



*Be Ready in an Emergency*

***Read It Before***

***You Need It***



**SAN MATEO  
COUNTY HEALTH**

All together better.

## **Getting Started**

**Disaster Prep Tips for People with Cognitive Impairments**

**Disaster Prep Tips for Deaf or Hard of Hearing People**

**Disaster Prep Tips for People on Life Support Systems**

**Disaster Prep for People with Mental Health & Substance Abuse Issues**

**Disaster Prep Tips for People with Mobility Impairments**

**Disaster Prep Tips for Seniors**

**Disaster Prep Tips for Service Animals & Pets**

**Disaster Prep Tips for People with Visual Impairments**

**Disaster Prep Tips for Parents & Caregivers of Children**

**Emergency Supply Kit**

**Important Phone Numbers**

**Emergency Cards**

## Be informed, prepared, and involved!

### How to use this pamphlet

This pamphlet is designed to help you prepare for when a disaster strikes. Being prepared for disasters or emergencies is critically important, especially for those with special needs or who may need assistance in case of emergency.

Get started now by reviewing this checklist you should reference when preparing for an emergency situation.

#### **Check upon completion**

Put together my Disaster Kit

Completed a Personal Assessment

Created a Support Network  
Arrange an Out-of-Town Contact

Completed an Emergency Health Information

Card for each family member

Installed audible and visual alarms and smoke detectors

Gathered my Emergency Documents

Created my Communication Plan

Told my family, neighbors, and local emergency teams what I need in an emergency situation

### Record Important Information

Decide where you meet your family if you become separated.

Pick where you keep your emergency supplies so your family can access them when in need.

Choose an out-of-town contact who you can call following disaster.

## Getting Started

## Disaster Prep Tips for People with Cognitive Impairments

San Mateo County created this tip booklet to properly prepare you for an emergency or disaster. Please reference this pamphlet in conjunction with the Emergency Health Information Card.

### 1. Get a Kit

- List of key phrases on a card for emergency personnel. Think about what someone who is helping you might need to know about you.
- Your card may say:
  - I cannot read
  - I communicate using an assistive communication device
  - I may have difficulty understanding what you are telling me
  - I forget easily; please write down information for me

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Your family members must know how to contact this person.
- Decide where to meet your household members if ever separated during an emergency.

### 3. Be Informed

- Learn your community's response and evacuation plans.
- Develop a communication plan with your family
- Ask your local fire department, police department or emergency management office about emergency special assistance programs
- Ask your city or county how they will warn you of a disaster situation and provide information to you before, during and after a disaster.
- Know which television and radio stations in your area broadcast the Emergency Alert System.

## Disaster Prep for People with Cognitive Impairments

## Disaster Prep Tips for Deaf or Hard of Hearing People

### 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, people who are deaf or hard of hearing may consider including the following items:

- Extra hearing aids and batteries
- A list of key phrases for emergency personnel (e.g. 'I need an interpreter')
- Battery powered television and extra batteries
- Extra batteries for: visual or sensory alarms, pagers and TTY
- Car charger for pager/communication devices

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Your family members must know how to contact this person.
- Decide where to meet your household members if ever separated during an emergency.
- Check that all your visual and vibrating alerting devices have back-up battery.

### 3. Be Informed

- Learn your community's response and evacuation plans.
- Develop a communication plan with your family
- Ask your local fire department, police department or emergency management office about emergency special assistance programs
- Ask your city or county how they will warn you of a disaster situation and provide information to you before, during and after a disaster.
- Know which television and radio stations in your area broadcast the Emergency Alert System.

Disaster Prep for Deaf or Hard of Hearing People

## Disaster Prep Tips for People on Life Support Systems

### 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, people who use life support systems may consider including the following items:

- Tools and supplies needed to maintain the respirators or other electric-powered medical equipment.
- Two-week supply of dressings, nasal cannulas and suction catheters
- Copies of your medical records
- A list of the name and manufacturer of the respirator and life support equipment

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Your family members must know how to contact this person.
- Decide where to meet your household members if ever separated during an emergency.
- Make prior arrangements with your physician or check with your oxygen supplier about emergency plans for those on respirators or other electric-powered medical equipment.
- Secure any life support equipment to prevent damage
- Obtain a generator if appropriate and feasible
- Check that all your visual and vibrating alerting devices have back-up battery.

### 3. Be Informed

- Learn your community's response and evacuation plans.
- Develop a communication plan with your family
- Ask your local fire department, police department or emergency management office about emergency special assistance programs
- Ask your city or county how they will warn you of a disaster situation and provide information to you before, during and after a disaster.
- Know which television and radio stations in your area broadcast the Emergency Alert System.

