perryville. The hours are Monday, Wednesday and Friday from 9-1; and Tuesday and Thursday 9 a.m. – 7 p.m.

Below are a few photos we took while we were there. Perryville is a very close community and it's inspiring to see them help each other. Our Vincentians are front and center in that aid effort, including many of our Vincentians who also suffered tornado damage themselves.

Please know how grateful I am to all of you for your constant and consistent commitment to helping our neighbors in need.

Thank you,

John P. Foppe
Executive Director
Society of St. Vincent de Paul
Archdiocesan Council of St Louis



Helping Neighbors Starts At Home

John Heithaus to Vincentians via our email vendor.

Dear Vincentians,

As you may be aware, a tornado touched down in Perryville last night, killing one person. Here's a [link](#) to a story by the *St. Louis Post-Dispatch*.

Perryville has a long Vincentian history, so this natural disaster literally hit close to home. We also have a strong Vincentian presence there, and many of our Vincentian brothers and sisters have been affected as well.

Since the winter flooding over a year ago, Annette Bligh (North District President) and Ronda Nesser (Manager of Volunteer Management and Training) have worked collaboratively with other organizations to strengthen relationships and communications so we can act in a timely manner during disasters like this one.

We were in contact with the American Red Cross early this morning. They are the first responder to disasters like this and recognize SVdP as a strong partner. We are in contact with the District President to make sure we have the adequate resources to seek and serve those in need, including our own Vincentians.

We will let you know if your help is needed and will keep you posted as to how we are responding. What we ask for right now is your prayer. In this season of Lent, it's great to remember that "God is our refuge and our strength. An ever-present help in times of trouble." (Psalm 46)

Thank you for your prayers and sacrificial giving to help our neighbors in need and, especially today, for each other.

John Heithaus
Director of Vincentian Formation
Society of St. Vincent de Paul - Archdiocese of St. Louis
johnh@svdpstl.org

Now That We Know, What Happens Next?

MARC

When a disaster strikes our area, you may be called upon to help. A MARC will be set-up by the Red Cross.

A MARC is Multi Agency Resource Center. This is where we will meet other agencies and serve our Neighbors in Need.



Managing Donations

TBD in coordination with the Director of Stores

INSTRUCTIONS FOR VINCENTIANS PARTICIPATING IN A RED CROSS MARC

Thank you for volunteering to serve our neighbors who have been so tragically affected by the flooding.

Some of your guests today may be experiencing their second flood disaster in 16 months. As you might imagine, they may be feeling extremely frustrated and hopeless, and thus very emotionally fragile. While they may come looking for physical or financial help, they also need spiritual and emotional support. It's one of the gifts we, as Vincentians, can offer them. Please review the Power Point presentation "**In Times of Crisis: Supporting Others, Supporting Ourselves**" (in the binder) for some good counsel on how to respond to our guests in crisis.

As you meet with them, please consider the following guidelines.

- 1) Each MARC will be staffed with at least four Vincentians. When meeting with one of our guests, please operate in teams of two, with one Vincentian carrying the conversation, and the other observing and taking notes.
- 2) We want our guests to first meet the compassionate and loving face of Jesus. Please greet them without forms or pens in hand, and encourage them to share their story, their grief, their needs.
- 3) If the guest needs services that can be provide by the Society (see the list on the SVDP MARC Form), assure them that we can and will help them, and complete the SVDP MARC Form. Please note if they were also victims of the 2015/2016 flood.
- 4) Please place the completed SVDP MARC Form in the envelope to be returned to the Council Office. These forms will be sorted by the Council Office for each Conference and sent to the Conferences for a follow up visit by Conference Vincentians to arrange for concrete help.
- 5) When you have finished talking with the guest, please give them
 - a copy of the letter explaining the process
 - a gift card
 - a prayer card
- 6) If it seems appropriate, and the guest is willing, please end the discussion with the brief prayer on the prayer card.

God bless you and allow you to share His compassion and hope as you represent Him to these hurting neighbors.

John Heithaus
Director, Vincentian Services

Self-Care

CDC: Center for Disease Control

Responding to disasters is both rewarding and challenging work. Sources of stress for emergency responders may include witnessing human suffering, risk of personal harm, intense workloads, life-and-death decisions, and separation from family. Stress prevention and management is critical for responders to stay well and to continue to help in the situation. There are important steps responders should take before, during, and after an event. To take care of others, responders must be feeling well and thinking clearly.

Watch for:

- Burnout - feelings of extreme exhaustion and being overwhelmed.
- Secondary traumatic stress - stress reactions and symptoms resulting from exposure to another individual's traumatic experiences, rather than from exposure directly to a traumatic event.

Coping techniques like taking breaks, eating healthy foods, exercising, and using the buddy system can help prevent and reduce burnout and secondary traumatic stress. Recognize the signs of both of these conditions in yourself and other responders to be sure those who need a break or need help can address these needs.

Get support from team members: Develop a Buddy System

In a buddy system two responders partner together to support each other, and monitor each other's stress, workload, and safety.

Here are some ways to work with your buddy:

For more information on the buddy system: <http://www.cdc.gov/vhf/ebola/pdf/buddy-system.pdf>

Responder Self-Care Techniques

- Try to limit working hours to no longer than 12-hour shifts.
- Work in teams and limit amount of time working alone.
- Write in a journal.
- Talk to family, friends, supervisors, and teammates about your feelings and experiences.
- Practice breathing and relaxation techniques.
- Maintain a healthy diet and get adequate sleep and exercise.
- Know that it is okay to draw boundaries and say "no."
- Avoid or limit caffeine and use of alcohol or drugs.

It is important to remind yourself:

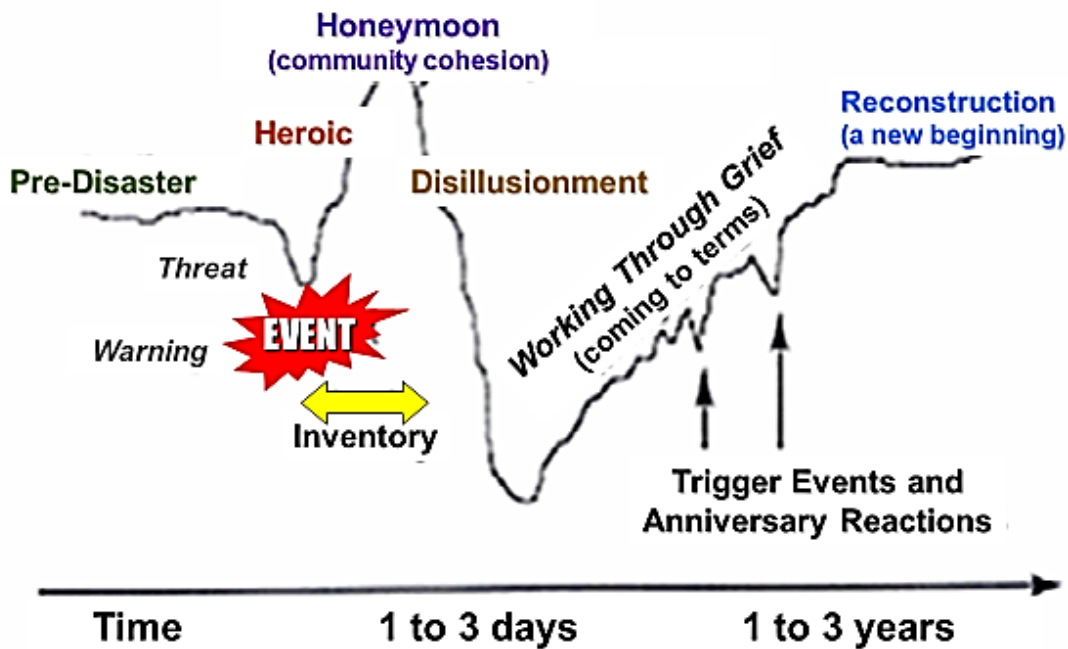
- It is not selfish to take breaks.
- The needs of survivors are not more important than your own needs and well-being.
- Working all of the time does not mean you will make your best contribution.
- There are other people who can help in the response.

What to Expect at a MARC

The survivors you will meet will have just gone through a tragedy event. People handle such events differently and you may notice a wide range of emotions.

The next few pages contain slides from John Gaspari, LCSW, Executive Director for the USC Center for Work and Family Life, and his presentation “In Times of Crisis: Supporting Others, Supporting Ourselves”. This presentation drives home the message of what disaster survivors may be going through.

Phases of Disaster



Are We Psychologically Prepared?

▲ For every physical injury, there may be 5-6 psychological injuries

▲ This may overwhelm and impede our emergency and/or medical response.



Grief and Loss

- ▲ Not an even process
- ▲ Takes time
- ▲ Can become stuck in the process
- ▲ May spawn other problems
- ▲ Nothing like T & T (*Time and Talking*)

Honeymoon (community cohesion)

- ▲ Survivors may be elated
- ▲ Happy just to be alive
- ▲ This phase will not last



Disillusionment

- ▲ Reality of disaster "hits home"
- ▲ Loss and Grief becomes prominent



Essential Attributes and Skills

- ▲ Good Listening skills
- ▲ Patient
- ▲ Caring attitude
- ▲ Trustworthy
- ▲ Approachable
- ▲ Culturally aware
- ▲ Empathetic
- ▲ Non-judgmental approach
- ▲ Kind
- ▲ Committed
- ▲ Flexible
- ▲ Able to tolerate chaos

Avoid Saying . . .

- ▲ "I understand what it's like for you."
- ▲ "Don't feel bad."
- ▲ "You're strong/You'll get through this."
- ▲ "Don't cry."
- ▲ "It's God's will."
- ▲ "It could be worse" or "At least you still have . . ."

Do Say...

- ▲ Can you tell me what happened?
- ▲ I'm Sorry
- ▲ This must be difficult for you
- ▲ I'm here to be with you

*Do know that for most people,
things get better with time...*

Intake at a MARC

Instructions from Flooding MARC from Steve Rupp

1. MARC set up
2. Vincentians will be asked by their Conference Presidents to volunteer for various shifts at the MARC
3. Those Vincentian volunteers will meet with disaster victims who will present a Red Cross referral sheet.
4. They will complete a MARC Intake Form with the family's information and then forward that Intake Form to the SVDP Council Office
5. The Council will then forward the Intake Forms to the appropriate Conferences
6. Vincentians in those Conferences will do in person with the disaster victims to help with utilities, food, prescription drugs and write store vouchers for needs such as clothing, furniture and household goods.
7. Plan for a follow up visit....

Checklist

- Red Cross Referral
- MARC Intake form completed
- MARC Intake form submitted to Council
- In Person Visit
- Follow-up

Disaster Relief Matrix of Needs

| | Damaged | Severely Damaged | Destroyed |
|-------------|--|---|---|
| Short Term | <ul style="list-style-type: none"> <input type="checkbox"/> Hotel (Lodging) <input type="checkbox"/> Cash <input type="checkbox"/> Food/Water <input type="checkbox"/> Food Cards <input type="checkbox"/> Clean-up <input type="checkbox"/> Laundry <input type="checkbox"/> Furniture | <ul style="list-style-type: none"> <input type="checkbox"/> Lodging <input type="checkbox"/> Food/Water <input type="checkbox"/> Clothing <input type="checkbox"/> Household Goods <input type="checkbox"/> Salvage/Storage | <ul style="list-style-type: none"> <input type="checkbox"/> Lodging <input type="checkbox"/> Food/Water <input type="checkbox"/> Clothing/ <input type="checkbox"/> Household Goods <input type="checkbox"/> Salvage/Storage |
| Medium Term | <ul style="list-style-type: none"> <input type="checkbox"/> Automobile <input type="checkbox"/> Prescriptions <input type="checkbox"/> Clothing <input type="checkbox"/> Household Goods <input type="checkbox"/> Appliances <input type="checkbox"/> Furniture | <ul style="list-style-type: none"> <input type="checkbox"/> Automobile <input type="checkbox"/> Prescriptions <input type="checkbox"/> Clothing <input type="checkbox"/> Household Goods <input type="checkbox"/> Appliances <input type="checkbox"/> Furniture <input type="checkbox"/> Utility Help <input type="checkbox"/> Help Moving from Storage | <ul style="list-style-type: none"> <input type="checkbox"/> Utilities <input type="checkbox"/> Other On-going Bills |
| Long Term | No Real Needs | Needs may arise months after disaster and last for several years. | <ul style="list-style-type: none"> <input type="checkbox"/> Household Goods <input type="checkbox"/> Furniture |



CONFIDENTIAL

DISASTER RELIEF FORM

Family Name: _____

Conference _____

No. People in Household _____

Today's Date _____

Date of Disaster _____

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CLIENT INFORMATION

Client's Name: _____ Phone: _____

Clients Address: _____ ID DL #: _____

(City) (State) (Zip Code) [Get a copy of Photo ID if possible.]

MEMBERS OF THE HOUSEHOLD

| | | |
|-------------|------------|---------------------|
| Name: _____ | Age: _____ | Relationship: _____ |
| Name: _____ | Age: _____ | Relationship: _____ |
| Name: _____ | Age: _____ | Relationship: _____ |
| Name: _____ | Age: _____ | Relationship: _____ |
| Name: _____ | Age: _____ | Relationship: _____ |
| Name: _____ | Age: _____ | Relationship: _____ |

FINANCIAL RESOURCES

Homeowner's/Renter's Insurance: _____ (yes/no)

FEMA, Applied: _____ (yes/no)

FEMA, Award: \$ _____ (yes/no)

Other Assistance Received:
If yes from what agency?
If yes, how much did you receive \$ _____

Employed: _____ (yes/no)

Other: _____

Financial Resources Section is very important during a disaster. If you the survivor receives financial assistance from FEMA, there are specific guidelines for the funds you will receive. FEMA can recoup disbursements awarded if financial help was given to the survivors from other agencies. Go to the FEMA website for more details. <https://www.fema.gov/>

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All information collected by the Society of St. Vincent de Paul (SVDP) staff, volunteers, and/or interns regarding clients or potential clients is confidential. SVDP is committed to protecting the privacy of all clients as completely as possible. However, in some cases, it is necessary or desirable for us to either receive and/or share information with others. The purpose of obtaining and/or sharing this information is to ensure clients receive the assistance needed.

_____, hereby authorizes The Society of St. Vincent de Paul to access and release any information or records that are relevant for the purpose of providing assistance for my needs for twelve months.

Social Security # (for utility assistance only): _____

Client signature X _____

Date _____

Witness signature X _____

Date _____



CONFIDENTIAL
DISASTER RELIEF FORM

| |
|--------------|
| Family Name: |
|--------------|

| Goods | Items Needed | Name of Other Agencies Helping | Estimated \$ Value |
|---|-----------------------------------|--------------------------------|--------------------|
| A. Food | | | |
| B. Beds <small>Twin and Full Size only. Upgrades are paid for by client or conference.</small> | | | |
| C. Furniture | | | |
| D. Clothing | | | |
| E. Other | | | |
| F. Gift Card (If given) | Last 4 Digits of Gift Card: _____ | | |
| Services | Description | Name of Other Agencies Helping | \$ Value |
| G. Utility Assistance | | | |
| H. Rent/mortgage | | | |
| I. Car Purchase | | | |
| J. Car Repair | | | |
| K. Medical | | | |
| L. Dental | | | |
| M. Other | | | |
| Total Goods and Services | | | |

| |
|---|
| <p>SUBMIT THE FOLLOWING DOCUMENTS WITH THIS FORM TO Varrietta Anthony varriettaa@svdpostl.org or Fax to: 314-881-6089.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Red Cross Referral [If Pre-MARC instruct the client to contact the Red Cross to get certified at 314-516-2800.] <input type="checkbox"/> Signed and Witness Confidentiality Release (on this form) <input type="checkbox"/> Copy of Photo ID <input type="checkbox"/> Verification of Income: Annual Gross Amount _____ <input type="checkbox"/> Receipts <input type="checkbox"/> Voucher # _____ <input type="checkbox"/> W9 is required by IRS for us to write the vendor a check. Such vendors include, but not limited to, Landlords, Hotels, Car Repair if not on Council List. <input type="checkbox"/> Client Story/Reason for Request |
|---|



CONFIDENTIAL
DISASTER RELIEF FORM

| |
|---------------------|
| Family Name: |
|---------------------|

Notes and Story

After the MARC

Tracking

Follow-up Visit

Tracking the Disaster Assistance

The spreadsheet is on the Public drive.