Disaster Prep for People on Life Support Systems

## Disaster Prep for People with Mental Health & Substance Abuse

### 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, people with mental health and/or substance abuse problems may consider including the following items:

- Name and phone number of your local mental health professional(s), recovery sponsor, and/or other person for support
- Name and phone number of your primary care physician and mental health and/or substance abuse professional care providers
- Copy of information about name of the prescribed medication, dosage, and where to receive the medication

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Your family members must know how to contact this person.
- Decide where to meet your household members if ever separated during an emergency.
- Know the signs and symptoms and common reactions to a disaster and develop and discuss coping skills with your family and friends who offer you support. Among the signs to look for over time are:
  - Feeling tens, nervous, numb, or tired
  - Having sleep problems
  - Increased dependence on alcohol drugs
  - Being angry or irritable
- If you have ever experienced a problem with alcohol or other drugs:
  - Practice how to communicate your needs
  - Discuss the type of reactions you may have after a disaster
  - Stay clear of anything that may trigger relapse

### 3. Be Informed

- Learn your community's response and evacuation plans.
- Ask your local fire department, police department or emergency management office about emergency special assistance programs.
- Develop a communication plan with your family.
- Know which television and radio stations in your area broadcast the Emergency Alert System.

## Disaster Prep for People with Mental Health & Substance Abuse

## Disaster Prep Tips for People with Mobility Impairments

### 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, people who have mobility impairments may consider including the following items:

- A pair of heavy gloves to use while wheeling or making your way over glass and debris
- Extra battery for motorized wheelchair
- If you do not have puncture proof tires, keep a patch kit or can of "seal-in-air product" to repair flat tires and/or keep an extra supply of inner tubes
- Electrical back-up for mechanical equipment

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact.
- Decide where to meet your household members if ever separated during an emergency.
- If you have motorized wheelchair or scooter, consider having an extra battery available. Ask your vendor how you will be able to charge batteries
- Arrange and secure furniture and other items to provide paths of travel and barrier free passages.
- If you spend time above the first floor of an elevator building, plan and practice using alternate methods of evacuation.
- If you cannot use stairs, discuss lifting and carrying techniques that will work for you.
- Be sure to have electrical back-up for any medical equipment.

### 3. Be Informed

- Learn your community's response and evacuation plans.
- Develop a communication plan with your family.
- Ask your local fire department, police department or emergency management office about emergency special assistance programs.
- Ask your city or county how they will warn you of a disaster situation and provide information.
- Know which television and radio stations in your area broadcast the Emergency Alert System.
- Ask your local emergency management office if they have an emergency notification system that can interfere with a TTY. This system can contact people in an affected area.

## Disaster Prep Tips for People with Mobility Impairments

# Disaster Prep Tips for Seniors

## 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit in case of an emergency, seniors may consider including the following items:

- Extra hearing aids and batteries
- A three-day supply of any medication you are prescribed and/or a copy of your prescription medications and dosages
- List of any allergies
- Extra eyeglasses
- Extra wheelchair batteries, oxygen
- List of the style and serial number of medical devices, such as pacemakers
- Medical insurance and insurance cards
- List of doctors and relatives or friends who should be notified if you are injured
- Glucometer/Diabetes medication

## 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Everyone must know how to contact this person.
- Decide where to meet your household members if ever separated during an emergency.
- Plan and practice the escape route from your home.
- Discuss who will check on you in the event of an emergency.
- Have a plan to signal help.
- Contact your local Area Agency on Aging (AAA) to see if they have a Special Needs Registry.
- Check that all of your visual and vibrating alerting devices have battery back-up in the event of a power outage. Replace the batteries every six months.

## 3. Be Informed

- Learn your community's response and evacuation plans.
- Ask your local fire department, police department or emergency management office about emergency special assistance programs.
- Develop a communication plan with your family.
- Know which television and radio stations in your area broadcast the Emergency Alert System.

# Disaster Prep Tips for Seniors

# Disaster Prep Tips for Service Animals & Pets

## 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, people who care for service animals and pets may consider creating an Animal Supply Kit and Take-Along Bag including the following:

- Two-week supply of water and food
- Non-spill food and water dishes
- Manual can opener and spoons
- Animal/service animal identification information
- Cage/carrier labeled with contact information
- Favorite toys, treats, blankets
- Leash, collar, harness, muzzle, stakes, and tie downs
- Litter, litter pan, litter scoop
- Newspaper (for bedding or litter)
- Paper towels and plastic baggies
- Pet medication

## 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Everyone must know how to contact this person.
- Decide where to meet your household members if ever separated during an emergency.
- Check your Animal Supply Kit and Take-Along Bag every six months to keep information current and supplies fresh.
- Make sure your service animals and pets have current ID tags. Consider other methods of identification, such as microchip.
- Plan how your pets will be carried for if you have to evacuate and build relationships with other animal owners in your neighborhood.
- Keep vaccinations current.
- Keep your pets and service animals confined or securely leashed/harnessed during or after a disaster so they are not confused or frightened.

## 3. Be Informed

- Learn your community's response and evacuation plans.
- Learn the emergency plans and procedures that exist where you and your family spend time. Develop a communication plan with your family.
- Know which television and radio stations in your area broadcast the Emergency Alert System.
- Ask your local fire department, police department or emergency management office about emergency special assistance programs.