Role of the SVDP Thrift Stores

Collection Site for In-kind Goods

Distribution Center

Transportation/Logistics



Managing Donations

From FEMA...

FINANCIAL CONTRIBUTIONS ARE OFTEN THE BEST KIND OF DONATION TO MAKE.

Providing a financial contribution to a voluntary organization involved in disaster activities is often the most sensible and the most efficient way of helping the people in need. There are many voluntary organizations with considerable experience in disaster relief in areas such as needs assessment, clean-up, mass feeding, mass sheltering, first aid, crisis counseling, pastoral care, child-care, pet care, home repair, family casework, meeting “unmet needs” and many other areas. When the public supports these voluntary organizations with financial contributions, it helps ensure a steady flow of important services to the people in need after a disaster. Please visit www.nvoad.org for a list of the major disaster relief organizations involved in preparedness, prevention, response and recovery in the United States. To learn more about disaster relief organizations involved in international disasters please visit www.interaction.org. Try to find out as much as you can about the work of the voluntary organization by asking questions of them and learning of their experience in disaster work. Guidance for assisting disaster victims outside the USA can be found at www.usaid.gov or www.cidi.org (Center for International Disaster Information). Cash contributions to voluntary organizations also make sense for other reasons. The voluntary organization will often spend the money in the local disaster area thereby helping the local economy to recover. Cash donations rather than unsolicited donated goods avoid the complicated, costly and time-consuming process of collecting, sorting, packing, transporting, unloading, resorting, storing, repackaging, and distributing the goods. Cash donations to voluntary organizations help meet the needs of survivors more precisely, as the voluntary organization is in a better position to purchase, or provide vouchers to purchase, what the people need. Cash donations to recognized relief organizations are also tax deductible.

USED CLOTHING IS RARELY A USEFUL ITEM TO COLLECT FOR DISASTER RELIEF.

Used clothing is rarely a useful item to collect and send into the disaster area because it is hard to clean, sort, pack, transport, store, and distribute. Mounds of clothing take up valuable warehouse space and frequently end up being discarded. Constructive things to do with used clothing are to have a yard-sale to raise money for the disaster relief organizations that provide goods and services that are needed by the survivors. Used clothing and other small items can also be donated locally to help community-based organizations helping others in need.

CONFIRM WHAT IS NEEDED BEFORE TAKING ACTION!

The most effective way the public can assist is to support the experienced disaster relief organizations with either financial contributions or in-kind goods and services that the organizations report are needed. Many experienced voluntary organizations involved in disaster relief have toll-free numbers staffed with operators who can provide information about which donated goods are needed in the disaster area. Often, when large-scale disasters occur, the State's Office of Emergency Management, working closely with the voluntary organizations, will establish a toll-free Donations Hotline for the public to call to learn what donated goods and services may be needed. It is often a mistake to assume what is needed in a disaster. Over the years, there has been considerable waste of countless tons of clothing because it was collected and sent with no prior coordination. Donors should be wary of anyone who claims that "everything is needed" in a disaster. Get precise information before collecting any donated goods.

DONATE THROUGH A REGISTERED ORGANIZATION.

It is never a good idea to collect goods for disaster relief without a firm plan in place that confirms the goods are needed, who will receive the goods, how the goods will be transported and how they will be distributed. During a disaster, experienced disaster relief organizations base their activities on overall situation assessments and detailed needs assessments. Many relief groups have people and facilities ready to store and distribute the goods. Coordination with the relief group is essential to ensure the right goods are collected, the right amount is collected, and that logistics issues such as transportation, warehousing, and distribution are fully discussed. Donors will find that it is often most practical to focus on one or two items that an organization needs rather than collect a variety of items.

TRANSPORTATION MUST BE PLANNED IN ADVANCE.

Transportation is frequently a major problem for donors and relief operations. It must be organized in advance; otherwise, a donor can easily be stuck with large amounts of donated goods and no means of transporting it to the recipient organization. Do not assume unsolicited relief supplies will be transported free (i.e. fuel is not free) or at government expense. The donor has the primary responsibility to find transportation for the goods they are donating. Local trucking firms may be willing to help in times of disaster, if funds are available to cover part of the expense. Donors often raise money to help pay transportation costs.

DONATED GOODS MUST BE WELL PACKED AND LABELED.

After confirming that the goods are needed and there is a plan to receive, store and distribute them - the receiving organization will give you.

Council Office Management of Assistance

Be Prepared for an Emergency

Supplies

According to the American Red Cross, at a **minimum**, you should have the basic supplies listed below:

- Water: one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
- Food: non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home).
- Flashlight
- Battery-powered or hand-crank Radio (NOAA Weather Radio, if possible) [Available on the Red Cross Store]
- Extra batteries
- First Aid Kit Medications (7-day supply) and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items
- Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- Cell phone with chargers
- Family and emergency contact information
- Extra Cash
- Emergency Blanket
- Map(s) of the Area

Consider the needs of all family members and add supplies to your kit. Suggested items to help meet additional needs are:

- Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc.)
- Baby supplies (bottles, formula, baby food, diapers)
- keys
- Manual can opener
- Games and activities for children
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Two-way radios
- Extra set of car keys and house

Additional supplies to keep at home or in your survival kit based on the types of disasters common to your area:

- Whistle
- N95 or surgical masks
- Matches
- Rain gear
- Towels
- Work gloves
- Tools/supplies for securing your home
- Extra clothing, hat and sturdy shoes
- Plastic sheeting
- Duct tape
- Scissors
- Household liquid bleach
- Entertainment items
- Blankets or sleeping bags

Be Prepared for an Emergency

Make a Plan

Business Emergency Plan

Like individuals and families, workplaces, neighborhoods and apartment buildings should all have site-specific emergency plans.

Ask about plans at the places where your family spends the most time: work, school and other places you frequent. If none exist, consider volunteering to help develop one. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead, and communicate with others in advance.

For more information on working together, visit [Citizen Corps](#).

If you are an employer, make sure your workplace has a building evacuation plan that is regularly practiced. FEMA has produced a [business plan template](#), as well as a document outlining the [costs of preparing a business for a disaster](#).

Employers should also:

- Take a critical look at your** heating, ventilation and air conditioning system **to determine if it is secure or if it could feasibly be upgraded to better filter potential contaminants, and be sure you know how to turn it off if you need to.**
-
- Think about what to do if your employees **can't go home**.
 - Make sure you have appropriate **supplies** on hand.

Create A Family Emergency Plan

Your family may not be together when disaster strikes, so it is important to plan in advance: how you will contact one another; how you will get back together; and what you will do in different situations.

Emergency Plan

- Identify an **out-of town contact**. It may be easier to make a long-distance phone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members.
- Be sure every member of your family **knows the phone number** and has a cell phone, **coins**, or a **prepaid phone card** to call the emergency contact. If you have a cell phone, program that person(s) as "ICE" (In Case of Emergency) in your phone. If you are in an accident, emergency personnel will often check your ICE listings in order to get a hold of someone you know. Make sure to tell your family and friends that you've listed them as emergency contacts.
- Teach family members how to use text messaging (also known as SMS or Short Message Service). Text messages can often get around network disruptions when a phone call might not be able to get through.

Use our [family emergency plan](#) template to help your family in assembling a quick reference list of contact information for your family, and a meeting place for emergency situations.

You may also want to **inquire about emergency plans** at places where your family spends time: **work**, **daycare** and **school**. If no plans exist, consider volunteering to help create one. Talk to your neighbors about how you can work together in the event of an emergency. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead and communicate with others in advance.



Family Disaster Plan

Family Last Name(s) or Household Address:

Date:

Family Member/Household Contact Info (If needed, additional space is provided in #10 below):

Name

Home Phone

Cell Phone

Email:

| | | | |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Pet(s) Info:

Name:

Type:

Color:

Registration #:

| | | | |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Plan of Action

1. The disasters most likely to affect our household are:

2. What are the escape routes from our home?

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

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

What is our route to get there and an alternate route, if the first route is impossible?

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

| <u>Name</u> | <u>Home Phone</u> | <u>Cell Phone</u> | <u>Email:</u> |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

After a disaster, let your friends and family know you are okay by registering at "Safe and Well" at <https://safeandwell.communityos.org/cms/> 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:

| <u>Child's Name:</u> | <u>Evacuation Site (address and contact info):</u> |
|----------------------|--|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

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

| <u>Person's Name:</u> | <u>Plan:</u> |
|-----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

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:

9. Family Member Responsibilities in the Event of a Disaster

| Task | Description | Family Member Responsible |
|----------------------------------|--|---------------------------|
| Disaster Kit* | Stock the disaster kit and take it if evacuation is necessary. Include items you might want to take to an evacuation shelter. Remember to include medications and eye glasses. | |
| Be informed | Maintain access to NOAA or local radio, TV, email or text alerts for important and current information about disasters. | |
| Family Medical Information | Make sure the household 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 our pet(s), keep a phone list of pet-friendly motels and animal shelters, and assemble and take the pet disaster 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 needs change to update household plan. | |

*What supplies and records should go in your disaster kit? Visit www.redcross.org

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

Congratulations on completing your family disaster plan! Please tell others: "We've made a family disaster plan and you can, too, with help from the American Red Cross."

Get the facts about what you should do if an emergency or disaster occurs at www.redcross.org

Sheltering in Place

Whether you are at home, work or elsewhere, there may be situations when it's simply best to stay where you are and avoid any uncertainty outside.

There are other circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as "sealing the room," is a matter of survival. Use available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to take this kind of action.

The process used to seal the room is considered a temporary protective measure to create a barrier between you and potentially contaminated air outside. It is a type of sheltering in place that requires pre-planning.

You may download a [brochure](#) developed by the [St. Louis County LEPC](#) to share with friends and family who may not have access to this website. There is also a version for [children](#) available for download.

To "Shelter In Place and Seal a Room"

- Bring your family and pets **inside**.
- **Lock** doors, **close** windows, air vents and fireplace dampers.
- **Turn off** fans, air conditioning and forced air heating systems.
- **Take your emergency supply kit** unless you have reason to believe it has been contaminated.
- **Go into an interior room** with few windows, if possible.
- **Seal** all windows, doors and air vents with plastic sheeting and duct tape. Consider measuring and cutting the sheeting in advance to save time.
- Be prepared to **improvise** and use what you have on hand to **seal gaps** so that you create a barrier between yourself and any contamination.
- You should **watch TV, listen to the radio or check the Internet often for official news** and instructions as they become available.

Learn How And When To Turn Off Utilities:

If there is damage to your home or you are instructed to turn off your utilities:

- Locate the electric, gas and water shut-off valves.
- Keep necessary tools near gas and water shut-off valves.
- Teach family members how to turn off utilities.
- **If you turn the gas off, a professional must turn it back on. Do not attempt to do this yourself.**

When a Tornado Strikes

If you see a funnel cloud nearby, take shelter immediately (see the following section for instructions on sheltering). However, if you spot a tornado that is far away, help alert others to the hazard by reporting it to the newsroom of a local radio or TV station before taking shelter as described later. Use common sense and exercise caution: if you believe that you might be in danger, seek shelter immediately.

The key to surviving a tornado and reducing the risk of injury lies in planning, preparing, and practicing what you and your family will do if a tornado strikes. Flying debris causes most deaths and injuries during a tornado. Although there is no completely safe place during a tornado, some locations are much safer than others.

General Tips

If there is no basement, go to the center of an interior room on the lowest level (such as a closet or interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.

Shelter for People with Access and Functional Needs

- If you are in a wheelchair, get away from windows and go to an interior room of the house. If possible, seek shelter under a sturdy table or desk. Do cover your head with anything available, even your hands.
- If you are unable to move from a bed or a chair and assistance is not available, protect yourself from falling objects by covering up with blankets and pillows.
- If you are outside and a tornado is approaching, get into a ditch or gully. If possible, lie flat and cover your head with your arms.

After the Tornado

- Assume all downed wires are live. Avoid downed wires or any objects that are in contact with them
- Call and notify the utility company or 911 of a downed power line immediately
- Many injuries can occur in the aftermath of a storm as people come in contact with debris and other hazards. Wear sturdy, hard-soled shoes or boots, long sleeves and gloves when handling or walking near debris to prevent injuries from hazards such as nails and broken glass
- Use battery operated light sources (flashlights, lanterns, etc.) if you lose electricity, not candles

- Never use generators in your home or garage, only outdoors where there is no danger of fumes entering your home
- Help injured or trapped people
- Give first aid when appropriate
- Don't try to move seriously injured people unless further danger is imminent
- Call for help
- **Turn on the radio or television for the latest emergency information**
- Use the telephone only for emergencies
- Clean up spilled medicines, bleach, and flammable liquids immediately
- Leave the area if gas or burning fumes are present
- Stay out of damaged buildings
- Take pictures of the both the house and contents for insurance purposes

Shutting off Utilities

Gas

- After a tornado, **DO NOT USE** matches, lighters, appliances, or operate light switches until you are sure there are no gas leaks. Sparks from electrical switches could ignite gas and cause an explosion.
- If you smell the odor of gas or if you notice a large consumption of gas being registered on the gas meter, shut off the gas immediately. First, find the main shut-off valve located on a pipe next to the gas meter. Use an adjustable wrench to turn the valve to the "off" position.

Water

Water may be turned off at either of two locations:

1. At the main meter, which controls the water flow to the entire property.
2. At the watermain leading into the home. If you may need an emergency source of fresh water, it is better to shut off your water here, because it will conserve the water in your water heater.
 - Attach a valve wrench to the water line. (This tool can be purchased at most hardware stores.)
 - Label the water mains for quick identification.

Electricity

After a major disaster, shut off the electricity. Sparks from electrical switches could ignite leaking gas and cause an explosion.

When a Severe Storm Strikes

Thunderstorms accompanied by lightning are frequent occurrences in Missouri during the spring and summer months. Thunderstorms may occur singly, in clusters, or in lines. Some of the most severe thunderstorms occur when a single thunderstorm affects one location for an extended time. Thunderstorms typically produce heavy rain for 30 minutes to an hour. Warm, humid conditions are highly favorable for thunderstorm development. About 10 percent of thunderstorms are classified as severe—one that produces hail at least three-quarters of an inch in diameter, has winds of 58 miles per hour or higher, or produces a tornado.



Lightning often strikes outside of heavy rain and may occur as far as 10 miles away from any rainfall. "Heat lightning" is actually lightning from a thunderstorm too far away for thunder to be heard. However, the storm may be moving in your direction. Most lightning deaths and injuries occur when people are caught outdoors in the summer months during the afternoon and evening. Your chances of being struck by lightning are estimated to be 1 in 600,000, but can be reduced even further by following safety precautions. Lightning strike victims carry no electrical charge and should be attended to immediately.

Familiarize yourself with these terms to help identify a thunderstorm hazard:

Please visit Missouri's StormAware page at stormaware.mo.gov for more information about tornado safety.

- **Severe Thunderstorm Watches** are issued to tell you when and where severe thunderstorms are likely to occur.
- **Severe Thunderstorm Warnings** are issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm.

Preparedness tips *before* a thunderstorm

Create a plan for you and your family in the event of a thunderstorm—at home, at work and at relatives' or friends' homes that you visit frequently. Always be alert to changing weather conditions.