# Disaster Prep Tips for Service Animals & Pets

## Disaster Prep Tips for People with Visual Impairments

### 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, people who have visual impairments may consider including the following:

- Medications and Special Items – extra folding mobility cane, extra pair of dark glasses (if medically required)
- Tape recorder & extra batteries
- Create an Animal Supply Kit and Take-Along Bag (Please referenced the Service Animal & Pets Disaster Tips)

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Everyone must know how to contact this person. Following a disaster, family members should call this person and tell them where they are. Everyone must know how to contact this person (e.g. TTY, email, pager, instant message, etc.)
- Decide where to meet your household members if ever become separated.
- Complete an Emergency Health Information Card. Update it regularly and keep it with you at all times.
- Canes: If you use a cane, keep extras in strategic, consistent and secured locations to help you maneuver around obstacles and hazards.
- Service animals may become frightened or confused during and after a disaster: keep them confined or securely leashed or harnessed. A leash/harness is an important item for managing a nervous or upset animal.
- Plan for losing the auditory cues you usually rely on after a major disaster.
- Mark emergency supplies with large print, fluorescent tape or Braille.
- If you have some vision, place security lights in each room to light paths of travel. These lights plug into electrical wall outlets and light up automatically if there is a loss of power. (Check your local hardware stores).
- Secure computers and anchor special equipment. Create a back-up system for important data and store it off-site.

### 3. Be Informed

- Learn your community's response and evacuation plans.
- Learn the emergency plans and procedures that exist where you and your family spend time. Develop a communication plan with your family.
- Ask your local fire department, police department or emergency management office about emergency special assistance programs.
- Know which television and radio stations in your area broadcast the Emergency Alert System.

## Disaster Prep Tips for People with Visual Impairments

## Disaster Prep Tips for Parents & Caregivers of Children

### 1. Get a Kit

In addition to the list of recommended items to include in a Disaster Supplies Kit, parents or caregivers of children should consider including the following:

A list of children for whom they are providing care, including:

- Full name and nicknames
- Date of birth
- Copy of birth certificates
- Recent photograph
- List of allergies and medications taken on a regular basis

If a child has "functional needs: (diabetes, cerebral palsy, visual impairment, etc.), please list the following:

- Type of functional need
- Medications and the dosage
- Physician's name and contact info

Name, address and phone number of school

List of other caregivers along with contact information and their roles

Alternate contact numbers for others who can pick up children

Photograph of child along with pertinent information (height, weight, color of hair, color of eyes, any distinguishing marks)

### 2. Make a Plan

- Meet with your family members, friends and building manager to review community hazards and emergency plans.
- Choose an out-of-town contact. Everyone must know how to contact this person. Following a disaster, family members should call this person and tell them where they are. Everyone must know how to contact this person (e.g. TTY, email, pager, instant message, etc.)
- Daycares/Schools Note: If daycare center/school is not accessible, list a primary and a secondary reunification site.
- Complete an Emergency Health information Card for each child. Update it regularly and keep it with you at all times.

### 3. Be Informed

- Visit <http://www.njparentlink.nj.gov/> for more tips.
- Learn your community's response and evacuation plans.
- Learn the emergency plans and procedures that exist where you and your family spend time. Develop a communication plan with your family.
- Know which television and radio stations in your area broadcast the Emergency Alert System.
- Ask your local fire department, police department or emergency management office about emergency special assistance programs.
- Ask your city or county how they will warn you of a disaster situation and provide information to you before, during and after a disaster.

## Disaster Prep Tips for Parents & Caregivers of Children



## Important Phone Numbers

### Local agencies

#### San Mateo County Health

[www.smchealth.org](http://www.smchealth.org)

#### Behavioral Health Services

[www.smchealth.org/bhrs](http://www.smchealth.org/bhrs)

650-53-2541

#### Alcohol and Other Drug Services

[www.smchealth.org/bhrs/aod](http://www.smchealth.org/bhrs/aod)

650-802-6400

#### Emergency Preparedness Services

[www.smcready.go](http://www.smcready.go)

650-573-3798

#### Older Adults and People with Disabilities

[www.smchealth.org/aas](http://www.smchealth.org/aas)

1-800-675-8437

### National emergency agencies

can provide you with more information

#### American Red Cross

[www.redcross.org](http://www.redcross.org)

1-800-REDCROSS (1-800-753-2767)

#### Federal Emergency Management Agency (FEMA)

[www.fema.gov](http://www.fema.gov)

1-800-621-FEMA (1-800-621-3362)

#### Centers for Disease Control and Prevention

[www.cdc.gov](http://www.cdc.gov)

1-800-CDC-INFO (1-800-232-4632)

#### Environmental Protection Agency

[www.epa.gov](http://www.epa.gov)

1-800-424-9346

## Write down these important local numbers

In the event of a true emergency, call 9-1-1.

For local assistance, see the list below:

### Local Police Department

### Local Fire Department

### Local Ambulance Services

### Local Health Care Provider

### Local Emergency Management Office

### Other important names and numbers

**Emergency Cards**

**Emergency Cards**