Remember, the following are guidelines **if a thunderstorm is likely in your area:**

- Listen to radio, television, or **NOAA Weather Radio** for weather reports and emergency information.
- Postpone outdoor activities.

- Remember "***If thunder roars, go indoors***" because no place outside is safe when lightning is in the area. Everyone should stay indoors until 30 minutes after they hear the last clap of thunder.
- Get inside a home, building, or hard top automobile (not a convertible). Although you may be injured if lightning strikes your car, you are much safer inside a vehicle than outside.
- Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
- Secure outdoor objects that could blow away or cause damage.
- Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades, or curtains.
- **Long-term preparations:** Remove dead or rotting trees and branches that could fall and cause injury or damage during a severe thunderstorm.

What to do *during* a thunderstorm

After getting inside a home or building:

- Avoid showering or bathing and any contact with plumbing. Plumbing and bathroom fixtures can conduct electricity. Do not wash your hands, wash dishes or do laundry.
- Cordless and cellular telephones are safe to use. Use a corded telephone only for emergencies.
- Avoid contact with electrical equipment or cords.
- Stay away from windows and doors, and stay off porches.
- Because concrete conducts electricity, do not lie on concrete floors and do not lean against concrete walls.
- Everyone should stay indoors until 30 minutes after they hear the last clap of thunder.

If you find yourself outside when a thunderstorm hits, **avoid the following:**

- Remember, rubber-soled shoes and rubber tires provide NO protection from lightning. However, the steel frame of a hard-topped vehicle provides increased protection if you are not touching metal.
- Natural lightning rods such as a tall, isolated tree in an open area.
- Hilltops, open fields, the beach, or a boat on the water.
- Isolated sheds or other small structures in open areas.
- Anything metal—tractors, farm equipment, motorcycles, golf carts, golf clubs, and bicycles.

If you are in certain situations, do the following:

- In a forest, seek shelter in a low area under a thick growth of small trees.
- In an open area, go to a low place such as a ravine or valley. Be alert for flash floods.
- On open water, get to land and find shelter immediately.
- Anywhere you feel your hair stand on end (which indicates that lightning is about to strike), squat low to the ground on the balls of your feet. Place your hands over your ears and your head between your knees.

When a Severe Winter Storm Strikes

In addition to cold temperatures and snow and ice, winter brings dangerous driving conditions and the potential for damaging and deadly storms. Severe winter storms can be extremely dangerous. Transportation can come to a standstill and electricity can be out for days, often with very cold temperatures. Making



preparations in advance of a storm can make getting through it easier. According to the Department of Health and Senior Services, there were 15 cold weather-related deaths in Missouri during the winter of 2009-10. The National Weather Service, the Missouri Department of Health and Senior Services, the State Emergency Management Agency and Missouri's local emergency managers team up each fall to promote a day as Winter Weather Awareness Day in Missouri. The idea is to encourage Missourians to think about safety and the safety measures they can take in advance.

Preparedness tips *before* a Severe Winter Storm

Familiarize yourself with these terms to help identify a winter storm hazard:

- **Winter Storm Watch** indicates that severe winter weather may affect your area within 12-48 hours.
- **Winter Storm Warning** indicates severe winter weather is in the area or expected immediately and can be life threatening.
- **Ice Storm Warning** is issued for ice accumulations of a quarter-inch or more.
- **Blizzard Warning** is issued when sustained winds or frequent gusts to 35 miles per hour or greater and considerable amounts of falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer.
- **Frost/Freeze Warning** is issued when below freezing temperatures are expected.
- **Freezing Rain** is rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees, and power lines.
- **Sleet** is rain that turns to ice pellets before reaching the ground.

Missourians can prepare for winter by:

- **Creating a family emergency plan** and creating an emergency kit with bottled water and canned and dried food that can be prepared without cooking in case of a power outage.

- **Adding the following supplies to your disaster supply kit:** rock salt to melt ice on walkways; sand to improve traction; snow shovels and other snow removal equipment.
- **Securing an alternate fuel source** such as firewood or a generator. Make sure your fireplace functions properly. If you have a generator, make sure you have fuel and that it functions properly. Only operate the generator outdoors. Keep a fire extinguisher on hand.
- **Creating a winter car kit** in the trunk of the car. This includes: windshield scraper and small broom, flashlight, blanket, spare radio with batteries, snacks or energy-type food, water, jumper cables, flares and matches, shovel, sand or shingles to give tires traction, extra hats, socks and mittens, first aid kit, fluorescent distress flag.
- **Learning how to shut off water valves** in case a pipe bursts.

What to do *during* a severe winter storm

- **Listen to radio, television, or NOAA Weather Radio** for weather reports and emergency information.
- **Wear several layers** of loose fitting, lightweight warm clothing rather than one layer of heavy clothing. The outer garments should be tightly woven and water repellent. Wear mittens, which are warmer than gloves. Wear a hat. Cover your mouth with a scarf to protect your lungs. Protect your lungs from extremely cold air by covering your mouth when outdoors. Try not to speak unless absolutely necessary. **Keep dry.** Change wet clothing frequently to prevent a loss of body heat. Wet clothing loses all of its insulating value and transmits heat rapidly. **Watch for signs of frostbite.** These include loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose. If symptoms are detected, get medical help immediately. **Watch for signs of hypothermia.** These include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion.
- **Avoid overexertion when shoveling snow.** Overexertion can bring on a heart attack—a major cause of death in the winter. If you must shovel snow, stretch before going outside and take frequent breaks.
- **Drive only if absolutely necessary.** If you must drive, consider the following: Check the Missouri Department of Transportation's Web site for road conditions: www.modot.mo.gov or call the Missouri Road Condition Report line at 888-ASK-MoDOT (275-6636). Travel in the day, don't travel alone, and keep others informed of your schedule. Stay on main roads, avoid back road shortcuts. If you need assistance while on the road, or need to report an accident, broken down car, or vehicle off the road, call the Missouri State Highway Patrol's Emergency report line by dialing *55 on your cell phone. It connects you to the nearest MSHP troop headquarters. From a land line call (800) 525-5555.

- **If a blizzard traps you in the car:** Pull off the highway, turn on hazard lights and hang a distress flag from the radio antenna or window. **Remain in your vehicle where rescuers are most likely to find you.** Do not set out on foot unless you can see a building close by where you know you can take shelter. Be careful: distances are distorted by blowing snow. A building may seem close, but be too far to walk to in deep snow. **Run the engine and heater about 10 minutes each hour to keep warm.** When the engine is running, open an upwind window slightly for ventilation and periodically clear snow from the exhaust pipe. *This will protect you from possible carbon monoxide poisoning.* In extreme cold, use road maps, seat covers, and floor mats for insulation. Huddle with others in the vehicle and use your coat for a blanket. **Take turns sleeping.** One person should be awake at all times to look for rescue crews. **Drink fluids to avoid dehydration. Be careful not to waste battery power.** Balance electrical energy needs - the use of lights, heat, and radio - with supply. **Turn on the inside light at night** so work crews or rescuers can see you. **If stranded in a remote area,** stomp large block letters in an open area, spelling out HELP or SOS and line with rocks or tree limbs to attract the attention of rescue personnel who may be surveying the area in the air. **Leave the car and proceed on foot - if necessary-** once the blizzard passes.
- **If you do not have heat in your residence** temporarily close off some rooms and remain in one area of the residence. **Maintain ventilation when using kerosene heaters** to avoid a build-up of toxic fumes. Refuel kerosene heaters outside and keep them at least three feet from flammable objects. **Eat regularly and drink ample fluids,** but avoid caffeine and alcohol. **If the pipes freeze,** remove any insulation or layers of newspapers and wrap pipes in rags. Completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold (or where the cold was most likely to penetrate).

When a Flood Strikes

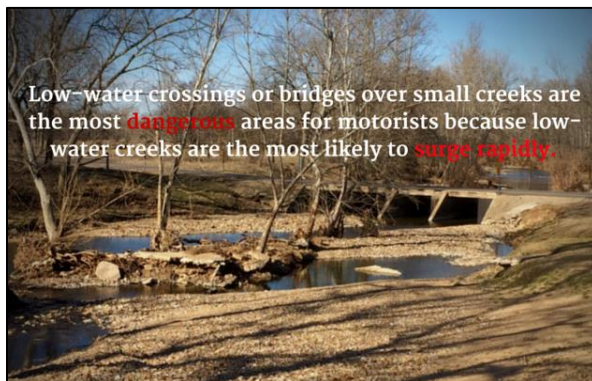
Flooding is a common and very dangerous hazard in Missouri. In 2015, flooding killed 27 people in the state, with 11 people in vehicles dying during torrential rain and flash flooding on one night alone. The great majority of people died in flash flooding, and 23 of the 27 people who died had been in motor vehicles. Flood effects can be local, impacting a neighborhood or community, or very large, affecting entire river basins and multiple states. There are major differences between flash floods and those that develop slowly—over a period of days and even weeks.



As the name indicates, flash floods develop quickly, sometimes in just a few minutes, and are the most dangerous form of flooding. Flash floods often have a dangerous wall of roaring water that carries rocks, mud, and other debris and can sweep away most things in their paths. Flash flooding is the leading cause of flooding deaths and historically more than half of the people killed by flooding were in motor vehicles.

Overland flooding occurs outside a defined river or stream, such as when a levee is breached, and, while slower developing, is destructive and potentially deadly. Flooding can also occur when a dam breaks, producing effects similar to flash floods.

Be aware of flood hazards no matter where you live, but especially if you live in a low-lying area, near water or downstream from a dam. Be aware that very small streams, gullies, creeks, culverts, dry streambeds, that appear harmless in dry weather are often the most dangerous areas when flash flooding occurs. Many flash flooding deaths occur when vehicles are swept off low-water crossings that are not meant to be crossed during flooding.



Facts to Help Stop Flooding Deaths in Missouri

- **Never** expect barriers to block off flooded low-water crossings or bridges because floodwaters often rise so quickly authorities cannot close a road in time.
- Some motorists **never see** the high water until it's too late because of poor visibility due to darkness or heavy rain.
- **Be alert** for high water whenever flash flooding is forecast. **Slow down** when visibility is limited.
- **Don't drive if you don't have to** when flash flooding is occurring in your area.
- **Turn around. Don't drown.**
- **Never** think that because you made it across a flooded low water crossing in the past that you'll make it the next time. Many areas saw record flooding in 2015 and others will in the future.
- **Never** be tempted to drive into floodwater because it appears shallow. Looks are deceiving and the roadway may not be intact. Floodwater often washes out roads or compromises their structural integrity.
- Less than a foot of moving water is enough to push a vehicle.
- Cars will float when the force of the water is greater than the force of friction. Sand and mud that come with flash flooding reduce the friction force of gravity holding the car in place.
- **Think about everything you could lose** before trying to save a few minutes by not turning around.
- If you wind up in flood water and your vehicle stalls, **leave it immediately and seek higher ground**. Rapidly rising water may engulf the vehicle and sweep it away.
- On average, **flash flooding kills 140 people each year** in the U.S.

When an Earthquake Strikes

Three of the largest earthquakes experienced in the continental United States occurred in the New Madrid Seismic Zone in 1811-12. Southeast Missouri continues to experience over 200 measurable minor earthquakes each year. Occasionally, residents can feel some of those minor earthquakes. Because a New Madrid Seismic Zone earthquake cannot be predicted, it is important to take steps to learn about earthquakes and to protect yourself.



The following preparedness tips can help you survive an earthquake:

What to do before an earthquake:

- Identify safe spots and danger zones in each room.
- Buy a large garbage can to store bottled drinking water, canned and dried non-perishable food that does not need to be cooked (tuna and crackers, for example), a can opener, flashlights, first aid supplies, battery powered radio, seasonal clothing and blankets. It may also become your “go kit” if you need to leave your home.
- Know how to shut off all utilities.
- Be sure your house is firmly anchored to its foundation.
- Anchor overhead lighting fixtures.
- Store bottled foods, glass, china and other breakable items on low shelves or in cabinets that can fasten shut. Place large or heavy objects on lower shelves.
- Brace bookshelves and heavy furniture to walls to keep them from toppling.
- Repair defective electrical wiring.
- Install flexible lines to water heaters, gas stoves and other appliances.
- Securely fasten water heaters and gas appliances to wall studs.
- Buy earthquake insurance.

What to do during an earthquake:

- If indoors – take cover under sturdy furniture or against an inside wall. **“Drop, Cover and Hold On”** until the shaking stops. This means DROP down to the floor, take COVER and protect your head and neck with your arms, and HOLD ON to the sturdy piece of furniture you are under until the shaking stops.
- If outdoors – stay there. Move away from buildings, streetlights and utility wires.

- In a high-rise building – take cover under sturdy furniture away from windows and outside walls. Stay in the building on the same floor. An evacuation may not be necessary. Wait for instructions from safety personnel. Do not use elevators.
- In a vehicle – stop as quickly as safety permits, and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses or utility wires.

What to do immediately after an earthquake:

- Check for injuries.
- Be prepared for aftershocks.
- Wear sturdy shoes in areas covered with fallen debris and broken glass.
- If the electricity is out – use flashlights or battery operated lanterns. Check the main utility panel.
- If you smell gas or hear a hissing sound – open a window and leave the building. Shut off the main gas valve outside the building.
- If water pipes are damaged – shut off the water supply at the main valve.
- Check your home and chimney for structural damage
- Check household appliances for damage.
- Clean up spilled medicines, bleaches, gasoline and other flammable liquids.
- Do not flush toilets until you know sewage lines are intact.
- Open cabinets cautiously because objects may fall off shelves.
- Use the phone only to report a life-threatening emergency.
- Listen to news reports for the latest emergency information.

When Extreme Heat Strikes

Missouri summers, which bring a combination of high temperatures and high humidity, can prove to be not only uncomfortable, but dangerous. Residents should remember that the summer heat, particularly in July and August, can pose a real danger. In August 2007, Missouri experienced a heat wave that lasted approximately 21 days and resulted in 34 hyperthermia deaths. The heat wave



started Aug. 2 with a heat index of 101 in Cape Girardeau and spread across the state. By Aug. 7, the five cities that Missouri's Department of Health and Senior Services receives daily heat data on from the National Weather Service were experiencing heat indexes of 103 or higher. The heat index remained in the upper 90s or higher in at least one of the five areas until Aug. 25.

Of the 214 hyperthermia deaths in Missouri from 2000 to 2009, 112 (52 percent) were people age 65 years and older. Victims in this population often live alone and have other complicating medical conditions. Also, lack of air conditioning or the refusal to use it for fear of higher utility bills, contribute to the number of deaths in the senior population. Missourians should call the state's toll-free abuse and neglect hotline at (800) 392-0210 to report senior citizens or adults with disabilities suffering from the heat and in need of assistance. The hotline operates 8 a.m. to 8 p.m. seven days a week.

Familiarize yourself with the terms used to identify heat hazards

- **Heat Wave** is a prolonged period of excessive heat, often combined with excessive humidity.
- **Heat Index** is a number in degrees Fahrenheit (F) that tells how hot it feels when relative humidity is added to the air temperature. Exposure to full sunshine can increase the heat index by 15 degrees.
- **Heat Cramps** are muscle pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are often the first signal that the body is having trouble with the heat.
- **Heat Exhaustion** typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Blood flow to the skin increases, causing blood flow to decrease to the vital organs. This results in a form of mild shock. If not treated, the victim's condition will worsen. Body temperature will keep rising and the victim may suffer heat stroke.
- **Heat Stroke** is a life-threatening condition. The victim's temperature control system, which produces sweating to cool the body, stops working.

The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.

- **Sun Stroke** is another term for heat stroke.

Preparedness tips *before* severe heat

To prepare for extreme heat, you should:

- Install window air conditioners snugly; insulate spaces around the air condition for a tighter fit, if necessary.
- Check air-conditioning ducts for proper insulation.
- If you have central air conditioning, set the thermostat no lower than 78 degrees.
- Change or clean your air-conditioning filter once a month.
- Install temporary window reflectors (for use between windows and drapes), such as aluminum foil-covered cardboard, to reflect heat back outside.
- Weather-strip doors and sills to keep cool air in.
- Cover windows that receive morning or afternoon sun with drapes, shades, awnings, or louvers. (Outdoor awnings or louvers can reduce the heat that enters a home by up to 80 percent.)
- Keep storm windows up all year.

What to do *during* severe heat and heat emergencies

- Stay indoors as much as possible and limit exposure to the sun.
- Stay on the lowest floor out of the sunshine if air conditioning is not available.
- Consider spending the warmest part of the day in public buildings such as libraries, schools, movie theaters, shopping malls, and other community facilities. Circulating air can cool the body by increasing the evaporation rate of perspiration. Call 211 for the nearest location of a cooling center.
- Use exhaust fans and dehumidifiers when needed.
- Eat light, well-balanced meals at regular intervals. Avoid using salt tablets unless directed to do so by a physician.
- Drink plenty of water. Individuals who have epilepsy or heart, kidney, or liver disease, are on fluid-restricted diets, or who have problems with fluid retention should consult a doctor before increasing liquid intake.
- Limit intake of alcoholic beverages.
- Dress in loose-fitting, lightweight, and light-colored clothes that cover as much skin as possible.
- Protect your face and head by wearing a wide-brimmed hat. Wear sunscreen.
- Check on family, friends, and neighbors who do not have air conditioning and who spend much of their time alone.

- Never leave children or pets alone in closed vehicles.
- Avoid strenuous work during the warmest part of the day; use the buddy system when working in extreme heat; and take frequent breaks.

If your home is not air-conditioned, use moving air to try to beat the heat.

- Open all windows early in the morning to get rid of heat and help cool the home.
- Keep the house closed during the hottest part of the day. Check indoor and outdoor thermometers to make sure that the indoor temperature is still cooler than outside. Later, open up the house so the cooler night air can lower inside temperatures.
- Use floor and ceiling fans as much as possible to circulate a cooling breeze. Also use window fans if not using air conditioning.
- Sleep in a cooler part of the residence, such as lower floors or the basement.
- Take showers and baths early in the morning or late at night.
- Use appliances and equipment that give off heat (iron, light bulbs, clothes dryer, hair dryer, etc.) only as needed and limit use to the early morning or at night, not during the middle of the day.
- Slow down and avoid physical exertion to avoid heat stress.
- Listen to radio and television for discomfort index warnings and keep in touch with others every day.
- If the residence becomes too warm, try to be in a cooler place during the hottest part of the day – a friend’s or neighbor’s home, a cooling center, senior center, shopping mall or library.

When a Fire Strikes

While fires are often unpredictable, there are many steps you can take to protect yourself, your family, and your property in the event of a fire. Structure fires are the most common type of fire in Missouri, and the most deadly. While Missouri is not known for large wildland fires, like those that regularly affect some western states, dry conditions, low humidity and strong winds can often combine to create dangerous brush and wildland fires. In the spring and summer of 2012, Missouri experienced the worst drought in decades, with most of the state suffering severe drought conditions. The drought pushed vegetation moisture levels to historic lows, leading to fires growing larger, moving faster, and even crowning—fire spreading from tree canopy to tree canopy—which is highly unusual in Missouri. The result was wildland fires in Missouri affected more than 10,000 acres. In 2010, three Missourians died in February and March when fires set to burn debris and brush got out of control and rapidly spread.



Preparedness *before* a fire

Fires can develop and spread quickly. There are many things you can do before a fire to minimize the risk.

Smoke alarms are an important tool in detecting a fire and keeping your family safe. A properly installed smoke alarm decreases you and your family member's chance of dying by half. To make sure your smoke alarms are able to work properly:

- Install smoke alarms.
- Place smoke alarms on every level of your residence. Place them inside and outside each bedroom on the ceiling or high on the wall (top of detector should be 4 to 12 inches from ceiling), at the top of open stairways, or at the bottom of enclosed stairs and near (but not in) the kitchen.
- Test and clean smoke alarms once a month and replace batteries at least once a year. Replace smoke alarms once every 10 years.
- Install carbon monoxide alarms if you use fossil fuels such as propane/natural gas, oil, wood, coal fired appliances or if you have an attached garage. Follow manufacture's installation instructions.

Escaping a fire is a task that should not go unplanned for you and your family. Make sure you:

- Review escape routes with your family. Plan and practice escape routes from each room in your home.
- Be prepared; learn to use every exit from your building.
- Know your local emergency number.
- Make sure windows are not nailed or painted shut and can be easily opened from the inside.
- Consider escape ladders if your residence has more than one level.
- Ensure that burglar bars, security gratings or other antitheft mechanisms that block outside window entry are easily opened from the inside.
- Teach family members to stay low to the floor when escaping from a fire.
- Clean out storage areas. Do not let trash, such as old newspapers and magazines, accumulate.
- Keep escape routes clear. Ensure stairs and walking areas are free of electrical cords, shoes, clothing, books and other clutter.
- Install nightlights and keep a flashlight, phone and an emergency phone numbers at your bedside.

Flammable items increase the threat of a fire. Ensure that you:

- Never use gasoline, benzene, naphtha, or similar flammable liquids indoors.
- Store all flammable liquid in approved containers in well-ventilated storage areas.
- If you smoke, smoke outside. Never smoke near flammable liquids.
- Properly discard all rags or materials that have been soaked in flammable liquids after you have used them.
- Insulate chimneys and place spark arresters on top. The chimney should be installed in accordance with manufactures guidance. Typically a chimney should be installed at least three feet higher than the peak of the roof.
- Remove branches hanging above and near the chimney.

Protect your home from fires created by heating sources by making sure you:

- Use caution when using alternative heating sources.
- Check with your local fire department on the legality of using kerosene heaters in your community. Be sure to fill kerosene heaters outside, and be sure they have cooled before filling.
- Give space heaters space. Keep space heaters at least three feet away from combustible materials. Make sure the floor and nearby walls are properly fire rated.

- Use only the type of fuel designated for your heating appliance and follow manufacturer's instructions.
- Store ashes in a metal container outside and away from your residence.
- Do not place ash containers on decks made of wood or composite materials.
- Keep open flames away from walls, furniture, drapery, and combustible items.
- Keep a screen in front of the fireplace.
- Have heating units inspected and cleaned annually by a reputable professional.

When using matches or smoking in your home, make sure you:

- Keep matches and lighters up high, away from children. If possible, keep them in a locked cabinet.
- Never smoke in bed or when drowsy or medicated.
- Provide smokers with deep, sturdy ashtrays.
- Douse cigarette and cigar butts with water before disposal.

Take the following steps to maintain and monitor electrical wiring in your home:

- Have the electrical wiring in your residence checked by a reputable electrician.
- Inspect extension cords for frayed or exposed wires or loose plugs.
- Make sure outlets have cover plates and no exposed wiring.
- Make sure wiring does not run under rugs, over nails, or across high-traffic areas.
- Do not overload extension cords or outlets. If you need to plug in two or three appliances, use a UL-approved power strip with built-in circuit breakers to prevent sparks and short circuits.
- Make sure insulation does not touch bare electrical wiring.

Other steps to minimize damages caused by a fire:

- Sleep with your door closed.
- Install A-B-C type fire extinguishers in your residence and teach family members how to use them.
- Consider installing an automatic fire sprinkler system in your residence.
- Ask your local fire department to inspect your residence for fire safety and prevention.

To prevent the spread of fires started to burn brush and debris, Missouri's fire marshal recommends the following precautions:

- Check for local burn bans or restrictions before conducting any open burning.
- Keep fire a minimum of 75 feet from all buildings.
- Never use gasoline, kerosene or any other flammable liquid to start the fire.
- Do not leave a fire unattended.
- Have fire extinguishment materials on hand, including a water supply, shovels and rakes.
- Be prepared to extinguish your fire if the winds pick up.
- DO NOT delay a call for help – call the fire department immediately at the first sign of the fire getting out of control.

Preparedness tips *during* a fire

If there is a fire in your home, you should exit immediately and consider the following tips:

- If your clothes catch on fire, you should stop, drop to the ground/floor, and cover your face with your hands, roll over and back and forth until the fire is extinguished. Running only makes the fire burn faster. Use cool water for 3 to 5 minutes to cool the burn. Seek immediate medical attention.
- When exiting, you should check closed doors for heat before you open them. Use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and door frame before you open it. Never use the palm of your hand or fingers to test for heat.
- If the door is hot, do not open. Exit through a window. If you cannot exit, hang a light-colored sheet outside the window, which will alert fire fighters to your location. If possible call 911 to report your location.
- If the door is cool, slowly open the door and ensure fire and/or smoke is not blocking your planned exit route. If your exit route is blocked, shut the door immediately and use an alternate exit route. If your route is clear, leave immediately through the door and close it behind you.
- Be prepared to crawl. Smoke and heat rise, the air is clearer and cooler near the floor.
- Crawl low under any smoke to your exit. Heavy smoke and poisonous gases collect first at ceiling level.
- Close doors behind you to delay the spread of the fire.
- Stay out once you are safe. Do not re-enter.
- Call 9-1-1 or the fire department's emergency number from a neighbor's phone or a cell phone.

Preparedness tips *after* a fire

How to react after a fire depends on the circumstances you are in.

- If you are with burn victims, or are a burn victim yourself, call 9-1-1. Cool and cover any burns to reduce the chance of further injury or infection.
- If you detect heat or smoke when entering a damaged building, evacuate immediately.
- If you are a tenant, contact the landlord.
- If you have a safe or strong box, do not try to open it. It can hold intense heat for several hours. If the door is open before the box has cooled, the contents could burst into flames.
- If you must evacuate your home because the building is deemed to be unsafe, ask someone you trust to watch the property during your absence.

When a Hazardous Emergency Strikes

A hazardous material is any substance or material in a quantity or form that may pose a reasonable risk to health, the environment, or property. Hazardous materials risks include incidents involving substances such as toxic chemicals, fuels, nuclear wastes and/or products, and other radiological and biological or chemical agents. In addition to accidental or incidental releases of hazardous materials due to fixed facility incidents and transportation accidents, Missouri and the rest of the nation must be ready to respond to hazmat releases due to terrorism. Generally with a fixed facility, the hazards are pre-identified, and the facility is required by law to prepare a risk management plan and provide a copy of this plan to the local emergency planning commission (LEPC) and local fire departments. Missouri Tier II forms must also be filed with the **Missouri Emergency Response Commission (MERC)** at the State Emergency Management Agency (SEMA). For specific site plans, each county LEPC is required by law to maintain a copy of these plans.



Each community should educate residents about potential hazardous materials risks in their neighborhoods and about the steps that should be taken to minimize the risk to individuals.

Most communities have LEPCs, whose responsibilities include collecting information about hazardous materials in the community and making this information available to the public upon request. The LEPCs contact information can be provided by local emergency management offices.

The LEPCs are tasked with developing an emergency plan to prepare for and respond to chemical emergencies in the community. How the public will be notified, and actions plans in the event of a hazmat incident are part of the emergency plan.

Preparedness tips *before* a hazardous materials emergency

Preparedness tips *before* a hazardous materials emergency

Create a plan for you and your family in the case of a hazardous materials emergency.

- Contact the LEPCs to find out more information about chemical hazards.
- Ask the LEPCs what needs to be done to minimize the risk to individuals and the community from these materials.

- Add plastic sheeting, duct tape, and scissors to your disaster kit supply list.
- Designate a shelter room. This room should be above ground and have the fewest openings to the outside.

Preparedness tips *during* a hazardous materials emergency

To report a hazardous substance release, call Missouri Department of Natural Resources' Environmental Emergency Response at (573) 634-2436. The department staffs a 24-hour a day, seven days a week, hazardous substance spill reporting telephone line to ensure prompt notification. DNR also has 24/7 on-site response capability. Duty officers with technical expertise provide spill cleanup advice, respond to provide cleanup oversight, coordinate private contractors to clean up hazardous material spills and ensure a proper environmental cleanup is completed.

In case of a hazardous materials emergency, listen to local radio or television stations for detailed information and instructions. Follow these instructions carefully. Remember that some toxic chemicals are odorless, so be sure to stay away from the contaminated area to minimize risk for you and your family.

If you are asked to evacuate then:

- Evacuate immediately.
- Stay tuned to local radio or television stations for information on evacuation routes, temporary shelters, and procedures.
- Follow the routes recommended by the authorities. Shortcuts may not be safe.
- If there is time, close all windows, vents and turn off attic fans to minimize contamination in the house.
- Take pre-assembled disaster supplies with you as you evacuate.
- Help any neighbors who may require special assistance.

If you are caught outside then:

- Stay away from accident victims until the hazardous material has been identified.
- Stay upstream, uphill and upwind.
- Try to go at least one-half mile from the contaminated area.
- Move away from the accident scene and help to keep others away.
- Do not walk into or touch any spilled liquid, airborne mists, or condensed solid chemical deposits.
- Try not to inhale gases, fumes and smoke.
- If possible, cover mouth with a cloth while leaving the dangerous area.

If you are caught in a motor vehicle then:

- Stop and seek shelter immediately in a permanent building.
- If you must remain in your vehicle, keep windows and vents closed and shut off the air conditioner and heater.

If you are instructed to stay indoors then:

- Bring all pets inside.
- Close and lock all exterior doors and windows.
- Close vents, fireplace dampers, and as many interior doors as possible.
- Turn off air conditioners and any other ventilation systems. In large buildings, set ventilation systems to 100 percent recirculation so that no outside air is drawn into the building. If this is not possible, then ventilation systems should be turned off.
- Go into the pre-selected shelter room.
- Seal gaps under doorway and windows with wet towels or plastic sheeting and duct tape.
- Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper, or aluminum wrap.
- Use material to fill cracks and holes in the room, such as those found around pipes.
- If there is a chance gas or vapors could have entered the building, take shallow breaths through a cloth or towel.
- Avoid eating or drinking any food or water that may be contaminated.

Preparedness tips *after* a hazardous materials emergency

Guidelines that should be followed by you and your family following a hazardous materials emergency include:

- If evacuated, return home only when authorities say it is safe.
- Open windows, vents and turn on fans to provide ventilation.
- Contact local authorities to find out how to clean up your land and property.
- Report any lingering vapors or other hazards to your local emergency services offices.

If you have come into contact with or have been exposed to hazardous chemicals, you should do the following:

- Follow decontamination instructions provided by local authorities. You may be advised to take a thorough shower, or you may be advised to stay away from water and follow another procedure.
- Seek medical treatment for unusual symptoms immediately.

- Place exposed clothing and shoes in tightly sealed containers. Do not allow them to contact other materials. Call local authorities to find out about the proper disposal methods for these materials.
- Advise everyone who comes into contact with you that you may have been exposed to a toxic substance.

Glossary of Terms and Acronyms

Resources

American Red Cross, Eastern Missouri

<http://www.redcross.org/local/missouri/eastern-missouri>

314-516-2800

COAD: Community Organizations Active in Disasters

We belong to the St. Louis City and County COAD

VOAD: Volunteer Organizations Active in Disasters

<https://www.nvoad.org/>

Federal Emergency Management Agency [FEMA]

<https://www.fema.gov/>

General Operator: (202) 646-2500

Mailing Address:

Federal Emergency Management Agency

500 C Street S.W.

Washington, D.C. 20472

Disaster Victims: Phone: 800-621-3362

State Emergency Management Agency [SEMA] <http://sema.dps.mo.gov/>

SVDP USA Disaster Relief

